# TARLAC STATE UNIVERSITY

# CLIENT SATISFACTION MEASUREMENT REPORT

## 2023

# Tarlac State University

# Client Satisfaction Measurement Report

2023 (1st Edition)

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# I. Overview:

The Tarlac State University is committed to continually strive for global competitiveness and excellence in the delivery of instruction, research, extension (training and consultancy), and administrative support services, compliant to regulatory and statutory requirements for the utmost satisfaction of its valued customers.

Consistent with the University's commitment to satisfy clienteles and its pursuit of continually quality improvement, it has established feedback and complaints mechanisms under the provisions of Section 20 of the Republic Act (RA) No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 and Section 3 of the Implementing Rules and Regulations (IRR) of the said RA *"All agencies shall embed feedback mechanisms and client satisfaction measurement in their process improvement efforts. The agency shall report to the Authority the results of the Client Satisfaction Survey for each service based on the guidelines to be issued by the Authority."*

As stated in the Anti Red Tape Authority (ARTA) Memorandum Circular (MC) No. 2022-05 dated 20 September 2022 (Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement as amended by ARTA MC No. 2023-05, dated 08 June 2023), which requires the conduct of Client Satisfaction Measurement (CSM) through the collection of client satisfaction feedback involving all clients with completed transaction, for all services offered by the government agency.

To aid all colleges, offices, and units of the University in determining the effectiveness of streamlining and process improvements, and institutionalizing Service Quality Dimensions (SQD), the institutionalized Citizen/Client Satisfaction Survey (CCSS) was revised and adopted a harmonized and standardized framework in measuring client satisfaction using the paper and electronic Harmonized Client Satisfaction Measurement (CSM) in compliance with the above mentioned applicable statutory and regulatory requirements.

# II. Scope:

The university's institutionalized Citizen/Client Satisfaction (CCSS) form was first implemented in FY 2022 until the 2nd Quarter of FY 2023. It was used to survey the transacting clients both physical and via online platform of every offices, units, and colleges in the Main Campus, San Isidro Extension Campus, and Lucinda Extension Campus.

The university's institutionalized CCSS forms was used to survey covering the eight (8) Service Quality Dimension to capture the total citizen/client experience, expectations and satisfaction which are as follows: *(See Appendix A.1. Institutionalized CCSS form from August 2022 to 2nd Quarter 2023 and Appendix B.1. Results per service for the period of January to June 2023)*

1. Responsiveness
2. Reliability (Quality)
3. Access and facilities
4. Communication
5. Costs
6. Integrity
7. Assurance
8. Outcome

Furthermore, during the 3rd Quarter of 2023 the Harmonized Client Satisfaction Measurement (CSM) was adopted and made effective in congruence to MC No. 2023-05 set forth by the Anti Red Tape Authority.

The university used the harmonized survey questionnaire covering three (3) questions related to the Citizen's Charter, one (1) question related to the client's overall satisfaction with the service availed of, and eight (8) questions related to Service Quality Dimensions (SQD). It was administered every after completion of the service/s availed to both external and internal clients of different offices, units, and colleges in the Main Campus, San Isidro Campus, and Lucinda Campus.

Of the 105,163 total transactions, various clients are invited to participate in the CSM survey, 5,161 internal and external clients were able to answer and participate in the survey. This resulted in a 5% response rate for the period of July to December 2023.

The **Table 1** summarizes the following services the offices, units, and colleges of the university surveyed, the total collected responses, the recorded total transactions, and the response rate per service.

**Table 1:** Number of clients that completed the survey and total number of transactions for the period of July to December 2023.

| External Services | Responses | Total Transactions | Response Rate |
|---|---|---|---|
| Processing of Action on Contracts and External Agreements | 4 | 5 | 80% |
| Processing of Request for Personal Meeting with the President | 4 | 6 | 67% |
| Process for Publication and Distribution of TSU Bulletin | 19 | 42 | 45% |
| Processing of Request for Alumni ID Numbers | 16 | 17 | 94% |
| Process for Claiming of Checks | - | 235 | 0% |
| Processing of Cash Payment for Outstanding Balances | 19 | 2908 | 1% |
| Process of Signing Student Clearance | 17 | 5970 | 1% |
| Processing of Material Approval Request | 40 | 50 | 80% |
| Processing of Request for Personnel-Related Documents and Reports | 10 | 10 | 100% |
| Processing of Request for Issuance of Performance Evaluation Related Documents | - | 140 | 0% |
| Processing of Request for Issuance of Certifications | 5 | 10 | 50% |
| Process of Request for Employment Verification | 1 | 1 | 100% |
| Processing of Remittances for BIR | 1 | 53 | 2% |
| Processing of Remittances for PHIC | 1 | 11 | 10% |
| Processing of Request for the Receipt, Inspection and Acceptance of Deliveries of Supplies, Materials and Equipment | 3 | 3726 | 1% |
| Disposal of Used/ Unserviceable Supplies, Material and Equipment through Public Action | - | 50 | 0% |
| Processing of Purchase Request / Job Order | 14 | 37 | 38% |
| Process of Acquiring Bidding Documents | 30 | 39 | 77% |
| Processing of Request for CCTV Footage Review | 1 | 3 | 33% |

| | | | |
|---|---|---|---|
| Enrollment Procedure for Shifters and Returnees | - | 180 | 0% |
| Enrollment Procedure for Transferees and Second Coursers | - | 30 | 0% |
| Enrollment Procedure for Freshmen Enrollees (WALK-IN) | - | 5427 | 0% |
| Enrollment Procedure for Freshman Enrollees (ONLINE) | 2 | 9089 | 0.02% |
| Processing of Request for Various Academic Documents | 38 | 4400 | 1% |
| Processing of Request for Transcript of Records of Graduates | 53 | 2402 | 2% |
| Issuance of Temporary Notice of Acceptance for Foreign Student | - | 14 | 0% |
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling | 2 | 128 | 2% |
| Process of Request for Company Accreditation | 10 | 1334 | 1% |
| Process of Request for Career Fair, Campus Recruitment Activity, Career Development Webinar/ Seminar/ Training/ Workshop, Career Roadshow | 62 | 62 | 100% |
| Process of Request for Job Posting and Graduate Listing | 6 | 6 | 100% |
| Processing of Admission Test Application for Incoming Freshmen Students | 10 | 5186 | 0.2% |
| Processing of Application for the Administration of Psychological Test to Transferee Students | 110 | 112 | 98% |
| Processing of Request to Participate in Sports Event on Regional and National Level | - | 4 | 100% |
| Processing of Request for Joining in Sports Event on International Level | 5 | 5 | 100% |
| Processing of Request for Hosting a Sports Event | 7 | 10 | 70% |
| Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni | 13 | 39 | 33% |
| Processing of Financial Assistance Application from Private Provider/Grantor | 33 | 33 | 100% |
| Processing of Request for Water Analysis and Other Laboratory Services | 13 | 13 | 100% |
| Processing of Request for Extension Documents, Facility, and Equipment | 5 | 7 | 71% |
| Processing of Requests for Trademark Application Assistance | - | 10 | 0% |
| Processing of Shared Facility Services Request | - | 1 | 0% |
| **External Service Total** | **554** | **41,802** | **1.33%** |

| Internal Services | Responses | Total Transactions | Response Rate |
|---|---|---|---|
| Processing of Request from Different Colleges/Offices of the University | 66 | 313 | 21% |
| Dissemination of Incoming Communication from Outside Persons or Agencies | 12 | 208 | 6% |
| Processing of Request for Copy of Board Resolutions | 17 | 47 | 36% |
| Submission of Complete Staff Work or Agenda by the Offices of the University | 6 | 22 | 27% |
| Submission of the Agenda to the University's Academic and Administrative Council Meeting | 2 | 13 | 15% |
| Processing of Requests for Documented Information for Various Purposes | 25 | 48 | 52% |
| Processing of QMS Documents for Registration, Revision, and Abolition | 32 | 219 | 15% |
| Processing of Request for Coaching and Mentoring | 1 | 5 | 20% |

| | | | |
|---|---|---|---|
| Processing of Request for Review and Evaluation of Citizen's Charter | 1 | 1 | 100% |
| Processing of Request for Audit Reports | 3 | 3 | 100% |
| Process for Review and Approval of Pre-Planning Activities | 19 | 36 | 53% |
| Submission and Validation of Quarterly Scorecards and Monthly Accomplishment Report | 34 | 59 | 58% |
| Process for Publication and Distribution of TSU Bulletin | - | 4 | 0% |
| Processing of Request for Coverage of University Activities | 1 | 1 | 100% |
| Process for Publication of Online News | 1 | 1 | 100% |
| Process for Addressing Client's Concerns via Email | 108 | 1659 | 6% |
| Process for Posting of Materials | 53 | 191 | 28% |
| Process for Requesting of Electronic Copy of Photos, Videos or Files | 8 | 14 | 57% |
| Process for Approval of Posting of Information, Education and Communication (IEC) Materials | 14 | 34 | 41% |
| Processing of Documents for Apostille | 2 | 6 | 33% |
| Processing of Outbound Faculty, Student, & Staff Mobility | 2 | 5 | 40% |
| Processing of CHED Endorsement for Legitimacy of Travel Abroad | 5 | 5 | 100% |
| Process for Account Creation and Assigning of Privileges | 15 | 210 | 7% |
| Process of Changing Posted Schedule | 5 | 148 | 3% |
| Process for Office 365 Account Assistance | 50 | 1370 | 4% |
| Process for Tagging or Untagging of Faculty, Room, and/or Schedule | 4 | 2389 | 0.2% |
| Process for Tagging/Untagging of Honorarium Classes | 1 | 342 | 0.3% |
| Processing of Request to Transfer of Students | 1 | 137 | 0.7% |
| Processing of Request to Repair an ICT Equipment | - | 111 | 0% |
| Process for Inspection of Condemn ICT Equipment | - | 21 | 0% |
| Process for Inspection of New ICT Equipment | - | 50 | 0% |
| Process for Requesting of Preventive Maintenance for Desktop Computer Units | 3 | 44 | 7% |
| Process for Software Installation | - | 44 | 0% |
| Process for Wi-Fi Access Registration | 6 | 151 | 4% |
| Process for Creation of Domain Accounts | 5 | 27 | 19% |
| Process for Resetting of TSU Systems/Network Accounts | 3 | 23 | 13% |
| Process for Unblocking of Websites | 3 | 6 | 50% |
| Process for Wi-Fi Setup/Deployment | 2 | 13 | 15% |
| Process for Granting Virtual Private Network (VPN) Access | - | 17 | 0% |
| Processing of Request for Cabling of New Network Connection | - | 13 | 0% |
| Process for Biometrics Registration | 18 | 54 | 33% |
| Process for Blocking and Unblocking of RFID Cards | 1 | 28 | 4% |

| | | | |
|---|---|---|---|
| Process for Creation and Updating of Website/Webpage | 48 | 143 | 34% |
| Process for Development of New Systems/Programs | 6 | 129 | 5% |
| Process for Report Generation | 8 | 59 | 14% |
| Processing of Request for Technical Assistance | 26 | 232 | 11% |
| Processing of Endorsed Communication from the Office of the University President | 3 | 42 | 7% |
| Processing of Inter-Office Communication and Transactions | 10 | 96 | 10% |
| Processing of Travel Order for Travel Requests | 39 | 677 | 6% |
| Processing of Refund of Tuition and Other Fees, Overpayment, Breakage Deposit, and Other Credit Balance | 12 | 58 | 21% |
| Pre-Audit of Payroll / Disbursement Vouchers | 31 | 137 | 23% |
| Processing of Request for Re-Assessment / Adjustment of Student Fees, and Checking of Student Account Balances | 143 | 165 | 87% |
| Processing of Liquidation for Cash Advances | - | - | 0% |
| Process for Claiming of Checks | 37 | 945 | 4% |
| Processing of Cash Payment for Outstanding Balances | - | 176 | 0% |
| Processing of Request for Certificate of Payment for Lost Official Receipt | - | - | 0% |
| Process of Signing Student Clearance | 1 | 3 | 33% |
| Processing of Request for Pre-Repair Inspection, Repair, and Other Services | 96 | 242 | 40% |
| Processing of Request for Janitorial Services | 98 | 136 | 72% |
| Processing of Request to Use the University Facilities | 12 | 16 | 75% |
| Processing of Application for Vehicle Gate Pass | 34 | 46 | 74% |
| Processing of Request for ID and Re-ID (Lost ID and Worn-Out) | 90 | 104 | 87% |
| Processing of Request for Personnel-Related Documents and Reports | 140 | 161 | 87% |
| Processing of Request for Issuance of DBP Certification | 4 | 4 | 100% |
| Processing of Request for Issuance of Performance Evaluation Related Documents | 7 | 165 | 4% |
| Process of Filing Cases and Complaints | - | - | 0% |
| Processing of Request for Scholarship Status of Employee-Scholars | - | - | 0% |
| Processing of Request for In-House Training or Seminar (Face-to-Face and Online) | 126 | 169 | 75% |
| Processing of Request for Study Leave Reinstatement of Employee-Scholars | - | - | 0% |
| Processing of Request for Scholarship Extension | - | - | 0% |
| Processing of Application for Scholarship | - | 1 | 0% |
| Process of Application for Sabbatical Leave | - | - | 0% |
| Processing of Request for Thesis/Dissertation Financial Assistance | - | 1 | 0% |
| Processing of Request for Issuance of Certifications | 155 | 532 | 29% |
| Process of Request for Employment Verification | 1 | 80 | 1% |

| | | | |
|---|---|---|---|
| Processing of Application for Leave of Absence | - | 4 | 0% |
| Process for Upgrading Plantilla Items | - | - | 0% |
| Printing of Daily Time Record (DTR) for Overtime/Extended Services | - | 108 | 0% |
| Process for Requesting and Issuance of Authority to Travel Abroad | 1 | 11 | 9% |
| Processing of Payroll for Overtime/Extended Services | 2 | 29 | 7% |
| Processing of Payroll Preparation for Salary of Lecturers, Part-Timers, and Faculty with Honorarium | 20 | 159 | 13% |
| Processing of Payroll for Student Assistants' Salary | 13 | 27 | 48% |
| Processing of Request for Personnel-Related Documents | 8 | 43 | 19% |
| Processing of Request in Compliance to Freedom of Information | 36 | 40 | 90% |
| Process of Requesting for Disposal of Records or Use of Storage | 23 | 136 | 17% |
| Process of Archiving Documents and Materials | 44 | 67 | 66% |
| Processing of Request for the Requisition and Issuance of Supplies, Materials, and Equipment | 109 | 2600 | 4% |
| Processing of Request for Issuance of Clearance of Employee Availing Leave Beyond 30 Days | 13 | 13 | 100% |
| Processing of Request for Physical Inventory of Property Accountabilities | 3 | 159 | 2% |
| Processing of Request to Return to Stock Serviceable Properties that are No Longer Needed by the End-User | - | 8 | 0% |
| Processing of Request to Transfer Property Accountabilities | 4 | 149 | 3% |
| Processing of Request to Condemn Unserviceable Property Accountabilities | 1 | 104 | 1% |
| Processing of Purchase Request / Job Order | 50 | 54 | 93% |
| Processing of Request for CCTV Footage Review | 10 | 38 | 26% |
| Processing of Action for Complaints | 35 | 36 | 98% |
| Process of Securing a Dental Certificate | 296 | 499 | 59% |
| Process of Issuance of Medical Certificate | 107 | 1117 | 10% |
| Processing of Inter-Office Communication and Transactions | 91 | 751 | 12% |
| Enrollment Procedure for Shifters and Returnees | 1 | 842 | 1% |
| Enrollment Procedure for Transferees and Second Coursers | - | 238 | 0% |
| Enrollment Procedure for Professional Education Takers, Masteral, Doctoral and Juris Doctor (WALK-IN and ONLINE) | - | 569 | 0% |
| Enrollment Procedure for Incoming 2nd Year to 4th Year Regular Students (WALK-IN and ONLINE) | - | 7755 | 0% |
| Enrollment Procedure for Incoming 2nd Year to 4th Year Irregular Students | - | 1879 | 0% |
| Enrollment Procedure for Cross Enrollees Within the University | 4 | 4 | 100% |
| Bulk Enrollment Procedure for Incoming 2nd Year to 4th Year Regular Students | - | 539 | 0% |
| Enrollment Procedure for Graduating Students with Overloading or Waiving of Pre-Requisite Subjects (WALK-IN and ONLINE) | - | 477 | 0% |
| Process for Withdrawal of Enrollment or Registration (WALK-IN) | - | 84 | 0% |
| Processing of Application for Leave of Absence (LOA) | 2 | 6 | 33% |

| | | | |
|---|---|---|---|
| Processing of Application for Graduation | 16 | 634 | 3% |
| Processing of Request for Data | 13 | 22 | 59% |
| Process for Correction / Rectification of Grades (WALK-IN and ONLINE) | - | 115 | 0% |
| Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer | 8 | 8 | 100% |
| Processing of Student/ Personnel Insurance Claims | 21 | 21 | 100% |
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling | 44 | 343 | 13% |
| Processing of Online Request for Certificate of Good Moral Character | 185 | 937 | 20% |
| Processing of Request for Counselor's Outside Referral | 104 | 166 | 63% |
| Processing of Student Clearance | 33 | 670 | 5% |
| Processing of Request for Re-Issuance of New Radio-Frequency Identification (RFID) | 19 | 30 | 63% |
| Processing of Application for Accreditation of Student Organization (New and/or Renewal) | 27 | 28 | 96% |
| Processing of Request for the Conduct of Student Organization Activities (ONLINE and ON-CAMPUS ACTIVITY/IES) | 37 | 37 | 100% |
| Processing of Request for the Conduct of Student Organization Activities (OFF CAMPUS ACTIVITY/IES) | 1 | 3 | 33% |
| Processing of Request to Participate in Sports Event on Regional and National Level | 59 | 60 | 98% |
| Processing of Request for Joining in the Host University for Sports Event on National Level | 7 | 18 | 39% |
| Processing of Request for Joining in Sports Event on International Level | 2 | 4 | 50% |
| Processing of Request for Hosting a Sports Event | 2 | 4 | 50% |
| Procedure for the Approval of Activities of Student Publication and College Publications | 31 | 38 | 86% |
| Processing of Intention for Publications to Operate for the Upcoming Academic Year | 6 | 10 | 60% |
| Process of Printing and Circulation of the Student and College Publication Issues | 4 | 8 | 50% |
| Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni | 15 | 16 | 94% |
| Filing of Complaints and Investigation (Defendant Admitting the Allegation) | 94 | 104 | 90% |
| Filing of Complaints and Investigation (Defendant Denies the Allegations) | 1 | 1 | 100% |
| Filing of Complaints and Investigation Against TSU Employee | 3 | 3 | 100% |
| Processing of Financial Assistance Application from Private Provider/Grantor | 63 | 2134 | 3% |
| Issuance of Certificate of Scholarship or Certificate on Non-Scholarship | 59 | 190 | 31% |
| Processing of Application for Membership as International, Differently Abled, Indigenous and Marginalized Students | 5 | 5 | 100% |
| Indigenous and Marginalized Student Services Student Consultation and Assistance | 46 | 54 | 85% |
| Processing of Request for Career Coaching (WALK-IN and ONLINE/REMOTE) | 6 | 14 | 43% |
| Processing of Document Request Service (ONLINE AND WALK-IN) | 4 | 24 | 17% |
| Processing of Request to Borrow Information Materials | 266 | 6714 | 4% |
| Processing the Request of Document Delivery Service for Distance Users | 14 | 804 | 2% |

| | | | |
|---|---|---|---|
| Processing of Request for Online Reservation and Pick-Up | 6 | 91 | 7% |
| Process of Returning Information Materials | 70 | 5238 | 1% |
| Process of Renewing Borrowed Information Materials | 21 | 1894 | 1% |
| Process of Inquiring for Available Learning Resources | 138 | 1903 | 7% |
| Processing of Library Clearance | 125 | 1803 | 7% |
| Processing of Request to Use Computer & Internet Access | 279 | 5797 | 5% |
| Processing of Request for Referral Service | 8 | 312 | 3% |
| Selective Dissemination of Information on Unpublished Materials | 4 | 19 | 21% |
| Processing of Endorsed Communication from the Office of the University President | 1 | 143 | 1% |
| Processing of Inter-Office Communication and Transaction | 17 | 1174 | 1% |
| Processing of Request for Statistical Support and Related Services | 5 | 5 | 100% |
| Processing of Request for Water Analysis and Other Laboratory Services | 7 | 28 | 25% |
| Processing of Request for Research Output Incentives and Funding Request for Research Paper Presentation and Research Publication | 3 | 10 | 30% |
| Processing of Research Proposal (Initial Evaluation of Research Proposals) | - | 1 | 0% |
| Processing of Research Evaluation | 3 | 7 | 43% |
| Approval of Special Research Project/Program | - | 1 | 0% |
| Processing of Request for Extension Documents, Facility, and Equipment | 67 | 138 | 49% |
| Process of Receiving and Endorsing Request Letter or Form | 20 | 134 | 15% |
| Processing and Evaluating Extension Proposal | - | 95 | 0% |
| Process of Reviewing Extension Post-Reportorial Documents | 1 | 27 | 4% |
| Process for Receiving Service Request and Other Correspondence | 12 | 15 | 80% |
| Processing of Requests for Trademark Application Assistance | 23 | 41 | 56% |
| Process for Copyright Deposit Assistance | 5 | 11 | 45% |
| Process for Request to Use University Marks Assistance | 15 | 15 | 100% |
| Processing of Center for Food Technology and Research Service Requests | 14 | 15 | 93% |
| Processing of Shared Facility Services Request | 39 | 69 | 57% |
| **Internal Service Total** | **4,607** | **63,361** | **7%** |

| | | | |
|---|---|---|---|
| **OVERALL TOTAL** | **5,161** | **105,163** | **5%** |

In aggregate, 62 external services received a response rate ranging from 50% to 100%, while 145 external and internal services received a response rate of 0% to 50% for the period of July to December 2023. The low response rate for the identified services usually occurs as a result of the client failing to respond to the survey that was given after the completed transaction. This may imply that most of the respondents are not yet fully aware of the implementation of the survey. That is why there is a need for awareness and orientation for the clients through the employees of TSU due to the full implementation of

the harmonized CSM tool and the importance of participating in the survey in voicing out their experience. Ensuring that the clients are responding to the given survey.

Meanwhile, **Table 2** shows the list of the following external and internal services with no recorded clients for the period of July to December 2023.

Thirty-four (34) out of two hundred and thirty-four (234) (14.53%) internal and external services had no recorded clients and don't have any transactions for the specified period.

**Table 2:** Services with no recorded clients for the period of July to December 2023

| | External Services |
|---|---|
| 1. | Processing of Request for QMS Registered Documents for Various Purposes |
| 2. | Processing of Institution/Organization Request to Benchmark Offices/Colleges in Tarlac State University |
| 3. | Processing for Assessment of Fees for Other Payors |
| 4. | Processing of Request for Certificate of Payment for Lost Official Receipt |
| 5. | Processing of Request for Pre-Repair Inspection, Repair, and Other Services |
| 6. | Processing of Request to Use the University Facilities |
| 7. | Digital Studio RFID Processing – For Alumni IDs |
| 8. | Processing of Action for Complaints |
| 9. | Process of Taking the Qualifying Exam for Bachelor of Fine Arts Freshmen Students (Talent Determination Test) |
| 10. | Enrollment Procedure for Professional Education Takers, Masteral, Doctoral and Juris Doctor (WALK-IN and ONLINE) |
| 11. | Enrollment Procedure for Cross Enrollees from Different State University or College |
| 12. | Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer |
| 13. | Processing of Online Request for Certificate of Good Moral Character |
| 14. | Processing of Student Clearance |
| 15. | Processing of Request for Joining in the Host University for Sports Event on National Level |
| 16. | Processing of Request for Joining Pocket Tournaments, Tune-Up Games, and CHED-Friendship Game |
| 17. | Processing of Document Request Service (ONLINE AND WALK-IN) |
| 18. | Processing of Request to Access the Library by Visiting Researcher |
| 19. | Processing of Request for Statistical Support and Related Services |
| 20. | Process for Receiving Service Request and Other Correspondence |
| 21. | Process for Copyright Deposit Assistance |
| 22. | Process for Technology Transfer and Commercialization Assistance |
| 23. | Process for Request to Use University Marks Assistance |
| 24. | Processing of Center for Food Technology and Research Service Requests |

| | Internal Services |
|---|---|
| 25. | Processing of Liquidation for Cash Advances |
| 26. | Processing of Request for Certificate of Payment for Lost Official Receipt |
| 27. | Process of Filing Cases and Complaints |
| 28. | Processing of Request for Scholarship Status of Employee-Scholars |
| 29. | Processing of Request for Study Leave Reinstatement of Employee-Scholars |
| 30. | Processing of Request for Scholarship Extension |
| 31. | Process of Application for Sabbatical Leave |
| 32. | Process for Upgrading Plantilla Items |
| 33. | Procedure for Appeal |
| 34. | Process for Technology Transfer and Commercialization Assistance |

## III. Methodology:

For the physical transactions during the period of July to December 2023, feedback are collected in two ways:

1. The Client Satisfaction Measurement (CSM) Survey form is provided immediately after the delivery of services and completion of each transaction. The transacting office personnel will instruct the client to accomplish the form and drop it at CSM box available at various offices or at the designated Public Assistance Complaints Desk (PACD), or

2. Client has an option to scan the CSM QR Code posted at the Citizen's Charter Information Billboard (CCIB) of various offices to access the electronic form of the survey.

For online transactions, the transacting office personnel will provide the link containing the online CSM after the delivery of services and completion of each transaction.

The Quality Management Unit (QMU) is in-charge of monthly collection and encoding of the result from the electronic form and the accomplished CSM forms in the three campuses (Main Campus, Villa Lucinda Extension Campus, and San Isidro Extension Campus). Moreover, the generation of CCSS report was done monthly by QMU and transmitted to the offices of the University President, Vice Presidents, and Human Resource Development Management.

The 8 SQD questions were scored using a 5-point Likert Scale as follows:

| Scale | Rating |
|---|---|
| 5 | Strongly Agree |
| 4 | Agree |
| 3 | Neither Agree nor Disagree |
| 2 | Disagree |
| 1 | Strongly Disagree |

The Overall score for the 8 SQDs were computed based on the following formula:

$$\text{Overall Score} = \frac{\text{Number of 'Strongly Agree' answers + Number of 'Agree' answers}}{\text{Total Number of Respondents - Number of 'N/A' answers}}$$

The interpretation of the results are as follows:

| Percentage | Rating |
|---|---|
| Below 60.0% | Poor |
| 60.0% - 79.9% | Fair |
| 80.0% - 89.9% | Satisfactory |
| 90.0% - 94.9% | Very Satisfactory |
| 95.0% - 100% | Outstanding |

# IV. Data and Interpretation

## A. Demographic Profile

The demographic profiles of the internal and external respondents, including age, sex, and client type, are summarized in the following table.

The age range of **20 to 34 years old** has the largest frequency, with 60% external and 56% internal clients, which is equivalent to **56 percent** of the overall respondent. Followed by **18 percent** of overall respondents, which consist of 18% external and 19% internal clients, who **did not specify their age range.** This figure is nearly exactly equal to the number of respondents **ages of 19 years old or lower**, with 18% external and 17% internal clients, who accounted for **17 percent** of the overall respondent. The age range of **35 to 49 years old** accounted for only **6 percent** of respondents, of whom 4% were external clients and 6% were internal. Only **2 percent** of the overall respondents, consist of 0% external and 2% internal clients, were between the ages of **50 to 64 years old**, while there were no respondents between the ages of **65 years old** or higher for external client but only 1% for internal client, resulting to **0 percent** of the overall respondents.

The age distribution of all respondents, internal and external, is shown in the table below.

**Table 3:** Demographic Profile by Age

| D1. Age | External | Internal | Overall |
|---|---|---|---|
| 1. 19 or lower | *18%* | *17%* | ***17%*** |
| 2. 20-34 | *60%* | *56%* | ***56%*** |
| 3. 35-49 | *4%* | *6%* | ***6%*** |
| 4. 50-64 | *0%* | *2%* | ***2%*** |
| 5. 65 or higher | *0%* | *1%* | ***0%*** |
| 6. Did not specify | *18%* | *19%* | ***18%*** |

Meanwhile, almost half of the external and internal clients reported their gender as female, or 47% of the overall respondents and only 39% as male, while the 14% did not specify. In other words, female clients contributed more to the respondent data set. The table 4 shows the male and female external and internal respondents in percentages.

**Table 4:** Demographic Profile by Sex

| D2. Sex | External | Internal | Overall |
|---|---|---|---|
| 1. Male | *40%* | *39%* | ***39%*** |
| 2. Female | *47%* | *47%* | ***47%*** |
| 3. Did not specify | *13%* | *14%* | ***14%*** |

Analyzing the demographic profile by customer type, it's evident that the majority of the respondents are students, accounted for 57%, which consist of external students or alumni, transferees or shifters from other colleges or universities, and internal students that are currently enrolled at the university. Followed by 29% who identify themselves as internal clients or TSU employees. Government Agencies (2%) and Business Entities (2%), which include suppliers, bidders, and contractors, had the fewest respondents, while 10% of the overall respondents did not specify the type of client they were.

**Table 5** shows the distribution of the respondent by customer type.

**Table 5:** Demographic Profile by Customer Type

| D3. Customer Type | External | Internal | Overall |
|---|---|---|---|
| 1. Students | *61%* | *56%* | ***57%*** |
| 2. Internal | *0%* | *33%* | ***29%*** |
| 3. Business | *12%* | *0%* | ***2%*** |
| 4. Government Agency | *16%* | *0%* | ***2%*** |
| 5. Did not specify | *11%* | *10%* | ***10%*** |

B. Count of CC and SQD results

84.48% of the respondents in external services and internal services know what a Citizen's Charter (CC) is and saw the existence of a Citizen's Charter in the transacting office. While 7.96% learned the existence of Citizen's Charter only when they saw the transacting office's Citizen's Charter.

Meanwhile, among those that knew the CC, 85.43% of external and internal clients were able to easily see the transacting office's Citizen's Charter and 90.48% of them could use it as a helpful guide during their transaction. **Table 6** summarizes the respondents' awareness of the Citizen's Charter.

**Table 6:** Citizen's Charter (CC) Awareness Summary

| Citizen's Charter Answers | Responses | Percentage |
|---|---|---|
| CC1. Which of the following describes your awareness of the CC? | | |
| 1. I know what a CC is and I saw this office's CC. | **4350** | **84.48%** |
| 2. I know what a CC is but I did not see this office's CC. | **194** | **3.77%** |
| 3. I learned of the CC only when I saw this office's CC. | **410** | **7.96%** |
| 4. I do not know what a CC is and I did not see this office's CC. | **195** | **3.79%** |
| | | |
| CC2. If aware of CC, would you say that the CC of this office was…? | | |
| 1. Easy to see | **4399** | **85.43%** |
| 2. Somewhat easy to see | **493** | **9.57%** |
| 3. Difficult to see | **85** | **1.65%** |
| 4. Not visible at all | **40** | **0.78%** |
| 5. N/A | **132** | **2.56%** |
| | | |
| CC3. If aware of CC, how much did the CC help you in your transaction? | | |
| 1. Helped very much | **4658** | **90.48%** |
| 2. Somewhat helped | **295** | **5.73%** |
| 3. Did not help | **21** | **0.41%** |
| 4. N/A | **174** | **3.38%** |

Moreover, **Table 7** represents the distribution of responses of both external and internal clients for the Service Quality Dimension (SQD) 0, with a total of 5,157 responses collected.

The majority of respondents either Strongly Agreed or Agreed, with a total of 4,285 and 711 responses. This shows that most of the respondents were satisfied with the service they availed, recording to 97.12% “Outstanding” of the overall rating. Additionally, there were 64 respondents who neither agreed nor disagreed, 13 who disagreed, 71 who strongly disagreed, and 13 who selected N/A.

**Table 7:** Service Quality Dimension (SQD) 0 Result

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | N/A | Total Responses | Overall |
|---|---|---|---|---|---|---|---|---|
| SQD0 | 4285 | 711 | 64 | 13 | 71 | 13 | 5157 | **97.12%** |

**Table 8** summarizes the responses of both external and internal clients in terms of the eight (8) Service Quality Dimension (SQD), showing the number of respondents who strongly agree, agree, neither agree nor disagree, disagree, and strongly disagree with each dimension, along with those who responded N/A.

Overall, the satisfaction percentages for each dimension are relatively high, ranging from 95.37% “Very Satisfied” to 97.32% “Outstanding”, with the costs dimension being an exception at 100.00% “Outstanding”. Analyzing the collected high satisfaction rating for the 8 Service Quality Dimensions (SQD), we can conclude that the majority of internal and external clients have a positive perception of the Tarlac State University’s services. Furthermore, the total number of responses for the SQD is 41,149, indicates a significant level of engagement with the survey, reflecting a comprehensive dataset that can be considered representative of the university community's opinions.

The overall rating for the eight SQD is 96.20% “Outstanding”, these results imply that the university is likely meeting or exceeding expectations in terms of service quality, which can contribute to a positive overall experience for all its external and internal clients.

**Table 8:** Service Quality Dimension (SQD) 1 to 8 Result

| Service Quality Dimensions | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | N/A | Total Responses | Overall |
|---|---|---|---|---|---|---|---|---|
| Responsiveness | 3962 | 894 | 119 | 37 | 79 | 61 | 5153 | **95.37%** |
| Reliability | 4146 | 764 | 96 | 15 | 64 | 61 | 5147 | **96.54%** |
| Access and Facilities | 3572 | 709 | 122 | 22 | 60 | 639 | 5125 | **95.43%** |
| Communication | 3901 | 844 | 141 | 21 | 55 | 170 | 5133 | **95.61%** |
| Costs | 13 | 3 | 0 | 0 | 0 | 5130 | 5146 | **100.00%** |
| Integrity | 4250 | 645 | 89 | 19 | 64 | 78 | 5144 | **96.62%** |
| Assurance | 4384 | 584 | 52 | 14 | 70 | 49 | 5154 | **97.32%** |
| Outcome | 4118 | 735 | 102 | 15 | 67 | 113 | 5147 | **96.40%** |
| **Overall** | **28346** | **5178** | **721** | **143** | **459** | **6301** | **41149** | **96.20%** |

C. Overall score per service

**Table 9** summarizes the overall score per service for the External and Internal Services provided by the TSU, looking at the scores we can conclude that majority of the services received high ratings ranging from 80% to 100% rated as "Satisfactory", "Very Satisfactory", and "Outstanding". No service garnered a score of 79.9% or lower.

The total average rating for external services is 97% or "Outstanding" while for internal services is 98% or "Outstanding". As a result, TSU recorded an Overall score of 97%, which translates to "Outstanding". This reflects the efficiency and effectiveness of various services offered by the university.

**Table 9:** Overall scores per service for the External and Internal Services provided by the TSU for the period of July to December 2023

| External Services | Overall Rating |
|---|---|
| Processing of Action on Contracts and External Agreements | 100% |
| Processing of Request for Personal Meeting with the President | 100% |
| Process for Publication and Distribution of TSU Bulletin | 94% |
| Processing of Request for Alumni ID Numbers | 100% |
| Processing of Cash Payment for Outstanding Balances | 100% |
| Process of Signing Student Clearance | 100% |
| Processing of Material Approval Request | 100% |
| Processing of Request for Personnel-Related Documents and Reports | 90% |
| Processing of Request for Issuance of Certifications | 100% |
| Process of Request for Employment Verification | 100% |
| Processing of Remittances for BIR | 100% |
| Processing of Remittances for PHIC | 100% |
| Processing of Request for the Receipt, Inspection and Acceptance of Deliveries of Supplies, Materials and Equipment | 100% |
| Processing of Purchase Request / Job Order | 100% |
| Process of Acquiring Bidding Documents | 90% |
| Processing of Request for CCTV Footage Review | 100% |
| Enrollment Procedure for Freshman Enrollees (ONLINE) | 100% |
| Processing of Request for Various Academic Documents | 95% |
| Processing of Request for Transcript of Records of Graduates | 92% |
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling | 100% |
| Process of Request for Company Accreditation | 100% |
| Process of Request for Career Fair, Campus Recruitment Activity, Career Development Webinar/ Seminar/ Training/ Workshop, Career Roadshow | 97% |
| Process of Request for Job Posting and Graduate Listing | 100% |

| | |
|---|---|
| Processing of Admission Test Application for Incoming Freshmen Students | 90% |
| Processing of Application for the Administration of Psychological Test to Transferee Students | 98% |
| Processing of Request for Joining in Sports Event on International Level | 80% |
| Processing of Request for Hosting a Sports Event | 80% |
| Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni | 100% |
| Processing of Financial Assistance Application from Private Provider/Grantor | 100% |
| Processing of Request for Water Analysis and Other Laboratory Services | 92% |
| Processing of Request for Extension Documents, Facility, and Equipment | 100% |
| **External Services Total** | **97%** |

| Internal Services | Overall Rating |
|---|---|
| Processing of Request from Different Colleges/Offices of the University | 92% |
| Dissemination of Incoming Communication from Outside Persons or Agencies | 100% |
| Processing of Request for Copy of Board Resolutions | 100% |
| Submission of Complete Staff Work or Agenda by the Offices of the University | 100% |
| Submission of the Agenda to the University's Academic and Administrative Council Meeting | 100% |
| Processing of Requests for Documented Information for Various Purposes | 100% |
| Processing of QMS Documents for Registration, Revision, and Abolition | 100% |
| Processing of Request for Coaching and Mentoring | 100% |
| Processing of Request for Review and Evaluation of Citizen's Charter | 100% |
| Processing of Request for Audit Reports | 100% |
| Process for Review and Approval of Pre-Planning Activities | 100% |
| Submission and Validation of Quarterly Scorecards and Monthly Accomplishment Report | 100% |
| Processing of Request for Coverage of University Activities | 100% |
| Process for Publication of Online News | 100% |
| Process for Addressing Client's Concerns via Email | 100% |
| Process for Posting of Materials | 98% |
| Process for Requesting of Electronic Copy of Photos, Videos or Files | 100% |
| Process for Approval of Posting of Information, Education and Communication (IEC) Materials | 100% |
| Processing of Documents for Apostille | 100% |
| Processing of Outbound Faculty, Student, & Staff Mobility | 100% |
| Processing of CHED Endorsement for Legitimacy of Travel Abroad | 80% |
| Process for Account Creation and Assigning of Privileges | 93% |
| Process of Changing Posted Schedule | 100% |
| Process for Office 365 Account Assistance | 92% |

| | |
|---|---|
| Process for Tagging or Untagging of Faculty, Room, and/or Schedule | 100% |
| Process for Tagging/Untagging of Honorarium Classes | 100% |
| Processing of Request to Transfer of Students | 100% |
| Process for Requesting of Preventive Maintenance for Desktop Computer Units | 100% |
| Process for Wi-Fi Access Registration | 100% |
| Process for Creation of Domain Accounts | 100% |
| Process for Resetting of TSU Systems/Network Accounts | 100% |
| Process for Unblocking of Websites | 100% |
| Process for Wi-Fi Setup/Deployment | 100% |
| Process for Biometrics Registration | 89% |
| Process for Blocking and Unblocking of RFID Cards | 100% |
| Process for Creation and Updating of Website/Webpage | 100% |
| Process for Development of New Systems/Programs | 100% |
| Process for Report Generation | 100% |
| Processing of Request for Technical Assistance | 85% |
| Processing of Endorsed Communication from the Office of the University President | 100% |
| Processing of Inter-Office Communication and Transactions | 100% |
| Processing of Travel Order for Travel Requests | 92% |
| Processing of Refund of Tuition and Other Fees, Overpayment, Breakage Deposit, and Other Credit Balance | 100% |
| Pre-Audit of Payroll / Disbursement Vouchers | 94% |
| Processing of Request for Re-Assessment / Adjustment of Student Fees, and Checking of Student Account Balances | 99% |
| Process for Claiming of Checks | 97% |
| Process of Signing Student Clearance | 100% |
| Processing of Request for Pre-Repair Inspection, Repair, and Other Services | 98% |
| Processing of Request for Janitorial Services | 100% |
| Processing of Request to Use the University Facilities | 100% |
| Processing of Application for Vehicle Gate Pass | 94% |
| Processing of Request for ID and Re-ID (Lost ID and Worn-Out) | 97% |
| Processing of Request for Personnel-Related Documents and Reports | 99% |
| Processing of Request for Issuance of DBP Certification | 100% |
| Processing of Request for Issuance of Performance Evaluation Related Documents | 100% |
| Processing of Request for In-House Training or Seminar (Face-to-Face and Online) | 90% |
| Processing of Request for Issuance of Certifications | 100% |
| Process of Request for Employment Verification | 100% |

| | |
|---|---|
| Process for Requesting and Issuance of Authority to Travel Abroad | 100% |
| Processing of Payroll for Overtime/Extended Services | 100% |
| Processing of Payroll Preparation for Salary of Lecturers, Part-Timers, and Faculty with Honorarium | 90% |
| Processing of Payroll for Student Assistants' Salary | 100% |
| Processing of Request for Personnel-Related Documents | 100% |
| Processing of Request in Compliance to Freedom of Information | 100% |
| Process of Requesting for Disposal of Records or Use of Storage | 100% |
| Process of Archiving Documents and Materials | 100% |
| Processing of Request for the Requisition and Issuance of Supplies, Materials, and Equipment | 98% |
| Processing of Request for Issuance of Clearance of Employee Availing Leave Beyond 30 Days | 92% |
| Processing of Request for Physical Inventory of Property Accountabilities | 100% |
| Processing of Request to Transfer Property Accountabilities | 100% |
| Processing of Request to Condemn Unserviceable Property Accountabilities | 100% |
| Processing of Purchase Request / Job Order | 100% |
| Processing of Request for CCTV Footage Review | 100% |
| Processing of Action for Complaints | 100% |
| Process of Securing a Dental Certificate | 87% |
| Process of Issuance of Medical Certificate | 92% |
| Processing of Inter-Office Communication and Transactions | 98% |
| Enrollment Procedure for Shifters and Returnees | 100% |
| Enrollment Procedure for Cross Enrollees Within the University | 100% |
| Processing of Application for Leave of Absence (LOA) | 100% |
| Processing of Application for Graduation | 100% |
| Processing of Request for Data | 92% |
| Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer | 100% |
| Processing of Student/ Personnel Insurance Claims | 95% |
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling | 98% |
| Processing of Online Request for Certificate of Good Moral Character | 97% |
| Processing of Request for Counselor's Outside Referral | 88% |
| Processing of Student Clearance | 91% |
| Processing of Request for Re-Issuance of New Radio-Frequency Identification (RFID) | 100% |
| Processing of Application for Accreditation of Student Organization (New and/or Renewal) | 96% |
| Processing of Request for the Conduct of Student Organization Activities (ONLINE and ON-CAMPUS ACTIVITY/IES) | 91% |
| Processing of Request for the Conduct of Student Organization Activities (OFF CAMPUS ACTIVITY/IES) | 100% |

| | |
|---|---|
| Processing of Request to Participate in Sports Event on Regional and National Level | 98% |
| Processing of Request for Joining in the Host University for Sports Event on National Level | 100% |
| Processing of Request for Joining in Sports Event on International Level | 100% |
| Processing of Request for Hosting a Sports Event | 100% |
| Procedure for the Approval of Activities of Student Publication and College Publications | 94% |
| Processing of Intention for Publications to Operate for the Upcoming Academic Year | 100% |
| Process of Printing and Circulation of the Student and College Publication Issues | 100% |
| Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni | 100% |
| Filing of Complaints and Investigation (Defendant Admitting the Allegation) | 97% |
| Filing of Complaints and Investigation (Defendant Denies the Allegations) | 100% |
| Filing of Complaints and Investigation Against TSU Employee | 100% |
| Processing of Financial Assistance Application from Private Provider/Grantor | 95% |
| Issuance of Certificate of Scholarship or Certificate on Non-Scholarship | 100% |
| Processing of Application for Membership as International, Differently Abled, Indigenous and Marginalized Students | 100% |
| Indigenous and Marginalized Student Services Student Consultation and Assistance | 98% |
| Processing of Request for Career Coaching (WALK-IN and ONLINE/REMOTE) | 83% |
| Processing of Document Request Service (ONLINE AND WALK-IN) | 100% |
| Processing of Request to Borrow Information Materials | 83% |
| Processing the Request of Document Delivery Service for Distance Users | 100% |
| Processing of Request for Online Reservation and Pick-Up | 100% |
| Process of Returning Information Materials | 96% |
| Process of Renewing Borrowed Information Materials | 100% |
| Process of Inquiring for Available Learning Resources | 86% |
| Processing of Library Clearance | 98% |
| Processing of Request to Use Computer & Internet Access | 92% |
| Processing of Request for Referral Service | 100% |
| Selective Dissemination of Information on Unpublished Materials | 100% |
| Processing of Endorsed Communication from the Office of the University President | 100% |
| Processing of Inter-Office Communication and Transaction | 100% |
| Processing of Request for Statistical Support and Related Services | 100% |
| Processing of Request for Water Analysis and Other Laboratory Services | 100% |
| Processing of Request for Research Output Incentives and Funding Request for Research Paper Presentation and Research Publication | 100% |
| Processing of Research Evaluation | 100% |
| Processing of Request for Extension Documents, Facility, and Equipment | 99% |

| | |
|---|---|
| Process of Receiving and Endorsing Request Letter or Form | 100% |
| Process of Reviewing Extension Post-Reportorial Documents | 100% |
| Process for Receiving Service Request and Other Correspondence | 100% |
| Processing of Requests for Trademark Application Assistance | 91% |
| Process for Copyright Deposit Assistance | 100% |
| Process for Request to Use University Marks Assistance | 93% |
| Processing of Center for Food Technology and Research Service Requests | 100% |
| Processing of Shared Facility Services Request | 97% |
| **Internal Service Total** | **98%** |

| | |
|---|---|
| **OVERALL TOTAL** | **97%** |

Overall, during the FY 2023, the Tarlac State University demonstrates strong performance and commitment in service delivery to provide quality to all external and internal clients, with opportunity for improvement in certain specific services. Consistent to its commitment to continually strive for global competitiveness and excellence in the delivery of services to attain utmost satisfaction of customers and interested parties and to continually improve the implementation of its Quality Management System.

## V. Results of the Agency Action Plan reported for FY 2022:

There was an upward trend of customer satisfaction between the year 2022 to 2023. This year was the highest recorded annual rating of 96.20% which translates to “Outstanding” as well as the engagement of clients in participating in the survey.

For the year 2022 the university received 7,600 respondents compared to year 2023, the university received 10,230 respondents. This resulted in a 36% increase in the clients participating in the survey. **Table 10** shows the comparison of results from FY 2022 to FY 2023.

**Table 10: Comparison of CCSS/CSM Result**

| Year | Month Period | Tool Implemented | Rating | Number of Responses | Total Annual Responses | |
|---|---|---|---|---|---|---|
| **2022** | January to December | Citizen/Client Satisfcation Survey (CCSS) | **4.66 “Very Satisfied”** | 7,600 | **7,600** | **36% increase in respondents** |
| **2023** | January to June | Citizen/Client Satisfcation Survey (CCSS) | **3.59 “Satisfied”** | 5,069 | **10,230** | |
| | July to December | Harmonized Client Satisfaction Measurement (CSM) | **96.20% “Outstanding”** | 5,161 | | |

## VI. Continuous Agency Improvement Plan for FY 2024:

The following are the University's Continuous Improvement Plan for the FY 2024:

To ensure that the feedback mechanisms effectively track the progress of the improvement efforts over time, the university through the Quality Management Unit (QMU) will continuously ensure the full implementation of the Harmonized Client Satisfaction Measurement (CSM) tool, ensuring widely dissemination of information on the use of paper and electronic CSM for face-to-face and online transactions.

To continually ensure the utmost satisfaction of the clients, the university will implement several strategies. This may include keeping the focus on customer satisfaction and meeting their needs and expectations effectively, ensuring clear and effective communication with both internal and external clients throughout the service delivery, and regularly reviewing and improving service processes to enhance efficiency and effectiveness.

The university will continually enhance customer satisfaction and feedback processes, ensuring sustained improvements in service quality.

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University President

# ANNEX A. Survey Questionnaire/s Used

A.1 Citizen/Client Satisfaction Survey (CCSS)
for the period of January to June 2023

TARLAC STATE UNIVERSTY

# CITIZEN/CLIENT SATISFACTION SURVEY (CCSS)

*Sarbey sa Kasiyahang Naipagkaloob sa mga Kliyente*

Client Classification (*Pag-uuri sa Kliyente*):

☐ Student (*Estudyante*) ☐ Others(*Iba pa*) _____

☐ Employee (*Empleyado*)

Age (*Edad*):_____ Gender (*Kasarian*):_____

Date: ____ / ____ / _____ (*Petsa*) (*buwan / araw / taon*)

**Service to be evaluated:** *(Serbisyong susuriin)* _____

**Name of Personnel to be evaluated** *(Pangalan ng Empleyadong susuriin)*: _____

**Office visited:** *(Binisitang opisina)*: _____

**Kindly rate our service provision by putting a check (✓) inside the box**

*(Mangyaring lagyan ng tsek (✓) ang kahong naaayon sa marka ng serbisyong inyong natanggap.)*

| **Service Indicators** *(Panukatan sa Serbisyo)* | Rating (*Marka*) | | | | |
|---|---|---|---|---|---|
| | Very Satisfied (Lubusang Nasiyahan) | Satisfied (Nasiyahan) | Neutral (Walang Kinikilingan) | Dissatisfied (Hindi Nasiyahan) | Very Dissatisfied (Lubusang Di Nasiyahan) |
| | 5 | 4 | 3 | 2 | 1 |
| 1. Promptness and willingness of personnel in addressing the citizen's/client's needs. *(Mabilis at kusang loob na pagtugon ng mga empleyadong naglingkod sa mga pangangailangan ng kliyente.)* | | | | | |
| 2. Quality and correctness of service provided. *(May mataas na kalidad at tama ang serbisyong ipinagkaloob.)* | | | | | |
| 3. Convenience of the space provided for clients such as the availability and accessibility of public assistance desk, suggestion box, and other service facilities like comfort rooms, ramps, and priority lane for PWD's. *(May sapat na espasyo para sa mga kliyente; may nakalaang mesa para sa mga taong nangangailangan ng tulong; may nakalaang pampublikong pasilidad gaya ng palikuran, rampa para sa linya ng mga may kapansanan(PWD's), at kahon para sa mga mungkahi ukol sa ipinagkaloob na serbisyo)* | | | | | |
| 4. Ability to clearly answer the queries of clients. *(May kakayahang magbigay ng malinaw na tugon sa bawat tanong ng mga kliyente.)* | | | | | |
| 5. The amount paid for the service is within the acceptable range of cost. *(Nababatay at katanggap-tanggap ang binayad na halaga ayon sa serbisyong ipinagkaloob)* Note: Write N/A if not applicable *(Pakisulat ang N/A kung hindi na ito sakop)* | | | | | |
| 6. Truthfulness, harmony, and fairness in the delivery of service/s. *(Makatotohanan, at may patas na pagkakasundo sa serbisyong naipagkaloob.)* | | | | | |
| 7. Knowledge and competence of the frontline staff to perform and understand the citizen's/client's needs. *(Sapat na kaalaman at kakayanan ng mga empleyadong naglingkod upang magampanan at maunawaan ang pangangailangan ng mga kliyente.)* | | | | | |
| 8. Overall rating of the services provided based on the government mandate. *(Kabuuang pagtataya sa serbisyong ipinagkaloob batay sa mandato ng pamahalaan.)* | | | | | |
| **Average** *(To be completed by the Office in Charge)* | | | | | |

Comments or Suggestions

(*Kumento o Mungkahi):*

_____

# ANNEX A. Survey Questionnaire/s Used

A.2 Client Satisfaction Measurement (CSM)
for the period of July to December 2023

TARLAC STATE UNIVERSITY

**Control No:** TSU-CSM-2023-___

## HELP US SERVE YOU BETTER!

**This Client Satisfaction Measurement (CSM) Tool aims to track the customer experience of TSU's clients. Your answers will help this office provide a better service. Personal information shared will be kept confidential.**

*(Ang Client Satisfaction Measurement [CSM] Tool na ito ay naglalayong subaybayan ang karanasan ng customer ng mga kliyente ng TSU. Ang iyong mga sagot ay magbibigay-daan sa opisinang ito na magbigay ng mas mahusay na serbisyo. Ang personal na impormasyong ibinahagi ay pananatilihing kumpidensyal.)*

| | | |
|---|---|---|
| **Client type** *(Uri ng kliyente)*: ☐ Student *(Estudyante)* _____ College *(kolehiyo)* | | ☐ Internal *(Empleyado ng TSU)* |
| ☐ Business *(Negosyo/Negosyante)* ☐ Government Agency *(Ahensya ng Pamahalaan)* | | ☐ Others _____ |
| **Sex** *(Kasarian)*: ☐ Male *(Lalake)* ☐ Female *(Babae)* | **Date** *(Petsa)*: _____/_____/_____ (mm / dd / yyy) | **Age** *(Edad)*: _____ |
| **Office Visited** *(Binisitang opisina)*: _____ | **Service Availed** *(Serbisyong naipagkaloob)*: _____ | |

INSTRUCTIONS: **Check mark (✓)** your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others. *(Maglagay ng tsek [✓] sa iyong sagot sa mga sumusunod na tanong. Ang Citizen's Charter [CC] ay isang opisyal na dokumento na naglalaman ng detalye ng mga serbisyo ng isang ahensya ng gobyerno/opisina kabilang ang mga kinakailangan, bayad, at oras ng pagproseso nito at iba pa.)*

CC1 Which of the following best describes your awareness of a CC? *(Alin sa mga sumusunod ang pinakamainam na naglalarawan sa iyong kamalayan sa isang CC?)*

☐ 1. I know what a CC is and I saw this office's CC. *(Alam ko kung ano ang CC at nakita ko ang CC ng* tanggapang ito.)

☐ 2. I know what a CC is but I did NOT see this office's CC. *(Alam ko kung ano ang CC pero HINDI ko nakita ang CC ng opisinang ito.)*

☐ 3. I learned of the CC only when I saw this office's CC. *(Nalaman ko lamang ang CC nang nakita ko ang CC ng opisina na ito.)*

☐ 4. I do not know what a CC is and I did not see one in this office. *(Hindi ko alam kung ano ang isang CC at HINDI ko nakita ang CC ng opisinang ito.)*

CC2 If aware of CC, would you say that the CC of this office was … *(Kung may kamalayan ka tungkol sa CC, sasabihin mo ba na ang CC ng opisina na ito ay …)*

☐ 1. Easy to see *(Madaling makita)*
☐ 2. Somewhat easy to see (*Medyo madaling makita)*
☐ 3. Difficult to see (*Mahirap hanapin)*
☐ 4. Not visible at all (*Hindi nakikita)*
☐ 5. N/A (*Hindi naaangkop)*

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction? (*Kung may kamalayan na tungkol sa CC, gaano nakatulong ang CC sa iyong transaksyon?)*

☐ 1. Helped very much *(Nakatulong nang husto)*
☐ 2. Somewhat helped *(Medyo nakatulong)*
☐ 3. Did not help *(Walang naitulong)*
☐ 4. N/A *(Hindi naaangkop)*

Please put a **check mark (✓)** on the column that best corresponds to your answer. *(Maglagay ng tsek [✓] sa kolum na pinakamainam na tumutugma sa iyong sagot.)*

| Service Quality Dimensions | Strongly Disagree *(Labis na Hindi Sumasang-ayon)* | Disagree *(Hindi Sang-ayon)* | Neither Agree nor Disagree *(Hindi Makapili)* | Agree *(Sang-ayon)* | Strongly Agree *(Labis na Sumasang-ayon)* | Not Applicable *(Hindi Angkop)* |
|---|---|---|---|---|---|---|
| **SQD0.** I am satisfied with the service that I availed. *(Nasiyahan ako sa serbisyo na aking natanggap sa napuntahan na opisina.)* | | | | | | |
| **SQD1.** I spent a reasonable amount of time for my transaction. *(Makatwiran ang oras na aking ginugol para sa aking transaksyon.)* | | | | | | |
| **SQD2.** The office followed the transaction's requirements and steps based on the information provided in their Citizens Charter. *(Tinugunan ng opisina ang aking transakyon alinsunod sa kanilang Citizen's Charter.)* | | | | | | |
| **SQD3.** The steps (including payment) I needed to do for my transaction were easy and simple. *(Ang mga hakbang (kabilang ang pagbabayad) na kailangan kong gawin para sa aking transaksyon ay madali at simple.)* | | | | | | |
| **SQD4.** I easily found information about my transaction from the office or its website. *(Ang mga kailangang impormasyon tungkol sa aking transaksyon ay kaagad kong nakita sa opisina o sa TSU website.)* | | | | | | |
| **SQD5.** The amount I paid for my transaction is value for money. *(Ang halagang ibinayad ay akma sa serbisyong natamo.)* | | | | | | |
| **SQD6.** I feel the office was fair to everyone or "walang palakasan" during my transaction. *(Pakiramdam ko ay patas ang opisina sa lahat, o "walang palakasan", sa aking transakyon.)* | | | | | | |
| **SQD7.** I was treated courteously by the staff, and (if asked for help) the staff was helpful. *(Magalang akong trinato ng mga tauhan, at (kung sakali ako ay humingi ng tulong) alam ko na sila ay handang tumulong sa akin.)* | | | | | | |
| **SQD8.** I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me. *(Nakuha ko ang kinakailangan ko mula sa tanggapan ng gobyerno, kung tinanggihan man, ito ay sapat na ipinaliwanag sa akin.)* | | | | | | |

Suggestions on how we can further improve our services *(Mga suhestiyon kung paano pa mapapabuti pa ang aming mga serbisyo)*: _____

_____

_____

Email address (opsyonal): _____

**THANK YOU!**

# ANNEX B. Results Per Service

B.1 Citizen/Client Satisfaction Survey (CCSS) Results
for the period of January to June 2023

Tarlac State University
**Quality Management Unit**

## Report on Citizen/Client Satisfaction Survey (CCSS) Measurement
### Tarlac State University
From the period of January to June 2023

| Offices | Service Indicators | | | | | | | | Average Rating/ Service Quality Dimension | Descriptive Rating | Total Number of Surveys |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | Promptness and willingness of personnel in addressing the citizen's/ client's needs. | Quality and correctness of service provided. | Convenience of the space provided for clients such as the availability and accessibility of public assistance desk, suggestion box, and other service facilities like comfort rooms, ramps, and priority lane for PWD's. | Ability to clearly answer the queries of clients. | The amount paid for the service is within the acceptable range of cost. | Truthfulness, harmony, and fairness in the delivery of service/s. | Knowledge and competence of the frontline staff to perform and understand the citizen's/ client's needs. | Overall rating of the services provided based on the government mandate. | | | |
| **External Services** | | | | | | | | | | | |
| Processing of Action on Contracts and External Agreements | - | - | - | - | - | - | - | - | **-** | - | - |
| Processing of Request for Personal Meetingf with the President | - | - | - | - | - | - | - | - | **-** | - | - |
| Processing of Request for QMS Registered Documents for Various Purpose | - | - | - | - | - | - | - | - | **-** | - | - |
| Process for Publication and Distribution of TSU Bulletin | - | - | - | - | - | - | - | - | **-** | - | - |
| Processing of Institution/Organization Request to Benchmark Offices/Colleges In Tarlac State University | 5 | 5 | 5 | 5 | - | 5 | 5 | 5 | **5.00** | Very Satisfied | 3 |
| Enrollment Procedure for Shifters and Returnees | - | - | - | - | - | - | - | - | **-** | - | - |
| Enrollment Procedure for Transferees and Second Coursers | - | - | - | - | - | - | - | - | **-** | - | - |
| Enrollment Procedure for Professional Education Takers, Masteral, Doctoral and Juris Doctor (WALK-IN and ONLINE) | - | - | - | - | - | - | - | - | **-** | - | - |
| Enrollment Procedure for Freshmen Enrollees (WALK-IN) | - | - | - | - | - | - | - | - | **-** | - | - |
| Enrollment Procedure for Freshmen Enrollees (ONLINE) | - | - | - | - | - | - | - | - | **-** | - | - |
| Enrollment Procedure for Cross Enrollees from Different State University or College | - | - | - | - | - | - | - | - | **-** | - | - |
| Processing of Request for Various Academic Documents | - | - | - | - | - | - | - | - | **-** | - | - |
| Processing of Request for Transcript of Records of Graduates | - | - | - | - | - | - | - | - | **-** | - | - |
| Issuance of Temporary Notice of Acceptance for Foreign Student | - | - | - | - | - | - | - | - | **-** | - | - |
| Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer | - | - | - | - | - | - | - | - | **-** | - | - |
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling | - | - | - | - | - | - | - | - | **-** | - | - |
| Processing of Online Request for Certificate of Good Moral Character | - | - | - | - | - | - | - | - | **-** | - | - |
| Process of Request for Company Accreditation | 5.00 | 4.75 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **4.96** | Very Satisfied | 6 |
| Process of Request for Career Fair, Campus Recruitment Activty, Career Develpment Webinar/ Seminar/ Training/ Workshop, Career Roadshow | 4.90 | 4.93 | 4.95 | 4.99 | - | 4.90 | 4.97 | 4.97 | **4.94** | Very Satisfied | 131 |
| Process of Request for Job Posting and Graduate Listing | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 17 |
| Processing of Admission Test Application for Incoming Freshmen Students | 4.75 | 4.73 | 4.76 | 4.71 | - | 4.74 | 4.70 | 4.66 | **4.72** | Very Satisfied | 136 |
| Process of Adminitering Tarlac State University-College Admission Test (TSU-CAT) for Incoming Freshmen Students | 4.82 | 4.79 | 4.81 | 4.78 | - | 4.75 | 4.80 | 4.67 | **4.77** | Very Satisfied | 255 |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Processing of Application for the Administration of Phsychological Test to Transferee Students | 4.87 | 4.73 | 4.90 | 4.93 | - | 4.73 | 4.90 | 4.90 | **4.85** | Very Satisfied | 13 |
| Processing of Request to Participate in Sports Event on Regional and National Level | - | - | - | - | - | - | - | - | **-** | - | - |
| Processing of Request for Joining in the Host University for Sports Event on National Level | - | - | - | - | - | - | - | - | **-** | - | - |
| Processing of Request for Joining in Sports Event on International Level | - | - | - | - | - | - | - | - | **-** | - | - |
| Processing of Request for Hosting a Sports Event | - | - | - | - | - | - | - | - | **-** | - | - |
| Processing of Request for Joining Pocket Tournaments, Tune-up Games, and CHED-Friendship Game | - | - | - | - | - | - | - | - | **-** | - | - |
| Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni | - | - | - | - | - | - | - | - | **-** | - | - |
| Processing of Financial Assistance Application from Private or Government Provider or Grantor | - | - | - | - | - | - | - | - | **-** | - | - |
| Processing of Document Request Service (ONLINE AND WALK-IN) | - | - | - | - | - | - | - | - | **-** | - | - |
| Processing of Request for National Services Training Program Serial Number | - | - | - | - | - | - | - | - | **-** | - | - |
| Processing for Assessment of Fees for Other Payors | 5.00 | 5.00 | 4.00 | 5.00 | - | 4.50 | 5.00 | 5.00 | **4.79** | Very Satisfied | 2 |
| Process for Claiming of Checks | 4.50 | 4.00 | 4.00 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | **4.69** | Very Satisfied | 2 |
| Processing of Cash Payment for Outstanding Balances | - | - | - | - | - | - | - | - | **-** | - | - |
| Processing of Request for Certificate of Payment for Lost Official Receipt | - | - | - | - | - | - | - | - | **-** | - | - |
| Process of Signing Student Clearance | - | - | - | - | - | - | - | - | **-** | - | - |
| Processing of Request for Pre-Repair Inspection, Repair, and Other Services | - | - | - | - | - | - | - | - | **-** | - | - |
| Processing of Material Approval Request | - | - | - | - | - | - | - | - | **-** | - | - |
| Processing of Request to Use the University Facilities | 5.00 | 5.00 | 4.67 | 5.00 | - | 5.00 | 5.00 | 5.00 | **4.95** | Very Satisfied | 5 |
| Digital Studio RFID Processing – For Alumni IDs | 4.95 | 4.95 | 4.79 | 4.87 | - | 4.87 | 5.00 | 5.00 | **4.92** | Very Satisfied | 13 |
| Processing of Request for Personnel-Related Documents and Reports | - | - | - | - | - | - | - | - | **-** | - | - |
| Processing of Request for Issuance of Performance Evaluation Related Documents | - | - | - | - | - | - | - | - | **-** | - | - |
| Processing of Request for Issuance of Certifications | 4.83 | 4.83 | 4.83 | 4.83 | - | 4.83 | 4.83 | 4.83 | **4.83** | Very Satisfied | 8 |
| Process of Request for Employment Verification | - | - | - | - | - | - | - | - | **-** | - | - |
| Processing of Request for the Receipt, Inspection and Acceptance of Deliveries of Supplies, Materials and Equipment | 5.00 | 5.00 | 5.00 | 5.00 | - | 4.50 | 5.00 | 5.00 | **4.93** | Very Satisfied | 2 |
| Disposal of Used/Unserviceable Supplies, Material and Equipment Through Public Action | - | - | - | - | - | - | - | - | **-** | - | - |
| Processing of Purchase Request/Job Order | 4.89 | 4.72 | 4.78 | 4.89 | - | 4.89 | 4.89 | 4.89 | **4.85** | Very Satisfied | 14 |
| Process of Acquiring Bidding Documents | 4.95 | 4.95 | 4.95 | 4.95 | - | 4.93 | 4.95 | 4.95 | **4.95** | Very Satisfied | 20 |
| Processing of Request for CCTV Footage Review | - | - | - | - | - | - | - | - | **-** | - | - |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Processing of Action for Complaints | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request for Statistical Support and Related Services | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request for Water Analysis and Other Laboratory Services | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request for Extension Documents, Facility, and Equipment | - | - | - | - | - | - | - | - | - | - | - |
| Process for Receiving Service request and Other Correspondence | - | - | - | - | - | - | - | - | - | - | - |
| Process for Receiving Service request and Other Correspondence | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Requests for Trademark Application Assistance | - | - | - | - | - | - | - | - | - | - | - |
| Process for Copyright Assistance | - | - | - | - | - | - | - | - | - | - | - |
| Process for Technology Transfer and Commercialization Assistance | - | - | - | - | - | - | - | - | - | - | - |
| Process for Request to Use University Marks Assistance | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Center for Food Technology and Research Service Requests | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Shared Facility Services Request | - | - | - | - | - | - | - | - | - | - | - |
| **External Services Overall Score** | **4.90** | **4.83** | **4.76** | **4.93** | **5.00** | **4.84** | **4.94** | **4.92** | **4.89** | Very Satisfied | **627** |
| **Internal Services** | | | | | | | | | | | |
| Processing of Request from Different Colleges/Offices of the University | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 7 |
| Dissemination of Incoming Communication from Outside Persons or Agencies | 4.93 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **4.99** | Very Satisfied | 17 |
| Processing of Request for Copy of Board Resolutions | 4.47 | 4.47 | 4.47 | 4.47 | - | 4.47 | 4.47 | 4.47 | **4.47** | Satisfied | 8 |
| Submission of Complete Staff Work Agenda by the Offices of the University | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 2 |
| Submission of the Agenda to the University's Academic and Administrative Council Meeting | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 1 |
| Processing of Request for Documented Information for Various Purposes | 4.85 | 4.83 | 4.80 | 4.85 | - | 4.85 | 4.85 | 4.85 | **4.84** | Very Satisfied | 39 |
| Processing of QMS Documents for Registration, Revision, and Abolition | 4.93 | 4.91 | 4.93 | 4.93 | - | 4.93 | 4.93 | 4.93 | **4.92** | Very Satisfied | 42 |
| Processing of Requests for Review and Evaluation of Citizen's Charter | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 4 |
| Processing of Requests for Coaching and Mentoring | 5.00 | 4.75 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **4.96** | Very Satisfied | 3 |
| Process for Review and Approval of Pre-Planning Activities | - | - | - | - | - | - | - | - | - | - | - |
| Submission and Validation of Quarterly Scorecards and Monthly Accomplishment Report | 4.83 | 4.76 | 4.81 | 4.88 | - | 4.82 | 4.79 | 4.89 | **4.83** | Very Satisfied | 23 |
| Process for Publication and Distribution of TSU Bulletin | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request for Coverage of University Activities | 4.00 | 4.00 | 4.50 | 3.75 | - | 3.75 | 4.00 | 4.00 | **4.00** | Satisfied | 4 |
| Process for Publication of Online News | - | - | - | - | - | - | - | - | - | - | - |
| Process for Addressing Client's Concerns via Email | 4.95 | 4.95 | 4.93 | 4.94 | - | 4.96 | 4.95 | 4.95 | **4.95** | Very Satisfied | 210 |
| Process for Posting of Materials | 4.81 | 4.81 | 4.71 | 4.73 | - | 4.83 | 4.83 | 4.81 | **4.79** | Very Satisfied | 25 |
| Process Requesting of Electronic copy of Photos, Videos or Files | 4.93 | 4.93 | 4.93 | 4.93 | - | 4.93 | 5.00 | 5.00 | **4.95** | Very Satisfied | 14 |
| Process for Approval of Posting of Information, Education and Communication (IEC) Materials | 4.92 | 4.92 | 4.89 | 4.97 | - | 5.00 | 4.92 | 4.92 | **4.93** | Very Satisfied | 22 |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Process for Account Creation and Assigning of Privileges | - | - | - | - | - | - | - | - | - | - | - |
| Process of Changing Posted Schedule | - | - | - | - | - | - | - | - | - | - | - |
| Process for Office 365 Account Assistance | 4.73 | 4.73 | 4.69 | 4.71 | - | 4.71 | 4.71 | 4.71 | **4.71** | Very Satisfied | 28 |
| Process of Tagging or Untagging of Faculty, Room, and/or Schedule | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 3 |
| Process for Tagging/Untagging of Honorarium Classes | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 1 |
| Processing of Request to Transfer Students | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request to Repair an ICT Equipment | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 1 |
| Process for Inspection of Condemn ICT Equipment | - | - | - | - | - | - | - | - | - | - | - |
| Process for Inspection of New ICT Equipment | - | - | - | - | - | - | - | - | - | - | - |
| Process for Requesting of Preventive Maintenance for Desktop Computer Units | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 4 |
| Process for Software installation | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request for Technical Assistance | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 2 |
| Process for WI-FI Access Registration | 4.56 | 4.56 | 4.69 | 4.69 | - | 4.63 | 4.63 | 4.56 | **4.62** | Very Satisfied | 8 |
| Process for Creation of Domain Accounts | - | - | - | - | - | - | - | - | - | - | - |
| Process for Resetting of TSU Systems/Network Accounts | - | - | - | - | - | - | - | - | - | - | - |
| Process for Unblocking Websites | - | - | - | - | - | - | - | - | - | - | - |
| Process for Wi-Fi Setup/Deployment | - | - | - | - | - | - | - | - | - | - | - |
| Process for Granting Virtual Private Network (VPN) Access | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request for Cabling of New Network Connection | - | - | - | - | - | - | - | - | - | - | - |
| Process for Biometrics registration | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 6 |
| Process for Blocking and Unblocking of RFID Cards. | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 1 |
| Process for Creation and Updating of Website/Webpage | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 1 |
| Process for Development of New Systems/Programs | 5.00 | 5.00 | - | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 1 |
| Process for Report Generation | 3.67 | 3.67 | 3.67 | 2.00 | - | 3.67 | 3.67 | 3.67 | **3.43** | Neutral | 4 |
| Process of Request for Technical Assistance | 4.94 | 4.94 | 4.94 | 4.94 | - | 4.94 | 4.94 | 4.94 | **4.94** | Very Satisfied | 25 |
| Processing of Inter-Office Communication and Transactions | 4.76 | 4.78 | 4.75 | 4.76 | - | 4.77 | 4.79 | 4.77 | **4.77** | Very Satisfied | 153 |
| Enrollment Procedure for Shifters and Returnees | - | - | - | - | - | - | - | - | - | - | - |
| Enrollment Procedure for Transferees and Second Coursers | - | - | - | - | - | - | - | - | - | - | - |
| Enrollment Procedure for Professional Education Takers, Masteral, Doctoral and Juris Doctor (WALK-IN and ONLINE) | - | - | - | - | - | - | - | - | - | - | - |
| Enrollment Procedure for Incoming 2nd Year to 4th Year Regular Students (WALK-IN & ONLINE) | - | - | - | - | - | - | - | - | - | - | - |
| Enrollment Procedure for Incoming 2nd Year to 4th Year Irregular Students | - | - | - | - | - | - | - | - | - | - | - |
| Enrollment Procedure for Cross Enrollees Within the University | - | - | - | - | - | - | - | - | - | - | - |
| Bulk Enrollment Procedure for Incoming 2nd Year to 4th Year Regular Students | - | - | - | - | - | - | - | - | - | - | - |
| Enrollment Procedure for Graduating Students with Overloading or Waiving of Pre-Requisite Subjects (WALK-IN and ONLINE) | - | - | - | - | - | - | - | - | - | - | - |
| Process for Withdrawal of Enrollment or Registration (WALK-IN) | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Application for Leave of Absence (LOA) | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Application for Graduation | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request for Data | 4.75 | 4.79 | 4.70 | 4.75 | - | 4.73 | 4.86 | 4.71 | **4.75** | Very Satisfied | 39 |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Process for Correction / Rectification of Grades (WALK-IN and ONLINE) | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer | 5.00 | 5.00 | 4.93 | 4.94 | - | 4.94 | 5.00 | 5.00 | **4.97** | Very Satisfied | 23 |
| Processing of Student or Personnel Insurance Claims | 3.67 | 3.67 | 3.67 | 3.67 | - | 3.67 | 3.67 | 3.67 | **3.67** | Satisfied | 5 |
| Processing of Request for Career Coaching (WALK-IN and ONLINE/REMOTE) | 5.00 | 5.00 | 5.00 | 5.00 | - | 4.75 | 4.75 | 4.75 | **4.89** | Very Satisfied | 15 |
| Processing of Student Clearance | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 5 |
| Processing of Request for Re-Issuance of New Radio-Frequency Identification (RFID) | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 2 |
| Processing of Application for Accreditation of Student Organization (New and/or Renewal) | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Application for the Conduct of Student Organization Activities (ONLINE and ON-CAMPUS ACTIVITY/IES) | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 11 |
| Processing of Application for the Conduct of Student Organization Activities (OFF-CAMPUS ACTIVITY/IES) | 5.00 | 4.78 | 4.89 | 4.78 | - | 5.00 | 5.00 | 5.00 | **4.92** | Very Satisfied | 6 |
| Processing of Request to Participate in Sports Event on Regional and National Level | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 7 |
| Processing of Request for Joining in the Host University for Sports Event on National Level | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 2 |
| Processing of Request for Joining in Sports Event on International Level | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request for Hosting a Sports Event | - | - | - | - | - | - | - | - | - | - | - |
| Procedure for the Approval of Activities of Student Publication and College Publications | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 1 |
| Processing of Intention for Publications to Operate for the Upcoming Academic Year | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 9 |
| Process of Printing and Circulation of the Student and College Publication Issues | 5.00 | 4.67 | 5.00 | 5.00 | - | 4.67 | 4.67 | 5.00 | **4.86** | Very Satisfied | 3 |
| Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni | 4.71 | 4.80 | 4.82 | 4.86 | - | 4.69 | 4.74 | 4.80 | **4.77** | Very Satisfied | 19 |
| Filing of Complaints and Investigation (Defendant Admitting the Allegation) | - | - | - | - | - | - | - | - | - | - | - |
| Filing of Complaints and Investigation (Defendant Denies the Allegation) | - | - | - | - | - | - | - | - | - | - | - |
| Filing of Complaints and Investigation Against TSU Employee | - | - | - | - | - | - | - | - | - | - | - |
| Procedure for Appeal | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Financial Assistance Application from Private or Government Provider or Grantor | 5.00 | 5.00 | 4.98 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 23 |
| Issuance of Certificate of Scholarship or Certificate of Non-Scholarship | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Application for Membership as International, Differently Abled, Indigenous, and Marginalized Students | 5.00 | 5.00 | 4.87 | 5.00 | - | 4.92 | 4.95 | 4.93 | **4.95** | Very Satisfied | 30 |
| Indigenous and Margenalized Student Services Student Consultation and Assistance | 5.00 | 4.80 | 4.93 | 4.93 | - | 4.87 | 4.93 | 4.87 | **4.90** | Very Satisfied | 10 |
| Processing of Document Request Service (ONLINE AND WALK-IN) | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 1 |
| Processing of Request for National Services Training Program Serial Number | 4.98 | 4.98 | 4.96 | 4.98 | - | 5.00 | 5.00 | 4.98 | **4.98** | Very Satisfied | 19 |
| Processing of Endorsed Communication from the Office of University President | 4.92 | 4.92 | 4.92 | 4.92 | - | 4.92 | 4.92 | 4.92 | **4.92** | Very Satisfied | 14 |
| Processing of Inter-Office communication and Transactions | 5.00 | 5.00 | 4.92 | 5.00 | - | 5.00 | 5.00 | 5.00 | **4.99** | Very Satisfied | 22 |
| Processing of Travel Order for Travel Requests | 4.49 | 4.49 | 4.49 | 4.49 | - | 4.49 | 4.49 | 4.49 | **4.49** | Satisfied | 39 |
| Processing for Assessment of Fees for Other Payors | 4.96 | 4.87 | 4.96 | 4.99 | 4.63 | 4.99 | 4.87 | 4.89 | **4.89** | Very Satisfied | 23 |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Processing of Refund of Tuition and Other Fees, Overpayment, Breakage Deposit, and Other Credit Balance | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request for Re-Assessment/ Adjustment of Student Fees, and Checking of Student Account Balances | 4.60 | 4.60 | 4.60 | 4.60 | 5.00 | 4.60 | 4.80 | 4.80 | **4.70** | Very Satisfied | 5 |
| Process for Claiming of Checks | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 7 |
| Processing of Cash Payment for Outstanding Balances | 3.00 | 3.00 | 3.00 | 3.00 | 5.00 | 3.00 | 3.00 | 3.00 | **3.25** | Neutral | 2 |
| Processing of Request for Certificate of Payment for Lost Official Receipt | - | - | - | - | - | - | - | - | - | - | - |
| Process of Signing Student Clearance | - | - | - | - | - | - | - | - | - | - | - |
| Process of Claiming Cash Benefits (OVER-THE-COUNTER) | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request for Pre-Repair Inspection, Repair, and Other Services | 4.93 | 4.93 | 4.86 | 4.88 | - | 4.87 | 4.92 | 4.92 | **4.90** | Very Satisfied | 368 |
| Processing of Request for Janitorial Services | 3.76 | 3.73 | 3.69 | 3.71 | - | 3.74 | 3.73 | 3.74 | **3.73** | Satisfied | 86 |
| Processing of Service Request for Design Layout | 4.96 | 4.97 | 4.90 | 4.94 | - | 4.91 | 4.90 | 4.95 | **4.93** | Very Satisfied | 48 |
| Processing of Request to Use the University Facilities | 4.92 | 4.96 | 5.00 | 5.00 | - | 4.96 | 4.92 | 4.92 | **4.95** | Very Satisfied | 17 |
| Processing of Application for Vehicle Gate Pass | 4.97 | 5.00 | 4.97 | 5.00 | - | 5.00 | 4.99 | 4.99 | **4.99** | Very Satisfied | 39 |
| Processing of Request for ID and Re-ID (Lost ID and Worn-Out) | 4.95 | 4.93 | 4.86 | 4.93 | - | 4.90 | 4.96 | 4.90 | **4.92** | Very Satisfied | 71 |
| Processing of Request for Personnel-Related Documents and Reports | 4.97 | 4.97 | 5.00 | 4.97 | - | 4.97 | 5.00 | 4.97 | **4.98** | Very Satisfied | 27 |
| Process of Request for Issuance of DBP Certification | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 3 |
| Processing of Request for Issuance of Performance Evaluation Related Documents | 4.98 | 4.98 | 4.96 | 4.98 | - | 4.96 | 4.96 | 4.98 | **4.97** | Very Satisfied | 25 |
| Process of Filing Cases and Complaints | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 2 |
| Processing of Request for Scholarship Status of Employee Scholars | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request for In-House Training or Seminar (Face to Face and Online Submission) | 4.92 | 4.91 | 4.87 | 4.92 | - | 4.91 | 4.87 | 4.87 | **4.90** | Very Satisfied | 45 |
| Processing of Request for Study Leave Reinstatement of Employee-Scholars | 5.00 | 4.94 | 4.88 | 4.94 | - | 4.95 | 5.00 | 5.00 | **4.96** | Very Satisfied | 19 |
| Processing of Request for Scholarship Extension | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Application for Scholarship | - | - | - | - | - | - | - | - | - | - | - |
| Process of Application for Sabbatical Leave | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request for Thesis/Dissertation Financial Assistance | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request for Issuance of Certifications | 4.96 | 4.96 | 4.92 | 4.94 | - | 4.92 | 4.92 | 4.94 | **4.94** | Very Satisfied | 37 |
| Process of Request for Employment Verification | 4.80 | 4.80 | 4.77 | 4.80 | - | 4.80 | 4.80 | 4.80 | **4.80** | Very Satisfied | 21 |
| Processing of Application for Leave of Absence (LOA) | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 1 |
| Printing of Daily Time Record (DTR) for Overtime/Extended Services | - | - | - | - | - | - | - | - | - | - | - |
| Process of Requesting and Issuance of Authority to Travel Abroad | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Payroll for Overtime/Extended Services | 4.63 | 4.50 | 4.94 | 4.63 | - | 4.56 | 4.56 | 4.50 | **4.62** | Very Satisfied | 11 |
| Processing of Payroll for Salary of Lecturers, Part-Timers, and Faculty with Honorarium | 5.00 | 5.00 | 4.98 | 4.98 | - | 5.00 | 4.98 | 4.98 | **4.99** | Very Satisfied | 31 |
| Processing of Payroll for Student Assistants' Salary | 4.50 | 4.67 | 4.67 | 4.67 | - | 4.67 | 4.67 | 4.67 | **4.64** | Very Satisfied | 6 |
| Processing of Request for Personnel Related Documents | 3.92 | 3.92 | 4.35 | 3.98 | - | 3.79 | 3.85 | 3.79 | **3.94** | Satisfied | 12 |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Processing of Request in Compliance to Freedom of Information | 4.99 | 4.94 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **4.99** | Very Satisfied | 63 |
| Process of Requesting for Disposal of Records or Use of Storage | 4.97 | 4.97 | 4.93 | 4.93 | - | 4.97 | 4.97 | 4.97 | **4.96** | Very Satisfied | 35 |
| Process of Archiving Documents and Materials | 5.00 | 5.00 | 4.92 | 5.00 | - | 4.92 | 4.83 | 5.00 | **4.95** | Very Satisfied | 16 |
| Processing of Request for the Requisition and Issuance of Supplies, Materials, and Equipment | 4.87 | 4.90 | 4.91 | 4.90 | - | 4.92 | 4.86 | 4.92 | **4.90** | Very Satisfied | 73 |
| Processing of Request for Issuance of Clearance of Employee Availing Leave Beyond 30 Days | - | - | - | - | - | - | - | - | **-** | - | - |
| Processing of Request for Physical Inventory of Property Accountabilities | 4.71 | 4.83 | 4.71 | 4.83 | - | 4.83 | 4.71 | 4.83 | **4.78** | Very Satisfied | 9 |
| Processing of Request to Return to Stock Serviceable Properties That Are No Longer Needed by the End-User | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 4.67 | 5.00 | **4.95** | Very Satisfied | 7 |
| Processing of Request to Transfer Property Accountabilities | 4.98 | 4.98 | 4.98 | 4.98 | - | 4.98 | 4.93 | 4.98 | **4.97** | Very Satisfied | 18 |
| Processing of Request to Condemn Unserviceable Property Accountabilities | 4.81 | 4.75 | 4.63 | 4.75 | - | 4.75 | 4.69 | 4.75 | **4.73** | Very Satisfied | 11 |
| Processing of Purchase Request/Job Order | 4.76 | 4.76 | 4.76 | 4.74 | - | 4.76 | 4.76 | 4.77 | **4.76** | Very Satisfied | 51 |
| Processing of Request for CCTV Footage Review | 4.91 | 4.90 | 4.85 | 4.82 | - | 4.82 | 4.92 | 4.96 | **4.88** | Very Satisfied | 31 |
| Processing of Action for Complaints | 4.73 | 4.67 | 4.81 | 4.67 | - | 4.72 | 4.73 | 4.68 | **4.72** | Very Satisfied | 41 |
| Process of Issuance of Medical Certificate | - | - | - | - | - | - | - | - | **-** | - | - |
| Process of Securing a Dental Certificate | 4.97 | 4.95 | 4.97 | 4.96 | - | 4.96 | 4.97 | 4.98 | **4.97** | Very Satisfied | 352 |
| Processing of Request for Safety Inspection of College-Base Events and Assistance for University-Wide Events and Activities | 4.93 | 4.93 | 4.98 | 4.93 | - | 5.00 | 5.00 | 5.00 | **4.97** | Very Satisfied | 46 |
| Processing of Endorsed Communication from the Office of University President | 4.92 | 4.92 | 4.92 | 4.92 | - | 4.92 | 4.92 | 4.92 | **4.92** | Very Satisfied | 14 |
| Processing of Inter-Office communication and Transactions | 5.00 | 5.00 | 4.92 | 5.00 | - | 5.00 | 5.00 | 5.00 | **4.99** | Very Satisfied | 22 |
| Processing of Travel Order for Travel Requests | 4.49 | 4.49 | 4.49 | 4.49 | - | 4.49 | 4.49 | 4.49 | **4.49** | Satisfied | 39 |
| Processing for Assessment of Fees for Other Payors | 4.96 | 4.87 | 4.96 | 4.99 | 4.63 | 4.99 | 4.87 | 4.89 | **4.89** | Very Satisfied | 23 |
| Processing of Refund of Tuition and Other Fees, Overpayment, Breakage Deposit, and Other Credit Balance | - | - | - | - | - | - | - | - | **-** | - | - |
| Processing of Request for Re-Assessment/ Adjustment of Student Fees, and Checking of Student Account Balances | 4.60 | 4.60 | 4.60 | 4.60 | 5.00 | 4.60 | 4.80 | 4.80 | **4.70** | Very Satisfied | 5 |
| Process for Claiming of Checks | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 7 |
| Processing of Cash Payment for Outstanding Balances | 3.00 | 3.00 | 3.00 | 3.00 | 5.00 | 3.00 | 3.00 | 3.00 | **3.25** | Neutral | 2 |
| Processing of Request for Certificate of Payment for Lost Official Receipt | - | - | - | - | - | - | - | - | **-** | - | - |
| Process of Signing Student Clearance | - | - | - | - | - | - | - | - | **-** | - | - |
| Process of Claiming Cash Benefits (OVER-THE-COUNTER) | - | - | - | - | - | - | - | - | **-** | - | - |
| Processing of Request for Pre-Repair Inspection, Repair, and Other Services | 4.93 | 4.93 | 4.86 | 4.88 | - | 4.87 | 4.92 | 4.92 | **4.90** | Very Satisfied | 368 |
| Processing of Request for Janitorial Services | 3.76 | 3.73 | 3.69 | 3.71 | - | 3.74 | 3.73 | 3.74 | **3.73** | Satisfied | 86 |
| Processing of Service Request for Design Layout | 4.96 | 4.97 | 4.90 | 4.94 | - | 4.91 | 4.90 | 4.95 | **4.93** | Very Satisfied | 48 |
| Processing of Request to Use the University Facilities | 4.92 | 4.96 | 5.00 | 5.00 | - | 4.96 | 4.92 | 4.92 | **4.95** | Very Satisfied | 17 |
| Processing of Application for Vehicle Gate Pass | 4.97 | 5.00 | 4.97 | 5.00 | - | 5.00 | 4.99 | 4.99 | **4.99** | Very Satisfied | 39 |
| Processing of Request for ID and Re-ID (Lost ID and Worn-Out) | 4.95 | 4.93 | 4.86 | 4.93 | - | 4.90 | 4.96 | 4.90 | **4.92** | Very Satisfied | 71 |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Processing of Request for Personnel-Related Documents and Reports | 4.97 | 4.97 | 5.00 | 4.97 | - | 4.97 | 5.00 | 4.97 | **4.98** | Very Satisfied | 27 |
| Process of Request for Issuance of DBP Certification | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 3 |
| Processing of Request for Issuance of Performance Evaluation Related Documents | 4.98 | 4.98 | 4.96 | 4.98 | - | 4.96 | 4.96 | 4.98 | **4.97** | Very Satisfied | 25 |
| Process of Filing Cases and Complaints | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 2 |
| Processing of Request for Scholarship Status of Employee Scholars | - | - | - | - | - | - | - | - | **-** | - | - |
| Processing of Request for In-House Training or Seminar (Face to Face and Online Submission) | 4.92 | 4.91 | 4.87 | 4.92 | - | 4.91 | 4.87 | 4.87 | **4.90** | Very Satisfied | 45 |
| Processing of Request for Study Leave Reinstatement of Employee-Scholars | 5.00 | 4.94 | 4.88 | 4.94 | - | 4.95 | 5.00 | 5.00 | **4.96** | Very Satisfied | 19 |
| Processing of Request for Scholarship Extension | - | - | - | - | - | - | - | - | **-** | - | - |
| Processing of Application for Scholarship | - | - | - | - | - | - | - | - | **-** | - | - |
| Process of Application for Sabbatical Leave | - | - | - | - | - | - | - | - | **-** | - | - |
| Processing of Request for Thesis/Dissertation Financial Assistance | - | - | - | - | - | - | - | - | **-** | - | - |
| Processing of Request for Issuance of Certifications | 4.96 | 4.96 | 4.92 | 4.94 | - | 4.92 | 4.92 | 4.94 | **4.94** | Very Satisfied | 37 |
| Process of Request for Employment Verification | 4.80 | 4.80 | 4.77 | 4.80 | - | 4.80 | 4.80 | 4.80 | **4.80** | Very Satisfied | 21 |
| Processing of Application for Leave of Absence (LOA) | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 1 |
| Printing of Daily Time Record (DTR) for Overtime/Extended Services | - | - | - | - | - | - | - | - | **-** | - | - |
| Process of Requesting and Issuance of Authority to Travel Abroad | - | - | - | - | - | - | - | - | **-** | - | - |
| Processing of Payroll for Overtime/Extended Services | 4.63 | 4.50 | 4.94 | 4.63 | - | 4.56 | 4.56 | 4.50 | **4.62** | Very Satisfied | 11 |
| Processing of Payroll for Salary of Lecturers, Part-Timers, and Faculty with Honorarium | 5.00 | 5.00 | 4.98 | 4.98 | - | 5.00 | 4.98 | 4.98 | **4.99** | Very Satisfied | 31 |
| Processing of Payroll for Student Assistants' Salary | 4.50 | 4.67 | 4.67 | 4.67 | - | 4.67 | 4.67 | 4.67 | **4.64** | Very Satisfied | 6 |
| Processing of Request for Personnel Related Documents | 3.92 | 3.92 | 4.35 | 3.98 | - | 3.79 | 3.85 | 3.79 | **3.94** | Satisfied | 12 |
| Processing of Request in Compliance to Freedom of Information | 4.99 | 4.94 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **4.99** | Very Satisfied | 63 |
| Process of Requesting for Disposal of Records or Use of Storage | 4.97 | 4.97 | 4.93 | 4.93 | - | 4.97 | 4.97 | 4.97 | **4.96** | Very Satisfied | 35 |
| Process of Archiving Documents and Materials | 5.00 | 5.00 | 4.92 | 5.00 | - | 4.92 | 4.83 | 5.00 | **4.95** | Very Satisfied | 16 |
| Processing of Request for the Requisition and Issuance of Supplies, Materials, and Equipment | 4.87 | 4.90 | 4.91 | 4.90 | - | 4.92 | 4.86 | 4.92 | **4.90** | Very Satisfied | 73 |
| Processing of Request for Issuance of Clearance of Employee Availing Leave Beyond 30 Days | - | - | - | - | - | - | - | - | **-** | - | - |
| Processing of Request for Physical Inventory of Property Accountabilities | 4.71 | 4.83 | 4.71 | 4.83 | - | 4.83 | 4.71 | 4.83 | **4.78** | Very Satisfied | 9 |
| Processing of Request to Return to Stock Serviceable Properties That Are No Longer Needed by the End-User | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 4.67 | 5.00 | **4.95** | Very Satisfied | 7 |
| Processing of Request to Transfer Property Accountabilities | 4.98 | 4.98 | 4.98 | 4.98 | - | 4.98 | 4.93 | 4.98 | **4.97** | Very Satisfied | 18 |
| Processing of Request to Condemn Unserviceable Property Accountabilities | 4.81 | 4.75 | 4.63 | 4.75 | - | 4.75 | 4.69 | 4.75 | **4.73** | Very Satisfied | 11 |
| Processing of Purchase Request/Job Order | 4.76 | 4.76 | 4.76 | 4.74 | - | 4.76 | 4.76 | 4.77 | **4.76** | Very Satisfied | 51 |
| Processing of Request for CCTV Footage Review | 4.91 | 4.90 | 4.85 | 4.82 | - | 4.82 | 4.92 | 4.96 | **4.88** | Very Satisfied | 31 |
| Processing of Action for Complaints | 4.73 | 4.67 | 4.81 | 4.67 | - | 4.72 | 4.73 | 4.68 | **4.72** | Very Satisfied | 41 |
| Process of Issuance of Medical Certificate | - | - | - | - | - | - | - | - | **-** | - | - |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Process of Securing a Dental Certificate | 4.97 | 4.95 | 4.97 | 4.96 | - | 4.96 | 4.97 | 4.98 | **4.97** | Very Satisfied | 352 |
| Processing of Request for Safety Inspection of College-Base Events and Assistance for University-Wide Events and Activities | 4.93 | 4.93 | 4.98 | 4.93 | - | 5.00 | 5.00 | 5.00 | **4.97** | Very Satisfied | 46 |
| Processing of Endorsed Communication from the Office of University President | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 20 |
| Processing of Inter-Office Communication and Transactions | 4.90 | 4.90 | 4.90 | 4.90 | - | 4.90 | 4.90 | 4.90 | **4.90** | Very Satisfied | 23 |
| Processing of Request for Statistical Support and Related Services | 3.00 | 3.00 | 3.00 | 3.00 | - | 3.00 | 3.00 | 3.00 | **3.00** | Neutral | 3 |
| Processing of Request for Water Analysis and Other Laboratory Services | 3.00 | 3.00 | 3.00 | 3.00 | - | 3.00 | 3.00 | 3.00 | **3.00** | Neutral | 2 |
| Processing of Request for Research Output Incentives and Funding Request for Research Paper Presentation and Research Publication | - | - | - | - | - | - | - | - | **-** | - | - |
| Processing of Research Proposal (Initial Evaluation of Research Proposals) | - | - | - | - | - | - | - | - | **-** | - | - |
| Processing of Research Evaluation | - | - | - | - | - | - | - | - | **-** | - | - |
| Approval of Special Research Project/Program | - | - | - | - | - | - | - | - | **-** | - | - |
| Process for Receiving Service request and Other Correspondence | 5.00 | 5.00 | 4.50 | 5.00 | - | 5.00 | 5.00 | 5.00 | **4.93** | Very Satisfied | 2 |
| Processing of Requests for Trademark Application Assistance | 5.00 | 4.75 | 4.50 | 4.75 | - | 5.00 | 5.00 | 4.75 | **4.82** | Very Satisfied | 4 |
| Process for Copyright Assistance | - | - | - | - | - | - | - | - | **-** | - | - |
| Process for Technology Transfer and Commercialization Assistance | - | - | - | - | - | - | - | - | **-** | - | - |
| Process for Request to Use University Marks Assistance | - | - | - | - | - | - | - | - | **-** | - | - |
| Processing of Center for Food Technology and Research Service Requests | 4.94 | 4.82 | 4.82 | 4.32 | - | 4.85 | 4.38 | 4.88 | **4.72** | Very Satisfied | 18 |
| Processing of Shared Facility Services Request | 4.91 | 4.95 | 4.66 | 4.70 | - | 4.91 | 4.41 | 4.91 | **4.78** | Very Satisfied | 13 |
| **External Serices Overall Score** | 4.80 | 4.78 | 4.79 | 4.77 | 4.91 | 4.79 | 4.78 | 4.79 | **4.80** | Very Satisfied | 4,442 |
| | | | | | | | | | | | |
| **Overall Score** | **4.85** | **4.81** | **4.78** | **4.85** | **4.95** | **4.81** | **4.86** | **4.86** | **4.85** | Very Satisfied | **5,069** |

Prepared by:

**Engr. Maricar N. Banting**
Head, Quality Management Unit

Reviewed by:

5/15/24

**Atty. Theodore M. Tiongpac, Ph.D**
Director, Office of Governance and Quality Management

Approved by:

**Dr. Arnold E. Velasco**
University President

Tarlac State University
**Quality Management Unit**

## Report on Citizen/Client Satisfaction Survey (CCSS) Measurement

**Tarlac State University - Main Campus**

From the period of January to June 2023

| Offices | Service Indicators | | | | | | | | Average Rating/ Service Quality Dimension | Descriptive Rating | Total Number of Surveys |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | Promptness and willingness of personnel in addressing the citizen's/ client's needs. | Quality and correctness of service provided. | Convenience of the space provided for clients such as the availability and accessibility of public assistance desk, suggestion box, and other service facilities like comfort rooms, ramps, and priority lane for PWD's. | Ability to clearly answer the queries of clients. | The amount paid for the service is within the acceptable range of cost. | Truthfulness, harmony, and fairness in the delivery of service/s. | Knowledge and competence of the frontline staff to perform and understand the citizen's/ client's needs. | Overall rating of the services provided based on the government mandate. | | | |
| **External Services** | | | | | | | | | | | |
| Processing of Action on Contracts and External Agreements | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request for Personal Meetingf with the President | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request for QMS Registered Documents for Various Purpose | - | - | - | - | - | - | - | - | - | - | - |
| Process for Publication and Distribution of TSU Bulletin | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Institution/Organization Request to Benchmark Offices/Colleges In Tarlac State University | 5 | 5 | 5 | 5 | - | 5 | 5 | 5 | **5.00** | Very Satisfied | 3 |
| Enrollment Procedure for Shifters and Returnees | - | - | - | - | - | - | - | - | - | - | - |
| Enrollment Procedure for Transferees and Second Coursers | - | - | - | - | - | - | - | - | - | - | - |
| Enrollment Procedure for Professional Education Takers, Masteral, Doctoral and Juris Doctor (WALK-IN and ONLINE) | - | - | - | - | - | - | - | - | - | - | - |
| Enrollment Procedure for Freshmen Enrollees (WALK-IN) | - | - | - | - | - | - | - | - | - | - | - |
| Enrollment Procedure for Freshmen Enrollees (ONLINE) | - | - | - | - | - | - | - | - | - | - | - |
| Enrollment Procedure for Cross Enrollees from Different State University or College | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request for Various Academic Documents | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request for Transcript of Records of Graduates | - | - | - | - | - | - | - | - | - | - | - |
| Issuance of Temporary Notice of Acceptance for Foreign Student | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request to Participate in Sports Event on Regional and National Level | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request for Joining in the Host University for Sports Event on National Level | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request for Joining in Sports Event on International Level | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request for Hosting a Sports Event | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request for Joining Pocket Tournaments, Tune-up Games, and CHED-Friendship Game | - | - | - | - | - | - | - | - | - | - | - |
| Processing for Assessment of Fees for Other Payors | 5.00 | 5.00 | 4.00 | 5.00 | - | 4.50 | 5.00 | 5.00 | **4.79** | Very Satisfied | 2 |
| Process for Claiming of Checks | 4.50 | 4.00 | 4.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **4.64** | Very Satisfied | 2 |
| Processing of Cash Payment for Outstanding Balances | - | - | - | - | - | - | - | - | - | - | - |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Processing of Request for Certificate of Payment for Lost Official Receipt | - | - | - | - | - | - | - | - | - | - | - |
| Process of Signing Student Clearance | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request for Pre-Repair Inspection, Repair, and Other Services | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Material Approval Request | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request to Use the University Facilities | 5.00 | 5.00 | 4.67 | 5.00 | - | 5.00 | 5.00 | 5.00 | **4.95** | Very Satisfied | 5 |
| Digital Studio RFID Processing – For Alumni IDs | 4.95 | 4.95 | 4.79 | 4.87 | - | 4.87 | 5.00 | 5.00 | **4.92** | Very Satisfied | 13 |
| Processing of Request for Personnel-Related Documents and Reports | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request for Issuance of Performance Evaluation Related Documents | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request for Issuance of Certifications | 4.83 | 4.83 | 4.83 | 4.83 | - | 4.83 | 4.83 | 4.83 | **4.83** | Very Satisfied | 8 |
| Process of Request for Employment Verification | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request for the Receipt, Inspection and Acceptance of Deliveries of Supplies, Materials and Equipment | 5.00 | 5.00 | 5.00 | 5.00 | - | 4.50 | 5.00 | 5.00 | **4.93** | Very Satisfied | 2 |
| Disposal of Used/Unserviceable Supplies, Material and Equipment Through Public Action | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Purchase Request/Job Order | 4.89 | 4.72 | 4.78 | 4.89 | - | 4.89 | 4.89 | 4.89 | **4.85** | Very Satisfied | 14 |
| Process of Acquiring Bidding Documents | 4.95 | 4.95 | 4.95 | 4.95 | - | 4.93 | 4.95 | 4.95 | **4.95** | Very Satisfied | 20 |
| Processing of Request for CCTV Footage Review | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Action for Complaints | - | - | - | - | - | - | - | - | - | - | - |
| **External Services Overall Score** | **4.90** | **4.83** | **4.67** | **4.95** | **-** | **4.84** | **4.96** | **4.96** | **4.87** | Very Satisfied | **69** |
| **Internal Services** | | | | | | | | | | | |
| Processing of Request from Different Colleges/Offices of the University | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 7 |
| Dissemination of Incoming Communication from Outside Persons or Agencies | 4.93 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **4.99** | Very Satisfied | 17 |
| Processing of Request for Copy of Board Resolutions | 4.47 | 4.47 | 4.47 | 4.47 | - | 4.47 | 4.47 | 4.47 | **4.47** | Satisfied | 8 |
| Submission of Complete Staff Work Agenda by the Offices of the University | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 2 |
| Submission of the Agenda to the University's Academic and Administrative Council Meeting | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 1 |
| Processing of Request for Documented Information for Various Purposes | 4.85 | 4.83 | 4.80 | 4.85 | - | 4.85 | 4.85 | 4.85 | **4.84** | Very Satisfied | 39 |
| Processing of QMS Documents for Registration, Revision, and Abolition | 4.93 | 4.91 | 4.93 | 4.93 | - | 4.93 | 4.93 | 4.93 | **4.92** | Very Satisfied | 42 |
| Processing of Requests for Review and Evaluation of Citizen's Charter | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 4 |
| Processing of Requests for Coaching and Mentoring | 5.00 | 4.75 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **4.96** | Very Satisfied | 3 |
| Process for Review and Approval of Pre-Planning Activities | - | - | - | - | - | - | - | - | - | - | - |
| Submission and Validation of Quarterly Scorecards and Monthly Accomplishment Report | 4.83 | 4.76 | 4.81 | 4.88 | - | 4.82 | 4.79 | 4.89 | **4.83** | Very Satisfied | 23 |
| Process for Publication and Distribution of TSU Bulletin | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request for Coverage of University Activities | 4.00 | 4.00 | 4.50 | 3.75 | - | 3.75 | 4.00 | 4.00 | **4.00** | Satisfied | 4 |

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|---|---|---|---|---|---|---|---|---|---|---|---|
| Process for Publication of Online News | - | - | - | - | - | - | - | - | - | - | - |
| Process for Addressing Client's Concerns via Email | 4.95 | 4.95 | 4.93 | 4.94 | - | 4.96 | 4.95 | 4.95 | **4.95** | Very Satisfied | 210 |
| Process for Posting of Materials | 4.81 | 4.81 | 4.71 | 4.73 | - | 4.83 | 4.83 | 4.81 | **4.79** | Very Satisfied | 25 |
| Process Requesting of Electronic copy of Photos, Videos or Files | 4.93 | 4.93 | 4.93 | 4.93 | - | 4.93 | 5.00 | 5.00 | **4.95** | Very Satisfied | 14 |
| Process for Approval of Posting of Information, Education and Communication (IEC) Materials | 4.92 | 4.92 | 4.89 | 4.97 | - | 5.00 | 4.92 | 4.92 | **4.93** | Very Satisfied | 22 |
| Process for Account Creation and Assigning of Privileges | - | - | - | - | - | - | - | - | - | - | - |
| Process of Changing Posted Schedule | - | - | - | - | - | - | - | - | - | - | - |
| Process for Office 365 Account Assistance | 4.73 | 4.73 | 4.69 | 4.71 | - | 4.71 | 4.71 | 4.71 | **4.71** | Very Satisfied | 28 |
| Process of Tagging or Untagging of Faculty, Room, and/or Schedule | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 3 |
| Process for Tagging/Untagging of Honorarium Classes | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 1 |
| Processing of Request to Transfer Students | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request to Repair an ICT Equipment | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 1 |
| Process for Inspection of Condemn ICT Equipment | - | - | - | - | - | - | - | - | - | - | - |
| Process for Inspection of New ICT Equipment | - | - | - | - | - | - | - | - | - | - | - |
| Process for Requesting of Preventive Maintenance for Desktop Computer Units | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 4 |
| Process for Software installation | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request for Technical Assistance | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 2 |
| Process for WI-FI Access Registration | 4.56 | 4.56 | 4.69 | 4.69 | - | 4.63 | 4.63 | 4.56 | **4.62** | Very Satisfied | 8 |
| Process for Creation of Domain Accounts | - | - | - | - | - | - | - | - | - | - | - |
| Process for Resetting of TSU Systems/Network Accounts | - | - | - | - | - | - | - | - | - | - | - |
| Process for Unblocking Websites | - | - | - | - | - | - | - | - | - | - | - |
| Process for Wi-Fi Setup/Deployment | - | - | - | - | - | - | - | - | - | - | - |
| Process for Granting Virtual Private Network (VPN) Access | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request for Cabling of New Network Connection | - | - | - | - | - | - | - | - | - | - | - |
| Process for Biometrics registration | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 6 |
| Process for Blocking and Unblocking of RFID Cards. | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 1 |
| Process for Creation and Updating of Website/Webpage | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 1 |
| Process for Development of New Systems/Programs | 5.00 | 5.00 | - | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 1 |
| Process for Report Generation | 3.67 | 3.67 | 3.67 | 2.00 | - | 3.67 | 3.67 | 3.67 | **3.43** | Neutral | 4 |
| Process of Request for Technical Assistance | 4.94 | 4.94 | 4.94 | 4.94 | - | 4.94 | 4.94 | 4.94 | **4.94** | Very Satisfied | 25 |
| Processing of Inter-Office Communication and Transactions | 4.76 | 4.78 | 4.75 | 4.76 | - | 4.77 | 4.79 | 4.77 | **4.77** | Very Satisfied | 153 |
| Enrollment Procedure for Shifters and Returnees | - | - | - | - | - | - | - | - | - | - | - |
| Enrollment Procedure for Transferees and Second Coursers | - | - | - | - | - | - | - | - | - | - | - |
| Enrollment Procedure for Professional Education Takers, Masteral, Doctoral and Juris Doctor (WALK-IN and ONLINE) | - | - | - | - | - | - | - | - | - | - | - |
| Enrollment Procedure for Incoming 2nd Year to 4th Year Regular Students (WALK-IN & ONLINE) | - | - | - | - | - | - | - | - | - | - | - |
| Enrollment Procedure for Incoming 2nd Year to 4th Year Irregular Students | - | - | - | - | - | - | - | - | - | - | - |
| Enrollment Procedure for Cross Enrollees Within the University | - | - | - | - | - | - | - | - | - | - | - |
| Bulk Enrollment Procedure for Incoming 2nd Year to 4th Year Regular Students | - | - | - | - | - | - | - | - | - | - | - |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Enrollment Procedure for Graduating Students with Overloading or Waiving of Pre-Requisite Subjects (WALK-IN and ONLINE) | - | - | - | - | - | - | - | - | - | - | - |
| Process for Withdrawal of Enrollment or Registration (WALK-IN) | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Application for Leave of Absence (LOA) | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Application for Graduation | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request for Data | 4.75 | 4.79 | 4.70 | 4.75 | - | 4.73 | 4.86 | 4.71 | **4.75** | Very Satisfied | 39 |
| Process for Correction / Rectification of Grades (WALK-IN and ONLINE) | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request to Participate in Sports Event on Regional and National Level | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 7 |
| Processing of Request for Joining in the Host University for Sports Event on National Level | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 2 |
| Processing of Request for Joining in Sports Event on International Level | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request for Hosting a Sports Event | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Endorsed Communication from the Office of University President | 4.92 | 4.92 | 4.92 | 4.92 | - | 4.92 | 4.92 | 4.92 | **4.92** | Very Satisfied | 14 |
| Processing of Inter-Office communication and Transactions | 5.00 | 5.00 | 4.92 | 5.00 | - | 5.00 | 5.00 | 5.00 | **4.99** | Very Satisfied | 22 |
| Processing of Travel Order for Travel Requests | 4.49 | 4.49 | 4.49 | 4.49 | - | 4.49 | 4.49 | 4.49 | **4.49** | Satisfied | 39 |
| Processing for Assessment of Fees for Other Payors | 4.96 | 4.87 | 4.96 | 4.99 | 4.63 | 4.99 | 4.87 | 4.89 | **4.89** | Very Satisfied | 23 |
| Processing of Refund of Tuition and Other Fees, Overpayment, Breakage Deposit, and Other Credit Balance | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request for Re-Assessment/ Adjustment of Student Fees, and Checking of Student Account Balances | 4.60 | 4.60 | 4.60 | 4.60 | 5.00 | 4.60 | 4.80 | 4.80 | **4.70** | Very Satisfied | 5 |
| Process for Claiming of Checks | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 7 |
| Processing of Cash Payment for Outstanding Balances | 3.00 | 3.00 | 3.00 | 3.00 | 5.00 | 3.00 | 3.00 | 3.00 | **3.25** | Neutral | 2 |
| Processing of Request for Certificate of Payment for Lost Official Receipt | - | - | - | - | - | - | - | - | - | - | - |
| Process of Signing Student Clearance | - | - | - | - | - | - | - | - | - | - | - |
| Process of Claiming Cash Benefits (OVER-THE-COUNTER) | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request for Pre-Repair Inspection, Repair, and Other Services | 4.93 | 4.93 | 4.86 | 4.88 | - | 4.87 | 4.92 | 4.92 | **4.90** | Very Satisfied | 368 |
| Processing of Request for Janitorial Services | 3.76 | 3.73 | 3.69 | 3.71 | - | 3.74 | 3.73 | 3.74 | **3.73** | Satisfied | 86 |
| Processing of Service Request for Design Layout | 4.96 | 4.97 | 4.90 | 4.94 | - | 4.91 | 4.90 | 4.95 | **4.93** | Very Satisfied | 48 |
| Processing of Request to Use the University Facilities | 4.92 | 4.96 | 5.00 | 5.00 | - | 4.96 | 4.92 | 4.92 | **4.95** | Very Satisfied | 17 |
| Processing of Application for Vehicle Gate Pass | 4.97 | 5.00 | 4.97 | 5.00 | - | 5.00 | 4.99 | 4.99 | **4.99** | Very Satisfied | 39 |
| Processing of Request for ID and Re-ID (Lost ID and Worn-Out) | 4.95 | 4.93 | 4.86 | 4.93 | - | 4.90 | 4.96 | 4.90 | **4.92** | Very Satisfied | 71 |
| Processing of Request for Personnel-Related Documents and Reports | 4.97 | 4.97 | 5.00 | 4.97 | - | 4.97 | 5.00 | 4.97 | **4.98** | Very Satisfied | 27 |
| Process of Request for Issuance of DBP Certification | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 3 |
| Processing of Request for Issuance of Performance Evaluation Related Documents | 4.98 | 4.98 | 4.96 | 4.98 | - | 4.96 | 4.96 | 4.98 | **4.97** | Very Satisfied | 25 |
| Process of Filing Cases and Complaints | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 2 |
| Processing of Request for Scholarship Status of Employee Scholars | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request for In-House Training or Seminar (Face to Face and Online Submission) | 4.92 | 4.91 | 4.87 | 4.92 | - | 4.91 | 4.87 | 4.87 | **4.90** | Very Satisfied | 45 |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Processing of Request for Study Leave Reinstatement of Employee-Scholars | 5.00 | 4.94 | 4.88 | 4.94 | - | 4.95 | 5.00 | 5.00 | **4.96** | Very Satisfied | 19 |
| Processing of Request for Scholarship Extension | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Application for Scholarship | - | - | - | - | - | - | - | - | - | - | - |
| Process of Application for Sabbatical Leave | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request for Thesis/Dissertation Financial Assistance | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request for Issuance of Certifications | 4.96 | 4.96 | 4.92 | 4.94 | - | 4.92 | 4.92 | 4.94 | **4.94** | Very Satisfied | 37 |
| Process of Request for Employment Verification | 4.80 | 4.80 | 4.77 | 4.80 | - | 4.80 | 4.80 | 4.80 | **4.80** | Very Satisfied | 21 |
| Processing of Application for Leave of Absence (LOA) | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 1 |
| Printing of Daily Time Record (DTR) for Overtime/Extended Services | - | - | - | - | - | - | - | - | - | - | - |
| Process of Requesting and Issuance of Authority to Travel Abroad | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Payroll for Overtime/Extended Services | 4.63 | 4.50 | 4.94 | 4.63 | - | 4.56 | 4.56 | 4.50 | **4.62** | Very Satisfied | 11 |
| Processing of Payroll for Salary of Lecturers, Part-Timers, and Faculty with Honorarium | 5.00 | 5.00 | 4.98 | 4.98 | - | 5.00 | 4.98 | 4.98 | **4.99** | Very Satisfied | 31 |
| Processing of Payroll for Student Assistants' Salary | 4.50 | 4.67 | 4.67 | 4.67 | - | 4.67 | 4.67 | 4.67 | **4.64** | Very Satisfied | 6 |
| Processing of Request for Personnel Related Documents | 3.92 | 3.92 | 4.35 | 3.98 | - | 3.79 | 3.85 | 3.79 | **3.94** | Satisfied | 12 |
| Processing of Request in Compliance to Freedom of Information | 4.99 | 4.94 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **4.99** | Very Satisfied | 63 |
| Process of Requesting for Disposal of Records or Use of Storage | 4.97 | 4.97 | 4.93 | 4.93 | - | 4.97 | 4.97 | 4.97 | **4.96** | Very Satisfied | 35 |
| Process of Archiving Documents and Materials | 5.00 | 5.00 | 4.92 | 5.00 | - | 4.92 | 4.83 | 5.00 | **4.95** | Very Satisfied | 16 |
| Processing of Request for the Requisition and Issuance of Supplies, Materials, and Equipment | 4.87 | 4.90 | 4.91 | 4.90 | - | 4.92 | 4.86 | 4.92 | **4.90** | Very Satisfied | 73 |
| Processing of Request for Issuance of Clearance of Employee Availing Leave Beyond 30 Days | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request for Physical Inventory of Property Accountabilities | 4.71 | 4.83 | 4.71 | 4.83 | - | 4.83 | 4.71 | 4.83 | **4.78** | Very Satisfied | 9 |
| Processing of Request to Return to Stock Serviceable Properties That Are No Longer Needed by the End-User | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 4.67 | 5.00 | **4.95** | Very Satisfied | 7 |
| Processing of Request to Transfer Property Accountabilities | 4.98 | 4.98 | 4.98 | 4.98 | - | 4.98 | 4.93 | 4.98 | **4.97** | Very Satisfied | 18 |
| Processing of Request to Condemn Unserviceable Property Accountabilities | 4.81 | 4.75 | 4.63 | 4.75 | - | 4.75 | 4.69 | 4.75 | **4.73** | Very Satisfied | 11 |
| Processing of Purchase Request/Job Order | 4.76 | 4.76 | 4.76 | 4.74 | - | 4.76 | 4.76 | 4.77 | **4.76** | Very Satisfied | 51 |
| Processing of Request for CCTV Footage Review | 4.91 | 4.90 | 4.85 | 4.82 | - | 4.82 | 4.92 | 4.96 | **4.88** | Very Satisfied | 31 |
| Processing of Action for Complaints | 4.73 | 4.67 | 4.81 | 4.67 | - | 4.72 | 4.73 | 4.68 | **4.72** | Very Satisfied | 41 |
| Process of Issuance of Medical Certificate | - | - | - | - | - | - | - | - | - | - | - |
| Process of Securing a Dental Certificate | 4.97 | 4.95 | 4.97 | 4.96 | - | 4.96 | 4.97 | 4.98 | **4.97** | Very Satisfied | 352 |
| Processing of Request for Safety Inspection of College-Base Events and Assistance for University-Wide Events and Activities | 4.93 | 4.93 | 4.98 | 4.93 | - | 5.00 | 5.00 | 5.00 | **4.97** | Very Satisfied | 46 |
| Processing of Endorsed Communication from the Office of University President | 4.92 | 4.92 | 4.92 | 4.92 | - | 4.92 | 4.92 | 4.92 | **4.92** | Very Satisfied | 14 |
| Processing of Inter-Office communication and Transactions | 5.00 | 5.00 | 4.92 | 5.00 | - | 5.00 | 5.00 | 5.00 | **4.99** | Very Satisfied | 22 |
| Processing of Travel Order for Travel Requests | 4.49 | 4.49 | 4.49 | 4.49 | - | 4.49 | 4.49 | 4.49 | **4.49** | Satisfied | 39 |

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|---|---|---|---|---|---|---|---|---|---|---|---|
| Processing for Assessment of Fees for Other Payors | 4.96 | 4.87 | 4.96 | 4.99 | 4.63 | 4.99 | 4.87 | 4.89 | **4.89** | Very Satisfied | 23 |
| Processing of Refund of Tuition and Other Fees, Overpayment, Breakage Deposit, and Other Credit Balance | - | - | - | - | - | - | - | - | **-** | - | - |
| Processing of Request for Re-Assessment/ Adjustment of Student Fees, and Checking of Student Account Balances | 4.60 | 4.60 | 4.60 | 4.60 | 5.00 | 4.60 | 4.80 | 4.80 | **4.70** | Very Satisfied | 5 |
| Process for Claiming of Checks | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 7 |
| Processing of Cash Payment for Outstanding Balances | 3.00 | 3.00 | 3.00 | 3.00 | 5.00 | 3.00 | 3.00 | 3.00 | **3.25** | Neutral | 2 |
| Processing of Request for Certificate of Payment for Lost Official Receipt | - | - | - | - | - | - | - | - | **-** | - | - |
| Process of Signing Student Clearance | - | - | - | - | - | - | - | - | **-** | - | - |
| Process of Claiming Cash Benefits (OVER-THE-COUNTER) | - | - | - | - | - | - | - | - | **-** | - | - |
| Processing of Request for Pre-Repair Inspection, Repair, and Other Services | 4.93 | 4.93 | 4.86 | 4.88 | - | 4.87 | 4.92 | 4.92 | **4.90** | Very Satisfied | 368 |
| Processing of Request for Janitorial Services | 3.76 | 3.73 | 3.69 | 3.71 | - | 3.74 | 3.73 | 3.74 | **3.73** | Satisfied | 86 |
| Processing of Service Request for Design Layout | 4.96 | 4.97 | 4.90 | 4.94 | - | 4.91 | 4.90 | 4.95 | **4.93** | Very Satisfied | 48 |
| Processing of Request to Use the University Facilities | 4.92 | 4.96 | 5.00 | 5.00 | - | 4.96 | 4.92 | 4.92 | **4.95** | Very Satisfied | 17 |
| Processing of Application for Vehicle Gate Pass | 4.97 | 5.00 | 4.97 | 5.00 | - | 5.00 | 4.99 | 4.99 | **4.99** | Very Satisfied | 39 |
| Processing of Request for ID and Re-ID (Lost ID and Worn-Out) | 4.95 | 4.93 | 4.86 | 4.93 | - | 4.90 | 4.96 | 4.90 | **4.92** | Very Satisfied | 71 |
| Processing of Request for Personnel-Related Documents and Reports | 4.97 | 4.97 | 5.00 | 4.97 | - | 4.97 | 5.00 | 4.97 | **4.98** | Very Satisfied | 27 |
| Process of Request for Issuance of DBP Certification | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 3 |
| Processing of Request for Issuance of Performance Evaluation Related Documents | 4.98 | 4.98 | 4.96 | 4.98 | - | 4.96 | 4.96 | 4.98 | **4.97** | Very Satisfied | 25 |
| Process of Filing Cases and Complaints | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 2 |
| Processing of Request for Scholarship Status of Employee Scholars | - | - | - | - | - | - | - | - | **-** | - | - |
| Processing of Request for In-House Training or Seminar (Face to Face and Online Submission) | 4.92 | 4.91 | 4.87 | 4.92 | - | 4.91 | 4.87 | 4.87 | **4.90** | Very Satisfied | 45 |
| Processing of Request for Study Leave Reinstatement of Employee-Scholars | 5.00 | 4.94 | 4.88 | 4.94 | - | 4.95 | 5.00 | 5.00 | **4.96** | Very Satisfied | 19 |
| Processing of Request for Scholarship Extension | - | - | - | - | - | - | - | - | **-** | - | - |
| Processing of Application for Scholarship | - | - | - | - | - | - | - | - | **-** | - | - |
| Process of Application for Sabbatical Leave | - | - | - | - | - | - | - | - | **-** | - | - |
| Processing of Request for Thesis/Dissertation Financial Assistance | - | - | - | - | - | - | - | - | **-** | - | - |
| Processing of Request for Issuance of Certifications | 4.96 | 4.96 | 4.92 | 4.94 | - | 4.92 | 4.92 | 4.94 | **4.94** | Very Satisfied | 37 |
| Process of Request for Employment Verification | 4.80 | 4.80 | 4.77 | 4.80 | - | 4.80 | 4.80 | 4.80 | **4.80** | Very Satisfied | 21 |
| Processing of Application for Leave of Absence (LOA) | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 1 |
| Printing of Daily Time Record (DTR) for Overtime/Extended Services | - | - | - | - | - | - | - | - | **-** | - | - |
| Process of Requesting and Issuance of Authority to Travel Abroad | - | - | - | - | - | - | - | - | **-** | - | - |
| Processing of Payroll for Overtime/Extended Services | 4.63 | 4.50 | 4.94 | 4.63 | - | 4.56 | 4.56 | 4.50 | **4.62** | Very Satisfied | 11 |
| Processing of Payroll for Salary of Lecturers, Part-Timers, and Faculty with Honorarium | 5.00 | 5.00 | 4.98 | 4.98 | - | 5.00 | 4.98 | 4.98 | **4.99** | Very Satisfied | 31 |
| Processing of Payroll for Student Assistants' Salary | 4.50 | 4.67 | 4.67 | 4.67 | - | 4.67 | 4.67 | 4.67 | **4.64** | Very Satisfied | 6 |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Processing of Request for Personnel Related Documents | 3.92 | 3.92 | 4.35 | 3.98 | - | 3.79 | 3.85 | 3.79 | **3.94** | Satisfied | 12 |
| Processing of Request in Compliance to Freedom of Information | 4.99 | 4.94 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **4.99** | Very Satisfied | 63 |
| Process of Requesting for Disposal of Records or Use of Storage | 4.97 | 4.97 | 4.93 | 4.93 | - | 4.97 | 4.97 | 4.97 | **4.96** | Very Satisfied | 35 |
| Process of Archiving Documents and Materials | 5.00 | 5.00 | 4.92 | 5.00 | - | 4.92 | 4.83 | 5.00 | **4.95** | Very Satisfied | 16 |
| Processing of Request for the Requisition and Issuance of Supplies, Materials, and Equipment | 4.87 | 4.90 | 4.91 | 4.90 | - | 4.92 | 4.86 | 4.92 | **4.90** | Very Satisfied | 73 |
| Processing of Request for Issuance of Clearance of Employee Availing Leave Beyond 30 Days | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request for Physical Inventory of Property Accountabilities | 4.71 | 4.83 | 4.71 | 4.83 | - | 4.83 | 4.71 | 4.83 | **4.78** | Very Satisfied | 9 |
| Processing of Request to Return to Stock Serviceable Properties That Are No Longer Needed by the End-User | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 4.67 | 5.00 | **4.95** | Very Satisfied | 7 |
| Processing of Request to Transfer Property Accountabilities | 4.98 | 4.98 | 4.98 | 4.98 | - | 4.98 | 4.93 | 4.98 | **4.97** | Very Satisfied | 18 |
| Processing of Request to Condemn Unserviceable Property Accountabilities | 4.81 | 4.75 | 4.63 | 4.75 | - | 4.75 | 4.69 | 4.75 | **4.73** | Very Satisfied | 11 |
| Processing of Purchase Request/Job Order | 4.76 | 4.76 | 4.76 | 4.74 | - | 4.76 | 4.76 | 4.77 | **4.76** | Very Satisfied | 51 |
| Processing of Request for CCTV Footage Review | 4.91 | 4.90 | 4.85 | 4.82 | - | 4.82 | 4.92 | 4.96 | **4.88** | Very Satisfied | 31 |
| Processing of Action for Complaints | 4.73 | 4.67 | 4.81 | 4.67 | - | 4.72 | 4.73 | 4.68 | **4.72** | Very Satisfied | 41 |
| Process of Issuance of Medical Certificate | - | - | - | - | - | - | - | - | - | - | - |
| Process of Securing a Dental Certificate | 4.97 | 4.95 | 4.97 | 4.96 | - | 4.96 | 4.97 | 4.98 | **4.97** | Very Satisfied | 352 |
| Processing of Request for Safety Inspection of College-Base Events and Assistance for University-Wide Events and Activities | 4.93 | 4.93 | 4.98 | 4.93 | - | 5.00 | 5.00 | 5.00 | **4.97** | Very Satisfied | 46 |
| Processing of Endorsed Communication from the Office of University President | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 20 |
| Processing of Inter-Office Communication and Transactions | 4.90 | 4.90 | 4.90 | 4.90 | - | 4.90 | 4.90 | 4.90 | **4.90** | Very Satisfied | 23 |
| **External Serices Overall Score** | 4.81 | 4.80 | 4.81 | 4.79 | 4.91 | 4.80 | 4.80 | 4.81 | **4.82** | Very Satisfied | 4,218 |
| | | | | | | | | | | | |
| **Overall Score** | **4.86** | **4.82** | **4.74** | **4.87** | **4.91** | **4.82** | **4.88** | **4.89** | **4.85** | Very Satisfied | **4,287** |

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Approved by:

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University President

Tarlac State University
**Quality Management Unit**

## Report on Citizen/Client Satisfaction Survey (CCSS) Measurement

**Tarlac State University - Villa Lucinda Extension Campus**

From the period of January to June 2023

| Offices | Service Indicators | | | | | | | | Average Rating/ Service Quality Dimension | Descriptive Rating | Total Number of Surveys |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | Promptness and willingness of personnel in addressing the citizen's/ client's needs. | Quality and correctness of service provided. | Convenience of the space provided for clients such as the availability and accessibility of public assistance desk, suggestion box, and other service facilities like comfort rooms, ramps, and priority lane for PWD's. | Ability to clearly answer the queries of clients. | The amount paid for the service is within the acceptable range of cost. | Truthfulness, harmony, and fairness in the delivery of service/s. | Knowledge and competence of the frontline staff to perform and understand the citizen's/ client's needs. | Overall rating of the services provided based on the government mandate. | | | |
| **External Services** | | | | | | | | | | | |
| Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Online Request for Certificate of Good Moral Character | - | - | - | - | - | - | - | - | - | - | - |
| Process of Request for Company Accreditation | 5.00 | 4.75 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **4.96** | Very Satisfied | 6 |
| Process of Request for Career Fair, Campus Recruitment Activty, Career Develpment Webinar/ Seminar/ Training/ Workshop, Career Roadshow | 4.90 | 4.93 | 4.95 | 4.99 | - | 4.90 | 4.97 | 4.97 | **4.94** | Very Satisfied | 131 |
| Process of Request for Job Posting and Graduate Listing | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 17 |
| Processing of Admission Test Application for Incoming Freshmen Students | 4.75 | 4.73 | 4.76 | 4.71 | - | 4.74 | 4.70 | 4.66 | **4.72** | Very Satisfied | 136 |
| Process of Administering Tarlac State University-College Admission Test (TSU-CAT) for Incoming Freshmen Students | 4.82 | 4.79 | 4.81 | 4.78 | - | 4.75 | 4.80 | 4.67 | **4.77** | Very Satisfied | 255 |
| Processing of Application for the Administration of Phsychological Test to Transferee Students | 4.87 | 4.73 | 4.90 | 4.93 | - | 4.73 | 4.90 | 4.90 | **4.85** | Very Satisfied | 13 |
| Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Financial Assistance Application from Private or Government Provider or Grantor | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Document Request Service (ONLINE AND WALK-IN) | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request for National Services Training Program Serial Number | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request for Statistical Support and Related Services | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request for Water Analysis and Other Laboratory Services | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request for Extension Documents, Facility, and Equipment | - | - | - | - | - | - | - | - | - | - | - |
| Process for Receiving Service request and Other Correspondence | - | - | - | - | - | - | - | - | - | - | - |
| Process for Receiving Service request and Other Correspondence | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Requests for Trademark Application Assistance | - | - | - | - | - | - | - | - | - | - | - |
| Process for Copyright Assistance | - | - | - | - | - | - | - | - | - | - | - |
| Process for Technology Transfer and Commercialization Assistance | - | - | - | - | - | - | - | - | - | - | - |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Process for Request to Use University Marks Assistance | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Center for Food Technology and Research Service Requests | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Shared Facility Services Request | - | - | - | - | - | - | - | - | - | - | - |
| **External Services Overall Score** | **4.89** | **4.82** | **4.90** | **4.90** | **-** | **4.85** | **4.89** | **4.87** | **4.88** | Very Satisfied | **558** |
| **Internal Services** | | | | | | | | | | | |
| Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer | 5.00 | 5.00 | 4.93 | 4.94 | - | 4.94 | 5.00 | 5.00 | **4.97** | Very Satisfied | 23 |
| Processing of Student or Personnel Insurance Claims | 3.67 | 3.67 | 3.67 | 3.67 | - | 3.67 | 3.67 | 3.67 | **3.67** | Satisfied | 5 |
| Processing of Request for Career Coaching (WALK-IN and ONLINE/REMOTE) | 5.00 | 5.00 | 5.00 | 5.00 | - | 4.75 | 4.75 | 4.75 | **4.89** | Very Satisfied | 15 |
| Processing of Student Clearance | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 5 |
| Processing of Request for Re-Issuance of New Radio-Frequency Identification (RFID) | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 2 |
| Processing of Application for Accreditation of Student Organization (New and/or Renewal) | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Application for the Conduct of Student Organization Activities (ONLINE and ON-CAMPUS ACTIVITY/IES) | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 11 |
| Processing of Application for the Conduct of Student Organization Activities (OFF-CAMPUS ACTIVITY/IES) | 5.00 | 4.78 | 4.89 | 4.78 | - | 5.00 | 5.00 | 5.00 | **4.92** | Very Satisfied | 6 |
| Procedure for the Approval of Activities of Student Publication and College Publications | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 1 |
| Processing of Intention for Publications to Operate for the Upcoming Academic Year | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 9 |
| Process of Printing and Circulation of the Student and College Publication Issues | 5.00 | 4.67 | 5.00 | 5.00 | - | 4.67 | 4.67 | 5.00 | **4.86** | Very Satisfied | 3 |
| Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni | 4.71 | 4.80 | 4.82 | 4.86 | - | 4.69 | 4.74 | 4.80 | **4.77** | Very Satisfied | 19 |
| Filing of Complaints and Investigation (Defendant Admitting the Allegation) | - | - | - | - | - | - | - | - | - | - | - |
| Filing of Complaints and Investigation (Defendant Denies the Allegation) | - | - | - | - | - | - | - | - | - | - | - |
| Filing of Complaints and Investigation Against TSU Employee | - | - | - | - | - | - | - | - | - | - | - |
| Procedure for Appeal | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Financial Assistance Application from Private or Government Provider or Grantor | 5.00 | 5.00 | 4.98 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 23 |
| Issuance of Certificate of Scholarship or Certificate of Non-Scholarship | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Application for Membership as International, Differently Abled, Indigenous, and Marginalized Students | 5.00 | 5.00 | 4.87 | 5.00 | - | 4.92 | 4.95 | 4.93 | **4.95** | Very Satisfied | 30 |
| Indigenous and Margenalized Student Services Student Consultation and Assistance | 5.00 | 4.80 | 4.93 | 4.93 | - | 4.87 | 4.93 | 4.87 | **4.90** | Very Satisfied | 10 |
| Processing of Document Request Service (ONLINE AND WALK-IN) | 5.00 | 5.00 | 5.00 | 5.00 | - | 5.00 | 5.00 | 5.00 | **5.00** | Very Satisfied | 1 |
| Processing of Request for National Services Training Program Serial Number | 4.98 | 4.98 | 4.96 | 4.98 | - | 5.00 | 5.00 | 4.98 | **4.98** | Very Satisfied | 19 |
| Process of Issuance of Medical Certificate | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Request for Statistical Support and Related Services | 3.00 | 3.00 | 3.00 | 3.00 | - | 3.00 | 3.00 | 3.00 | **3.00** | Neutral | 3 |
| Processing of Request for Water Analysis and Other Laboratory Services | 3.00 | 3.00 | 3.00 | 3.00 | - | 3.00 | 3.00 | 3.00 | **3.00** | Neutral | 2 |
| Processing of Request for Research Output Incentives and Funding Request for Research Paper Presentation and Research Publication | - | - | - | - | - | - | - | - | - | - | - |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Processing of Research Proposal (Initial Evaluation of Research Proposals) | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Research Evaluation | - | - | - | - | - | - | - | - | - | - | - |
| Approval of Special Research Project/Program | - | - | - | - | - | - | - | - | - | - | - |
| Process for Receiving Service request and Other Correspondence | 5.00 | 5.00 | 4.50 | 5.00 | - | 5.00 | 5.00 | 5.00 | **4.93** | Very Satisfied | 2 |
| Processing of Requests for Trademark Application Assistance | 5.00 | 4.75 | 4.50 | 4.75 | - | 5.00 | 5.00 | 4.75 | **4.82** | Very Satisfied | 4 |
| Process for Copyright Assistance | - | - | - | - | - | - | - | - | - | - | - |
| Process for Technology Transfer and Commercialization Assistance | - | - | - | - | - | - | - | - | - | - | - |
| Process for Request to Use University Marks Assistance | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Center for Food Technology and Research Service Requests | 4.94 | 4.82 | 4.82 | 4.32 | - | 4.85 | 4.38 | 4.88 | **4.72** | Very Satisfied | 18 |
| Processing of Shared Facility Services Request | 4.91 | 4.95 | 4.66 | 4.70 | - | 4.91 | 4.41 | 4.91 | **4.78** | Very Satisfied | 13 |
| **External Serices Overall Score** | 4.74 | 4.69 | 4.66 | 4.68 | - | 4.69 | 4.66 | 4.71 | **4.69** | Very Satisfied | 224 |
| | | | | | | | | | | | |
| **Overall Score** | **4.81** | **4.76** | **4.78** | **4.79** | **-** | **4.77** | **4.78** | **4.79** | **4.78** | Very Satisfied | **782** |

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Tarlac State University
**Quality Management System Unit**

## Report on Citizen/Client Satisfaction Survey (CCSS) Measurement

**Tarlac State University - San Isidro Extension Campus**

From the period of January to June 2023

| Offices | Service Indicators | | | | | | | | Average Rating/ Service Quality Dimension | Descriptive Rating | Total Number of Surveys |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | Promptness and willingness of personnel in addressing the citizen's/ client's needs. | Quality and correctness of service provided. | Convenience of the space provided for clients such as the availability and accessibility of public assistance desk, suggestion box, and other service facilities like comfort rooms, ramps, and priority lane for PWD's. | Ability to clearly answer the queries of clients. | The amount paid for the service is within the acceptable range of cost. | Truthfulness, harmony, and fairness in the delivery of service/s. | Knowledge and competence of the frontline staff to perform and understand the citizen's/ client's needs. | Overall rating of the services provided based on the government mandate. | | | |
| **External Services** | | | | | | | | | | | |
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling | - | - | - | - | - | - | - | - | - | - | - |
| Processing of Online Request for Certificate of Good Moral Character | - | - | - | - | - | - | - | - | - | - | - |
| **External Services Overall Score** | - | - | - | - | - | - | - | - | - | - | - |
| **Internal Services** | | | | | | | | | | | |
| Process of Issuance of Medical Certificate | - | - | - | - | - | - | - | - | - | - | - |
| **External Serices Overall Score** | - | - | - | - | - | - | - | - | - | - | - |
| | | | | | | | | | | | |
| **Overall Score** | - | - | - | - | - | - | - | - | - | - | - |

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University President

# ANNEX B. Results Per Service

B.2 Client Satisfaction Measurement (CSM) Results
for the period of July to December 2023

Tarlac State University
**Quality Management Unit**

# Client Satisfaction Measurement (CSM) Summary Report

From the period of July to December 2023

| Citizen's Charter (CC) Question | | Responses | Percentage |
|---|---|---|---|
| **CC1** | Which of the following best describes your awareness of a CC? | | |
| 1 | I know what a CC is and I saw this office's CC. | 4350 | 84.48% |
| 2 | I know what a CC is but I did NOT see this office's CC. | 194 | 3.77% |
| 3 | I learned of the CC only when I saw this office's CC. | 410 | 7.96% |
| 4 | I do not know what a CC is and I did not see one in this office. | 195 | 3.79% |
| **CC2** | If aware of CC , would you say that the CC of this office was ...? | | |
| 1 | Easy to see | 4399 | 85.43% |
| 2 | Somewhat easy to see | 493 | 9.57% |
| 3 | Difficult to see | 85 | 1.65% |
| 4 | Not visible at all | 40 | 0.78% |
| 5 | N/A | 132 | 2.56% |
| **CC3** | If aware of CC. How much did the CC help you in your transaction? | | |
| 1 | Helped very much | 4658 | 90.48% |
| 2 | Somewhat helped | 295 | 5.73% |
| 3 | Did not help | 21 | 0.41% |
| 4 | N/A | 174 | 3.38% |

| Service Quality Dimensions (SQD) | | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A | Total Responses | Overall |
|---|---|---|---|---|---|---|---|---|---|
| **SQD0** | I am satisfied with the service that I availed. | 71 | 13 | 64 | 711 | 4285 | 13 | 5157 | **97.12%** |

| Service Quality Dimensions (SQD) | | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A | Total Responses | Overall |
|---|---|---|---|---|---|---|---|---|---|
| **SQD1** | I spent a reasonable amount of time for my transaction. | 79 | 37 | 119 | 894 | 3962 | 61 | 5153 | **95.37%** |
| **SQD2** | The office followed the transaction's requirements and steps based on the information provided. | 64 | 15 | 96 | 764 | 4146 | 61 | 5147 | **96.54%** |
| **SQD3** | The steps (including payment) I needed to do for my transaction were easy and simple. | 60 | 22 | 122 | 709 | 3572 | 639 | 5125 | **95.43%** |
| **SQD4** | I easily found information about my transaction from the office or its website. | 55 | 21 | 141 | 844 | 3901 | 170 | 5133 | **95.61%** |
| **SQD5** | I paid a correct amount of fees for my transaction. | 0 | 0 | 0 | 3 | 13 | 5130 | 5146 | **100.00%** |
| **SQD6** | I feel the office was fair to everyone, or "walang palakasan", during my transaction. | 64 | 19 | 89 | 645 | 4250 | 78 | 5144 | **96.62%** |
| **SQD7** | I was treated courteously by the staff, and (if asked for help) the staff was helpful. | 70 | 14 | 52 | 584 | 4384 | 49 | 5154 | **97.32%** |
| **SQD8** | I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me. | 67 | 15 | 102 | 735 | 4118 | 113 | 5147 | **96.40%** |
| **Overall Rating** | | **459** | **143** | **721** | **5178** | **28346** | **6301** | **41149** | **96.20%** |
| **Outstanding** | | | | | | | | | |

| External Services | Responses | Total Transactions |
|---|---|---|
| Processing of Action on Contracts and External Agreements | 4 | 5 |
| Processing of Request for Personal Meeting with the President | 4 | 6 |
| Processing of Request for QMS Registered Documents for Various Purposes | - | - |
| Process for Publication and Distribution of TSU Bulletin | 19 | 42 |
| Processing of Institution/Organization Request to Benchmark Offices/Colleges in Tarlac State University | - | - |
| Processing of Request for Alumni ID Numbers | 16 | 17 |
| Processing for Assessment of Fees for Other Payors | - | - |
| Process for Claiming of Checks | - | 235 |
| Processing of Cash Payment for Outstanding Balances | 19 | 2908 |
| Processing of Request for Certificate of Payment for Lost Official Receipt | - | - |
| Process of Signing Student Clearance | 17 | 5970 |
| Processing of Request for Pre-Repair Inspection, Repair, and Other Services | - | - |
| Processing of Material Approval Request | 40 | 50 |
| Processing of Request to Use the University Facilities | - | - |
| Digital Studio RFID Processing – For Alumni IDs | - | - |
| Processing of Request for Personnel-Related Documents and Reports | 10 | 10 |
| Processing of Request for Issuance of Performance Evaluation Related Documents | - | 140 |
| Processing of Request for Issuance of Certifications | 5 | 10 |
| Process of Request for Employment Verification | 1 | 1 |
| Processing of Remittances for BIR | 1 | 53 |
| Processing of Remittances for PHIC | 1 | 11 |
| Processing of Request for the Receipt, Inspection and Acceptance of Deliveries of Supplies, Materials and Equipment | 3 | 3726 |
| Disposal of Used/ Unserviceable Supplies, Material and Equipment through Public Action | - | 50 |
| Processing of Purchase Request / Job Order | 14 | 37 |
| Process of Acquiring Bidding Documents | 30 | 39 |
| Processing of Request for CCTV Footage Review | 1 | 3 |
| Processing of Action for Complaints | - | - |
| Process of Taking the Qualifying Exam for Bachelor of Fine Arts Freshmen Students (Talent Determination Test) | - | - |
| Enrollment Procedure for Shifters and Returnees | - | 180 |
| Enrollment Procedure for Transferees and Second Coursers | - | 30 |
| Enrollment Procedure for Professional Education Takers, Masteral, Doctoral and Juris Doctor (WALK-IN and ONLINE) | - | - |
| Enrollment Procedure for Freshmen Enrollees (WALK-IN) | - | 5427 |
| Enrollment Procedure for Freshman Enrollees (ONLINE) | 2 | 9089 |
| Enrollment Procedure for Cross Enrollees from Different State University or College | - | - |
| Processing of Request for Various Academic Documents | 38 | 4400 |
| Processing of Request for Transcript of Records of Graduates | 53 | 2402 |
| Issuance of Temporary Notice of Acceptance for Foreign Student | - | 14 |
| Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer | - | - |
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling | 2 | 128 |
| Processing of Online Request for Certificate of Good Moral Character | - | - |
| Process of Request for Company Accreditation | 10 | 1334 |
| Process of Request for Career Fair, Campus Recruitment Activity, Career Development Webinar/ Seminar/ Training/ Workshop, Career Roadshow | 62 | 62 |
| Process of Request for Job Posting and Graduate Listing | 6 | 6 |
| Processing of Admission Test Application for Incoming Freshmen Students | 10 | 5186 |
| Processing of Application for the Administration of Psychological Test to Transferee Students | 110 | 112 |
| Processing of Student Clearance | - | - |
| Processing of Request to Participate in Sports Event on Regional and National Level | - | 4 |
| Processing of Request for Joining in the Host University for Sports Event on National Level | - | - |
| Processing of Request for Joining in Sports Event on International Level | 5 | 5 |
| Processing of Request for Hosting a Sports Event | 7 | 10 |
| Processing of Request for Joining Pocket Tournaments, Tune-Up Games, and CHED-Friendship Game | - | - |
| Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni | 13 | 39 |
| Processing of Financial Assistance Application From Private Provider/Grantor | 33 | 30 |
| Processing of Document Request Service (ONLINE AND WALK-IN) | - | - |
| Processing of Request to Access the Library by Visiting Researcher | - | - |
| Processing of Request for Statistical Support and Related Services | - | - |
| Processing of Request for Water Analysis and Other Laboratory Services | 13 | 13 |
| Processing of Request for Extension Documents, Facility, and Equipment | 5 | 7 |
| Process for Receiving Service Request and Other Correspondence | - | - |
| Processing of Requests for Trademark Application Assistance | - | 10 |
| Process for Copyright Deposit Assistance | - | - |
| Process for Technology Transfer and Commercialization Assistance | - | - |
| Process for Request to Use University Marks Assistance | - | - |
| Processing of Center for Food Technology and Research Service Requests | - | - |
| Processing of Shared Facility Services Request | - | 1 |
| **External Service Total** | **554** | **41802** |

| Internal Services | Responses | Total Transactions |
|---|---|---|
| Processing of Request from Different Colleges/Offices of the University | 66 | 313 |
| Dissemination of Incoming Communication from Outside Persons or Agencies | 12 | 208 |
| Processing of Request for Copy of Board Resolutions | 17 | 47 |
| Submission of Complete Staff Work or Agenda by the Offices of the University | 6 | 22 |
| Submission of the Agenda to the University's Academic and Administrative Council Meeting | 2 | 13 |
| Processing of Requests for Documented Information for Various Purposes | 25 | 48 |
| Processing of QMS Documents for Registration, Revision, and Abolition | 32 | 219 |
| Processing of Request for Coaching and Mentoring | 1 | 5 |
| Processing of Request for Review and Evaluation of Citizen's Charter | 1 | 1 |
| Processing of Request for Audit Reports | 3 | 3 |
| Process for Review and Approval of Pre-Planning Activities | 19 | 36 |
| Submission and Validation of Quarterly Scorecards and Monthly Accomplishment Report | 34 | 59 |
| Process for Publication and Distribution of TSU Bulletin | - | 4 |
| Processing of Request for Coverage of University Activities | 1 | 1 |
| Process for Publication of Online News | 1 | 1 |
| Process for Addressing Client's Concerns via Email | 108 | 1659 |
| Process for Posting of Materials | 53 | 191 |
| Process for Requesting of Electronic Copy of Photos, Videos or Files | 8 | 14 |
| Process for Approval of Posting of Information, Education and Communication (IEC) Materials | 14 | 34 |
| Processing of Documents for Apostille | 2 | 6 |
| Processing of Outbound Faculty, Student, & Staff Mobility | 2 | 5 |
| Processing of CHED Endorsement for Legitimacy of Travel Abroad | 5 | 5 |
| Process for Account Creation and Assigning of Privileges | 15 | 210 |
| Process of Changing Posted Schedule | 5 | 148 |
| Process for Office 365 Account Assistance | 50 | 1370 |
| Process for Tagging or Untagging of Faculty, Room, and/or Schedule | 4 | 2389 |
| Process for Tagging/Untagging of Honorarium Classes | 1 | 342 |
| Processing of Request to Transfer of Students | 1 | 137 |
| Processing of Request to Repair an ICT Equipment | - | 111 |
| Process for Inspection of Condemn ICT Equipment | - | 21 |
| Process for Inspection of New ICT Equipment | - | 50 |
| Process for Requesting of Preventive Maintenance for Desktop Computer Units | 3 | 44 |
| Process for Software Installation | - | 44 |
| Process for Wi-Fi Access Registration | 6 | 151 |
| Process for Creation of Domain Accounts | 5 | 27 |
| Process for Resetting of TSU Systems/Network Accounts | 3 | 23 |
| Process for Unblocking of Websites | 3 | 6 |
| Process for Wi-Fi Setup/Deployment | 2 | 13 |
| Process for Granting Virtual Private Network (VPN) Access | - | 17 |
| Processing of Request for Cabling of New Network Connection | - | 13 |
| Process for Biometrics Registration | 18 | 54 |
| Process for Blocking and Unblocking of RFID Cards | 1 | 28 |
| Process for Creation and Updating of Website/Webpage | 48 | 143 |
| Process for Development of New Systems/Programs | 6 | 129 |
| Process for Report Generation | 8 | 59 |
| Processing of Request for Technical Assistance | 26 | 232 |
| Processing of Endorsed Communication from the Office of the University President | 3 | 42 |
| Processing of Inter-Office Communication and Transactions | 10 | 96 |
| Processing of Travel Order for Travel Requests | 39 | 677 |
| Processing of Refund of Tuition and Other Fees, Overpayment, Breakage Deposit, and Other Credit Balance | 12 | 58 |
| Pre-Audit of Payroll / Disbursement Vouchers | 31 | 137 |
| Processing of Request for Re-Assessment / Adjustment of Student Fees, and Checking of Student Account Balances | 143 | 165 |
| Processing of Liquidation for Cash Advances | - | - |
| Process for Claiming of Checks | 37 | 945 |
| Processing of Cash Payment for Outstanding Balances | - | 176 |
| Processing of Request for Certificate of Payment for Lost Official Receipt | - | - |
| Process of Signing Student Clearance | 1 | 3 |
| Processing of Request for Pre-Repair Inspection, Repair, and Other Services | 96 | 242 |
| Processing of Request for Janitorial Services | 98 | 136 |
| Processing of Request to Use the University Facilities | 12 | 16 |
| Processing of Application for Vehicle Gate Pass | 34 | 46 |
| Processing of Request for ID and Re-ID (Lost ID and Worn-Out) | 90 | 104 |
| Processing of Request for Personnel-Related Documents and Reports | 140 | 161 |
| Processing of Request for Issuance of DBP Certification | 4 | 4 |
| Processing of Request for Issuance of Performance Evaluation Related Documents | 7 | 165 |
| Process of Filing Cases and Complaints | - | - |
| Processing of Request for Scholarship Status of Employee-Scholars | - | - |

| | | |
|---|---|---|
| Processing of Request For In-House Training or Seminar (Face-to-Face and Online) | 126 | 169 |
| Processing of Request for Study Leave Reinstatement of Employee-Scholars | - | - |
| Processing of Request for Scholarship Extension | - | - |
| Processing of Application for Scholarship | - | 1 |
| Process of Application for Sabbatical Leave | - | - |
| Processing of  Request for Thesis/Dissertation Financial Assistance | - | 1 |
| Processing of Request for Issuance of Certifications | 155 | 532 |
| Process of Request for Employment Verification | 1 | 80 |
| Processing of Application for Leave of Absence | - | 4 |
| Process for Upgrading Plantilla Items | - | - |
| Printing of Daily Time Record (DTR) for Overtime/Extended Services | - | 108 |
| Process for Requesting and Issuance of Authority to Travel Abroad | 1 | 11 |
| Processing of Payroll for Overtime/Extended Services | 2 | 29 |
| Processing of Payroll Preparation for Salary of Lecturers, Part-Timers, and Faculty with Honorarium | 20 | 159 |
| Processing of Payroll for Student Assistants' Salary | 13 | 27 |
| Processing of Request for Personnel-Related Documents | 8 | 43 |
| Processing of Request in Compliance to Freedom of Information | 36 | 40 |
| Process of Requesting for Disposal of Records or Use of Storage | 23 | 136 |
| Process of Archivng Documents and Materials | 44 | 67 |
| Processing of Request for the Requisition and Issuance of Supplies, Materials, and Equipment | 109 | 2600 |
| Processing of Request for Issuance of Clearance of Employee Availing Leave Beyond 30 Days | 13 | 13 |
| Processing of Request for Physical Inventory of Property Accountabilities | 3 | 159 |
| Processing of Request to Return to Stock Serviceable Properties that are No Longer Needed by the End-User | - | 8 |
| Processing of Request to Transfer Property Accountabilities | 4 | 149 |
| Processing of Request to Condemn Unserviceable Property Accountabilities | 1 | 104 |
| Processing of Purchase Request / Job Order | 50 | 54 |
| Processing of Request for CCTV Footage Review | 10 | 38 |
| Processing of Action for Complaints | 35 | 36 |
| Process of Securing a Dental Certificate | 296 | 499 |
| Process of Issuance of Medical Certificate | 107 | 1117 |
| Processing of Inter-Office Communication and Transactions | 91 | 751 |
| Enrollment Procedure for Shifters and Returnees | 1 | 842 |
| Enrollment Procedure for Transferees and Second Coursers | - | 238 |
| Enrollment Procedure for Professional Education Takers, Masteral, Doctoral and Juris Doctor (WALK-IN and ONLINE) | - | 569 |
| Enrollment Procedure for Incoming 2nd Year to 4th Year Regular Students (WALK-IN and ONLINE) | - | 7755 |
| Enrollment Procedure for Incoming 2nd Year to 4th Year Irregular Students | - | 1879 |
| Enrollment Procedure for Cross Enrollees Within the University | 4 | 4 |
| Bulk Enrollment Procedure for Incoming 2nd Year to 4th Year Regular  Students | - | 539 |
| Enrollment Procedure for Graduating Students with Overloading or  Waiving of Pre-Requisite Subjects  (WALK-IN and ONLINE) | - | 477 |
| Process for Withdrawal of Enrollment or Registration (WALK-IN) | - | 84 |
| Processing of Application for Leave of Absence (LOA) | 2 | 6 |
| Processing of Application for Graduation | 16 | 634 |
| Processing of Request for Data | 13 | 22 |
| Process for Correction / Rectification of Grades  (WALK-IN and ONLINE) | - | 115 |
| Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer | 8 | 8 |
| Processing of Student/ Personnel Insurance Claims | 21 | 21 |
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling | 44 | 343 |
| Processing of Online Request for Certificate of Good Moral Character | 185 | 937 |
| Processing of Request for Counselor's Outside Referral | 104 | 166 |
| Processing of Student Clearance | 33 | 670 |
| Processing of Request for Re-Issuance of New Radio-Frequency Identification (RFID) | 19 | 30 |
| Processing of Application for Accreditation of Student Organization (New and/or Renewal) | 27 | 28 |
| Processing of Request for the Conduct of Student Organization Activities (ONLINE and ON-CAMPUS ACTIVITY/IES) | 37 | 37 |
| Processing of Request for the Conduct of Student Organization Activities (OFF CAMPUS ACTIVITY/IES) | 1 | 3 |
| Processing of Request to Participate in Sports Event on Regional and National Level | 59 | 60 |
| Processing of Request for Joining in the Host University for Sports Event on National Level | 7 | 18 |
| Processing of Request for Joining in Sports Event on International Level | 2 | 4 |
| Processing of Request for Hosting a Sports Event | 2 | 4 |
| Procedure for the Approval of Activities of Student Publication and College Publications | 31 | 38 |
| Processing of Intention for Publications to Operate for the Upcoming Academic Year | 6 | 10 |
| Process of Printing and Circulation of the Student and College Publication Issues | 4 | 8 |
| Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni | 15 | 16 |
| Filing of Complaints and Investigation (Defendant Admitting the Allegation) | 94 | 104 |
| Filing of Complaints and Investigation (Defendant Denies the Allegations) | 1 | 1 |
| Filing of Complaints and Investigation Against TSU Employee | 3 | 3 |
| Procedure for Appeal | - | - |
| Processing of Financial Assistance Application From Private Provider/Grantor | 63 | 2134 |
| Issuance of Certificate of Scholarship or Certificate on Non-Scholarship | 59 | 190 |

| | | |
|---|---|---|
| Processing of Application for Membership as International, Differently Abled, Indigenous and Marginalized Students | 5 | 5 |
| Indigenous and Marginalized Student Services Student Consultation and Assistance | 46 | 54 |
| Processing of Request for Career Coaching (WALK-IN and ONLINE/REMOTE) | 6 | 14 |
| Processing of Document Request Service (ONLINE AND WALK-IN) | 4 | 24 |
| Processing of Request to Borrow Information Materials | 266 | 6714 |
| Processing the Request of Document Delivery Service for Distance Users | 14 | 804 |
| Processing of Request for Online Reservation and Pick-Up | 6 | 91 |
| Process of Returning Information Materials | 70 | 5238 |
| Process of Renewing Borrowed Information Materials | 21 | 1894 |
| Process of Inquiring for Available Learning Resources | 138 | 1903 |
| Processing of Library Clearance | 125 | 1803 |
| Processing of Request to Use Computer & Internet Access | 279 | 5797 |
| Processing of Request for Referral Service | 8 | 312 |
| Selective Dissemination of Information on Unpublished Materials | 4 | 19 |
| Processing of Endorsed Communication from the Office of the University President | 1 | 143 |
| Processing of Inter-Office Communication and Transaction | 17 | 1174 |
| Processing of Request for Statistical Support and Related Services | 5 | 5 |
| Processing of Request for Water Analysis and Other Laboratory Services | 7 | 28 |
| Processing of Request for Research Output Incentives and Funding Request for Research Paper Presentation and Research Publication | 3 | 10 |
| Processing of Research Proposal (Initial Evaluation of Research Proposals) | - | 1 |
| Processing of Research Evaluation | 3 | 7 |
| Approval of Special Research Project/Program | - | 1 |
| Processing of Request for Extension Documents, Facility, and Equipment | 67 | 138 |
| Process of Receiving and Endorsing Request Letter or Form | 20 | 134 |
| Processing and Evaluating Extension Proposal | - | 95 |
| Process of Reviewing Extension Post-Reportorial Documents | 1 | 27 |
| Process for Receiving Service Request and Other Correspondence | 12 | 15 |
| *Processing of Requests for Trademark Application Assistance* | 23 | 41 |
| Process for Copyright Deposit Assistance | 5 | 11 |
| Process for Technology Transfer and Commercialization Assistance | - | - |
| Process for Request to Use University Marks Assistance | 15 | 15 |
| Processing of Center for Food Technology and Research Service Requests | 14 | 15 |
| Processing of Shared Facility Services Request | 39 | 69 |
| **Internal Service Total** | **4607** | **63361** |

| | | |
|---|---|---|
| **Overall total** | **5161** | **105163** |

Prepared by:

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Head, Quality Management Unit

Noted by:

**Atty. Theodore M. Timpac, PhD**
Director, Office of Governance and Quality Management

Approved by:

**Dr. Arnold E. Velasco**
University President

Tarlac State University
**Quality Management Unit**

# Client Satisfaction Measurement (CSM) Summary Report

Talac State University - Main Campus

From the period of July to December 2023

| Citizen's Charter (CC) Question | | Responses | Percentage |
|---|---|---|---|
| **CC1** | Which of the following best describes your awareness of a CC? | | |
| 1 | I know what a CC is and I saw this office's CC. | 3077 | 88.60% |
| 2 | I know what a CC is but I did NOT see this office's CC. | 106 | 3.05% |
| 3 | I learned of the CC only when I saw this office's CC. | 189 | 5.44% |
| 4 | I do not know what a CC is and I did not see one in this office. | 101 | 2.91% |
| **CC2** | If aware of CC , would you say that the CC of this office was ...? | | |
| 1 | Easy to see | 3094 | 89.09% |
| 2 | Somewhat easy to see | 241 | 6.94% |
| 3 | Difficult to see | 42 | 1.21% |
| 4 | Not visible at all | 19 | 0.55% |
| 5 | N/A | 77 | 2.22% |
| **CC3** | If aware of CC. How much did the CC help you in your transaction? | | |
| 1 | Helped very much | 3220 | 92.72% |
| 2 | Somewhat helped | 149 | 4.29% |
| 3 | Did not help | 12 | 0.35% |
| 4 | N/A | 92 | 2.65% |

| Service Quality Dimensions (SQD) | | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A | Total Responses | Overall |
|---|---|---|---|---|---|---|---|---|---|
| **SQD0** | I am satisfied with the service that I availed. | 49 | 9 | 31 | 365 | 3023 | 6 | 3483 | 97.44% |
| **SQD1** | I spent a reasonable amount of time for my transaction. | 55 | 23 | 56 | 459 | 2859 | 29 | 3481 | 96.12% |
| **SQD2** | The office followed the transaction's requirements and steps based on the information provided. | 46 | 11 | 49 | 399 | 2936 | 36 | 3477 | 96.92% |
| **SQD3** | The steps (including payment) I needed to do for my transaction were easy and simple. | 41 | 12 | 60 | 379 | 2588 | 385 | 3465 | 96.33% |
| **SQD4** | I easily found information about my transaction from the office or its website. | 38 | 15 | 69 | 455 | 2808 | 85 | 3470 | 96.40% |
| **SQD5** | I paid a correct amount of fees for my transaction. | 0 | 0 | 0 | 0 | 13 | 3461 | 3474 | 100.00% |
| **SQD6** | I feel the office was fair to everyone, or "walang palakasan", during my transaction. | 45 | 13 | 38 | 363 | 2981 | 33 | 3473 | 97.21% |
| **SQD7** | I was treated courteously by the staff, and (if asked for help) the staff was helpful. | 50 | 11 | 26 | 325 | 3042 | 24 | 3478 | 97.48% |
| **SQD8** | I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me. | 49 | 12 | 45 | 374 | 2940 | 61 | 3481 | 96.90% |
| **Overall Rating** | | 324 | 97 | 343 | 2754 | 20167 | 4114 | 27799 | 96.77% |
| **Outstanding** | | | | | | | | | |

| External Services | Responses | Total Transactions |
|---|---|---|
| Processing of Action on Contracts and External Agreements | 4 | 5 |
| Processing of Request for Personal Meeting with the President | 4 | 6 |
| Processing of Request for QMS Registered Documents for Various Purposes | - | - |
| Process for Publication and Distribution of TSU Bulletin | 19 | 42 |
| Processing of Institution/Organization Request to Benchmark Offices/Colleges in Tarlac State University | - | - |
| Processing for Assessment of Fees for Other Payors | - | - |
| Process for Claiming of Checks | - | 235 |
| Processing of Cash Payment for Outstanding Balances | 19 | 2908 |
| Processing of Request for Certificate of Payment for Lost Official Receipt | - | - |
| Process of Signing Student Clearance | 17 | 5970 |
| Processing of Request for Pre-Repair Inspection, Repair, and Other Services | - | - |
| Processing of Material Approval Request | 40 | 50 |
| Processing of Request to Use the University Facilities | - | - |
| Digital Studio RFID Processing – For Alumni IDs | - | - |
| Processing of Request for Personnel-Related Documents and Reports | 10 | 10 |
| Processing of Request for Issuance of Performance Evaluation Related Documents | - | 140 |
| Processing of Request for Issuance of Certifications | 5 | 10 |
| Process of Request for Employment Verification | 1 | 1 |
| Processing of Remittances for BIR | 1 | 53 |
| Processing of Remittances for PHIC | 1 | 11 |
| Processing of Remittances for GSIS and HDMF | - | - |
| Processing of Vouchers for the University Utilities | - | - |
| Processing of Request for the Receipt, Inspection and Acceptance of Deliveries of Supplies, Materials and Equipment | 3 | 3726 |
| Disposal of Used/ Unserviceable Supplies, Material and Equipment through Public Action | - | 50 |
| Processing of Purchase Request / Job Order | 14 | 37 |
| Process of Acquiring Bidding Documents | 30 | 39 |
| Processing of Request for CCTV Footage Review | 1 | 3 |
| Processing of Action for Complaints | - | - |
| Enrollment Procedure for Shifters and Returnees | - | 180 |
| Enrollment Procedure for Transferees and Second Coursers | - | 30 |
| Enrollment Procedure for Professional Education Takers, Masteral, Doctoral and Juris Doctor (WALK-IN and ONLINE) | - | - |
| Enrollment Procedure for Freshmen Enrollees (WALK-IN) | - | 5427 |
| Enrollment Procedure for Freshman Enrollees (ONLINE) | 2 | 9089 |
| Enrollment Procedure for Cross Enrollees from Different State University or College | - | - |
| Processing of Request for Various Academic Documents | 38 | 4400 |
| Processing of Request for Transcript of Records of Graduates | 53 | 2402 |
| Issuance of Temporary Notice of Acceptance for Foreign Student | - | 14 |

| | | |
|---|---|---|
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling | 2 | 128 |
| Processing of Online Request for Certificate of Good Moral Character | - | - |
| Processing of Request to Participate in Sports Event on Regional and National Level | 10 | 1334 |
| Processing of Request for Joining in the Host University for Sports Event on National Level | - | 4 |
| Processing of Request for Joining in Sports Event on International Level | - | - |
| Processing of Request for Hosting a Sports Event | 5 | 5 |
| Processing of Request for Joining Pocket Tournaments, Tune-Up Games, and CHED-Friendship Game | 7 | 10 |
| Processing of Request to Access the Library by Visiting Researcher | - | - |
| **External Service Total** | **286** | **36319** |

| Internal Services | Responses | Total Transactions |
|---|---|---|
| Processing of Request from Different Colleges/Offices of the University | 66 | 313 |
| Dissemination of Incoming Communication from Outside Persons or Agencies | 12 | 208 |
| Processing of Request for Copy of Board Resolutions | 17 | 47 |
| Submission of Complete Staff Work or Agenda by the Offices of the University | 6 | 22 |
| Submission of the Agenda to the University's Academic and Administrative Council Meeting | 2 | 13 |
| Processing of Requests for Documented Information for Various Purposes | 25 | 48 |
| Processing of QMS Documents for Registration, Revision, and Abolition | 32 | 219 |
| Processing of Request for Coaching and Mentoring | 1 | 5 |
| Processing of Request for Review and Evaluation of Citizen's Charter | 1 | 1 |
| Processing of Request for Audit Reports | 3 | 3 |
| Process for Review and Approval of Pre-Planning Activities | 19 | 36 |
| Submission and Validation of Quarterly Scorecards and Monthly Accomplishment Report | 34 | 59 |
| Process for Publication and Distribution of TSU Bulletin | - | 4 |
| Processing of Request for Coverage of University Activities | 1 | 1 |
| Process for Publication of Online News | 1 | 1 |
| Process for Addressing Client's Concerns via Email | 108 | 1659 |
| Process for Posting of Materials | 53 | 191 |
| Process for Requesting of Electronic Copy of Photos, Videos or Files | 8 | 14 |
| Process for Approval of Posting of Information, Education and Communication (IEC) Materials | 14 | 34 |
| Processing of Documents for Apostille | 2 | 6 |
| Processing of Outbound Faculty, Student, & Staff Mobility | 2 | 5 |
| Processing of CHED Endorsement for Legitimacy of Travel Abroad | 5 | 5 |
| Process for Account Creation and Assigning of Privileges | 15 | 210 |
| Process of Changing Posted Schedule | 5 | 148 |
| Process for Office 365 Account Assistance | 50 | 1370 |
| Process for Tagging or Untagging of Faculty, Room, and/or Schedule | 4 | 2389 |
| Process for Tagging/Untagging of Honorarium Classes | 1 | 342 |

| | | |
|---|---|---|
| Processing of Request to Transfer of Students | 1 | 137 |
| Processing of Request to Repair an ICT Equipment | - | 111 |
| Process for Inspection of Condemn ICT Equipment | - | 21 |
| Process for Inspection of New ICT Equipment | - | 50 |
| Process for Requesting of Preventive Maintenance for Desktop Computer Units | 3 | 44 |
| Process for Software Installation | - | 44 |
| Process for Wi-Fi Access Registration | 6 | 151 |
| Process for Creation of Domain Accounts | 5 | 27 |
| Process for Resetting of TSU Systems/Network Accounts | 3 | 23 |
| Process for Unblocking of Websites | 3 | 6 |
| Process for Wi-Fi Setup/Deployment | 2 | 13 |
| Process for Granting Virtual Private Network (VPN) Access | - | 17 |
| Processing of Request for Cabling of New Network Connection | - | 13 |
| Process for Biometrics Registration | 18 | 54 |
| Process for Blocking and Unblocking of RFID Cards | 1 | 28 |
| Process for Creation and Updating of Website/Webpage | 48 | 143 |
| Process for Development of New Systems/Programs | 6 | 129 |
| Process for Report Generation | 8 | 59 |
| Processing of Request for Technical Assistance | 26 | 232 |
| Processing of Endorsed Communication from the Office of the University President | 3 | 42 |
| Processing of Inter-Office Communication and Transactions | 10 | 96 |
| Processing of Travel Order for Travel Requests | 39 | 677 |
| Processing of Refund of Tuition and Other Fees, Overpayment, Breakage Deposit, and Other Credit Balance | 12 | 58 |
| Pre-Audit of Payroll / Disbursement Vouchers | 31 | 137 |
| Processing of Request for Re-Assessment / Adjustment of Student Fees, and Checking of Student Account Balances | 143 | 165 |
| Processing of Liquidation for Cash Advances | - | - |
| Process for Claiming of Checks | 37 | 945 |
| Processing of Cash Payment for Outstanding Balances | - | 176 |
| Processing of Request for Certificate of Payment for Lost Official Receipt | - | - |
| Process of Signing Student Clearance | 1 | 3 |
| Processing of Request for Pre-Repair Inspection, Repair, and Other Services | 96 | 242 |
| Processing of Request for Janitorial Services | 98 | 136 |
| Processing of Request to Use the University Facilities | 12 | 16 |
| Processing of Application for Vehicle Gate Pass | 34 | 46 |
| Processing of Request for ID and Re-ID (Lost ID and Worn-Out) | 90 | 104 |
| Processing of Request for Personnel-Related Documents and Reports | 140 | 161 |
| Processing of Request for Issuance of DBP Certification | 4 | 4 |
| Processing of Request for Issuance of Performance Evaluation Related Documents | 7 | 165 |

| | | |
|---|---|---|
| Process of Filing Cases and Complaints | - | - |
| Processing of Request for Scholarship Status of Employee-Scholars | - | - |
| Processing of Request For In-House Training or Seminar (Face-to-Face and Online) | 126 | 169 |
| Processing of Request for Study Leave Reinstatement of Employee-Scholars | - | - |
| Processing of Request for Scholarship Extension | - | - |
| Processing of Application for Scholarship | - | 1 |
| Process of Application for Sabbatical Leave | - | - |
| Processing of  Request for Thesis/Dissertation Financial Assistance | - | 1 |
| Processing of Request for Issuance of Certifications | 155 | 532 |
| Process of Request for Employment Verification | 1 | 80 |
| Processing of Application for Leave of Absence | - | 4 |
| Process for Upgrading Plantilla Items | - | - |
| Printing of Daily Time Record (DTR) for Overtime/Extended Services | - | 108 |
| Process for Requesting and Issuance of Authority to Travel Abroad | 1 | 11 |
| Processing of Payroll for Overtime/Extended Services | 2 | 29 |
| Processing of Payroll Preparation for Salary of Lecturers, Part-Timers, and Faculty with Honorarium | 20 | 159 |
| Processing of Payroll for Student Assistants' Salary | 13 | 27 |
| Processing of Request for Personnel-Related Documents | 8 | 43 |
| Processing of Request in Compliance to Freedom of Information | 36 | 40 |
| Process of Requesting for Disposal of Records or Use of Storage | 23 | 136 |
| Process of Archivng Documents and Materials | 44 | 67 |
| Processing of Request for the Requisition and Issuance of Supplies, Materials, and Equipment | 109 | 2600 |
| Processing of Request for Issuance of Clearance of Employee Availing Leave Beyond 30 Days | 13 | 13 |
| Processing of Request for Physical Inventory of Property Accountabilities | 3 | 159 |
| Processing of Request to Return to Stock Serviceable Properties that are No Longer Needed by the End-User | - | 8 |
| Processing of Request to Transfer Property Accountabilities | 4 | 149 |
| Processing of Request to Condemn Unserviceable Property Accountabilities | 1 | 104 |
| Processing of Purchase Request / Job Order | 50 | 54 |
| Processing of Request for CCTV Footage Review | 10 | 38 |
| Processing of Action for Complaints | 35 | 36 |
| Process of Securing a Dental Certificate | 296 | 499 |
| Process of Issuance of Medical Certificate | 85 | 664 |
| Processing of Inter-Office Communication and Transactions | 91 | 751 |
| Enrollment Procedure for Shifters and Returnees | 1 | 842 |
| Enrollment Procedure for Transferees and Second Coursers | - | 238 |
| Enrollment Procedure for Professional Education Takers, Masteral, Doctoral and Juris Doctor (WALK-IN and ONLINE) | - | 569 |
| Enrollment Procedure for Incoming 2nd Year to 4th Year Regular Students (WALK-IN and ONLINE) | - | 7755 |
| Enrollment Procedure for Incoming 2nd Year to 4th Year Irregular Students | - | 1879 |

| | | |
|---|---|---|
| Enrollment Procedure for Cross Enrollees Within the University | 4 | 4 |
| Bulk Enrollment Procedure for Incoming 2nd Year to 4th Year Regular Students | - | 539 |
| Enrollment Procedure for Graduating Students with Overloading or Waiving of Pre-Requisite Subjects (WALK-IN and ONLINE) | - | 477 |
| Process for Withdrawal of Enrollment or Registration (WALK-IN) | - | 84 |
| Processing of Application for Leave of Absence (LOA) | 2 | 6 |
| Processing of Application for Graduation | 16 | 634 |
| Processing of Request for Data | 13 | 22 |
| Process for Correction / Rectification of Grades (WALK-IN and ONLINE) | - | 115 |
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling | 19 | 156 |
| Processing of Online Request for Certificate of Good Moral Character | 138 | 875 |
| Processing of Request for Counselor's Outside Referral | 89 | 122 |
| Processing of Request to Participate in Sports Event on Regional and National Level | 59 | 60 |
| Processing of Request for Joining in the Host University for Sports Event on National Level | 7 | 18 |
| Processing of Request for Joining in Sports Event on International Level | 2 | 4 |
| Processing of Request for Hosting a Sports Event | 2 | 4 |
| Processing of Request to Borrow Information Materials | 44 | 2258 |
| Processing the Request of Document Delivery Service for Distance Users | 9 | 212 |
| Processing of Request for Online Reservation and Pick-Up | 6 | 91 |
| Process of Returning Information Materials | 19 | 1922 |
| Process of Renewing Borrowed Information Materials | 11 | 462 |
| Process of Inquiring for Available Learning Resources | 45 | 1070 |
| Processing of Library Clearance | 38 | 213 |
| Processing of Request to Use Computer & Internet Access | 193 | 3454 |
| Processing of Request for Referral Service | 8 | 312 |
| Selective Dissemination of Information on Unpublished Materials | 4 | 19 |
| Processing of Endorsed Communication from the Office of the University President | 1 | 143 |
| Processing of Inter-Office Communication and Transaction | 17 | 1174 |
| **Internal Service Total** | **3247** | **44043** |

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Noted by:

5/15/24

**Atty. Theodore M. Timpac PhD.**
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University President

Tarlac State University
**Quality Management Unit**

# Client Satisfaction Measurement (CSM) Summary Report

Tarlac State University - Villa Lucinda Extension Campus

From the period of July to December 2023

| Citizen's Charter (CC) Question | | Responses | Percentage |
|---|---|---|---|
| **CC1** | Which of the following best describes your awareness of a CC? | | |
| 1 | I know what a CC is and I saw this office's CC. | 1081 | 74.40% |
| 2 | I know what a CC is but I did NOT see this office's CC. | 83 | 5.71% |
| 3 | I learned of the CC only when I saw this office's CC. | 199 | 13.70% |
| 4 | I do not know what a CC is and I did not see one in this office. | 90 | 6.19% |
| **CC2** | If aware of CC , would you say that the CC of this office was ...? | | |
| 1 | Easy to see | 1107 | 76.19% |
| 2 | Somewhat easy to see | 234 | 16.10% |
| 3 | Difficult to see | 40 | 2.75% |
| 4 | Not visible at all | 21 | 1.45% |
| 5 | N/A | 51 | 3.51% |
| **CC3** | If aware of CC. How much did the CC help you in your transaction? | | |
| 1 | Helped very much | 1229 | 84.64% |
| 2 | Somewhat helped | 137 | 9.44% |
| 3 | Did not help | 7 | 0.48% |
| 4 | N/A | 79 | 5.44% |

| Service Quality Dimensions (SQD) | | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A | Total Responses | Overall |
|---|---|---|---|---|---|---|---|---|---|
| **SQD0** | I am satisfied with the service that I availed. | 21 | 2 | 32 | 289 | 1100 | 7 | 1451 | 96.19% |
| **SQD1** | I spent a reasonable amount of time for my transaction. | 24 | 8 | 53 | 364 | 968 | 31 | 1448 | 94.00% |
| **SQD2** | The office followed the transaction's requirements and steps based on the information provided. | 18 | 4 | 38 | 304 | 1062 | 21 | 1447 | 95.79% |
| **SQD3** | The steps (including payment) I needed to do for my transaction were easy and simple. | 18 | 7 | 53 | 269 | 861 | 229 | 1437 | 93.54% |
| **SQD4** | I easily found information about my transaction from the office or its website. | 17 | 5 | 56 | 314 | 972 | 76 | 1440 | 94.28% |
| **SQD5** | I paid a correct amount of fees for my transaction. | 0 | 0 | 0 | 0 | 0 | 1446 | 1446 | N/A |
| **SQD6** | I feel the office was fair to everyone, or "walang palakasan", during my transaction. | 19 | 6 | 44 | 238 | 1100 | 40 | 1447 | 95.10% |
| **SQD7** | I was treated courteously by the staff, and (if asked for help) the staff was helpful. | 20 | 2 | 24 | 221 | 1163 | 22 | 1452 | 96.78% |
| **SQD8** | I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me. | 17 | 3 | 43 | 301 | 1041 | 41 | 1446 | 95.52% |
| **Overall Rating** | | 133 | 35 | 311 | 2011 | 7167 | 1906 | 11563 | 95.04% |

**Outstanding**

| External Services | Responses | Total Transactions |
|---|---|---|
| Processing of Request for Alumni ID Numbers | 16 | 17 |
| Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer | - | - |
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling | - | - |
| Processing of Online Request for Certificate of Good Moral Character | - | - |
| Processing of Student Clearance | - | - |
| Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni | 13 | 39 |
| Processing of Financial Assistance Application From Private Provider/Grantor | 33 | 30 |
| Process of Request for Company Accreditation | 10 | 1334 |
| Process of Request for Career Fair, Campus Recruitment Activity, Career Development Webinar/ Seminar/ Training/ Workshop, Career Roadshow | 62 | 62 |
| Process of Request for Job Posting and Graduate Listing | 6 | 6 |
| Processing of Admission Test Application for Incoming Freshmen Students | 10 | 5186 |
| Processing of Application for the Administration of Psychological Test to Transferee Students | 110 | 112 |
| Processing of Document Request Service (ONLINE AND WALK-IN) | - | - |
| Processing of Request for Statistical Support and Related Services | - | - |
| Processing of Request for Water Analysis and Other Laboratory Services | 13 | 13 |
| Processing of Request for Extension Documents, Facility, and Equipment | 5 | 7 |
| Process for Receiving Service Request and Other Correspondence | - | - |
| Processing of Requests for Trademark Application Assistance | - | 10 |
| Process for Copyright Deposit Assistance | - | - |
| Process for Technology Transfer and Commercialization Assistance | - | - |
| Process for Request to Use University Marks Assistance | - | - |
| Processing of Center for Food Technology and Research Service Requests | - | - |
| Processing of Shared Facility Services Request | - | 1 |
| **External Service Total** | **278** | **6817** |

| Internal Services | Responses | Total Transactions |
|---|---|---|
| Process of Issuance of Medical Certificate | 10 | 233 |
| Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer | 8 | 8 |
| Processing of Student/ Personnel Insurance Claims | 21 | 21 |
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling | 20 | 177 |
| Processing of Online Request for Certificate of Good Moral Character | 44 | 59 |
| Processing of Request for Counselor's Outside Referral | 14 | 27 |
| Processing of Student Clearance | 33 | 670 |

| | | |
|---|---|---|
| Processing of Request for Re-Issuance of New Radio-Frequency Identification (RFID) | 19 | 30 |
| Processing of Application for Accreditation of Student Organization (New and/or Renewal) | 27 | 28 |
| Processing of Request for the Conduct of Student Organization Activities (ONLINE and ON-CAMPUS ACTIVITY/IES) | 37 | 37 |
| Processing of Request for the Conduct of Student Organization Activities (OFF CAMPUS ACTIVITY/IES) | 1 | 3 |
| Procedure for the Approval of Activities of Student Publication and College Publications | 31 | 38 |
| Processing of Intention for Publications to Operate for the Upcoming Academic Year | 6 | 10 |
| Process of Printing and Circulation of the Student and College Publication Issues | 4 | 8 |
| Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni | 15 | 16 |
| Filing of Complaints and Investigation (Defendant Admitting the Allegation) | 94 | 104 |
| Filing of Complaints and Investigation (Defendant Denies the Allegations) | 1 | 1 |
| Filing of Complaints and Investigation Against TSU Employee | 3 | 3 |
| Procedure for Appeal | - | - |
| Processing of Financial Assistance Application From Private Provider/Grantor | 63 | 2134 |
| Issuance of Certificate of Scholarship or Certificate on Non-Scholarship | 59 | 190 |
| Processing of Application for Membership as International, Differently Abled, Indigenous and Marginalized Students | 5 | 5 |
| Indigenous and Marginalized Student Services Student Consultation and Assistance | 46 | 54 |
| Processing of Request for Career Coaching (Walk-In and Online/Remote) | 6 | 14 |
| Processing of Document Request Service (ONLINE AND WALK-IN) | 4 | 24 |
| Processing of Request to Borrow Information Materials | 184 | 2879 |
| Processing the Request of Document Delivery Service for Distance Users | - | 518 |
| Processing of Request for Online Reservation and Pick-Up | - | - |
| Process of Returning Information Materials | 12 | 2035 |
| Process of Renewing Borrowed Information Materials | 9 | 1153 |
| Process of Inquiring for Available Learning Resources | 84 | 651 |
| Processing of Library Clearance | 13 | 1283 |
| Processing of Request to Use Computer & Internet Access | 52 | 757 |
| Processing of Request for Referral Service | - | - |
| Selective Dissemination of Information on Unpublished Materials | - | - |
| Processing of Request for Statistical Support and Related Services | 5 | 5 |
| Processing of Request for Water Analysis and Other Laboratory Services | 7 | 28 |
| Processing of Request for Research Output Incentives and Funding Request for Research Paper Presentation and Research Publication | 3 | 10 |
| Processing of Research Proposal (Initial Evaluation of Research Proposals) | - | 1 |
| Processing of Research Evaluation | 3 | 7 |
| Approval of Special Research Project/Program | - | 1 |

| | | |
|---|---|---|
| Processing of Request for Extension Documents, Facility, and Equipment | 67 | 138 |
| Process of Receiving and Endorsing Request Letter or Form | 20 | 134 |
| Processing and Evaluating Extension Proposal | - | 95 |
| Process of Reviewing Extension Post-Reportorial Documents | 1 | 27 |
| Process for Receiving Service Request and Other Correspondence | 12 | 15 |
| Processing of Requests for Trademark Application Assistance | 23 | 41 |
| Process for Copyright Deposit Assistance | 5 | 11 |
| Process for Technology Transfer and Commercialization Assistance | - | - |
| Process for Request to Use University Marks Assistance | 15 | 15 |
| Processing of Center for Food Technology and Research Service Requests | 14 | 15 |
| Processing of Shared Facility Services Request | 39 | 69 |
| **Internal Service Total** | **1139** | **13782** |

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University President

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**Quality Management Unit**

# Client Satisfaction Measurement (CSM) Summary Report

Tarlac State University - San Isidro Extension Campus

From the period of July to December 2023

| Citizen's Charter (CC) Question | | Responses | Percentage |
|---|---|---|---|
| **CC1** | Which of the following best describes your awareness of a CC? | | |
| 1 | I know what a CC is and I saw this office's CC. | 192 | 86.10% |
| 2 | I know what a CC is but I did NOT see this office's CC. | 5 | 2.24% |
| 3 | I learned of the CC only when I saw this office's CC. | 22 | 9.87% |
| 4 | I do not know what a CC is and I did not see one in this office. | 4 | 1.79% |
| **CC2** | If aware of CC , would you say that the CC of this office was ...? | | |
| 1 | Easy to see | 198 | 88.79% |
| 2 | Somewhat easy to see | 18 | 8.07% |
| 3 | Difficult to see | 3 | 1.35% |
| 4 | Not visible at all | 0 | - |
| 5 | N/A | 4 | 1.79% |
| **CC3** | If aware of CC. How much did the CC help you in your transaction? | | |
| 1 | Helped very much | 209 | 93.72% |
| 2 | Somewhat helped | 9 | 4.04% |
| 3 | Did not help | 2 | 0.90% |
| 4 | N/A | 3 | 1.35% |

| Service Quality Dimensions (SQD) | | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A | Total Responses | Overall |
|---|---|---|---|---|---|---|---|---|---|
| **SQD0** | I am satisfied with the service that I availed. | 1 | 2 | 1 | 57 | 162 | 0 | 223 | 98.21% |
| **SQD1** | I spent a reasonable amount of time for my transaction. | 0 | 6 | 10 | 71 | 135 | 1 | 223 | 92.79% |
| **SQD2** | The office followed the transaction's requirements and steps based on the information provided. | 0 | 0 | 9 | 61 | 148 | 4 | 222 | 95.87% |
| **SQD3** | The steps (including payment) I needed to do for my transaction were easy and simple. | 1 | 3 | 9 | 61 | 123 | 25 | 222 | 93.40% |
| **SQD4** | I easily found information about my transaction from the office or its website. | 0 | 1 | 16 | 75 | 121 | 9 | 222 | 92.02% |
| **SQD5** | I paid a correct amount of fees for my transaction. | 0 | 0 | 0 | 0 | 0 | 223 | 223 | N/A |
| **SQD6** | I feel the office was fair to everyone, or "walang palakasan", during my transaction. | 0 | 0 | 4 | 44 | 169 | 5 | 222 | 98.16% |
| **SQD7** | I was treated courteously by the staff, and (if asked for help) the staff was helpful. | 0 | 1 | 2 | 38 | 179 | 3 | 223 | 98.64% |
| **SQD8** | I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me. | 1 | 0 | 14 | 60 | 137 | 11 | 223 | 92.92% |
| **Overall Rating** | | 2 | 11 | 64 | 410 | 1012 | 281 | 1780 | 94.86% |
| **Very Satisfactory** | | | | | | | | | |

| External Services | Responses | Total Transactions |
|---|---|---|
| Process of Taking the Qualifying Exam for Bachelor of Fine Arts Freshmen Students (Talent Determination Test) | - | - |
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling | - | - |
| Processing of Online Request for Certificate of Good Moral Character | - | - |
| Processing of Request to Access the Library by Visiting Researcher | - | - |
| **External Service Total** | **-** | **-** |

| Internal Services | Responses | Total Transactions |
|---|---|---|
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling | 5 | 10 |
| Processing of Online Request for Certificate of Good Moral Character | 3 | 3 |
| Processing of Request for Counselor's Outside Referral | 1 | 17 |
| Process of Issuance of Medical Certificate | 12 | 220 |
| Processing of Request to Borrow Information Materials | 38 | 1577 |
| Processing the Request of Document Delivery Service for Distance Users | 5 | 74 |
| Processing of Request for Online Reservation and Pick-Up | - | - |
| Process of Returning Information Materials | 39 | 1281 |
| Process of Renewing Borrowed Information Materials | 1 | 279 |
| Process of Inquiring for Available Learning Resources | 9 | 182 |
| Processing of Library Clearance | 74 | 307 |
| Processing of Request to Use Computer & Internet Access | 34 | 1586 |
| Processing of Request for Referral Service | - | - |
| Selective Dissemination of Information on Unpublished Materials | - | - |
| **External Service Total** | **221** | **5536** |

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**Quality Management Unit**

# Client Satisfaction Measurement (CSM) Summary Report
# Talac State University - Local Government Unit (LGU) Campuses

From the Period of July to December 2023

| Local Government Unit Campus | Courses Offered |
|---|---|
| Capas Extension Campus | Bachelor of Elementary Education (BEED)<br>Bachelor of Public Administration (BPA)<br>Bachelor of Science in Criminology (BS Crim) |
| La Paz Extension Campus | Bachelor of Elementary Education (BEED)<br>Bachelor of Public Administration (BPA) |
| Concepcion Extension Campus | Bachelor of Elementary Education (BEED)<br>Bachelor of Public Administration (BPA)<br>Bachelor of Science in Criminology (BS Crim) |

**Note:** In the above cited LGU Campuses, only the delivery of instruction services are being conducted. Students will just attend classes in the said campuses. Other administrative support services may be availed in the Main Campus, Villa Lucinda Extension Campus, San Isidro Extension Campus. Evaluation of instruction services is being conducted using the TSU Automated Faculty Evaluation System (TSU-AFES).

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