

Republic of the Philippines  
DON HONORIO VENTURA STATE UNIVERSITY  
Cabambangan, Bacolor, Pampanga, 2001

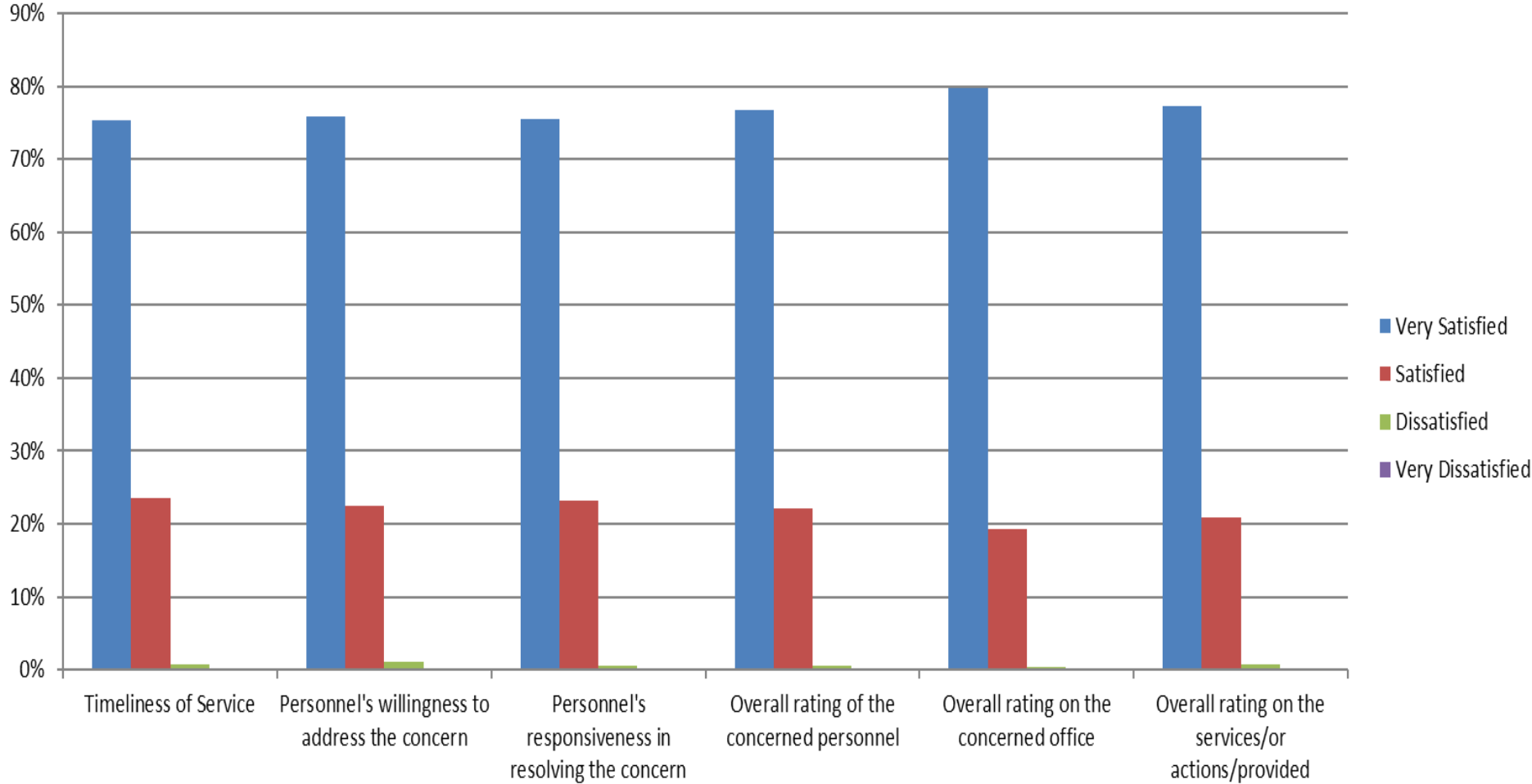
# Client Satisfaction Report for F.Y. 2019



<b>Survey Question</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>TOTAL</b>
Timeliness of Service	1527	479	17	5	2028
Personnel's willingness to address the concern	1539	456	23	2	2020
Personnel's responsiveness in resolving the concern	1531	472	12	5	2020
Overall rating of the concerned personnel	1557	449	12	3	2021
Overall rating on the concerned office	1617	393	7	1	2018
Overall rating on the services/or actions/provided	1567	425	15	3	2010

<b>Survey Question</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>TOTAL</b>
Timeliness of Service	75%	24%	1%	0%	100%
Personnel's willingness to address the concern	76%	22%	1%	0%	100%
Personnel's responsiveness in resolving the concern	75%	23%	1%	0%	100%
Overall rating of the concerned personnel	77%	22%	1%	0%	100%
Overall rating on the concerned office	80%	19%	0%	0%	100%
Overall rating on the services/or actions/provided	77%	21%	1%	0%	99%

# Customer Feedback Report Graph



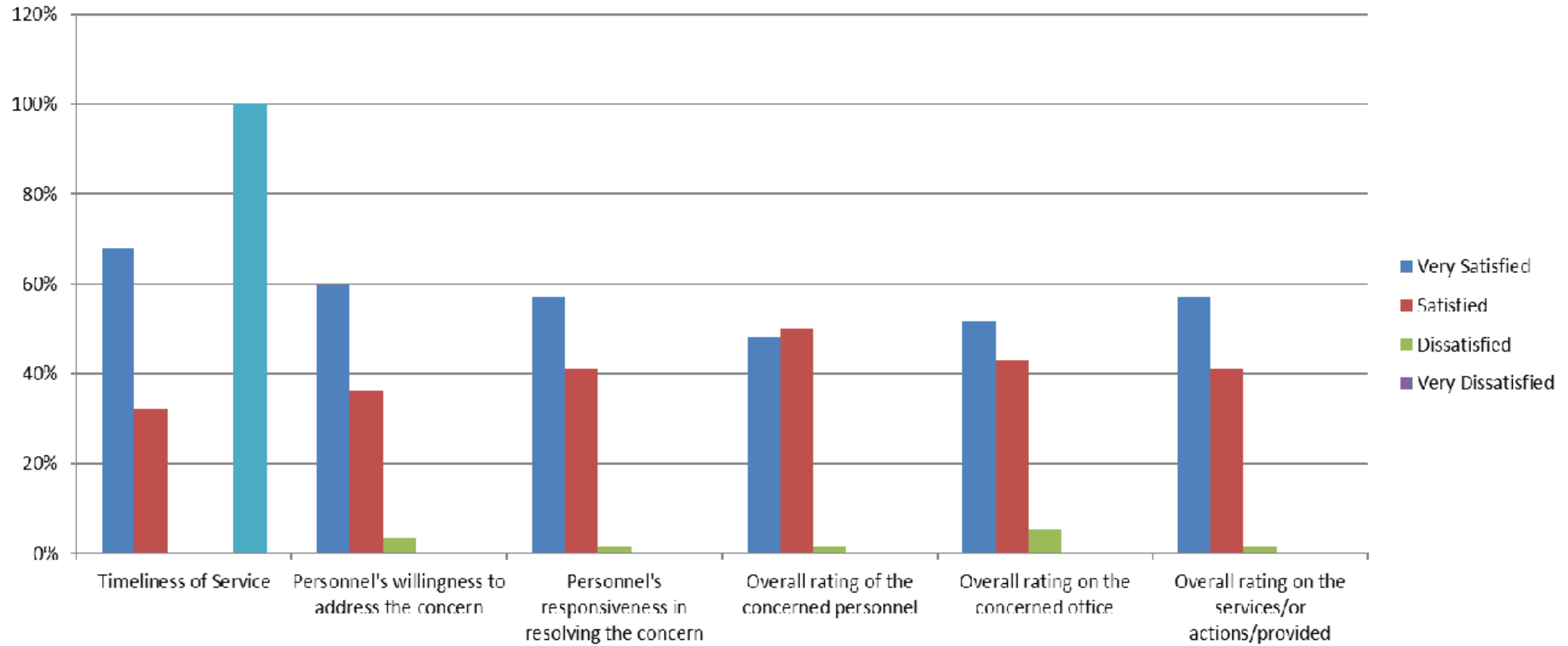
Customer Satisfaction Summary Report  
Administrative Office



<b>Survey Question</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>TOTAL</b>
Timeliness of Service	38	18	0	0	56
Personnel's willingness to address the concern	33	20	2	0	55
Personnel's responsiveness in resolving the concern	32	23	1	0	56
Overall rating of the concerned personnel	27	28	1	0	56
Overall rating on the concerned office	29	24	3	0	56
Overall rating on the services/or actions/provided	32	23	1	0	56

<b>Survey Question</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>TOTAL</b>
Timeliness of Service	68%	32%	0%	0%	100%
Personnel's willingness to address the concern	60%	36%	4%	0%	100%
Personnel's responsiveness in resolving the concern	57%	41%	2%	0%	100%
Overall rating of the concerned personnel	48%	50%	2%	0%	100%
Overall rating on the concerned office	52%	43%	5%	0%	100%
Overall rating on the services/or actions/provided	57%	41%	2%	0%	100%

## Customer Feedback Report Graph



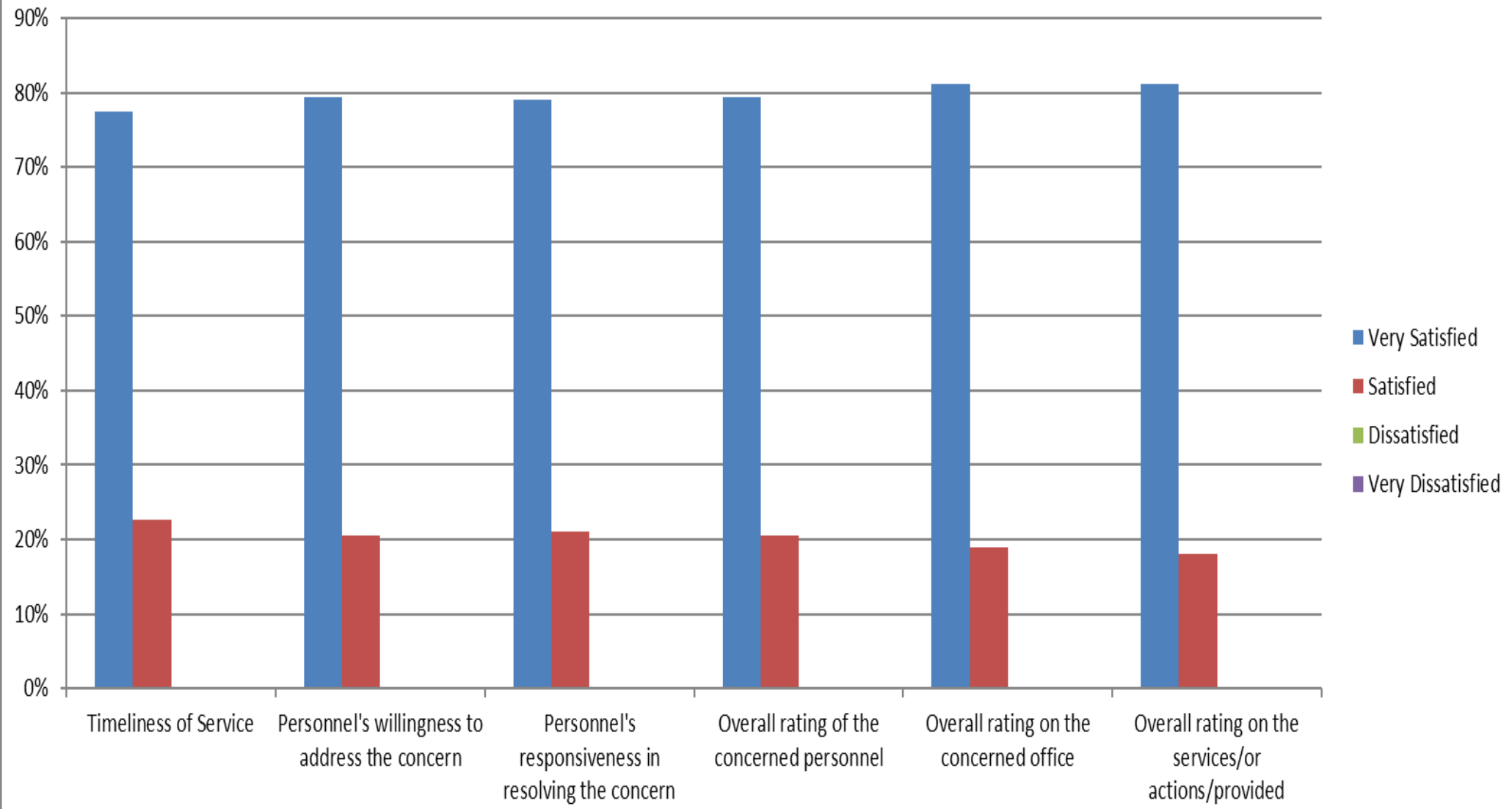


<b>Survey Question</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>TOTAL</b>
Timeliness of Service	188	55	0	0	243
Personnel's willingness to address the concern	193	50	0	0	243
Personnel's responsiveness in resolving the concern	192	51	0	0	243
Overall rating of the concerned personnel	193	50	0	0	243
Overall rating on the concerned office	197	46	0	0	243
Overall rating on the services/or actions/provided	197	44	0	0	241

<b>Survey Question</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>TOTAL</b>
Timeliness of Service	77%	23%	0%	0%	100%
Personnel's willingness to address the concern	79%	21%	0%	0%	100%
Personnel's responsiveness in resolving the concern	79%	21%	0%	0%	100%
Overall rating of the concerned personnel	79%	21%	0%	0%	100%
Overall rating on the concerned office	81%	19%	0%	0%	100%
Overall rating on the services/or actions/provided	81%	18%	0%	0%	99%

Customer Satisfaction Summary Report Office of Admissions

## Customer Feedback Report Graph







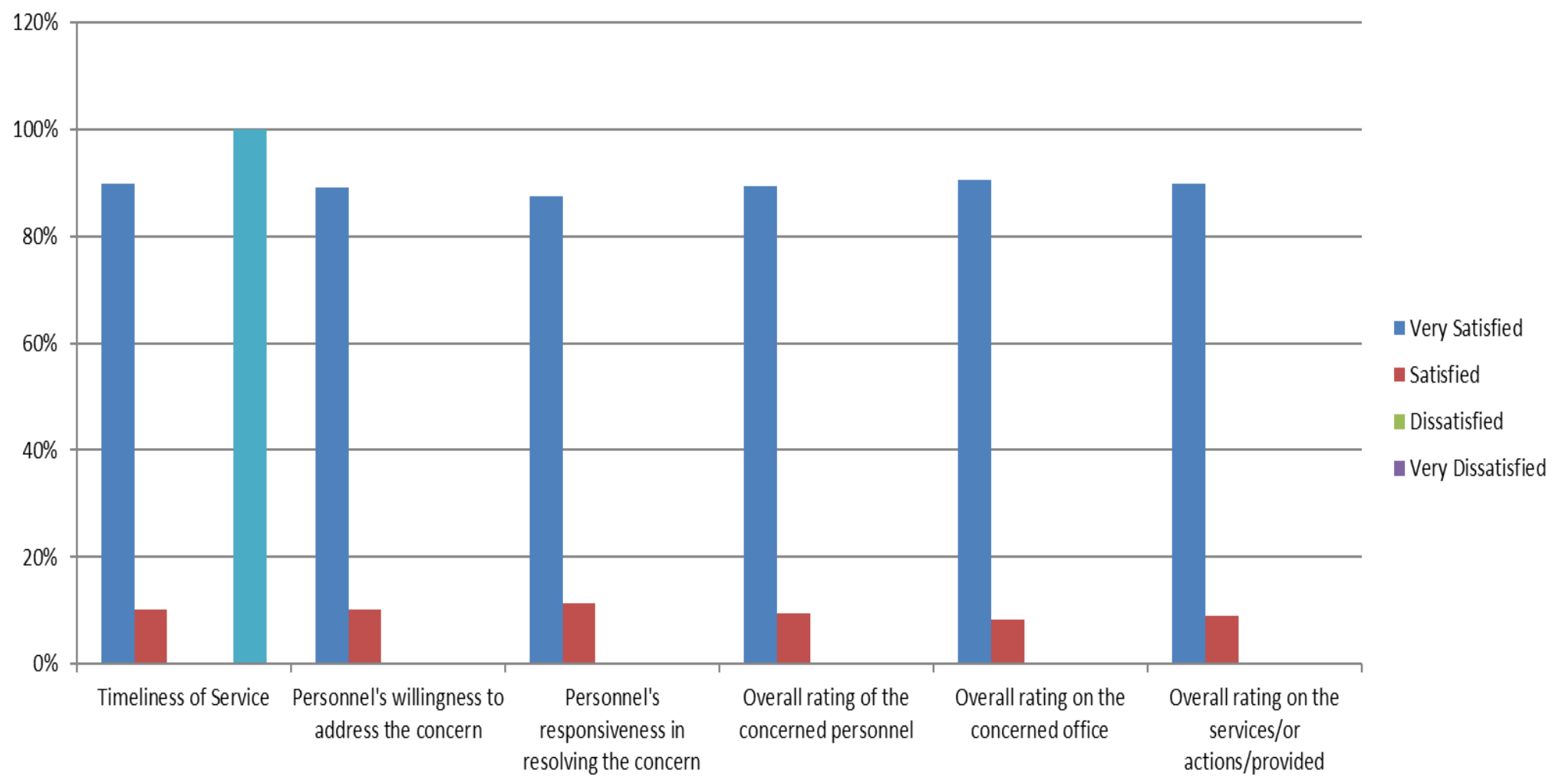
<b>Survey Question</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>TOTAL</b>
Timeliness of Service	238	27	0	0	265
Personnel's willingness to address the concern	236	27	0	0	263
Personnel's responsiveness in resolving the concern	232	30	0	0	262
Overall rating of the concerned personnel	237	25	0	0	262
Overall rating on the concerned office	240	22	0	0	262
Overall rating on the services/or actions/provided	238	24	0	0	262

<b>Survey Question</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>TOTAL</b>
Timeliness of Service	90%	10%	0%	0%	100%
Personnel's willingness to address the concern	89%	10%	0%	0%	99%
Personnel's responsiveness in resolving the concern	88%	11%	0%	0%	99%
Overall rating of the concerned personnel	89%	9%	0%	0%	99%
Overall rating on the concerned office	91%	8%	0%	0%	99%
Overall rating on the services/or actions/provided	90%	9%	0%	0%	99%

Customer Satisfaction Summary Report

Cashier's Office

## Customer Feedback Report Graph



Customer Satisfaction Summary Report

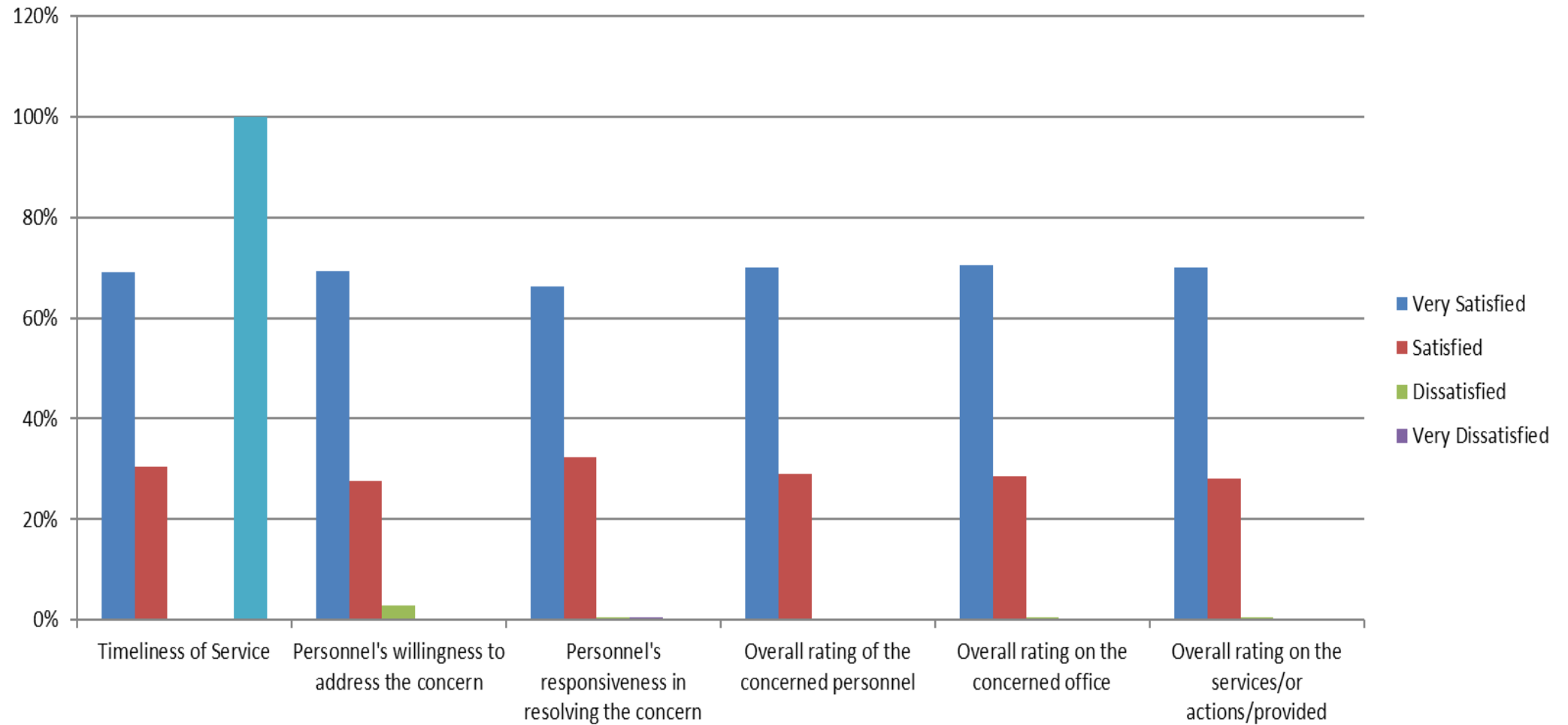


Library

<b>Survey Question</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>TOTAL</b>
Timeliness of Service	305	135	1	1	442
Personnel's willingness to address the concern	306	122	13	1	442
Personnel's responsiveness in resolving the concern	293	143	2	2	440
Overall rating of the concerned personnel	310	128	1	1	440
Overall rating on the concerned office	312	126	2	1	441
Overall rating on the services/or actions/provided	310	124	2	1	437

<b>Survey Question</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>TOTAL</b>
Timeliness of Service	69%	31%	0%	0%	100%
Personnel's willingness to address the concern	69%	28%	3%	0%	100%
Personnel's responsiveness in resolving the concern	66%	32%	0%	0%	100%
Overall rating of the concerned personnel	70%	29%	0%	0%	100%
Overall rating on the concerned office	71%	29%	0%	0%	100%
Overall rating on the services/or actions/provided	70%	28%	0%	0%	99%

## Customer Feedback Report Graph



<b>Survey Question</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>TOTAL</b>
Timeliness of Service	445	137	13	4	599
Personnel's willingness to address the concern	456	129	8	1	594
Personnel's responsiveness in resolving the concern	469	117	7	3	596
Overall rating of the concerned personnel	479	107	9	2	597
Overall rating on the concerned office	522	71	0	0	593
Overall rating on the services/or actions/provided	479	107	9	2	597

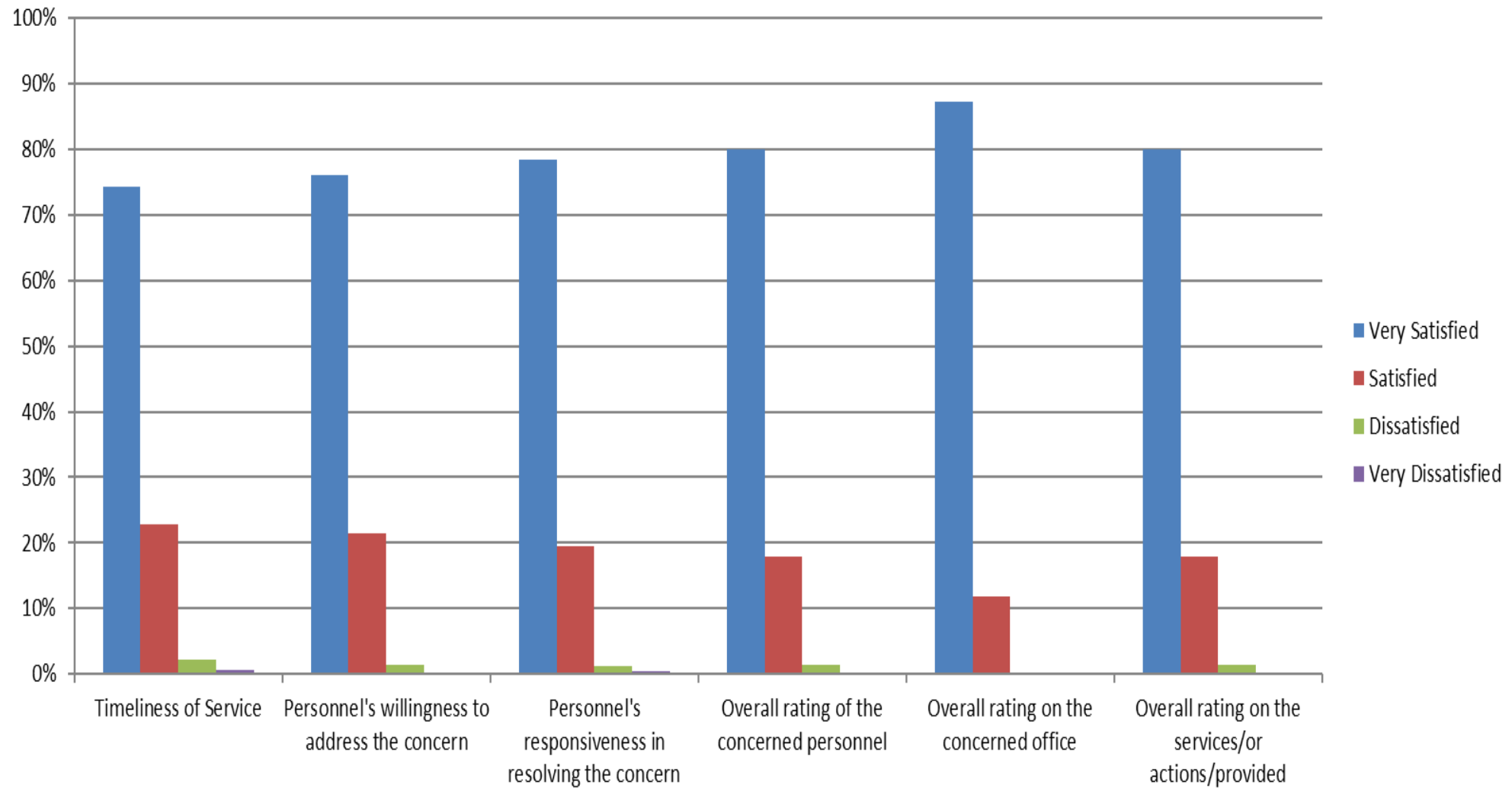
<b>Survey Question</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>TOTAL</b>
Timeliness of Service	74%	23%	2%	1%	100%
Personnel's willingness to address the concern	76%	22%	1%	0%	99%
Personnel's responsiveness in resolving the concern	78%	20%	1%	1%	99%
Overall rating of the concerned personnel	80%	18%	2%	0%	100%
Overall rating on the concerned office	87%	12%	0%	0%	99%
Overall rating on the services/or actions/provided	80%	18%	2%	0%	100%



Medical Dental Clinic



## Customer Feedback Report Graph

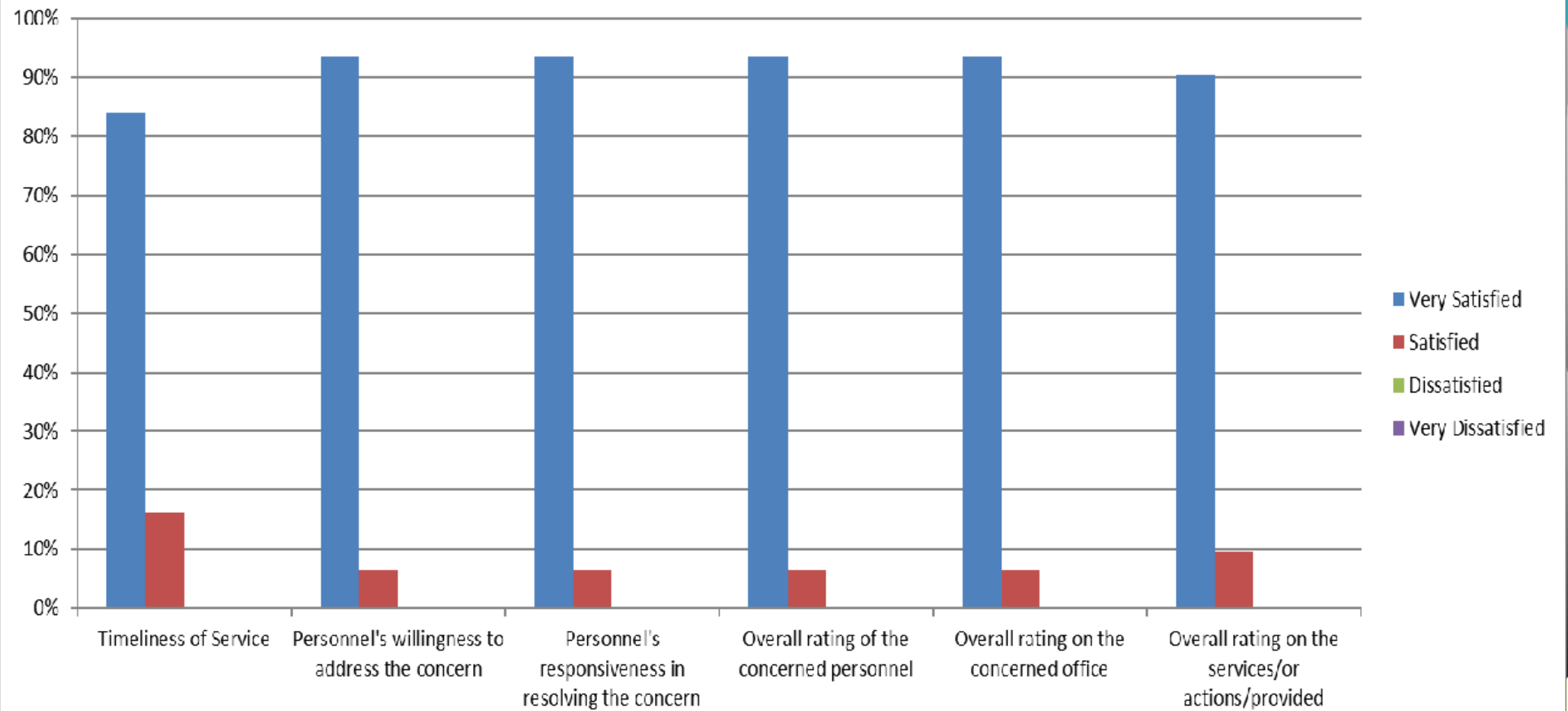


<b>Survey Question</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>TOTAL</b>
Timeliness of Service	26	5	0	0	31
Personnel's willingness to address the concern	29	2	0	0	31
Personnel's responsiveness in resolving the concern	29	2	0	0	31
Overall rating of the concerned personnel	29	2	0	0	31
Overall rating on the concerned office	29	2	0	0	31
Overall rating on the services/or actions/provided	28	3	0	0	31

<b>Survey Question</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>TOTAL</b>
Timeliness of Service	84%	16%	0%	0%	100%
Personnel's willingness to address the concern	94%	6%	0%	0%	100%
Personnel's responsiveness in resolving the concern	94%	6%	0%	0%	100%
Overall rating of the concerned personnel	94%	6%	0%	0%	100%
Overall rating on the concerned office	94%	6%	0%	0%	100%
Overall rating on the services/or actions/provided	90%	10%	0%	0%	100%

Customer Satisfaction Summary Report  
Scholarships and Financial Assistance Unit

## Customer Feedback Report Graph



Customer Satisfaction Summary Report

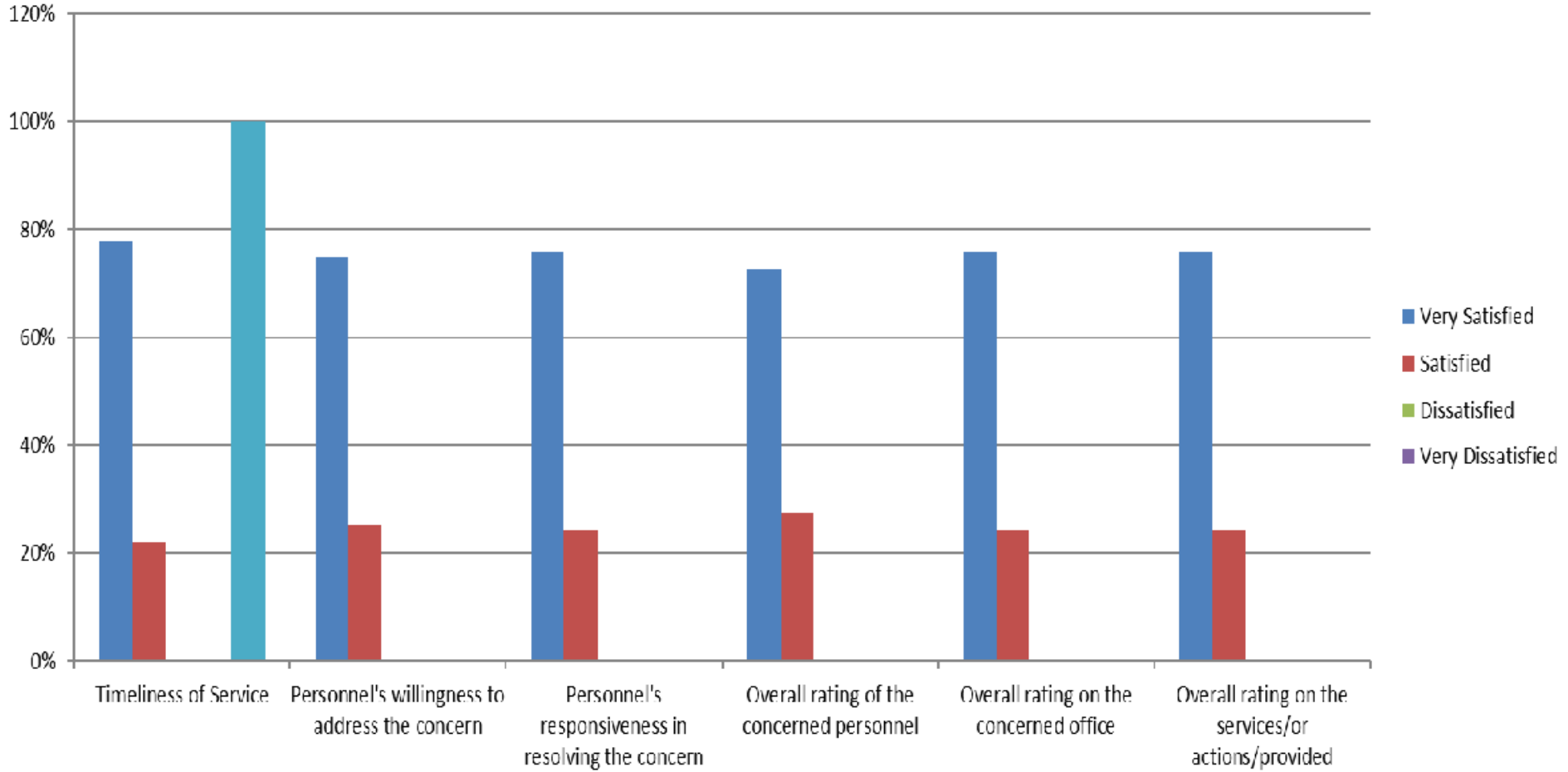
Guidance Office

<b>Survey Question</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>TOTAL</b>
Timeliness of Service	74	21	0	0	95
Personnel's willingness to address the concern	71	24	0	0	95
Personnel's responsiveness in resolving the concern	72	23	0	0	95
Overall rating of the concerned personnel	69	26	0	0	95
Overall rating on the concerned office	72	23	0	0	95
Overall rating on the services/or actions/provided	72	23	0	0	95

<b>Survey Question</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>TOTAL</b>
Timeliness of Service	78%	22%	0%	0%	100%
Personnel's willingness to address the concern	75%	25%	0%	0%	100%
Personnel's responsiveness in resolving the concern	76%	24%	0%	0%	100%
Overall rating of the concerned personnel	73%	27%	0%	0%	100%
Overall rating on the concerned office	76%	24%	0%	0%	100%
Overall rating on the services/or actions/provided	76%	24%	0%	0%	100%



## Customer Feedback Report Graph



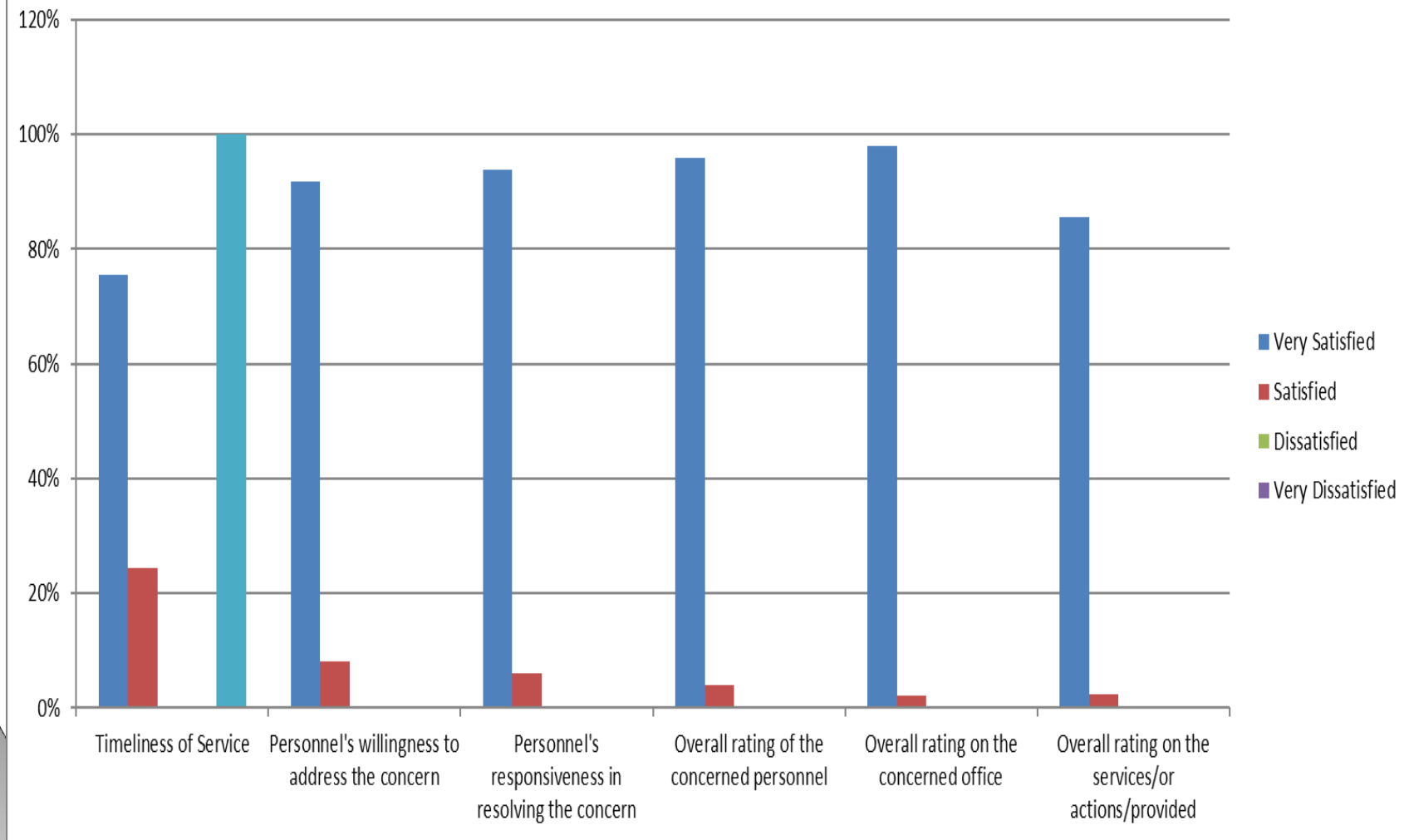
Customer Satisfaction Summary Report

Career Services Office

<b>Survey Question</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>TOTAL</b>
Timeliness of Service	37	12	0	0	49
Personnel's willingness to address the concern	45	4	0	0	49
Personnel's responsiveness in resolving the concern	46	3	0	0	49
Overall rating of the concerned personnel	47	2	0	0	49
Overall rating on the concerned office	48	1	0	0	49
Overall rating on the services/or actions/provided	42	1	0	0	43

<b>Survey Question</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>TOTAL</b>
Timeliness of Service	76%	24%	0%	0%	100%
Personnel's willingness to address the concern	92%	8%	0%	0%	100%
Personnel's responsiveness in resolving the concern	94%	6%	0%	0%	100%
Overall rating of the concerned personnel	96%	4%	0%	0%	100%
Overall rating on the concerned office	98%	2%	0%	0%	100%
Overall rating on the services/or actions/provided	86%	2%	0%	0%	88%

## Customer Feedback Report Graph



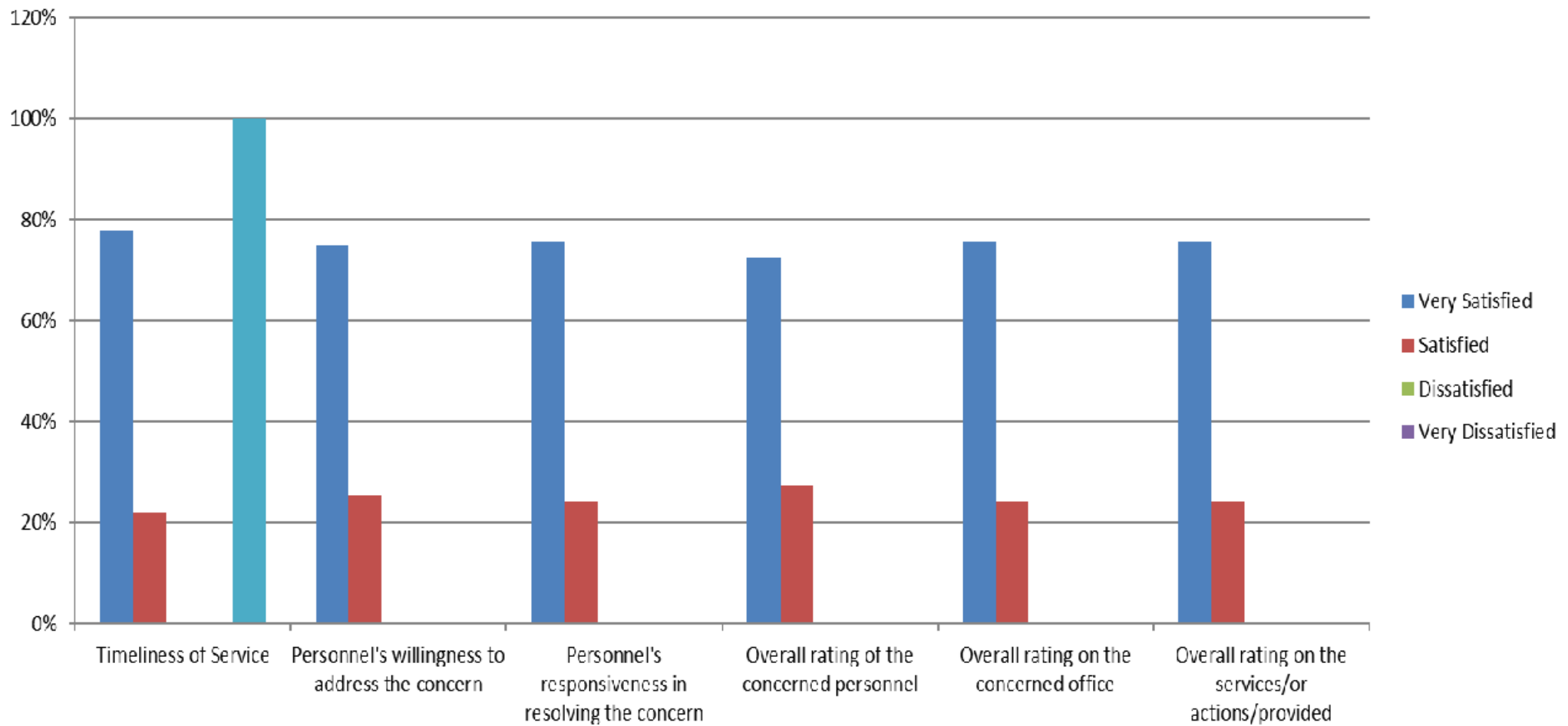
Customer Satisfaction Summary Report

Finance Office

<b>Survey Question</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>TOTAL</b>
Timeliness of Service	74	21	0	0	95
Personnel's willingness to address the concern	71	24	0	0	95
Personnel's responsiveness in resolving the concern	72	23	0	0	95
Overall rating of the concerned personnel	69	26	0	0	95
Overall rating on the concerned office	72	23	0	0	95
Overall rating on the services/or actions/provided	72	23	0	0	95

<b>Survey Question</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>TOTAL</b>
Timeliness of Service	78%	22%	0%	0%	100%
Personnel's willingness to address the concern	75%	25%	0%	0%	100%
Personnel's responsiveness in resolving the concern	76%	24%	0%	0%	100%
Overall rating of the concerned personnel	73%	27%	0%	0%	100%
Overall rating on the concerned office	76%	24%	0%	0%	100%
Overall rating on the services/or actions/provided	76%	24%	0%	0%	100%

## Customer Feedback Report Graph





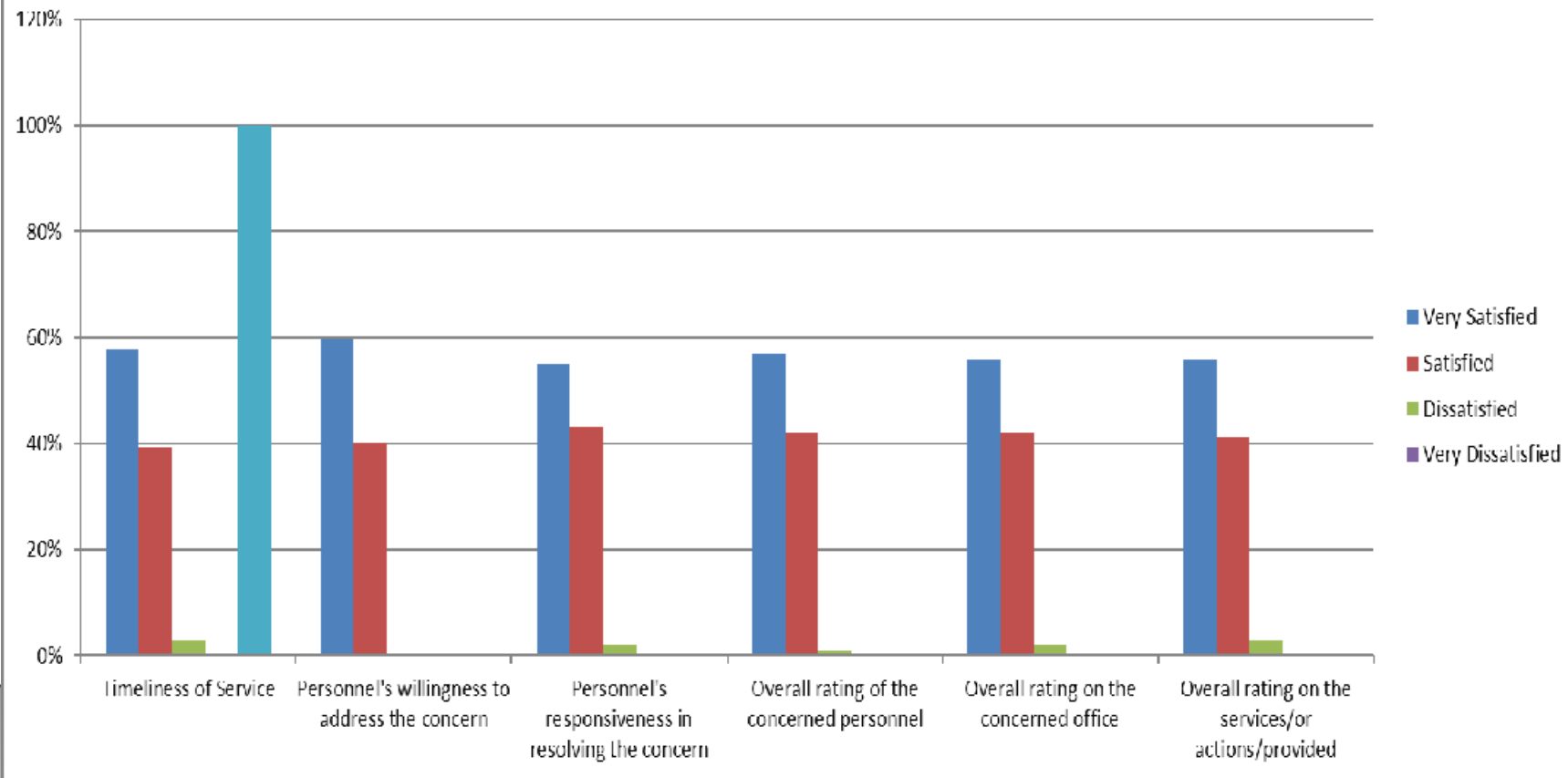
<b>Survey Question</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>TOTAL</b>
Timeliness of Service	59	40	3	0	102
Personnel's willingness to address the concern	61	41	0	0	102
Personnel's responsiveness in resolving the concern	56	44	2	0	102
Overall rating of the concerned personnel	58	43	1	0	102
Overall rating on the concerned office	57	43	2	0	102
Overall rating on the services/or actions/provided	57	42	3	0	102

<b>Survey Question</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>TOTAL</b>
Timeliness of Service	58%	39%	3%	0%	100%
Personnel's willingness to address the concern	60%	40%	0%	0%	100%
Personnel's responsiveness in resolving the concern	55%	43%	2%	0%	100%
Overall rating of the concerned personnel	57%	42%	1%	0%	100%
Overall rating on the concerned office	56%	42%	2%	0%	100%
Overall rating on the services/or actions/provided	56%	41%	3%	0%	100%

Customer Satisfaction Summary Report

Registrar's Office

### Customer Feedback Report Graph



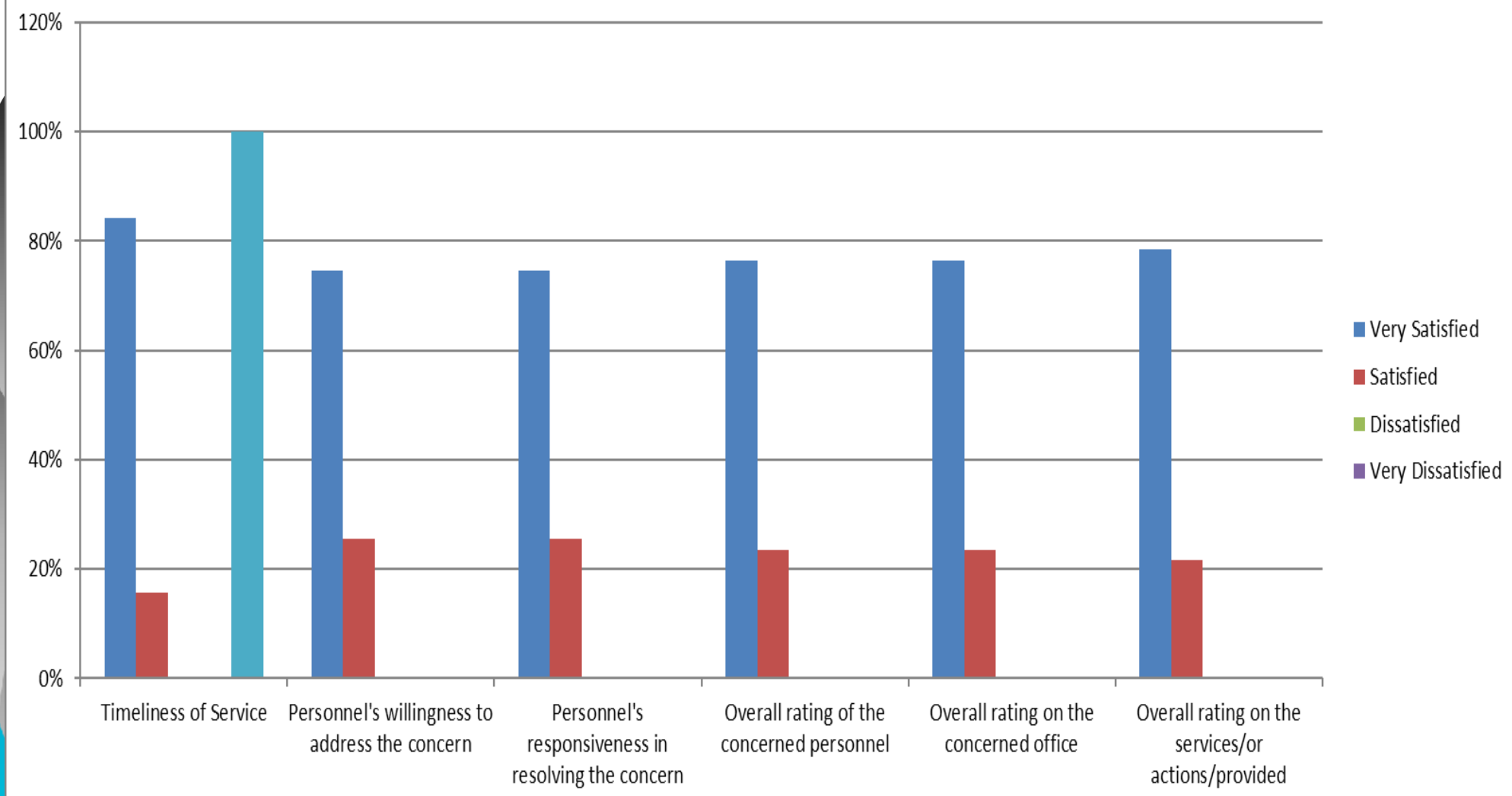
Customer Satisfaction Summary Report

OSA

<b>Survey Question</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>TOTAL</b>
Timeliness of Service	43	8			51
Personnel's willingness to address the concern	38	13			51
Personnel's responsiveness in resolving the concern	38	13			51
Overall rating of the concerned personnel	39	12			51
Overall rating on the concerned office	39	12			51
Overall rating on the services/or actions/provided	40	11			51


<b>Survey Question</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>TOTAL</b>
Timeliness of Service	84%	16%	0%	0%	100%
Personnel's willingness to address the concern	75%	25%	0%	0%	100%
Personnel's responsiveness in resolving the concern	75%	25%	0%	0%	100%
Overall rating of the concerned personnel	76%	24%	0%	0%	100%
Overall rating on the concerned office	76%	24%	0%	0%	100%
Overall rating on the services/or actions/provided	78%	22%	0%	0%	100%

## Customer Feedback Report Graph






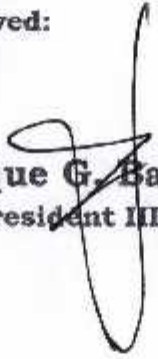
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