



Republic of the Philippines
Department of Science and Technology



PHILIPPINE NUCLEAR RESEARCH INSTITUTE

PNRI Customer/Client Satisfaction Survey Report for C.Y. 2022

I. Introduction

The PNRI Customer/Client Satisfaction Survey (CCSS) Form is a measuring tool developed to quantify customers' perception and quality outlook on the different services offered by the Philippine Nuclear Research Institute both internally and externally. It is grounded on eight (8) service quality dimensions as revised effective July 1, 2022, namely: (1) **Responsiveness** (Delivery of prompt service or within the prescribed/agreed time); (2) **Reliability (Quality)** (Service or product conforms to the set requirement); (3) **Access & Facilities** (Condition of facility; Availability of equipment); (4) **Communication** (Staff is polite while delivering the service); (5) **Costs** (Value for money, preferred methods of payment, timely billing); (6) **Integrity** (There is honesty, fairness, and trust in each service); (7) **Assurance** (Able to perform the service correctly; provides right solution or advice to the problem or concern); and (8) **Outcome** (Realization of the intended benefits). This annual report is a consolidation of all CCSS conducted by the different sections of the organization with their respective services for the calendar year 2022 (C.Y. 2022).

II. Methodology

The PNRI CCSS Form (Annex A) is given to all external and internal customers every after completion of the service/s availed. A sample copy of the form is attached. For the Nuclear Training Center (NTC) (Annex B and C), a separate customer satisfaction form is administered tailored fit for the kind of services they offer. Sample copies of the forms are attached as annexes in this report.

The survey respondents were composed of licensees, stakeholders, and other interested parties using and intended to use radioactive materials and/or avail other technical and non-technical services of PNRI (considered as external clients) as well as interested parties within the organization (internal clients). Weighted average is used in the analysis of the survey with the number of respondents considered as the weights.

The survey uses a 5-point Likert scale and follows the rating system below:

Range	Descriptive Rating
5.00	Outstanding
4.00 – 4.99	Very Satisfactory
3.00 – 3.99	Satisfactory
2.00 – 2.99	Unsatisfactory
1.00 – 1.99	Poor

III. Results and Discussion

Here, we detail and discuss the results for C.Y 2022's customer satisfaction survey. Table 1 shows the survey result of all external services in PNRI. There was a total of 1,665 respondents for the survey. They were primarily composed of private and public hospitals, companies, licensees, other government institutions, students, and the like. 32 external services across 16 service providing sections were tallied. Of the 16 sections, the Radiation Protection Services Section (RPSS) had the greatest number of external services at 5 of 6 services with a reported CCSS for 2022. For services that had more than 100 respondents, the top three services with the highest average rating were the Electron Beam Irradiation Services (5.00 with 102 respondents), GAMMA Irradiation Services (Self-Shielded Irradiator: Gamma-220/Ob-servo Sanguis) (4.96 with 220 respondents), and the Guided Tour of PNRI Facilities (4.93 with 142 respondents). The general average per quarter for the external services are as follows: 4.76 for Quarter 1 (Q1), 4.85 for Quarter 2 (Q2), 4.92 for Quarter 3 (Q3), and 4.90 for Quarter 4 (Q4). The general average for C.Y. 2022 of all external services is 4.86.

Table 2 summarizes the result of the CCSS for all internal services. 12 sections delivered a CCSS report for C.Y. 2022. Overall, internal services gained a 4.85 average, with the following distribution per quarter: 4.84 for Q1, 4.83 for Q2, 4.89 for Q3, and 4.84 for Q4. A total of 1,877 respondents were recorded. The top three sections with the highest averages (with more than 100 respondents) were the Human Resources Management, Records and Communication Section (4.88 with 509 respondents), Management Information System Section (4.87 with 480 respondents), and Property and Procurement Section (4.85 with 151 respondents).

On the other hand, Table 3 tallies the CCSS result for the Nuclear Training Center which use their own Customer Satisfaction Survey Forms tailored to the kind of services they offer. Copies of such forms are attached as annexes (Annex B to C) of this report for reference. NTC had an average of 4.59 for C.Y. 2022 which is distributed quarterly as 4.63 for Q1, 4.46 for Q2, 4.70 for Q3, and 4.60 for Q4. These data came from 594 respondents, all were external clients.

Table 1. External Services CCSS Report for C.Y. 2022

Service Provider	Service Delivered	Average	No. of Respondents	Average	No. of Respondents	Average	No. of Respondents	Average	No. of Respondents	General Average	Respondents
		Q1		Q2		Q3		Q4			
		EXTERNAL SERVICES									
RPSS	OSL Personnel Monitoring Service	4.41	29	4.53	33	4.90	20	4.79	14	4.66	96
	TLD Personnel Monitoring Service	4.83	4	4.52	9	4.28	4	-	-	4.54	17
	Radiation Control	4.67	6	4.94	4	-	-	5.00	4	4.87	14
	Calibration Services	4.70	42	4.72	26	4.86	22	4.78	32	4.77	122
	Radioactive Waste Management	-	-	-	-	-	-	-	-	-	0
	Hazards Monitoring	5.00	1	-	-	-	-	5.00	1	5.00	2
ISS	Electron Beam Irradiation Services	-	-	5.00	7	4.99	59	5.00	36	5.00	102
	GAMMA Irradiation Services (Self-Shielded Irradiator: Gamma-220 / Ob-servo Sanguis)	4.98	62	4.91	26	4.96	81	5.00	51	4.96	220
	Gamma Irradiation Services (Multipurpose Irradiation Facility)	-	-	-	-	-	-	-	-	-	0
NATAS	Radiometric and Chemical Analysis (Sample Receiving and	4.65	26	4.96	73	4.94	71	4.98	13	4.88	183

	Releasing of Results)										
ITS	Column Scanning Services	-	-	-	-	-	-	-	-	-	0
ESS	Instrument Repair: Survey Meter	4.59	12	4.86	40	4.94	34	4.71	19	4.78	105
ARS	Agriculture Research Section	5.00	1	4.80	29	5.00	3	-	-	4.93	33
APRS	Materials Analysis	-	-	-	-	-	-	-	-	-	0
	Applied Physics Research Section (Advisorship)	-	-	-	-	-	-	-	-	-	0
CRS	Chemistry Research Section (OJT)	-	-	4.90	4	-	-	-	-	4.90	4
HPRS	Health Physics Research Section (OJT)	-	-	4.80	2	-	-	-	-	4.80	2
NMRS	Nuclear Materials Research Section (OJT)	-	-	4.69	4	4.99	18	-	-	4.84	22
BMRS	Microbiological Analysis	5.00	13	4.80	13	5.00	7	5.00	12	4.95	45
	Cytogenetic Analysis	4.75	8	-	-	4.96	3	5.00	6	4.90	17
	Biomedical Research Section (OJT)	-	-	5.00	2	-	-	-	-	5.00	2
IES	Issuance of Permit to Transport	4.76	25	4.82	24	4.77	38	4.96	31	4.83	118
	Conduct of Regulatory Inspection and audit of Radioactive Materials and facilities	4.75	12	4.91	32	4.91	29	4.90	30	4.87	103

LRES	Issuance of Certificate of Release	5.00	7	4.91	25	5.00	24	4.84	19	4.94	75
	Issuance of Certificate of Exemption	5.00	1	4.68	5	-	-	4.84	3	4.84	9
	Issuance of RAM Licenses	4.41	17	4.71	42	4.71	24	4.77	7	4.65	90
NIDS	Nuclear Awareness Seminar and exhibit	-	-	-	-	-	-	-	-	-	0
	Guided tour of PNRI facilities	-	-	4.99	72	4.96	48	4.83	22	4.93	142
	Assistance to walk in visitors	-	-	5.00	6	-	-	-	-	5.00	6
	Library Services	4.80	19	5.00	6	4.92	17	5.00	4	4.93	46
NTC	NTC External Customer Satisfaction Survey	4.86	26	4.81	23	4.91	24	4.81	12	4.85	85
BDS	Consultation Services	-	-	4.93	4	5.00	1	-	-	4.97	5
Average per Quarter		4.76		4.85		4.92		4.90		4.86	1665
Total Respondents		311		511		527		316			

Table 2. Internal Services CCSS Report for C.Y. 2022

Service Provider	Service Delivered	Average	No. of Respondents	Average	No. of Respondents	Average	No. of Respondents	Average	No. of Respondents	General Average	Respondents
		Q1		Q2		Q3		Q4			
		INTERNAL SERVICES									
NSD	Engineering Services Section	5.00	2	4.78	18	4.95	39	4.86	16	4.90	75
TDD	Business Development Section	-	-	4.96	6	4.97	9	5.00	7	4.98	22
	Management Information System Section	4.89	143	4.89	97	4.85	148	4.83	92	4.87	480
	International Cooperation Section	4.72	27	4.68	49	4.91	50	4.85	6	4.79	132
FAD	General Services Section	4.77	46	4.81	97	4.84	43	4.81	54	4.81	240
	Human Resources Management, Records and Communication Section	4.86	108	4.86	187	4.96	113	4.84	101	4.88	509
	Property and Procurement Section	4.86	42	4.80	50	4.80	31	4.93	28	4.85	151
	Accounting Section	4.78	8	4.71	15	4.86	7	4.89	10	4.81	40
	Budget Section (ObR)	5.00	6	4.93	6	5.00	6	4.97	6	4.98	24
	Medical Clinic	-	-	-	-	4.93	45	4.92	16	4.93	61
	Cash Section	4.83	21	4.77	29	4.78	40	4.81	16	4.80	106
	OD	Planning Section	4.60	11	4.85	13	5.00	3	4.50	10	4.74
Average per Quarter		4.84		4.83		4.89		4.84		4.85	1877
Total Respondents		414		567		534		362			

Table 3. NTC Customer/Client Satisfaction Survey Result for C.Y. 2022

Service Delivered	Average	No. of Respondents	Average	No. of Respondents	Average	No. of Respondents	Average	No. of Respondents	General Average	Respondents
	Q1		Q2		Q3		Q4			
	Nuclear Training Center Customer Satisfaction Rating Report									
Regular Training	4.50	54	4.35	63	4.54	177	4.44	58	4.46	352
Requested Training	4.40	33	4.44	13	4.68	20	-	-	4.51	66
On-the-Job Training Processing Application	5.00	46	4.58	85	4.89	37	4.75	8	4.81	176
Research and Thesis Advisorship	-	-	-	-	-	-	-	-	-	-
Average per Quarter	4.63		4.46		4.70		4.60		4.59	594
Total Respondents	133		161		234		66			

Figure 1 is a distribution of all external respondents across different external services. The Nuclear Training Center services recorded the most number of respondents at 679 or 30%, followed by the GAMMA Irradiation Services (Self-Shielded Irradiator: Gamma-220 / Ob-servo Sanguis) service of the Irradiation Services Section (ISS) at 220 or 10% of the total number of respondents, and the Radiometric and Chemical Analysis (Sample Receiving and Releasing of Results) at 183 or 8%. Overall, there were 2,259 external respondents recorded for 2022.

Figure 2 is a visual representation of the distribution of internal respondents. A total of 1,877 internal respondents were recorded. The top three sections with the most number of respondents came from the Human Resources Management, Records and Communication Section, with 509 or 27% of the total population, followed by the Management Information System Section, with 480 or 26%, and the General Services Section, with 240 or 13%.

Figure 1. External Respondents Distribution

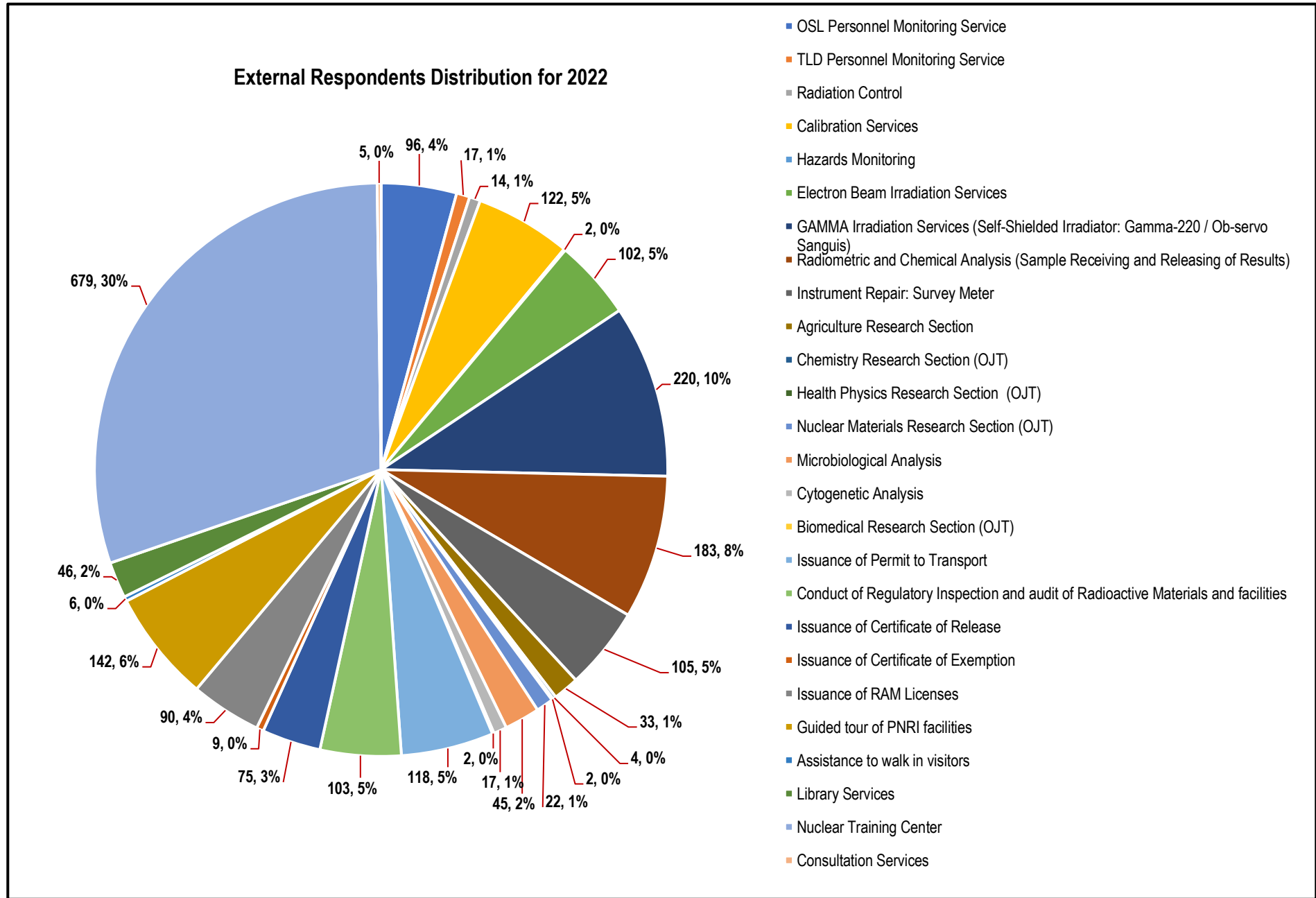


Figure 2. Internal Respondents Distribution

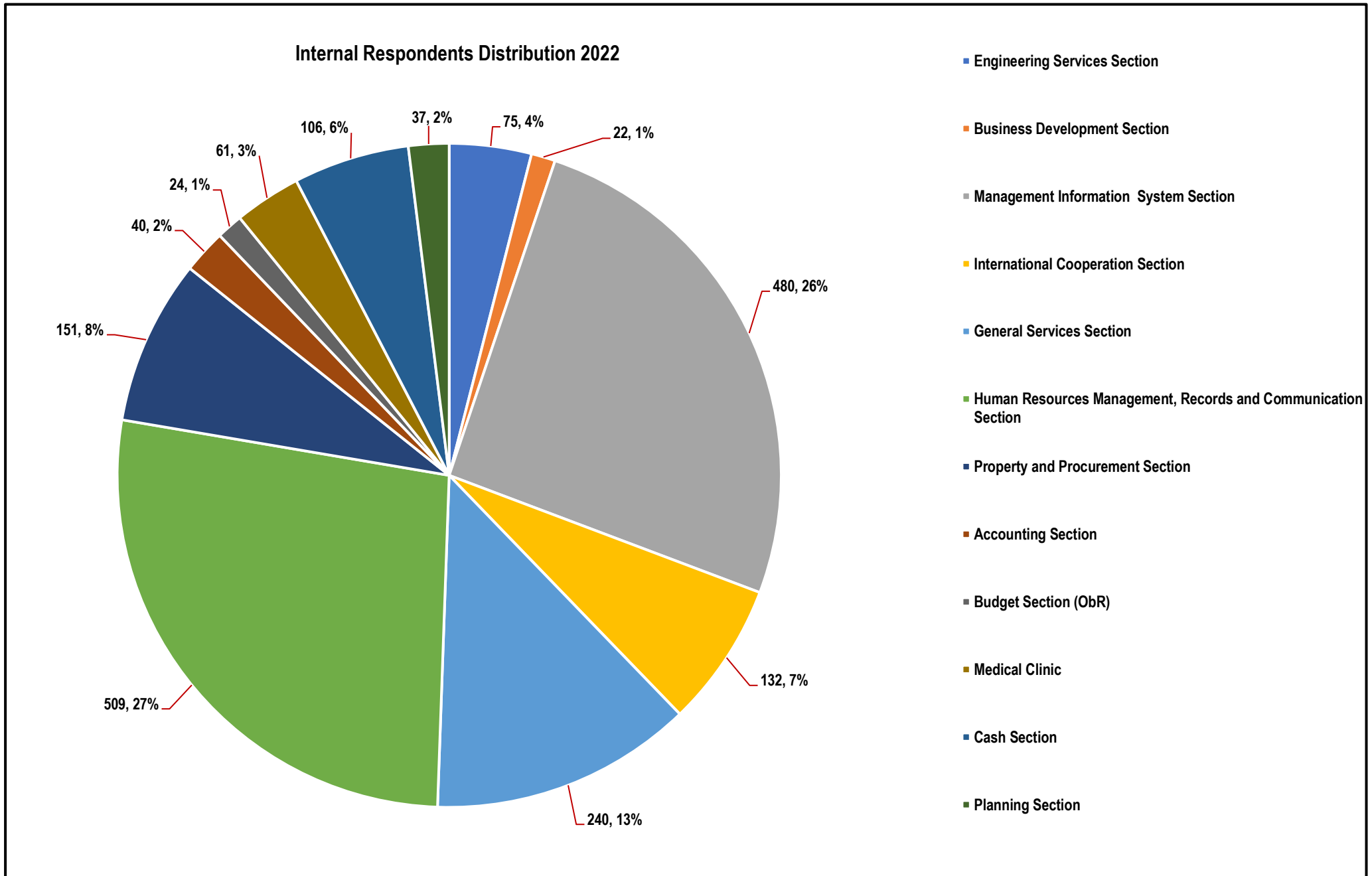
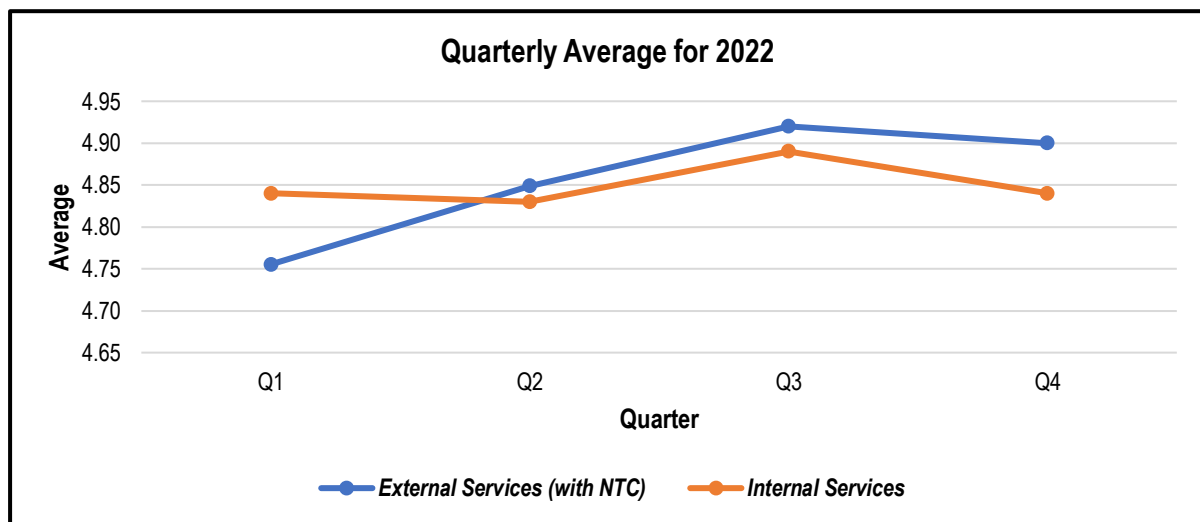


Table 4 shows the summary of result for C.Y. 2022. Overall, PNRI recorded a 4.82 satisfaction rating for the year which is equivalent to a Very Satisfactory (VS) rating. The data is taken from a total of 4,136 respondents. For the quarterly average, Figure 3 details the information. For C.Y. 2022, the quarterly average is 4.80 for Q1, 4.84 for Q2, 4.91 for Q3, and 4.87 for Q4. Both services had an increasing trend from Q1 to Q2 with Q3 recording the highest average for both external and internal service.

Table 4. Summary of Result

Type of Service	Q1	Q2	Q3	Q4	General Average	Total Number of Respondents
External Services (with NTC)	4.76	4.85	4.92	4.90	4.78	2259
Internal Services	4.84	4.83	4.89	4.84	4.85	1877
General Average	4.80	4.84	4.91	4.87	4.82	4136

Figure 3. Quarterly Average for 2022

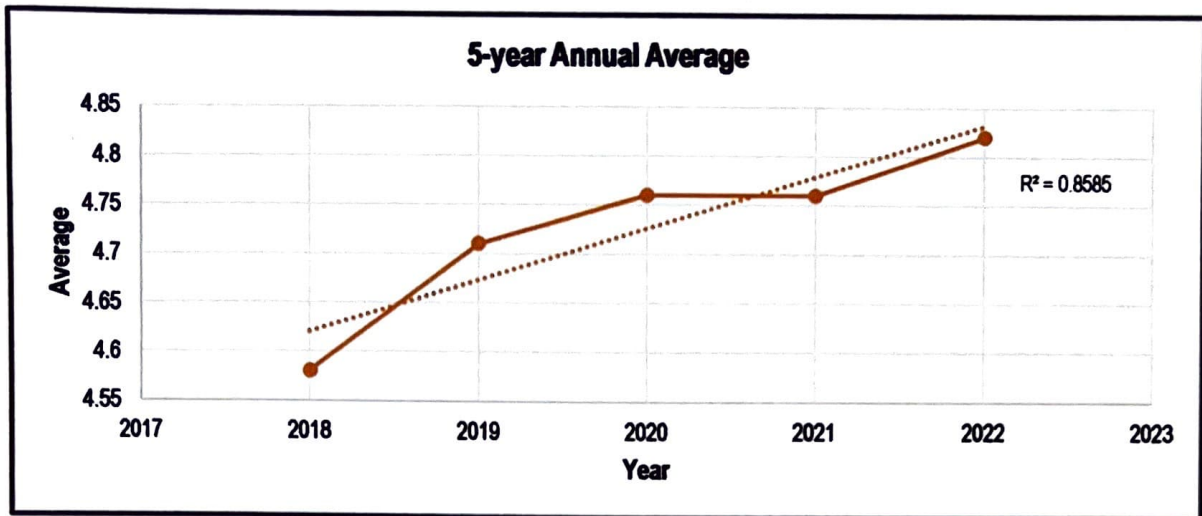


In comparison with the ratings from the past years, Table 5 shows the yearly average from 2018 to 2022. From the table, 2022 recorded the highest annual customer satisfaction rating at 4.82 and 2018 with the lowest at 4.58. There is also an increasing trend in customer satisfaction from 2018 up to 2022 as seen in Figure 4. This is an indication that the organization is continually improving in its delivery of the different services with a more positive outlook from its customers. These data also shows the organization's commitment to always deliver its best quality services in line with its Quality Objectives.

Table 5. 5-year Annual Average

Year	Average
2018	4.58
2019	4.71
2020	4.76
2021	4.76
2022	4.82

Figure 4. Annual Average for 2018-2022



IV. Summary

PNRI received a "Very Satisfactory" rating of 4.82 for the C.Y. 2022. This result is well within the Quality Objective of the organization. The average per quarter are as follows: 4.80 for Q1, 4.84 for Q2, 4.91 for Q3, and 4.87 for Q4. These data were taken from a total of 4,136 respondents, distributed as 2,259 for external services and 1,877 for internal services,

There is an upward trend of customer satisfaction rating from 2018 to 2022 with the current calendar year recording the highest average and 2018 with the lowest at 4.58.

PNRI is steadfast in its commitment to provide quality to all clients and customers. The result of this survey shall be a benchmark in developing and creating more dynamic and innovative action plans towards the continuous improvement of the Quality Management System and the organization.

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Noted by:

CARLO A. ARCILLA, Ph. D.
Director, PNRI

Annex A

All information provided will be treated strictly as confidential.

PNRI-CSM-01 Rev. 4/07-01-2022

PNRI Customer/Client Satisfaction Survey (CCSS) Form



PHILIPPINE NUCLEAR RESEARCH INSTITUTE
Commonwealth Ave., Diliman, Quezon City
Tel: (632) 8929-60-10 to 19 (connecting all units)
Fax: (632) 8920-16-46

Control No.:

CUSTOMER/CLIENT PROFILE: Please fill-out the following information. (Kumpletuhin ang mga sumusunod na Impormasyon)

External Internal

Date of Application:
(Petsa ng aplikasyon)

Date of Release of Product/Service:
(Petsa ng pagkakaalob ng produkto o serbisyo)

Name:
(Pangalan)

Age: Sex: Male Female
(Edad) (Kasarian)

Address: Home Business
(Tirahan)

Contact Number (Telepono):

E-mail address:
(Sulatroniko)

Type of Customer/Client (Uri ng kliyente):

- Citizen/Individual/Representative
(private individual as transacting public)
- Business/Company
(representative of business/company firm)
- Organization/PO
(representative of an organization/People's Organisation)
- Government
(representative of other government agencies including government-owned and controlled corporations)

Name of Business, Organization, Company or Government Agency:
(Pangalan ng Negosyo, Organisasyon, Kompanya o Ahensya ng Gobyerno)

Please specify the service being evaluated/assessed:
(Tukuyin ang serbisyo na sinusuri)

*Anonymous ratings will not be considered

CUSTOMER/CLIENT SATISFACTION SURVEY:

Please evaluate the service provided to you by indicating with a check mark (✓) your rating to the following criteria. (Pakisuri ang serbisyong ibinigay sa iyo sa pamamagitan ng paglagay ng tsek (✓) lyong marka sa sumusunod na mga pamantayan.)

Criteria (definition) Pamantayan (kahulugan)	Very satisfied (5)	Satisfied (4)	Neither satisfied nor dissatisfied (3)	Dissatisfied (2)	Very dissatisfied (1)
1. Responsiveness (Delivery of prompt service or within the prescribed/agreed time) <i>Pagtugon (Naayon sa itinakdang panahon ang ibinigay na serbisyo)</i>					
2. Reliability (Quality) (Service or product conforms to the set requirements) <i>Kalidad ng serbisyo (Ang serbisyo o produkto ay sumusunod sa kinakailangan)</i>					
3. Access & Facilities (Condition of facility; availability of equipment) <i>Kapaligiran (Lagay ng paglalagay; mayroong kagamitan)</i>					
4. Communication (Staff is polite while delivering the service) <i>Komunikasyon (Magalang ang mga kawani sa pagbibigay ng serbisyo)</i>					
5. Costs (Value for money, preferred methods of payment, timely billing) <i>Gastos (Makatarungan ang presyo at paraan ng pagbayad)</i>					
6. Integrity (There is honesty, fairness, and trust in each service) <i>Integridad (May katapatan, katarungan, at tiwala sa paggawa ng bawat serbisyo)</i>					
7. Assurance (Able to perform the service correctly; provides right solution or advice to the problem or concern) <i>Pagtiwala (Naglingkod nang tama; nagbigay ng tamang solusyon o payo para sa suliranin)</i>					
8. Outcome (Realization of the intended benefits) <i>Resulta (Natupad ng serbisyo ang benepisyonang kallangan)</i>					
Comments and suggestions (Use the back page, if necessary) <i>Mga puna at mungkahi (Gamitin ang likuran ng pahinang ito kung kinakailangan)</i>					

Privacy Notice: The personal information included in this document should only be used for the purposes of administering the survey and are subject to the rules and regulations set by Republic Act No. 10173, otherwise known as the Data Privacy Act of 2012. Any personal information included herein may not be used for other purposes aside from those stated above.

Privacy Notice: Ang mga personal na impormasyon sa dokumentong ito ay maaari lamang gamitin para sa layunin ng survey na ito at alinsud sa mga alituntunin ng Batas Republika Big. 10173 o ang Data Privacy Act of 2012. Hindi ito maaaring gamitin sa iba pang layunin maliban sa nabanggit.

Annex B

PNRI/NTC Form 28
Rev. 01/02 October 2015

On-the-Job Training Program Evaluation Form

Name of Trainee:			
School/ Institution:			
Supervisor:			
Position:		Section/ Division:	
Duration of Training:			

Indicate your level of agreement to the following statements using the following scale:
1–Strongly Disagree; 2–Disagree; 3–Undecided; 4–Agree; 5–Strongly Agree

Please check ✓ on appropriate box. Written comments will be appreciated.

ITEMS TO BE RATED	RATING				
	1	2	3	4	5
1. TRAINING PROGRAM					
1.1 I find my section placement in PNRI relevant to my course.					
1.2 The activities given to me during my training program is appropriate for my educational background.					
1.3 The tasks assigned to me are well paced and distributed appropriately throughout the duration of my training.					
1.4 The OJT program has enhanced my knowledge and developed my skills.					
1.5 The OJT program was able to help me prepare for my future career.					
2. SUPERVISOR					
2.1 I have good working relationship with my OJT supervisor.					
2.2 My supervisor has provided adequate time for coaching/ mentoring.					
2.3 My supervisor assigned tasks that are appropriate for my knowledge and skills.					
3. FACILITIES AND VENUE					
3.1 Equipment, tools and other facilities are available and adequate.	na	n/a	n/a	n/a	n/a
3.2 The training venue is conducive for learning.	na	n/a	n/a	n/a	n/a

Comments and suggestions:

Annex C

PNRI/NTC Form 06
Rev. 2/ 14 April 2014
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PHILIPPINE NUCLEAR RESEARCH INSTITUTE
Nuclear Training Center
Commonwealth Avenue, Diliman, Quezon City

COURSE EVALUATION FORM

TITLE OF THE TRAINING COURSE:					
PERIOD COVERED					
I. PERSONAL DATA					
1. Name (optional):					
2. Age:		3. Sex:		<input type="checkbox"/> Male <input type="checkbox"/> Female	
		4. Marital Status:		<input type="checkbox"/> Unmarried <input type="checkbox"/> Married	
5. Position: <input type="checkbox"/> Technical <input type="checkbox"/> Non-Technical <input type="checkbox"/> Supervisory <input type="checkbox"/> Non-Supervisory					
6. Length of Service:					
7. Highest Educational Attainment:					
DIRECTION: In relation to the activity you have participated in, please check the appropriate box to indicate your honest and objective assessment of the following:					
A. Program of Activities					
1. Scheduling (adequacy of time allotted for each activity)	Poor	Fair	Satisfactory	Very Satisfactory	Outstanding
2. Sequencing of topics/ activities (topics sequenced according to importance or other criteria)					
3. Implementation					
4. Relevance of topics/ activities to objectives					
5. Adequacy of treatment					
B. Materials					
1. Quality	Poor	Fair	Satisfactory	Very Satisfactory	Outstanding
2. Content					
3. Packaging					
4. Adequacy					
5. Relevance to needs of participants					
6. Up-to-datedness					
C. Program Objectives					
1. Objectives were understood well	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
2. Objectives were attained					
D. Venue					
1. Services	Poor	Fair	Satisfactory	Very Satisfactory	Outstanding
2. Facilities (light, water, ventilation, noise, restrooms)					

