



## Q2 2024 Customer/Client Satisfaction Survey (CCSS) Report

### I. Introduction

The PNRI Customer/Client Satisfaction Survey (CCSS) Form (PNRI-CSM-01) is a measuring tool developed to quantify customers' satisfaction level 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 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 quarterly report is a consolidation of all CCSS conducted by the different service-providing units of the agency with their respective services for the period of April to June 2024 (Quarter 2 of calendar year 2024).

### II. Methodology

PNRI used the revision 5 of the CCSS form on the previous quarter which contains the eight service quality dimensions. However, this form lacks two things that the ARTA MC 2022-05 requires – one (1) overall satisfaction question and (3) Citizen's Charter Awareness questions. To resolve this concern, the form was revised to comply with the abovementioned memorandum circular effective 01 April 2024. Kindly refer to Annex C and D for revisions 5 and 6 of the PNRI CCSS form.

Due to the changes made, the survey is now divided into three (3) parts– Customer/Client Profile, Citizen's Charter Awareness questions, and Client Satisfaction Survey. The first part of the survey gathers data regarding the general profile of the client which includes their name, age, sex, contact number, address, the type of customer/client, the name of their company/organization, and the specific PNRI service they have availed. The Citizen's Charter Awareness questions are in the second part of the form to check the client's understanding of Citizen Charter (CC), the visibility of the CC, and its helpfulness during a transaction. Lastly, the eight service quality dimensions and one overall satisfaction question can be seen in the third section of the form. The customer/client must rate each service quality dimension using a 5-point Likert scale indicated in the CCSS form.

Aside from the PNRI-CSM-01, another form of survey is given to clients of Nuclear Training Center tailored fit for the kind of services they offer. Sample copies of these forms are attached as annexes to this report.

For the analysis of the survey, the customer satisfaction rating will be interpreted using Table 1. The general Quality Objective (QO) of the organization is to achieve a **Very Satisfactory** rating.

**Table 1:** Rating system of the client satisfaction survey.

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

#### ***On Client Demographic and No. of Respondents:***

There were 26 external services from 11 service providing units. Kindly refer to Table 4 for the list of external services. For services listed in PNRI Citizen’s Charter, the agency managed to get a total of 796 respondents. They were primarily composed of private and public hospitals, companies, licensees, other government institutions, students, industries, private companies, individuals and the like. The agency also offers On-The-Job Training (OJT) and Thesis/Research Advisorship; in which case, the clients are students from different universities. Seventeen (17) surveys came from this group for the second quarter of 2024. This brings the total external respondents to 813.

About 71% of the total external respondents came from three units of PNRI. The highest number of respondents came from NIDS (320, 39%) which is mostly from the Guided tour service. This was 2.74 times higher than the last quarter’s respondents from NIDS and can be attributed from different activities of PNRI conducted in this quarter. This was followed up by ISS (139, 17%) and LRES (124, 15%). For a more detailed distribution of respondents, kindly refer to Figure 1.

For internal services, there are a total of 621 respondents. It can be observed from Table 5 that a lot of the respondents came from services not listed in the PNRI’s CC. Only 23.5% of respondents came from services listed in the agency’s CC. There is an underlying cause of this and was pointed out in the Q1 2024 CCSS report. But, as of the writing of this report, we are waiting for CART to resolve this issue. Figure 2 shows the distribution of respondents of internal services. The largest fraction of the total respondents came from MISS (215, 35%) for helpdesk request. ESS followed this up with their 20% contribution. It can be noted that during the second quarter, they offered service for 3D printing which increased their number of internal customers.

#### ***On Citizen’s Charter Awareness:***

Effective 01 April 2024, the form now contains three (3) Citizen’s Charter Awareness questions and one (1) overall satisfaction question to align with the ARTA requirements. The former are questions intentionally drafted to elicit the following – awareness, visibility, and helpfulness. The first question aims to check if the client is aware of the Citizen’s Charter in which all government service provider is required<sup>1</sup> to have. The succeeding question aims to

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<sup>1</sup> This can be traced to Section 6 of RA 11032. This was then followed up ARTA Memorandum Circular 2019-002 which is the guidelines on the implementation of Citizen’s Charter in compliance to the mentioned Republic Act. A supplementary guideline was also released – ARTA MC 2019-002A.

check the CC visibility in the office. Lastly, it aims to verify how helpful the CC was during the whole transaction. Table 2 shows the tally of the CC Awareness questions for the second quarter of 2024.

More than half of the internal client was aware of the CC and only a few fractions (3.22%) was not aware of it even after the transaction. On the other hand, this does not translate well for the external clients – only roughly 40% of the customers were aware of CC. Despite that, it is good thing to know that 12.92% were made aware after availing the services offered by PNRI. The agency is hopeful that this will make their future transaction more seamless.

The CC visibility of internal services is higher by 9.63% compared to externals. However, based on the very low percentage on choice 3 and 4, it can be deduced that both internal and external have good visibility. The percentage on choice 1 is not representative of the visibility metric since a lot of the clients did not even answer CC awareness questions<sup>2</sup>. The same pattern can be seen in the third CC question. The internal has higher percentage of CC helpfulness than external; but, overall, both were able to help the customers during their transaction.

**Table 2:** Tally of CC Awareness Questions

Citizen’s Charter Answers	Internal		External	
	Response	Percentage	Response	Percentage
<b>CC1 : Which of the following describes your awareness of the CC?</b>				
1. I know what a CC is and I saw this office’s CC.	326	52.50%	319	39.24%
2. I know what a CC is but I did not see this office’s CC.	31	4.99%	28	3.44%
3. I learned of the CC only when I saw this office’s CC.	11	1.77%	105	12.92%
4. I do not know what a CC is and I did not see this office’s CC.	20	3.22%	118	14.51%
* The customer leaves the question blank	233	37.52%	243	29.89%
<b>CC2: If aware of CC, would you say that the CC of this office was...?</b>				
1. Easy to see	292	47.02%	304	37.39%
2. Somewhat easy to see	47	7.57%	129	15.87%
3. Difficult to see	2	0.32%	14	1.72%
4. Not visible at all	8	1.29%	4	0.49%
5. NA	34	5.48%	89	10.95%
* The customer leaves the question blank	238	38.49%	273	33.58%
<b>CC3: If aware of CC, how much did the CC help you in your transaction?</b>				
1. Helped very much	302	48.63%	348	42.80%
2. Somewhat helped	42	6.76%	95	11.69%
3. Did not help	0	0%	0	0%
4. NA	38	6.12%	87	10.70%
* The customer leaves the question blank	239	38.49%	283	34.81%

**On Overall Satisfaction:**

The overall satisfaction<sup>3</sup> is separate from the eight service quality dimensions indicated in ARTA MC 2022-05. This gives us an idea of how the customer perceived the whole experience. Presented on Table 3 is the overall score for SQD0 – 10<sup>th</sup> column using average

<sup>2</sup> It can be seen that 29.89% of external respondents did not answer CC1, 33.58% on CC2, and 34.81% for CC3. The same pattern can be observed on internal respondents – that is, around 1/3 of the respondents did not answer the CC questions.

<sup>3</sup> This is the first time that PNRI incorporated this into its quarterly report. The pattern of table 3 was from Annex B CSM Report Outline and Sample Report of the previously mentioned Memorandum Circular. However, on this case, a Left blank column was added on Table 3 since not all customers answered this part.

while the 11<sup>th</sup> column using the metric specified in Annex A<sup>4</sup>. Kindly refer to the attached annex for the computation of Overall Score metric. For the second quarter, we have achieved a 99.48% rating which translates to an Outstanding score.

**Table 3: Overall Satisfaction tally and score**

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	NA	*Left blank	Total Responses	Overall (Ave.)	Overall (Per.)
SQD0: Overall Satisfaction (External)	663	98	3	1	0	8	40	813	4.86	99.48%
SQD0: Overall Satisfaction (Internal)	574	34	0	0	0	0	13	621	4.94	100%

**On Service Quality Dimensions:**

Table 4 shows the individual service quality dimension score on each service (12<sup>th</sup> column). Given the 813 respondents from 22 services, the average respondents per service is 37. The services with highest rating (and with equal or more than 37 respondents) came from ISS Electron Beam Irradiation, Gamma Irradiation (SSI), and service from NTC. The first two got a rating of 4.99 while NTC got a score of 4.91. For external services rendered in the second quarter of 2024, the weighted average per service quality dimension is as follows: 4.86 for Responsiveness, 4.89 for Reliability (Quality), 4.84 for Access and Facilities, 4.91 for Communication, 4.83 for Costs, 4.92 for Integrity, 4.89 for Assurance, and 4.89 for Outcome. Overall, PNRI attained a rating of 4.88 equivalent to a Very Satisfactory rating. This is lower than the previous quarter’s external rating of 4.91. Among the eight SQDs, Access and facilities got the biggest difference from previous quarter (4.92 last quarter and 4.84 for this quarter). Nonetheless, this is well within the Quality Objective of PNRI.

For internal services, the average respondents per service is 44 respondents. The three highest rated internal services with the number respondents more than the average are the following: HRMRCS Issuance of Service Issuance of Service Records, Office Clearance, and Contract of Service for Foreign Travel (4.98), MISS Helpdesk Request (4.97), and ESS Diagnosis/Troubleshoot/Repair (4.91). It is important to note, however, that other services attain a score higher than the third spot’s score. It just so happens that we are only looking for services with correspondence equal/higher than the average. As rule of thumb, a larger pool of respondents would mean more reliable representation. For a more detailed overall score on each service, kindly refer to Table 5. The overall score of internal services for the second quarter of 2024 is 4.93, maintaining the previous quarter’s score.

With both internal and external, PNRI got the following service quality dimension scores: 4.89 for Responsiveness, 4.91 for Reliability (Quality), 4.87 for Access and Facilities, 4.93 for Communication, 4.85 for Costs, 4.93 for Integrity, 4.91 for Assurance, and 4.92 for Outcome. This translates to an overall score of 4.90 equivalent to a **Very Satisfactory** rating.

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<sup>4</sup> The respondents with no answer are counted as number of respondents who answered “NA” in the overall score metric on Annex A.

**Table 4: External Services CCSS Report for Q2 of 2024 (April-June)**

From the month of April-June, PNRI gathered a total of 813 external respondents. The 796 respondents came from clients who availed external services listed in the agency’s Citizen’s Charter (CC) and 17 respondents from services not included in the CC. PNRI got an overall rating of 4.88 for external services rendered in Q2 2024 equivalent to a Very Satisfactory result. The individual score of each service is indicated in the table below.

Service Provider	No.	Service Delivered	Responsiveness	Reliability (Quality)	Access & Facilities	Communication	Costs	Integrity	Assurance	Outcome	Score	Remarks	No. of Respondents	
LRES	1*	Issuance of New/Amendment of Radioactive Material License	4.60	4.70	4.59	4.72	4.63	4.77	4.73	4.63	4.67	VS	60	
		Issuance of Renewed Radioactive Material License												
	2	Issuance of Certificate of Exemption (COE) and Other Certifications	4.50	5.00	4.50	5.00	4.50	5.00	4.50	5.00	4.75	VS	8	
	3	Issuance of Certificate of Release of Radioactive Materials (COR) from the Bureau of Customs	4.70	4.86	4.66	4.88	4.59	4.91	4.68	4.79	4.76	VS	56	
IES	4	Conduct of Regulatory Inspection and Audit of Radioactive Materials and Facilities	4.90	4.86	NA	4.95	4.75	4.95	4.95	4.86	4.89	VS	21	
	5	Issuance of Permit to Transport	4.88	4.80	4.92	4.84	4.84	4.84	4.84	4.88	4.86	VS	25	
RPSS	6**	OSL Personnel Monitoring Services	4.88	4.88	4.88	4.88	4.75	4.88	4.81	4.88	4.85	VS	16	
		TLD Personnel Monitoring Services	5	5	4.50	5	5	5	5	5	4.94	VS	2	
	7*	Calibration and Dose Measurement Services: Activity Meter / Teletherapy Machine / Sources for Brachytherapy	4.93	4.93	4.93	4.87	4.87	4.93	4.93	4.93	4.93	4.92	VS	15
		Calibration of Radiation Monitoring Instruments												
	8*	Radiation Control: Swipe Sample Analysis	5	5	5	5	5	5	5	5	5	5	O	4
		Radiation Control: Leak Testing of Sealed Sources												
	9	Radiation Control: Radiation Monitoring and Hazards Evaluation	-	-	-	-	-	-	-	-	-	-	-	-
	10	Radiation Control: Lease of Survey Meter	-	-	-	-	-	-	-	-	-	-	-	-
11	Lease of Moisture Density Gauge	-	-	-	-	-	-	-	-	-	-	-	-	
12*	Temporary Storage of Radioactive Material	5	5	5	5	4.50	5	5	5	5	4.94	VS	2	
	Radioactive Waste Management Services													
ISS	13	Electron Beam Irradiation Services	5	5	4.98	5	5	4.98	5	5	4.99	VS	40	
	14	Gamma Irradiation Services: Self-shielded Gamma Irradiator - Gammacell 220 (GC) and Ob-Servo Sanguis (ObS)	4.99	5	5	4.97	4.99	5	5	5	4.99	VS	68	

	15	Gamma Irradiation Services: Multipurpose Irradiation Facility	5	5	5	4.94	5	5	5	5	4.99	VS	31	
<b>NATAS</b>	16	Radiometric and Chemical Analysis	4.89	4.89	4.89	4.89	4.89	4.89	4.89	4.89	4.89	VS	9	
<b>ITS</b>	17	Gamma Column Scanning	-	-	-	-	-	-	-	-	-	-	-	
<b>ESS</b>	18	Instrument Repair: Survey Meter	5	5	5	5	4.75	5	5	5	4.98	VS	6	
<b>BMRS</b>	19	Microbiological Analysis	5	5	5	5	5	5	5	5	5	O	4	
	20	Cytogenetic Analysis	5	5	5	5	5	5	5	5	5	O	2	
<b>NTC</b>	21*	Nuclear Training Services: Application to Training Courses	4.89	4.90	4.89	4.91	4.92	4.91	4.93	4.93	4.91	VS	107	
		Nuclear Training Services: Response to Request for Training Course												
		Nuclear Training Services: Processing of OJT Application												
		Nuclear Training Services: Processing of Application for Thesis/Research Advisorship Program												
<b>NIDS</b>	22	Nuclear Awareness Seminars and Exhibits	-	-	-	-	-	-	-	-	-	-	-	
	23	Guided Tour of PNRI Facilities	4.87	4.87	4.83	4.93	4.84	4.92	4.91	4.88	4.88	VS	314	
	24*	Library Services	5	5	5	5	5	5	5	5	5	5	O	6
		Online Library Services												
<b>Other Services not Included in Citizen's Charter</b>														
	25†	On-The-Job Training (OJT)	4.86	4.86	4.64	4.93	4.46	4.79	4.71	4.86	4.77	VS	14	
	26†	Thesis/Research Advisorship	5	5	5	5	5	5	5	4.67	4.96	VS	3	
<b>Overall Score per Service Quality Dimension</b>			<b>4.86</b>	<b>4.89</b>	<b>4.84</b>	<b>4.91</b>	<b>4.83</b>	<b>4.92</b>	<b>4.89</b>	<b>4.89</b>	<b>4.88</b>	<b>VS</b>	<b>813</b>	

**Notes:**

- \* These services are separated in the Citizen's Charter. However, the CCSS form are kept and/or considered as one.
- \*\* These services are listed as one service in the Citizen's Charter. However, the CCSS forms are separated.
- † On-The-Job Training (OJT) and Thesis/Research Advisorship are catered by multiple sections of PNRI. For the former, six (6) survey respondents came from ESS, one (1) from CRS, and seven (7) from BMRS. In addition, three (3) survey response from CRS were received for Thesis/Research Advisorship.

**Table 5: Internal Services CCSS Report for Q2 of 2024 (April-June)**

PNRI got an overall score of 4.93 for internal services rendered in the second quarter of the calendar year 2024. This was calculated from the 621 respondents who availed services within PNRI. The individual score of each service is indicated in the table below.

Service Provider	No.	Service Delivered	Responsiveness	Reliability (Quality)	Access & Facilities	Communication	Costs	Integrity	Assurance	Outcome	Score	Remarks	No. of Respondents
PPS, AS, BS	1†	Processing of Purchase Request	-	-	-	-	-	-	-	-	-	-	-
	2†	Processing and Approval of Purchase Order (PO) and Job Order	-	-	-	-	-	-	-	-	-	-	-
	3†	Processing of Payment for Purchase Orders (PO), Job Orders (JO) and Contracts	-	-	-	-	-	-	-	-	-	-	-
BS, AS	4	Processing of Government Obligation and Payment of Various Reimbursements	5	5	5	5	NA	5	5	5	5	0	6
		Processing of Government Obligation and Payment for IOTs and LTOs											
HRMRCS	5	Issuance of Service Records, Office Clearance, and Contract of Service for Foreign Travel (Official/Personal)	5	4.99	4.98	4.98	4.96	4.97	4.99	5	4.98	VS	87
CS	6†	Collection of Payments and Deposits for Various PNRI Services thru the e-Payment System	-	-	-	-	-	-	-	-	-	-	-
	7†	Disbursement of Checks/ADA Preparation	-	-	-	-	-	-	-	-	-	-	-
GSS	8	Request for Use of PNRI Vehicle	-	-	-	-	-	-	-	-	-	-	-
	9	Request for Equipment/Materials Brought In/Out to PNRI	-	-	-	-	-	-	-	-	-	-	-
	10*	Request to Work during Weekends and Holidays	5	4.93	4.93	4.97	4.87	4.97	5	5	4.96	VS	30
	11	Request for Carpentry, Electrical/ Telephone and Plumbing Works	5	5	5	5	NA	5	4.95	5	4.99	VS	20
	12	Request for Photocopying and Printing Service	5	5	5	5	NA	5	5	5	5	0	3
<b>Other Services not Included in Citizen's Charter</b>													
PPS	13	Issuance of Supplies	444.88	4.84	4.94	4.94	4.74	4.94	4.88	4.90	4.89	VS	51
MISS	14	Helpdesk Request	4.96	4.97	4.93	4.97	NA	4.99	4.97	4.99	4.97	VS	215
ICS	15	Processing of Indorsement	4.76	4.84	4.74	4.85	4.82	4.84	4.83	4.84	4.81	VS	80
ESS	16	3D Design/Modelling/Printing	5	4.88	5	5	5	5	5	4.94	4.98	VS	17

	17	Diagnosis/Troubleshoot/Repair	4.92	4.89	4.89	4.92	4.91	4.91	4.91	4.92	<b>4.91</b>	<b>VS</b>	53
	18	Fabrication/Design/Assembly	4.85	5	4.9	4.95	4.83	4.90	5	4.95	<b>4.93</b>	<b>VS</b>	20
	19	Cleaning/Check up	4.79	4.84	4.84	4.89	4.82	4.89	4.89	4.89	<b>4.86</b>	<b>VS</b>	19
	20	Technical Assistance/Transfer/Evaluation	4.94	4.94	4.88	4.94	4.92	4.94	4.94	4.94	<b>4.93</b>	<b>VS</b>	17
<b>BDS</b>	21	IP/Business/Transfer Consultation	5	5	5	5	5	5	5	5	<b>5</b>	<b>O</b>	3
<b>Overall Score per Service Quality Dimension</b>			<b>4.93</b>	<b>4.93</b>	<b>4.91</b>	<b>4.95</b>	<b>4.88</b>	<b>4.95</b>	<b>4.94</b>	<b>4.95</b>	<b>4.93</b>	<b>VS</b>	<b>621</b>

**Note:**

† These services include multiple units and are already part of the core function of their office. CCSS report on these services is yet to be addressed by CART.

\* Although this is listed in GSS, CCSS submission of raw data was made by HRMRCS

**Table 6: Overall Customer Rating for Q2 2024 (April-June)**

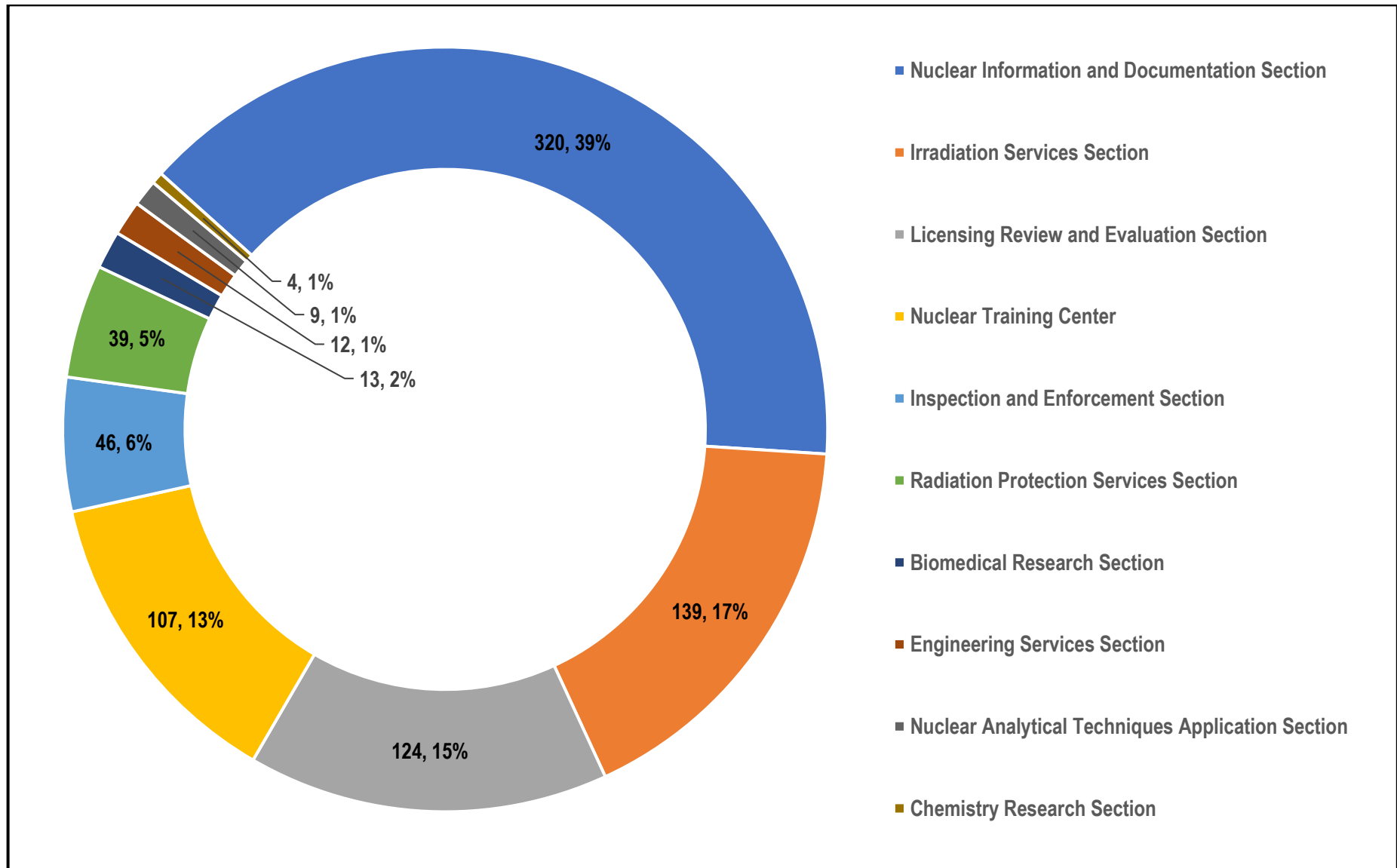
Weighted average was used to get the overall score per Service Quality Dimension with the number of respondents as weights. For this quarter, PNRI got an overall rating (external and internal) of 4.90 which corresponds to a **Very Satisfactory** rating.

	Responsiveness	Reliability (Quality)	Access & Facilities	Communication	Costs	Integrity	Assurance	Outcome	Score	Remarks	No. of Respondents
<b>External</b>	<b>4.86</b>	<b>4.89</b>	<b>4.84</b>	<b>4.91</b>	<b>4.83</b>	<b>4.92</b>	<b>4.89</b>	<b>4.89</b>	<b>4.88</b>	<b>VS</b>	813
<b>Internal</b>	<b>4.93</b>	<b>4.93</b>	<b>4.91</b>	<b>4.95</b>	<b>4.88</b>	<b>4.95</b>	<b>4.94</b>	<b>4.95</b>	<b>4.93</b>	<b>VS</b>	621
<b>Overall</b>	<b>4.89</b>	<b>4.91</b>	<b>4.87</b>	<b>4.93</b>	<b>4.85</b>	<b>4.93</b>	<b>4.91</b>	<b>4.92</b>	<b>4.90</b>	<b>VS</b>	<b>1,434</b>



**Figure 1:** External Respondents Distribution for Q2 2024

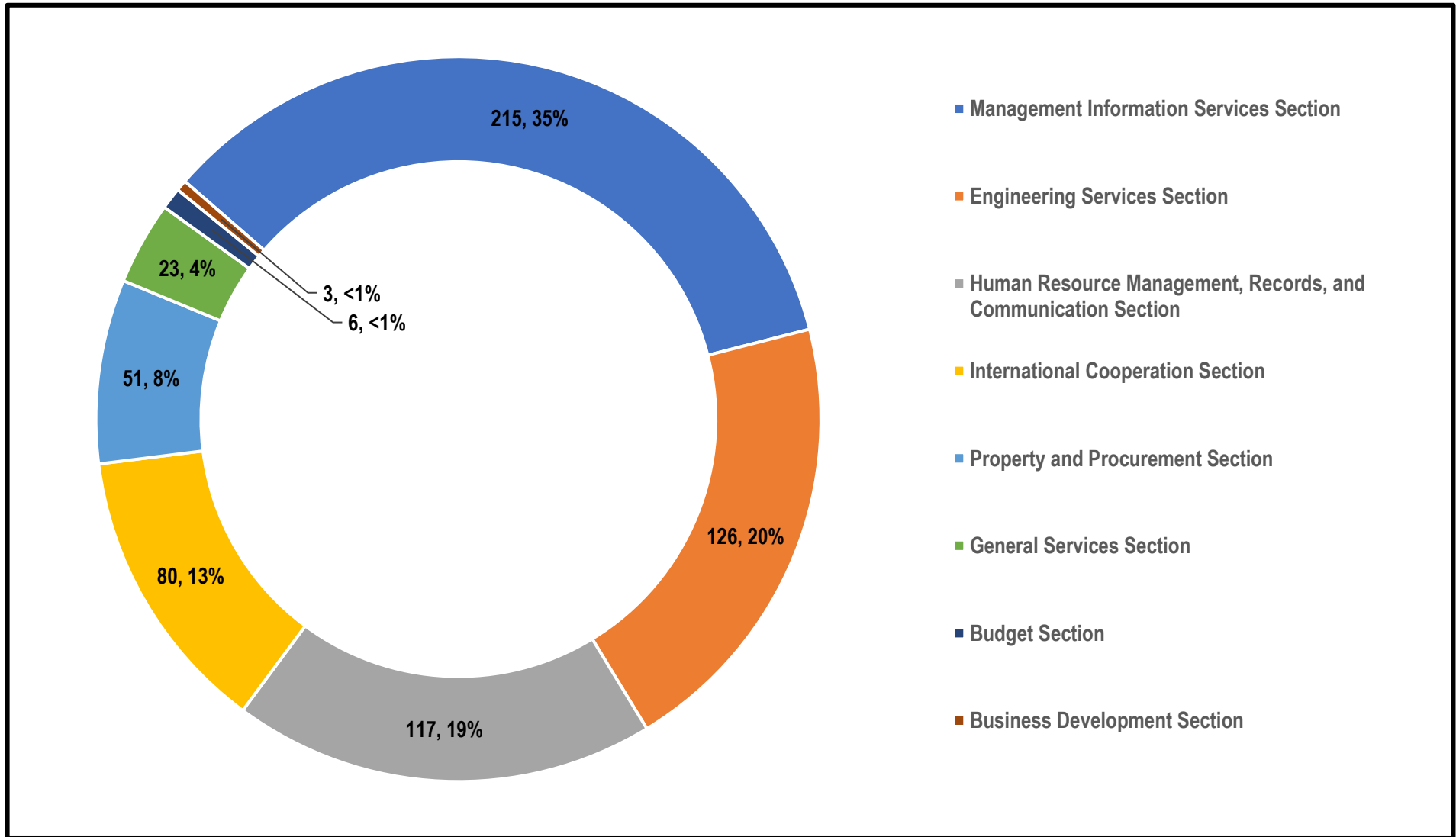
Figure 1 shows the distribution of the external survey respondents for the second quarter of 2024. It illustrates the number of respondents per service providing unit of PNRI. Actual respondents per service is listed in Table 4 for a more detailed information. There are a total of 813 respondents which is higher than the previous quarter by 20.27%.



**Note:** Arranged from highest number of respondents to lowest in a clockwise manner starting at the top.

**Figure 2.** Internal Respondents Distribution for Q2 2024

The total number of internal respondents of Q2 2024 is 621. MISS has the biggest contribution comprising of 35% of the total number of respondents. The number of respondents per service providing unit as well its percentage on the total number of internal respondents is illustrated as pie chart in Figure 2 (arranged from highest to lowest in a clockwise manner starting at the top).



**Table 7. Services with no CCSS Report**

12 of 47 (25.5%) services did not have a CCSS report for Q2 of 2024. This table summarizes and details these services as well as the reasons why there were no CCSS reports made. Previous quarter's no submission rate was 27% but it does not mean that the number of services with no submission has declined. There are still 12 services with no CSM report, and, in fact, these are the services with no submission in the previous quarter. The only difference was the number of services increased – ESS offered 3D printing and there's Thesis/Research Advisorship on this quarter. The number of services increased (denominator) making the overall no submission rate lower.

Service Provider	Service Delivered	Remarks
<b>EXTERNAL</b>		
<b>RPSS</b>	Radiation Control: Radiation Monitoring and Hazards Evaluation	No service rendered
	Radiation Control: Lease of Survey Meter	No survey respondent
	Lease of Moisture Density Gauge	No service rendered
<b>ITS</b>	Gamma Column Scanning	No service rendered
<b>NIDS</b>	Nuclear Awareness Seminars and Exhibits	No service rendered
<b>INTERNAL</b>		
<b>PPS, BS, AS</b>	Processing of Purchase Request	No CSM (to be addressed by CART)
	Processing and Approval of Purchase Order (PO) and Job Order	
	Processing of Payment for Purchase Orders (PO), Job Orders (JO) and Contracts	
<b>CS</b>	Collection of Payments and Deposits for Various PNRI Services thru the e-Payment System	No CCSS data submitted
	Disbursement of Checks/ADA Preparation	
<b>GSS</b>	Request for Use of PNRI Vehicle	No customer survey respondents
	Request for Equipment/Materials Brought In/Out to PNRI	

#### IV. Summary

PNRI received a **"Very Satisfactory"** rating of **4.90** for the second quarter of 2024 (period covering April to June 2024). This result is well within the Quality Objective of the organization. The average per service dimension for all external and internal services are as follows: 4.89 for Responsiveness, 4.91 for Reliability (Quality), 4.87 for Access and Facilities, 4.93 for Communication, 4.85 for Costs, 4.93 for Integrity, 4.91 for Assurance, and 4.92 for Outcome.

The overall number of respondents for this quarter is 1,434 which is 22.67% higher than the previous quarter. For external services with respondents more than the average external respondents per service, the three services with the highest average rating were the following: ISS Electron Beam Irradiation (4.99), ISS Self-shielded Gamma Irradiation (4.99), and services offered by NTC (4.91). On the other hand, internal services from HRMRCS, MISS, and ESS got the highest rated service (with more than 44 respondents) for this quarter.

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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Director, PNRI

## SUPPLEMENTARY NOTES

During the previous quarter's report, it was noted that the PNRI CSM form was being revised to comply with ARTA requirements. The new form was effective 01 April 2024 (start of Q2) and due to this, some parts of the CCSS report are added. These are the following:

1. Addition of the Overall Satisfaction (SQD0)
2. Addition of CC Awareness questions

### For reference:

This is part of the supplementary note of the previous quarter's report. We are referencing it as it is still relevant to this report.

*“Although ARTA only requires that the CSM Report be submitted annually, the Philippine Nuclear Research Institute diligently posts its CSM Report on a quarterly basis. It follows to reason that the quarterly report should have the same presentation of data as the annual report. However, it may not correspond well with the metric being used in the quality objectives of some process owners. Many service delivery units in the agency monitor their customer satisfaction with (weighted) average as metric. As stated in the ARTA MC 2023-05, the overall score should be based on the given formula:*

$$S = \frac{N_{SA} + N_A}{N_T - N_{NA}}$$

where:

- $N_{SA}$  - the number of respondents who answered “Strongly Agree”
- $N_A$  - the number of respondents who answered “Agree”
- $N_T$  - the total number of respondents
- $N_{NA}$  - the number of respondents who answered “Not Applicable”

*This creates a dilemma on which metric should be presented. To resolve such a case, weighted average will be used in quarterly report (just like the previous reports). However, it will now include a separate annex to show the scores using ARTA metric.”*

## Annex B

This section presents the data in Table 4 and 5 of this report using the metric specified by ARTA. Overall score will be interpreted using Table 8.

**Table 8:** Rating system of the client satisfaction survey (overall score based on ARTA MC 2023-05)

Percentage	Rating
Below 60%	Poor
60.0% - 79.9%	Fair
80.0% - 89.9%	Satisfactory
90.0% - 94.9%	Very Satisfactory
95.0% - 100%	Outstanding

**Table 9:** Conversion of Table 4 using the metric specified in Annex A (supplementary notes).

Service Provider	No.	Service Delivered	Responsiveness	Reliability (Quality)	Access & Facilities	Communication	Costs	Integrity	Assurance	Outcome	Score	Remarks	Number of Respondents	
LRES	1	Issuance of New/Amendment of Radioactive Material License	91.67	95.00	94.92	98.33	94.92	98.33	96.67	96.67	95.81	O	60	
		Issuance of Renewed Radioactive Material License												
	2	Issuance of Certificate of Exemption (COE) and Other Certifications	100	100	100	100	100	100	100	100	100	100	O	8
	3	Issuance of Certificate of Release of Radioactive Materials (COR) from the Bureau of Customs	100	100	100	100	100	100	100	100	100	O	56	
IES	4	Conduct of Regulatory Inspection and Audit of Radioactive Materials and Facilities	100	100	NA	100	95	100	100	100	99.29	O	21	
	5	Issuance of Permit to Transport	100	100	100	100	100	100	100	100	100	O	25	
RPSS	6	OSL Personnel Monitoring Services	100	100	100	100	93.75	100	93.75	100	98.44	O	16	
		TLD Personnel Monitoring Services	100	100	100	100	100	100	100	100	100		2	
	7	Calibration and Dose Measurement Services: Activity Meter / Teletherapy Machine / Sources for Brachytherapy	100	100	100	100	100	100	100	100	100	100	O	15
		Calibration of Radiation Monitoring Instruments												
	8	Radiation Control: Swipe Sample Analysis	100	100	100	100	100	100	100	100	100	100	O	4
Radiation Control: Leak Testing of Sealed Sources														







All information provided will be treated strictly as confidential.

PNRI-CSM-01 Rev. 5/10-01-2023



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Control No.:

Date:

### Customer/Client Satisfaction Survey (CCSS) Form

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

External  Internal

Name:

(Pangalan)

Age:

(Edad)

Sex:

(Kasarian)

 Male Female

Address:

(Tirahan)

 Home Business

Contact Number (Telepono):

E-mail address:

(Sulatroniko)

Type of Customer/Client (Uri ng kliyente):

**Citizen/Individual/Representative**  
 (private individual as transacting public)

**Organization/PO**  
 (representative of an organization/People's Organisation)

**Business/Company**  
 (representative of business/company firm)

**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/s 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 (✓) for your rating to the following criteria. (Pakisuri ang serbisyong ibinigay sa iyo sa pamamagitan ng paglagay ng tsek (✓) na marka sa sumusunod na mga pamantayan.)

Criteria (Definition) Pamantayan (Kahulugan)	Outstanding (5)	Very Satisfactory (4)	Satisfactory (3)	Fair (2)	Poor (1)
1. <b>Responsiveness</b> (Delivery of prompt service or within the prescribed/agreed time) <i>Pagtugon</i> (Naayon sa itinakdang panahon ang ibinigay na serbisyo)					
2. <b>Reliability (Quality)</b> (Service or product conforms to the set requirements) <i>Kalidad ng serbisyo</i> (Ang serbisyo o produkto ay sumusunod sa kinakailangan)					
3. <b>Access &amp; Facilities</b> (Condition of facility; availability of equipment) <i>Kapaligiran</i> (Lagay ng pasilidad; mayroong kagamitan)					
4. <b>Communication</b> (Staff is polite while delivering the service) <i>Komunikasyon</i> (Magalang ang mga kawani sa pagbibigay ng serbisyo)					
5. <b>Costs</b> (Value for money, preferred methods of payment, timely billing) <i>Gastos</i> (Makatarungan ang presyo at paraan ng pagbayad)					
6. <b>Integrity</b> (There is honesty, fairness, and trust in each service) <i>Integridad</i> (May katapatan, katarungan, at tiwala sa paggawa ng bawat serbisyo)					
7. <b>Assurance</b> (Able to perform the service correctly; provides right solution or advice to the problem or concern) <i>Pagitiwala</i> (Naglingkod nang tama; nagbibigay ng tamang solusyon o payo para sa suliranin)					
8. <b>Outcome</b> (Realization of the intended benefits) <i>Resulta</i> (Natupad ng serbisyo ang benepisyonang kailangan)					
<b>Comments and suggestions</b> (Use the back page, if necessary) <i>Mga puna at mungkahi</i> (Gamitin ang likuran ng pahinang ito kung kinakailangan)					

**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 alinsunod sa mga alituntunin ng Batas Republika Blg. 10173 o ang Data Privacy Act of 2012. Hindi ito maaaring gamitin sa iba pang layunin maliban sa nabanggit.

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PNRI-CSM-01 Rev. 6/04-01-2024



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External  Internal

Name:

(Pangalan)

Age:

(Edad)

Sex:

(Kasarian)

Male

Female

Address:

(Tirahan)

Home

Business

Contact Number (Telepono):

E-mail address:

(Sulatronko)

Type of Customer/Client (Uri ng kliyente):

Citizen/Individual/Representative  
(private individual as transacting public)

Organization/PO  
(representative of an organization/People's Organisation)

Business/Company  
(representative of business/company firm)

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/s being evaluated/assessed:

(Tukuyin ang serbisyo na sinusuri)

**CITIZEN'S CHARTER AWARENESS:** Put a check (✓) on your answer to the Citizen's Charter (CC) questions. (Lagyan ng tsek (✓) ang iyong sagot sa mga sumusunod na katanungan tungkol sa Citizen's Charter.)

CC1. Which of the following best describes your awareness of a CC?

(Alin sa mga sumusunod ang naglalarawan sa iyong kaalaman sa CC?)

1. I know what a CC is and I saw this office's CC.  
(Alam ko ang CC at nakita ko ito sa napuntahang opisina.)

2. I know what a CC is but I did NOT see this office's CC.  
(Alam ko ang CC pero hindi ko ito nakita sa napuntahang opisina.)

3. I learned of the CC only when I saw this office's CC.  
(Nalaman ko ang CC nang makita ko ito sa napuntahang opisina.)

4. I do not know what a CC is and I did not see one in this office. Answer 'N/A' on CC2 and CC3.  
(Hindi ko alam kung ano ang CC at wala akong nakita sa napuntahang opisina. Lagyan ng tsek ang 'N/A' sa CC2 at CC3 kapag ito ang iyong sagot)

CC2. If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?

(Kung alam ang CC (Nag-tsek sa opsiyon 1-3 sa CC1), masasabi mo ba na ang CC nang napuntahang opisina ay...?)

1. Easy to see (Madaling makita)

4. Not visible at all (Hindi makita)

2. Somewhat easy to see (Medyo madaling makita)

5. N/A

3. Difficult to see (Mahirap makita)

CC3. If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

(Kung alam ang CC (nag-tsek sa opsiyon 1-3 sa CC1), gaano nakatulong ang CC sa transaksyon mo)

1. Helped very much (Sobrang nakatulong)

3. Did not help (Hindi nakatulong)

2. Somewhat helped (Nakatulong naman)

4. N/A

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\*Anonymous ratings will not be considered

**CUSTOMER/CLIENT SATISFACTION SURVEY:**

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



Criteria (Definition) Pamantayan (Kahulugan)	Strongly Agree (5)	Agree (4)	Neither Agree nor Disagree (3)	Disagree (2)	Strongly Disagree (1)	N/A Not Applicable
0. <b>Overall Satisfaction</b> (I am satisfied with the service I availed)  <i>Pangkalahatang Kasiyahan</i> (Nasiyahan ako sa aking natanggap na serbisyo)						
1. <b>Responsiveness</b> (Delivery of prompt service or within the prescribed/agreed time)  <i>Pagtugon</i> (Naaayon sa itinakdang panahon ang ibinigay na serbisyo)						
2. <b>Reliability (Quality)</b> (Service or product conforms to the set requirements)  <i>Kalidad ng serbisyo</i> (Ang serbisyo o produkto ay sumusunod sa kinakailangan)						
3. <b>Access &amp; Facilities</b> (Condition of facility; availability of equipment)  <i>Kapaligiran</i> (Lagay ng pasilidad; mayroong kagamitan)						
4. <b>Communication</b> (Staff is polite while delivering the service)  <i>Komunikasyon</i> (Magalang ang mga kawani sa pagbibigay ng serbisyo)						
5. <b>Costs</b> (Value for money, preferred methods of payment, timely billing)  <i>Gastos</i> (Makatarungan ang presyo at paraan ng pagbayad)						
6. <b>Integrity</b> (There is honesty, fairness, and trust in each service)  <i>Integridad</i> (May katapatan, katarungan, at tiwala sa paggawa ng bawat serbisyo)						
7. <b>Assurance</b> (Able to perform the service correctly; provides right solution or advice to the problem or concern)  <i>Pagitiwala</i> (Naglingkod nang tama; nagbigay ng tamang solusyon o payo para sa suliranin)						
8. <b>Outcome</b> (Realization of the intended benefits)  <i>Resulta</i> (Natupad ng serbisyo ang beneplisyong kailangan)						
<b>Comments and suggestions:</b> <i>Mga puna at mungkahit:</i>						

**On-the-Job Training Program  
Evaluation Form**

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

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
<b>1. TRAINING PROGRAM</b>					
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.					
<b>2. SUPERVISOR</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
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.					
<b>3. FACILITIES AND VENUE</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
3.1 Equipment, tools and other facilities are available and adequate.	na	na	na	na	na
3.2 The training venue is conducive for learning.	na	na	na	na	na

**Comments and suggestions:**

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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					
<b>I. PERSONAL DATA</b>					
1. Name <i>(optional)</i> :					
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:					
<b>DIRECTION:</b> In relation to the activity you have participated in, please check the appropriate box to indicate your honest and objective assessment of the following:					
<b>A. Program of Activities</b>	Poor	Fair	Satisfactory	Very Satisfactory	Outstanding
1. Scheduling (adequacy of time allotted for each activity)					
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>B. Materials</b>	Poor	Fair	Satisfactory	Very Satisfactory	Outstanding
1. Quality					
2. Content					
3. Packaging					
4. Adequacy					
5. Relevance to needs of participants					
6. Up-to-datedness					
<b>C. Program Objectives</b>	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
1. Objectives were understood well					
2. Objectives were attained					
<b>D. Venue</b>	Poor	Fair	Satisfactory	Very Satisfactory	Outstanding
1. Services					
2. Facilities (light, water, ventilation, noise, restrooms)					

<b>E. Content and Performance</b>		
1. How satisfied are you with the training course?	<input type="checkbox"/> Not at all satisfied <input type="checkbox"/> Quite satisfied <input type="checkbox"/> Satisfied	<input type="checkbox"/> Very satisfied, or <input type="checkbox"/> Extremely satisfied
2. Professionally, do you regard your participation in the training course as	<input type="checkbox"/> Useless, <input type="checkbox"/> Of little use, <input type="checkbox"/> Quite relevant and quite informative,	<input type="checkbox"/> Relevant and informative, or <input type="checkbox"/> Highly relevant and very informative?
3. Do you regard the coverage of the training course as	<input type="checkbox"/> Not balanced and lacking in some areas/ topics, <input type="checkbox"/> Balanced, <input type="checkbox"/> Sufficiently balanced, but should be improved, <input type="checkbox"/> Well-balanced and very comprehensive, but more time is needed, or <input type="checkbox"/> Well-programmed?	
4. How do you find the practical laboratory exercises as an application of the principles learned in the lecture?	<input type="checkbox"/> Useless. <input type="checkbox"/> Of little use. <input type="checkbox"/> Quite relevant and quite informative.	<input type="checkbox"/> Relevant and informative. <input type="checkbox"/> Highly relevant and very informative.
5. How was the entire training course supervised?	<input type="checkbox"/> There is evident lack of supervision. <input type="checkbox"/> Fairly supervised, but the schedule of activities is enough guidance. <input type="checkbox"/> Well supervised, but there is lack of time for some activities or lecturers. <input type="checkbox"/> Very well supervised. <input type="checkbox"/> Others. Please specify:	
6. How do you find examinations as a way of evaluating the performance of participants?	<input type="checkbox"/> Unrealistic and effective. <input type="checkbox"/> Although not a reliable standard, exams force one to study and perhaps learn. <input type="checkbox"/> Still the most effective measure of how much one has learned. <input type="checkbox"/> Others. Please specify:	
7. If you have any recommendations regarding the conduct or scheduling of the training course, please state them:		
8. Would you recommend this training course to your colleague or friend? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please give details: Name: _____ Organization: _____ Address: _____		