



Q3 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 survey conducted by the different service-providing units of the agency with their respective services for the period of July to September 2024 (Quarter 3 of calendar year 2024).

II. Methodology

PNRI started using revision 6 of its CCSS form on April 01, 2024. Aside from the eight (8) service quality dimensions, it now includes one (1) overall satisfaction question and three (3) Citizen's Charter (CC) awareness questions. These inclusions divide the form into three (3) parts. 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 second partition of the survey checks the customer's understanding of CC, its visibility in the office, and its helpfulness during a transaction. A customer will tick the checkbox that corresponds to their answer. The analysis of the data will be patterned to the Annex B Client Satisfaction Measurement Report Outline and Sample Report of ARTA MC 2022-05. Separate tabulation will be made for internal and external services.

Lastly, the survey contains the eight (8) service quality dimensions and one (1) overall satisfaction question. Note that a separate discussion will be made for the overall satisfaction question. As per the abovementioned memorandum circular, under section 4.4.1, the eight service quality dimensions are separate from the overall satisfaction question. Each of these dimensions will be rated by the customer from 1 to 5 (or NA if not applicable). The rating of the service quality dimensions of a particular service will be evaluated using normal average.

However, answers with NA¹ will not be included in the computation. As a result of not rating an SQD (or choosing Not Applicable), the number of valid responses will not be the same as the other SQDs. The succeeding example below portrays this scenario in detail.

Let's suppose that a particular service got 20 survey responses for this quarter. The tally of the rating can be seen in Table 1. Notice that on **SQD₅** five customers did not provide a rating, and three customers rated NA. Needless to say, **SQD₅** has 12 valid responses while, for instance, **SQD₁** has 20 valid responses. The average of each SQD can be calculated in a straightforward manner. However, it begs the question - how are we supposed to calculate the overall score for this particular service? One thing is for sure, **SQD₅** does not have the same weight as **SQD₁** since the latter has more valid response. It makes sense to say that **SQD₁** has more impact on the overall score compared to **SQD₅**.

Table 1: Sample tally

Rating	SQD ₁	SQD ₂	SQD ₃	SQD ₄	SQD ₅	SQD ₆	SQD ₇	SQD ₈
Strongly Agree (5)	15	18	20	15	10	10	17	20
Agree (4)	5	2	0	5	2	8	0	0
Neither Agree nor Disagree (3)	0	0	0	0	0	0	0	0
Disagree (2)	0	0	0	0	0	0	0	0
Strongly Disagree (1)	0	0	0	0	0	0	0	0
NA	0	0	0	0	3	2	0	0
Did not answer	0	0	0	0	5	0	3	0
Valid responses	20	20	20	20	12	18	17	20

The score of the service quality dimension will be rated using the normal average². Since the ratings are already tallied, the average of the service quality dimension **SQD_i** can be computed using the following³

$$S_i = \frac{\sum_{j=1}^5 N_{ij} \cdot j}{\sum_{j=1}^5 N_{ij}}$$

where:

S_i (*i* = 1, 2, ..., 8) is the score of the service quality dimension **SQD_i**

N_{ij} (*j* = 1, 2, ..., 5) the number of tallies of **SQD_i** at rating *j*. For example, **N₆₄** is the number of customers who gave a rating of 4 at **SQD₆**. In the provided table, the tally is 8 located in 7th column and 3rd row.

The equation will provide the score on each service quality dimension. However, for the overall score of the service per se, the weighted average will be used with the number of valid responses as weights.

¹ Service Quality dimension that are not rated (i.e. customer left it blank) will not be considered and would bear no effect in the normal average.

² The metric provided by ARTA will be utilized to present the overall score in the PNRI annual CSM report. However, an Annex is provided in the end of the report to show the overall score in weighted average. This is to make an easier comparison with the quarterly report which are presented using weighted average.

³ The index *i* was used to denote the service quality dimension while index *j* was used as the numerical value of the ratings – Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, Strongly Disagree. To index SQD1-SQD8, the following notation was used – **SQD_i**.

For the analysis of the survey, the customer satisfaction rating will be interpreted using Table 2. The general Quality Objective (QO) of the organization is to achieve a **Very Satisfactory** rating.

Table 2: 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 27 external services from 11 service providing units of PNRI. Kindly refer to Table 5 for the list of external services. For services listed in PNRI Citizen’s Charter, the agency was able to compile 589 surveys. They were primarily composed of private and public hospitals, companies, licensees, other government institutions, students, industries, private companies, individuals and the like. Eighteen (18) surveys came from students who underwent On-The-Job Training and one (1) from a Thesis/Research Advisorship. Combining these groups, the total number of external respondents for this quarter is 608. This is 25.22% lower than the previous quarter’s external respondents. Looking at the previous quarter, the service with the most number of survey came from NIDS Guided Tour with 314 respondents. The number of respondents from the same service for this quarter is 69 surveys. This is not negative as it may seem, there are a lot of activities in the second quarter which led to more people coming in the facilities.

Figure 1 illustrates the distribution of respondents per service providing unit. The Irradiation Service Section (ISS) contributed the most in the pool of external respondents with a total survey of 149. This is equivalent to 24.51% of the total number of respondents. LRES (19.9%) followed the second spot while NTC (19.57%) earned the third highest number of respondents for external service rendered in the third quarter of 2024.

For internal services, a total of 699 surveys were compiled. Majority of the respondents came from services not included in the PNRI CC - about 76% of the total internal respondents. It only goes to show that some of the services are yet to be added in the PNRI CC. Figure 2 shows the distribution of the respondents per service providing unit. It is evident from the chart that MISS Helpdesk Request (41.34%) managed to get the highest number of respondents. ESS (23.32%) and HRMRCS⁴ (16.31%) followed the ranking.

On Citizen’s Charter Awareness:

The CC questions were made to measure the CC awareness of the client, the visibility of the CC in the office, and its helpfulness during a transaction. Table 3 shows the tally (and percentage) of each answer to the three CC questions. For internal services, it can be noted that a large fraction of internal clients did not answer this questions and left it blank. All CC

⁴ In PNRI Citizen’s Charter, the Request to Work in Weekend/Holiday is listed as a service offered by GSS. However, the survey (Q3 2024) for this service was submitted by HRMRCS.

questions tend to have a nonresponse rate of 49% (internal). This did not come as a surprise since majority of the survey from internal respondents came from services that are not yet enrolled/added in the PNRI CC. Due to this, we expect the maximum possible CC metric to be about 51%. The actual percentage we attained for this quarter are as follows: CC awareness 44.92%, CC visibility 39.77%, and CC helpfulness 40.49%.

For external services with 608 respondents, the same pattern can be observed. Roughly one-third of the external respondents left the CC questions blank (30.92% for CC1, 33.22% for CC2, 33.55% for CC3). 42.60% of external clients responded that they were aware of CC, 41.78% answered that it was easy to see, and 43.26% responded that it helped during the transaction.

Table 3: Tally of CC Awareness Questions (Q3 2024)

Citizen's Charter Answers	Internal		External	
	Response	Percentage	Response	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.	314	44.92%	259	42.60%
2. I know what a CC is but I did not see this office's CC.	31	4.43%	26	4.28%
3. I learned of the CC only when I saw this office's CC.	13	1.86%	58	9.54%
4. I do not know what a CC is and I did not see this office's CC.	0	0%	77	12.66%
* The customer leaves the question blank	341	48.78%	188	30.92%
CC2: If aware of CC, would you say that the CC of this office was...?				
1. Easy to see	278	39.77%	254	41.78%
2. Somewhat easy to see	52	7.44%	73	12.01%
3. Difficult to see	2	0.29%	9	1.48%
4. Not visible at all	7	1%	5	0.82%
5. NA	19	2.72%	65	10.69%
* The customer leaves the question blank	341	48.78%	202	33.22%
CC3: If aware of CC, how much did the CC help you in your transaction?				
1. Helped very much	283	40.49%	263	43.26%
2. Somewhat helped	47	6.72%	58	9.54%
3. Did not help	6	0.86%	3	0.49%
4. NA	22	3.15%	80	13.16%
* The customer leaves the question blank	341	48.78%	204	33.55%

On Overall Satisfaction:

The overall satisfaction question indicated as **SQD₀** aims to measure the entire perceived experience of the customer to the service he/she has availed. On the 10th column shows the normal average of the **SQD₀** described in equation 1 under the methodology section while the succeeding column depicts a different metric described in Annex A. PNRI was able to maintain the rating on internal clients. At the same time, the agency was able to increase the overall satisfaction rating on external services⁵.

Table 4: 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 (External)	509	60	0	0	1	1	37	608	4.89	99.82%
SQD₀ (Internal)	651	31	1	2	0	0	14	699	4.94	99.56%

⁵ The internal and external overall satisfaction rating on the previous quarter (Q2 2024) were 4.94 and 4.86, respectively.

On Service Quality Dimensions:

The individual Service Quality Dimension Score (**SQD_i**) on each service (4th – 11th column) as well as their overall score (12th column) can be seen in Table 5. There were 608 respondents coming from 26 external services. This made the average respondents per service equal to 23 respondents. We observed that ISS Electron beam Irradiation and Gamma Irradiation (PHILGamma) both attained an Outstanding rating (5.00). This was followed by ISS Gamma Irradiation (Self-Shielded Irradiator) with a rating of 4.98. The cumulative surveys from the services offered by NTC allowed them to achieve a rating of 4.97. It is important to note that ten (10) services were able to attain an Outstanding rating on this quarter. The four highlighted services were the highest rated service with surveys equal or more than 23 respondents.

PNRI was able to attain an overall external score rating of 4.89. Albeit not that high compared to last quarter's rating of 4.88, a steady improvement is nothing but a good indication to its steadfast commitment on self-improvement. Unsurprisingly, the lowest **SQD** is the Cost which seems to be fairly consistent on that spot for a long while now. Among the **SQD**, Outcome showed the highest improvement (based on previous quarter's external SQD). For external services rendered in the third quarter of 2024, the average per service quality dimension is as follows: 4.87 for Responsiveness, 4.91 for Reliability (Quality), 4.88 for Access and Facilities, 4.91 for Communication, 4.84 for Costs, 4.93 for Integrity, 4.88 for Assurance, and 4.93 for Outcome.

For internal services rendered in the third quarter, the average respondents per service is 33 respondents. Six out of 22 internal services have equal or higher than 33 respondents. From this group, HRMRCS Issuance of Service Issuance of Service Records, Office Clearance, and Contract of Service for Foreign Travel achieved an Outstanding rating (5.0). MISS, with the most number of respondents for this quarter, attained a rating a Very Satisfactory rating (4.96). Both HRMRCS Request to Work during Weekend/Holiday and GSS Request of Request for Carpentry, Electrical, Telephone, and Plumbing Work achieved a rating of 4.93. The tabulation of individual score of each internal service is provided in Table 6. PNRI attained an overall internal score of 4.95 (0.02 higher the previous quarter's internal score).

All together (internal and external), PNRI got the following service quality dimension scores: 4.91 for Responsiveness, 4.93 for Reliability (Quality), 4.91 for Access and Facilities, 4.93 for Communication, 4.86 for Costs, 4.96 for Integrity, 4.93 for Assurance, and 4.94 for Outcome. This translates to an overall score of 4.92 equivalent to a **Very Satisfactory** rating.

Table 5: Overall Rating of External Services (July-September)

PNRI gathered a total of 608 external respondents from the services rendered in the months July-September. Provided in this table is the individual overall rating of each service indicated in the PNRI CC as well as the ratings per Service Quality Dimension. Overall, PNRI attained a rating of 4.89 for external services rendered in the third quarter of 2024.

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	4.57	4.70	4.73	4.71	4.58	4.77	4.73	4.71	4.69	VS	57
		Issuance of Renewed Radioactive Material License											
	2	Issuance of Certificate of Exemption (COE) and Other Certifications	4.50	4.88	4.50	4.88	4.50	5	4.50	5	4.72	VS	8
	3	Issuance of Certificate of Release of Radioactive Materials (COR) from the Bureau of Customs	4.70	4.84	4.62	4.84	4.59	4.88	4.59	4.88	4.74	VS	56
IES	4	Conduct of Regulatory Inspection and Audit of Radioactive Materials and Facilities	4.91	4.91	NA	4.91	4.78	4.96	4.96	4.91	4.91	VS	23
	5	Issuance of Permit to Transport	4.58	4.75	4.63	4.79	4.58	4.71	4.63	4.79	4.68	VS	24
RPSS	6**	OSL Personnel Monitoring Services	4.63	4.68	4.68	4.74	4.74	4.68	4.63	4.68	4.68	VS	19
		TLD Personnel Monitoring Services	5	5	5	5	5	5	5	5	5	O	1
	7*	Calibration and Dose Measurement Services: Activity Meter / Teletherapy Machine / Sources for Brachytherapy	4.87	4.93	4.93	4.87	4.47	4.93	4.93	4.87	4.85	VS	15
		Calibration of Radiation Monitoring Instruments											
	8*	Radiation Control: Swipe Sample Analysis	5	5	5	5	5	5	5	5	5	O	6
		Radiation Control: Leak Testing of Sealed Sources											
	9	Radiation Control: Radiation Monitoring and Hazards Evaluation	5	5	5	5	5	5	5	5	5	O	1
	10	Radiation Control: Lease of Survey Meter	-	-	-	-	-	-	-	-	-	-	-
	11	Lease of Moisture Density Gauge	-	-	-	-	-	-	-	-	-	-	-
	12	Temporary Storage of Radioactive Material	5	5	5	5	5	5	5	5	5	O	6
Radioactive Waste Management Services													
ISS	13	Electron Beam Irradiation Services	5	5	5	5	5	5	5	5	5	O	42
	14	Gamma Irradiation Services: Self-shielded Gamma Irradiator - Gammacell 220 (GC) and Ob-Servo Sanguis (ObS)	5	5	5	4.90	4.98	5	4.98	4.96	4.98	VS	52

	15	Gamma Irradiation Services: Multipurpose Irradiation Facility	5	5	5	5	5	5	5	5	5	5	0	55
NATAS	16	Radiometric and Chemical Analysis	5	5	5	5	4.90	5	5	5	4.99	VS		21
ITS	17	Gamma Column Scanning	-	-	-	-	-	-	-	-	-	-	-	-
ESS	18	Instrument Repair: Survey Meter	4.50	4.50	4.50	5	4.50	5	4.50	5	4.69	VS		2
BMRS	19	Microbiological Analysis	5	5	5	5	5	5	5	5	5	0		6
	20	Cytogenetic Analysis	5	5	5	5	5	5	5	5	5	0		2
NTC	21*	Nuclear Training Services: Application to Training Courses	4.93	4.97	4.98	4.97	4.97	4.98	4.98	4.99	4.97	VS		119
		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												
NIDS	22	Nuclear Awareness Seminars and Exhibits	-	-	-	-	-	-	-	-	-	-	-	-
	23	Guided Tour of PNRI Facilities	4.96	4.94	4.91	4.90	4.92	4.97	4.93	4.97	4.94	VS		69
	24*	Library Services	5	5	5	5	5	5	5	5	5	5	0	
Online Library Services														
Other Services not Included in Citizen's Charter														
	25	On-The-Job Training (OJT)	4.83	4.83	4.78	4.94	4.93	4.89	4.83	4.94	4.87	VS		18
CRS	26†	Thesis/Research Advisorship	5	5	5	5	5	5	5	5	5	0		1
Overall Score per Service Quality Dimension			4.87	4.91	4.88	4.91	4.84	4.93	4.88	4.93	4.89	VS		608

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 this quarter, OJT respondents came from BMRS (6), CRS (8), and ESS (4).

Table 6: Overall Rating of Internal Services (July-September)

PNRI attained an overall score of 4.95 for internal services rendered in the third quarter of the calendar year 2024. This was calculated from the 699 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	5	4.97	5	5	5	5	5	5	0	68
CS	6	Collection of Payments and Deposits for Various PNRI Services thru the e-Payment System	4.91	5	4.91	4.91	4.82	5	5	5	4.94	VS	11
	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	4.91	4.91	4.93	4.93	4.82	5	5	4.91	4.93	VS	46
	11	Request for Carpentry, Electrical/ Telephone and Plumbing Works	4.91	4.91	4.90	4.94	NA	4.97	4.94	4.94	4.93	VS	34
	12	Request for Photocopying and Printing Services	5	5	5	5	NA	5	5	5	5	0	2
Other Services not Included in Citizen's Charter													
PPS	13	Issuance of Supplies	5	5	4.93	5	4.80	5	5	5	4.98	VS	28
MISS	14	Helpdesk Request	4.96	4.97	4.96	4.96	NA	4.97	4.96	4.96	4.96	VS	289
ICS	15	Processing of Indorsement	4.86	4.93	4.87	4.93	4.91	4.95	4.93	4.95	4.92	VS	42
ESS	16	3D Design/Modelling/Printing	5	4.97	4.93	4.93	5	5	5	4.97	4.97	VS	29
	17	Diagnosis/Troubleshoot/Repair	4.87	4.91	4.89	4.93	4.86	5	4.96	4.94	4.92	VS	68
	18	Installation/Assembly/Machining/Fabrication	4.86	4.86	4.86	5	4.88	5	5	4.86	4.92	VS	28

	19	Preventive Maintenance	4.82	4.82	4.64	4.64	5	4.82	4.82	4.82	4.78	VS	11
	20	Technical Assistance/Assessment/Evaluation	5	5	5	5	5	5	5	4.93	4.99	VS	27
BDS	21	IP/Business/Transfer Consultation	5	5	4.50	5	3.50	5	5	5	5	O	2
AS	22	Request for SOA**	5	5	5	5	5	5	5	5	5	O	8
Overall Score per Service Quality Dimension			4.94	4.95	4.93	4.96	4.90	4.98	4.97	4.95	4.95	VS	699

Notes:

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

** Two out of the eight surveys were regarding receiving of document (not Request for SOA)

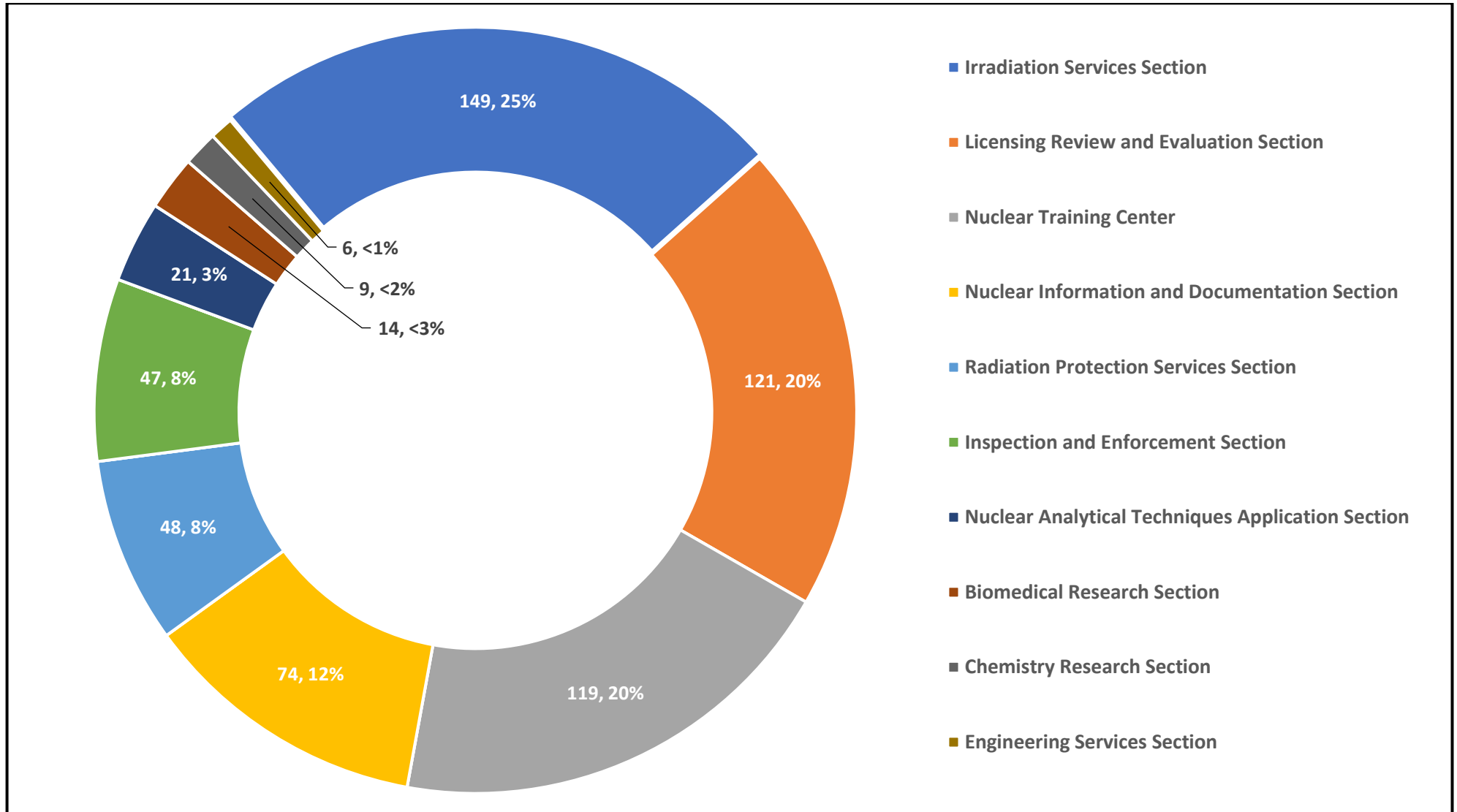
Table 7: Overall Customer Rating of Q3 2024 (July-September)

To get the overall score (3rd row) of both internal and external, a tally was made for the whole survey (just like Table 1) and each **SQD_i** score was computed. The overall score, highlighted in yellow, was the weighted average of **SQD_i** score with the valid responses as weights.

	Responsiveness	Reliability (Quality)	Access & Facilities	Communication	Costs	Integrity	Assurance	Outcome	Score	Remarks	No. of Respondents
External	4.87	4.91	4.88	4.91	4.84	4.93	4.88	4.93	4.89	VS	608
Internal	4.94	4.95	4.93	4.96	4.90	4.98	4.97	4.95	4.95	VS	699
Combined Internal & External	4.91	4.93	4.91	4.93	4.86	4.96	4.93	4.94	4.92	VS	1,307

Figure 1: External Respondents Distribution (Q3 2024)

Figure 1 shows the distribution of the external survey respondents for the third quarter of 2024. It illustrates the number of respondents per service providing unit of PNRI. Actual respondents per service is listed in Table 5 for a more detailed information. The three service providing unit with the most number of respondents have a cumulative 63.98% contribution to the total pool of survey.



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

Figure 2. Internal Respondents Distribution (Q3 2024)

PNRI received a total of 699 internal respondents for services rendered in the third quarter of 2024. The biggest contribution on the number of respondents came from MISS. 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).

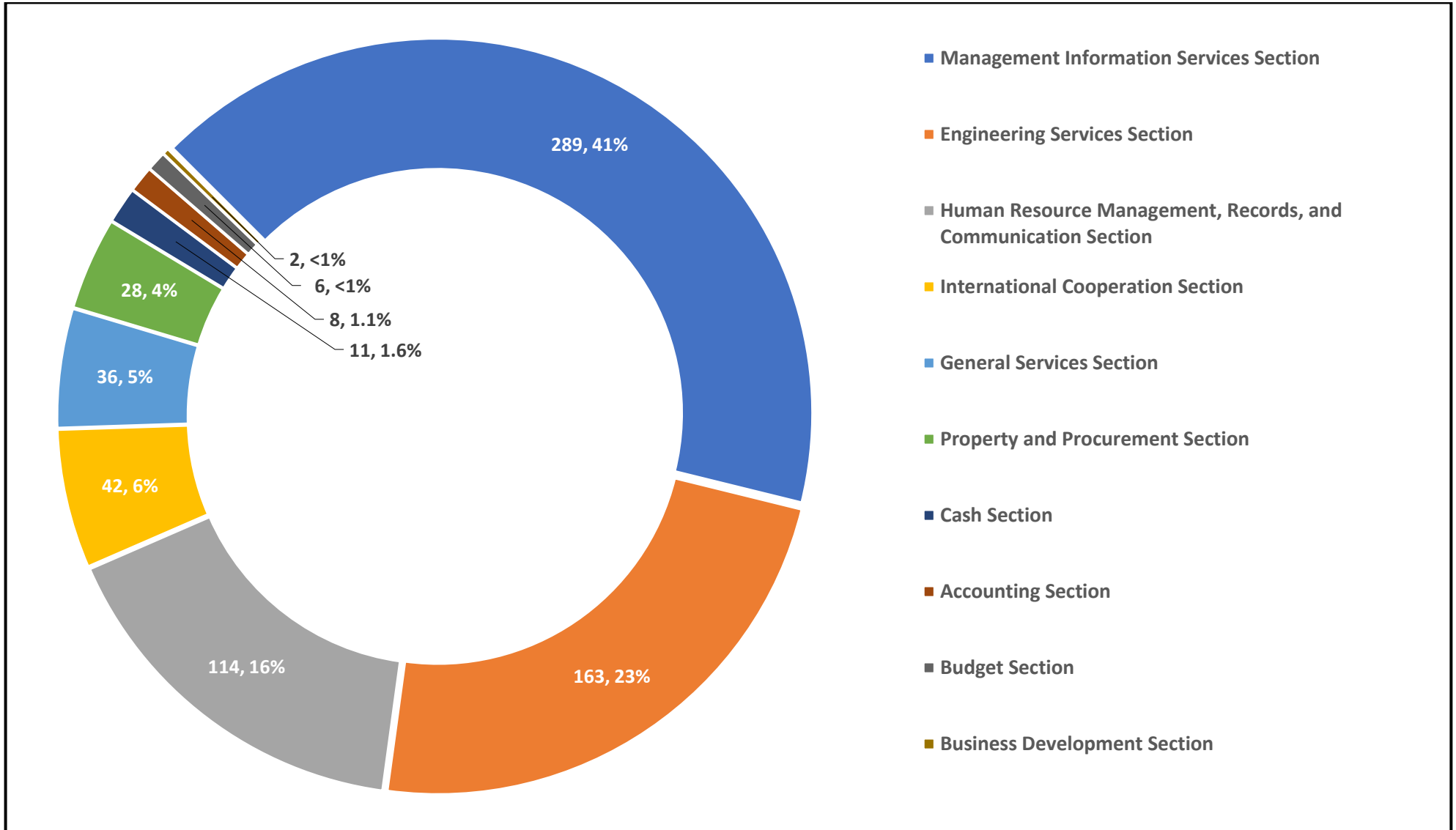


Table 8. Services with no CCSS Report

10 of 48 (20.8%) services did not have a CCSS report for Q3 of 2024. This table summarizes and details these services as well as the reasons why there were no CCSS reports made. Previous quarter's non-submission rate was 25.5% (12 of 47). The decrease was attributed to the addition of 1 internal service (AS) in Table 6 and the submission of data of the two services which previously does not have a CCSS submission/respondents.

Service Provider	Service Delivered	Remarks
EXTERNAL		
RPSS	Radiation Control: Lease of Survey Meter	No survey respondent
	Lease of Moisture Density Gauge	No service rendered
ITS	Gamma Column Scanning	No service rendered
NIDS	Nuclear Awareness Seminars and Exhibits	No service rendered
INTERNAL		
PPS, BS, AS	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	
CS	Disbursement of Checks/ADA Preparation	No CSM (to be addressed by CART)
GSS	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 **4.92** for the third quarter of 2024 (period covering July to September). 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: 4.91 for Responsiveness, 4.93 for Reliability (Quality), 4.91 for Access and Facilities, 4.93 for Communication, 4.86 for Costs, 4.96 for Integrity, 4.93 for Assurance, and 4.94 for Outcome.

The overall number of respondents for this quarter is 1,307. The amount of internal survey increased by 12.56% while the external respondents dropped by 25.22%. In terms of score per service, 10 external services got an Outstanding rating while the rest attained a Very Satisfactory rating. All internal services also attained a Very Satisfactory rating except the four services who received an Outstanding score.

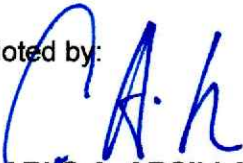
PNRI is steadfast in its commitment to provide quality to all clients and customers. The result of this survey shall be a benchmark in developing and creating more dynamic and innovative action plans towards the continuous improvement of the Quality Management System and the organization.

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Director, PNRI

SUPPLEMENTARY NOTES

A separate table was prepared (Annex B) to convert Table 5 and 6 to show the scores of each service using the overall score metric provided by ARTA. The equation is provided below.

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

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"

Due to the nature of the equation, as long as the survey does not have any rating of 3, 2, or 1, the overall score would be 100%. In a different manner of telling, as long as the individual customer ratings are 4 and 5, you are guaranteed a 100% score.

Annex B

This section presents the data in Table 5 and 6 of this report using the metric specified by ARTA. Overall score will be interpreted using Table 9.

Table 9: 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 10: Conversion of Table 5 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	No. of Respondents	
LRES	1	Issuance of New/Amendment of Radioactive Material License	94.64	98.21	98.18	98.21	96.36	98.21	98.21	98.21	97.53	0	57	
		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	0	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	0	56	
IES	4	Conduct of Regulatory Inspection and Audit of Radioactive Materials and Facilities	100	100	NA	100	95.65	100	100	100	99.38	0	23	
	5	Issuance of Permit to Transport	100	100	100	100	100	100	100	100	100	0	24	
RPSS	6	OSL Personnel Monitoring Services	100	100	94.74	94.74	94.74	94.74	94.74	94.74	96.05	0	19	
		TLD Personnel Monitoring Services	100	100	100	100	100	100	100	100	100	0	1	
	7	Calibration and Dose Measurement Services: Activity Meter / Teletherapy Machine / Sources for Brachytherapy	100	100	100	100	86.67	100.00	100.00	100.00	100.00	98.33	0	15
		Calibration of Radiation Monitoring Instruments												
	8	Radiation Control: Swipe Sample Analysis	100	100	100	100	100	100	100	100	100	100	0	6
Radiation Control: Leak Testing of Sealed Sources														

All information provided will be treated strictly as confidential.

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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)

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 opsyon 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 opsyon 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

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 aalisin sa mga ailituntunin ng Batas Republika Big. 10173 o ang Data Privacy Act of 2012. Hindi ito maaaring gamitin sa iba pang layunin maliban sa nabanggit.

*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. (Paksuri 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. Overall Satisfaction (I am satisfied with the service I availed) <i>Pangkalahatang Kasiyahan</i> (Nasiyahan ako sa aking natanggap na serbisyo)						
1. Responsiveness (Delivery of prompt service or within the prescribed/agreed time) <i>Pagtugon</i> (Naaayon sa itinakdang panahon ang ibinigay na serbisyo)						
2. Reliability (Quality) (Service or product conforms to the set requirements) <i>Kalidad ng serbisyo</i> (Ang serbisyo o produkto ay sumusunod sa kinakailangan)						
3. Access & Facilities (Condition of facility; availability of equipment) <i>Kapaligiran</i> (Lagay ng pasilidad; mayroong kagamitan)						
4. Communication (Staff is polite while delivering the service) <i>Komunikasyon</i> (Magalang ang mga kawani sa pagbibigay ng serbisyo)						
5. Costs (Value for money, preferred methods of payment, timely billing) <i>Gastos</i> (Makatarungan ang presyo at paraan ng pagbayad)						
6. Integrity (There is honesty, fairness, and trust in each service) <i>Integridad</i> (May katapatan, katarungan, at tiwala sa paggawa ng bawat serbisyo)						
7. Assurance (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. Outcome (Realization of the intended benefits) <i>Resulta</i> (Natupad ng serbisyo ang beneplisyong kailangan)						
Comments and suggestions: <i>Mga puna at mungkahit:</i>						

**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	1	2	3	4	5
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	1	2	3	4	5
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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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	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. Materials	Poor	Fair	Satisfactory	Very Satisfactory	Outstanding
1. Quality					
2. Content					
3. Packaging					
4. Adequacy					
5. Relevance to needs of participants					
6. Up-to-datedness					
C. Program Objectives	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
1. Objectives were understood well					
2. Objectives were attained					
D. Venue	Poor	Fair	Satisfactory	Very Satisfactory	Outstanding
1. Services					
2. Facilities (light, water, ventilation, noise, restrooms)					

E. Content and Performance		
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: _____		