



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.:

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: Male Female
(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/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. Responsiveness (Delivery of prompt service or within the prescribed/agreed time) <i>Pagtugon (Naaayon 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 pasilidad; 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 kailangan)</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 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.