

PHILIPPINE NUCLEAR RESEARCH INSTITUTE

Client Satisfaction Measurement Report

2023 (1st Edition)

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Overview

For the calendar year 2023, the Philippine Nuclear Research Institute achieved an overall score of **99.31%**. Indicated in Table 1 are other ARTA metrics with the following internal and external component. This is computed based on the **4,130** respondents from both internal and external services.

Table 1: Summary of ARTA metrics of PNRI

	Score (External)	Score (Internal)	Score (Internal & External)
CC Awareness ¹	NA	NA	NA
CC Visibility	NA	NA	NA
CC Helpfulness	NA	NA	NA
Response Rate ²	8.48%	26.06%	11.88%
Overall Score	99.08%	99.73%	99.31%

Scope

This customer satisfaction measurement report covers all the survey for the calendar year 2023. This report will be divided into two sections – internal and external services. External services refer to the services rendered to customer outside the organization. On contrary, internal services are services availed by personnel within the organization.

The Philippine Nuclear Research Institute is located at Commonwealth Avenue, Diliman, Quezon City. It does not have any regional or satellite office; hence, transactions for external services are usually conducted in the Interim PNRI One-Stop-Shop (iPOSSH). Prior to the arrival in PNRI, clients can submit application online. It is important to note that different service providing units have different online process indicated in the Citizen's Charter. All the surveys on this report are either from physical survey form that the customer submitted or from online survey form. The data for this report came from different service providing unit of PNRI.

Table 2 shows the external services and their corresponding response rate. The minimum number of respondents (column 6) is calculated based on the CSM Sample Size Calculator³ indicated in the ARTA MC 2022-05 section 4.3.3 with 5% margin of error (95% confidence interval). Notice that for some services the total number of transactions was not submitted – hence, a blank cell.

Some services, albeit not included in the Citizen's Charter, were rendered. Internal and external clients were given CSM form to evaluate the provided service. These services are also included in Table 2 and 3. It is worth noting that some services in Table 3 were left blank. These services do not have any CSM survey due to the fact that they are being performed by multiple sections and are already part of their existing function. This raises the question that if a CSM form is to be given to the end user, which section is being evaluated? This will be addressed by the management. Nonetheless, these services are part of the Citizen's Charter and will be include in this report as empty cells.

¹ The Citizen's Charter Awareness, Visibility, and Helpfulness were not yet included in the CSM form for the year 2023. Due to this, the mentioned metrics were not applicable in this report. Further details are provided in the Result and Discussion section.

² Some service providing unit was not able to provide the total number of transactions for the calendar year 2023. The overall response rate indicated in Table 1 were taken from the services in the Citizen's Charter (including the Services that are not in the CC) with provided total number of transactions and number of respondents. These are the services in Table 2 and Table 3 with response rate.

³ The sample size calculator provided by ARTA at <https://tinyurl.com/CSMsamplesize> needed the total number of transactions to get the minimum number of respondents. Therefore, services with no total number of transactions in Table 2 were left blank.

Table 2: External Services with its corresponding Response Rate

Unit	No.	External Service	Total Transaction	No. of Respondents	Min. No. of Respondents	Response Rate
LRES	1*	Issuance of New/Amendment of Radioactive Material License	-	212	-	-
		Issuance of Renewed RAM License	-	22	-	-
	2	Issuance of Certificate of Exemption (COE) and Other Certifications	-	175	-	-
IES	3	Issuance of Certificate of Release of Radioactive Materials (COR) from the Bureau of Customs	142	140	104	98.59%
	4	Conduct of Regulatory Inspection and Audit of Radioactive Materials and Facilities	6,832	166	364	2.43%
RPSS	6**	OSL Personnel Monitoring Services	8,541	191	368	2.24%
		TLD Personnel Monitoring Services	1,021	20	279	1.96%
	7*	Calibration and Dose Measurement Services: Activity Meter / Teletherapy Machine / Sources for Brachytherapy	1,729	140	314	8.10%
		Calibration of Radiation Monitoring Instruments	24	209	23	12.44%
	8*	Radiation Control: Swipe Sample Analysis	5	1	5	20.00%
		Radiation Control: Leak Testing of Sealed Sources	102	0	81	0%
	9	Radiation Control: Radiation Monitoring and Hazards Evaluation	4	0	4	0%
	12*	Temporary Storage of Radioactive Material	20	13	19	65.00%
		Radioactive Waste Management Services	184	135	125	73.37%
	ISS	13	Electron Beam Irradiation Services	248	242	151
14		Gamma Irradiation Services: Self-shielded Gamma Irradiator - Gammacell 220 (GC) and Ob-Servo Sanguis (Obs)	8	6	8	75.00%
NATAS	15	Gamma Irradiation Services: Multipurpose Irradiation Facility	331	104	178	31.42%
ITS	16	Radiometric and Chemical Analysis	NA	NA	NA	-
ESS	17	Gamma Column Scanning	-	133	-	-
BMRS	18	Instrument Repair: Survey Meter	228	30	143	13.16%
	19	Microbiological Analysis	-	25	-	-
NTC	21*	Nuclear Training Services: Application to Training Courses	-	253	-	-
		Nuclear Training Services: Response to Request for Training Course	-	253	-	-
		Nuclear Training Services: Processing of OJT Application	-	253	-	-
		Nuclear Training Services: Processing of Application for Thesis/Research Advisorship Program	-	253	-	-
NIDS	22	Nuclear Awareness Seminars and Exhibits	NA	NA	NA	-
	23	Guided Tour of PNRI Facilities	385	360	193	93.51%
	24*	Library Services	89	80	72	89.88%
Online Library Services		89	80	72	89.88%	
Other External Services Not Included in the Citizen's Charter						
	25†	On-The-Job Training (OJT)	-	58	-	-
	26††	Thesis/Research Advisorship	-	1	-	-
NROS	27	Facility Tour	-	33	-	-
	28	Reactor Training Seminar	29	29	27	100%

Notes:
 * These services are listed separately in the Citizen's Charter, but the record is combined with the other service/s
 ** These services are listed as one in the Citizen's Charter, but the record is divided into two/or more
 † OJT Training is catered by multiple sections of PNRI. For this year, there were 58 OJT respondents from CRS, NMRS, APRS, NROS, AS, and HPRS
 †† Thesis/Research Advisorship survey for this year came from APRS. However, note that other service providing unit also caters student that request for thesis/research advisorship.

Table 3: Internal Services and its corresponding Response Rate

Unit	No.	Service Delivered	Total Transactions	No. of Respondents	Min. No. of Respondents	Response Rate
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	3,463	24	346	0.69%
		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)	353	353	184	100%
CS	6	Collection of Payments and Deposits for Various PNRI Services thru the e-Payment System	NA	NA	NA	-
	7	Disbursement of Checks/ADA Preparation	NA	NA	NA	-
GSS	8	Request for Use of PNRI Vehicle	-	17	-	-
	9	Request for Equipment/Materials Brought In/Out to PNRI	NA	NA	NA	-
	10†	Request to Work during Weekends and Holidays	69	69	59	100%
	11	Request for Carpentry, Electrical/ Telephone and Plumbing Works	-	81	-	-
	12	Request for Photocopying and Printing Services	-	31	-	-
Other Internal Services Not Included in the Citizen's Charter						
PPS	13	Issuance of Supplies	197	197	130	100%
MISS	14	Helpdesk Request	642	532	241	82.87%
ICS	15	Processing of Endorsement	88	79	72	81.77%
PS	16	Assistance to project personnel on R&D projects	-	5	-	-
	17	Assistance to the Senior Staff on matters related to PNRI S&T plans, programs, and policies	-	7	-	-
ESS	18	Request for Diagnosis/Repair, Welding, Fabrication and Machining	-	73	-	-
BDS	19	IP Assistance/Consultation, and Technology Transfer Assistance/Consultation	-	27	-	-
AS	20††	Other Internal Service/Request	-	40	-	-

Notes:

* These services are carried by multiple sections. On some occasions, the end user becomes part of the process. Hence, it is not clear whether a customer satisfaction survey should be given to the end user. This raises many questions such as: "If a CSM form will be given, which unit will be evaluated?", "If this process is already part of the function of a specific unit, should this really be included in the Citizen's Charter?". This concern will be raised to the Committee on Anti-Red Tape of PNRI.

** These services are listed separately in the Citizen's Charter, but the record is combined with the other service/s

† In the Citizen's Charter, this is listed as one of the services provided by GSS. However, this is requested in HRMRCS.

†† Some of the services not included in the Citizen's Charter are accumulation of other services that may range from personal request to other unit specific function. As such, this service will be indicated as Other Internal Service/Request

Table 4: Services with no rendered service for the calendar year 2023

Eight (8) services did not have CCSS report for the year 2023. For the two external services, this is mostly due to no service was rendered for this year. On the other hand, there were two internal services with no provided data. The reasons for the remaining internal services are indicated in the third column.

Service Provider	Service Delivered	Remarks
EXTERNAL		
ITS	Column Scanning Services	No service rendered
NIDS	Nuclear Awareness Seminar and exhibit	No seminar and exhibit conducted
INTERNAL		
PPS, AS, BS	Processing of Purchase Request	These services are carried by multiple sections and are also part of their existing function. On some occasions, certain process requires the involvement of the end user. A single section cannot give out a survey since they are not being evaluated for the whole process. This matter will be raised to the QMR and CART Chair to reconcile the problems arising from this.
	Processing and Approval of Purchase Order (PO) and Job Order	
	Processing of Payment for Purchase Orders (PO), Job Orders (JO) and Contracts	
CS	Collection of Payments and Deposits for Various PNRI Services thru the e-Payment System	No data regarding this service was submitted
	Disbursement of Checks/ADA Preparation	This is already part of the Cash Section's existing function.
GSS	Request for Equipment/Materials Brought In/Out to PNRI	No data regarding this service was submitted

Methodology

After a service is rendered, a CSM⁴ form is given to all external and internal customers. For the year 2023, PNRI used two versions of the CSM form. Attached on this report (Annex A) is the PNRI-CSM-01 Rev. 04 that was effectively implemented on 01 July 2022. This was later revised to Revision 05 (Annex B) on 01 October 2023, with the main difference of having different adjectival description on the Likert Scale. During the 2023 PNRI Internal Quality Audit, it was observed that the description on Rev. 4 does not match the adjectival rating in the Procedure's Manual, prompting the revision. Nonetheless, both forms used the 5-point Likert scale. Table 5 shows the adjectival description of the scale.

Table 5: Adjectival description on the Likert scale

Scale	Adjectival Rating	
	PNRI-CSM-01 Rev. 04	PNRI-CSM-01 Rev. 05
5	Strongly Agree	Outstanding
4	Agree	Very Satisfactory
3	Neither Agree nor Disagree	Satisfactory
2	Disagree	Fair
1	Strongly Disagree	Poor

For the Nuclear Training Center (NTC), a separate customer satisfaction form (Annex C and D) is administered tailored fit for the kind of services they offer. Sample copies of the forms are attached as annexes in this report.

⁴ The PNRI Customer Satisfaction Form is also called CCSS form- Customer/Client Satisfaction Survey Form - indicated in the PNRI Procedure's Manual PM-PNRI-09-01. The term might be used interchangeably in this report.

The PNRI-CSM-01 Form is divided into two parts, namely the Customer/Client Profile and the Customer/Client Satisfaction Survey. The Customer/Client Profile section 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 with which they are giving the rating to. On the other hand, the Customer/Client Satisfaction Survey section details the eight service quality dimensions mentioned above that the customers/clients must rate using a 5-point Likert scale.

For the quarterly report (2023), the weighted average is used in the analysis of the survey with number of respondents in each respective service as weights. In this report, however, a different metric will be used that is in line with ARTA’s annual CSM report guideline. The formula provided below will be used as a metric on this report.

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

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”

The score will be interpreted as follows in accordance to ARTA MC 2023-05 Section 3.2. The general objective of the organization is to achieve an overall rating of **Very Satisfactory**.

Table 6: Interpretation of the overall score.

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

Data & Interpretation

On Client Demographic:

Respondents were primarily composed of private and public hospitals, companies, licensees, other government institutions, students, industries, private companies, and individuals and the like.

The tables in the Annex B CSM Report Outline of ARTA MC 2023-05 under this section were not available. It is worth noting, however, that this is the first time that the agency has changed its CSM report format. Given the data provided by the process owners, the client demographic cannot be formulated. The agency is committed to comply in all ARTA requirements; and to this effort, changes on the data collection will be implemented on the following year to remediate this concern.

On Citizen’s Awareness Questions:

The PNRI-CSM-01 Rev. 4 and Rev 5 does not contain Citizen’s Charter questions. Efforts have been made to make sure that the CSM form contains all required elements. Effective 01 April 2024, a new revised form was implemented. Kindly refer to Annex E – revision 6 of the CSM form.

On Service Quality Dimension:

The Overall Satisfaction (internal and external) for all services rendered for the calendar year is not applicable on this report. The CCSS form that was used in 2023, Rev. 4 and 5, does not contain SQD0. The revised version on April 01, 2024 remediates this concern. Kindly refer to Annex E.

Table 7: Overall Satisfaction

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Overall Satisfaction (SQD0)	NA	NA	NA	NA	NA	NA	NA	NA

Table 8 shows the result of the internal and external service quality dimension. PNRI attained a score of 99.08% for the external service rendered during the calendar year 2023. This is computed based on the 2,595 surveys from external customers/client. On the other hand, PNRI also served its internal customers and for this year the agency received 1,535 respondents. The overall score for internal service is 99.73%. Both of which attained an **Outstanding rating** which is within the PNRI quality objective.

Table 8: Service Quality Dimension of Internal and External Survey

		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
External	Responsiveness	2,309	258	19	6	2	1	2,595	98.96%
	Reliability	2,273	304	13	2	2	1	2,595	99.34%
	Access & Facilities	1,966	293	23	2	3	308	2,595	98.78%
	Communication	2,341	234	14	1	2	3	2,595	99.34%
	Cost	2,151	366	48	2	2	26	2,595	97.98%
	Integrity	2,339	243	7	1	2	3	2,595	99.61%
	Assurance	2,325	248	15	2	3	2	2,595	99.23%
	Outcome	2,303	270	12	2	3	5	2,595	99.34%
	Overall	18,007	2,216	151	18	19	349	20,760	99.08%
Internal	Responsiveness	1,411	117	3	1	1	2	1,535	99.67%
	Reliability	1,396	131	3	0	1	4	1,535	99.74%
	Access & Facilities	1,369	130	4	0	0	32	1,535	99.73%
	Communication	1,416	108	5	0	1	5	1,535	99.61%
	Cost	676	80	2	0	1	776	1,535	99.60%
	Integrity	1,430	95	1	0	1	8	1,535	99.87%
	Assurance	1,423	105	3	0	1	3	1,535	99.74%
	Outcome	1,426	100	2	0	1	6	1,535	99.80%
	Overall	10,547	866	23	1	7	836	12,280	99.73%

Combining both surveys together, we can get the overall score of the agency. PNRI attained an overall score of **99.31%**. Kindly refer to Table 9 for a more detailed result on each service quality dimension. It is noticeable that two quality dimensions, Access & Facilities and Costs, have the highest “not applicable” answers. For the former, a large portion of this came from Inspection and Enforcement Section. Most, if not all, of their conduct of inspection does not occur within the PNRI premises – hence, the relatively large number of NA answers. On the other hand, for Cost, this is mainly from internal services which does not have any fee.

Table 9: Overall Service (Internal and External) Quality Dimension

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	3,720	375	22	7	3	3	4,130	99.22%
Reliability	3,669	435	16	2	3	5	4,130	99.49%
Access & Facilities	3,335	423	27	2	3	340	4,130	99.16%
Communication	3,757	342	19	1	3	8	4,130	99.44%
Cost	2,827	446	50	2	3	802	4,130	98.35%
Integrity	3,769	338	8	1	3	11	4,130	99.71%
Assurance	3,748	353	18	2	4	5	4,130	99.42%
Outcome	3,729	370	14	2	4	11	4,130	99.51%
Overall	28,554	3,082	174	19	26	1,185	33,040	99.31%

On Overall Score per Service:

Kindly refer to Table 10 for a more detailed enumeration of the overall score of external services. Out of the 28 highlighted service, 4 services did not have any CCSS report. Column scanning and nuclear awareness seminar and exhibit does not have any rendered service for the calendar year 2023. However, for the other two services under the RPSS, the clients are mostly internal. Out of all the services, Guided tour in PNRI facilities has the highest number of respondents. This is mostly attributed to the lifting of the pandemic related restrictions which allows interested person/party to visit the facility. This is followed by NTC external surveys with 253 respondents and ISS Gamma Irradiation Services (Self-Shielded Irradiator) with 242 respondents.

All external services got an Outstanding rating with thirteen (13) services attained a perfect score of 100%. However, looking at the overall score of the service quality dimension, it is evident that Cost got the lowest rating. This is well within the organization's expectations as cost is one of the factors that a customer typically looks for in availing services.

Refer to Table 11 for a more detailed enumeration on the overall score of internal services. The top 3 sections with the highest number of internal respondents are the following – Management Information System Section (MISS), Human Resources (HRMRCs), and Property and Procurement Section (PPS). Given the volume of the surveys that are coming from these sections, it only goes to show how crucial their functions are; and therefore, hold a large influence in the organization's overall score.

In addition, it is very noticeable that a relatively large number of services contains "NA" on the overall score since there is no survey. These services are part of the existing function of the office and are already being done even if there is no client. As stated in the previous section of this report, this will be raised to the management, CART and Top management, to address this concern.

Overall, all services rendered by the agency attained an **Outstanding rating**. This is somewhat different from the previous CSM report of the agency using the weighted average as metric. Most of the time, PNRI attained a Very Satisfactory rating in most services. In general, an Outstanding rating only shows in services with low number of respondents. Due to the nature of the new metric and the table used in the interpretation (Table 6), the overall score of the PNRI appears higher than the previous score. The metric calculates the ratio of the promoter score (Agree and Strongly Agree) and the number of respondents excluding the "N/A" answers. This leads us to some deduction. First, is that when a service providing unit only gets a score of 4 and 5, the overall score is automatically 100%; and therefore, the unit gets an Outstanding rating. Even if there is a score of 3 (neither agree nor disagree), the unit can still attain an Outstanding rating because it is within the 95% - 100% range.

	14	Gamma Irradiation Services: Self-shielded Gamma Irradiator - Gammacell 220 (GC) and Ob-Servo Sanguis (Obs)	100	100	100	100	100	100	100	100	100	O	242
	15	Gamma Irradiation Services: Multipurpose Irradiation Facility	100	100	100	100	100	100	100	100	100	O	6
NATAS	16	Radiometric and Chemical Analysis	100	100	100	100	100	100	100	100	100	O	104
ITS	17	Gamma Column Scanning	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	0
ESS	18	Instrument Repair: Survey Meter	98.5	100	100	100	100	100	100	100	99.81	O	133
BMRS	19	Microbiological Analysis	100	100	100	100	100	100	100	100	100	O	30
	20	Cytogenetic Analysis	100	100	100	100	100	100	100	100	100	O	25
NTC	21	Nuclear Training Services: Application to Training Courses	97.63	100	99.21	99.21	98.42	100	99.21	100	99.21	O	253
		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	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	23	Guided Tour of PNRI Facilities	97.78	97.5	96.11	98.06	90.56	98.06	97.78	97.5	96.67	O	360
	24	Library Services	100	98.75	100	100	100	100	100	98.75	99.69	O	80
	Online Library Services												
Other External Services Not Included in the Citizen's Charter													
	25	On-The-Job Training (OJT)*	100	100	100	98.28	92.45	100	100	100	98.84	O	58
APRS	26	Thesis/Research Advisorship*	100	100	100	100	100	100	100	100	100	O	1
NROS	27	Facility Tour	100	100	90.91	100	93.94	100	100	100	98.11	O	33
	28	Reactor Training Seminar	100	100	100	100	96.55	100	100	100	99.57	O	29
Overall Score per Dimension†			98.96	99.34	98.78	99.34	97.98	99.61	99.23	99.34	99.08	O	2,595

Notes:

The score on each service is computed based on the metric provided by ARTA in MC 2022-05 under section 4.5.2 which specifically said, “the percentage of the respondents that rated Agree and Strongly Agree shall be used to get each SQD score”. This is also indicated in the Annex B Sample CSM Report Outline and Sample Report version 2.

* On-The-Job Training (OJT) and Thesis/Research Advisorship are considered external services since the students are considered external customer/clients.

† The overall score per Service Quality Dimension is the same as in Table 8

Table 11: Overall Score for Internal Services

PNRI received a total of **1,535** responses from internal services rendered on the year 2023. The scores in the table are percentage based on the same metric in the Methodology Section. Just like Table 10, the percentage sign is omitted to conserve width spacing of the table.

Service Provider	No.	Service Delivered	Responsiveness	Reliability (Quality)	Access & Facilities	Communication	Costs	Integrity	Assurance	Outcome	Average	Remarks	No. of Respondents
PPS, AS, BS	1	Processing of Purchase Request	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	-
	2	Processing and Approval of Purchase Order (PO) and Job Order	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	-
	3	Processing of PO, JO and Contracts	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	-
BS, AS	4	Processing of Government Obligation and Payment of Various Reimbursements	100	100	100	100	83.33	100	100	100	97.92	O	24
	5	Processing of Government Obligation and Payment for IOTs and LTOs											
HRMRCS	6	Issuance of Service Records, Office Clearance, and Contract of Service for Foreign Travel (Official/Personal)	99.43	99.72	99.72	99.43	99.71	99.72	99.72	99.72	99.65	O	353
CS	7	Collection of Payments and Deposits for Various PNRI Services thru the e-Payment System	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	-
	8	Disbursement of Checks/ADA Preparation	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	-
GSS	9	Request for Use of PNRI Vehicle	100	100	100	100	NA	100	100	100	100	O	17
	10	Request for Equipment/Materials Brought In/Out to PNRI	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	-
	11	Request to Work during Weekends and Holidays	100	100	100	100	100	100	100	100	100	O	69
	12	Request for Carpentry, Electrical/ Telephone and Plumbing Works	100	100	100	100	NA	100	100	100	100	O	81
	13	Request for Photocopying and Printing Services	100	100	100	100	NA	100	100	100	100	O	31
Other Internal Services Not Included in the Citizen's Charter													
PPS		Issuance of Supplies	100	100	100	100	100	100	100	100	100	O	197
MISS		Helpdesk Request	99.81	99.62	99.62	99.62	NA	100	100	100	99.81	O	532
ICS		Processing of Endorsement	98.7	98.7	98.36	97.37	97.44	98.67	97.4	97.37	98	O	79
PS		Assistance to project personnel on R&D projects	100	100	100	100	100	100	100	100	100	O	5
		Assistance to the Senior Staff on matters related to PNRI S&T plans, programs, and policies	100	100	100	100	100	100	100	100	100	O	7
ESS		Request for Diagnosis/Repair, Welding, fabrication and Machining	98.63	100	100	100	100	100	98.63	100	99.66	O	73
BDS		Other Internal Service/Request	100	100	100	100	100	100	100	100	100	O	27
AS		Other Internal Service/Request	100	100	100	100	100	100	100	100	100	O	40
Overall Score per Dimension (CC with Other Internal)			99.67	99.74	99.73	99.61	99.60	99.87	99.74	99.80	99.73	O	1,535

It is important to note that getting the highest rating is very difficult on the previous metric as you need a weighted average of 5.0. This means that all scores should be 5 to get an Outstanding rating. As a result, the CSM report using the new metric would appear higher than the previous. However, this is attributed mostly due to the change of the metric. It appears to be too lenient on giving an Outstanding rating which makes it difficult to see future improvement on the provided services.

If we use the same metric, we can see the improvement of PNRI from the previous year 2022. We attained an overall score of 4.84 for the calendar year 2023. For reference, the 2022 CSM overall score is 4.82.

Continuous Agency Improvement Plan

PNRI is an agency committed to improving the services it offers to the public. It is therefore imperative that the agency is on continuous look out for things to enhance. The following will be given focus for improvement:

On Drafting of CSM Report:

This is the first year that the agency drafted the CSM report in accordance with the template provided by ARTA. Drafting the report, we were able to see some things that need improvement:

1. Meticulous tracking of the total number of services rendered for external and internal services to check the response rate.
2. Due to a different scoring metric, calculating the overall score is somewhat challenging. To prevent any error in computation, an automatic software CCSS calculator will be developed.
3. Inclusion of the Citizen's Charter and improved demographic analysis in the succeeding annual report.

On Customer Transactions:

1. Update of the information billboard on the Interim One-Stop-Shop
2. A procedure on filling customer complaints and establishment of Public Assistance and Complaint Desk (PACD).

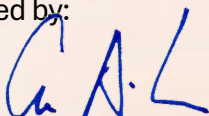
Prepared by:



VALLERIE ANN I. SAMSON, Ph.D.

Deputy Director / Quality Management Representative

Noted by:



CARLO A. ARCILLA, Ph.D.

Director, PNRI

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

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

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

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)

CUSTOMER/CLIENT SATISFACTION SURVEY: Please evaluate the service provided to you by indicating with a check mark (✓) your rating to the following criteria. (Paiksur ang serbisyong ibinigay sa iyo sa pamamagitan ng paglagay ng tsek (✓) iyong 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 tinakdang 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>Kapaliqiran (Lagay ng pasilidad; meyroong 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 benepliyong 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>					

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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 Bg. 10173 o ang Data Privacy Act of 2012. Hindi ito maaaring gamitin sa iba pang layunin maliban sa nabanggit.

Annex B

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 Commonwealth Ave., Diliman, Quezon City
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PNRI-CSM-01 Rev. 5/10-01-2023

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 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>Pagtiitwala (Nagtingkod 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 benepisyong kallangan)</i>					
Comments and suggestions (Use the back page, if necessary) <i>Mga puna at mungkahit (Gamitin ang likuran ng pahinang ito kung kinakailangan)</i>					

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**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-Uncecided; 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	na	na	na	na
3.2 The training venue is conducive for learning.	na	na	na	na	na

Comments and suggestions:


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	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)					

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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 (Kasarian) Female

Address: Home Business (Tirahan)

Contact Number (Telepono): E-mail address: (Sulatroniko)

Type of Customer/Client (Uri ng kliyente):

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(private individual as transacting public)

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(representative of an organization/People's Organisation)

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(representative of business/company firm)

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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)

2. Somewhat easy to see (Medyo madaling makita)

3. Difficult to see (Mahirap makita)

4. Not visible at all (Hindi makita)

5. N/A

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)

2. Somewhat helped (Nakatulong naman)

3. Did not help (Hindi nakatulong)

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 tsik (✓) 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> (Nasaayon 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 mungkahi:</i>						