



Q1 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 indicated in the ARTA Memorandum Circular 2022-05 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 unit of the agency with their respective services for the period of January to March 2024 (Quarter 1 of calendar year 2024).

II. Methodology

The PNRI CCSS Form Rev. 5 (document code PNRI-CSM-01) is given to all external and internal customers after completion of the availed service. 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 the abovementioned forms are attached as annexes to this report.

The PNRI-CSM-01 Rev. 5 is divided into two parts, namely Customer/Client Profile and 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. On the other hand, the Customer/Client Satisfaction Survey section details the eight service quality dimensions mentioned in section I. The customer/client must rate each service quality dimension using a 5-point Likert scale indicated in the CCSS form (Annex C).

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

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

There were 25 external services from 11 service providing units. Services indicated in Table 2 are the services enumerated in the PNRI Citizen's Charter (CC). Five (5) services do not show any record of customer response due to the reasons stated in Table 5 of this report. For the first quarter of the calendar year 2024, the 20 external services got a total of 676 respondents. They were primarily composed of private and public hospitals, companies, licensees, other government institutions, students, industries, private companies and individuals and the like. More than fifty percent (51.33%) of the total number of respondents came from 3 sections of PNRI. The three service providing units with highest number of respondents were ISS (124, 18.34%), NIDS (117, 17.31%), and NTC (106, 15.68%). However, looking at the individual services, Guided tour got 111 respondents, while services under NTC got a total response of 106. Thirdly, ISS Self-shielded irradiator got responses from 59 clients.

There were 676 total respondents from 20 services which makes the average respondents per service 34 respondents. Considering the services with equal or higher than 34 respondents, it can be noted that the three highest rated services are the following: ISS Electron Beam Irradiation, ISS Self-shielded Gamma Irradiation, and ESS Instrument Repair: Survey Meter. Their average scores were 5, 4.97, and 4.96, respectively. It should also be noted that NATAS Radiometric and Chemical Analysis got an overall rating of 4.98 from 23 respondents. For a more detailed information on the customer rating of each service, kindly refer to Table 2.

For external services rendered in the first quarter of 2024, the weighted average per service quality dimension is as follows: 4.91 for Responsiveness, 4.92 for Reliability (Quality), 4.92 for Access and Facilities, 4.91 for Communication, 4.84 for Costs, 4.92 for Integrity, 4.91 for Assurance, and 4.91 for Outcome. Overall, PNRI attained a rating of 4.91 equivalent to a Very Satisfactory rating. This is higher than the external service rating from Q4 2023 by 1.03% (previous rating for external service was 4.86).

Table 3 shows the summary of the individual service quality dimension rating of each internal service (indicated in the CC and services not indicated in the CC). It can be noted that some services, especially services which involve more than 2 units, did not have any CCSS submission¹. These services are usually already a core function of each unit and are being done even without internal clients. As we move forward to aligning the CCSS report with the annual report being submitted to ARTA, we are adding all services included in the Citizen's Charter in the quarterly report. This shall be addressed in the future, but for now, this issue remains open – how should the services in the CC be reported for CSM if they are already part of the core function of the unit?

¹ These are the services in Table 3 with dagger sign in their service number (column 2).

As for the number of respondents, PNRI was able to get 493 respondents from 13 internal services (services in CC and not in CC) with CCSS report. Out of the 8 sections who have submitted CCSS report, MISS has the most number of respondents (201 surveys, 40.77%). This was followed by HRMRCS² (95 survey, 19.27%). For the third spot, both ICS and GSS got the same number of respondents – 49 survey or 9.94% of the total respondents. The highest rated internal service (with more than 20 respondents) is Issuance of Service Records, Office Clearance, and Contract of Service for Foreign Travel (Official/Personal) with a rating of 4.97. This was followed by Request to work during weekend with a rating of 4.96. As for the third, both MISS Helpdesk Request and GSS Request for Carpentry, Electrical/ Telephone and Plumbing Works got a rating of 4.95.

PNRI got an overall rating of 4.93 for internal services rendered in the first quarter of 2024. The weighted average per service quality dimension are as follows: 4.93 for Responsiveness, 4.93 for Reliability (Quality), 4.92 for Access and Facilities, 4.94 for Communication, 4.89 for Costs, 4.93 for Integrity, 4.93 for Assurance, and 4.94 for Outcome. This is the same as the previous year's rating and falls under the Very Satisfactory result.

Kindly refer to Table 4 for the summary of both internal and external service rating. The overall PNRI rating (internal and external) for the first quarter of the calendar year 2024 is **4.91** which corresponds to a **Very Satisfactory** rating.

² HRMRCS has submitted raw data for two services – Issuance of Service Records, Office Clearance, and Contract of Service for Foreign Travel (Official/Personal) and Request to Work during Weekends and Holidays. Although the latter was indicated as a service under GSS in the CC, all the submitted data came from HRMRCS.

	14	Gamma Irradiation Services: Self-shielded Gamma Irradiator - Gammacell 220 (GC) and Ob-Servo Sanguis (ObS)	4.95	4.98	4.98	4.97	4.98	4.98	4.97	4.98	4.97	VS	59
	15	Gamma Irradiation Services: Multipurpose Irradiation Facility	5	5	5	5	5	5	5	5	5	O	26
NATAS	16	Radiometric and Chemical Analysis	5	5	5	5	4.87	5	5	4.96	4.98	VS	
ITS	17	Gamma Column Scanning	-	-	-	-	-	-	-	-	-	-	-
ESS	18	Instrument Repair: Survey Meter	4.98	5.00	4.98	4.90	4.98	4.98	4.91	4.97	4.96	VS	58
BMRS	19	Microbiological Analysis	5	5	5	5	5	5	5	5	5	O	5
	20	Cytogenetic Analysis	5	5	5	5	5	5	5	5	5	O	1
NTC	21*	Nuclear Training Services: Application to Training Courses	4.96	4.95	4.92	4.93	4.93	4.94	4.92	4.92	4.94	VS	106
		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	4.93	4.91	4.94	4.93	4.84	4.95	4.94	4.94	4.92	VS	111
	24*	Library Services	5	5	5	5	5	5	5	5	5	O	6
		Online Library Services											
Other Services not Included in the Citizen's Charter													
NMRS	25†	Thesis/Research Advisorship	5	5	5	5	5	5	5	5	5	O	8
Overall Score on Service Quality Dimension			4.91	4.92	4.92	4.91	4.84	4.92	4.91	4.91	4.91	VS	676

Note:

* 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.

† Thesis/Research Advisorship is usually catered by multiple sections (usually sections under ARD, not just NMRS). However, for Q1 2024, only NMRS has rendered this kind of service.

Table 3: Internal Services CCSS Report for Q1 of 2024 (January-March)

Columns four to eleven show the service quality dimension score of each service indicated in the PNRI's Citizen's Charter (including the services not listed in the CC but rendered by the process owner). The 9th column shows the overall score per service. For internal services rendered in the first quarter of 2024, a total of 493 respondents were recorded. An overall internal service rating of 4.93 was achieved.

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	4.83	5	4.83	4.83	NA	4.83	5	5	4.90	VS	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)	4.99	4.97	4.96	4.99	4.95	4.99	4.96	4.99	4.97	VS	72
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	4.96	4.91	4.96	4.96	5	4.96	4.96	4.96	4.96	VS	23
	11	Request for Carpentry, Electrical/ Telephone and Plumbing Works	4.96	4.88	4.96	4.96	NA	4.96	4.96	4.96	4.95	VS	26
	12	Request for Photocopying and Printing Services	4.91	4.87	4.90	4.96	NA	4.91	4.87	4.86	4.90	VS	23
Other Services not Included in Citizen's Charter													
PPS	13	Issuance of Supplies	4.84	4.94	4.84	4.87	4.76	4.90	4.90	4.90	4.87	VS	31
MISS	14	Helpdesk Request	4.94	4.95	4.94	4.945	NA	4.95	4.94	4.955	4.95	VS	201

ICS	15	Processing of Indorsement	4.88	4.88	4.84	4.90	4.90	4.90	4.92	4.92	4.89	VS	49
ESS	16	Welding/Fabrication/Machining	5	4.91	4.91	5	4.89	4.91	4.91	4.91	4.93	VS	11
	17	Diagnose/Troubleshoot/Repair	4.56	4.67	4.50	4.67	4.50	4.67	4.56	4.44	4.57	VS	9
	18	Cleaning/Preventive Maintenance	5	4.94	5	5	4.86	4.88	4.88	4.94	4.94	VS	16
	19	Preparation of Infrastructure Documents	5	5	5	5	5	5	5	5	5	O	3
AS	20	(Conduct of Seminar) AS Series Part I: Meeting w/ SDOs and PCCs	4.91	4.91	4.83	4.91	4.83	4.91	4.91	4.91	4.89	VS	23
Overall Score on Service Quality Dimension			4.93	4.93	4.92	4.94	4.89	4.93	4.93	4.94	4.93	VS	493

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.

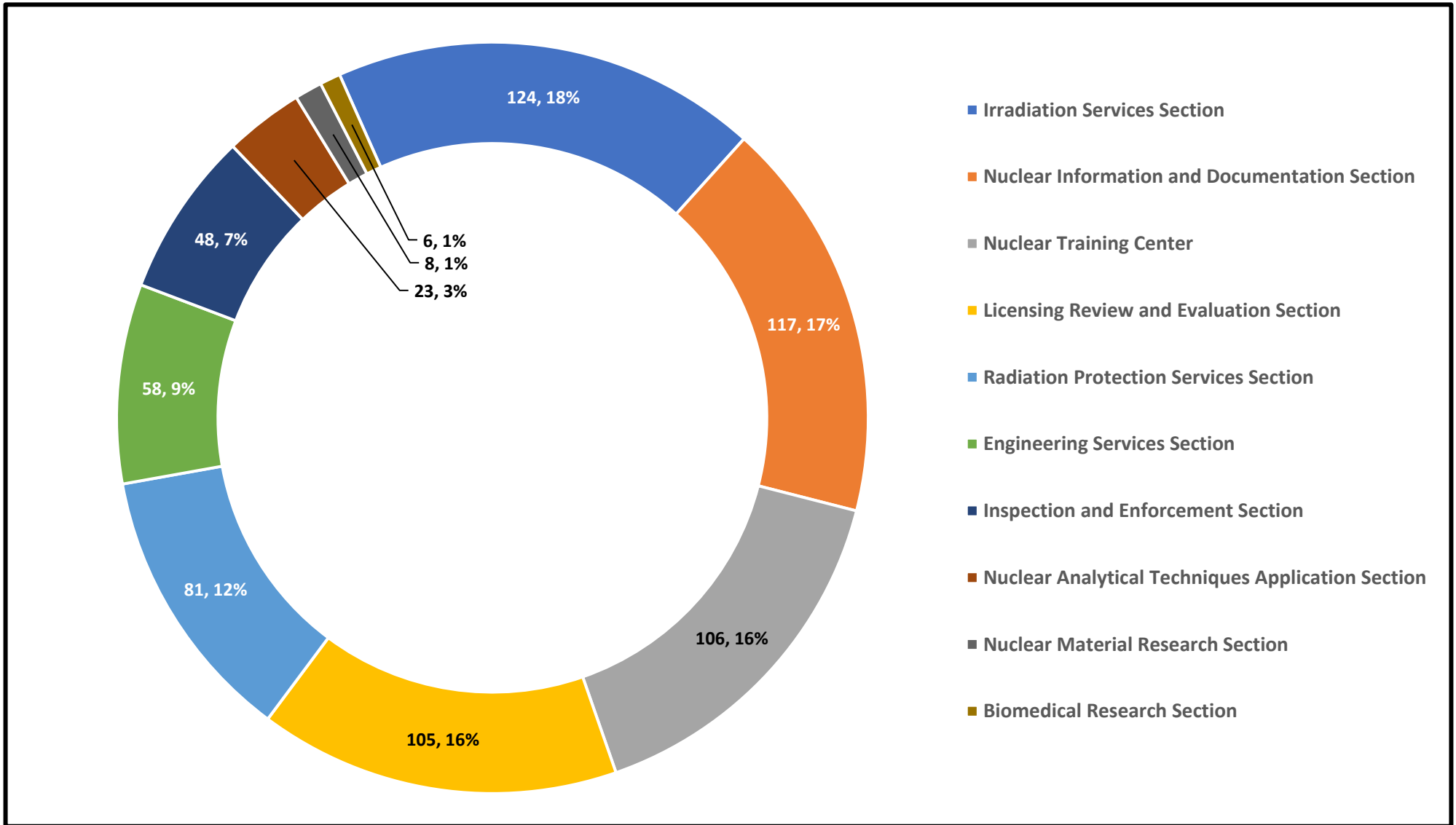
†† Although this is listed in GSS, CCSS submission of raw data was made by HRMRCS

Table 4: Overall Customer Rating for the Q1 2024 (January-March)

	Responsiveness	Reliability (Quality)	Access & Facilities	Communication	Costs	Integrity	Assurance	Outcome	Score	Remarks	No. of Respondents
External	4.91	4.92	4.92	4.91	4.84	4.92	4.91	4.91	4.91	VS	676
Internal	4.93	4.93	4.92	4.94	4.89	4.93	4.93	4.94	4.93	VS	493
Overall	4.92	4.92	4.92	4.92	4.86	4.92	4.92	4.92	4.91	VS	1,169

Figure 1: External Respondents Distribution for Q1 2024

Figure 1 shows the distribution of the external survey respondents for the Quarter 1 of 2024. It illustrates the number of respondents per service providing unit of PNRI. Actual respondents per service is listed in Table 2 for a more detailed information. There are a total of 676 respondents which is higher than Q4 of last year (518) but lower than last year's Q1 (708).



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

Figure 2. Internal Respondents Distribution for Q1 2024

The total internal respondents for the Q1 2024 is 493. MISS has the biggest contribution comprising of 41% 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).

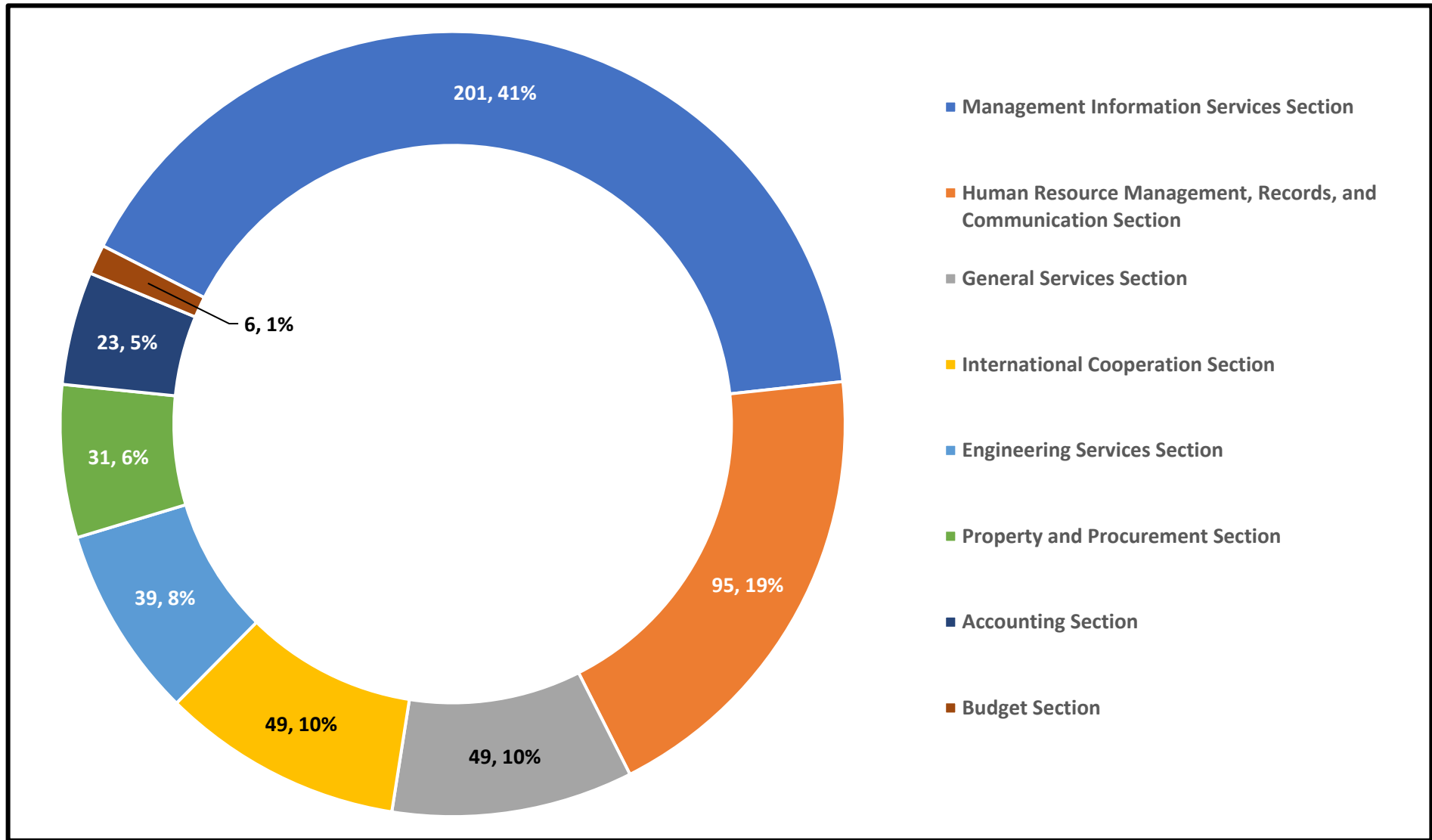


Table 5. Services with no CCSS Report

12 of 45 (27%) services did not have a CCSS report for Q1 of 2024. Table 5 summarizes and details these services as well as the reasons why there were no CCSS reports made. It is also important to note that the 7% increase³ in the number of services with no CCSS report can also be traced to the changing of the listed services. This quarterly report incorporated the services in the PNRI Citizen’s Charter.

Service Provider	Service Delivered	Remarks
EXTERNAL		
RPSS	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
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	Collection of Payments and Deposits for Various PNRI Services thru the e-Payment System	No CCSS data submitted
	Disbursement of Checks/ADA Preparation	
GSS	Request for Use of PNRI Vehicle	No customer survey respondents
	Request for Equipment/Materials Brought In/Out to PNRI	

³ Last quarter’s CCSS report non-submission percentage was 20%. The 7% increase is due to many factors – one of which can be traced back to the changes of the list of services. This report now shows the services indicated in the PNRI CC. For instance, RPSS listed services from last quarter was six. Incorporating the CC, it became seven services. In addition, the reporting of CCSS for internal service previously does not contain the specific service – only the service providing unit. With the services listed in the CC, some sections now report 2 or more services which made the number of internal services a lot higher.

IV. Summary

PNRI received a **"Very Satisfactory"** rating of **4.91** for the first quarter of 2024 (period covering January to March 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: 4.92 for Responsiveness, 4.92 for Reliability (Quality), 4.92 for Access and Facilities, 4.92 for Communication, 4.86 for Costs, 4.92 for Integrity, 4.92 for Assurance, and 4.92 for Outcome.

For external services with respondents with more than the average external respondents per service, the three services with the highest average rating were the following: ISS Electron Beam Irradiation (5), ISS Self-shielded Gamma Irradiation (4.97), and ESS Instrument Repair: Survey Meter (4.96). For internal services, the three highest rated services with more than 20 respondents came from HRMRCS (1st and 2nd), MISS (3rd) and GSS (3rd).

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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SUPPLEMENTARY NOTES

As of the time of writing this report, the PNRI is currently aligning its customer satisfaction measurement report to ARTA's Memorandum. Changes are made to the CCSS form⁴. The following are notable changes from the previous quarterly report:

1. Listed services are services enumerated in the PNRI Citizen's Charter
2. Addition of the overall score using ARTA specified metric as Annex in this report. Kindly refer to Annex B of this report.
3. Surveys from NTC are now included in the list of external services and reported as one.
4. Although ARTA only require 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.

⁴ The new CCSS Form (PNRI-CSM-01 Rev. 6, effective April 01, 2024) is divided into 3 parts – Customer/Client Profile, Citizen's Charter Awareness Questions, and Customer/Client Satisfaction Survey.

Annex B

This section presents the data in Table 2, 3 and 4 of this report using the metric specified by ARTA. Overall score will be interpreted using Table 6.

Table 6: 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 7: Conversion of Table 2 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	91.84	93.88	91.84	95.92	93.88	97.96	95.92	95.92	94.64	VS	49	
		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	9
	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	47	
IES	4	Conduct of Regulatory Inspection and Audit of Radioactive Materials and Facilities	100	100	NA	100	84.62	100	100	100	97.87	O	14	
	5	Issuance of Permit to Transport	100	100	100	100	100	100	100	100	100	O	34	
RPSS	6	OSL Personnel Monitoring Services	100	100	96.00	100	96.00	100	96.00	100	98.50	O	25	
		TLD Personnel Monitoring Services	100	100	75.00	75.00	100	100	100	100	93.75	VS	4	
	7	Calibration and Dose Measurement Services: Activity Meter / Teletherapy Machine / Sources for Brachytherapy	100	100	100	95.74	95.74	100	100	100	100	98.94	O	47
		Calibration of Radiation Monitoring Instruments												
	8	Radiation Control: Swipe Sample Analysis	100	100	100	100	100	100	100	100	100	100	O	3
Radiation Control: Leak Testing of Sealed Sources														

Table 7: Conversion of Table 3 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
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	-	-	-	-	-	-	-	-	-	-	-
		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)	100	100	100	100	100	100	100	100	100	0	72
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	100	100	100	100	100	100	100	100	100	0	23
	11	Request for Carpentry, Electrical/ Telephone and Plumbing Works	100	100	100	100	NA	100	100	100	100	0	26
	12	Request for Photocopying and Printing Services	100	100	100	100	NA	100	100	100	100	0	23
Other Internal Services not Included in the Citizen's Charter													
PPS	13	Issuance of Supplies	100	100	100	100	100	100	100	100	100	0	31
MISS	14	Helpdesk Request	100	100	99.47	100	NA	100	100	100	99.93	0	201
ICS	15	Processing of Indorsement	100	100	100	100	100	100	100	100	100	0	49
ESS	16	Welding/Fabrication/Machining	100	100	100	100	100	100	100	100	100	0	11
	17	Diagnose/Troubleshoot/Repair	100	100	100	88.89	100	100	100	100	98.53	0	9
	18	Cleaning/Preventive Maintenance	100	100	100	100	100	100	100	100	100	0	16
	19	Preparation of Infrastructure Documents	100	100	100	100	100	100	100	100	100	0	3
AS	20	(Conduct of Seminar) AS Series Part I: Meeting w/ SDOs and PCCs	100	100	100	100	94.44	100	100	100	99.44	0	23

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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: 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/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</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>Pagtitiwala</i> (Naglingkod nang tama; nagbibigay ng tamang solusyon o payo para sa suliranin)					
8. Outcome (Realization of the intended benefits) <i>Resulta</i> (Natupad ng serbisyo ang benepisyonang kailangan)					
Comments and suggestions (Use the back page, if necessary) <i>Mga puna at mungkahi</i> (Gamitin ang likuran ng pahinang ito kung kinakailangan)					

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PNR/NTC Form 28
Rev. 0/ 02 October 2015

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

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

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

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

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

Comments and suggestions:

PHILIPPINE NUCLEAR RESEARCH INSTITUTE
Nuclear Training Center
Commonwealth Avenue, Diliman, Quezon City

COURSE EVALUATION FORM

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

