



Q1 2025 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 pursuant to section 4.4 of ARTA Memorandum Circular 2022-05.

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 surveys conducted by the different service-providing units of the agency with their respective services for the period of January to March 2025 (Quarter 1 of calendar year 2025).

II. Methodology

The survey form (document code PNRI-CSM-01 rev. 6) was given to all internal and external customers after the completion of a requested service. It is divided into three parts namely Customer/Client Profile, Citizen's Charter Awareness, and Customer/Client Satisfaction Survey. The first part of the survey aims to capture the customer's demographic profile 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 part is intended to gauge the customer's awareness on Citizen's Charter. Lastly, a 5-point Likert scale provides an avenue for customers to rate each service quality dimension.

External customers pertain to non-PNRI personnel who availed service from a service providing unit. Most services usually require an appointment through the PNRI Nuclear Services Web Portal prior to their arrival at PNRI. Transactions are usually conducted at Interim PNRI One-Stop-Shop (iPOSSH). On the other hand, internal customers – PNRI personnel – who wish to avail a service submits a Job Order Request or request form specific to the service providing unit. At the end of the quarter, process owners were notified to submit the CCSS raw data to the Quality Management Representative for consolidation. Starting this calendar year, raw data are submitted through a template provided by the QMR with the following columns: control number of the survey, type of client, service availed, age, sex, region, customer type according to field, answer to Citizen's Charter (CC) awareness questions, ratings for SQDs, and remarks for customer suggestions/comments. The customer

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

Table 1: Rating system of the client satisfaction survey.

Range	Descriptive Rating
5.00	Outstanding
4.00 – 4.99	Very Satisfactory
3.00 – 3.99	Satisfactory
2.00 – 2.99	Unsatisfactory
1.00 – 1.99	Poor

III. Results and Discussion

On Client Demographic and No. of Respondents:

The number of internal and external respondents during the first quarter is in near-equal split (1,152 external and 1,013 internal). It was not surprising that there has been an increase in the number of respondents from Q4 of the previous year to Q1 of the succeeding year. However, for this quarter, the increase was unexpected. PNRI was able to collect 2,165 respondents - almost double than the previous year¹. Figure 1 and 2 shows the number of respondents per service providing unit. Albeit most of the unit has an increase on their survey respondents, it was observed that a large portion of it was attributed to NIDS Guided tour and from various services provided by NTC. The number of trainings and seminars conducted by NTC on Q1 2025 resulted to the increase of respondents. On the other hand, it is evident that there has been an increasing number of individuals, most likely students, have taken tour to PNRI facilities. The increase of the respondents, especially from these two services, is taken as good indication. It would prove beneficial to PNRI in promoting nuclear science and technology to the general public.

In case of internal respondents, MISS IT Helpdesk Request usually takes the lead in terms of PNRI internal survey counts. Surprisingly, we had a huge number of respondents from General Services Section. Aside from the revision of services listed in the PNRI Citizen's Charter, an improvement has been seen in their monitoring of GSS Job Order's Request and Vehicle Request. As one of the end results, they were also able to collate ample amount of survey respondents.

In general, PNRI customers were from private and public hospitals, companies, licensees, other government institutions, students, industries, private companies, individuals and the like. About 40% of respondents are within the 20-34 age bracket². PNRI has only one office located at Quezon city – hence, majority of its clients reside within NCR and Region IV-A. Kindly refer to Table 2 for more detailed client demographics.

On Citizen's Charter Awareness:

As reference to the succeeding discussion, the list of internal and external services came from the 2025 PNRI Citizen's Charter (1st Edition). It was revised on the last month of first quarter. However, the data for Q1 was not yet in line with the revision. That is, some services that were not yet enrolled in the PNRI CC does not have data for CC questions since those are not applicable on their end.

¹ There are a total of 1,120 respondents during the last quarter of 2024.

² This could be higher in terms of actual numbers since approximately 28% did not specify their age bracket.

Table 2: Customer demographics (Q1 2025)

This table includes the respondents for internal and external customers. Kindly note that for internal customers, PNRI personnel, the regional demographics is highlighted at NCR. In terms of only external respondents at NCR, 65.19% specified that they reside in NCR.

D1. Age		
	Counts	Percentage
19 or lower	270	12.47%
20-34	868	40.09%
35-49	330	15.24%
50-64	90	4.16%
65 or higher	1	0.05%
Did not specify	606	27.99%
Total	2,165	100.00%
D2. Sex		
	Counts	Percentage
Male	1,021	47.16%
Female	918	42.40%
Did not specify	226	10.44%
Total	2,165	100.00%
D3. Region		
	Counts	Percentage
National Capital Region (NCR)	1,658	76.58%
Region I: Ilocos Region	4	0.18%
Region II: Cagayan Valley	7	0.32%
Region III: Central Luzon	35	1.62%
Region IV-A: CALABARZON	219	10.12%
Region IV-B: MIMAROPA	2	0.09%
Region V: Bicol Region	2	0.09%
Region VI: Western Visayas	4	0.18%
Region VII: Central Visayas	11	0.51%
Region VIII: Eastern Visayas	0	0.00%
Region IX: Zamboanga Peninsula	0	0.00%
Region X: Northern Mindanao	7	0.32%
Region XI: Davao Region	4	0.18%
Region XII: SOCCSKSARGEN	0	0.00%
Region XIII: Caraga	0	0.00%
Cordillera Administrative Region (CAR)	6	0.28%
Bangsamoro Autonomous Region in Muslim Mindanao (BARMM)	0	0.00%
Did not specify	206	9.52%
Total	2,165	100.00%
D4. Customer Type		
	Counts	Percentage
Business/Company	329	15.20%
Government	709	32.75%
Citizen/Individual/Representative	290	13.39%
Organization	64	2.96%
Did not specify	773	35.70%
Total	2,165	100.00%

Table 3 shows the tally of the customer's response on the three (3) Citizen's Charter (CC) awareness questions. Given that the nonresponse rate of internal customers in the CC questions was roughly 70%, it would be unreasonable to get a 100% score. The maximum score we could attain is approximately 30% and this figure would be the basis. PNRI attained

the following CC metrics (internal) during the first quarter of the year: CC awareness³ 29.52%, CC visibility 27.94%, and CC helpfulness 26.75%.

Table 3: Tally of CC Awareness Questions

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.	259	25.57%	445	38.63%
2. I know what a CC is but I did not see this office's CC.	40	3.95%	66	5.73%
3. I learned of the CC only when I saw this office's CC.	1	0.10%	117	10.16%
4. I do not know what a CC is and I did not see this office's CC.	7	0.69%	194	16.84%
* The customer leaves the question blank	706	69.69%	330	28.65%
CC2: If aware of CC, would you say that the CC of this office was...?				
1. Easy to see	229	22.61%	451	39.15%
2. Somewhat easy to see	54	5.33%	128	11.11%
3. Difficult to see	2	0.20%	23	2.00%
4. Not visible at all	7	0.69%	21	1.82%
5. NA	15	1.48%	162	14.06%
* The customer leaves the question blank	706	69.69%	367	31.86%
CC3: If aware of CC, how much did the CC help you in your transaction?				
1. Helped very much	232	22.90%	471	40.89%
2. Somewhat helped	39	3.85%	120	10.42%
3. Did not help	9	0.89%	7	0.61%
4. NA	27	2.67%	189	16.41%
* The customer leaves the question blank	706	69.69%	365	31.68%

The nonresponse rate of CC questions for internal services was perceived to be increasing. To provide a bit of context, CC questions were added in the PNRI survey form at the start of the second quarter of last year (2024) in compliance with ARTA memorandum circular 2022-05. Following this, we were able to get CC metrics as well as the nonresponse of customers to CC questions. PNRI reported the following internal nonresponse rate last year: 38% (Q2), 48% (Q3), and 57% (Q4). For this quarter, it reached to 70%. It would appear that PNRI customers tend to skip this part of the survey after some time. Note that most of the survey from internal services came from services that were not yet enrolled as of Q1 2025. This includes MISS IT Helpdesk request which contributes the largest in terms of survey count. The revision of PNRI Citizens Charter happened toward the end of first quarter. Due to this, CC questions were left blank since it does not apply to services during that time. Although this may be the case, another reason springs to mind. Perhaps, internal customers tend to ask the process to the attending personnel rather than look and read the PNRI CC despite its presence in the vicinity. Afterall, it is easier to ask questions to one's colleague rather than reading the CC. It could also be a force of habit that they only rate to SQD questions. Whatever the reasons be, it does not seem to affect the overall internal score for SQD as it shows to be increasing albeit minimal.

For external services, the CC metrics for this quarter are as follows: CC awareness 44.36%, CC visibility 50.26%, and CC helpfulness 51.31%. This is higher than the reported CC metrics in the PNRI 2024 Annual CSM report. It would seem that the institute is off to a good start. Since external clients usually rely on available information online or through other means, it is good way that they were already acquainted with a Citizen's Charter. We hope that, if they even need to do transaction in other government offices, they know how to navigate through the agency's Citizen's Charter. This should provide them another option other than firsthand inquiry.

³ CC awareness metric was the sum of the percentage of the two options CC1.1 and CC1.2. Similarly, CC visibility and helpfulness were computed from the percentage of the first two options. Kindly refer to Table 3.

Unlike the attained scores from the internal survey, the nonresponse rate of external customers from CC questions has decreased. PNRI went from ~38% to ~30% in terms of external nonresponse rate. Although the nonresponse to CC questions came from multiple service providing unit, it was observed that a large portion came from Guided tour. It is within expectation since most of their customers are students which may not yet be familiar/acquainted with CC – and most likely skip this part.

On Overall Satisfaction:

Similar to the second section of the PNRI survey form, the addition of the overall satisfaction question was added in the second quarter of the previous year. This question aims to capture the perception of the customers to the rendered service as a whole. Kindly refer to Table 4 for the tally and the score. It can be noted, that overall, in terms of percentage, there is very slightly decrease on SQD0 from previous quarter. However, it still falls within the objective of the institute.

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: Overall Satisfaction (External)	969	148	8	0	0	0	27	1,152	4.85	99.29%
SQD0: Overall Satisfaction (Internal)	977	23	2	1	1	0	9	1,013	4.97	99.60%

On Service Quality Dimensions:

The overall scores were calculated from 1,152 surveys from external customers who availed service at PNRI. The average respondents per service is 52. Focusing our attention to the services with respondents ≥ 52 , two (2) out of the three services under ISS attained an Outstanding rating (5.00). This was followed by LRES Issuance of Certificate of Release (4.90), and from various services provided by NTC (4.88). Similar to the previous quarter, it is a good indication that all these highlighted services came from three separate divisions of PNRI. These numbers indicate that PNRI provides a quality service across different division evident by the VS ratings (or higher) for all services. Although not included in this report, the response rate of PNRI is still relatively low compared to other DOST agencies⁴. May this report be an avenue to reiterate the importance of having a high response rate. It is, for all intents and purposes, a way to make sure that the numbers reported are representative of the actual provided service.

Overall, the PNRI attained a Very Satisfactory rating of 4.87 for the external services rendered in the first quarter of year 2025. The previous quarterly rating was maintained. A more detailed information is provided in Table 5.

All internal services were able to meet the quality objective; scores were Very Satisfactory or Outstanding. Kindly see Table 6 for more information. The ratings of internal services have been either maintained or increased for the past years. Should there be anything to improve,

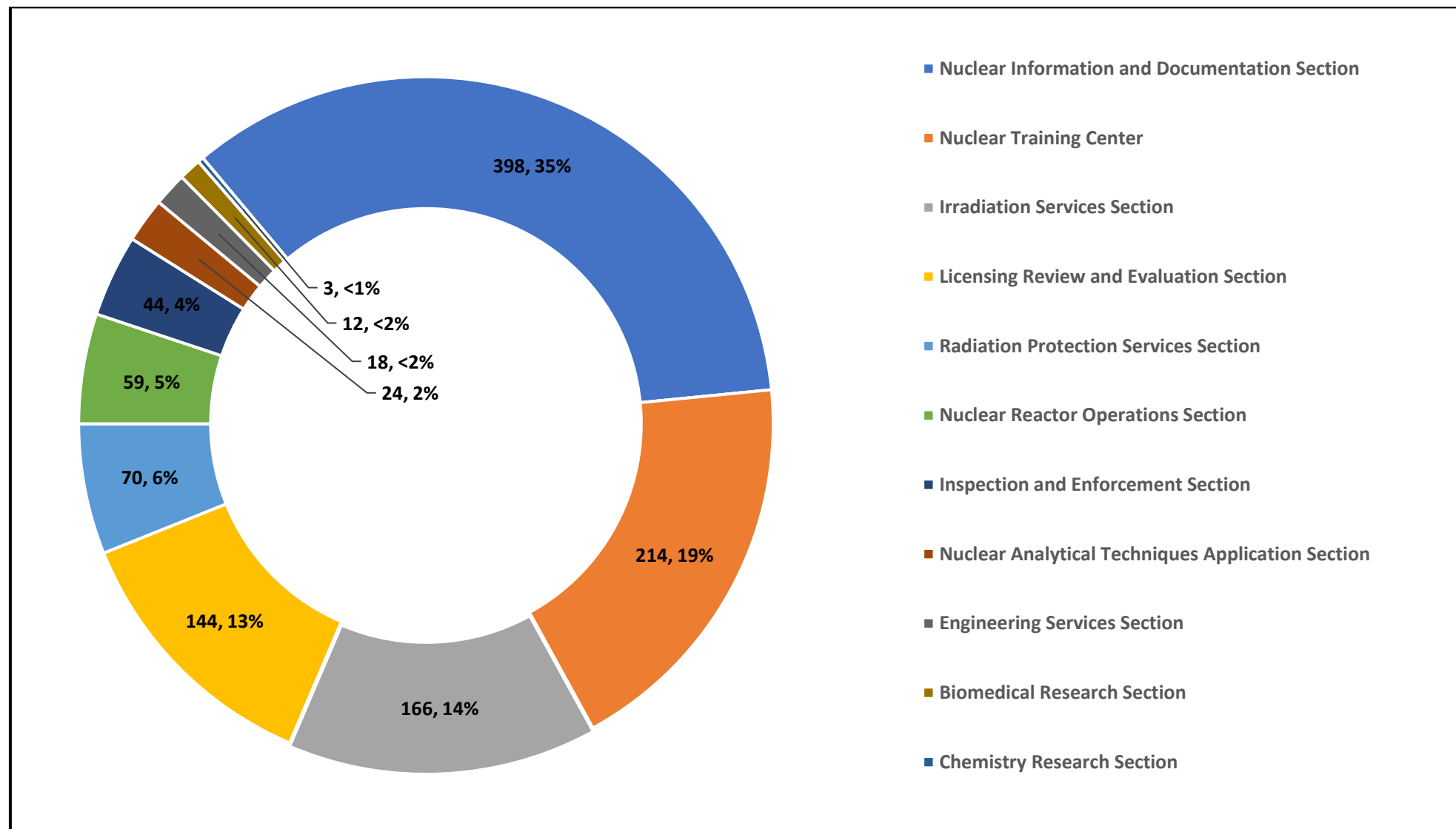
⁴ For instance, the following DOST agencies reported their 2023 response rate for external services: MIRDC 48.41%, ITDI 48.25%, PCAARRD 25.92%, These were taken from the Annual CSM report posted in their respective Transparency Seal page.

it is worth noting that streamlining of internal CSM survey should be examined. We have seen improvement on the list of internal services for this quarter due to the following: ESS enrolled their service as one service unlike the previous quarter's data submission; enrollment and/or revision of other internal services from GSS, MISS and PPS. However, it has been overlooked for a long while that some services don't have any data at all. We take for example, the Processing of Purchase Request and Disbursement of Checks/ADA Preparation. There has been no submission of data for these services; however, these are actually being performed by the process owner. Some services listed in the PNRI CC have been a core function of several office which they accomplish even if there is no internal request. The concern regarding the first aforementioned service was raised during the CART meeting on January 28, 2025 and survey data is expected starting the second quarter of this year. However, this is not the case for other service which remains to be discussed.

Nonetheless, the institute has achieved an overall internal score of 4.97 equivalent to a Very Satisfactory rating. The scores for SQDs are as follows: 4.97 for Responsiveness, 4.97 for Reliability (Quality), 4.96 for Access & Facilities, 4.97 for Communication, 4.93 for Cost, 4.97 for Integrity, 4.97 for Assurance, and 4.98 for Outcome.

Figure 2: External Respondents Distribution for Q1 2025

For the period January-March, there a total of 1,152 survey respondents from external customers who availed services in PNRI. A large portion of it came from NIDS Guided tour, and various services offered by NTC. The percentage of each service providing unit can be seen in the pie chart below. Overall, the number of respondents for this quarter is roughly twice than that of the previous quarter.



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

Figure 3. Internal Respondents Distribution for Q1 2025

Both General Services Section (GSS) and Management Information Services Section (MISS) managed to get about one-third of the whole internal services. A large portion of the respondents from the former were from Provision of Transportation Services while the latter caters to IT helpdesk requests. About 15% of the total survey count came from ESS Job Order Request (for Electrical, Electronics, Mechanical/Electromechanical and Civil Works). The pie chart below is arranged from highest number of respondents to lowest in a clockwise manner starting at the top.

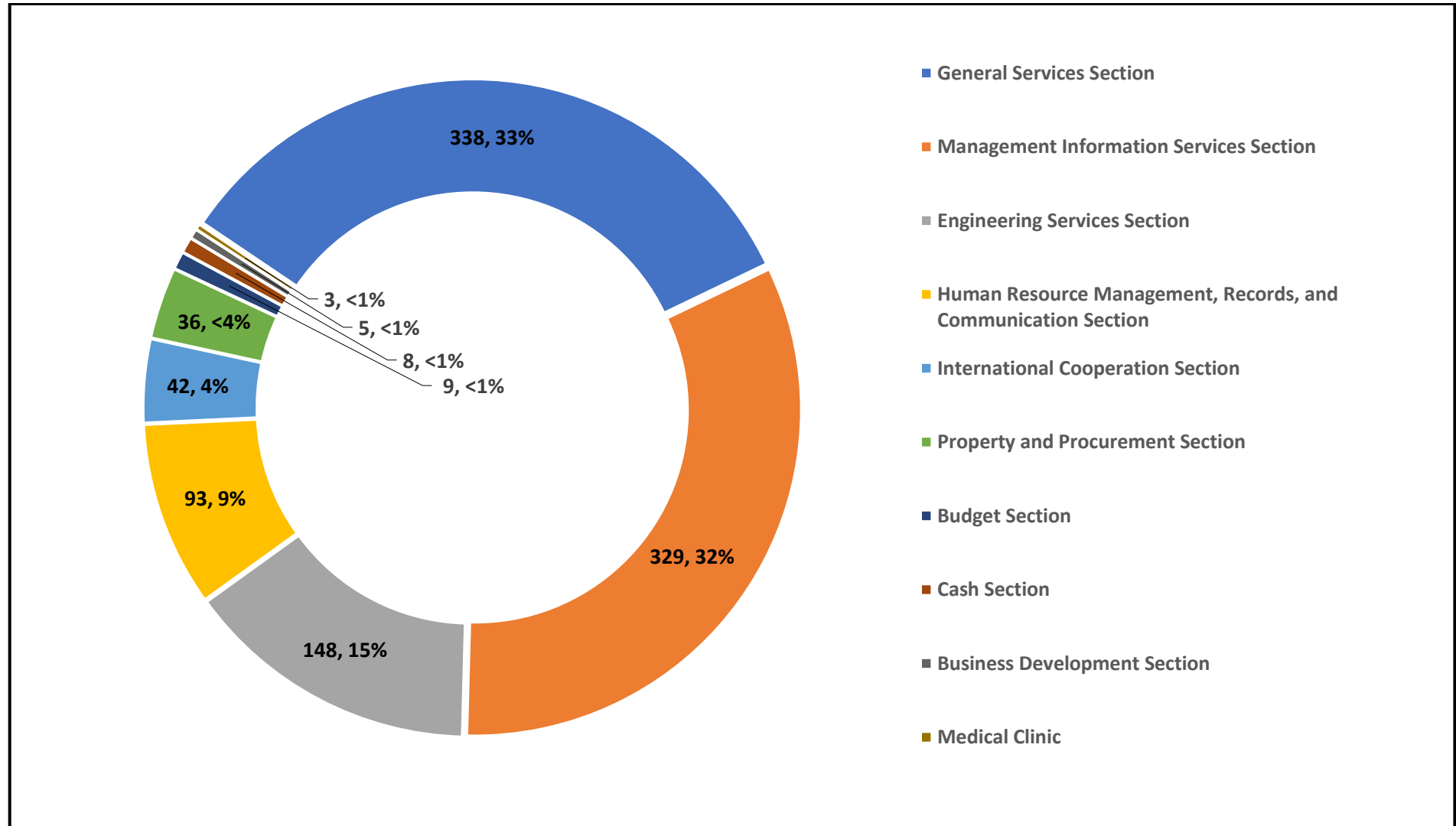


Table 5: Rating of External Services 2025 Quarter 1 (January-March)

An increase of 109% is observed for the first quarter of the calendar year 2025 (Q4 2024 number of external respondents was 559). It has been a trend that the jump from the last quarter of the year to the first quarter of the succeeding year entails an increase in the number of respondents. However, this increase is the highest in the last 3 years. The overall score for external services remains the same. Included in this table are the individual scores of each service quality dimension.

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	4.69	4.73	4.71	4.73	4.72	4.74	4.74	4.72	4.72	VS	59
		Issuance of Renewed Radioactive Material License											
	2	Issuance of Certificate of Exemption (COE) and Other Certifications	4.71	5.00	4.71	5.00	4.71	5.00	4.71	5.00	4.86	VS	7
	3	Issuance of Certificate of Release of Radioactive Materials (COR) from the Bureau of Customs	4.92	4.91	4.87	4.94	4.85	4.92	4.87	4.95	4.90	VS	78
IES	4	Conduct of Regulatory Inspection and Audit of Radioactive Materials and Facilities	4.93	4.87	NA	4.87	4.71	4.93	4.87	4.87	4.87	VS	15
	5	Issuance of Permit to Transport	4.97	4.97	4.97	4.97	4.90	4.97	4.97	4.97	4.97	VS	29
RPSS	6**	OSL Personnel Monitoring Services	4.56	4.71	4.71	4.82	4.68	4.65	4.74	4.68	4.69	VS	34
		TLD Personnel Monitoring Services	-	-	-	-	-	-	-	-	-	-	-
	7*	Calibration and Dose Measurement Services: Activity Meter / Teletherapy Machine / Sources for Brachytherapy	4.82	4.86	4.77	4.86	4.82	4.86	4.82	4.91	4.84	VS	22
		Calibration of Radiation Monitoring Instruments											
	8*	Radiation Control: Swipe Sample Analysis	4.78	4.89	4.89	4.89	4.89	4.89	4.89	4.89	4.88	VS	9
		Radiation Control: Leak Testing of Sealed Sources											
		Radiation Control: Lease of Survey Meter											
	9	Radiation Control: Radiation Monitoring and Hazards Evaluation	-	-	-	-	-	-	-	-	-	-	-
	10	Lease of Moisture Density Gauge	-	-	-	-	-	-	-	-	-	-	-
	11	Temporary Storage of Radioactive Material	4.80	4.80	5.00	5.00	4.60	5.00	5.00	5.00	5.00	4.90	VS
Radioactive Waste Management Services													
ISS	12	Electron Beam Irradiation Services	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	O	58

	13	Gamma Irradiation Services: Self-shielded Gamma Irradiator - Gammacell 220 (GC) and Ob-Servo Sanguis (ObS)	5.00	5.00	5.00	5.00	4.95	4.98	5.00	5.00	4.99	VS	40
	14	Gamma Irradiation Services: Multipurpose Irradiation Facility	5.00	5.00	4.99	5.00	5.00	5.00	5.00	4.99	5.00	O	68
NATAS	15	Radiometric and Chemical Analysis	4.92	5.00	5.00	5.00	4.96	5.00	5.00	5.00	4.98	VS	24
ITS	16	Gamma Column Scanning	-	-	-	-	-	-	-	-	-	-	-
ESS	17	Instrument Repair/Diagnosis: Survey Meter or Contamination Meter	4.60	4.50	4.40	4.70	4.40	4.80	4.50	4.70	4.58	VS	10
BMRS	18	Microbiological Analysis	4.83	4.83	4.83	4.83	4.83	4.83	4.83	4.83	4.83	VS	6
	19	Cytogenetic Analysis	5.00	5.00	5.00	5.00	5.00	5.00	5.00	4.83	4.98	VS	6
NTC	20*	Nuclear Training Services: Application to Training Courses	4.86	4.87	4.88	4.87	4.85	4.91	4.91	4.88	4.88	VS	214
		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	21	Nuclear Awareness Seminars and Exhibits	-	-	-	-	-	-	-	-	-	-	-
	22	Guided Tour of PNRI Facilities	4.83	4.82	4.73	4.89	4.70	4.87	4.85	4.84	4.82	VS	394
	23*	Library Services	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	O	4
		Online Library Services											
NROS	24†	Research Reactor On-The-Job Training	4.94	4.94	4.94	5.00	4.70	5.00	5.00	5.00	4.95	VS	17
Other Services not Included in Citizen's Charter													
NROS	24	Facility Tour	4.90	4.95	4.88	4.93	4.95	4.98	4.98	4.93	4.94	VS	42
	25†	On-The-Job Training (OJT)	4.82	5.00	5.00	5.00	5.00	5.00	5.00	5.00	4.98	VS	11
Overall Score per Service Dimension			4.86	4.87	4.83	4.90	4.81	4.90	4.89	4.88	4.87	VS	1,152

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.

† The services listed in this table came from the 2025 PNRI Citizen's Charter. Changes for the 2025 version were made which includes the enrolment of the NROS On-The-Job Training (OJT). Normally, On-The-Job Training and Work Immersion are separated in this report as the former caters to tertiary students. To clarify, the enrolled service by NROS caters to both senior high school and tertiary students.

Table 6: Rating of Internal Services 2025 Quarter 1 (January-March)

Similar to external services, there has been changes in the list of internal services in the 2025 version of the PNRI Citizen's Charter. Unlike the previous year, there are more respondents on the services that are enrolled services. The number of respondents has increased to 1,013 (Q4 2024 was 561) with, most notably, GSS getting more survey count. In terms of rating, PNRI attained an overall internal score rating of 4.97 (higher than previous quarter 4.94). Kindly refer to the table below for the individual score of each service.

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	5.00	5.00	5.00	5.00	NA	5.00	5.00	5.00	5.00	O	9
	5	Processing of Government Obligation and Payment for IOTs and LTOs											
PPS	6†	Issuance of Supplies	5.00	5.00	4.94	4.97	5.00	5.00	4.97	4.97	4.98	VS	36
HRMRCS	7	Issuance of Service Records, Office Clearance, and Contract of Service for Foreign Travel (Official/Personal)	4.97	4.97	4.94	4.99	4.97	4.99	4.97	4.99	4.97	VS	67
	8	Application for leave	-	-	-	-	-	-	-	-	-	-	-
CS	9	Collection of Payments and Deposits for Various PNRI Services thru the e-Payment System	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	O	8
	10	Disbursement of Checks/ADA Preparation	-	-	-	-	-	-	-	-	-	-	-
GSS	11**	Provision of Non-Urgent Transportation Services	5	5	5	5	NA	5	5	5	5	O	255
		Provision of Emergency/Urgent Transportation Services											
		Issuance of Transportation Unavailability Certificate											
	12**	Provision of General Maintenance Services (Major & Minor Scope)	4.95	4.95	NA	4.95	NA	4.96	4.96	4.96	4.96	VS	83
	13	Request to Work during Weekends and Holidays (Contractors)	-	-	-	-	-	-	-	-	-	-	-
MISS	14†	IT Helpdesk Request	4.94	4.96	4.94	4.96	NA	4.95	4.96	4.97	4.96	VS	329

ESS	15 [†]	Request for Electrical, Electronics, Mechanical/Electromechanical and Civil Works	4.98	4.97	4.97	4.98	4.91	4.98	4.98	4.99	4.97	VS	148
Other Services not Included in Citizen's Charter													
ICS	16	Processing of Indorsement	4.90	4.86	4.84	4.88	4.80	4.90	4.90	4.88	4.88	VS	42
BDS	17	IP/Business Consultation	5.00	4.80	5.00	5.00	5.00	5.00	5.00	5.00	4.98	VS	5
AS	18	Request for SOA	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	O	2
HRMRCs	19	Request to Work during Weekends and Holidays (SO)	5.00	4.96	4.92	4.88	5.00	4.96	4.96	4.96	4.95	VS	26
Medical Clinic	20	Consultation	5.00	5.00	5.00	5.00	NA	5.00	5.00	5.00	5.00	O	3
Overall Score per Service Dimension			4.97	4.97	4.96	4.97	4.93	4.97	4.97	4.98	4.97	VS	1,013

Notes:

- * The collection of survey for these services has been discussed in the PNRI Committee on Anti-Red Tape (CART) on January 28, 2025. Kindly expect data during the second quarter CCSS report.
- † Item number with this superscript are the added/changed service. The services that were not enrolled in the previous year have been added in the list of internal services in the 2025 version of the PNRI Citizen's Charter. Although not all of it were enrolled, the remaining items are planned to be added in the next version.
- ** These services are separated in the Citizen's Charter. However, the CCSS form are kept and/or considered as one. They were separated in accordance with ARTA guidelines that services should be categorized into Simple, Complex, and Highly Technical depending on the total duration of the transaction.

Table 7: Overall Customer Rating for Q1 2025 (January-March)

Statistical average was used to get the overall score per Service Quality Dimension. For this quarter, PNRI got an overall rating (external and internal) of 4.91 which corresponds to a **Very Satisfactory** rating. This is computed from the 2,165 respondents that was gathered during the period January-March 2025.

	Responsiveness	Reliability (Quality)	Access & Facilities	Communication	Costs	Integrity	Assurance	Outcome	Score	Remarks	No. of Respondents
External	4.86	4.87	4.83	4.90	4.81	4.90	4.89	4.88	4.87	VS	1,152
Internal	4.97	4.97	4.96	4.97	4.93	4.97	4.97	4.98	4.97	VS	1,013
Overall	4.91	4.92	4.89	4.93	4.83	4.93	4.93	4.93	4.91	VS	2,165

Table 8. Services with no CCSS Report

11 of 45 (24.44%) services did not have a CCSS report for Q1 of 2025. This table summarizes and details these services as well as the reasons why there were no CCSS reports made. Previous quarter's no submission rate was 20.37% (11 out of 54) and the increase was mainly because some services were streamlined/categorized into 1 (e.g. ESS Job Orders were listed as 4 separate services prior to the enrollment of Request for Electrical, Electronics, Mechanical/Electromechanical and Civil Works). On a good side, there are less services that are not yet enrolled in the PNRI CC.

Service Provider	Service Delivered	Remarks
EXTERNAL		
RPSS	TLD Personnel Monitoring Services	Equipment used for this service was damaged.
	Radiation Control: Radiation Monitoring and Hazards Evaluation	No service rendered
	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	The details on the survey collection were already established during the CART meeting but it was too abrupt when implemented during the first quarter. The expected data submission was moved to second quarter of 2025.
	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 survey respondent
HRMRCS	Application for leave	This is already part of the function of HRMRCS but was recently enrolled in the PNRI CC. Survey collection is yet to be established since a new system for Leave Application is being developed by MISS.
GSS	Request to Work during Weekends and Holidays (Contractors)	No customer survey respondents

IV. Summary

PNRI received a "**Very Satisfactory**" rating of **4.91** for the first quarter of 2025 (period covering January to March 2025). 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, 4.92 for Reliability (Quality), 4.89 for Access and Facilities, 4.93 for Communication, 4.83 for Costs, 4.93 for Integrity, 4.93 for Assurance, and 4.93 for Outcome.

The overall number of respondents for this quarter is 2,165 which is 93.30% higher than the previous quarter. For external services with respondents more than the average external respondents per service, the services with the highest rating include two services under ISS, LRES Issuance of Certificate of Release, and the various services from NTC. On the other hand, internal services from MISS, HRMRCS, and ESS got the highest rated services for this quarter.

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

Prepared by:



VALLERIE ANN I. SAMSON, Ph. D.
Deputy Director/QMR, PNRI

Noted by:



CARLO A. ARCILLA, Ph. D.
Director, PNRI

Annex A

This section presents the data in Table 5 and 6 of this report using the metric specified by ARTA.

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

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"

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 4 using the metric specified above. Note that all figures are in percentage. The sign was omitted to conserve line spacing.

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	96.61	100	98.31	98.31	100	98.28	98.28	98.25	98.50	O	59
		Issuance of Renewed Radioactive Material License											
	2	Issuance of Certificate of Exemption (COE) and Other Certifications	100	100	100	100	100	100	100	100	O	7	

[illegible]

BS, AS	4	Processing of Government Obligation and Payment of Various Reimbursements	100	100	100	100	NA	100	100	100	100	100	0	9
	5	Processing of Government Obligation and Payment for IOTs and LTOs												
PPS	6†	Issuance of Supplies	100	100	100	100	100	100	100	100	100	100	0	36
HRMRCS	7	Issuance of Service Records, Office Clearance, and Contract of Service for Foreign Travel (Official/Personal)	100	100	100	100	100	100	100	100	100	100	0	67
	8	Application for leave	-	-	-	-	-	-	-	-	-	-	-	-
CS	9	Collection of Payments and Deposits for Various PNRI Services thru the e-Payment System	100	100	100	100	100	100	100	100	100	100	0	8
	10	Disbursement of Checks/ADA Preparation	-	-	-	-	-	-	-	-	-	-	-	-
GSS	11**	Provision of Non-Urgent Transportation Services	100	100	100	100	NA	100	100	100	100	100	0	255
		Provision of Emergency/Urgent Transportation Services												
		Issuance of Transportation Unavailability Certificate												
	12**	Provision of General Maintenance Services (Major & Minor Scope)	100	98.80	NA	100	NA	100	100	100	100	99.80	0	83
	13	Request to Work during Weekends and Holidays (Contractors)	-	-	-	-	-	-	-	-	-	-	-	-
MISS	14†	IT Helpdesk Request	98.78	99.39	98.42	99.39	NA	99.39	99.39	99.39	99.39	99.17	0	329
ESS	15†	Request for Electrical, Electronics, Mechanical/Electromechanical and Civil Works	100	100	100	100	98.75	100	100	100	100	99.91	0	148
Other Services not Included in Citizen's Charter														
ICS	16	Processing of Indorsement	100	100	100	100	93.33	100	100	100	100	99.67	0	42
BDS	17	IP/Business Consultation	100	100	100	100	100	100	100	100	100	100	0	5
AS	18	Request for SOA	100	100	100	100	100	100	100	100	100	100	0	2
HRMRCS	19	Request to Work during Weekends and Holidays (SO)	100	100	100	96.15	100	100	100	100	100	99.47	0	26
Medical Clinic	20	Consultation	100	100	100	100	NA	100	100	100	100	100	0	3
Overall Score per Service Dimension			99.60	99.70	99.45	99.70	98.80	99.80	99.80	99.80	99.80	99.68		1,013

All information provided will be treated strictly as confidential.

PNRI-CSM-01 Rev. 5/04-01-2024



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:

(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 alinsunod sa mga alituntunin 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. (Pakisuri ang serbisyong ibinigay sa iyo sa pamamagitan ng paglagay ng tsek (✓) na marka sa sumusunod na mga pamantayan.)

 Criteria (Definition) Pamantayan (Kahulugan)	 Strongly Agree (5)	 Agree (4)	 Neither Agree nor Disagree (3)	 Disagree (2)	 Strongly Disagree (1)	N/A Not Applicable
0. Overall Satisfaction (I am satisfied with the service I availed) Pangkalahatang Kasiyahan (Nasiyahan ako sa aking natanggap na serbisyo)						
1. Responsiveness (Delivery of prompt service or within the prescribed/agreed time) Pagtugon (Naakyatang panahon ang ibinigay na serbisyo)						
2. Reliability (Quality) (Service or product conforms to the set requirements) Kalidad ng serbisyo (Ang serbisyo o produkto ay sumusunod sa kinakailangan)						
3. Access & Facilities (Condition of facility; availability of equipment) Kapaligiran (Lagay ng pasilidad; mayroong kagamitan)						
4. Communication (Staff is polite while delivering the service) Komunikasyon (Magalang ang mga kawan! sa pagbibigay ng serbisyo)						
5. Costs (Value for money; preferred methods of payment; timely billing) Gastos (Makatarungan ang presyo at paraan ng pagbayad)						
6. Integrity (There is honesty, fairness, and trust in each service) Integridad (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) Pagitiwala (Nagingkond nang tama; nagbigay ng tamang solusyon o payo para sa suliratin)						
8. Outcome (Realization of the intended benefits) Resulta (Natupad ng serbisyo ang benepisyonang kailangan)						
Comments and suggestions: Mga puna at mungkahi:						