



Republic of the Philippines
Department of Science and Technology



PHILIPPINE NUCLEAR RESEARCH INSTITUTE

Q2 2023 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 as revised effective July 1, 2022, 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 sections of the organization with their respective services for the period of April to June 2023 (Quarter 2 2023).

II. Methodology

The PNRI CCSS Form (Annex A) is given to all external and internal customers every after completion of the service/s availed. A sample copy of the form is attached. For the Nuclear Training Center (NTC) (Annex B and C), a separate customer satisfaction form is administered tailored fit for the kind of services they offer. Sample copies of the forms are attached as annexes 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 to using a 5-point Likert scale ranging from very satisfied to very dissatisfied.

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, a 5-point Likert scale following the rating system below is used. The general Quality Objective (QO) of the organization is to achieve a Very Satisfactory rating.

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

Here, we detail and discuss the results for the second quarter of 2023's customer satisfaction survey. Table 1 shows the survey result of all external services in PNRI. There was a total of 678 respondents for the survey. They were primarily composed of private and public hospitals, companies, licensees, other government institutions, students, industries, private companies and individuals and the like. 18 external services across 12 service providing sections were tallied. Of the 12 sections, the Radiation Protection Services Section (RPSS) had the greatest number of external services at 6 services with a reported CCSS. For services that had more than 20 respondents, the top three services with the highest average rating were the Electron Beam Irradiation Services (36 respondents) at 5.0 average rating, GAMMA Irradiation Services (Self-Shielded Irradiator: Gamma-220 / Ob-servo Sanguis) (83 respondents), and the Issuance of Certificate of Release (92 respondents) both of which tallied a 4.97 rating. The average per service dimension are as follows: 4.90 for Responsiveness, 4.89 for Reliability (Quality), 4.63 for Access and Facilities, 4.90 for Communication, 4.87 for Costs, 4.91 for Integrity, 4.90 for Assurance, and 4.88 for Outcome. External services recorded a general average of 4.86, equivalent to Very Satisfactory. It can be noted that a rating of 3 was recorded by the Radioactive Waste Management under the access and facilities quality dimension. And in the overall average rating for external services, the same service dimension garnered the lowest average rating of 4.63.

Table 2 summarizes the result of the CCSS for all internal services. 11 of 18 sections delivered a CCSS report for Q2 2023. Overall, internal services gained a 4.88 average, with the following distribution: 4.89 for Responsiveness, 4.88 for Reliability (Quality), 4.87 for Access and Facilities, 4.90 for Communication, 4.76 for Costs, 4.89 for Integrity, 4.89 for Assurance, and 4.91 for Outcome. A total of 328 respondents were recorded. The top three sections with the highest averages (with more than 20 respondents) were the Human Resources Management, Records and Communication Section (4.9 with 133 respondents), Property and Procurement Section (4.90 with 55 respondents), and the General Services Section (4.84 with 48 respondents).

On the other hand, Table 3 tallies the CCSS result for the Nuclear Training Center which use their own Customer Satisfaction Survey Forms tailored to the kind of services they offer. Copies of such forms are attached as annexes (Annex B to C) of this report for reference. NTC had an average of 4.66 from 3 of 4 services that they offer for Q2 2023. This data came from 145 respondents.

Table 4 is a summary of the result. A total of 1,151 respondents were recorded for internal and external services for the second quarter of 2023. In total, the average per service dimension for both external and internal services are as follows: 4.90 for Responsiveness, 4.89 for Reliability (Quality), 4.75 for Access and Facilities, 4.90 for Communication, 4.82 for Costs, 4.90 for Integrity, 4.90 for Assurance, and 4.90 for Outcome. With the inclusion of results from NTC, PNRI received an overall CCSS average of 4.84 for the period covering April to June 2023 (Q2). This is the same as the recorded average for Q1 of 2023.

Table 1. External Services CCSS Report for Q2 of 2023 (April-June 2023)

Service Provider	Service Delivered	Service Quality Dimension										
		Responsiveness	Reliability (Quality)	Access & Facilities	Communication	Costs	Integrity	Assurance	Outcome	Average	Remarks	Number of Respondents
		Q2 2023										
EXTERNAL												
RPSS	OSL Personnel Monitoring Service	4.69	4.63	4.62	4.63	4.75	4.80	4.59	4.53	4.66	VS	34
	TLD Personnel Monitoring Service	4.83	4.83	4.83	4.83	4.83	4.83	4.83	4.83	4.83	VS	4
	Radiation Control	4.83	4.83	4.83	4.83	4.83	4.83	4.83	4.83	4.83	VS	4
	Calibration Services	4.92	5.00	4.92	4.92	4.85	5.00	5.00	5.00	4.95	VS	15
	Radioactive Waste Management	4.00	4.50	3.00	4.50	4.50	4.50	4.50	4.50	4.25	VS	2
	Hazards Monitoring	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	O	1
ISS	Electron Beam Irradiation Services	5.00	5.00	5.00	4.98	5.00	5.00	5.00	5.00	5.00	O	36
	GAMMA Irradiation Services (Self-Shielded Irradiator: Gamma-220 / Ob-servo Sanguis)	4.98	4.98	4.96	4.99	4.96	4.96	4.96	4.99	4.97	VS	83
	Gamma Irradiation Services (Multipurpose Irradiation Facility)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
NATAS	Radiometric and Chemical Analysis (Sample	4.94	4.94	4.94	4.94	4.94	4.94	4.94	4.94	4.94	VS	17

	Receiving and Releasing of Results)											
ITS	Column Scanning Services	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
ESS	Instrument Repair: Survey Meter	4.97	4.94	4.89	4.94	4.85	4.94	4.89	4.89	4.91	VS	24
APRS	Materials Analysis	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
BMRS	Microbiological Analysis	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Cytogenetic Analysis	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
IES	Issuance of Permit to Transport	4.87	4.87	4.87	4.89	4.87	4.91	4.87	4.89	4.88	VS	45
	Conduct of Regulatory Inspection and audit of Radioactive Materials and facilities	4.97	4.97	N/A	4.97	4.94	4.97	4.97	4.94	4.96	VS	33
LRES	Issuance of Certificate of Release	4.97	4.97	4.97	4.97	4.96	4.97	4.97	4.97	4.97	VS	92
	Issuance of Certificate of Exemption	4.97	4.37	4.97	4.37	4.97	4.38	4.97	4.37	4.67	VS	7
	Issuance of RAM Licenses	4.80	4.78	4.77	4.81	4.71	4.82	4.80	4.81	4.79	VS	117
NIDS	Nuclear Awareness Seminar and exhibit	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Guided tour of PNRI facilities	4.90	4.79	4.83	4.92	4.79	4.92	4.87	4.79	4.85	N/A	39
	Assistance to walk in visitors	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Library Services	4.96	4.99	4.96	4.95	4.94	4.98	4.98	4.94	4.96	VS	42

NTC	NTC External Customer Satisfaction Survey	4.90	4.90	4.79	4.92	4.89	4.93	4.90	4.90	4.89	VS	83
BDS	Business Development Section	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Average per Dimension		4.90	4.89	4.63	4.90	4.87	4.91	4.90	4.88	4.86	VS	678
TOTAL NUMBER OF RESPONDENTS												

Table 2. Internal Services CCSS Report for Q2 of 2023 (April-June 2023)

Division	Service Delivery Unit	Service Quality Dimension										Number of Respondents
		Responsiveness	Reliability (Quality)	Access & Facilities	Communication	Costs	Integrity	Assurance	Outcome	Average	Remarks	
		Q2 2023										
INTERNAL												
NSD	Engineering Services Section	4.85	4.85	4.83	4.77	4.79	4.85	4.85	4.92	4.84	VS	19
TDD	Business Development Section	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Management Information System Section	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	International Cooperation Section	4.84	4.81	4.73	4.77	4.67	4.77	4.77	4.74	4.76	VS	33
FAD	General Services Section	4.86	4.82	4.89	4.87	4.82	4.77	4.84	4.87	4.84	VS	48
	Human Resources Management, Records and Communication Section	4.95	4.94	4.94	4.97	4.96	4.98	4.96	4.98	4.96	VS	133
	Property and Procurement Section	4.87	4.89	4.89	4.91	4.87	4.93	4.91	4.93	4.90	VS	55

	Accounting Section	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Budget Section (ObR)	4.83	4.83	4.83	4.83	N/A	4.83	4.83	4.83	4.83	VS	6
	Medical Clinic	5.00	5.00	5.00	5.00	n/a	5.00	5.00	5.00	5.00	O	1
	Cash Section	4.72	4.72	4.72	4.72	4.72	4.67	4.72	4.72	4.71	VS	18
OD	Planning Section	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	O	1
ARD	Agriculture Research Section	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Chemistry Research Section	5.00	5.00	4.33	5.00	4.86	5.00	5.00	5.00	4.90	VS	8
	Biomedical Research Section (OJT)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Health Physics Research Section	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Nuclear Materials Research Section (OJT)	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	O	6
	Applied Physics Research Section (Advisorship)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Average per Dimension		4.89	4.88	4.87	4.90	4.76	4.89	4.89	4.91	4.88	VS	328
TOTAL NUMBER OF RESPONDENTS												

Table 3. NTC Q2 2023 (April-June 2023) Customer/Client Satisfaction Survey Result

CUSTOMER SATISFACTION RATING REPORT				
Section	Service Delivered	Q2 2023	Remarks	Number of Respondents
NTC	Regular Training	4.39	VS	96
	Requested Training	4.70	VS	14
	On-the-Job Training Processing Application	4.88	VS	35
	Research and Thesis Advisorship	N/A	N/A	N/A
	Average	4.66	VS	145

Table 4. Summary of Result

Type of Service	Responsiveness	Reliability (Quality)	Access & Facilities	Communication	Costs	Integrity	Assurance	Outcome	Average	Adjectival Rating	Number of Respondents
<i>External Services</i>	4.90	4.89	4.63	4.90	4.87	4.91	4.90	4.88	4.86	VS	678
<i>Internal Services</i>	4.89	4.88	4.87	4.90	4.76	4.89	4.89	4.91	4.88	VS	328
<i>General Average and Number of Respondents for External and Internal Services</i>	4.90	4.89	4.75	4.90	4.82	4.90	4.90	4.90	4.87	VS	1006
<i>Nuclear Training Center</i>									4.66	VS	145
Overall Average and Number of Respondents									4.84	VS	1,151

Figure 1 is a distribution of all external respondents across different external services. The Issuance of RAM Licenses service of the Licensing, Review, and Evaluation Section (LRES) recorded the most number of respondents at 117 or 17% of the total number of respondents followed by the Issuance of Certificate of Release from the same section at 92 or 14%, and the GAMMA Irradiation Services (Self-Shielded Irradiator: Gamma-220 / Ob-servo Sanguis) at 83 or 12% of the total. Overall, there were 678 external respondents recorded for Q2 of 2023.

Figure 1. External Respondents Distribution for Q2 2023

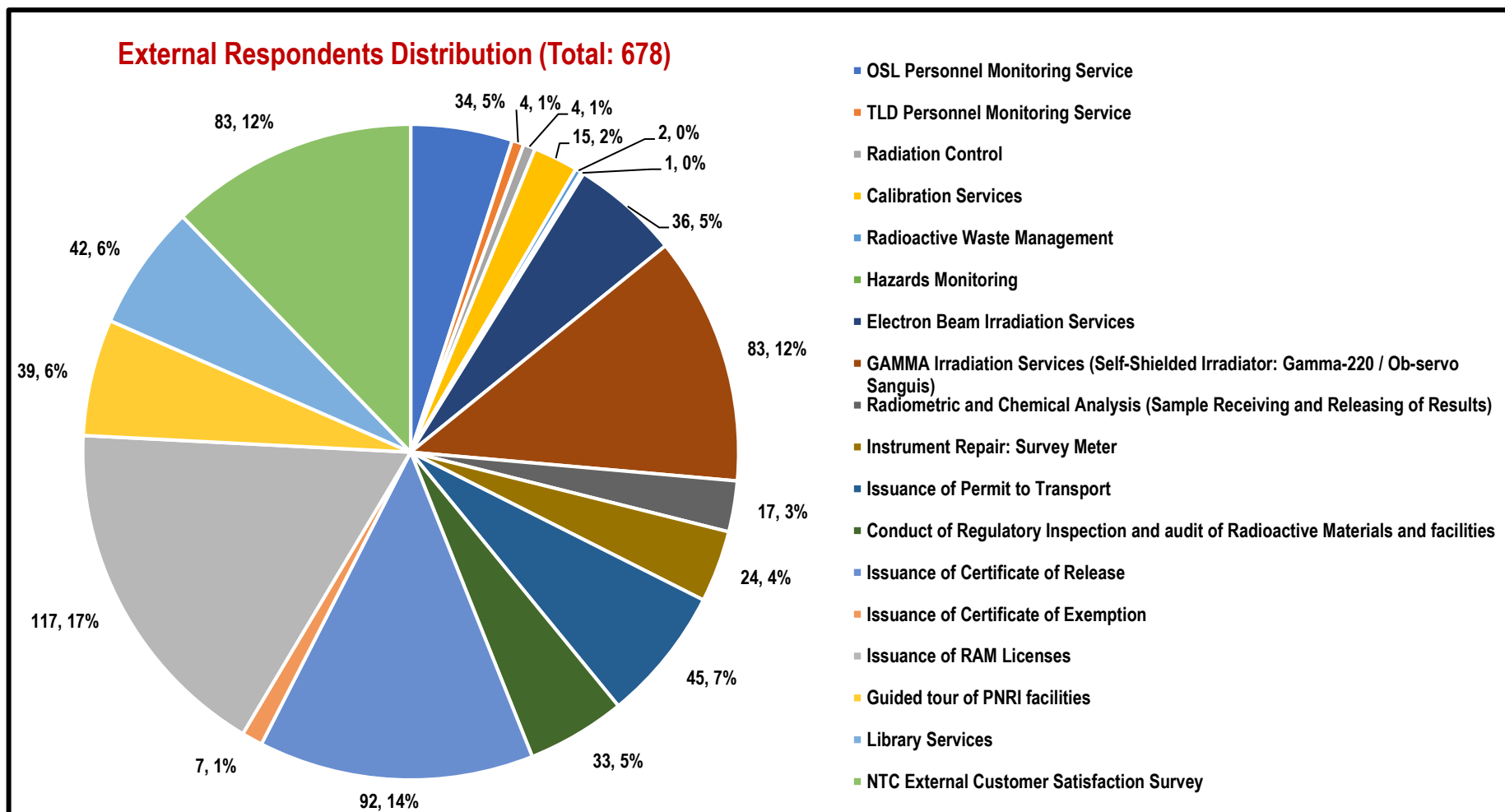


Figure 2 is a visual representation of the distribution of internal respondents. A total of 328 internal respondents were recorded. The top three sections with the most number of respondents came from the Human Resources Management, Records and Communication Section, with 133 or 41% of the total population, followed by the Property and Procurement Section, with 55 or 17%, and the General Services Section, with 48 or 15%.

Figure 2. Internal Respondents Distribution for Q2 2023

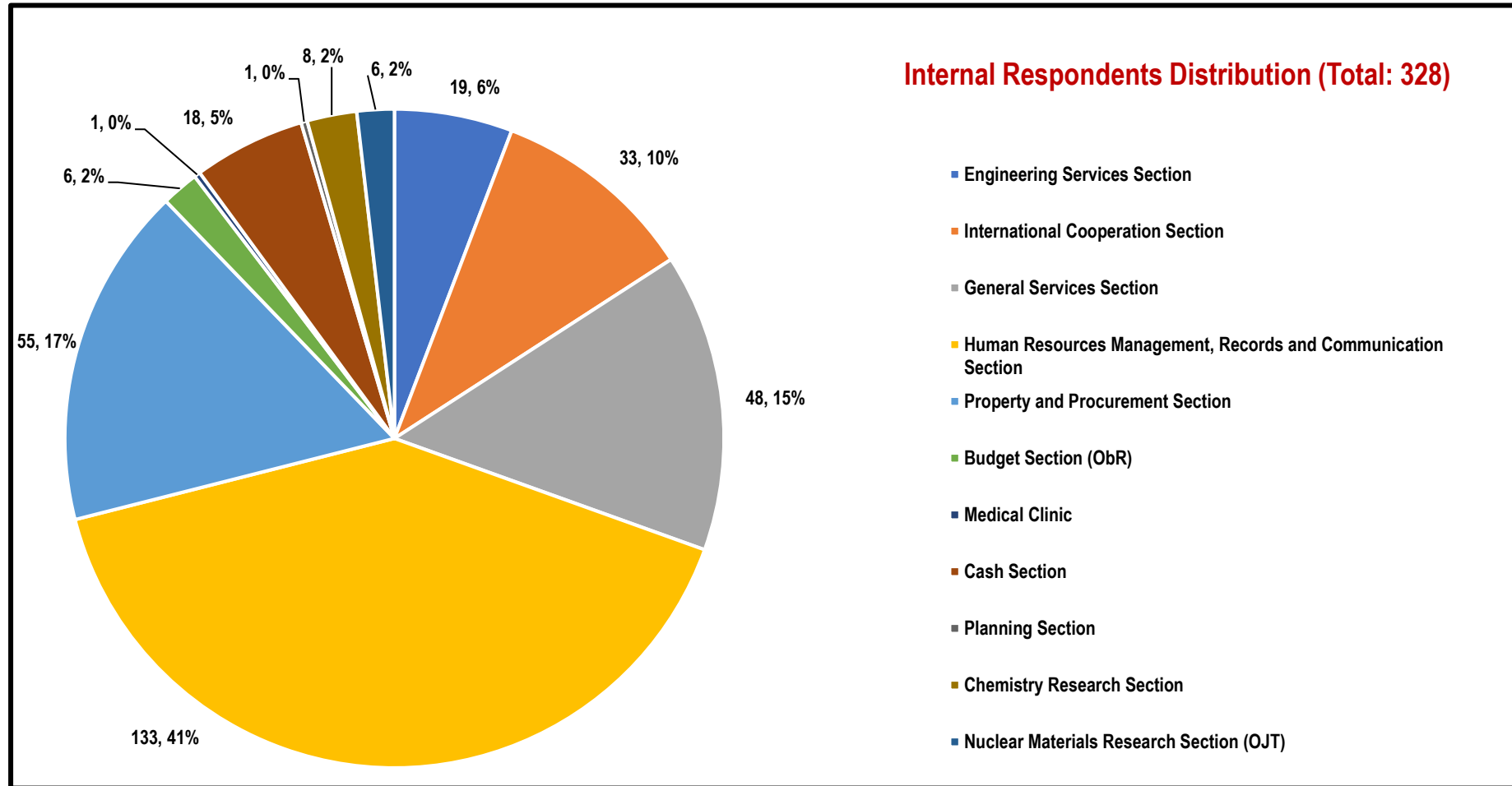


Table 5. Services with no CCSS Report

16 of 46 (34%) services did not have a CCSS report for Q2 of 2023. Table 5 summarizes and details these services as well as the reasons why there were no CCSS reports made. Most of the services were not available for Q2 of 2023.

Service Provider	Service Delivered	Remarks
EXTERNAL		
ISS	Gamma Irradiation Services (Multipurpose Irradiation Facility)	Temporarily suspended
ITS	Column Scanning Services	No services rendered
APRS	Materials Analysis	No services rendered
BMRS	Microbiological Analysis	No services rendered
	Cytogenetic Analysis	No services rendered
NIDS	Nuclear Awareness Seminar and exhibit	No seminar conducted
	Assistance to walk in visitors	No services rendered
BDS	Consultation	No recorded data
Division	Service Delivery Unit	Remarks
INTERNAL		
ARD	Agriculture Research Section	No services rendered
	Biomedical Research Section (OJT)	No services rendered
	Health Physics Research Section	No services rendered
	Applied Physics Research Section (Advisorship)	No services rendered
TDD	Business Development Section	No recorded data
	Management Information System Section	No recorded data
FAD	Accounting Section	No recorded data
OTHERS		
NTC	Research and Thesis Advisorship	No services rendered

IV. Summary

PNRI received a "Very Satisfactory" rating of 4.84 for the second quarter of 2023 (period covering April to June 2023). 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: 4.90 for Responsiveness, 4.89 for Reliability (Quality), 4.75 for Access and Facilities, 4.90 for Communication, 4.82 for Costs, 4.90 for Integrity, 4.90 for Assurance, and 4.90 for Outcome.

For external services, for services that had more than 20 respondents, the top three services with the highest average rating were the Electron Beam Irradiation Services (36 respondents) at 5.0 average rating, GAMMA Irradiation Services (Self-Shielded Irradiator: Gamma-220 / Ob-servo Sanguis) (83 respondents), and the Issuance of Certificate of Release (92 respondents) both of which tallied a 4.97 rating. On the other hand, for internal services, the top three sections with the highest averages (with more than 20 respondents) were the Human Resources Management, Records and Communication Section (4.9 with 133 respondents), Property and Procurement Section (4.90 with 55 respondents), and the General Services Section (4.84 with 48 respondents). 17 of 46 (34%) services did not have a CCSS report for Q2 of 2023. A total of 1,151 respondents were recorded for this quarter.

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.

Prepared by:



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Deputy Director/QMR, PNRI

Noted by:



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Director, PNRI

Annex A

All information provided will be treated strictly as confidential.

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

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:
 (Petsa ng aplikasyon)

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

Name:
 (Pangalan)

Age: Sex: Male Female
 (Edad) (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 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 (✓) your rating to the following criteria. (Pakisuri ang serbisyong ibinigay sa iyo sa pamamagitan ng paglagay ng tsek (✓) lyong 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) Pagtugon (Naayon sa itinakdang 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 paglilingkod; mayroong kagamitan)					
4. Communication (Staff is polite while delivering the service) Komunikasyon (Magalang ang mga kawani 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) Pagtiwala (Naglingkod nang tama; nagbigay ng tamang solusyon o payo para sa suliranin)					
8. Outcome (Realization of the intended benefits) Resulta (Natupad ng serbisyo ang benepisyonang kallangan)					
Comments and suggestions (Use the back page, if necessary) Mga puna at mungkahi (Gamitin ang likuran ng pahinang ito kung kinakailangan)					

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 alinsud 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.

Annex B

PNRI/NTC Form 28
Rev. 01/02 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:

Annex C

PNRI/NTC Form 06
Rev. 2/ 14 April 2014
Page 1 of 2

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)						

