



Republic of the Philippines  
Department of Science and Technology

**PHILIPPINE NUCLEAR RESEARCH INSTITUTE**



## **Q3 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 July to September 2023 (Quarter 3 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 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.

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

Here, we detail and discuss the results for the third quarter of 2023's customer satisfaction survey. Table 1 shows the survey result of all external services in PNRI. There was a total of 628 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. 22 external services across 13 service providing sections were tallied. Of the 13 sections, the Radiation Protection Services Section (RPSS) had the greatest number of external services at 5 of 6 services with a reported CCSS. The top three external services with highest average rating that had more than 20 respondents are Electron Beam Irradiation Services (38 respondents), GAMMA Irradiation Services (51 respondents), and Issuance of Certificate of Release (42 respondents). The first two services both attained an average rating of 5.0 while the third service attained 4.95 rating. The weighted average per service dimension are as follows: 4.89 for Responsiveness, 4.88 for Reliability (Quality), 4.54 for Access and Facilities, 4.89 for Communication, 4.83 for Costs, 4.90 for Integrity, 4.88 for Assurance, and 4.86 for Outcome. External services recorded a general average of 4.83, equivalent to Very Satisfactory.

Table 2 summarizes the result of the CCSS for all internal services. 14 of 18 sections delivered a CCSS report for Q3 2023. Overall, internal services gained a 4.90 average, with the following weighted average per service dimension: 4.91 for Responsiveness, 4.90 for Reliability (Quality), 4.82 for Access and Facilities, 4.94 for Communication, 4.87 for Costs, 4.89 for Integrity, 4.93 for Assurance, and 4.94 for Outcome. A total of 480 respondents were recorded. The top three sections with the highest averages (with more than 20 respondents) were the MISS (4.95 with 174 respondents), HRMRCS (4.93 with 126 respondents), and the Property and Procurement Section (4.89 with 28 respondents).

On the other hand, Table 3 tallies the CSS 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 4.54 from 3 of 4 services that they offer for Q3 2023. This data came from 139 respondents.

Table 4 is a summary of the result. A total of 1,247 respondents were recorded for internal and external services for the third 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), 4.66 for Access and Facilities, 4.91 for Communication, 4.85 for Costs, 4.89 for Integrity, 4.90 for Assurance, and 4.89 for Outcome. With the inclusion of results from NTC, PNRI received an overall CCSS average of 4.83 for the period covering July to September 2023 (Q3). This is 0.2% lower than the previous quarter but still a very satisfactory rating.





	Seminar and exhibit												
	Guided tour of PNRI facilities	4.72	4.72	4.55	4.76	4.45	4.83	4.72	4.66	<b>4.68</b>	VS	<b>77</b>	
	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	<b>0</b>	
	Library Services	5	5	5	5	5	5	5	5	<b>5</b>	O	<b>15</b>	
<b>NTC</b>	NTC External Customer Satisfaction Survey	4.94	4.93	4.96	4.97	4.93	4.93	4.93	4.95	<b>4.93</b>	VS	<b>57</b>	
<b>BDS</b>	Business Development Section	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	<b>5.00</b>	O	<b>4</b>	
<b>Average per Dimension</b>		<b>4.89</b>	<b>4.88</b>	<b>4.54</b>	<b>4.89</b>	<b>4.83</b>	<b>4.90</b>	<b>4.88</b>	<b>4.86</b>	<b>4.83</b>	VS	<b>628</b>	
<b>Total number of respondents</b>													

**Table 2: Internal Services CSS Report for Q3 of 2023 (July-September 2023)**

Division	Service Delivery Unit	Service Quality Dimension										Number of Respondents
		Responsiveness	Reliability (Quality)	Access & Facilities	Communication	Costs	Integrity	Assurance	Outcome	Average	Remarks	
Q3 2023												
INTERNAL												
<b>NSD</b>	Engineering Services Section	4.78	4.76	4.80	4.90	4.83	4.84	4.78	4.92	<b>4.82</b>	VS	<b>37</b>
<b>TDD</b>	Business Development Section	5.00	5.00	5.00	5.00	4.67	5.00	5.00	5.00	<b>4.96</b>	VS	<b>3</b>
	Management Information System Section	4.94	4.95	4.68	4.97	N/A	4.87	4.97	4.97	<b>4.95</b>	VS	<b>174</b>
	International Cooperation Section	4.80	4.87	4.64	4.80	4.78	4.87	4.87	4.80	<b>4.80</b>	VS	<b>15</b>
<b>FAD</b>	General Services Section	4.86	4.84	4.93	4.89	4.87	4.82	4.86	4.85	<b>4.86</b>	VS	<b>42</b>

	Human Resources Management, Records and Communication Section	4.94	4.90	4.97	4.93	4.95	4.94	4.93	4.94	<b>4.93</b>	VS	<b>126</b>
	Property and Procurement Section	4.89	4.86	4.89	4.89	4.91	4.86	4.93	4.89	<b>4.89</b>	VS	<b>28</b>
	Accounting Section	4.80	4.90	4.70	4.90	N/A	4.90	4.90	4.90	<b>4.86</b>	VS	<b>10</b>
	Budget Section (ObR)	5.00	5.00	5.00	5.00	N/A	5.00	5.00	5.00	<b>5.00</b>	O	<b>6</b>
	Medical Clinic	4.94	4.94	4.87	4.94	N/A	4.94	4.94	4.94	<b>4.93</b>	VS	<b>16</b>
	Cash Section	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
<b>OD</b>	Planning Section	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	<b>5.00</b>	O	<b>4</b>
<b>ARD</b>	Agriculture Research Section	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	<b>0</b>
	Chemistry Research Section	5.00	5.00	4.33	5.00	4.93	5.00	5.00	5.00	<b>4.98</b>	VA	<b>7</b>
	Biomedical Research Section	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	<b>0</b>
	Health Physics Research Section	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	<b>0</b>
	Nuclear Materials Research Section	4.91	4.91	5.00	5.00	4.09	5.00	5.00	5.00	<b>4.86</b>	VS	<b>11</b>
	Applied Physics Research Section	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	<b>5.00</b>	O	<b>1</b>
<b>Average per Dimension</b>		<b>4.91</b>	<b>4.90</b>	<b>4.82</b>	<b>4.94</b>	<b>4.87</b>	<b>4.89</b>	<b>4.93</b>	<b>4.94</b>	<b>4.90</b>	<b>VS</b>	<b>480</b>
<b>TOTAL NUMBER OF RESPONDENTS</b>												

**Table 3: NTC CSS Result for Q3 of 2023 (July-September 2023)**

CUSTOMER SATISFACTION RATING REPORT				
Section	Service Delivered	Q3 2023	Remarks	No. of Respondents
NTC	Regular Training	4.07	VS	62
	Requested Training	4.7	VS	11
	On-the-Job Training Processing Application	4.85	VS	66
	Research and Thesis Advisorship	N/A	N/A	N/A
	<b>Average</b>	<b>4.54</b>	<b>VS</b>	<b>139</b>

**Table 4: Summary of Results**

Type of Service	Responsiveness	Reliability (Quality)	Access & Facilities	Communication	Costs	Integrity	Assurance	Outcome	Average	Remarks	Number of Respondents
External	4.89	4.88	4.54	4.89	4.83	4.90	4.88	4.86	4.83	VS	628
Internal	4.91	4.90	4.82	4.94	4.87	4.89	4.93	4.94	4.90	VS	480
Weighted Average of Internal and External services	4.90	4.89	4.66	4.91	4.85	4.89	4.90	4.89	4.86	VS	1108
Nuclear Training Center									4.54	VS	139
<b>Overall Average and Number of Respondents</b>									<b>4.83</b>	VS	<b>1247</b>

Figure 1 is a distribution of all external respondents across different external services. The Guided Tour of PNRI Facilities service of the Nuclear Information and Documentation Section (NIDS) recorded the most number of respondents at 77 or 12% of the total number of respondents followed by the OSL Personnel Monitoring Service at 58 or 9%, and the NTC External CSS at 57 or 9%. Overall, there were 628 external respondents recorded for Q3 of 2023.

**Figure 1: External Respondents Distribution for Q3 2023**

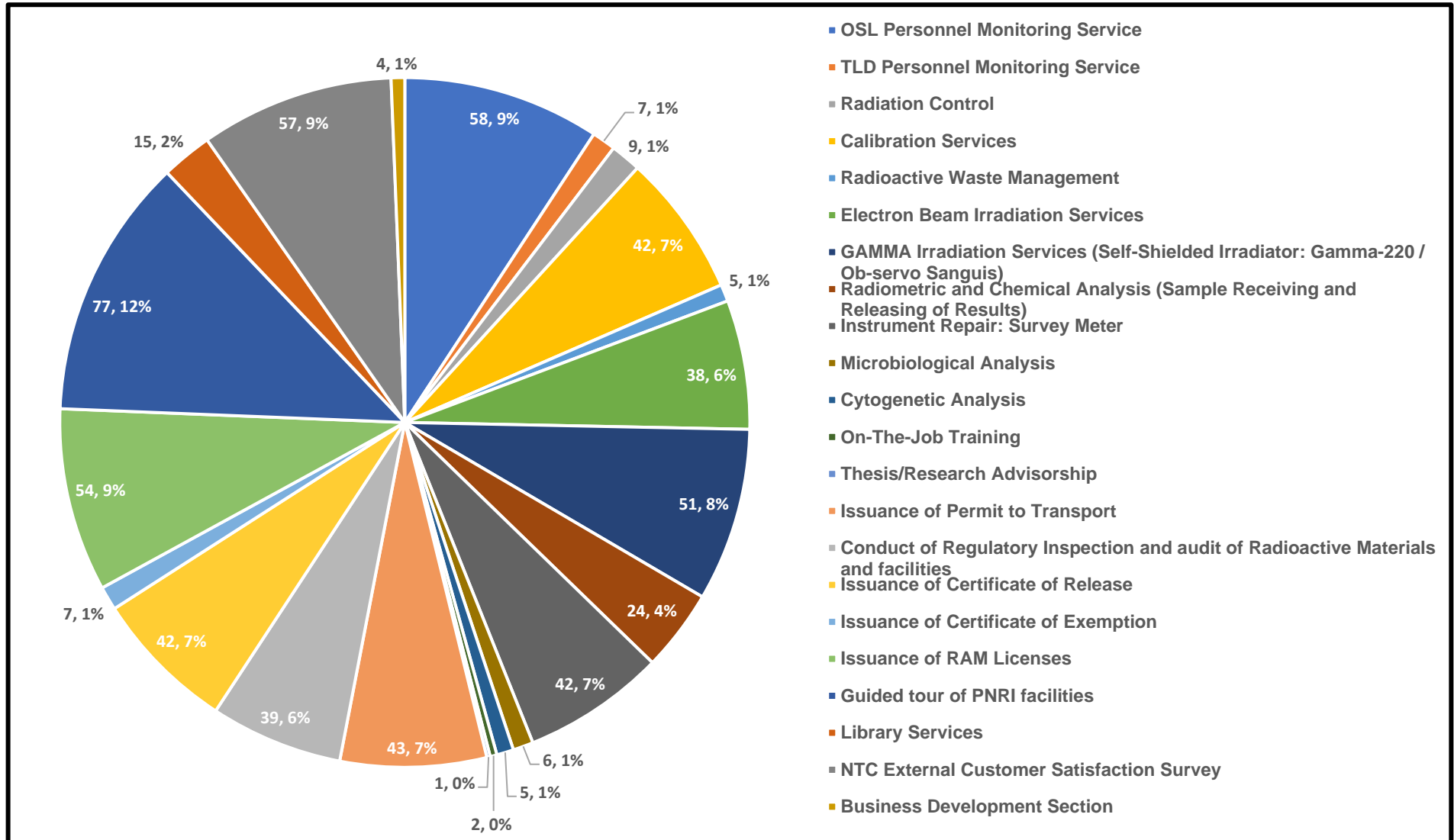
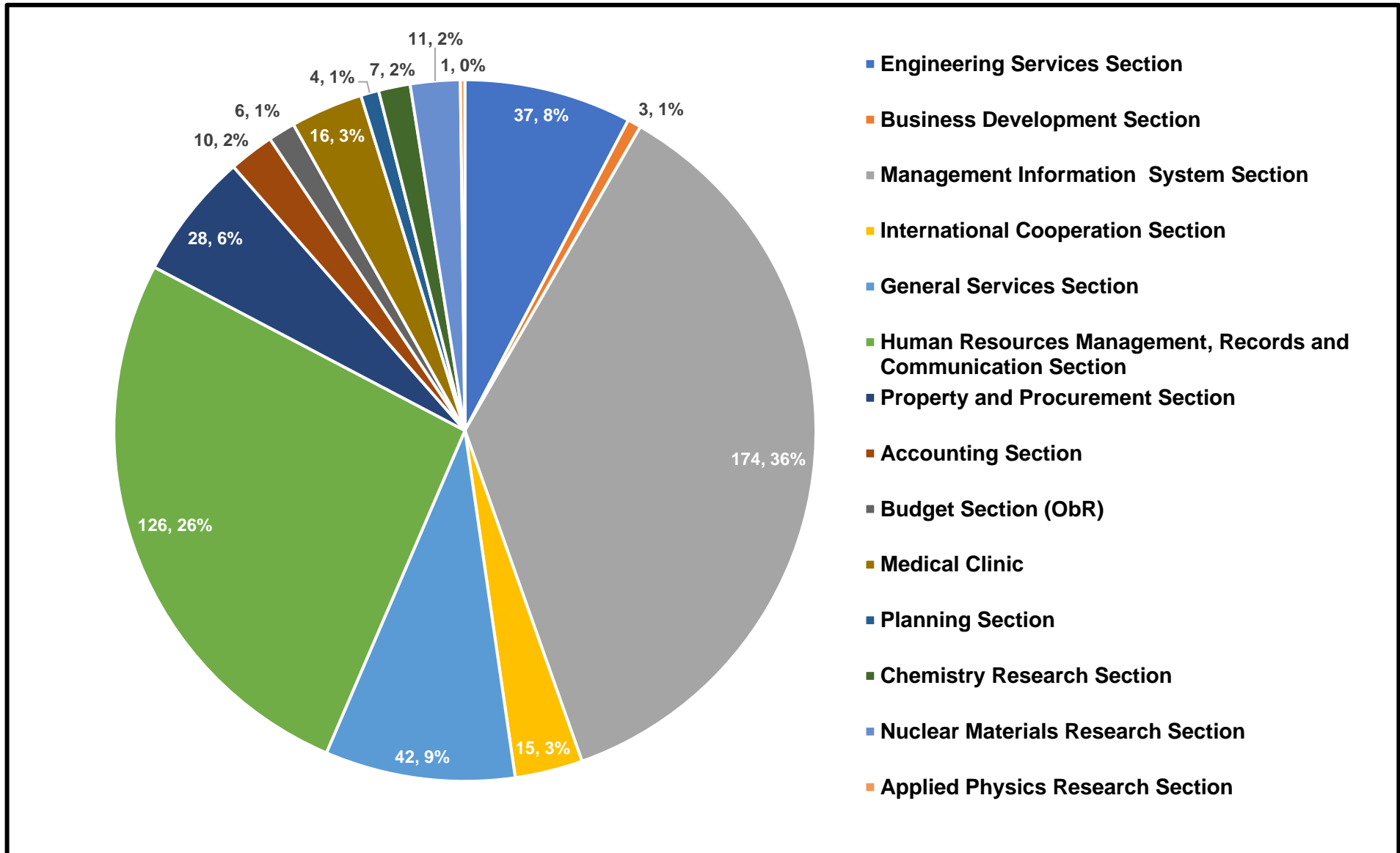




Figure 2 is a visual representation of the distribution of internal respondents. A total of 480 internal respondents were recorded. The top three sections with the most number of respondents came from the Management Information System Section (174 respondents or 36%), followed by Human Resources Management, Records and Communication Section (126 respondents or 26%), and General Service Section, with 42 or 9%.

**Figure 2. Internal Respondents Distribution for Q3 2023**



**Table 5. Services with no CCSS Report**

10 of 46 (26%) services did not have a CCSS report for Q3 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 Q3 of 2023.

<b>Service Provider</b>	<b>Service Delivered</b>	<b>Remarks</b>
<b>EXTERNAL</b>		
<b>RPSS</b>	Hazards Monitoring	No CSF received
<b>ISS</b>	Gamma Irradiation Services (Multipurpose Irradiation Facility)	Temporarily suspended
<b>ITS</b>	Column Scanning Services	No services rendered
<b>APRS</b>	Materials Analysis	No services rendered
<b>NIDS</b>	Nuclear Awareness Seminar and exhibit	No seminar conducted
	Assistance to walk in visitors	No services conducted
<b>Division</b>	<b>Service Delivery Unit</b>	<b>Remarks</b>
<b>INTERNAL</b>		
<b>ARD</b>	Cash Section	No data provided
	Agriculture Research Section	No services rendered
	Biomedical Research Section	No services rendered
	Health Physics Research Section	No services rendered

#### IV. Summary

PNRI received a "Very Satisfactory" rating of 4.83 for the third quarter of 2023 (period covering July to September 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), 4.66 for Access and Facilities, 4.91 for Communication, 4.85 for Costs, 4.89 for Integrity, 4.90 for Assurance, and 4.89 for Outcome.

For external services, services that had more than 20 respondents, the three services with the highest average rating were the Electron Beam Irradiation Services (38 respondents), GAMMA Irradiation Services (51 respondents), both of which attained a 5.00 average rating, and Issuance of Certificate of Release (42 respondents) with 4.95 rating. On the other hand, for internal services, the top three sections with the highest averages (with more than 20 respondents) were the Management Information System Section (4.95 with 174 respondents), Human Resources Management, Records and Communication Section (4.93 with 126 respondents), and the Property and Procurement Section (4.89 with 28 respondents). 10 of 46 (22%) services did not have a CCSS report for Q3 of 2023. A total of 1,247 respondents were recorded for this quarter.

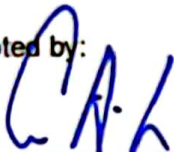
PNRI is steadfast in its commitment to provide quality to all clients and customers. The result of this survey shall be a benchmark in developing and creating more dynamic and innovative action plans towards the continuous improvement of the Quality Management System and the organization.

Prepared by:



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Noted by:




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# Annex A

PNRI-CSM-01 Rev. 5/10-01-2023

All information provided will be treated strictly as confidential.



**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:**     **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)*

**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)

**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. <b>Responsiveness</b> (Delivery of prompt service or within the prescribed/agreed time) <i>Pagtugon (Naayon sa itinakdang panahon ang ibinigay na serbisyo)</i>					
2. <b>Reliability (Quality)</b> (Service or product conforms to the set requirements) <i>Kalidad ng serbisyo (Ang serbisyo o produkto ay sumusunod sa kinakailangan)</i>					
3. <b>Access &amp; Facilities</b> (Condition of facility; availability of equipment) <i>Kapaligiran (Lagay ng pasilidad; mayroong kagamitan)</i>					
4. <b>Communication</b> (Staff is polite while delivering the service) <i>Komunikasyon (Magalang ang mga kawani sa pagbibigay ng serbisyo)</i>					
5. <b>Costs</b> (Value for money, preferred methods of payment, timely billing) <i>Gastos (Makatarungan ang presyo at paraan ng pagbayad)</i>					
6. <b>Integrity</b> (There is honesty, fairness, and trust in each service) <i>Integridad (May katapatan, katarungan, at tiwala sa paggawa ng bawat serbisyo)</i>					
7. <b>Assurance</b> (Able to perform the service correctly; provides right solution or advice to the problem or concern) <i>Pagitiwala (Naglingkod nang tama; nagbigay ng tamang solusyon o payo para sa suliranin)</i>					
8. <b>Outcome</b> (Realization of the intended benefits) <i>Resulta (Natupad ng serbisyo ang benepisyonang kailangan)</i>					
<b>Comments and suggestions</b> (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 alinsunod sa mga alituntunin ng Batas Republika Bil. 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

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

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
<b>1. TRAINING PROGRAM</b>					
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.					
<b>2. SUPERVISOR</b>					
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.					
<b>3. FACILITIES AND VENUE</b>					
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:**

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# 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						
<b>I. PERSONAL DATA</b>						
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:						
<b>DIRECTION:</b> In relation to the activity you have participated in, please check the appropriate box to indicate your honest and objective assessment of the following:						
<b>A. Program of Activities</b>		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>B. Materials</b>		Poor	Fair	Satisfactory	Very Satisfactory	Outstanding
1. Quality						
2. Content						
3. Packaging						
4. Adequacy						
5. Relevance to needs of participants						
6. Up-to-datedness						
<b>C. Program Objectives</b>		Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
1. Objectives were understood well						
2. Objectives were attained						
<b>D. Venue</b>		Poor	Fair	Satisfactory	Very Satisfactory	Outstanding
1. Services						
2. Facilities (light, water, ventilation, noise, restrooms)						

**E. Content and Performance**

1. How satisfied are you with the training course? <input type="checkbox"/> Not at all satisfied <input type="checkbox"/> Quite satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Very satisfied, or <input type="checkbox"/> Extremely satisfied
2. Professionally, do you regard your participation in the training course as <input type="checkbox"/> Useless, <input type="checkbox"/> Of little use, <input type="checkbox"/> Quite relevant and quite informative, <input type="checkbox"/> Relevant and informative, or <input type="checkbox"/> Highly relevant and very informative?
3. Do you regard the coverage of the training course as <input type="checkbox"/> Not balanced and lacking in some areas/ topics, <input type="checkbox"/> Balanced, <input type="checkbox"/> Sufficiently balanced, but should be improved, <input type="checkbox"/> Well-balanced and very comprehensive, but more time is needed, or <input type="checkbox"/> Well-programmed?
4. How do you find the practical laboratory exercises as an application of the principles learned in the lecture? <input type="checkbox"/> Useless. <input type="checkbox"/> Of little use. <input type="checkbox"/> Quite relevant and quite informative. <input type="checkbox"/> Relevant and informative. <input type="checkbox"/> Highly relevant and very informative.
5. How was the entire training course supervised? <input type="checkbox"/> There is evident lack of supervision. <input type="checkbox"/> Fairly supervised, but the schedule of activities is enough guidance. <input type="checkbox"/> Well supervised, but there is lack of time for some activities or lecturers. <input type="checkbox"/> Very well supervised. <input type="checkbox"/> Others. Please specify:
6. How do you find examinations as a way of evaluating the performance of participants? <input type="checkbox"/> Unrealistic and effective. <input type="checkbox"/> Although not a reliable standard, exams force one to study and perhaps learn. <input type="checkbox"/> Still the most effective measure of how much one has learned. <input type="checkbox"/> Others. Please specify:
7. If you have any recommendations regarding the conduct or scheduling of the training course, please state them:
8. Would you recommend this training course to your colleague or friend? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please give details: Name: _____ Organization: _____ Address: _____