



# Q4 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 October to December 2023 (Quarter 4 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 Poor to Outstanding.

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

There were 27 external services from 13 service providing sections. Five (5) services do not show any record of customer response due to the reasons stated in the table six of this report. The remaining 22 external services recorded a total of 518 respondents for the month of October-December 2023. Table 2 shows the survey result of all external services in PNRI. They were primarily composed of private and public hospitals, companies, licensees, other government institutions, students, industries, private companies and individuals and the like.

Majority of the response came from Radiation Protection Services Section (RPSS). The first and second highest number of respondents came from OSL Personnel Monitoring Service and Calibration Services. The two services recorded 62 and 61 respondents, respectively. This is followed by Irradiation Services Section (ISS) Gamma Irradiation Services (Self-Shielded Irradiator) with 46 respondents. Refer to Figure 1 for the complete distribution of external respondents.

In terms of the service rating, Inspection and Enforcement Section (IES) have shown dedication to quality service evident by their 4.99 rating (Issuance of Permit to Transport, 31 respondents). ISS Gamma Irradiation Service (Self-Shielded Irradiator) and Nuclear Analytical Techniques Application Section (NATAS) followed the second and the third spot with ratings of 4.98 and 4.97, respectively. Kindly note that these are the top three services with more than 20 respondents. Some service providers attained an overall rating of 5. Refer to Table 2 for a more detailed rating report. The weighted average per service dimension is as follows: 4.85 for Responsiveness, 4.85 for Reliability (Quality), 4.87 for Access and Facilities, 4.89 for Communication, 4.79 for Costs, 4.90 for Integrity, 4.87 for Assurance, and 4.89 for Outcome. Overall, PNRI attained a rating of 4.86 for external services provided in the last quarter of 2023. This is equivalent to a Very Satisfactory service rating.

Table 3 summarizes the result of the services rendered to internal clients. For services with more than 20 respondents, MISS and the HRMRCS both attained the highest rating of 4.96. Most of the respondents came from these sections with the combined number of 240 (63% of the total internal respondents). The second highest rating was attained by Property and Procurement Section (PPS) with the rating of 4.89. They are also the third highest number of respondents on the list. General Services Section (GSS) attained a rating of 4.87 which landed them to the third highest internal rating for the fourth quarter of 2023. For internal services the average per service dimension is as follows: 4.92 for Responsiveness, 4.94 for Reliability (Quality), 4.92 for Access and Facilities, 4.92 for Communication, 4.88 for Costs, 4.95 for Integrity, 4.94 for Assurance, and 4.95 for Outcome. In total, PNRI attained a rating of 4.93 (Very Satisfactory) for services rendered to internal clients.

Aside from the PNRI-CSM-01 form (Annex A), the Nuclear Training Center (NTC) also uses their own survey forms tailored to the kind of services they offer. Kindly refer to Annex B and C attachment of this report for reference. The result of the survey is outlined in Table 4. With 62 total number of respondents, NTC attained a rating of 4.73 for the last quarter of 2023.

Table 5 shows the overall customer satisfaction rating (both external and internal) of PNRI for the fourth quarter of 2023. A total of 971 respondents were recorded. A rating of 4.88 was achieved for the period covering October-December (Q4) 2023. This is higher than the previous quarter by 1%. For reference, previous quarter's rating was 4.83.

Table 2: External Services CCSS Report for Q4 of 2023 (October-December 2023)

0					Se	rvice Qua	lity Dimensio	n				
Service Provider	Service Delivered	Responsiveness	Reliability (Quality)	Access & Facilities	Communication	Costs	Integrity	Assurance	Outcome	Average	Remarks	Number of Respondents
					EXTERNAL (Q4 20	)23)						
	OSL Personnel Monitoring Service	4.72	4.74	4.81	4.81	4.70	4.81	4.75	4.78	4.77	VS	62
	TLD Personnel Monitoring Service	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	0	5
RPSS	Radiation Control	4.61	4.72	4.78	4.72	4.83	4.94	4.72	4.83	4.77	VS	11
	Calibration Services	4.73	4.75	4.73	4.76	4.75	4.75	4.75	4.78	4.75	VS	61
	Radioactive Waste Management	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	0	6
	Hazards Monitoring	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	0
	Electron Beam Irradiation Services	5.00	4.96	4.96	5.00	4.50	4.96	5.00	4.96	4.92	VS	24
ISS	GAMMA Irradiation Services (Self- Shielded Irradiator: Gamma-220 / Ob- servo Sanguis)	4.98	4.98	4.98	4.98	4.98	4.98	4.98	4.98	4.98	VS	46
	Gamma Irradiation Services (Multipurpose Irradiation Facility)	5.00	4.83	5.00	5.00	5.00	4.83	5.00	5.00	4.96	VS	6
NATAS	Radiometric and Chemical Analysis (Sample Receiving and Releasing of Results)	5.00	5.00	4.91	5.00	4.91	5.00	5.00	4.91	4.97	VS	23
ITS	Column Scanning Services	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	0
ESS	Instrument Repair: Survey Meter	4.89	4.89	4.84	4.84	4.84	4.89	4.89	4.89	4.87	VS	26
APRS	Materials Analysis	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	0

BMRS	Microbiological Analysis	4.60	4.60	4.60	4.60	4.60	4.60	4.60	4.60	4.60	VS	5
	Cytogenetic Analysis	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	0	3
	Issuance of Permit to Transport	5	4.97	4.97	5	4.97	5	5	5	4.99	VS	31
IES	Conduct of Regulatory Inspection and audit of Radioactive Materials and facilities	4.85	4.83	NA	4.93	4.75	4.93	4.88	4.9	4.86	VS	40
	Issuance of Certificate of Release	5.00	4.82	4.98	4.98	4.73	5.00	4.84	5.00	4.92	VS	45
LRES	Issuance of Certificate of Exemption	5.00	4.43	5.00	4.57	4.71	4.57	4.86	4.57	4.71	VS	7
	Issuance of RAM Licenses	4.38	4.62	4.62	4.68	4.49	4.70	4.57	4.70	4.59	VS	37
	Nuclear Awareness Seminar and exhibit	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	0
NIDS	Guided tour of PNRI facilities	4.96	5.00	4.83	5.00	4.92	5.00	4.96	5.00	4.96	VS	24
	Assistance to walk in visitors	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	0
	Library Services	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	0	9
NTC	NTC External Customer Satisfaction Survey	4.95	5	4.97	4.98	4.83	4.98	5	5	4.97	VS	43
BDS	Business Development Section	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	0	1
AS	On-The-Job (OJT) Training	5.00	5.00	5.00	5.00	NA	5.00	5.00	5.00	5.00	0	3
	hted) Average per Dimension	4.85	4.85	4.87	4.89	4.79	4.90	4.87	4.89	4.86	VS	518
				TOTAL NUME	BER OF RESPONDEN	NTS						

Table 3: Internal Services CCSS Report for Q4 of 2023 (October-December 2023)

Division					Se	ervice Qual	ity Dimensio	n				
Division	Service Delivery Unit	Responsiveness	Reliability (Quality)	Access & Facilities	Communication	Costs	Integrity	Assurance	Outcome	Average	Remarks	Number of Respondents
					INTERNAL (Q4 20	)23)						
NSD	Engineering Services Section	4.80	4.70	4.70	4.80	4.80	4.80	4.80	4.80	4.78	VS	15
	Business Development Section	5.00	5.00	4.70	5.00	4.70	5.00	5.00	5.00	4.90	VS	3
TDD	Management Information System Section	4.96	4.98	4.92	4.91	NA	4.98	4.98	4.98	4.96	VS	167
	International Cooperation Section	4.60	4.60	5.00	4.60	NA	5.00	4.60	4.60	4.71	VS	5
	General Services Section	4.86	4.85	5.00	4.85	NA	4.85	4.85	4.87	4.87	VS	43
	Human Resources Management, Records and Communication Section	4.93	4.97	4.94	4.98	4.99	4.98	4.96	4.98	4.96	VS	73
FAD	Property and Procurement Section	4.91	4.91	4.86	4.93	4.75	4.91	4.91	4.91	4.89	VS	44
	Accounting Section	4.90	5.00	4.90	4.90	4.83	5.00	4.90	5.00	4.93	VS	10
	Budget Section (ObR)	5.00	5.00	5.00	5.00	NA	5.00	5.00	5.00	5.00	0	6
	Medical Clinic	5.00	5.00	5.00	5.00	NA	5.00	5.00	5.00	5.00	0	2
	Cash Section	4.93	4.93	4.87	4.93	4.87	4.87	4.87	4.93	4.90	VS	15
OD	Planning Section	5.00	5.00	5.00	5.00	4.86	5.00	5.00	5.00	4.98	VS	7
	Agriculture Research Section	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	0
	Chemistry Research Section	4.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	4.88	VS	1
ADD	Biomedical Research Section	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	0
ARD	Health Physics Research Section	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	0
	Nuclear Materials Research Section	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	0
	Applied Physics Research Section	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	0

(Weighted) Average per Dimension	4.92	4.94	4.92	4.92	4.88	4.95	4.94	4.95	4.93	VS	391
TOTAL NUMBER OF RESPONDENTS										33.	

Table 4: NTC CCSS Result for Q4 of 2023 (October-December 2023)

	CUSTOMER SATISFACTION RATING REPORT									
Section	Service Delivered	Q4 2023	Remarks	No. of Respondents						
	Regular Training	4.7	VS	58						
	Requested Training	NA	NA	NA						
NTC	On-the-Job Training Processing Application	4.75	VS	4						
	Research and Thesis Advisorship	NA	NA	NA						
	Average	4.73	VS	62						

**Table 5: Summary of Results** 

Type of Service	Responsiveness	Reliability (Quality)	Access & Facilities	Communication	Costs	Integrity	Assurance	Outcome	Average	Remarks	Number of Respondents
External	4.85	4.85	4.87	4.89	4.79	4.90	4.87	4.89	4.86	VS	518
Internal	4.92	4.94	4.92	4.92	4.88	4.95	4.94	4.95	4.93	VS	391
Weighted Average of Internal and External services	4.88	4.89	4.89	4.90	4.83	4.92	4.90	4.92	4.89	VS	909
Nuclear Training Center										VS	62
		Overall Average	e and Number	of Respondents					4.88	VS	971

Figure 1 is a distribution of all external respondents across different services. RPSS recorded the large fraction of external customers for Q4 2023. OSL Personnel Monitoring Service recorded 62 respondents (12% of total respondents) while Calibration Services showed 61 respondents. Gamma Irradiation Service (Self-Shielded Irradiator) followed the list with 46 total respondents (9% of total number of respondents). Overall, PNRI recorded 518 external customer survey response from the period covering October-December 2023.

Figure 1: External Respondents Distribution for Q4 2023

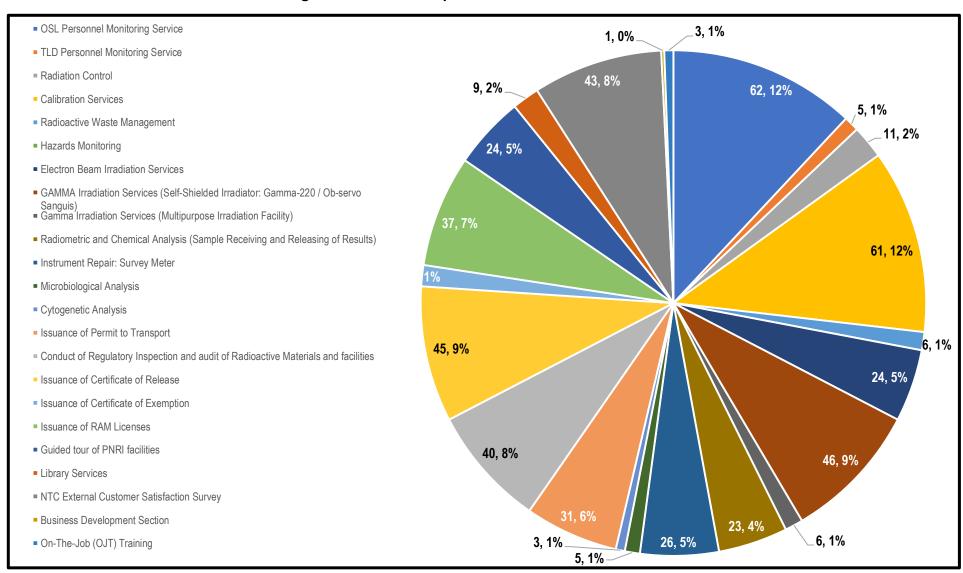


Figure 2 shows a visual representation of the distribution of internal respondents. A total of 391 internal respondents were recorded for the last quarter of 2023. Most of the respondents came from the Management Information System Section (MISS) showing 167 respondents or 43% of the total number of respondents. HRMRCS and PPS followed the list with 73 (19%) and 44 (11%) respondents, respectively.

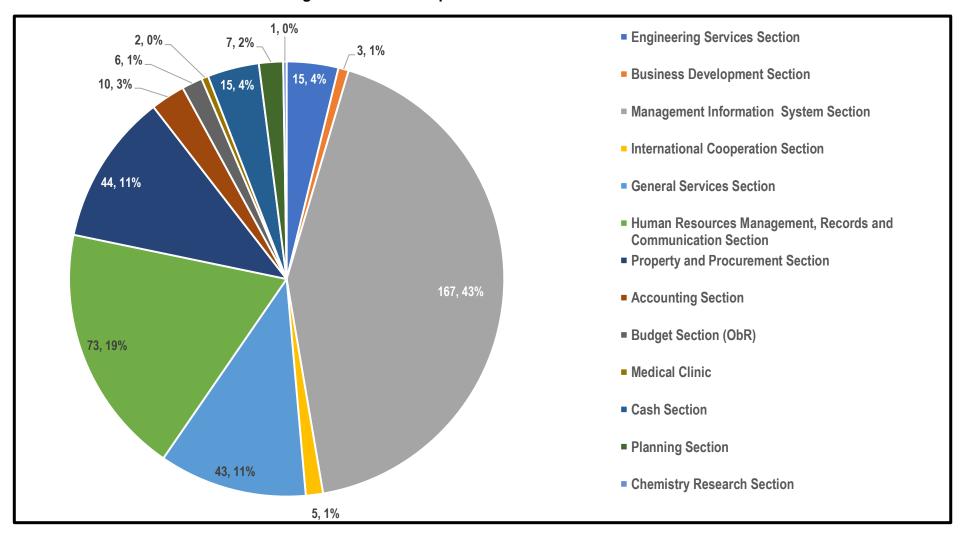


Figure 2. Internal Respondents Distribution for Q4 2023

# Table 6. Services with no CCSS Report

10 of 45 (22%) services did not have a CCSS report for Q4 of 2023. Table 6 summarizes and details these services as well as the reasons why there were no CCSS reports made. This is mostly due to no service was rendered during the period of October-December 2023.

Service Provider	Service Delivered	Remarks
	EXTERNAL	
RPSS	Hazards Monitoring	No CSF received
ITS	Column Scanning Services	No services rendered
APRS	Materials Analysis	No services rendered
NIDS	Nuclear Awareness Seminar and exhibit	No seminar conducted
МПО	Assistance to walk in visitors	No services conducted
Division	Service Delivery Unit	Remarks
	INTERNAL	
	Agriculture Research Section	No services rendered
ARD	Biomedical Research Section	No services rendered
AND	Health Physics Research Section	No services rendered
	Nuclear Materials Research Section	No services rendered
	Applied Physics Research Section	No services rendered

#### IV. Summary

PNRI received a "Very Satisfactory" rating of 4.88 for the fourth quarter of 2023 (period covering October to December 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: 4.88 for Responsiveness, 4.89 for Reliability (Quality), 4.89 for Access and Facilities, 4.90 for Communication, 4.83 for Costs, 4.92 for Integrity, 4.90 for Assurance, and 4.92 for Outcome.

For external services with more than 20 respondents, the three services with the highest average rating were the following: Issuance of Permit to Transport (4.99), GAMMA Irradiation Services (Self-shielded irradiator) with 4.98, and Radiometric and Chemical Analysis (4.97). For internal services, MISS and HRMRCS both attained the highest rating of 4.96. PPS gained the second highest rating of 4.89 followed by GSS with 4.87. 10 out of 45 services did not have any CCSS report for Q4 of 2023. A total of 971 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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CARLO A. ARCILA Director, PNRI

	Commo Tel: (63	PINE NUCLEAR RESEAR Onwealth Ave., Diliman, Que 32) 8929-60-10 to 19 (conne 32) 8920-16-46	ezon City		Control Date:	PNRI-CSM-01 Rev.	5/10-01-2023
		Customer/Client Sat	isfaction Su	rvey (CCS	SS) Form		
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PNRI/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.

ITEN	IS TO BE RATED	RATING								
1. TR	AINING PROGRAM	1	2	3	4	5				
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. SL	PERVISOR	1	2	3	4	5				
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. FA	CILITIES AND VENUE	f	2	3	4	5				
3.1	Equipment, tools and other facilities are available and adequate.	na	n/a	n/a	nta	ná				
3.2	The training venue is conducive for learning.	na	r/a	n/a	n/a	n/a				
		_		_	_	-				

3.2 The training venue is conducive for learning.	na	rv/a	n/a	n/a	n/a
Comments and suggestions:					

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# 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						
Name (optional):						
[-7						
2. Age: 3.	Sex:	☐ Male		☐ Femal	е	
4.	Marital Status:	☐ Unmarr	ied	☐ Marrie	d	
5. Position:   Technic	cal   Non-Tech	nnical [	Supervis	ory 🗆 I	Non-Super	visory
6. Length of Service:						
7. Highest Educational A	ttainment-					
7. Highest Eddeational A	ataliinient.					
DIRECTION: In relation	to the activity you h	ave partici	pated in, p	lease chec	k the appro	opriate
box to indicate your hone	est and objective as	sessment	of the follo	wing:		
A. Program of Activities		Poor	Fair	Satisfactory	Very Satisfactory	Outstanding
<ol> <li>Scheduling (adequacy each activity)</li> </ol>	of time allotted for					
<ol><li>Sequencing of topics/ a</li></ol>						
sequenced according t	o importance or other	r				
criteria)						
Implementation	11 Mars 4 1 1 11 1	-				
<ol> <li>Relevance of topics/ ac</li> <li>Adequacy of treatment</li> </ol>		_				
<ol><li>Adequacy of treatment</li></ol>		_		_	Very	
B. Materials		Poor	Fair	Satisfactory	Satisfactory	Outstanding
1. Quality						
<ol><li>Content</li></ol>						
<ol><li>Packaging</li></ol>						
<ol> <li>Adequacy</li> </ol>						
<ol><li>Relevance to needs of</li></ol>	participants					
<ol><li>Up-to-datedness</li></ol>						
		Strongly	_			Strongly
C. Program Objectives	Disagree	Disagree	Undecided	Agree	Agree	
Objectives were under		-				
<ol><li>Objectives were attained</li></ol>	Bd					
D. Venue		Poor	Fair	Colinforter	Very	Outstand
Venue     Services		POOF	rar	Satisfactory	Satisfactory	Outstanding
Facilities (light, water, v	mentilation poice	+				
restrooms)	rentilation, noise,					

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	How satisfied are you with the training course?							
•	[ ] Not at all satisfied [ ] Quite satisfied [ ] Satisfied	]	] Very satisfied, of ] Extremely satisfied					
2.	Professionally, do you regard your participation in the	ne to	raining course as					
dec.	Useless.	1	Relevant and in	formative o	Vr.			
	Of little use.	ř	Highly relevant					
	Quite relevant and quite informative,	4.	Triginy relevant	card very an	omiauvo:			
3.		00						
٠,	[ ] Not balanced and lacking in some areas/ topic							
	[ ] Balanced,	9,						
	[ ] Sufficiently balanced, but should be improved,		encore consider an					
	[ ] Well-balanced and very comprehensive, but m	ore	time is needed, or					
_	[ ] Well-programmed?							
4.	How do you find the practical laboratory exercises as an application of the principles learned in the							
	lecture?	ुः						
	[ ] Useless.	1	] Relevant and int					
	[ ] Of little use.	1	] Highly relevant a	and very inf	ormative.			
	[ ] Quite relevant and quite informative.	000	mentalist inch por in					
5.	How was the entire training course supervised?							
	[ ] There is evident lack of supervision.							
	[ ] Fairly supervised, but the schedule of activities is enough guidance.							
	Well supervised, but there is lack of time for some activities or lecturers.							
	[ ] Very well supervised.							
	[ ] Others. Please specify:							
0.	Unrealistic and effective.     Although not a reliable standard, exams force     Still the most effective measure of how much of	one			r			
0.	Unrealistic and effective.     Although not a reliable standard, exams force	one	to study and perha		r			
	Unrealistic and effective.     Although not a reliable standard, exams force     Still the most effective measure of how much of     Others. Please specify:	one	to study and perha has learned.	ips learn.				
	Unrealistic and effective.     Although not a reliable standard, exams force     Still the most effective measure of how much of     Others. Please specify:	one	to study and perha has learned.	ips learn.				
	Unrealistic and effective.     Although not a reliable standard, exams force     Still the most effective measure of how much of     Others. Please specify:  If you have any recommendations regarding the content of the standard stan	one	to study and perha has learned.	ips learn.	7			
	Unrealistic and effective.     Although not a reliable standard, exams force     Still the most effective measure of how much of     Others. Please specify:  If you have any recommendations regarding the content of the standard stan	one	to study and perha has learned.	ips learn.	7			
	Unrealistic and effective.     Although not a reliable standard, exams force     Still the most effective measure of how much of     Others. Please specify:  If you have any recommendations regarding the content of the standard stan	one	to study and perha has learned.	ips learn.	7			
	Unrealistic and effective.     Although not a reliable standard, exams force     Still the most effective measure of how much of     Others. Please specify:  If you have any recommendations regarding the content of the standard stan	one	to study and perha has learned.	ips learn.	7			
7.	Unrealistic and effective.     Although not a reliable standard, exams force     Still the most effective measure of how much of     Others. Please specify:  If you have any recommendations regarding the content of the standard stan	one	to study and perha has learned.	ps leam.	7			
7.	[ ] Unrealistic and effective. [ ] Although not a reliable standard, exams force [ ] Still the most effective measure of how much of [ ] Others. Please specify:  If you have any recommendations regarding the complease state them:  Would you recommend this training course to your	one	to study and perha has learned.	ps leam.	course,			
7.	Unrealistic and effective.   Although not a reliable standard, exams force   Still the most effective measure of how much of   Others. Please specify:   If you have any recommendations regarding the couplease state them:    Would you recommend this training course to your of the specific please give details:   Our of the still the still the specific please is a specific please of the still the specific please of the specific plea	one	to study and perhal has learned.	ps leam.	course,			