



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.

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	O	3
IES	Issuance of Permit to Transport	5	4.97	4.97	5	4.97	5	5	5	4.99	VS	31
	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
LRES	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
	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
NIDS	Nuclear Awareness Seminar and exhibit	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	0
	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	O	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	O	1
AS	On-The-Job (OJT) Training	5.00	5.00	5.00	5.00	NA	5.00	5.00	5.00	5.00	O	3
(Weighted) Average per Dimension		4.85	4.85	4.87	4.89	4.79	4.90	4.87	4.89	4.86	VS	518
TOTAL NUMBER OF RESPONDENTS												

(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											

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
NTC	Regular Training	4.7	VS	58
	Requested Training	NA	NA	NA
	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									4.73	VS	62
Overall Average 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. OS� 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

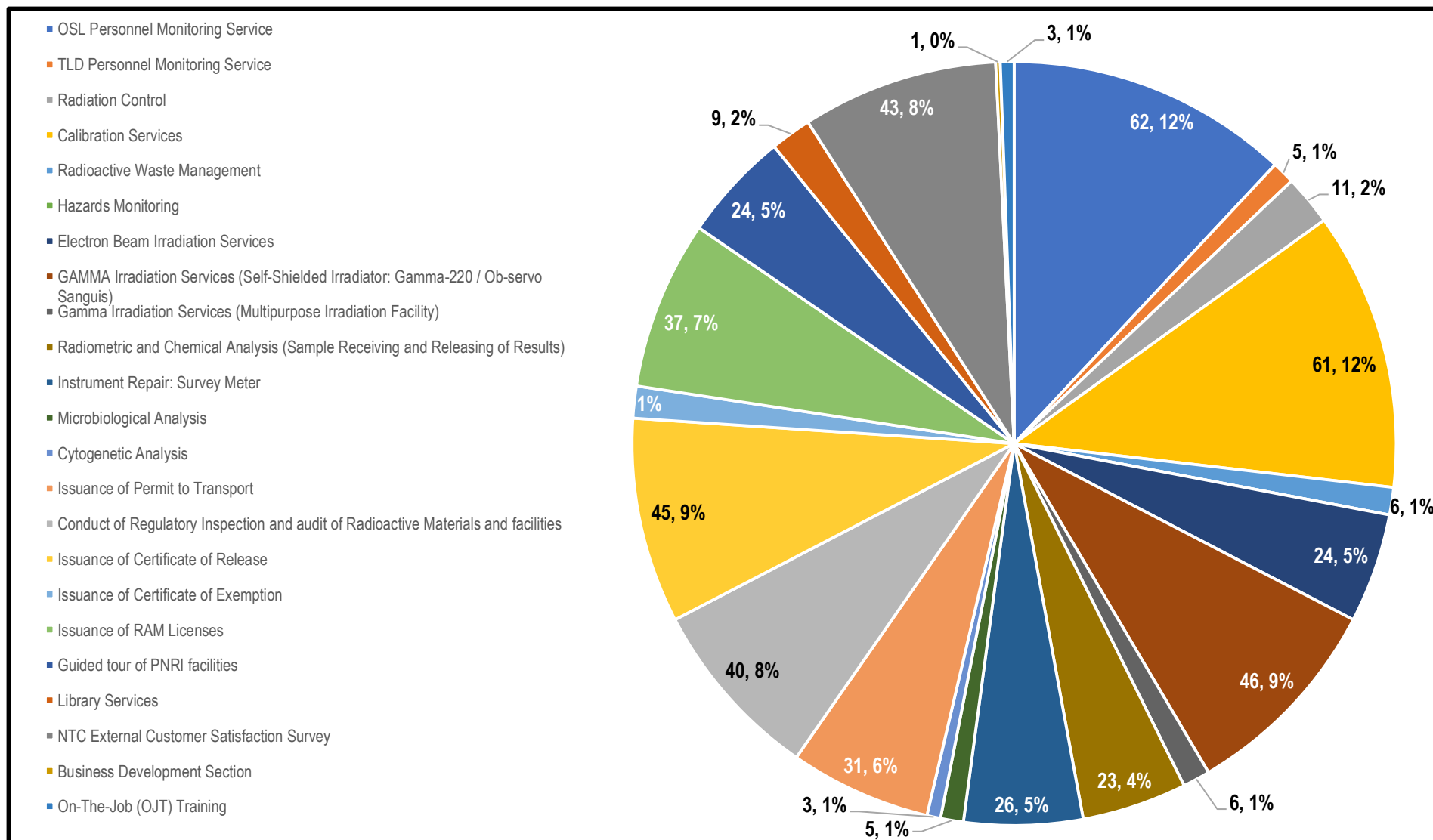


Figure 2 shows a visual representation of the distribution of internal respondents. A total of 391 internal respondents were recorded for the last quarter of 2023. Most of the respondents came from the Management Information System Section (MISS) showing 167 respondents or 43% of the total number of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

Figure 2. Internal Respondents Distribution for Q4 2023

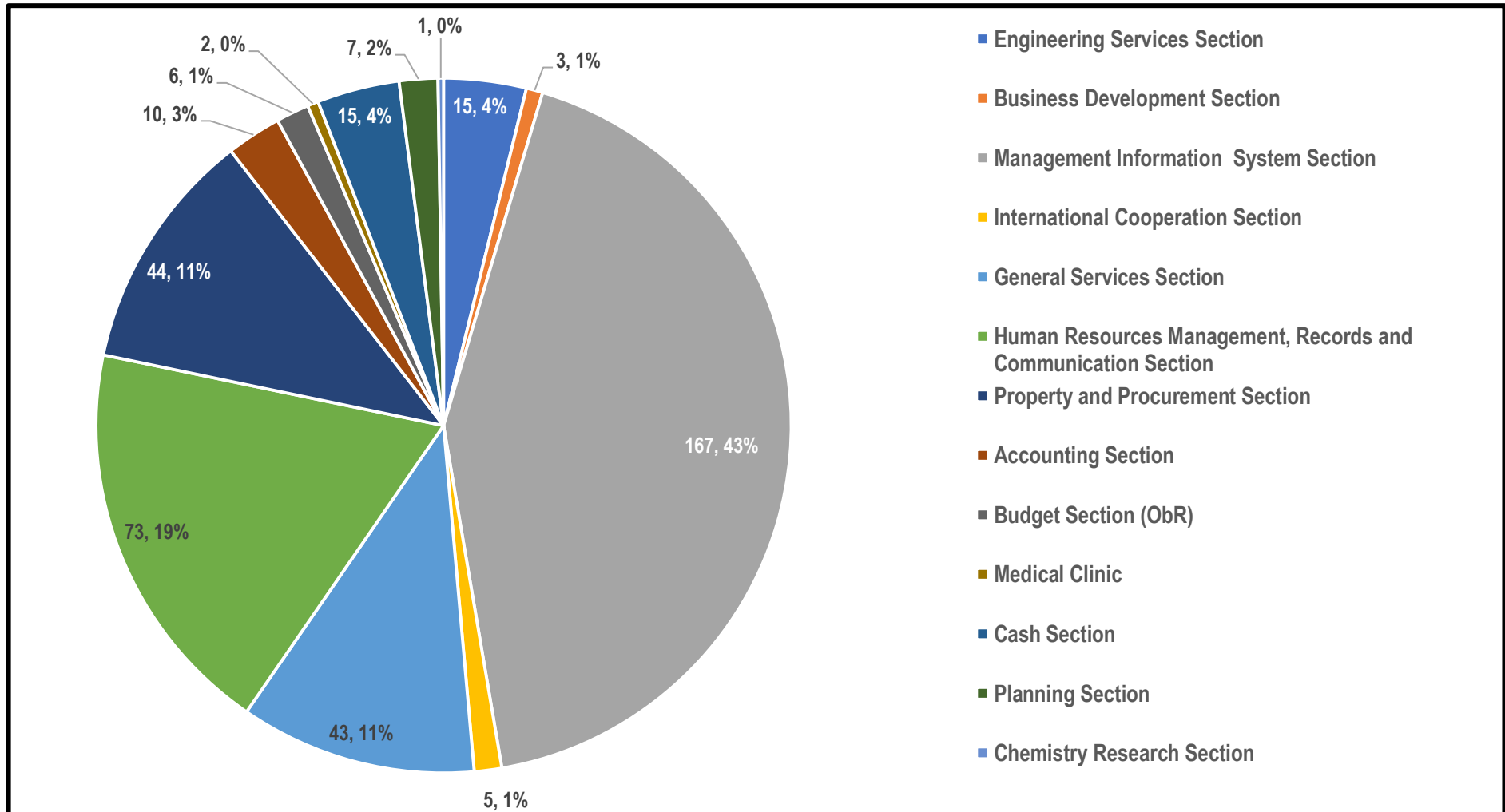


Table 6. Services with no CCSS Report

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
	Assistance to walk in visitors	No services conducted
Division	Service Delivery Unit	Remarks
INTERNAL		
ARD	Agriculture Research Section	No services rendered
	Biomedical Research Section	No services rendered
	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.

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Annex A

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All information provided will be treated strictly as confidential.



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Control No.:

Date:

Customer/Client Satisfaction Survey (CCSS) Form

CUSTOMER/CLIENT PROFILE: Please fill out the following information. (Kumpletuhin ang mga sumusunod na impormasyon.)

External Internal

Name: (Pangalan) **Age:** (Edad) **Sex:** Male Female

Address: Home Business (Tirahan)

Contact Number (Telepono): **E-mail address:** (Sulatroniko)

Type of Customer/Client (Uri ng kliyente):

Citizen/Individual/Representative (private individual as transacting public)

Business/Company (representative of business/company firm)

Organization/PO (representative of an organization/People's Organisation)

Government (representative of other government agencies including government-owned and controlled corporations)

Name of Business, Organization, Company or Government Agency:
(Pangalan ng Negosyo, Organisasyon, Kompanya o Ahensya ng Gobyerno)

Please specify the service/s being evaluated/assessed:
(Tukuyin ang serbisyo na sinusuri)

**Anonymous ratings will not be considered*

CUSTOMER/CLIENT SATISFACTION SURVEY: Please evaluate the service provided to you by indicating with a check mark (✓) for your rating to the following criteria. (Pakisuri ang serbisyong ibinigay sa iyo sa pamamagitan ng paglagay ng tsek (✓) na marka sa sumusunod na mga pamantayan.)

Criteria (Definition) Pamantayan (Kahulugan)	Outstanding (5)	Very Satisfactory (4)	Satisfactory (3)	Fair (2)	Poor (1)
1. Responsiveness (Delivery of prompt service or within the prescribed/agreed time) <i>Pagtugon (Naaayon sa itinakdang panahon ang ibinigay na serbisyo)</i>					
2. Reliability (Quality) (Service or product conforms to the set requirements) <i>Kalidad ng serbisyo (Ang serbisyo o produkto ay sumusunod sa kinakailangan)</i>					
3. Access & Facilities (Condition of facility; availability of equipment) <i>Kapaligiran (Lagay ng pasilidad; mayroong kagamitan)</i>					
4. Communication (Staff is polite while delivering the service) <i>Komunikasyon (Magalang ang mga kawani sa pagbibigay ng serbisyo)</i>					
5. Costs (Value for money, preferred methods of payment, timely billing) <i>Gastos (Makatarungan ang presyo at paraan ng pagbayad)</i>					
6. Integrity (There is honesty, fairness, and trust in each service) <i>Integridad (May katapatan, katarungan, at tiwala sa paggawa ng bawat serbisyo)</i>					
7. Assurance (Able to perform the service correctly; provides right solution or advice to the problem or concern) <i>Pagtitiwala (Naglingkod nang tama; nagbigay ng tamang solusyon o payo para sa suliranin)</i>					
8. Outcome (Realization of the intended benefits) <i>Resulta (Natupad ng serbisyo ang benepisyonang kailangan)</i>					
Comments and suggestions (Use the back page, if necessary) <i>Mga puna at mungkahi (Gamitin ang likuran ng pahinang ito kung kinakailangan)</i>					

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 Blg. 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
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PHILIPPINE NUCLEAR RESEARCH INSTITUTE
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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)						

