



## Q4 2024 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 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 service-providing units of the agency with their respective services for the period of October to December 2024 (Quarter 4 of calendar year 2024).

### II. Methodology

The survey form PNRI-CSM-01 rev. 6 is given to all customers after the completion of a transaction. The form 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 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. Three questions regarding the customer's awareness on Citizen's Charter are included in the second part of survey. These questions were taken from the Annex A of ARTA Memorandum Circular 2022-05. Another essential aspect to this survey are the service quality dimensions being rated using a 5-point Likert scale (Very Satisfactory – Very Unsatisfactory) which can be seen at the last section of the form. A copy of the abovementioned form is provided as Annex B of this report.

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). At the end of the quarter, process owners were notified to submit the CCSS raw data to the Quality Management Representative for consolidation. The submitted file contains the control number of the survey, the customer's answer to the CC awareness questions and Service Quality Dimension. Statistical average was utilized to serve as the metric in the analysis of the survey.

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:*

There are a total of 1,120 survey respondents gathered during the fourth quarter of 2024 - 559 (49.91%) came from external customers while 561 (50.09%) were from PNRI personnel. The clients for the former were primarily composed of private and public hospitals, companies, licensees, other government institutions, students, industries, private companies, individuals and the like. In general, the distribution between external and internal respondents for this quarter is approximately the same.

Comparing this to the last 2 years of reported internal and external respondents, the Q4 and Q3 2024 internal respondents has surpassed the number of external surveys. Prior to the last quarter, it has always been the case that there are more external<sup>1</sup> surveys. The rise in the number of internal surveys could be attributed to many things; a more proactive approach in attaining a customer feedback, addition of services, and having more effort in ensuring awareness in citizen’s charter – to name a few. It is with gratefulness in mind that these efforts do not go in vain. Moreover, it is not so much a stretch to also expect this increase for external services.

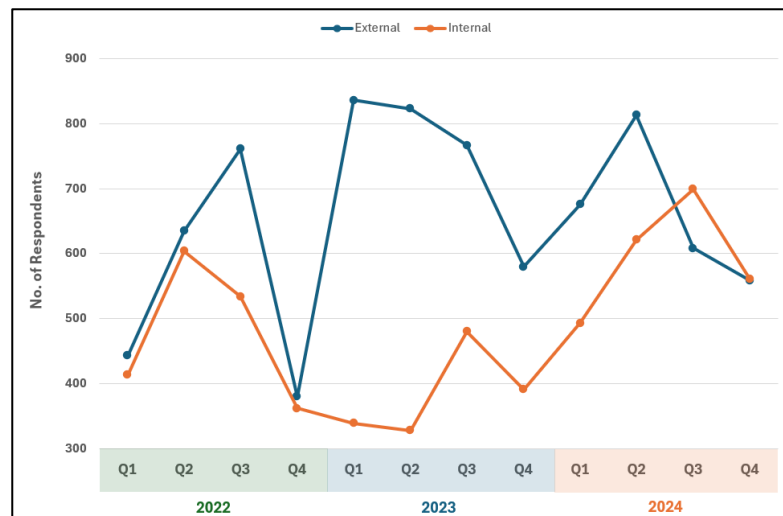
Shown in Figure 1 is a graph of the number of respondents for internal and external services for the past three years. A dip in the number of respondents is evident during the last quarter of the year. However, what’s more interesting is that the overall respondents for 2023 is higher compared to this year. One common cause that is usually a factor for this is an event that is being hosted by the institute. For instance, the Atomic Energy Week (AEW) is being hosted in the second week of December. However, prior to the long-awaited occasion, planning and preparation are being ensured to facilitate the success of this event. It is probable that manpower is being redirected to this endeavor. Perhaps, the hosting of the Philippines to the 1<sup>st</sup> International Nuclear Science Olympiad (01-06 August) has caused the decline of survey respondents for this year.

For external services, ISS (23.42%) contributed the largest portion of respondents while LRES (22.90%) is only 4 survey short to get the first spot. This was followed by RPSS (15.56%). Together, the three comprised about 62% of the total external respondents. It is also evident from previous reports that the three highest units with the most number of surveys carry more than half of the total number of respondents. It entails that these units have a very large effect on the overall score of PNRI.

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<sup>1</sup> Previous report separates the NTC external survey, and on some older report, the MISS IT helpdesk request as well. Graph for the number of respondents for external services in Figure 1 includes the survey from NTC while the graph for internal services includes MISS.

**Figure 1:** The number of respondents for internal and external services. The number of respondents for internal services have been gaining momentum. However, it can be noted that 2023 survey count for external services is higher than this year's number of respondents.



The client demographic does not only pertain to the number of respondents. There are a lot of information to be filled up in the first section of the form after all. Age, sex, geographical location should be reported as well. However, the data for this is not yet available to the QMR as of the writing of this report. Just like any other organization, the agency is putting effort in making sure that this would be included in the annual report (also for succeeding quarterly report). For 2024, the quarterly submission of raw data to the QMR includes the three (3) CC awareness questions, one (1) overall satisfaction question, and the eight (8) service quality dimension rating. On 28 January 2025, the PNRI Committee on Anti-Red Tape (CART) has conducted a meeting to address some concerns and discuss issues/action plans for 2025. One of the agenda is the collection of the demographic profile<sup>2</sup>. The data will be reported in the upcoming PNRI annual CSM report.

**On Citizen’s Charter Awareness:**

For internal services, 57.40% of PNRI personnel left the CC awareness questions blank. This is higher than the previous quarter’s nonresponse rate of 48.78%. Most of the survey from internal are from services that are not yet enrolled in the PNRI CC. Hence, answering the CC awareness questions can be a little confusing and, perhaps, the reason most of the personnel choose not answering them. To note, MISS contributed 47% on the internal respondents for the fourth quarter. Since they are not yet enrolled in the PNRI Citizen’s Charter, CC awareness questions are not applicable to their end. The other 10% came from other units. This resulted to a higher nonresponse rate overall. Due to this, the maximum percentage we can expect to attain is 42.60%. The following scores were attained for CC awareness, visibility, and helpfulness – 38.86%, 36.19%, 36.72%.

The same trend is evident for the external services rendered in the Q4 2024. For reference, last quarter’s nonresponse rate is roughly 33%. This has increased to around 39% for the last quarter of 2024. The three CC aspect (awareness, visibility, and helpfulness) had taken a toll. These were a little bit over than 40% on the previous quarter.

<sup>2</sup> There are other data that did not meet the deadline for submission on the previous quarterly report. Albeit those data were not included in the quarterly report, they will still be reported and included in the annual CSM report. A final call will be announced for the submission of all survey conducted in the calendar year 2024. This note advised anyone that the numbers for Q1-Q4 submission may not add up due to the abovementioned reason.

Although guided tour is already listed in the PNRI CC, another similar service is being offered by NROS (Facility tour) which focuses on the PNRI SATER facility. This is not yet included in the PNRI CC and so, just like many internal services in this report, answering the CC awareness questions appears not applicable. Amidst all that, it is still a good thing that less than 1% answered that the CC is not visible (option 4 on CC2), and it was not helpful at all (option 3 on CC3).

**Table 2: Tally of CC Awareness Questions**

Citizen's Charter Answers	Internal		External	
	Response	Percentage	Response	Percentage
<b>CC1 : Which of the following describes your awareness of the CC?</b>				
1. I know what a CC is and I saw this office's CC.	218	38.86%	203	36.31%
2. I know what a CC is but I did not see this office's CC.	13	2.32%	20	3.58%
3. I learned of the CC only when I saw this office's CC.	6	1.07%	51	9.12%
4. I do not know what a CC is and I did not see this office's CC.	2	0.36%	72	12.88%
* The customer leaves the question blank	322	57.40%	213	38.10%
<b>CC2: If aware of CC, would you say that the CC of this office was...?</b>				
1. Easy to see	203	36.19%	208	37.21%
2. Somewhat easy to see	27	4.81%	57	10.20%
3. Difficult to see	4	0.71%	10	1.79%
4. Not visible at all	0	0.00%	4	0.72%
5. NA	5	0.89%	60	10.73%
* The customer leaves the question blank	322	57.40%	220	39.36%
<b>CC3: If aware of CC, how much did the CC help you in your transaction?</b>				
1. Helped very much	206	36.72%	226	40.43%
2. Somewhat helped	20	3.57%	43	7.69%
3. Did not help	1	0.18%	4	0.72%
4. NA	12	2.14%	66	11.81%
* The customer leaves the question blank	322	57.40%	220	39.36%

**On Overall Satisfaction:**

The overall satisfaction aims to capture the perception of the client to the transaction as a whole. In terms of the average, PNRI attained the same score as the previous quarter. However, looking at a different metric, there is an ever so slightly decrease in the external service and a small increase for internal service. Table 3 shows the tally and the score.

**Table 3: 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)	480	51	3	0	0	12	13	559	4.89	99.44%
SQD0: Overall Satisfaction (Internal)	515	30	1	1	0	1	13	561	4.94	99.63%

**On Service Quality Dimensions:**

There are 28 listed external services in Table 4 with a total of 559 survey counts resulting to an average of 20 survey per service. As a rule of thumb, scores taken from a higher sample

size has higher effects on the whole score of the agency. Thus, the following discussion will focus on the services with  $\geq 20$  respondents. Among the services in Table 4, all services under Irradiation Services Section (ISS) attained an Outstanding 5.0 rating. Subsequently, the cumulative survey from various services offered by NTC resulted to a Very Satisfactory 4.95 rating. IES Issuance of Permit to Transport also attained a rating of 4.91. It is reassuring to see that services under the three divisions of PNRI were highly rated. It makes a whole sense that majority of the transaction for offered services are under the Nuclear Services Division. Based on the individual scores in Table 4, we can verify that good practices are being implemented in PNRI not only in the Nuclear Services Division, which is the front of the agency's public service, but also to the Technology Diffusion Division and Nuclear Regulatory Division of PNRI.

On a separate note, one service was not able to attain the objective of attaining a Very Satisfactory rating. The two survey responses from TLD Personnel Monitoring Service resulted to 3.50 rating. For reference, this service has been in constant VS (or O on some occasion) since 2019 albeit having a low number of respondents. It is true for any agency that not all customers would end up fully satisfied – be it for the experience they received during the transaction or the result/product they obtained – and we acknowledge this fact. Proper actions will be taken to find the cause of discontent for this particular survey and to ensure that this will be addressed.

In this situation, it would seem befitting to raise the importance of having a higher response rate and survey count. The 2023 PNRI annual CSM report submitted to ARTA last year reported an 8.48% response rate for external services. Indicated in the evaluation report as a remark that PNRI need to attain the minimum sample size requirement calculated using the prescribed calculator. Needless to say, most of the services did not reach the prescribed numbers.

Having a higher survey count is essentially beneficial to the process owner. Suppose there are two services with ratings of nothing but 5, one with 9 respondents while the other has 4. The overall score of the latter would be affected more once a low rated survey comes next. Not only does it affect the overall score, a low number of responses may also not be indicative of the actual service provided. In case of TLD Personnel Monitoring Service<sup>3</sup>, which is consistently attaining a VS (or higher) rating, a low rated survey affected the whole score. Should there be more survey respondents, it would have been mitigated by other highly rated survey.

Nonetheless, the overall score of PNRI for external services rendered in the last quarter of 2024 is still within the quality objective. The institute achieved a rating of 4.87 equivalent to a Very Satisfactory. Further details on the score of service quality dimensions are available in Table 4.

On another hand, the rating for services availed by PNRI services resulted to a Very Satisfactory outcome. Details of the individual and overall score for internal services are available in Table 5. MISS Helpdesk Request (4.96), HR Issuance of Service Records, Office Clearance, and Contract of Service for Foreign Travel (4.95), and ESS Troubleshooting/Repair (4.93) were among the highest rated services for this quarter<sup>4</sup>. A large portion (78%) of the respondents from internal services were gathered from services that is

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<sup>3</sup> 2018 report does not separate the services under RPSS. It would be impossible to check the rating of TLD Personnel Monitoring Services using the current accessible files. The oldest report we can verify that the abovementioned service attained VS (or O) is until the 2018 annual CSM report.

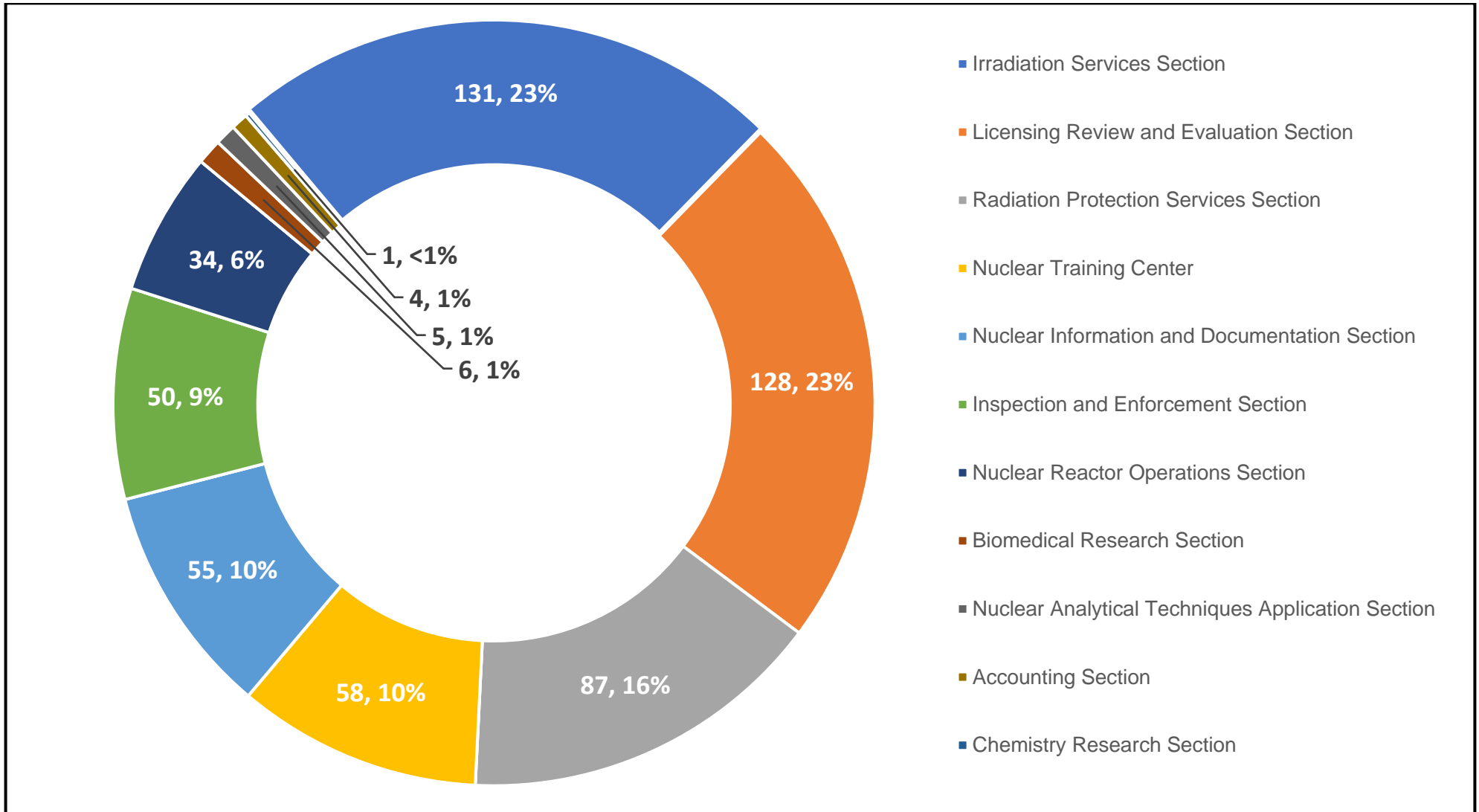
<sup>4</sup> There are other highly rated internal services as well but the highlighted three were the highest with the number of respondents equal or higher than the average respondents per service, which in this case is 22 survey per service.

not yet enrolled in the PNRI CC. This has been the case for the last three quarters of 2024. Although transaction between two internal personnel can be carried through with proper communication, it would prove beneficial for the institute to have it enrolled in the agency's CC. This is also to ensure that the following services comes with official and clear procedures. The overall score for internal services during the last quarter of 2024 is 4.94 – a bit lower than the previous quarter (4.95). Individual score of each service is provided in Table 5 for reference.

With both internal and external, PNRI got the following service quality dimension scores: 4.91 for Responsiveness, 4.92 for Reliability (Quality), 4.87 for Access and Facilities, 4.91 for Communication, 4.84 for Costs, 4.93 for Integrity, 4.90 for Assurance, and 4.93 for Outcome. This translates to an overall score of 4.90 equivalent to a **Very Satisfactory** rating.

**Figure 2: External Respondents Distribution for Q4 2024**

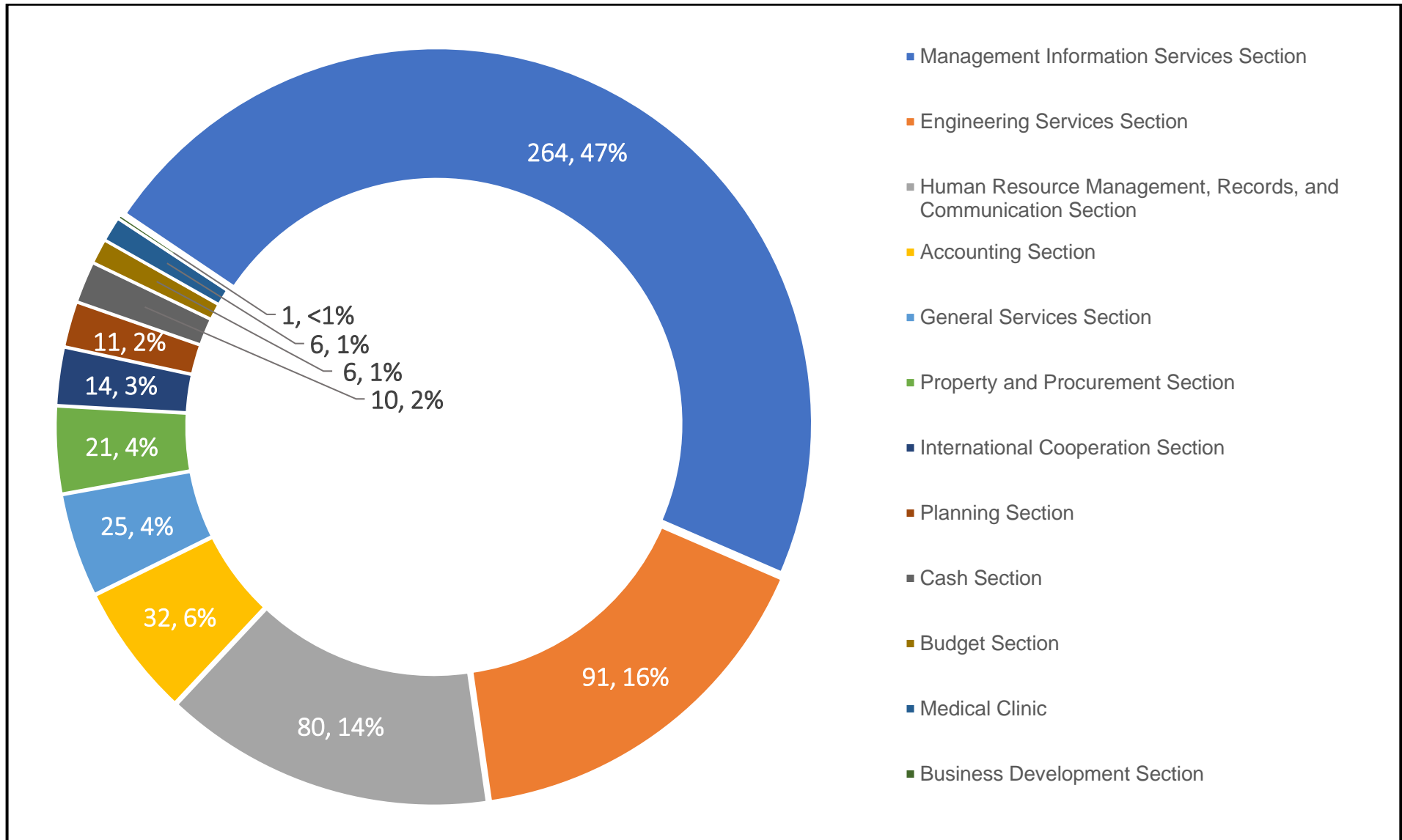
For the period October-December, a total of 559 respondents were gathered from external customers who availed services in PNRI. More than half of the respondents came from ISS, LRES and RPSS. These units, including NTC and NIDS, usually render the most number of survey which, in return, has a large effect on the overall score rating of PNRI.



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

**Figure 3.** Internal Respondents Distribution for Q4 2024

The internal respondents for the last quarter of 2024 are mainly composed of IT helpdesk request, repair/troubleshooting of various equipment, and issuance of service records. There are a total of 561 respondents which resulted to a 4.94 Very Satisfactory rating. Just like in Figure 2, the chart is arranged from lowest to highest number of respondents in a clockwise manner.







	15	Gamma Irradiation Services: Multipurpose Irradiation Facility	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	O	45	
<b>NATAS</b>	16	Radiometric and Chemical Analysis	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	O	5	
<b>ITS</b>	17	Gamma Column Scanning	-	-	-	-	-	-	-	-	-	-	-	-	
<b>ESS</b>	18	Instrument Repair: Survey Meter	-	-	-	-	-	-	-	-	-	-	-	-	
<b>BMRS</b>	19	Microbiological Analysis	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	O	4	
	20	Cytogenetic Analysis	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	O	2	
<b>NTC</b>	21*	Nuclear Training Services: Application to Training Courses	4.95	4.95	4.95	4.98	4.95	4.95	4.97	4.95	4.95	4.95	VS	58	
		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													
<b>NIDS</b>	22	Nuclear Awareness Seminars and Exhibits	-	-	-	-	-	-	-	-	-	-	-	-	
	23	Guided Tour of PNRI Facilities	4.73	4.76	4.41	4.73	4.69	4.84	4.71	4.78	4.71	4.78	VS	50	
	24*	Library Services	5.00	5.00	3.60	5.00	5.00	5.00	5.00	5.00	5.00	5.00	4.82	VS	5
		Online Library Services													
<b>Other Services not Included in Citizen's Charter</b>															
<b>NROS</b>	25	Facility Tour	4.84	4.76	4.76	4.76	NA	4.92	4.84	4.76	4.81	4.76	VS	25	
	26†	On-The-Job Training (OJT)	5.00	5.00	5.00	5.00	NA	5.00	5.00	5.00	5.00	5.00	O	9	
<b>CRS</b>	27†	Thesis/Research Advisorship	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	O	1	
<b>AS</b>	28†	Work Immersion	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	O	4	
<b>Overall Score per Service Quality Dimension</b>			<b>4.87</b>	<b>4.89</b>	<b>4.81</b>	<b>4.88</b>	<b>4.82</b>	<b>4.92</b>	<b>4.86</b>	<b>4.91</b>	<b>4.87</b>	<b>VS</b>	<b>559</b>		

### 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.

† On-The-Job Training (OJT) and Thesis/Research Advisorship are catered by multiple sections of PNRI. For the former, nine (9) survey respondents came from NROS. One (1) survey response was received from CRS for Thesis/Research Advisorship. Lastly, Work Immersion are availed by high school students and catered by multiple sections as well - four survey for this particular service came from the accounting section.

**Table 5: Internal Services CCSS Report for Q4 of 2024 (October - December)**

PNRI attained an overall rating of 4.94 for internal services rendered in the fourth quarter of 2025. There are a total of 561 of respondents and it can be noted that a large fraction of respondents came from service that are not included in the PNRI CC. These services are planned to be included in the 2025 version of the PNRI CC. Individual scores are provided in the table below.

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	6
		Processing of Government Obligation and Payment for IOTs and LTOs											
HRMRCS	5	Issuance of Service Records, Office Clearance, and Contract of Service for Foreign Travel (Official/Personal)	4.95	4.95	4.92	4.97	5.00	4.95	4.95	4.97	4.95	VS	37
CS	6	Collection of Payments and Deposits for Various PNRI Services thru the e-Payment System	4.90	4.90	4.80	4.90	4.80	4.90	4.90	4.90	4.88	VS	10
	7	Disbursement of Checks/ADA Preparation	-	-	-	-	-	-	-	-	-	-	-
GSS	8	Request for Use of PNRI Vehicle	-	-	-	-	-	-	-	-	-	-	-
	9	Request for Equipment/Materials Brought In/Out to PNRI	-	-	-	-	-	-	-	-	-	-	-
	10*	Request to Work during Weekends and Holidays	4.88	4.93	4.85	4.91	4.91	4.88	4.95	4.93	4.91	VS	43
	11	Request for Carpentry, Electrical/ Telephone and Plumbing Works	4.87	4.91	4.84	4.91	NA	4.96	4.91	4.96	4.91	VS	23
	12	Request for Photocopying and Printing Services	5.00	5.00	5.00	5.00	NA	5.00	5.00	5.00	5.00	O	2
<b>Other Services not Included in Citizen's Charter</b>													
PPS	13	Issuance of Supplies	4.95	4.90	4.90	4.95	4.90	4.95	4.95	4.95	4.94	VS	21
MISS	14	Helpdesk Request	4.96	4.97	4.96	4.97	NA	4.96	4.96	4.97	4.96	VS	264
ICS	15	Processing of Indorsement	4.93	4.86	4.86	4.86	5.00	4.86	4.93	4.86	4.88	VS	14
ESS	16	3D Design/Modelling/Printing	4.92	4.83	5.00	5.00	5.00	5.00	5.00	4.83	4.95	VS	12
	17	Repair/Troubleshooting	4.98	4.96	4.87	4.96	4.84	4.96	4.89	4.96	4.93	VS	47
	18	Installation/Assembly/Machining/Fabrication	5.00	4.83	5.00	5.00	5.00	4.83	5.00	4.83	4.93	VS	6
	19	Check-up/Cleaning/Maintenance	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	O	5
	20	Technical Assistance	5.00	4.92	5.00	4.92	5.00	5.00	5.00	5.00	4.98	VS	13

	21	Design/Layout/Evaluation	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	O	8
<b>BDS</b>	22	IP/Business/Transfer Consultation	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	O	1
<b>AS</b>	23	Conduct of Accounting Seminar	4.88	4.88	4.87	4.81	4.81	4.93	4.81	4.88	4.86	VS	32	
<b>PS</b>	24	Planning Workshop	5.00	4.91	4.91	4.91	4.91	4.91	4.91	4.82	4.91	VS	11	
<b>Medical Clinic</b>	25	Consultation	5.00	5.00	5.00	5.00	4.00	5.00	5.00	5.00	4.97	VS	5	
	26	Vaccination	5.00	5.00	5.00	5.00	NA	5.00	5.00	5.00	5.00	O	1	
<b>Overall Score per Service Quality Dimension</b>			<b>4.95</b>	<b>4.94</b>	<b>4.93</b>	<b>4.95</b>	<b>4.90</b>	<b>4.95</b>	<b>4.94</b>	<b>4.95</b>	<b>4.94</b>	<b>VS</b>	<b>561</b>	

**Notes:**

- † The PNRI Committee on Anti-Red Tape (CART) conducted a meeting on January 28, 2024 to discuss different agenda; one of which is the non-submission of some services that are included in the PNRI Citizen’s Charter. For this service with multiple sections involved, one of the things they did was identifying which section will conduct a CSM and on which part would this be conducted. For the next quarter, this service is expected to have CSM submission.
- \* Request to work during weekend, and or holiday is catered by GSS to the PNRI contractors. It is clear from the CC that the process involves forms and other steps involving GSS. On a separate note, HRMRCS also issues Special Order to work overtime (and during weekend and holidays) upon the request of PNRI personnel. This, however, is not the service listed in the PNRI CC. It is advisable to have a separate enrolled service for this. For the meantime, the submitted data came from survey gathered through personnel who requested SO at the HRMRCS.

**Table 6: Overall Customer Rating for Q4 2024 (October-December)**

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 4.90 which corresponds to a **Very Satisfactory** rating. This is computed from the 1,120 respondents that was gathered during the period October-December 2024.

	Responsiveness	Reliability (Quality)	Access & Facilities	Communication	Costs	Integrity	Assurance	Outcome	Score	Remarks	No. of Respondents
<b>External</b>	<b>4.87</b>	<b>4.89</b>	<b>4.81</b>	<b>4.88</b>	<b>4.82</b>	<b>4.92</b>	<b>4.86</b>	<b>4.91</b>	<b>4.87</b>	<b>VS</b>	<b>559</b>
<b>Internal</b>	<b>4.95</b>	<b>4.94</b>	<b>4.93</b>	<b>4.95</b>	<b>4.90</b>	<b>4.95</b>	<b>4.94</b>	<b>4.95</b>	<b>4.94</b>	<b>VS</b>	<b>561</b>
<b>Overall</b>	<b>4.91</b>	<b>4.92</b>	<b>4.87</b>	<b>4.91</b>	<b>4.84</b>	<b>4.93</b>	<b>4.90</b>	<b>4.93</b>	<b>4.90</b>	<b>VS</b>	<b>1,120</b>

**Table 7. Services with no CCSS Report**

11 of 54 (20.37%) services did not have a CCSS report for Q4 of 2024. 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 20.83% (10 out of 48) and the decrease was not significant. In addition, there are more listed number of services for this quarter since some rendered services are not yet enrolled in the PNRI CC.

Service Provider	Service Delivered	Remarks
<b>EXTERNAL</b>		
<b>RPSS</b>	Radiation Control: Lease of Survey Meter	No survey respondent
	Lease of Moisture Density Gauge	No service rendered
<b>ESS</b>	Instrument Repair: Survey Meter	No service rendered
<b>ITS</b>	Gamma Column Scanning	No service rendered
<b>NIDS</b>	Nuclear Awareness Seminars and Exhibits	No service rendered
<b>INTERNAL</b>		
<b>PPS, BS, AS</b>	Processing of Purchase Request	For the last 4 quarters, this does not have any CSM submission due to that fact that it is yet to be discussed by CART.
	Processing and Approval of Purchase Order (PO) and Job Order	A meeting was held on January 28, 2025 and one of the agenda was to reconcile this concern. As agreed by the members, the CSM will be provided to the end user after the approval of the PR, PO, and JO.
	Processing of Payment for Purchase Orders (PO), Job Orders (JO) and Contracts	CSM raw data is expected to be submitted in the first quarter of 2025.
<b>CS</b>	Disbursement of Checks/ADA Preparation	No survey respondent
<b>GSS</b>	Request for Use of PNRI Vehicle	No customer survey respondents
	Request for Equipment/Materials Brought In/Out to PNRI	

#### IV. Summary

PNRI received a "**Very Satisfactory**" rating of **4.90** for the fourth quarter of 2024 (period covering October to December 2024). 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), 4.87 for Access and Facilities, 4.91 for Communication, 4.84 for Costs, 4.93 for Integrity, 4.90 for Assurance, and 4.93 for Outcome.

The overall number of respondents for this quarter is 1,120 which is 14.31% lower than the previous quarter. For external services with respondents more than the average external respondents per service, the service with the highest rating includes all the services under ISS, IES Issuance of Permit to Transport, and the cumulative survey from NTC. On the other hand, internal services from MISS, HRMRCS, and ESS got the highest rated service for this quarter.

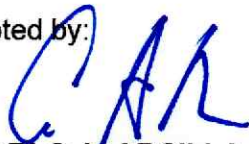
PNRI is steadfast in its commitment to provide quality to all clients and customers. The result of this survey serves as a benchmark in developing and creating more dynamic and innovative action plans towards the continuous improvement of the Quality Management System and the organization.

Prepared by:



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Noted by:



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IES	4	Conduct of Regulatory Inspection and Audit of Radioactive Materials and Facilities	100%	100%	NA	96.30%	96%	100%	100%	100%	98.95%	O	28
	5	Issuance of Permit to Transport	100%	100%	100%	100%	100%	100%	100%	100%	100%	O	22
RPSS	6**	OSL Personnel Monitoring Services	96.77%	100%	96.77%	100%	93.55%	96.77%	100%	96.77%	97.58%	O	31
		TLD Personnel Monitoring Services	50%	50%	50%	100%	50%	100%	50%	50%	62.50%	F	2
	7*	Calibration and Dose Measurement Services: Activity Meter / Teletherapy Machine / Sources for Brachytherapy	96.88%	100%	93.75%	96.88%	96.77%	100%	100%	100%	98.04%	O	32
		Calibration of Radiation Monitoring Instruments											
	8*	Radiation Control: Swipe Sample Analysis	100%	100%	100%	100%	100%	100%	100%	100%	100%	O	10
		Radiation Control: Leak Testing of Sealed Sources											
	9	Radiation Control: Radiation Monitoring and Hazards Evaluation	100%	100%	100%	100%	100%	100%	100%	100%	100%	O	4
	10	Radiation Control: Lease of Survey Meter	-	-	-	-	-	-	-	-	-	-	-
	11	Lease of Moisture Density Gauge	-	-	-	-	-	-	-	-	-	-	-
	12*	Temporary Storage of Radioactive Material	100%	100%	100%	87.50%	100%	100%	100%	100%	98.41%	O	8
Radioactive Waste Management Services													
ISS	13	Electron Beam Irradiation Services	100%	100%	100%	100%	100%	100%	100%	100%	100%	O	40
	14	Gamma Irradiation Services: Self-shielded Gamma Irradiator - Gammacell 220 (GC) and Ob-Servo Sanguis (ObS)	100%	100%	100%	100%	100%	100%	100%	100%	100%	O	46
	15	Gamma Irradiation Services: Multipurpose Irradiation Facility	100%	100%	100%	100%	100%	100%	100%	100%	100%	O	45
NATAS	16	Radiometric and Chemical Analysis	100%	100 %	100%	100%	100%	100 %	100%	100%	100%	O	5
ITS	17	Gamma Column Scanning	-	-	-	-	-	-	-	-	-	-	
ESS	18	Instrument Repair: Survey Meter	-	-	-	-	-	-	-	-	-	-	
BMRS	19	Microbiological Analysis	100%	100%	100%	100 %	100%	100%	100%	100%	100%	O	4
	20	Cytogenetic Analysis	100%	100%	100%	100%	100%	100%	100%	100%	100%	O	2
NTC	21*	Nuclear Training Services: Application to Training Courses	100%	100%	100%	100%	100%	100%	100%	100%	100%	O	58
		Nuclear Training Services: Response to Request for Training Course											
		Nuclear Training Services: Processing of OJT Application											
NIDS	22	Nuclear Training Services: Processing of Application for Thesis/Research Advisorship Program	-	-	-	-	-	-	-	-	-	-	-
		Nuclear Awareness Seminars and Exhibits											
	23	Guided Tour of PNRI Facilities	93.88%	95.92%	75.51%	91.84%	95.83%	100%	93.88%	95.92%	92.84%	VS	50



	24*	Library Services	100%	100%	40.00%	100%	100%	100%	100%	100%	100%	92.31%	VS	5
		Online Library Services												
<b>Other Services not Included in Citizen's Charter</b>														
<b>NROS</b>	25	Facility Tour	96%	96%	96%	92%	NA	100%	96%	92%	95.43%	O		25
	26†	On-The-Job Training (OJT)	100%	100%	100%	100%	NA	100%	100%	100%	100%	O		9
<b>CRS</b>	27†	Thesis/Research Advisorship	100%	100%	100%	100%	100%	100%	100%	100%	100%	O		1
<b>AS</b>	28†	Work Immersion	100%	100%	100%	100%	100%	100%	100%	100%	100%	O		4
<b>Overall Score per Service Quality Dimension</b>			<b>98.75%</b>	<b>99.28%</b>	<b>96.22%</b>	<b>98.20%</b>	<b>98.45%</b>	<b>99.82%</b>	<b>99.10%</b>	<b>98.92%</b>	<b>98.61%</b>	<b>O</b>		<b>559</b>

**Table 10:** Conversion of Table 5 using the metric specified in Annex A (supplementary notes).

Service Provider	No.	Service Delivered	Responsiveness	Reliability (Quality)	Access & Facilities	Communication	Costs	Integrity	Assurance	Outcome	Score	Remarks	No. of Respondents	
<b>PPS, AS, BS</b>	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	-	-	-	-	-	-	-	-	-	-	-	
<b>BS, AS</b>	4	Processing of Government Obligation and Payment of Various Reimbursements	100%	100%	100%	100%	NA	100%	100%	100%	100%	O	6	
		Processing of Government Obligation and Payment for IOTs and LTOs												
<b>HRMRCS</b>	5	Issuance of Service Records, Office Clearance, and Contract of Service for Foreign Travel (Official/Personal)	100%	100%	100%	100%	100%	100%	100%	100%	100%	O	37	
<b>CS</b>	6	Collection of Payments and Deposits for Various PNRI Services thru the e-Payment System	100%	100%	100%	100%	100%	100%	100%	100%	100%	O	10	
	7	Disbursement of Checks/ADA Preparation	-	-	-	-	-	-	-	-	-	-	-	
<b>GSS</b>	8	Request for Use of PNRI Vehicle	-	-	-	-	-	-	-	-	-	-	-	
	9	Request for Equipment/Materials Brought In/Out to PNRI	-	-	-	-	-	-	-	-	-	-	-	
	10	Request to Work during Weekends and Holidays	100%	100%	100%	100%	100%	100%	100%	100%	100%	O	43	
	11	Request for Carpentry, Electrical/ Telephone and Plumbing Works	100%	100%	100%	100%	NA	100%	100%	100%	100%	O	23	
	12	Request for Photocopying and Printing Services	100%	100%	100%	100%	NA	100%	100%	100%	100%	O	2	
<b>Other Services not Included in Citizen's Charter</b>														

<b>PPS</b>	13	Issuance of Supplies	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>100%</b>	<b>O</b>	21
<b>MISS</b>	14	Helpdesk Request	99.24%	99.62%	99.60%	99.62%	NA	99.62%	99.62%	99.62%	99.62%	99.62%	<b>99.56%</b>	<b>O</b>	264
<b>ICS</b>	15	Processing of Indorsement	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>100%</b>	<b>O</b>	14
<b>ESS</b>	16	3D Design/Modelling/Printing	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>100%</b>	<b>O</b>	12
	17	Repair/Troubleshooting	100%	100%	97.87%	100%	100%	100%	100%	100%	100%	100%	<b>99.72%</b>	<b>O</b>	47
	18	Installation/Assembly/Machining/Fabrication	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>100%</b>	<b>O</b>	6
	19	Check-up/Cleaning/Maintenance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>100%</b>	<b>O</b>	5
	20	Technical Assistance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>100%</b>	<b>O</b>	13
	21	Design/Layout/Evaluation	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>100%</b>	<b>O</b>	8
<b>BDS</b>	22	IP/Business/Transfer Consultation	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>100%</b>	<b>O</b>	1
<b>AS</b>	23	Conduct of Accounting Seminar	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>100%</b>	<b>O</b>	32
<b>PS</b>	24	Planning Workshop	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>100%</b>	<b>O</b>	11
<b>Medical Clinic</b>	25	Consultation	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>100%</b>	<b>O</b>	5
	26	Vaccination	100%	100%	100%	100%	NA	100%	100%	100%	100%	100%	<b>100%</b>	<b>O</b>	1
<b>Overall Score per Service Quality Dimension</b>			<b>99.64%</b>	<b>99.82%</b>	<b>99.63%</b>	<b>99.82%</b>	<b>100%</b>	<b>99.82%</b>	<b>99.82%</b>	<b>99.82%</b>	<b>99.82%</b>	<b>99.78%</b>	<b>O</b>	<b>561</b>	

All information provided will be treated strictly as confidential.

PNRI-CSM-01 Rev. 6/04-01-2024



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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:

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