



Republic of the Philippines
Department of Science and Technology



PHILIPPINE NUCLEAR RESEARCH INSTITUTE

Q4 2022 Customer/Client Satisfaction Survey (CCSS) Report

I. Introduction

The PNRI Customer/Client Satisfaction Survey (CCSS) Form is a measuring tool developed to quantify customers' perception 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 2022 (Quarter 4).

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), Management Information System Section (MISS) (Annex D) and Nuclear Materials Research Section (Annex E), 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 survey respondents were composed of licensees, stakeholders, and other interested parties using and intended 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.

The survey uses a 5-point Likert scale and follows the rating system below:

Range	Descriptive Rating
5.00	Outstanding
4.00 – 4.99	Very Satisfactory
3.00 – 3.99	Satisfactory
2.00 – 2.99	Unsatisfactory
1.00 – 1.99	Poor

III. Results and Discussion

Here, we detail and discuss the results for the second quarter's customer satisfaction survey. Table 1 shows the survey result of all external services in PNRI. There was a total of 316 respondents for the survey. They were primarily composed of private and public hospitals, companies, licensees, other government institutions, students, and the like. 18 external services across 12 service providing sections were tallied. Of the 12 sections, the Radiation Protection Services Section (RPSS) had the greatest number of external services at 4 of 6 services with a reported CCSS. For services that had more than ten respondents, the top three services with the highest average rating, all with 5.00 rating, were the GAMMA Irradiation Services (Self-Shielded Irradiator: Gamma-220/Ob-servo Sanguis) (51 respondents), Electron Beam Irradiation Services (36 respondents), and Microbiological Analysis (12 respondents). The average per service dimension are as follows: 4.92 for Responsiveness, 4.90 for Reliability (Quality), 4.93 for Access and Facilities, 4.89 for Communication, 4.83 for Costs, 4.92 for Integrity, 4.91 for Assurance, and 4.91 for Outcome. External services recorded a general average of 4.90, equivalent to Very Satisfactory.

Table 2 summarizes the result of the CCSS for all internal services. 12 of 18 sections delivered a CCSS report for Q4. Overall, internal services gained a 4.84 average, with the following distribution: 4.87 for Responsiveness, 4.85 for Reliability (Quality), 4.81 for Access and Facilities, 4.85 for Communication, 4.84 for Costs, 4.87 for Integrity, 4.86 for Assurance, and 4.86 for Outcome. A total of 362 respondents were recorded. The top three sections with the highest averages (with more than ten respondents) were the Property and Procurement Section (4.93 with 28 respondents), Medical Clinic (4.92 with 16 respondents), and the Engineering Services Section (4.86 with 16 respondents).

On the other hand, Table 3 tallies the CCSS result for the Nuclear Training Center which use their own Customer Satisfaction Survey Forms tailored to the kind of services they offer. Copies of such forms are attached as annexes (Annex B to C) of this report for reference. NTC had an average of 4.62 from 2 of 4 services that they offer for Q4. These data came from 64 respondents.

Table 4 is a summary of the result. A total of 742 respondents were recorded for internal and external services. In total, the average per service dimension for both external and internal services are as follows: 4.90 for Responsiveness, 4.87 for Reliability (Quality), 4.87 for Access and Facilities, 4.87 for Communication, 4.84 for Costs, 4.89 for Integrity, 4.88 for Assurance, and 4.88 for Outcome. With the inclusion of results from NTC, PNRI received an overall CCSS average of 4.85 for the period covering October to December 2022 (Q4). This is 0.41% lower than the CCSS average from Q3 of 4.87.

Table 1. External Services CCSS Report for Q4 2022

Service Provider	Service Delivered	Service Quality Dimension										Number of Respondents
		Responsiveness	Reliability (Quality)	Access & Facilities	Communication	Costs	Integrity	Assurance	Outcome	Average	Remarks	
		Q4 2022										
EXTERNAL												
RPSS	OSL Personnel Monitoring Service	4.79	4.79	4.93	4.86	4.71	4.86	4.72	4.71	4.79		14
	TLD Personnel Monitoring Service	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	None	0
	Radiation Control	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00		4
	Calibration Services	4.75	4.81	4.81	4.75	4.84	4.81	4.75	4.72	4.78		32
	Radioactive Waste Management	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		0
	Hazards Monitoring	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00		1
ISS	Electron Beam Irradiation Services	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00		36
	GAMMA Irradiation Services (Self-Shielded Irradiator: Gamma-220 / Ob-servo Sanguis)	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00		51
	Gamma Irradiation Services (Multipurpose Irradiation Facility)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Temporarily suspended	0
NATAS	Radiometric and Chemical Analysis (Sample Receiving and Releasing of Results)	5	5	5	5	4.85	5	5	5	4.98		13
ITS	Column Scanning Services	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		0
ESS	Instrument Repair: Survey Meter	4.71	4.71	4.71	4.71	4.71	4.71	4.71	4.71	4.71		19
APRS	Materials Analysis	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	No services	0
BMRS	Microbiological Analysis	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00		12
	Cytogenetic Analysis	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00		6

IES	Issuance of Permit to Transport	4.94	4.94	4.97	4.97	4.97	5.00	4.94	4.94	4.96		31
	Conduct of Regulatory Inspection and audit of Radioactive Materials and facilities	4.87	4.93	NA	4.97	4.80	4.93	4.93	4.90	4.90		30
LRES	Issuance of Certificate of Release	4.84	4.84	4.84	4.84	4.84	4.84	4.84	4.84	4.84		19
	Issuance of Certificate of Exemption	5.00	4.67	5.00	4.67	5.00	4.67	5.00	4.67	4.84		3
	Issuance of RAM Licenses	4.86	4.71	4.86	4.71	4.43	4.86	4.71	5.00	4.77		7
NIDS	Nuclear Awareness Seminar and exhibit	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	No services	0
	Guided tour of PNRI facilities	4.86	4.77	4.82	4.91	4.73	4.86	4.86	4.86	4.83		22
	Assistance to walk in visitors	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Temporarily suspended	0
	Library Services	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00		4
NTC	NTC External Customer Satisfaction Survey	4.94	5.00	4.94	4.58	4.10	5.00	5.00	4.94	4.81		12
BDS	Consultation Services	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	No services	0
Average per Dimension		4.92	4.90	4.93	4.89	4.83	4.92	4.91	4.91	4.90		
TOTAL NUMBER OF RESPONDENTS												316

Table 2. Internal Services CCSS Report for Q4 2022

Division	Service Delivery Unit	Service Quality Dimension										Number of Respondents	
		Responsiveness	Reliability (Quality)	Access & Facilities	Communication	Costs	Integrity	Assurance	Outcome	Average	Remarks		
		Q4 2022											
INTERNAL													
NSD	Engineering Services Section	4.86	4.86	4.86	4.86	4.86	4.86	4.86	4.86	4.86	4.86		16
TDD	Business Development Section	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00		7
	Management Information System Section	4.86	4.88	4.47	4.89	N/A	4.89	4.88	4.92	4.83			92
	International Cooperation Section	4.83	4.83	4.80	4.83	5.00	4.83	4.83	4.83	4.85			6
FAD	General Services Section	4.81	4.86	4.80	4.81	4.80	4.82	4.80	4.81	4.81			54
	Human Resources Management, Records and Communication Section	4.83	4.83	4.82	4.86	4.84	4.85	4.83	4.83	4.84			101
	Property and Procurement Section	4.93	4.89	4.89	4.96	4.91	4.96	4.96	4.93	4.93			28
	Accounting Section	5.00	4.80	4.90	4.80	N/A	4.90	4.90	4.90	4.89			10
	Budget Section (ObR)	5.00	5.00	4.89	5.00	4.89	5.00	5.00	5.00	4.97			6
	Medical Clinic	4.94	4.87	4.87	4.94	N/A	4.94	4.94	4.94	4.92			16
	Cash Section	4.88	4.81	4.81	4.75	4.81	4.81	4.81	4.81	4.81			16
	OD	Planning Section	4.55	4.55	4.55	4.45	4.45	4.55	4.45	4.45	4.50		
ARD	Agriculture Research Section	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	None		0

	Chemistry Research Section	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	None	0
	Biomedical Research Section (OJT)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	None	0
	Health Physics Research Section	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	None	0
	Nuclear Materials Research Section (OJT)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	None	0
	Applied Physics Research Section (Advisorship)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	None	0
Average per Dimension		4.87	4.85	4.81	4.85	4.84	4.87	4.86	4.86	4.84		
TOTAL NUMBER OF RESPONDENTS												362

Table 3. NTC Q4 Customer/Client Satisfaction Survey Result

CUSTOMER SATISFACTION RATING REPORT				
Section	Service Delivered	Q4 2022	Remarks	Number of Respondents
NTC	Regular Training	4.44		58
	Requested Training	N/A	N/A	0
	On-the-Job Training Processing Application	4.75		8
	Research and Thesis Advisorship	N/A	N/A	0
	Average	4.62		64

Table 4. Summary of Result

Service	Responsiveness	Reliability (Quality)	Access & Facilities	Communication	Costs	Integrity	Assurance	Outcome	Average	Respondents
<i>External</i>	4.92	4.90	4.93	4.89	4.83	4.92	4.91	4.91	4.90	316
<i>Internal</i>	4.87	4.85	4.81	4.85	4.84	4.87	4.86	4.86	4.84	362
<i>NTC</i>	-	-	-	-	-	-	-	-	4.62	64
<i>General Average</i>	4.90	4.87	4.87	4.87	4.84	4.89	4.88	4.88	4.85	742

Figure 1 is a distribution of all external respondents across different external services. The GAMMA Irradiation Services (Self-Shielded Irradiator: Gamma-220 / Ob-servo Sanguis) service of the Irradiation Services Section (ISS) recorded the most number of respondents at 51 or 16% of the total number of respondents followed by the Electron Beam Irradiation Services at 36 or 11%, and the Calibration Services at 32 or 10% of the total. Overall, there were 316 external respondents recorded for Q4.

Figure 1. External Respondents Distribution

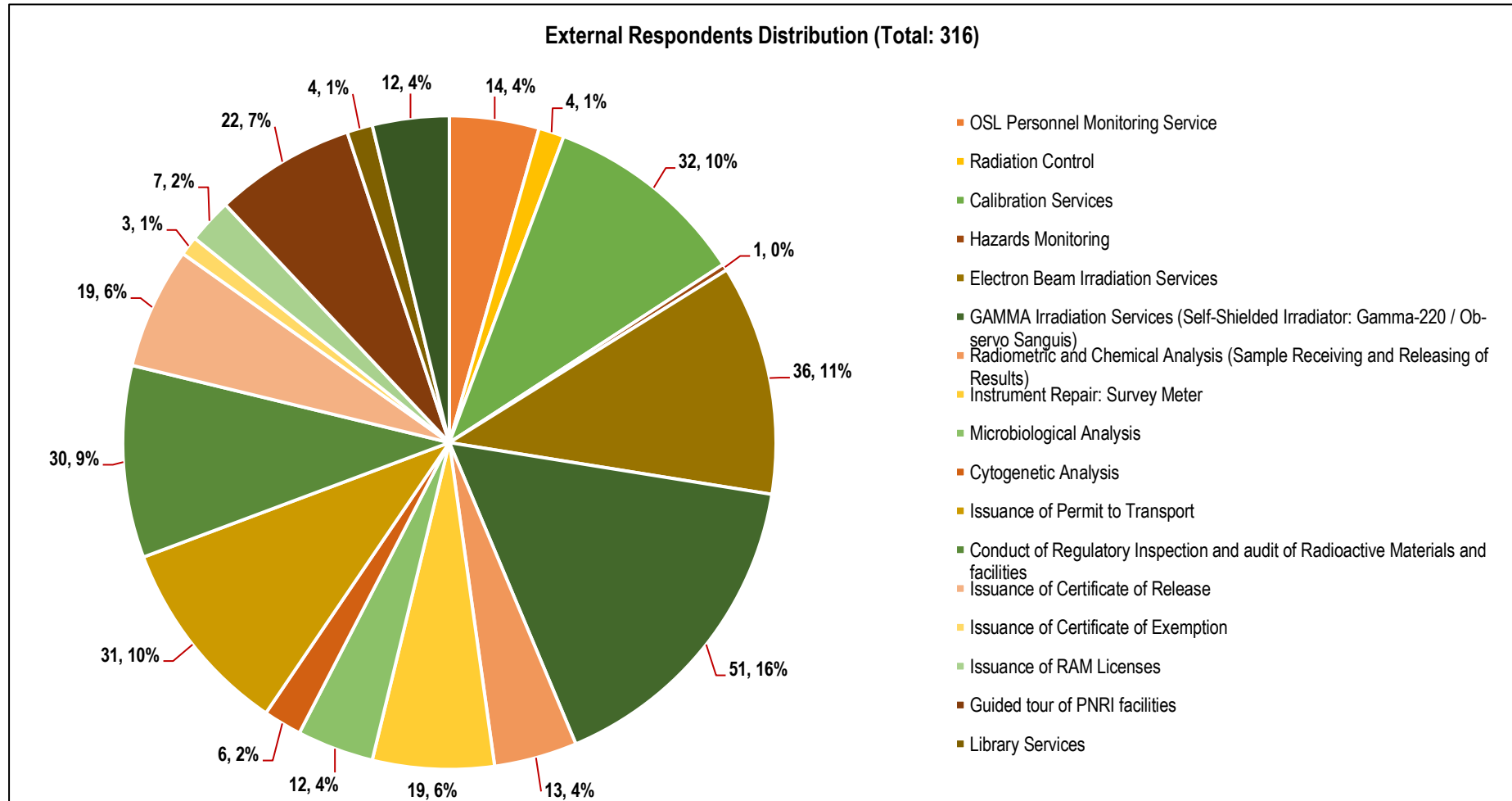


Figure 2 is a visual representation of the distribution of internal respondents. A total of 362 internal respondents were recorded. The top three sections with the most number of respondents came from the Human Resources Management, Records and Communication Section, with 101 or 28% of the total population, followed by the Management Information System Section, with 92 or 25%, and the General Services Section, with 54 or 15%.

Figure 2. Internal Respondents Distribution

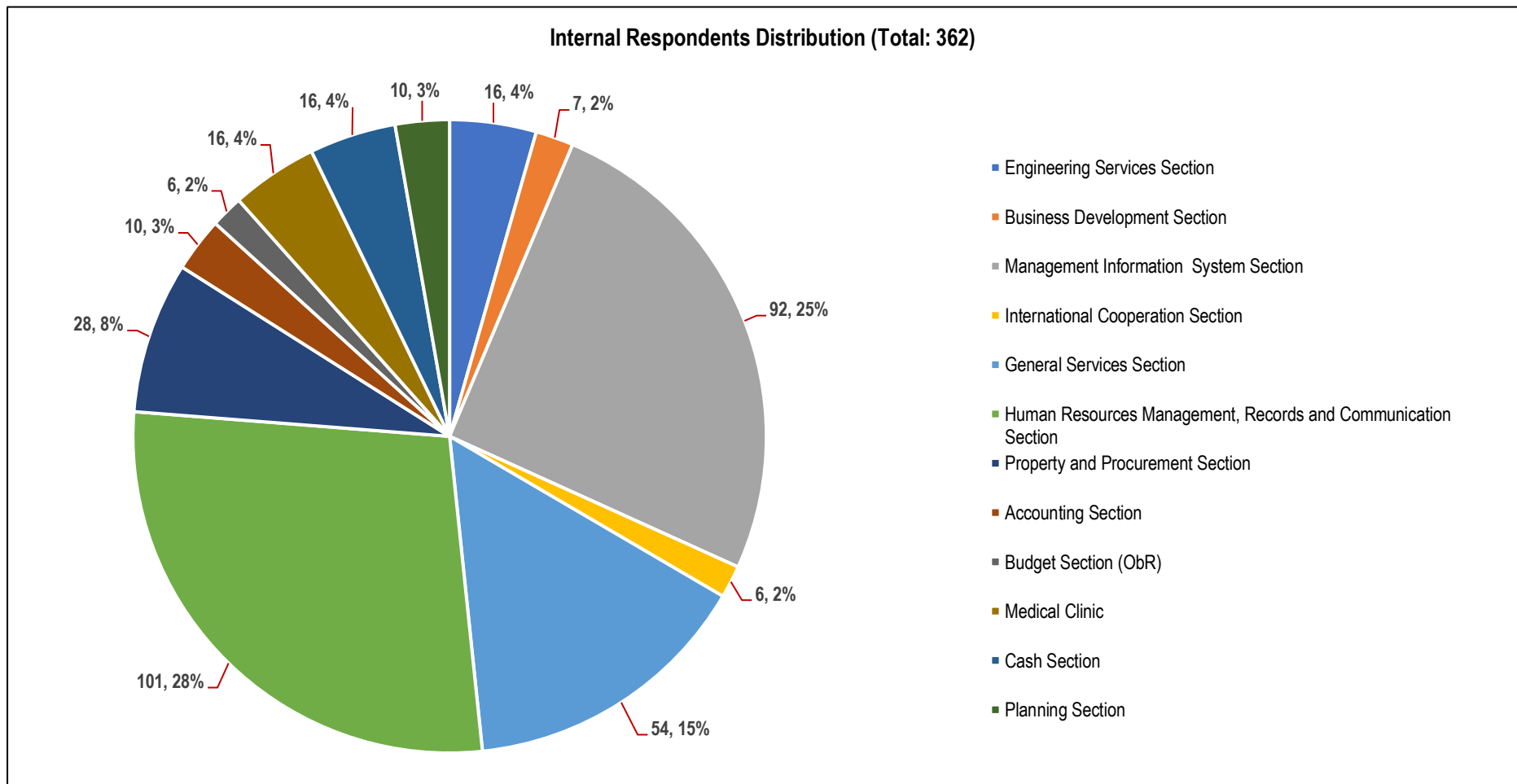


Table 5. Services with no CCSS Report

16 of 48 (33%) services did not have a CCSS report for Q4. Table 5 summarizes and details these services as well as the reasons why there were no CCSS reports made. Most of the services were not available for Q2.

Service Provider	Service Delivered	Remarks
EXTERNAL		
RPSS	TLD Personnel Monitoring Service	No respondents
	Radioactive Waste Management	None
ISS	Gamma Irradiation Services (Multipurpose Irradiation Facility)	Temporarily suspended
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	Temporarily Suspended
BDS	Consultation services	No services
Division	Service Delivery Unit	Remarks
INTERNAL		
ARD	Agriculture Research Section	No services rendered
	Chemistry Research Section	No services rendered
	Biomedical Research Section (OJT)	No services rendered
	Health Physics Research Section	No services rendered
	Nuclear Materials Research Section (OJT)	No services rendered
	Applied Physics Research Section (Advisorship)	No services rendered
OTHERS		
NTC	Requested Training	No services rendered
	Research and Thesis Advisorship	No services rendered

IV. Summary

PNRI received a "Very Satisfactory" rating of 4.85 for the fourth quarter of 2022 (period covering October to December 2022). 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, 4.87 for Reliability (Quality), 4.87 for Access and Facilities, 4.87 for Communication, 4.84 for Costs, 4.89 for Integrity, 4.88 for Assurance, and 4.88 for Outcome. Compared to quarter 3, this result is 0.41% lower than the 4.87 average recorded for Q3.

For external services, the top three services with the highest average rating, all with 5.00 rating, were the GAMMA Irradiation Services (Self-Shielded Irradiator: Gamma-220/Ob-servo Sanguis) (51 respondents), Electron Beam Irradiation Services (36 respondents), and Microbiological Analysis (12 respondents). On the other hand, for internal services, the top three sections with the highest averages (with more than ten respondents) were the Property and Procurement Section (4.93 with 28 respondents), Medical Clinic (4.92 with 16 respondents), and the Engineering Services Section (4.86 with 16 respondents). 16 of 48 (33%) services did not have a CCSS report for Q4. A total of 742 respondents was recorded for this quarter.

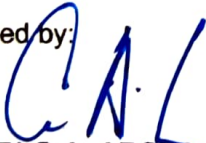
PNRI is steadfast in its commitment to provide quality to all clients and customers. The result of this survey shall be a benchmark in developing and creating more dynamic and innovative action plans towards the continuous improvement of the Quality Management System and the organization.

Prepared by:



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Noted by:



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Director, PNRI

Annex A

All information provided will be treated strictly as confidential.

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

PNRI Customer/Client Satisfaction Survey (CCSS) Form



PHILIPPINE NUCLEAR RESEARCH INSTITUTE
Commonwealth Ave., Diliman, Quezon City
Tel: (632) 8929-60-10 to 19 (connecting all units)
Fax: (632) 8920-16-46

Control No.:

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

External Internal

Date of Application:
(Petsa ng aplikasyon)

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

Name:
(Pangalan)

Age: Sex: Male Female
(Edad) (Kasarian)

Address: Home Business
(Tirahan)

Contact Number (Telepono):

E-mail address:
(Sulatroniko)

Type of Customer/Client (Uri ng kliyente):

- Citizen/Individual/Representative (private individual as transacting public)
 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 being evaluated/assessed:
(Tukuyin ang serbisyo na sinusuri)

*Anonymous ratings will not be considered

CUSTOMER/CLIENT SATISFACTION SURVEY:

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

Criteria (definition) Pamantayan (kahulugan)	Very satisfied (5)	Satisfied (4)	Neither satisfied nor dissatisfied (3)	Dissatisfied (2)	Very dissatisfied (1)
1. Responsiveness (Delivery of prompt service or within the prescribed/agreed time) Pagtugon (Naayon sa itinakdang panahon ang ibinigay na serbisyo)					
2. Reliability (Quality) (Service or product conforms to the set requirements) Kalidad ng serbisyo (Ang serbisyo o produkto ay sumusunod sa kinakailangan)					
3. Access & Facilities (Condition of facility; availability of equipment) Kapaligiran (Lagay ng pasilidad; mayroong kagamitan)					
4. Communication (Staff is polite while delivering the service) Komunikasyon (Magalang ang mga kawani sa pagbibigay ng serbisyo)					
5. Costs (Value for money, preferred methods of payment, timely billing) Gastos (Makatarungan ang presyo at paraan ng pagbayad)					
6. Integrity (There is honesty, fairness, and trust in each service) Integridad (May katapatan, katarungan, at tiwala sa paggawa ng bawat serbisyo)					
7. Assurance (Able to perform the service correctly; provides right solution or advice to the problem or concern) Pagtutuwala (Naglingkod nang tama; nagbigay ng tamang solusyon o payo para sa suliranin)					
8. Outcome (Realization of the intended benefits) Resulta (Natupad ng serbisyo ang benepisyonang kallangan)					
Comments and suggestions (Use the back page, if necessary) Mga puna at mungkahi (Gamitin ang likuran ng pahinang ito kung kinakailangan)					

Privacy Notice: The personal information included in this document should only be used for the purposes of administering the survey and are subject to the rules and regulations set by Republic Act No. 10173, otherwise known as the Data Privacy Act of 2012. Any personal information included herein may not be used for other purposes aside from those stated above.

Privacy Notice: Ang mga personal na impormasyon sa dokumentong ito ay maaari lamang gamitin para sa layunin ng survey na ito at 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.

Annex B

PNRI/NTC Form 28
Rev. 01/02 October 2015

On-the-Job Training Program Evaluation Form

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

Indicate your level of agreement to the following statements using the following scale:
1–Strongly Disagree; 2–Disagree; 3–Undecided; 4–Agree; 5–Strongly Agree

Please check ✓ on appropriate box. Written comments will be appreciated.

ITEMS TO BE RATED	RATING				
	1	2	3	4	5
1. TRAINING PROGRAM					
1.1 I find my section placement in PNRI relevant to my course.					
1.2 The activities given to me during my training program is appropriate for my educational background.					
1.3 The tasks assigned to me are well paced and distributed appropriately throughout the duration of my training.					
1.4 The OJT program has enhanced my knowledge and developed my skills.					
1.5 The OJT program was able to help me prepare for my future career.					
2. SUPERVISOR					
2.1 I have good working relationship with my OJT supervisor.					
2.2 My supervisor has provided adequate time for coaching/ mentoring.					
2.3 My supervisor assigned tasks that are appropriate for my knowledge and skills.					
3. FACILITIES AND VENUE					
3.1 Equipment, tools and other facilities are available and adequate.	na	n/a	n/a	n/a	n/a
3.2 The training venue is conducive for learning.	na	n/a	n/a	n/a	n/a

Comments and suggestions:

Annex C

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

PHILIPPINE NUCLEAR RESEARCH INSTITUTE
Nuclear Training Center
Commonwealth Avenue, Diliman, Quezon City

COURSE EVALUATION FORM

TITLE OF THE TRAINING COURSE:						
PERIOD COVERED						
I. PERSONAL DATA						
1. Name (optional):						
2. Age:		3. Sex:		<input type="checkbox"/> Male <input type="checkbox"/> Female		
		4. Marital Status:		<input type="checkbox"/> Unmarried <input type="checkbox"/> Married		
5. Position: <input type="checkbox"/> Technical <input type="checkbox"/> Non-Technical <input type="checkbox"/> Supervisory <input type="checkbox"/> Non-Supervisory						
6. Length of Service:						
7. Highest Educational Attainment:						
DIRECTION: In relation to the activity you have participated in, please check the appropriate box to indicate your honest and objective assessment of the following:						
A. Program of Activities		Poor	Fair	Satisfactory	Very Satisfactory	Outstanding
1. Scheduling (adequacy of time allotted for each activity)						
2. Sequencing of topics/ activities (topics sequenced according to importance or other criteria)						
3. Implementation						
4. Relevance of topics/ activities to objectives						
5. Adequacy of treatment						
B. Materials		Poor	Fair	Satisfactory	Very Satisfactory	Outstanding
1. Quality						
2. Content						
3. Packaging						
4. Adequacy						
5. Relevance to needs of participants						
6. Up-to-datedness						
C. Program Objectives		Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
1. Objectives were understood well						
2. Objectives were attained						
D. Venue		Poor	Fair	Satisfactory	Very Satisfactory	Outstanding
1. Services						
2. Facilities (light, water, ventilation, noise, restrooms)						

