



Republic of the Philippines
Department of Education
Region IV-A
SCHOOLS DIVISION OF QUEZON PROVINCE

February 1, 2021

DIVISION MEMORANDUM
DM No. 042, s. 2021

Division Citizen/Client Satisfaction Survey (CCSS) for Frontline Services as a Requirement of the Anti-Red Tape Authority (ARTA) Relative to Citizen's Charter

To: OIC - Assistant Schools Division Superintendents, CID and SGOD Chiefs, Section/Unit Heads, Elementary and Secondary School Heads, Internal and External Clients, All Others Concerned

1. In line with the continuous improvement of the Division Frontline Services and in compliance with the requirements of the Anti-Red Tape Authority (ARTA) relative to Citizen's Charter, this Office enjoins all clients to accomplish the Online Client Satisfaction Survey thru the link, **<https://tinyurl.com/DepEdQuezonARTACSS>**.
2. The survey aims to measure the satisfaction level of internal and external clients of Division streamlined frontline services.
3. Respondents are those who are the internal and external clients of the Division for the hereto attached frontline services.
4. This survey is limited only to specific streamlined services (see Annex A) and is different from **Feedback sa Bawat Division Office Transaction** as directed thru Division Memorandum 315, s. 2020.
5. Wide dissemination of and strict compliance on this Memorandum is desired.

ELIAS A. ALICAYA JR., EdD
Assistant Schools Division Superintendent
Officer-in-Charge
Office of the Schools Division Superintendent
ICT UNIT

UPLOADED
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DEPEDQUEZON-TM-SDS-04-009-003



"Creating Possibilities, Inspiring Innovations"
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Annex A

Frontline Services to be Rated

For External Clients

Access to LRMD Portal
Borrowing Procedures for Books and Other Materials Over Night
Submission of Employment Application (Teaching Related)
Submission of Employment Application (Non-Teaching Related)
Request for Basic Education Data
Issuance of Requested Documents (Non-CTC)
Issuance of requested Documents (CTC and Photocopy of Documents)
Certification, Authentication, Verification (CAV)

For Internal Clients

Processing of Disbursement Vouchers (Accounting)
Application for Provident Fund Loan (Accounting)
Processing of Liquidation Report (Accounting)
Pre-audit of Budget Estimates (Accounting)
Pre-audit of Various Authorities (Accounting)
Request for Application, Renewal and Cancellation of Bond (Accounting)
Request for Approval of the Contracts of Various Projects/ Transactions (Accounting)
Issuance of GSIS and PAG-IBIG Certificate of Remittances (Accounting)
Request for BIR Form 2306 and 2307 (Accounting)
Request for Photocopy of Supporting Documents from Paid and Filed Transactions (Accounting)
Application for Agency Code/Activation of Organization Code (Accounting)
Processing of ORS (Budget)
Posting/Updating of Disbursement (Budget)
Foreign Travel Authority Request on Official Time or Official Business (Personnel)
Issuance of Service Record (Personnel)
Issuance of Certificate of Employment (Personnel)
Application for Leave (Personnel)
Application for Retirement (Personnel)
Processing of Terminal Leave Benefits (Personnel)
Request for Basic Education Data (Planning and Research)

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DepEd Quezon Client Feedback Form (Frontline Services)

* Required

1. Name (Optional)

2. Contact Details (optional)

3. Type of Stakeholders *

Mark only one oval.

Internal (Division Office Personnel, PSDS) *Skip to question 5*

External (School-Based Personnel, Other Government Agencies, Private Individual)
Skip to question 14

4. Date Service Acquired *

Example: January 7, 2019

Client Satisfaction Rating - Internal

5. Service Acquired *

Mark only one oval.

- Processing of Disbursement Vouchers (Accounting)
- Application for Provident Fund Loan (Accounting)
- Processing of Liquidation Report (Accounting)
- Pre-audit of Budget Estimates (Accounting)
- Pre-audit of Various Authorities (Accounting)
- Request for Application, Renewal and Cancellation of Bond (Accounting)
- Request for Approval of the Contracts of Various Projects/ Transactions (Accounting)
- Issuance of GSIS and PAG-IBIG Certificate of Remittances (Accounting)
- Request for BIR Form 2306 and 2307 (Accounting)
- Request for Photocopy of Supporting Documents from Paid and Filed Transactions (Accounting)
- Application for Agency Code/Activation of Organization Code (Accounting)
- Processing of ORS (Budget)
- Posting/Updating of Disbursement (Budget)
- Foreign Travel Authority Request on Official Time or Official Business (Personnel)

- Issuance of Service Record (Personnel)
- Issuance of Certificate of Employment (Personnel)
- Application for Leave (Personnel)
- Application for Retirement (Personnel)
- Processing of Terminal Leave Benefits (Personnel)
- Request for Basic Education Data (Planning and Research)

6. Responsiveness (Pagtugon) *

Willingness to help assist, and provide prompt service (Handang tumugon at magbigay nang mabilis na serbisyo sa kliyente)

Mark only one oval.

- 5 - Outstanding
- 4 - Very Satisfied
- 3 - Satisfied
- 2 - Unsatisfied
- 1 - Poor
- N/A - Not Applicable

7. Reliability (Maasahan) *

Provision of what was needed and what was promised, in accordance with the policy and standards, with zero to a minimal error rate (Mahusay na pagbibigay ng serbisyo ayon sa itinakdang pamantayan)

Mark only one oval.

- 5 - Outstanding
- 4 - Very Satisfied
- 3 - Satisfied
- 2 - Unsatisfied
- 1 - Poor
- N/A - Not Applicable

8. Access & Facilities (Lokasyon at Pasilidad) *

Convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology (Mabilis mapuntahan ang lugar at magamit ang pasilidad sa pamamagitan nang malinaw na karatula)

Mark only one oval.

- 5 - Outstanding
- 4 - Very Satisfied
- 3 - Satisfied
- 2 - Unsatisfied
- 1 - Poor
- N/A - Not Applicable

9. Communication (Pakikipag-usap) *

Act of keeping citizens and business informed in a language they can easily understand, as well as listening to their feedback (Pakikipag-ugnayan sa kliyente sa paraang malinaw at nauunawaan kasama ang mga opinyon at puna)

Mark only one oval.

- 5 - Outstanding
- 4 - Very Satisfied
- 3 - Satisfied
- 2 - Unsatisfied
- 1 - Poor
- N/A - Not Applicable

10. Costs (Gastos) *

Satisfaction with the timeliness of the billing, billing process/es, preferred methods of payment period, value for money, acceptable range of costs, and qualitative information on the cost of each service (Kontento sa serbisyong natatangap at sa halagang naging katumbas o binayaran)

Mark only one oval.

- 5 - Outstanding
- 4 - Very Satisfied
- 3 - Satisfied
- 2 - Unsatisfied
- 1 - Poor
- N/A - Not Applicable

11. Integrity (Katapatan) *

Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyak sa serbisyong may katapatan, hustisya, patas at tiwala habang nakikipag-ugnayan sa kliyente).

Mark only one oval.

- 5 - Outstanding
- 4 - Very Satisfied
- 3 - Satisfied
- 2 - Unsatisfied
- 1 - Poor
- N/A - Not Applicable

12. Assurance (Pagtitiwala) *

Capability of frontline staff/s to perform their duties, product and service knowledge, understanding client needs, helpfulness, and good work relationships (Kasiguruhan na gampanan ang tungkulin, na may kaalaman sa serbisyo, pag-unawa sa mga pangangailangan ng kliyente, matulungin, at maayos na ugnayan sa trabaho)

Mark only one oval.

- 5 - Outstanding
- 4 - Very Satisfied
- 3 - Satisfied
- 2 - Unsatisfied
- 1 - Poor
- N/A - Not Applicable

13. Outcome (Resulta ng Serbisyo) *

Rate in terms of achieving outcomes or realizing the intended benefits of the service (Markahan ang pangalahatang serbisyo na natanggap)

Mark only one oval.

- 5 - Outstanding
- 4 - Very Satisfied
- 3 - Satisfied
- 2 - Unsatisfied
- 1 - Poor
- N/A - Not Applicable

Client Satisfaction Rating - External

14. Service Acquired *

Mark only one oval.

- Access to LRMD Portal
- Borrowing Procedures for Books and Other Materials Over Night
- Submission of Employment Application (Teaching Related)
- Submission of Employment Application (Non-Teaching Related)
- Request for Basic Education Data
- Issuance of Requested Documents (Non-CTC)
- Issuance of requested Documents (CTC and Photocopy of Documents)
- Certification, Authentication, Verification (CAV)

15. Responsiveness (Pagtugon) *

Willingness to help assist, and provide prompt service (Handang tumugon at magbigay nang mabilis na serbisyo sa kliyente)

Mark only one oval.

- 5 - Outstanding
- 4 - Very Satisfied
- 3 - Satisfied
- 2 - Unsatisfied
- 1 - Poor
- N/A - Not Applicable

16. Reliability (Maasahan) *

Provision of what was needed and what was promised, in accordance with the policy and standards, with zero to a minimal error rate (Mabusay na pagbibigay ng serbisyo ayon sa itinakdang pamantayan)

Mark only one oval.

- 5 - Outstanding
- 4 - Very Satisfied
- 3 - Satisfied
- 2 - Unsatisfied
- 1 - Poor
- N/A - Not Applicable

17. Access & Facilities (Lokasyon at Pasilidad) *

Convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology (Mabilis mapuntahan ang lugar at magamit ang pasilidad sa pamamagitan nang malinaw na karatula)

Mark only one oval.

- 5 - Outstanding
- 4 - Very Satisfied
- 3 - Satisfied
- 2 - Unsatisfied
- 1 - Poor
- N/A - Not Applicable

18. Communication (Pakikipag-usap) *

Act of keeping citizens and business informed in a language they can easily understand, as well as listening to their feedback (Pakikipag-ugnayan sa kliyente sa paraang malinaw at nauunawaan kasama ang mga opinyon at puna)

Mark only one oval.

- 5 - Outstanding
- 4 - Very Satisfied
- 3 - Satisfied
- 2 - Unsatisfied
- 1 - Poor
- N/A - Not Applicable

19. Costs (Gastos) *

Satisfaction with the timeliness of the billing, billing process/es, preferred methods of payment period, value for money, acceptable range of costs, and qualitative information on the cost of each service (Kontento sa serbisyong natatangap at sa halagang naging katumbas o binayaran)

Mark only one oval.

- 5 - Outstanding
- 4 - Very Satisfied
- 3 - Satisfied
- 2 - Unsatisfied
- 1 - Poor
- N/A - Not Applicable

20. Integrity (Katapatan) *

Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyak sa serbisyong may katapatan, hustisya, patas at tiwala habang nakikipag-ugnayan sa kliyente).

Mark only one oval.

- 5 - Outstanding
- 4 - Very Satisfied
- 3 - Satisfied
- 2 - Unsatisfied
- 1 - Poor
- N/A - Not Applicable

21. Assurance (Pagtitiwala) *

Capability of frontline staff/s to perform their duties, product and service knowledge, understanding client needs, helpfulness, and good work relationships (Kasiguruhan na gampanan ang tungkulin, na may kaalaman sa serbisyo, pag-unawa sa mga pangangailangan ng kliyente, matulungin, at maayos na ugnayan sa trabaho)

Mark only one oval.

- 5 - Outstanding
- 4 - Very Satisfied
- 3 - Satisfied
- 2 - Unsatisfied
- 1 - Poor
- N/A - Not Applicable

22. Outcome (Resulta ng Serbisyo) *

Rate in terms of achieving outcomes or realizing the intended benefits of the service (Markahan ang pangkalahatang serbisyo na natanggap)

Mark only one oval.

- 5 - Outstanding
- 4 - Very Satisfied
- 3 - Satisfied
- 2 - Unsatisfied
- 1 - Poor
- N/A - Not Applicable

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