



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

March 26, 2021

DIVISION MEMORANDUM

DM No. 170, s. 2021

**IMPLEMENTATION OF STANDARDIZED CITIZEN/CLIENT SATISFACTION SURVEY
(CCSS) FORM IN THE DEPARTMENT OF EDUCATION**

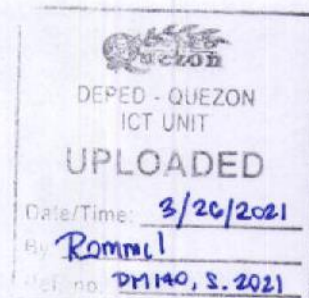
**To: OIC - Assistant Schools Division Superintendents, CID and SGOD Chiefs, Elementary
and Secondary School Heads, Select Division Section/Unit Heads**

1. In line with the continuous improvement of the Department Frontline Services in compliance and with the requirements of the Anti-red Tape Authority (ARTA) relative to Citizen's Charter, all offices, schools and learning centers in this Division are advised to use the standardized client satisfaction survey (CCSS) as per attached Memorandum and Annexes.
2. Widely dissemination of and strict compliance to this Memorandum is desired.

ELIAS A. ALICAYA JR., Ed.D.
Assistant Schools Division Superintendent
Officer-in-Charge
Office of the Schools Division Superintendent

parmjdf03/26/2021

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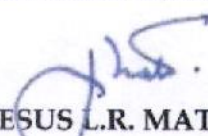
Department of Education

OFFICE OF THE UNDERSECRETARY

PLANNING, HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

MEMORANDUM
DM-PHROD-2021-0165

TO : Undersecretaries
Assistant Secretaries
Regional Directors
Schools Division Superintendents
Public Elementary and Secondary School Heads
All Others Concerned

FROM : 
JESUS L.R. MATEO
Undersecretary for Planning, and Human Resource and
Organizational Development

SUBJECT : *Implementation of the Standardized Citizen/Client Satisfaction
Survey (CCSS) Form in the Department of Education*

DATE : 04 March 2021

To ensure continuous government improvement towards seamless public delivery, all government agencies are required to submit a report on the result of their client satisfaction survey every fiscal year (FY). Such requirement is anchored in **Republic Act (RA) No. 11032** or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018* and **Memorandum Circular (MC) No. 2019-002** dated August 13, 2019, entitled, *Guidelines on the Implementation of the Citizen's Charter in Compliance to RA 11032*. In addition, streamlining of activities and the establishment of a harmonized client/citizen satisfaction survey is an **eligibility criterion for the grant of the Performance-Based Bonus (PBB)** specified in **MC No. 2020-1** issued by the Inter-Agency Task Force (AO25 IATF) on the Harmonization of the National Government Performance Monitoring, Information and Reporting System.

Fortunately, units in the Department of Education (DepEd) have been in collaboration to achieve favorable ratings on client satisfaction (CSAT) since 2019. This is in cognizance of the importance of client feedback in the assessment of the quality of our service delivery. Data collected from surveys recognized the areas with satisfactory service delivery and identified those needing improvement and intervention.

This year, to further improve the Department's efforts in gathering feedback on our services, the Bureau of Human Resource and Organizational Development - Organization

Effectiveness Division (BHROD-OED) shall implement the use of a **Standardized DepEd Citizen/Client Satisfaction Survey (CCSS) Form**.

In view of this, all DepEd units with services declared in the 2020 Citizen's Charter are requested to use the following templates and references **effective immediately**:

DOCUMENT	LINK
1. CCSS Form (Annex A)	bit.ly/DepEdCCSSMaterials
2. Quick Guide in Conducting the CCSS (Annex B)	
3. Sample online CCSS Form - Google Form used in the DepEd Central Office (Annex C)	bit.ly/DepEdCOFeedback
4. List of services included in the DepEd Citizen's Charter 2020 (1st Edition)	www.deped.gov.ph/about-deped/citizenscharter

The prescribed survey form may be modified, given that all these conditions are adhered to:

- Survey forms should state the privacy notice (verbatim), in observance of the Data Privacy Act of 2012.

"The personal information included in this document shall only be used for the purposes of administering the survey. Any personal information included herein may not be used for other purposes aside from those stated above."

- The client satisfaction rating matrix should include the parameters below.
 - 5-point Likert scale with 5 as the highest satisfaction rating and 1 as the lowest;
 - Rating criteria (as defined in MC 2020-1).

Service Quality Dimension	Description
Responsiveness	willingness to help, assist, and provide prompt service to clients and/or businesses
Reliability	provision of what was needed and what was promised, in accordance with the policy and standards, with zero to a minimal error rate
Access & Facilities	convenience of location, ample amenities for a comfortable transaction, and the use of clear signage and modes of technology
Communication	act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to their feedback

Costs	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
Integrity	assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses
Assurance	capability of frontline staff/s to perform their duties, product and service knowledge, understanding client needs, helpfulness, and good work relationships
Outcome	rate in terms of achieving outcomes or realizing the intended benefits of government services

**Note that DepEd units are only allowed to remove a criterion if it is not applicable to the service/s being provided.*

3. Survey forms should be available/translated in the language widely-used in the locale of the survey.

BHROD-OED conveys its gratitude to all DepEd units for the ardent support to CSAT - related activities and requirements. This office requests the same, if not intensified, cooperation on the adoption of the standardized CCSS Form. Further, an issuance regarding the institutionalization of a CSAT mechanism in the Department will be released separately.

For inquiries and/or clarifications, please contact **Ms. Rose Albo** or **Mr. Kean Alicante** of BHROD-OED at bhrod.oed@deped.gov.ph, using the subject line: (Name of office)-CCSS.

For your appropriate and immediate action.

[BHROD-OED/SAlbo]

Annex A



Republic of the Philippines
Department of Education

Client/Citizens Satisfaction Survey Form

Control No.: _____

*Your experience matters to us!
Ang iyong karanasan ay mahalaga sa amin!*

I. Client Information (*Impormasyon ng Kliyente*)

Name (Optional) _____ Date Visited _____
Pangalan (Opsyonal) _____ *Petsa ng Pagbisita* _____

Office visited _____ Contact details _____
Opisinang binisita _____

Service/s received _____
Serbisyong natanggap _____

II. Client Satisfaction Rating

Kindly rate the quality of service provided by checking the appropriate box. Leave as blank if the criterion is not applicable for the service.
 (Lagyan ng tsek ang kahong nagsasaad ng iyong karanasan ukol sa serbisyong natanggap. Iwanang blanko ang pamantayan kung ito ay hindi angkop sa serbisyong natanggap.)

CRITERIA	Very Dissatisfied <i>Lubhang hindi nasiyahan</i>	Dissatisfied <i>Hindi nasiyahan</i>	Neutral	Satisfied <i>Nasiyahan</i>	Very Satisfied <i>Lubhang nasiyahan</i>
1. RESPONSIVENESS (PAGTUGON) <i>Willingness to help, assist, and provide prompt service (Handang tumugon at magbigay nang mabilis na serbisyo sa kliyente)</i>					
2. RELIABILITY (MAAASAHAN) <i>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)</i>					
3. ACCESS & FACILITIES (LOKASYON AT PASILIDAD) <i>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)</i>					
4. COMMUNICATION (PAKIKIPAG-USAP) <i>Act of keeping citizens and businesses 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 opinion at puna)</i>					
5. COSTS (GASTOS) <i>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 natanggap at sa halagang naging katumbas o binayaran)</i>					
6. INTEGRITY (KATAPATAN) <i>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, matulongin, at maayos na ugnayan sa trabaho)</i>					
7. ASSURANCE (PAGTITIWALA) <i>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 sa habang nakikipig- ugnayan sa kliyente)</i>					
8. OUTCOME <i>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 sa habang nakikipig- ugnayan sa kliyente)</i>					

III. Suggestions/Compliments/Comments (*Suhastiyon/Papuri/Komento*)

Thank you for your valuable input to help us continuously improve our services!
Maraming salamat sa iyong tulong para sa ikauunlad ng among serbisyo!

Privacy Notice:

The personal information included in this document should only be used for the purposes of administering the survey. Any personal information included herein may not be used for other purposes aside from those stated above.

Privacy Notice:

Ang personal na impormasyon sa dokumentong ito ay maaari lamang gamitin para sa layunin ng survey na ito. Hindi ito maaaring gamitin sa iba pang layunin maliban sa nabanggit.

Annex B

Quick Guide in Conducting the Citizen/Client Satisfaction Survey (CCSS)

Type of Client	Survey Method	Process
Online Client	Online CCSS Form	<ol style="list-style-type: none"> Create an online CCSS form through any or all of the following platforms: <ul style="list-style-type: none"> websites or social media accounts managed by the DepEd central, regional, and schools divisions offices and schools Google/Microsoft Forms and other data gathering software Human Resource Information System (HRIS) available for internal services in the office Embed survey link in all email responses
Phone/SMS Client	Online CCSS Form	<ul style="list-style-type: none"> Secure the contact number and email address of client and send the CCSS form via email
	Physical CCSS Form	<ul style="list-style-type: none"> Read the survey questions to the client over the phone and write the answers on the printed CCSS form
Walk-in Client	Online CCSS Form	<ul style="list-style-type: none"> Post the link or QR Code of the CCSS form on the transaction window/wall If possible, provide a kiosk where clients can access the online CCSS form
	Physical CCSS Form	<ul style="list-style-type: none"> Hand over the printed CCSS form to the client after each transaction Designate a space where clients could fill out the form comfortably
	Face-to-face interview <i>Applicable only to Persons with Disability (PWDs) and elderly who may need assistance</i>	<ul style="list-style-type: none"> Read the survey questions to the client and write the answers on the printed CCSS form

Reminders:


- Based on the Client Feedback requirement for the grant of PBB for FY 2021, only the services declared in the 2020 Citizen's Charter are required to capture client feedback.
- Rating criteria (as defined in MC 2020-1) should be complied with. However, at the discretion of the DepEd unit conducting the survey, a criterion not applicable to the nature of the service/s offered can be removed from the list.
- The CCSS form should use a 5-point Likert scale: 5-highest satisfaction rating, and 1-lowest satisfaction rating.
- In compliance with the Data Privacy Act of 2012, all survey forms should include a privacy notice (verbatim) stating the following:

"The personal information included in this document shall only be used for the purposes of administering the survey. Any personal information included herein may not be used for other purposes aside from those stated above."

5. Survey forms should be available/translated in the language widely-used in the locale of the survey.
6. The use of the online CCSS form over other survey methods should be encouraged. This can be done by posting the link or QR code of the online form on transaction windows/walls, websites and online platforms, and through the inclusion of the form or its link in email responses.
7. Printed copies of the CCSS form should be made available for transactions requiring physical presence and in instances or locales where the use of online forms is not possible (ex. gadget or internet signal is unavailable).
8. While there are no specifications (color, size, thickness) for the paper to be used in their production, printed CCSS forms must be cost-efficient, easy to read and use.
9. Personnel in DepEd units conducting the CCSS should help clients encountering difficulties in accomplishing the survey forms.

Annex C

Sample online CCSS - Google Form used in the DepEd Central Office



DepEd Central Office Client Feedback Form

Your experience matters to us! (Ang iyong karanasan ay mahalaga sa amin!)

Privacy Notice:
The personal information included in this document should only be used for the purposes of administering the survey. Any personal information included herein may not be used for other purposes aside from those stated above.

(Ang mga personal na impormasyon sa dokumentong ito ay maaari lamang gamitin para sa layunin ng survey na ito. Hindi ito gagamitin sa iba pang mga layunin maliban sa nabanggit.)

***Required**

Client Information (Impormasyon ng Kliyente)

Name (optional): Pangalan (opsyonal)

Your answer _____

Contact Details (optional)

Your answer _____

Date Service Acquired (Petsa ng Pagkuha ng Serbisyo) *

Date
dd/mm/yyyy

Servicing Office (Opisinang Pinagkuhanan ng Serbisyo) *

Choose



DepEd Central Office Client Feedback Form

* Required

Budget Division

Service Acquired (Serbisyon Kinuha) *

Choose

*If Others, please specify

Your answer

Client Satisfaction Rating

Kindly rate the quality of service provided by checking the appropriate box with 5 being the highest rating and 1 being the lowest. Select "N/A" if that Service Quality Dimension is not applicable for the service. (5 - Outstanding, 4 - Very Satisfied, 3 - Satisfied, 2 - Unsatisfied, 1 - Poor, N/A - Not Applicable)

Responsiveness (Pagtugon) *

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

	5	4	3	2	1	N/A
Rating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Reliability (Maaasahan) *

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)

	5	4	3	2	1	N/A
Rating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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)

	5	4	3	2	1	N/A
Rating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Communication (Pakikipag-usap) *

Act of keeping citizens and businesses 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 opinion at puna)

	5	4	3	2	1	N/A
Rating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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 natanggap at sa halagang naging katumbas o binayaran)

	5	4	3	2	1	N/A
Rating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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 sa habang nakikipig-ugnayan sa kliyente)

	5	4	3	2	1	N/A
Rating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Assurance (Pagitiwala) *

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)

	5	4	3	2	1	N/A
Rating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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 natanggap at sa halagang naging katumbas o binayaran)

	5	4	3	2	1	N/A
Rating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Integrity (Katapatan) *

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	5	4	3	2	1	N/A
Rating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Assurance (Pagitiwala) *

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)

	5	4	3	2	1	N/A
Rating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Outcome (Resulta ng Serbiyo) *

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

	5	4	3	2	1	N/A
Rating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Suggestions/Compliments/Comments (Suhestiyon/Papuri/Komento) *

Your answer

Back

Submit