



CLIENT SATISFACTION MEASUREMENT REPORT

I. OBJECTIVES

The Client Feedback Mechanism aims to:

- Get the clients' overall satisfaction and perception of the services availed in the different offices of the municipal government
- Provide feedback to the different offices as to the implementation of the standards set in the Citizen's Charter of each office in the municipal government
- Allow each office of the municipal government to come up with modifications/improvements on how the services be carried out to respond to the needs of the clients
- Make the results serve as bases for continuous improvement initiatives to achieve excellence in the performance of the duties and functions of all employees of the municipal government
- Give the agency a basis for recognizing those who exhibit best performance in the government service

II. METHODOLOGY

The municipal government of Mabinay uses a Client Feedback Form which stipulates the conditions/situations that will elicit responses to manifest the client's satisfaction or dissatisfaction about any service availed in a certain office. The rating scale is 1 to 5 in which 5 corresponds to a rating of Very Satisfied and 1 corresponds to a rating of Very Dissatisfied. A form is given to each client upon entry to the office being visited. The client accomplishes the form and after filling it out, the same will be dropped into the locked Suggestion/Complaint Box. The box found in each of the buildings is opened every Friday by the Public Assistance and Complaints Desk Officer. All the accomplished forms are collected and submitted to the ARTA Focal Person for consolidation, analysis and interpretation. When the results have been gathered, analyzed and interpreted, each office is furnished with a copy of the report so that it can be used for improvement purposes of the different services offered by the various offices of the municipal government.





The complaint forms are also available in a conspicuous place right at the entrance of each office in which clients can readily get a copy in case they have complaints and the said complaints are to be acted upon expeditiously by concerned authorities.

III. SCOPE AND PERIOD COVERED

The period covered by this Client Satisfaction Measurement Report is January-December 2022. The results are consolidated every quarter as shown in the report. The survey covers all the offices of the municipal government. The situations/conditions that are rated by the clients include employee's treatment of clients, response time of the transaction, employee's competence in delivering the service, physical set-up of the office, wearing of easy to read ID and the office's display of the Citizen's Charter.

IV. CONSOLIDATED RESULTS OF THE SATISFACTION RATING OF EACH OFFICE BASED ON THE ACCOMPLISHED CLIENT FEEDBACK FORMS



Province of Negros Oriental
MUNICIPALITY OF MABINAY
CONSOLIDATED CLIENT FEEDBACK RESULTS

| SITUATION/CONDITION | Accounting Office | | | | | Administrator's Office | | | | | Agriculture Office | | | | | Assessor's Office | | | | |
|--|-------------------|-----|-----|-----|-----------------------|------------------------|-----|-----|-----|-----------------------|--------------------|-----|------|-----|-----------------------|-------------------|-----|------|-----|-----------------------|
| | 1st | 2nd | 3rd | 4th | T o t a l | 1st | 2nd | 3rd | 4th | T o t a l | 1st | 2nd | 3rd | 4th | T o t a l | 1st | 2nd | 3rd | 4th | T o t a l |
| 1. Employee's treatment of client | x | x | x | x | | x | 5 | 4.9 | 5 | | 4.3 | 4.8 | 4.65 | 5 | 4.6 | 4.8 | x | 4 | 5 | |
| 2. Response time of the transaction | x | x | x | x | | x | 5 | 4.9 | 5 | | 4.3 | 4.8 | 4.7 | 5 | 4.7 | 5 | x | 4.6 | 5 | |
| 3. Employee's competence and skill in delivering the service | x | x | x | x | | x | 5 | 5 | 5 | | 4.8 | 4.8 | 4.1 | 5 | 4.6 | 4.1 | x | 4.58 | 5 | |
| 4. Physical set-up of the office | x | x | x | x | | x | 5 | 5 | 5 | | 4.8 | 0 | 4.1 | 5 | 3.4 | 4.25 | x | 4.75 | 5 | |
| 5. Personnel wearing easy to read ID | x | x | x | x | | x | 5 | 4.9 | 4.3 | | 4.3 | 0 | 4.7 | 5 | 3.5 | 3.75 | x | 4.78 | 5 | |
| 6. Office displays Citizen's Charter | x | x | x | x | | x | 5 | 5 | 5 | | 4.3 | 0 | 4.7 | 5 | 3.5 | 4.8 | x | 4.87 | 5 | |





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CONSOLIDATED CLIENT FEEDBACK RESULTS

| SITUATION/CONDITION | Budget Office | | | | | Engineering Office | | | | | General Services Office | | | | | Local Civil Registrar | | | | |
|--|---------------|-----|-----|-----|-----------------------|--------------------|-----|-----|-----|-----------------------|-------------------------|------|-----|-----|-----------------------|-----------------------|-----|-----|-----|-----------------------|
| | 1st | 2nd | 3rd | 4th | T o t a l | 1st | 2nd | 3rd | 4th | T o t a l | 1st | 2nd | 3rd | 4th | T o t a l | 1st | 2nd | 3rd | 4th | T o t a l |
| 1. Employee's treatment of client | 4.6 | 5 | 4.5 | 5 | 4.7 | x | x | x | x | | 4.6 | 4.85 | 4.9 | 4.8 | 4.7 | x | x | x | 5 | |
| 2. Response time of the transaction | 5 | 5 | 4.8 | 5 | 4.9 | x | x | x | x | | 5 | 4.85 | 4.8 | 4.8 | 4.8 | x | x | x | 5 | |
| 3. Employee's competence and skill in delivering the service | 5 | 5 | 4.7 | 5 | 4.9 | x | x | x | x | | 4.6 | 4.85 | 4.8 | 4.8 | 4.7 | x | x | x | 5 | |
| 4. Physical set-up of the office | 4.8 | 5 | 4.7 | 5 | 4.8 | x | x | x | x | | 5 | 4.45 | 4.9 | 4.8 | 4.7 | x | x | x | 5 | |
| 5. Personnel wearing easy to read ID | 4.9 | 5 | 4.5 | 4.6 | 4.7 | x | x | x | x | | 4.6 | 4.65 | 4.8 | 4.8 | 4.7 | x | x | x | 5 | |
| 6. Office displays Citizen's Charter | 4.9 | 5 | 4.8 | 5 | 4.9 | x | x | x | x | | 5 | 4.9 | 4.8 | 4.8 | 4.8 | x | x | x | 5 | |



Province of Negros Oriental
MUNICIPALITY OF MABINAY
CONSOLIDATED CLIENT FEEDBACK RESULTS

| SITUATION/CONDITION | Local Disaster Risk Reduction Management Office | | | | | Mayor's Office | | | | | Mabinay Spring Resort | | | | | Municipal Environment and Natural Resources Office | | | | |
|--|---|------|-----|-----|-----------------------|----------------|-----|------|-----|-----------------------|-----------------------|-----|-----|-----|-----------------------|--|-----|-----|-----|-----------------------|
| | 1st | 2nd | 3rd | 4th | T o t a l | 1st | 2nd | 3rd | 4th | T o t a l | 1st | 2nd | 3rd | 4th | T o t a l | 1st | 2nd | 3rd | 4th | T o t a l |
| 1. Employee's treatment of client | 4.2 | 4.9 | x | x | | 4.2 | 4.9 | 5 | x | | 4.7 | 4.7 | 4.9 | x | | 4.3 | x | x | x | |
| 2. Response time of the transaction | 5 | 4.9 | x | x | | 4.2 | 4.9 | 4.75 | x | | 4.4 | 4.7 | 4.9 | x | | 4 | x | x | x | |
| 3. Employee's competence and skill in delivering the service | 4.4 | 4.7 | x | x | | 4.2 | 4.7 | 4.75 | x | | 4.1 | 4.7 | 4.9 | x | | 3.4 | x | x | x | |
| 4. Physical set-up of the office | 4.4 | 4.8 | x | x | | 4 | 4.6 | 5 | x | | 3.9 | 4.6 | 4.6 | x | | 1.3 | x | x | x | |
| 5. Personnel wearing easy to read ID | 5 | 3.35 | x | x | | 4.3 | 4.8 | 5 | x | | 4.1 | 4.6 | 4.8 | x | | 4.2 | x | x | x | |
| 6. Office displays Citizen's Charter | 5 | 4.9 | x | x | | 4.3 | 4.8 | 4.75 | x | | 3.7 | 4.7 | 4.9 | x | | 4.3 | x | x | x | |





A Green and Organized Municipality



A Green and Organized Municipality

Province of Negros Oriental
MUNICIPALITY OF MABINAY
CONSOLIDATED CLIENT FEEDBACK RESULTS

| SITUATION/CONDITION | Municipal Planning and Development Office | | | | | Municipal Social Welfare and Development Office | | | | | Rural Health Unit I | | | | | Rural Health Unit II | | | | |
|--|---|-----|------|-----|-----------------------|---|-----|------|-----|-----------------------|---------------------|-----|-----|-----|-----------------------|----------------------|-----|-----|-----|-----------------------|
| | 1st | 2nd | 3rd | 4th | T o t a l | 1st | 2nd | 3rd | 4th | T o t a l | 1st | 2nd | 3rd | 4th | T o t a l | 1st | 2nd | 3rd | 4th | T o t a l |
| 1. Employee's treatment of client | x | x | 3.75 | x | | x | x | 4.87 | x | | x | x | 4.9 | 4.9 | | x | x | x | x | |
| 2. Response time of the transaction | x | x | 5 | x | | x | x | 4.1 | x | | x | x | 4.8 | 5 | | x | x | x | x | |
| 3. Employee's competence and skill in delivering the service | x | x | 5 | x | | x | x | 4.75 | x | | x | x | 4.6 | 5 | | x | x | x | x | |
| 4. Physical set-up of the office | x | x | 5 | x | | x | x | 4.75 | x | | x | x | 4.6 | 4.8 | | x | x | x | x | |
| 5. Personnel wearing easy to read ID | x | x | 5 | x | | x | x | 4.75 | x | | x | x | 4.6 | 4.9 | | x | x | x | x | |
| 6. Office displays Citizen's Charter | x | x | 5 | x | | x | x | 5 | x | | x | x | 4.8 | 4.9 | | x | x | x | x | |



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CONSOLIDATED CLIENT FEEDBACK RESULTS

| SITUATION/CONDITION | Treasurer's Office | | | | |
|--|--------------------|-----|-----|-----|-----------------------|
| | 1st | 2nd | 3rd | 4th | T o t a l |
| 1. Employee's treatment of client | 5 | x | x | x | |
| 2. Response time of the transaction | 5 | x | x | x | |
| 3. Employee's competence and skill in delivering the service | 5 | x | x | x | |
| 4. Physical set-up of the office | 4.5 | x | x | x | |
| 5. Personnel wearing easy to read ID | 4.7 | x | x | x | |
| 6. Office displays Citizen's Charter | 4 | x | x | x | |





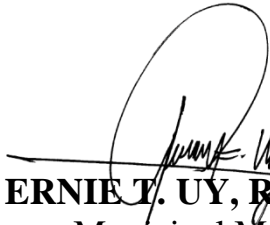
V. INTERPRETATION OF RESULTS

Of the 17 offices, 14 offices were able to have their clients answer the Client Feedback Forms. However, some of the offices were not consistent in distributing the Client Feedback Forms for certain reasons such as: inadequate number of personnel to take charge of the work, personnel given the orientation about this task does not inform other office personnel, etc. Only the results of the 3 offices can be averaged because they have gathered feedback forms for the four quarters. The Agriculture Office has an average rating of 4.05, the General Services Office has an average rating of 4.73, and the Budget Office has an average rating 4.82 covering the period January 2022-December 2022. The average of the rest of the results is not computed because of inadequate data for the 4 quarters. On the other hand, the results still show that clients are generally satisfied with the services of the different offices. The results give us a picture of how the services are carried out in this municipality. Physical set-up of the offices and the employee's skill in delivering the service are two items that need to be given priority for improvement. Other aspects like wearing of ID and display of Citizen's Charter also need attention. Reminders in the form of a memorandum were already undertaken. To date, the attention of the various offices is already called in order to consistently distribute the feedback forms.

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