

METALS INDUSTRY RESEARCH AND DEVELOPMENT CENTER (MIRDC)

CLIENT SATISFACTION MEASUREMENT REPORT

UNIFIED/CONSOLIDATED
6th Edition of MIRDC Citizen's Charter
CY 2024

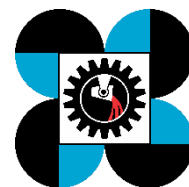
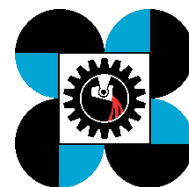


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I. OVERVIEW

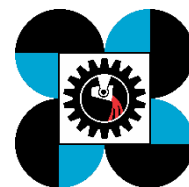
The Customer/Client Satisfaction Measurement Survey (CCSS) serves as MIRDC's foundation for understanding and elevating service quality for its customers. Through the implementation of this survey, MIRDC was able to understand customer needs better, capture real-time feedback about their service experiences, identify service gaps, and gather suggestions for improvement directly from customers.

Following the directive of ARTA and compliance with the guidelines stated in MC 2023-05 dated 08 June 2023, MIRDC revised its CCSS form to incorporate demographics and service quality measurement. Through the revised CCSS form, customers were able to rate their experiences across nine service quality dimensions (SQD 0-8), while also providing feedback on their familiarity with MIRDC's Citizen's Charter. The survey also encourages open-ended responses, allowing customers to share specific suggestions, concerns, and commendations.

Through systematic implementation of CCSS, MIRDC maintains a pulse on customer satisfaction while ensuring services evolve to meet changing needs. This proactive approach supports MIRDC's commitment to delivering excellent public service and fostering continuous organizational growth. The insights gained from CCSS directly influence operational improvements, resource allocation, and strategic planning, creating a cycle of continuous enhancement in service delivery.

The annual CCSS FY2024 overall results show **83%** in Citizen's Awareness, **70%** in Visibility, and **75%** in Helpfulness. This result indicates a significant improvement in the overall rating of MIRDC for the customers' familiarity with the Citizen's Charter compared to the results of FY2023. Moreover, MIRDC got a **70.75%** response rate, which is significantly higher than the previous year of implementation.

Indicators	External Services	Internal Services	Overall Rating (External + Internal Services)
Citizen's Charter			
Awareness	82%	88%	83%
Visibility	65%	85%	70%
Helpfulness	72%	85%	75%
CSM Overall Rating			
Overall Satisfaction (SQD 0)	98.76%	99.77%	99.03%
CSM Score based on ARTA (SQDs 1-8)	98.15% (Outstanding)	99.59% (Outstanding)	98.51% (Outstanding)
Survey Response Rate	70.26%	72.23%	70.75%



II. SCOPE

A. Period Covered

The MIRDC Client Satisfaction Report covers the unified and consolidated results of Customer/Client Satisfaction Survey (CCSS) feedback received by the eight (8) delivery units of MIRDC for the period of January to December 2024, in reference to the 2024 6th Edition of the MIRDC Citizen's Charter. The Center also conducts quarterly evaluations of the results gathered from the Citizen/Client Satisfaction Survey (CCSS) to identify areas for improvement, address concerns, and improve service delivery in line with agency guidelines and standards.

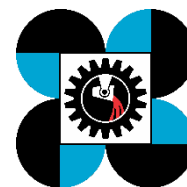
MIRDC adopted the CSM tool provided by ARTA. This includes the solicitation of information regarding the customer's demographic background; service availed; industry involvement; MIRDCs Citizen's Charter; overall satisfaction (SQD 0); rating of services availed according to the service quality dimensions (SQD 1-8) and suggestions for future improvement. The eight (8) service quality dimensions adhered by MIRDC are: Responsiveness, Reliability, Access and Facilities, Communication, Costs, Integrity, Assurance, Outcome.

B. Geographic and Office Coverage

The CSM survey was implemented in eight (8) delivery units of MIRDC, including its extension office in Cavite and units that cater to internal customers. Seven (7) of this delivery units are located in Metro Manila and serve customers nationwide, while one (1) delivery unit, the Mold Technology Support Center (MTSC), is located in Cavite. The MTSC has recently undergone an organizational change through the transfer of its supervision from the Office of the Executive Director to the Technology Diffusion Division. Refer to Table 1 for the list of MIRDC's Delivery Units.

Table 1. MIRDC List of Delivery Units

NO.	DELIVERY UNITS	LOCATION
1	Analysis and Testing Division (ATD)	METRO MANILA
2	Finance and Administrative Division (FAD)	METRO MANILA
3	Materials Process and Research Division (MPRD)	METRO MANILA
4	Planning and Management Division (PMD)	METRO MANILA
5	Prototyping Division (PD)	METRO MANILA
6	Technology Solution Services Section (TSSS)	METRO MANILA
7	Technology Diffusion Division (TDD)	METRO MANILA
8	Mold Technology Support Center (MTSC)	CAVITE

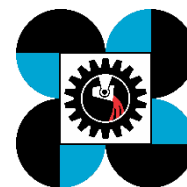


C. List of Services surveyed, responses, and total number of transacting Customers

A total of **7,518** external respondents accomplished the CCSS forms out of **10,702** transactions for CY 2024. Table 2 below shows the external services availed by MIRDC customers.

Table 2. List of External Services Surveyed

No.	EXTERNAL SERVICES	Number of transactions annually	Number of Responses annually
	Analysis and Testing Division (ATD)		
1	In-House Testing Services	2,663	1,559
2	In-House Calibration Services	1,952	1,079
3	In-Plant Services	70	62
	Finance and Administrative Division (FAD)		
4	Employee Records Requisition and Verification	4	4
	Materials Process and Research Division (MPRD)		
5	Additive Manufacturing Services	39	37
6	Fractographic Evaluation	2	2
7	Metallurgical Sample Preparation	18	17
8	Optical and Electron Microscopy	189	183
9	Metal Classification/Certification	120	102
	Mold Technology Support Center (MTSC)		
10	Job Processing (Actual Time)	5	5
11	Service Request on Job Processing (Quoted Jobs)	33	32
12	Use of Facility/Equipment (Time Sharing Jobs)	1	1
	Technology Solution Services Section (TSSS)		
13	Metal Processing (Actual Time)	201	182
14	Service Request on Metal Processing (Quoted Jobs)	167	118
15	Use of Facility/Equipment (Time Sharing Jobs)	2	2
	Industrial Training Section (ITS)		
16	Packaged Training Programs (Face-to-face)	50	50
17	Packaged Training Programs (Online)	4	4
18	Regional Training Programs (Face-to-face)	419	256
19	Regional Training Programs (Online)	3,782	3,123
20	Regular Training Programs (Face-to-face)	268	225
21	Regular Training Programs (Online)	111	87
	Technology Advisory and Business Development Section (TABDS)		
22	Short-term Consultancy Services	579	366
23	Conduct Of Measurement Audit	15	14
24	Technology Licensing	8	8
	TOTAL	10702	7518



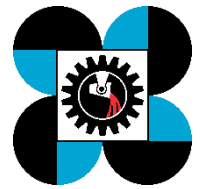
For internal customers, there are a total of **2,594** respondents who have accomplished the CCSS form out of **3,579** transactions. Refer to Table 3 below for the list of internal services.

Table 3. List of Internal Service Surveyed

No.	INTERNAL SERVICES	Number of transactions annually	Number of Responses annually
	Analysis and Testing Division (ATD)		
1	In-house Testing Services	7	7
2	In-House Calibration Services	29	27
3	In-Plant Services	5	5
	Finance and Administrative Division (FAD)		
4	Employee Records Requisition and Verification	320	248
5	General Services	199	183
6	Purchasing of Supplies and Materials	207	201
7	Recruitment, Selection and Placement	55	50
8	Transportation Services	923	923
	Materials Process and Research Division (MPRD)		
9	Additive Manufacturing Services	90	84
10	Optical and Electron Microscopy	5	5
	Technology Solution Services Section (TSSS)		
11	Metal Processing (Actual Time)	341	219
12	Use of Facility/Equipment (Time Sharing Jobs)	70	60
	Mold Technology Support Center (MTSC)		
13	Job Processing (Actual Time)	1	1
	Planning and Management Division (PMD)		
14	Information System Development or Enhancement	141	104
15	Technical Support	1,180	471
	Technology Diffusion Division (TDD)		
16	Assistance to Staff Development Unit (SDU) of MIRDC	4	4
17	Conduct Of Measurement Audit	2	2
	TOTAL	3579	2594

On the other hand, the list below shows the services with no customers for CY 2024.

1	Contract Research/ Joint Research Services
2	Failure investigation/Failure Analysis
3	In-Plant Metallographic Replication
4	Long-term Consultancy Services



D. Sampling

a. Applied Confidence Level and Margin of Error

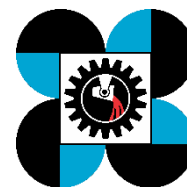
To determine the required sample size, MIRDC utilized the Sample Size Calculator (available at: <https://tinyurl.com/CSMsamplesize>) provided in the ARTA MC 2022-05, Series of 2022. This calculator uses a fixed Confidence Interval of 95% and a Margin of Error (MOE) of 5%. With these constant variables, the minimum number of respondents (N) is computed on a "per service" basis. Refer to Tables 4 and 5 of the next pages, the details of the number of transactions, responses, and response rates for each service availed by customers.

b. Overall Responses Rates

An overall total of 10,113 external and internal responses were gathered from both pen-and-paper and online surveys, against a total of 14,281 transactions, resulting in an overall response rate of **70.81%**. There was also a significant increase in the overall response rate in CY 2024 compared to CY 2023, and the actual number of responses has achieved or surpassed the minimum required responses based on the ARTA sample calculator.

However, analysis of the per-service responses shows that the lower response rate affects the confidence level of our survey results. This is due to several challenges encountered in administering the CCSS form. While customers are given a CCSS after completing their transaction with a particular unit or division, its completion is not mandatory, leading some customers to decline participation.

The distribution of the CCSS form is particularly challenging in delivery units with high customer volume, often resulting in incomplete forms or no responses. Moreover, the lengthy and detailed nature of the CCSS form discourages customers from taking the time to complete the survey thoroughly and truthfully.



Areas for improvement have been identified in services with low response rates. A key focus will be on increasing customer participation in CCSS form completion, emphasizing how their feedback directly contributes to MIRDC's service quality improvements. Table 4 and Table 5 details the transaction counts and response rates for each service.

**Table 4. List of Transactions vs. Responses per Service
(EXTERNAL)**

No.	EXTERNAL SERVICES	Number of transactions annually	Number of Responses annually	Confidence Interval	Margin of Error	Minimum number of respondents	RESPONSE RATE
	Analysis and Testing Division (ATD)						
1	In-House Testing Services	2,663	1,559	95%	5%	336	59%
2	In-House Calibration Services	1,952	1,079	95%	5%	321	55%
3	In-Plant Services	70	62	95%	5%	59	89%
	Finance and Administrative Division (FAD)					0	
4	Employee Records Requisition and Verification	4	4	95%	5%	4	100%
	Materials Process and Research Division (MPRD)					0	
5	Additive Manufacturing Services	39	37	95%	5%	35	95%
6	Fractographic Evaluation	2	2	95%	5%	2	100%
7	Metallurgical Sample Preparation	18	17	95%	5%	17	94%
8	Optical and Electron Microscopy	189	183	95%	5%	127	97%
9	Metal Classification/Certification	120	102	95%	5%	92	85%
	Mold Technology Support Center (MTSC)					0	
10	Job Processing (Actual Time)	5	5	95%	5%	5	100%
11	Service Request on Job Processing (Quoted Jobs)	33	32	95%	5%	30	97%
12	Use of Facility/Equipment (Time Sharing Jobs)	1	1	95%	5%	1	100%
	Technology Solution Services Section (TSSS)						
13	Metal Processing (Actual Time)	201	182	95%	5%	132	91%
14	Service Request on Metal Processing (Quoted Jobs)	167	118	95%	5%	117	71%
15	Use of Facility/Equipment (Time Sharing Jobs)	2	2	95%	5%	2	100%
	Industrial Training Section (ITS)						
16	Packaged Training Programs (Face-to-face)	50	50	95%	5%	44	100%
17	Packaged Training Programs (Online)	4	4	95%	5%	4	100%
18	Regional Training Programs (Face-to-face)	419	256	95%	5%	201	61%
19	Regional Training Programs (Online)	3,782	3,123	95%	5%	349	83%
20	Regular Training Programs (Face-to-face)	268	225	95%	5%	158	84%
21	Regular Training Programs (Online)	111	87	95%	5%	86	78%
	Technology Advisory and Business Development Section (TABDS)						
22	Short-term Consultancy Services	579	366	95%	5%	231	63%
23	Conduct Of Measurement Audit	15	14	95%	5%	14	93%
24	Technology Licensing	8	8	95%	5%	8	100%
	TOTAL	10702	7518				70.25%



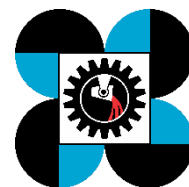
**Table 5. List of Transactions vs. Responses per Service
(INTERNAL)**

No.	INTERNAL SERVICES	Number of transactions annually	Number of Responses annually	Confidence Interval	Margin of Error	Minimum number of respondents	RESPONSE RATE
	Analysis and Testing Division (ATD)						
1	In-house Testing Services	7	7	95%	5%	7	100%
2	In-House Calibration Services	29	27	95%	5%	27	93%
3	In-Plant Services	5	5	95%	5%	5	100%
	Finance and Administrative Division (FAD)						
4	Employee Records Requisition and Verification	320	248	95%	5%	175	78%
5	General Services	199	183	95%	5%	131	92%
6	Purchasing of Supplies and Materials	207	201	95%	5%	135	97%
7	Recruitment, Selection and Placement	55	50	95%	5%	48	91%
8	Transportation Services	923	923	95%	5%	271	100%
	Materials Process and Research Division (MPRD)						
9	Additive Manufacturing Services	90	84	95%	5%	73	93%
10	Optical and Electron Microscopy	5	5	95%	5%	5	100%
	Technology Solution Services Section (TSSS)						
11	Metal Processing (Actual Time)	341	219	95%	5%	181	64%
12	Use of Facility/Equipment (Time Sharing Jobs)	70	60	95%	5%	59	86%
	Mold Technology Support Center (MTSC)						
13	Job Processing (Actual Time)	1	1	95%	5%	1	100%
	Planning and Management Division (PMD)						
14	Information System Development or Enhancement	141	104	95%	5%	103	74%
15	Technical Support	1,180	471	95%	5%	290	40%
	Technology Diffusion Division (TDD)						
16	Assistance to Staff Development Unit (SDU) of MIRDC	4	4	95%	5%	4	100%
17	Conduct Of Measurement Audit	2	2	95%	5%	2	100%
		3579	2594				72.48%

III. METHODOLOGY

a. Mode of Survey Implementation

The number of customers per service in each delivery unit varied, leading to potential overrepresentation or underrepresentation in some services. To address this, although responding to the CCSS is voluntary, administering the form to all customers per service was highly encouraged. This approach aimed to achieve the minimum number of respondents for each service provided, ensuring a more representative sample. For this survey, a transaction is considered to be complete once the final step reflected in the Citizens Charter of MIRDC has been successfully executed. Unlike the previous random sampling method, this survey employed a convenience sampling approach, relying on data collection from MIRDC's internal and external customers who were willing and available to participate. This method was also expected to result in an uneven distribution of respondents.



A revised procedure for conducting the Citizen/Client Satisfaction Survey (CCSS) and its corresponding CCSS form was implemented last 01 August 2024 providing two survey modes namely: 1) a pen-and-paper survey, and 2) a Google Form for online training services of the Technology Diffusion Division-Industrial Training Service (TDD-ITS). The paper-based surveys were used for external customers who are physically present and availing themselves of MIRDC services. Meanwhile, internal customers still have the option to use either the online CCSS or the pen-and-paper survey, depending on their location and the service they are utilizing, whichever is more convenient for them. The online google form is accessible through a link or QR code provided to each division.

Moreover, the previously separate English and Tagalog versions of the pen-and-paper CCSS form have been merged into a single form to improve the consolidation of responses and ensure that the CCSS is comprehensible to the customers accomplishing the form. Frontline personnel of each delivery unit and facilitators of online seminars are responsible for distributing this form. The revisions made on the procedure and CCSS form aimed to address the low response rate and clarified the usage of both paper-based and online forms.

b. Feedback and Collection Mechanism

The responses were consolidated based on the submitted pen-and-paper surveys and those received online. Last August 2024, a dedicated sheet in the MIRDC Accomplishment Report was created specifically for transactions or services that have been released to customers. This sheet was used to compare the submitted survey forms to determine the survey response rate of each delivery unit.

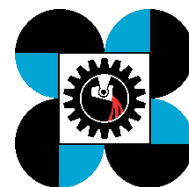
Aside from the aforementioned changes to the form, the use of two survey modes was emphasized during the orientation of the frontline staff of each delivery unit to ensure clearer administration of the survey. The accomplished CCSS are submitted by each delivery units every 5th working day after the end of each month for consolidation and reporting. The pen-paper survey is then filed in a filing cabinet while the online responses are kept secured in a dedicated server of the LODG.

c. Scoring System and Interpretation

In terms of content, the survey utilizes a 5-point Likert scale for assessing overall satisfaction (SQD-0) and eight service quality dimensions (SQD-1 to SQD-8). This standardized scale allows for consistent measurement across all services. For a detailed view of the Likert scale used in the survey, please refer to Table 6 below.

Table 6. Likert's Scale

Scale	Rating
5	Strongly Agree
4	Agree
3	Neither Agree nor Disagree
2	Disagree
1	Strongly Disagree



The Overall score for the eight (8) SQDs was computed based on the following formula:

$$\text{Overall Score} = \frac{\text{Number of 'Strongly Agree' answers} + \text{Number of 'Agree' answers}}{\text{Total Number of Respondents} - \text{Number of 'N/A' answers}} \times 100$$

Responses with multiple answers and/or blank were not included in the denominator for calculating the overall score. Instead, these responses were considered invalid and subtracted from the total number of respondents before computing the overall score.

The resulting score represents the percentage of respondents who provided positive feedback by selecting “Agree” or “Strongly Agree” for the survey questions. The interpretation of the results is shown in **Table 7**.

Table 7. CSM Scoring Interpretation

Percentage	Rating
Below 60.0%	Poor
60.0% - 79.9%	Fair
80.0% - 89.9%	Satisfactory
90.0% - 94.9%	Very Satisfactory
95.0% - 100%	Outstanding

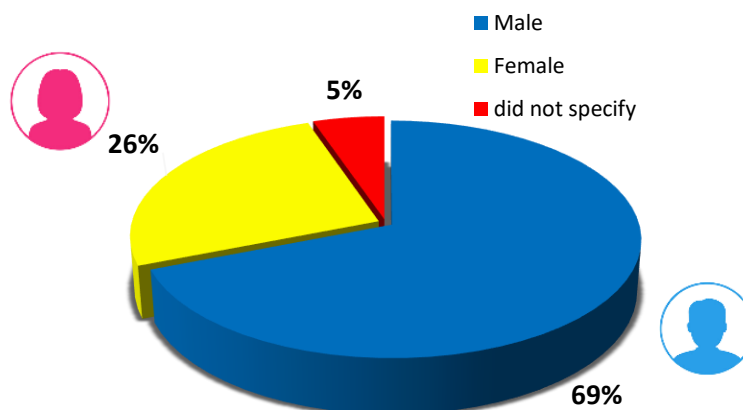
IV. DATA INTERPRETATION

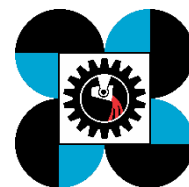
A. Demographic Profile

Distribution of Responses by Sex

The demographic analysis of the CCSS respondents reveals a notable gender distribution, with males comprising the majority at 69% (6,977) and females with 26 % (2,606) combined external and internal customers. There is a total of 5% (530) combined respondents from external and internal customers who did not specify their sex. Either the provided answers did not fall into any known sex category, or respondents opted not to fill out this required information.

Figure 1. Distribution of Responses by Sex

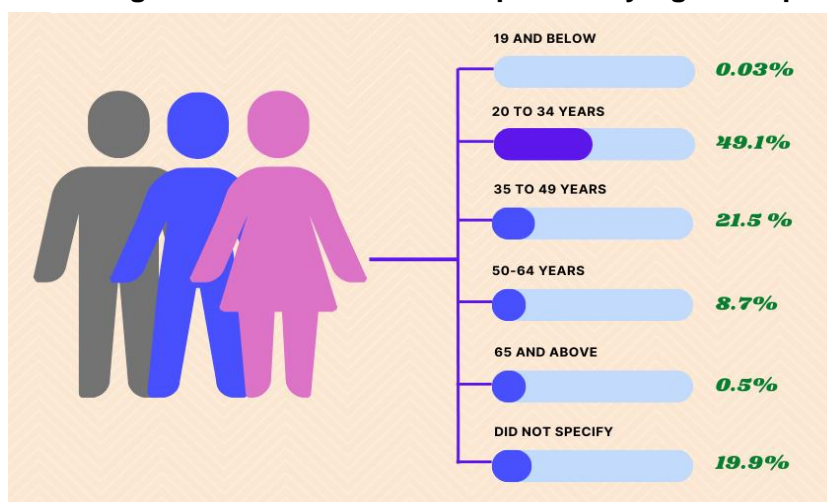




Distribution of Responses by Age Group

For age distribution, the survey shows that the largest group of internal and external customers served by the office falls within the 20 to 34 age range, representing 4,968(**49.1%**) respondents, and 2,170 (**21.5%**) respondents belong to the 35 to 49 age group. Additionally, 2,011 (**19.9%**) respondents opted not to specify their age. Refer to **Figure 2** below for the distribution of responses by Age Group.

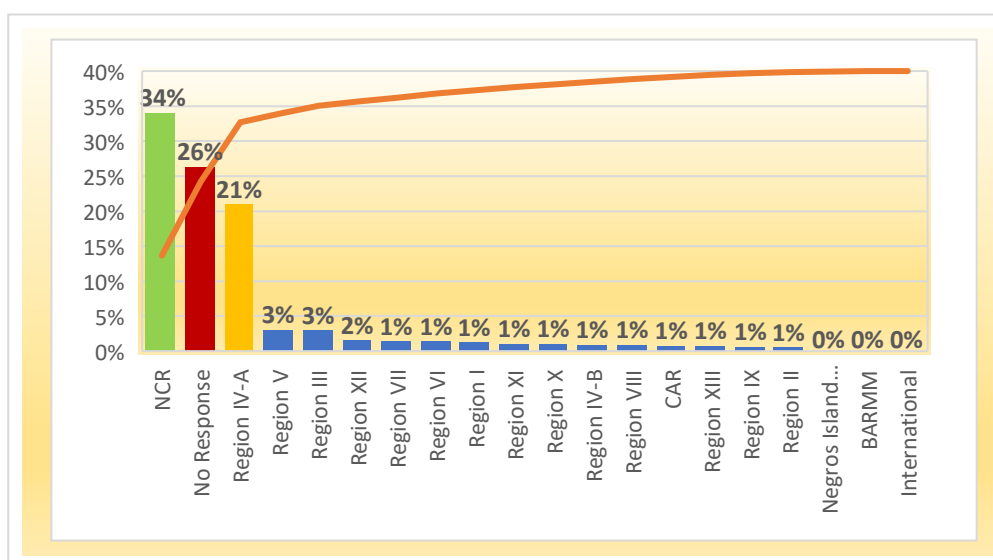
Figure 2. Distribution of Responses by Age Group

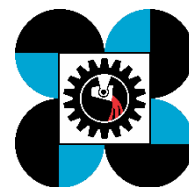


Distribution of Respondents per Region

Notably, **34%** of all customers were from the NCR (National Capital Region). This concentration indicates a significant customer base within this specific geographical area. The remaining customers came from outside the NCR, with **21%** from Region IV-A and others from various regional areas, as shown in Figure 3 below. However, a substantial portion of respondents (**26%**) did not provide information about their region of residence, for reasons unknown. This large gap in data significantly impacts the accuracy of the geographical analysis.

Figure 3. Breakdown of Respondents Based on Region of Residence

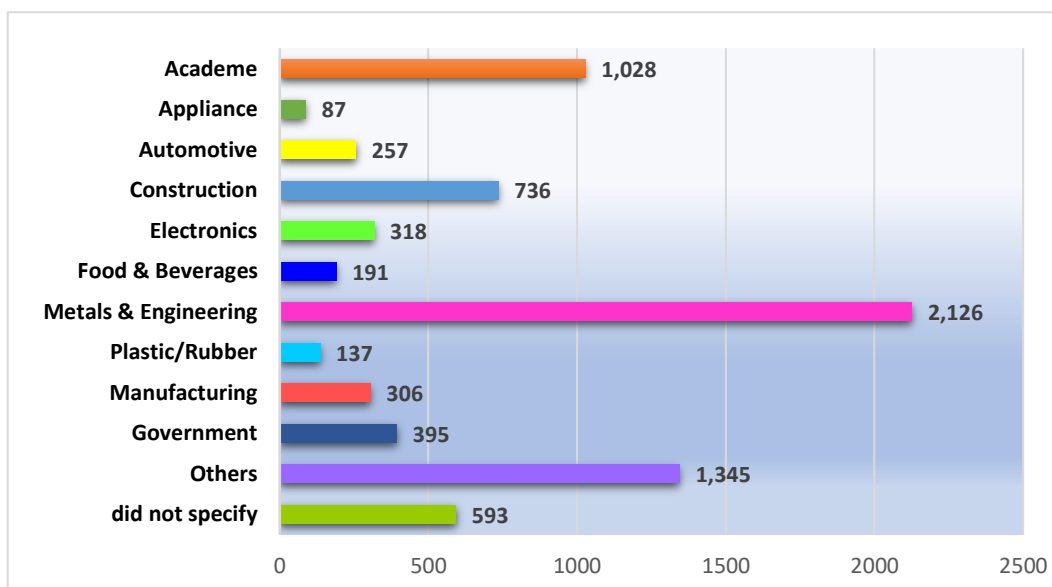




Distribution of Respondents per Industry Involvement

MIRDC's respondents came from various industries, having completed transactions related to training or requested technical services and consultancy. The majority were from Metals and Engineering (including Machine shops, Forging, Foundry, etc.), Academe, Construction and Government offices. Figure 4. below shows the Breakdown of Respondents based on Industry Involvement.

Figure 4. Breakdown of Respondents Based on Industry Involvement

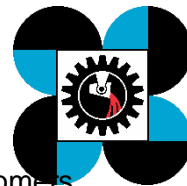


The largest percentage of respondents came from Metals and Engineering (2,126) and Construction (736). However, a significant portion (1,345) were classified as "Others." This "Others" category may include industries not specifically mentioned in the survey, such as trading, suppliers, and other service-related industries, or companies that belong to multiple industry classifications. Additionally, some respondents (593) did not specify their industry. This could be due to respondents being unable to identify which industry they belong to, or not knowing the appropriate industry classification.

B. Citizens Charter (CC) Results

CC1. Awareness of the Citizen Charter

The tabulated data reveals significant results about clients' awareness levels of the Citizens Charter for both internal and external customers. A total of 58.37% (4,388) external and 85.38% (2,214) internal customers are already aware of the CC prior to availing services at MIRDC. This may be attributed to the fact that most of MIRDC's customers were returning customers and are already familiar with MIRDC's Citizens Charter. However, a small percentage, 12.30% (925) of external customers, admitted to being unaware of the Citizens Charter.



Additionally, 5.81% (437) of external and 11.69% (303) of internal customers provided no response. This suggests that some customers may not be familiar with its existence or purpose, indicating potential gaps in communication or the dissemination of important information within the office environment. Refer to Figure 6 below for the responses of both external and internal customers for CC1.

Figure 6. Responses for Awareness of the Citizens Charter

CC1. Clients Awareness of the Citizen Charter

Question: Which of the following best describes your awareness of a CC?

No.	Choices	EXTERNAL		INTERNAL	
		Respondents	Percentage	Respondents	Percentage
1	I know what a CC is and I saw this office's CC.	4,388	58.37%	2,214	85.38%
2	I know what a CC is but I did NOT see this office's CC.	678	9.02%	31	1.20%
3	I learned of the CC only when I saw this office's CC.	1,090	14.50%	36	1.39%
4	I do not know what a CC is and I did not see one in this office.	925	12.30%	9	0.35%
	No Response	437	5.81%	303	11.69%
Total		7,518	100%	2,593	100.00%

CC2. Visibility of Citizen Charter

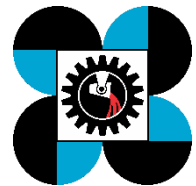
The customers not only recognized the existence of CC but also confirmed its physical presence within the office. Such awareness indicates a segment of customers who are familiar with the service standards, commitments, and procedures detailed in the Citizens Charter.

About 4,858 (64.62%) external respondents and 2,199 (84.81%) internal respondents said that MIRD's Citizen Charter was *easy to see*, while 1,135 (15.10%) external and 78 (3.01%) internal respondents said it was *somewhat easy to see*. There is still 426 (5.67%) external and 296 (11.42%) internal customers who has no response at all.

CC2. Client assessment of the Visibility of Citizen Charter

Question: If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?

No.	Choices	EXTERNAL		INTERNAL	
		Respondents	Percentage	Respondents	Percentage
1	Easy to see	4,858	64.62%	2,199	84.81%
2	Somewhat easy to see	1,135	15.10%	78	3.01%
3	Difficult to see	95	1.26%	9	0.35%
4	Not visible at all	51	0.68%	2	0.08%
5	N/A (Answered Choice No. 4 in CC1)	953	12.68%	9	0.35%
	No Response	426	5.67%	296	11.42%
Total		7,518	100%	2,593	100.00%



A minority of respondents from external services reported difficulty seeing the Citizen's Charter (1.26%), though this is significantly lower than expected. This contrasting view suggests a potential disparity in visibility perceptions among a subset of respondents. Reasons behind this perception may be barriers or weaknesses in communication strategies, signage placement, or office environment factors.

This nuanced analysis highlights the diverse experiences and perceptions regarding the accessibility and visibility of the Citizen's Charter among informed respondents. It underscores the importance of not only making informative materials available but also ensuring they are clearly visible and accessible. Such an approach enhances transparency and accountability in service provision.

Even though only a small number of people had trouble seeing the Citizen's Charter, this feedback is still important. It gives us a chance to make our communication better. By looking closely at why these few people struggled to see the information, we can make small but meaningful changes. This might mean moving signs to better spots, making text larger, or training staff to help people find important documents more easily. Paying attention to these small details shows that we care about helping everyone, no matter their needs. It helps build trust by proving that we listen and want to improve our services for all users.

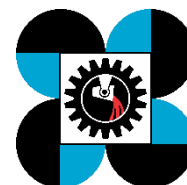
CC3. Helpfulness of Citizen Charter

Majority of external customers (71.53%) and internal customers (84.61%) expressed that MIRDC's Citizens' Charter *helped very much* in their transactions. External customers had 12.61% (948) who answered choice 4 in CC1 and 11.76% (305) had no response in the question. Reasons for the no responses is not known.

CC3. Helpfulness of Citizen Charter in Transactions

Question: If aware of CC (answered 1-3 in CC1), how much did the CC help you in your transaction?

No.	Choices	EXTERNAL		INTERNAL	
		Respondents	Percentage	Respondents	Percentage
1	Helped very much	5,378	71.53%	2,194	84.61%
2	Somewhat helped	716	9.52%	82	3.16%
3	Did not help	44	0.59%	2	0.08%
4	N/A (Answered Choice No. 4 in CC1)	948	12.61%	10	0.39%
	No Response	432	5.75%	305	11.76%
Total		7,518	100.00%	2,593	100.00%



C. Service Quality Dimension (SQD) Results for Internal and External Services

For SQD0 or Overall Satisfaction, MIRDC achieved a rating of "**Outstanding**" (**98.76%**) for external services and **99.59%** for internal services. This exceptional score indicates that nearly all external and internal customers expressed satisfaction with the services they received from MIRDC's delivery units. Table 8 below presents the results for SDQ O and SQD 1-8 of the external services.

Table 8. Service Quality Dimension (SQD) Results for External Services

	Responses to SQD 0: I am satisfied with the service that I availed.							Count of Valid Responses	Total No. of Respondents	Percentage of respondents that rated 'Strongly Agree' and 'Agree'
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Invalid /Multiple responses			
SQD 0	5,950	1,319	72	7	12	153	5	7,360	7,518	98.76%

No.	SQD 1-8	Responses							Count of Valid Responses	Total No. of Responses	Percentage of respondents that rated 'Agree' and 'Strongly Agree'	Interpretation of the Result
		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Invalid /Multiple responses				
1	Responsiveness	5,712	1,395	103	18	14	268	8	7,242	7,518	98.14%	Outstanding
2	Reliability	5,874	1,293	92	6	16	220	17	7,281	7,518	98.43%	Outstanding
3	Access and Facilities	5,599	1,203	129	10	15	544	18	6,956	7,518	97.79%	Outstanding
4	Communication	5,678	1,422	102	11	15	265	25	7,228	7,518	98.23%	Outstanding
5	Costs	3,770	718	106	8	7	2,874	35	4,609	7,518	97.37%	Outstanding
6	Integrity	5,952	1,154	104	4	15	283	6	7,229	7,518	98.30%	Outstanding
7	Assurance	6,084	1,115	92	7	17	198	5	7,315	7,518	98.41%	Outstanding
8	Outcome	5,956	1,236	98	10	19	185	14	7,319	7,518	98.26%	Outstanding
	Total (External)	44,625	9,536	826	74	118	4,837	128	55,179	60,144	98.16%	Outstanding

MIRDC also achieved an "Outstanding" rating for all eight Service Quality Dimensions (SQDs) for both external and internal services. The highest rating for external services is SQD 2 (Reliability) with **98.43%**. This indicates that majority of the external customers believe that MIRDC has established reliable processes and systems that consistently meet or exceed customer expectations.

For internal services is SQD 3 (Access and Facilities) got the highest among the eight SQDs with **99.80%**. This exemplary performance in SQD 3 confirms that MIRDC's investments in better access and facilities are working well to support the centers core functions. The center's commitment to maintaining high-quality physical and digital access points and well-equipped facilities has demonstrably contributed to operational excellence and the achievement of each divisions key performance indicators.



The results for SDQ O and SQD 1-8 of the internal services are shown in Table 9 below.

Table 9. Service Quality Dimension (SQD) Results for Internal Services

	Responses to SQD 0: I am satisfied with the service that I availed.							Count of Valid Responses	Total No. of Respondents	Percentage of respondents that rated 'Strongly Agree' and 'Agree'
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Invalid /Multiple responses			
SQD 0	2,479	88	2	1	3	1	18	2,573	2,594	99.77%

No.	SQD 1-8	Responses							Count of Valid Responses	Total No. of Responses	Percentage of respondents that rated 'Agree' and 'Strongly Agree'	Interpretation of the Result
		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Invalid /Multiple responses				
1	Responsiveness	2,418	123	12	2	2	9	28	2,557	2,594	99.37%	Outstanding
2	Reliability	2,456	105	12	0	2	1	18	2,575	2,594	99.46%	Outstanding
3	Access and Facilities	2,414	122	4	0	1	32	21	2,541	2,594	99.80%	Outstanding
4	Communication	2,401	105	11	0	1	55	21	2,518	2,594	99.52%	Outstanding
5	Costs	117	12	2	0	0	2,427	36	131	2,594	98.47%	Outstanding
6	Integrity	2,429	128	4	2	2	11	18	2,565	2,594	99.69%	Outstanding
7	Assurance	2,472	96	5	1	3	1	16	2,577	2,594	99.65%	Outstanding
8	Outcome	2,455	113	5	0	3	1	17	2,576	2,594	99.69%	Outstanding
	Total (Internal)	17,162	804	55	5	14	2,537	175	18,040	20,752	99.59%	Outstanding

Overall SQD Results (External and Internal) Services

Except for SQD5 (Costs), all service quality dimensions received remarkably high ratings, clustering near the top score. SQD7 (Assurance) with 98.74% and SQD2 (Reliability) with 98.70%, still demonstrating exceptional customer satisfaction. SQD5 (Costs) received the comparatively lowest score at 97.41%, though this figure still reflects strong overall approval (*refer to Figure 5 of the next page*). It's worth emphasizing that MIRDC's fees and charges adhere to standardized rates implemented uniformly across the entire DOST System and are significantly more affordable than those found in the private sector. Despite this cost advantage, feedback indicates some customers perceive the value proposition as only "somewhat reasonable" rather than excellent, suggesting an opportunity to better communicate the competitive pricing structure and value delivered through MIRDC's services. Also, to note, internal service is free of charge.

With high ratings across all dimensions, it can be concluded that MIRDC successfully met customers' expectations for service delivery in terms of all quality dimensions.

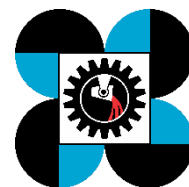
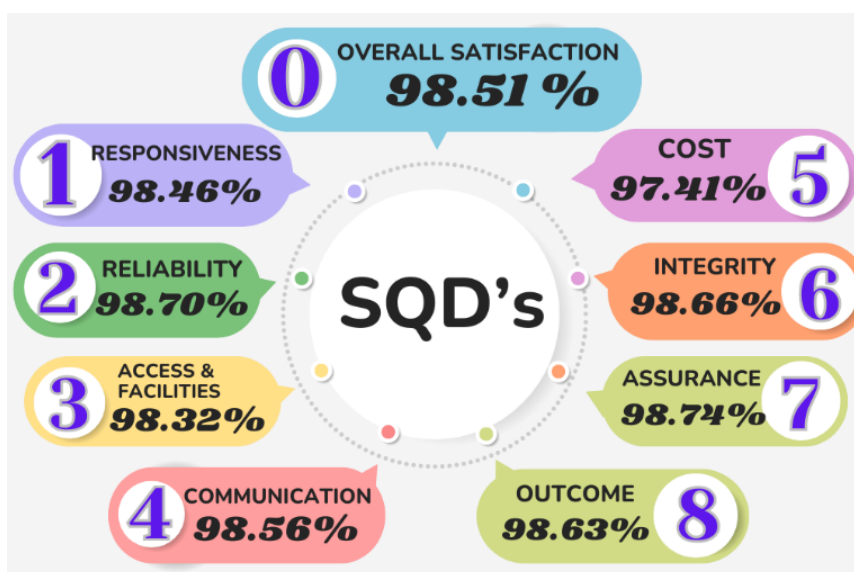


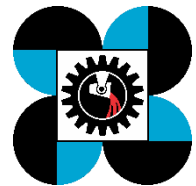
Figure 5 below presents the Overall Satisfaction Rating of the Service Quality Dimensions for both external and internal services, providing a visual representation of the satisfaction ratings across all dimensions. This graphical display helps us to quickly identify performance patterns, compare relative scores between different service quality aspects, and recognize both strengths and potential areas for improvement at a glance, making the survey results more accessible and immediately comprehensible than tabular data alone.

Figure 5. Overall Satisfaction Rating of the Service Quality Dimensions for both external and internal customers



In the comprehensive evaluation of overall satisfaction per service of both external and internal as shown in Table 10 and Table 11 of the next pages, it is notable that many services have received exceptionally favorable ratings, surpassing the threshold of 95% on the satisfaction scale. This numerical range has been explicitly classified as "Outstanding" and "Very Satisfactory", indicating a remarkably high level of contentment among respondents.

The consensus of opinions, with many services achieving a rating of 95% and beyond, unequivocally suggests that not only did these services meet customer requirements, but, more significantly, they exceeded the expectations of the customers. This collective sentiment of "Outstanding" underscores a notable level of excellence and fulfillment in the delivery of specified services, signifying a commendable achievement in surpassing the envisioned targets.

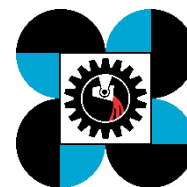


However, it's worth noting that the external service Regular Training Programs (Online) and internal service Recruitment, Selection and Placement Services received a "Very Satisfactory" rating rather than "Outstanding," indicating specific areas for potential enhancement.

Table 10. Overall Score per Service for External Customers

No.	Services	Percentage of respondents that rated 'Agree' and 'Strongly Agree'	Interpretation of the Result
EXTERNAL SERVICES			
1	In-House Testing Services	99%	Outstanding
2	In-House Calibration Services	100%	Outstanding
3	In-Plant Services	100%	Outstanding
4	Employee Records Requisition and Verification	100%	Outstanding
5	Additive Manufacturing Services	99%	Outstanding
8	Fractographic Evaluation	100%	Outstanding
9	Metallurgical Sample Preparation	100%	Outstanding
10	Optical and Electron Microscopy	100%	Outstanding
12	Metal Classification/Certification	100%	Outstanding
13	Job Processing (Actual Time)	100%	Outstanding
14	Service Request on Job Processing (Quoted Jobs)	100%	Outstanding
15	Use of Facility/Equipment (Time Sharing Jobs)	100%	Outstanding
16	Metal Processing (Actual Time)	99%	Outstanding
17	Service Request on Metal Processing (Quoted Jobs)	99%	Outstanding
18	Use of Facility/Equipment (Time Sharing Jobs)	100%	Outstanding
20	Packaged Training Programs (Face-to-face)	99%	Outstanding
21	Packaged Training Programs (Online)	100%	Outstanding
22	Regional Training Programs (Face-to-face)	100%	Outstanding
23	Regional Training Programs (Online)	97%	Outstanding
24	Regular Training Programs (Face-to-face)	98%	Outstanding
25	Regular Training Programs (Online)	92%	Very Satisfactory
26	Short-term Consultancy Services	100%	Outstanding
28	Conduct Of Measurement Audit	100%	Outstanding
29	Technology Licensing	100%	Outstanding
Total		98.16%	Outstanding

Additionally, the online administration of the Customer Satisfaction Survey (CCSS) likely contributed to some confusion in survey responses, as participants may have had difficulty contextualizing certain questions in a virtual environment or experienced technical challenges that influenced their perception. The combination of these factors suggests that targeted improvements in responsiveness, communication clarity, and online delivery methods could elevate these services from "Very Satisfactory" to "Outstanding" in future assessments.



For the Recruitment services, this lower comparative rating stems from several respondents who expressed neutrality regarding the recruitment process, neither agreeing nor disagreeing with positive statements about the service. This uncertainty significantly affected the overall score.

Table 11. Overall Score per Service for Internal Customers

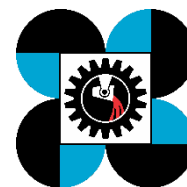
No.	Services	Percentage of respondents that rated 'Agree' and 'Strongly Agree'	Interpretation of the Result
INTERNAL SERVICES			
1	In-House Testing Services	100%	Outstanding
2	In-House Calibration Services	99%	Outstanding
3	In-Plant Services	100%	Outstanding
4	Employee Records Requisition and Verification	100%	Outstanding
5	General Services	99%	Outstanding
6	Purchasing of Supplies and Materials	100%	Outstanding
7	Recruitment, Selection and Placement	92%	Very Satisfactory
8	Transportation Services	100%	Outstanding
9	Additive Manufacturing Services	100%	Outstanding
13	Optical and Electron Microscopy	100%	Outstanding
16	Job Processing (Actual Time)	100%	Outstanding
17	Metal Processing (Actual Time)	100%	Outstanding
19	Use of Facility/Equipment (Time Sharing Jobs)	100%	Outstanding
20	Information System Development or Enhancement	100%	Outstanding
21	Technical Support	99%	Outstanding
22	Conduct Of Measurement Audit	100%	Outstanding
23	Assistance to Staff Development Unit (SDU) of MIRDC	100%	Outstanding
Total		99.59%	Outstanding

D. Free Responses

While the overall score is equivalent to "Outstanding" and "Very Satisfactory" by a mere fraction, MIRDC is still open to opportunities for improvement and needs to address comments/suggestions from its respondents. Most external customers showed appreciation in the services they have availed at MIRDC.

Despite achieving remarkably high satisfaction ratings that classify as "Outstanding" and "Very Satisfactory" (with only marginal differences separating these classifications), MIRDC maintains a commitment to continuous improvement and values the detailed feedback provided by respondents. The organization recognizes that even within exceptional performance metrics, there exists valuable insight in the qualitative feedback that can drive further service enhancements.

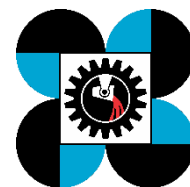
The customer feedback analysis reveals a predominant theme of appreciation among external and internal customers who have availed MIRDC's various service offerings. These sentiments validate the quantitative findings while providing specific context about which aspects of service delivery resonated most strongly with customers.



The forthcoming tabulation of verbatim comments from external and internal customers serves multiple purposes: it provides transparency regarding the raw data that informed the analysis, offers actionable intelligence for targeted improvements, and highlights specific strengths that can be leveraged across other service areas. By systematically reviewing these candid responses, MIRDC can identify both common themes and unique perspectives that might not be fully captured in numerical ratings alone.

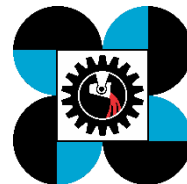
Free Responses from External Customers

JO No. / TSR No.	Comments	JO No. / TSR No.	Comments
24-2-024-34B	Please consider offering online payment of services. From areas outside Manila, it is quite difficult to find time to process payments right away since there are no online options.	Introduction to Mold Assembly, held last Jan 23	Please email presentation materials, thank you.
Technical Drawing Module 1, held last Jan 22	more sample and pictures	Introduction to Mold Design, held last Jan 24	Keep up the good work
Technical Drawing Module 1, held last Jan 22	I hope they can conduct interactive activities even if it is only thru online	Introduction to Mold Design, held last Jan 24	moving graphics or pictures for better understanding
Technical Drawing Module 1, held last Jan 22	Klaro at maganda ang pagbibigay leksyon	Introduction to Mold Design, held last Jan 24	The internet please.
Technical Drawing Module 1, held last Jan 22	The internet. Thank you so much!	Introduction to Mold Design, held last Jan 24	More post on social media
Technical Drawing Module 1, held last Jan 22	There have been internet issues for the presenters near the end, please provide them with a better connection	Introduction to Mold Design, held last Jan 24	This webinar helps me better with more understanding. Thanks.
Technical Drawing Module 1, held last Jan 22	More trainings offered.	Introduction to Mold Design, held last Jan 24	More seminars/webinars
Technical Drawing Module 1, held last Jan 22	Provide a brief description of the course or course syllabus.	Introduction to Mold Design, held last Jan 24	Provide more additional online webinars and affordable training seminars.
Technical Drawing Module 1, held last Jan 22	more free webinars with e-cert.	Introduction to CAD using NX, held last Jan 26	I hope you guys can include OnShape in the future.
Technical Drawing Module 1, held last Jan 22	Okay naman po.. salamat	Introduction to CAD using NX, held last Jan 26	Keep up the good work
Technical Drawing Module 1, held last Jan 22	Tech drawing module 1 exceeds my expectations. I've learned what is new and what are to avoid. Thanks to the speaker.	Introduction to CAD using NX, held last Jan 26	Good 100%
Technical Drawing Module 1, held last Jan 22	Please accommodate those who are waiting in the waiting room (of the Zoom meeting), although the program is a free webinar. People attend webinars for the purpose of gaining knowledge, they didn't attend to just wait and nothing to gain. Hope you better work on this, Ps. the fb page is very responsive so +1 to that somehow ðŸ™,	Introduction to CAD using NX, held last Jan 26	Explore and develop
Introduction to Mold Assembly, held last Jan 23	there were internet issues, providing them with better internet would be appreciated	Introduction to CAD using NX, held last Jan 26	More added Training webinars. Thanks
Introduction to Mold Assembly, held last Jan 23	Improve online connectivity to avoid interruption	Introduction to CAD using NX, held last Jan 26	Aim for the better and always put efforts of all tasks



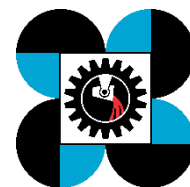
Free Responses from External Customers *(continued)*

JO No. / TSR No.	Comments	JO No. / TSR No.	Comments
Appreciation Course on Advanced Technical Drawing, held last Jan 29	maraming salamat po sa opportunity	CNC Milling Programming Using Autodesk Powermill, held last Jan 30	Keep up the good work
Appreciation Course on Advanced Technical Drawing, held last Jan 29	Well done	CNC Milling Programming Using Autodesk Powermill, held last Jan 30	more webinars with free e-certificate please
Appreciation Course on Advanced Technical Drawing, held last Jan 29	I have yet to see the office	CNC Milling Programming Using Autodesk Powermill, held last Jan 30	Hoping for more helpful webinar like this in the future and be able to attend for additional learnings. Thank you.
Appreciation Course on Advanced Technical Drawing, held last Jan 29	Continue to give quality trainings to our fellow citizens.	Introduction to Mold Assembly using NX, held last Feb 05	More trainings/seminars. Thank you!
Appreciation Course on Advanced Technical Drawing, held last Jan 29	more broader topic	Introduction to Mold Processing, held last Feb 06	This introduction to mold processing helped me to review latest or other method of processing. Thank you MTSC
Appreciation Course on Advanced Technical Drawing, held last Jan 29	The service was excellent	Technical Drawing Module 2, held last Feb 08	Make the public more aware about CC
Appreciation Course on Advanced Technical Drawing, held last Jan 29	Hoping for more free webinar like this in the future. Thank you so much!	Technical Drawing Module 2, held last Feb 08	Thank you and please keep up the good work!
Appreciation Course on Advanced Technical Drawing, held last Jan 29	Promote the industry	Technical Drawing Module 2, held last Feb 08	Send the link before the meeting, and send also to the email if successfully registered.
Appreciation Course on Advanced Technical Drawing, held last Jan 29	Since there is only little time. I suggest to focus only on a narrow subject or matter which will be explained well and detailed. By this, I think, we can easily learn the topic and can focus on it. Thank You.	CNC Milling for Mold Making, held last Feb 19	NCR f2f training branch
Appreciation Course on Advanced Technical Drawing, held last Jan 29	The service was good	CNC Milling for Mold Making, held last Feb 19	More explanation in each category and videos thanks
CNC Milling Programming Using Autodesk Powermill, held last Jan 30	the training was good	CNC Milling for Mold Making, held last Feb 19	Magconduct at magbigay pa ng mga webinars para sa kaalaman
Value Analysis / Value Engineering I: An Overview, held last Feb 21	very commendable	Value Analysis / Value Engineering I: An Overview, held last Feb 21	Nothing needs to be improved; just keep producing webinars to assist internet users.
Value Analysis / Value Engineering I: An Overview, held last Feb 21	Excellent	Value Analysis / Value Engineering I: An Overview, held last Feb 21	Your service is pretty neat and well detailed
Value Analysis / Value Engineering I: An Overview, held last Feb 21	The topic exceeds my expectations. Thank you so much.	24-MTSC-WEB-014-49	More webinar to come.
Value Analysis / Value Engineering I: An Overview, held last Feb 21	More free online trainings	24-MTSC-WEB-014-49	keep doing this kind of webinar



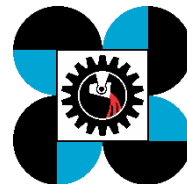
Free Responses from External Customers *(continued)*

JO No. / TSR No.	Comments	JO No. / TSR No.	Comments
Value Analysis / Value Engineering I: An Overview, held last Feb 21	Welding or metal fabrication	24-MTSC-WEB-014-49	I hope the webinar is scheduled for Saturday.
24-MTSC-WEB-015-49	Training about engine machine (excellent)	24-MTSC-WEB-026-49	siguro matuto in actual gamitin ang tesda dito sa rizal para mag karoon ng libreng actual about cnc
24-MTSC-WEB-015-49	MORE WEBINARS ON mETALURGY	24-MTSC-RT-005-49	Research more on topics to be discussed and atleast have enough knowledge
24-MTSC-WEB-016-49	Excellent speaker	24-MTSC-WEB-027-49	Hope to a more convenient connection with the CC.
24-MTSC-WEB-016-49	More Interesting Webinars	24-MTSC-WEB-027-49	I suggest that the speaker should have a clear and good microphone when speaking in the zoom meeting
24-MTSC-WEB-017-49	Satisfied on your Services	24-MTSC-WEB-028-49	More webinars
24-MTSC-WEB-018-49	more engineering topics with free e-certificate	24-MTSC-WEB-030-49	Good
24-MTSC-WEB-018-49	Satisfied on your Services	24-MTSC-WEB-030-49	sana ganitong serbisyo ay mapalaganap pa po lalo sana sa aming mga OFW, Koreasapagkat hands on, po kami sa machine dito sa ibang bansa, at available lang po kami tuwing linggo, pwede po kayo makipag collaborate with our embassy in Korea para madami po kami matutunan..thanks po..sayang po skills po namin kapag di nadala po sa pilipinas po...
24-MTSC-WEB-018-49	Thank you. Continue to improve your service.	24-MTSC-WEB-031-49	Good
24-MTSC-WEB-019-49	Continue to have a good free webinar meetings.	24-MTSC-WEB-031-49	More trainings and seminar
24-mtsc-web-019-49	Excellent	24-MTSC-WEB-027-49	Nothing so far. Very good and detailed
24-MTSC-WEB-024-49	more free webinar	24-MTSC-WEB-027-49	Ipagpatuloy ang magandang gawa
24-MTSC-WEB-020-49	Well Presented	24-MTSC-WEB-027-49	Better and clear audio for speakers
24-MTSC-WEB-020-49	Low sound and volume of the lecturer	24-MTSC-WEB-027-49	The training was great and i hope to be included in the next trainings. thank you
24-MTSC-WEB-020-49	more webinars,	24 MTSC WEB 027 49	Im satisfied with the software demo of Engr Dime. It t was clear and splendid. Thank you MTSC
24-MTSC-WEB-020-49	More Engineering Topics related to Hydraulics and Material Science	24-MTSC-WEB-022-49	Ipagpatuloy ang maganadang ihimplo at pagiging mabait na staff at kasapi ng grupo.
24-MTSC-WEB-021-49	malinaw ang at clear po and pag deliver ng topic ng presenter salamat po Sir.. God bless	24-MTSC-WEB-024-49	Good



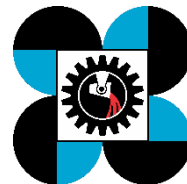
Free Responses from External Customers *(continued)*

JO No. / TSR No.	Comments	JO No. / TSR No.	Comments
24-MTSC-WEB-024-49	HIGH AUDIO OR HIGH VOICE TO THE SPEAKER	24-MTSC-WEB-032-49	More webinar
24-MTSC-WEB-024-49	good equipment	24-MTSC-WEB-032-49	the speaker is very knowledgeable thank you!
24-MTSC-WEB-024-49	Do audio check.	24-MTSC-WEB-033-49	None. Overall it was good.
24-MTSC-WEB-025-49	more webinars/trainings	24-MTSC-WEB-033-49	A very meaningful CAD works. Thank you sir.
24-MTSC-WEB-025-49	Thank you for another wisdom	24-MTSC-WEB-033-49	More webinars
24-MTSC-WEB-025-49	Excellent	24-MTSC-WEB-037-49	None, thank you for the seminar
24-MTSC-WEB-026-49	More webinars regarding machines	24-MTSC-WEB-035-49	Thank you and please keep up the good work!
24-MTSC-WEB-027-49	Provision of Presentation if possible. Overall, thank you for the opportunity.	24-MTSC-WEB-035-49	More sample/picture
24-MTSC-WEB-027-49	Afternoon Session Schedule and Recordings of Meeting	24-MTSC-WEB-035-49	More free seminars to help others gain knowledge
24-MTSC-WEB-027-49	Continue to do a good work and well organized services	24-MTSC-WEB-034-49	More webinars
24-MTSC-WEB-028-49	More free webinars and provide learning materials	24-MTSC-WEB-038-49	A detailed and comprehensive technical drawing explanation. Thank you.
24-MTSC-WEB-028-49	All of the information were delivered accurately, I enjoyed the time I spent in this seminar. Hoping that I can join again in the future seminars they will offer. Thank you for this opportunity.	24-MTSC-WEB-038-49	improve efficiency
24-MTSC-WEB-028-49	The Online Training is most informative. Thank you,	24-MTSC-WEB-038-49	Have some webinars regarding or related to facts and rules that will give awareness for the government policies in relation to our industry
24-MTSC-WEB-030-49	continue the good work	24-MTSC-WEB-036-49	More webinars
24-MTSC-WEB-030-49	More webinars	24-MTSC-WEB-036-49	Keep up the Good Work! :)
24-MTSC-WEB-031-49	Advertise the office more thru social media or symposiums like PhilBex and PhilCon	24-MTSC-WEB-036-49	Have a webinars related on educating fellow engineers regarding to rules and regulations of government in our industry
24-MTSC-WEB-029-49	More skills trainings and webinars.	24-MTSC-RT-012-49	Minumungkahi ko po sana na magkarron ng mga sample actual sa mga defect at standard procedure
24-MTSC-WEB-029-49	As of now do not have suggestion, I am fully satisfied with the training.	24-MTSC-RT-007-49	Trainors and coordinator are very nice and friendly. The service is good. i will recommend to other private business take courses and trainings



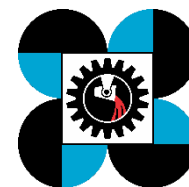
Free Responses from External Customers *(continued)*

JO No. / TSR No.	Comments	JO No. / TSR No.	Comments
24-MTSC-WEB-032-49	very Knowledgeable, hope to attend on Face to Face meetings.	24-MTSC-RT-007-49	Ok naman po maayos makisama mga tao dito madaling maintindihan at maasikaso
EXT-24-MTSC-0065	Responsive staff/employee	Understanding the Metallurgy in Welding, held last Jan 31	Thank you very much very helpful
The Extent of Inspection in the Welding Operation, held last Jan 31	More training	Understanding the Metallurgy in Welding, held last Jan 31	thank you for the knowledge
The Extent of Inspection in the Welding Operation, held last Jan 31	wala na Perfect	Understanding the Metallurgy in Welding, held last Jan 31	Para saakin, okay Naman Yung serbisyo nyo po
The Extent of Inspection in the Welding Operation, held last Jan 31	Thank you for sharing skills ideas	Understanding the Metallurgy in Welding, held last Jan 31	WELDING CONSUMABLES FOR FCAW/GMAW/GTAW
The Extent of Inspection in the Welding Operation, held last Jan 31	provide mirdc site tours and hands on training	Understanding the Metallurgy in Welding, held last Jan 31	Good
The Extent of Inspection in the Welding Operation, held last Jan 31	Keep it up	Understanding the Metallurgy in Welding, held last Jan 31	Good job
The Extent of Inspection in the Welding Operation, held last Jan 31	so far so good	Understanding the Metallurgy in Welding, held last Jan 31	About manufacturing processes and awareness
The Extent of Inspection in the Welding Operation, held last Jan 31	Great Job	Nondestructive Testing, held last Feb 12-16	Best experience for me. Additional knowledge for me.
The Extent of Inspection in the Welding Operation, held last Jan 31	hope to the next level free webinar/training	3D Printing: Filament Dual Extruders, held last Feb 22-23	The Citizen's Charter was not presented in a more summarized form. I believe it can be logically distilled to compress the information within the presentation time.
The Extent of Inspection in the Welding Operation, held last Jan 31	Very nice	Arc Gouging, held last Feb 14	More Training about SMAW
The Extent of Inspection in the Welding Operation, held last Jan 31	more free webinars	Arc Gouging, held last Feb 14	Keep up the good work!
The Extent of Inspection in the Welding Operation, held last Jan 31	Ensure excellent Internet signal of resource speaker	Arc Gouging, held last Feb 14	da best
The Extent of Inspection in the Welding Operation, held last Jan 31	none. Job Well Done	Arc Gouging, held last Feb 14	Thank you sa knowledge
Understanding the Metallurgy in Welding, held last Jan 31	Hands on training	The Carpal Tunnel Syndrome in the Welding Operations, held last Feb 14	Satisfied
Arc Gouging, held last Feb 14	more on social media post	The Carpal Tunnel Syndrome in the Welding Operations, held last Feb 14	We are all thankful po
Arc Gouging, held last Feb 14	Very satisfied	The Carpal Tunnel Syndrome in the Welding Operations, held last Feb 14	We are all thanks for webinar



Free Responses from External Customers *(continued)*

JO No. / TSR No.	Comments	JO No. / TSR No.	Comments
Arc Gouging, held last Feb 14	Good job	The Carpal Tunnel Syndrome in the Welding Operations, held last Feb 14	Maayos na pagtuturo
Arc Gouging, held last Feb 14	Outstanding services, Recommended to others. T.Y.	The Carpal Tunnel Syndrome in the Welding Operations, held last Feb 14	keep it up PWS, thank you
Arc Gouging, held last Feb 14	Keep up the good work	The Carpal Tunnel Syndrome in the Welding Operations, held last Feb 14	Salamat Po ma'am sir for advice
Arc Gouging, held last Feb 14	Nalaman ko yung meaning ng gouging	The Carpal Tunnel Syndrome in the Welding Operations, held last Feb 14	Magaling ang speaker
Arc Gouging, held last Feb 14	Secure excellent Internet signal	The Carpal Tunnel Syndrome in the Welding Operations, held last Feb 14	good job
Arc Gouging, held last Feb 14	All goods naman po siguro mabilis na internet na lang po nang speaker salamat po God Bless	The Carpal Tunnel Syndrome in the Welding Operations, held last Feb 14	THANK YOU VERY MUCH PO
Arc Gouging, held last Feb 14	Satisfied po ako sa serbisyo	The Carpal Tunnel Syndrome in the Welding Operations, held last Feb 14	More specific
Arc Gouging, held last Feb 14	Magingat at god bless you all po	The Carpal Tunnel Syndrome in the Welding Operations, held last Feb 14	Satisfied
Arc Gouging, held last Feb 14	Better always have webinar	The Carpal Tunnel Syndrome in the Welding Operations, held last Feb 14	Gusto ko itong ganito kahit papano May work ako naka pag attend ako
Arc Gouging, held last Feb 14	Very satisfied	The Carpal Tunnel Syndrome in the Welding Operations, held last Feb 14	Thank you so much! keep it up
Arc Gouging, held last Feb 14	Mr Rey never goes out of style, full of knowledge and information. Very informative and entertaining. Thank you.	Arc Gouging, held last Feb 14	Very nice.
Arc Gouging, held last Feb 14	Ok at naintindihan po salamat at mag ingat ang god bless you !!!	The Carpal Tunnel Syndrome in the Welding Operations, held last Feb 14	Husayan palagi
Arc Gouging, held last Feb 14	More on online training or distance learning for us lalo na sa aming malayong lugar sa training po..thank you!	The Carpal Tunnel Syndrome in the Welding Operations, held last Feb 14	Good job
Arc Gouging, held last Feb 14	Good	The Carpal Tunnel Syndrome in the Welding Operations, held last Feb 14	Mabisa naman po wala na rin akong maidagdag na komento
The Carpal Tunnel Syndrome in the Welding Operations, held last Feb 14	Good job guys!	Welding Standards, held last Feb 29	Please have more free trainings in the future. Thanks.
The Carpal Tunnel Syndrome in the Welding Operations, held last Feb 14	More on online learning and distance learning especially for us in the remote area....thanks	Welding Standards, held last Feb 29	It's all good

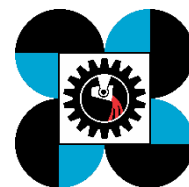


Free Responses from External Customers

JO No. / TSR No.	Comments	JO No. / TSR No.	Comments
The Carpal Tunnel Syndrome in the Welding Operations, held last Feb 14	on time na serbisyo	Welding Standards, held last Feb 29	Thank you for sharing good quality
The Carpal Tunnel Syndrome in the Welding Operations, held last Feb 14	I have not any transaction with the CC office yet	Welding Standards, held last Feb 29	napaka laking tulong po ito
The Carpal Tunnel Syndrome in the Welding Operations, held last Feb 14	Satisfied on your services	Welding Standards, held last Feb 29	Good job
PPC*, held last Feb 27	More topics like Cost Estimation	Welding Standards, held last Feb 29	Very informative webinar, good job. Thank you.
PPC*, held last Feb 27	Keep it up. Thank you for your invitation.	Welding Standards, held last Feb 29	Napakaganda ng webinar
PPC*, held last Feb 27	give access to recording, or perhaps FACEBOOK recording to freely watch the video anytime	Welding Standards, held last Feb 29	The presentation is very well prepared.
PPC*, held last Feb 27	Nothing. I just want olto say thank you	PPC*, held last Feb 27	Very good
PPC*, held last Feb 27	None. Everything is well	PPC*, held last Feb 27	Keep it up!
PPC*, held last Feb 27	I would like to give thanks to the insightful webinar that I can utilized in my endeavor po.	Welding Standards, held last Feb 29	overall, its good enough
PPC*, held last Feb 27	More on Tagalog para maintindihan Ng karamihan.	Welding Standards, held last Feb 29	good job, thanks for knowledge.

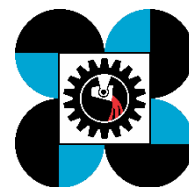
The valuable comments received from customers has been overwhelmingly positive, demonstrating appreciation for MIRDC's current services while also offering thoughtful suggestions for continuous improvement. This balanced input reflects a collaborative environment where customers feel empowered to recognize strengths while contributing to MIRDC's development.

The tabulated free responses showcase not only satisfaction with existing processes but also highlight opportunities for strategic enhancements that align with our commitment to excellence. This constructive dialogue between MIRDC and customers strengthens our organizational relationships and provides clear direction for future service and process refinements that will benefit everyone involved. See also feedbacks from Internal Customers on the next page.



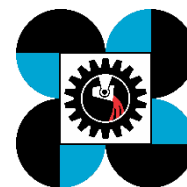
Free Responses from Internal Customers

JO No. / TSR No.	Comments
2024-IH2V-3131c4	Please consider updating the rules regarding device and internet usage for project involving new tech. development such as machine learning and AI.
2024-IH2V-f3a615	Works very well
2024-IH2V-936f42	You're the best. Keep up the good work
2024-IH2-93b8ab	The service personnel is responsive. Thank you
2024-IH2-5db76e	Keep up the good job.
2024-IH2-6bf9Fd	The personnel who provided the service is responsible & prompt. Thank you
2024-IH2-66a209	Good service. Thank you
2024-IH2-5796a5	Perfect Transaction Very Smooth
2024-IH2-57deba	ang lahat ay mabilis at naayon sa tamang proseso
2024-IH2-104cbc	Prompt and efficient action on the requested service. Thank you.
2024-IH2-3ecdd4	The action on the requested service is prompt and efficient. Thank you.
2024-IH2-3be08a	Thank you very much for a prompt response!
2024-IH2-93547C	Kami ay lubos na nagpapasalamat sa agarang paglutas ng problema.
1	My request has been attended to immediately, I highly commend the staff who assisted me about my request. Thank you.
2024-IH2-21f286	The prompt action is well appreciated.
1	You have provided an excellent service. Thank you.
2024-IH2-940ed2	Si Gil at Sir Christian ay mabilis na tumugon sa amin hingi na suporta sa venue. Masasabi na ang serbisyo na nibigay po sa amin ay sobra sa inaasahan.
0	improve the internet connection
2024-IH2-430cde	Sir Pang immediately responded to reset my password. I really appreciate the early assistance he had given.
2024-IH2-66297e	I suggest adding a special section in government emails with a clickable link for easy access to the intranet website.
0	I have no suggestion but I am thankful for the immediate response your division provided to my request.
2024-IH2V-3920dd	Aldwin I. Jara has given me prompt assistance regarding my concern.
2024-IH2V-489ce7	ang bilis. Salamat
2024-IH2V-55af03	Thank you sir Christian
2024-IH2V-040d33	Thank You Christian Peria.
2024-IH2V-86eb17	There has been frequency in difficulty in the access of documented info at the e IMIS consider ensuring accessibility of e IMIS at all times by the MIRDC personnel by establishing a monitoring system as to its functionality. Further, kindly increase the screen time-out since given the difficulty in logging into the system, a lot of manhours is spent in just accessing data/info in the e IMIS. Due to these instances, the purpose in using a system-based data (e-IMIS) has been defeated (i.e. easy access to documented information anytime, anywhere). As for the service availed at MIS, I would like to commend the prompt action of its staff (Eric/Bok). Thank you very much for the assistance.



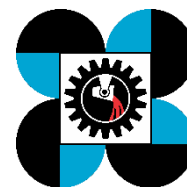
Free Response from Internal Customers (continued)

JO No. / TSR No.	Comments
2024-IH2V-1a176c	Even though I wasn't present that day, Mr. Gil Roa handled my request quickly and installed wireless connectivity to the printer for my next table.
2024-IH2V-6511ab	Thank you for your support
2024-IH2V-07a781	very swift response and action. thank you!
2024-0-0061-44A	Nice Job
2024-0-0087-44A	Excellent service. Friendly staff and very fast turn-around. Thank you.
2024-IH2V-8b5cb2	Username and password was not given ahead or on time. Still need to follow-up on the day of the training for the requested connection. It affects the orientation of training specifically the gathering of expectations and pre-examination since we do it online. I suggest to provide us the username and password 1 or 2 days before the requested date of service/connection and post it to the IT helpdesk or email it to our official email address for us to get the uname and pword. Thank you.
2024-01	Fast! Kudos to HR, thank you po.
24010101	Maasahan si Meyce sa pagpapanataryo lalo at may deadline sa submission ng legal documents.
2024-20	God Job
2024-0208-0065	Service provided to me by Mr. Calanno and Ms. Malila are very much appreciated, the driver as well.
2024-0321-0198	Magpa-load ng RFID next time pls! (EASY TRIP)
24040655	wala naman po. congrats!
2024-0606-0384	Keep it up. Good job & God Bless
2024019	Matugunan ang serbisyo sa makatwirang oras o panahon
2024021	Very good!Pogi ang mga nag asikaso!
PO. 24-08-0778	Excellent
FCM-2024-151	GMU Personnel responded immediately to our needs. Highly appreciated
2024-0819-0604	Keep it up. Very good service
2024-35	It took more than a year to process the hiring. Examination for Psycho was delayed due to the unavailability of HR personnel to hold such activity as per HR
2023-04	It took more than a year to process the hiring. Examination for Psycho was delayed due to the unavailability of HR personnel to hold such activity as per HR
2024084	Mabilis na serbisyo. Kudos to Sir mark
24091760	Keep it up. SMU Good job. Very fast and reliable-no need to follow-up their work. They are really resposible and caters our needs.
24-09-0939	Very well communicated. The assigned personnel is so responsible, easy to reach out to, accommodating, and flexible to changes. She makes sure that all is well. good job! Thank you.
FCM-2024-192	Maayos at mabilis nagawa ni Sir Al.
FCM-2024-198	Serbilis
2024-10-1032	Sana po next time pakilagyan ng specific na details (purchase of____) especially sa PR System hindi lahat may PO No. na makikita at our end. Salamat
2024-40	I was satisfied with thw internal service provided
2024-44	very satisfied with the process



Beyond the appreciative comments, several priority concerns were identified by internal customers that required prompt attention. Through direct engagement with the concerned parties, each issue was thoroughly investigated, appropriate corrective measures were swiftly applied, and successful resolution was confirmed through follow-up communication. This proactive approach to addressing critical feedback not only resolved immediate concerns but also strengthened trust between MIRDC's delivery units and its internal customers, showcasing our dedication to continuous service improvement and relationship management. Below are the specific concerns along with the actions taken to resolve them.

JO No. / TSR No.	COMMENTS	ACTIONS TAKEN
1282024	Bilang driver responsibilidad mo ang mga pasaherong ibinigay sayo, hindi mo dapat iniwanan ang ang pasahero mo lalo pa't alam mo na naiwanan mo sila sa lugar na alam mong delikado at dis-oras ng gabi. Kung mahina man ang means of communication, gagawa ka dapat ng paraan para malaman kung sasabay pa siya sa byahe. Hanggat wala kang natatanggap na confirmation na hindi na sasakay o sasabay sayo ang pasahero mo wag na wag mo siyang iiwanan lalo pa't wala namang malinaw na anunsyo kung anong oras ba talaga ang alis ng sasakyan.	
January 28,2024	<p>Ang mungkahi ko po sa mga driver ng nasakyan po namin ng aking kasamahan na si Ma'am Tin Bañaga na HUWAG SILANG MANG-IWAN NG MGA PASAHERO!</p> <p>Malalim ang gabi ng kami ay iniwanan sa Quirino Grand Stand (Launching of Bagong Pilipinas Kick-off Rally) at delikado pa man din ang lugar.</p> <p>Tinawagan namin ang isa sa mga driver ng bandang alas syete ng gabi at ang sagot ay "nakaalis na lahat ng sasakyan".</p> <p>Kaya naglakad kami ni Ma'am Tin Bañaga mula Quirino Grand Stand to United Nation LRT station. Mabuti na lang walang nangyaring masama sa aming dalawa dahil madilim ang kalye.</p> <p>Sa paglalakad namin ni Ma'am Tin Bañaga nakasalubong namin ang mga taga DOST-TAPI at sinabing "sayang hindi niyo naabutan ang sasakyan namin na bumalik para sa mga naiwan naming kasama".</p> <p>Nilagay ko po ito sa CSM para hindi na maulit sa iba ang ginawang pang-iiwan sa amin. Salamat po.</p>	Coordinator should provide clear instructions regarding the departure and meeting place. (Further details of the investigation refer to LODG file of actions taken)
2024-IH2-ff20af	My request is to assist me in printing OJT DTR. At first, I wasn't able to access 10.10.120.6/hrpms_ojt/hris/public/. I made a follow-up through IT helpdesk but no response was received. So, I decided to make a follow-up through a phone call and was advised to use 10.10.120.4/hrpms_ojt/hris/public/ instead. Was able to access the said URL however, still can't print OJT DTR due to an error. I sent a personal msg to the assigned staff but still no reply. I tried to figure it out myself and luckily was able solve my own concern.	At the time of request, the assigned personnel was on leave. To prevent future problem, we will assign to alternate support.
FM-2024-127	This CSF is not applicable from GMU or other internal services	An orientation of about the CCSS form was conducted to frontline personnel to ensure that the customers are made aware of the form and the questions in it.



V. RESULTS OF THE AGENCY ACTION PLAN REPORTED IN CY 2023

During CY 2023, the CCSS implemented an expansion of the scope to include internal customers beginning in January 2024. This expansion represented an important shift in MIRDC's approach to comply with the ARTA MC No. 2023-005, and recognizing that internal customers deserve the same level of attention and quality assurance as the external customers. Concurrently, the Citizens Charter (CC) underwent revision to formally document and transparently communicate the expanded scope of internal services. This important update to the Charter established clear service standards, processing timelines, and etc. for all internal service transactions. By doing these, MIRDC not only elevated the importance of internal customer satisfaction but also created a framework for measuring and continuously improving service delivery across all delivery units.

Other improvements were made during the 3rd quarter of 2024 to address issues and concerns observed during the implementation of the previous CCSS form. A new revised form was also introduced to all frontline personnel of the delivery units last August 2024. Some of the actions implemented are shown in the tabulation below.

AREA OF CONCERN	ACTION PLAN
1. Review documented process on Citizen/Client Satisfaction Measurement (PM-MIRDC 08-02)	A revised PM-MIRDC 08-02 Citizen/Client Satisfaction Survey effected last 01 August incorporated the requirement of ARTA Guidelines.
2. Noted issues/concerns on the CCSS/CSM Form during data consolidation are as follows: <ul style="list-style-type: none"> • Citizen's Charter Portion is frequently not answered • Confusion in the Ratings per emojis are common • Double rating is also evident (invalidates response) • Region portion is not answered • Not aware that there are separate forms for External & Internal CSM (Paper-based) • Responses via online platform is not seen by end-user (to act on 1 - 2 ratings) • Difficulty in investigating reasons for 1 -2 ratings • Too many CSM/CCSS forms (3 online 2 Paper-based) 	<ul style="list-style-type: none"> • The use of CCSS forms were streamlined from two (2) versions (English and Tagalog) into a single form. • The internal and external forms were also merge in one form. There were only three (3) CSM/CCSS forms used in the recent revisions <ul style="list-style-type: none"> - MIRDC 033 (paper based for External/Internal) - MIRDC 034 (Google form for WEBINARS only) for ITS and MTSC only - MIRDC 035 (Google form for Internal Services) can be used as other option for Internal Services • A VIEW only access of responses was distributed last 01 August 2024 through the frontline staff of each delivery units to immediately act on 1 or 2 rating
3. Need to establish guideline in the conduct of Customer Satisfaction Measurement for the benefit of the frontliners and other concerned personnel	An orientation among end-users on the revised documented process on PM-MIRDC 08-02 Citizen/Client Satisfaction Measurement and PM-MIRDC 09-01 Handling of Customer Complaints was done last 03 July 2024 for Division Chiefs and 10 July 2024 for frontline staff.
4. Low result of responses on MIRDC's Citizen's Charter in terms of Visibility, Awareness and Helpfulness.	The results of the MIRDC's Citizen's Charter in terms of Visibility, Awareness and Helpfulness has improved this 3 rd quarter attributed by the conduct of orientations on the implementation and the distribution of the survey form.



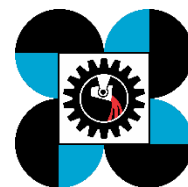
AREA OF CONCERN	ACTION PLAN
5. Low response rate during the 1 st Semester	A monitoring of the quarterly status of the CCSS responses received against the transactions for each service of respective Delivery units are being sent to the frontline staff for them to check whether they are meeting the minimum responses per services. Frontline staff were also provided an ARTA sample size calculator for self-monitoring of their responses and transactions.

VI. CONTINUOUS AGENCY IMPROVEMENT PLAN FOR CY 2025

For CY 2025, MIRDC is embarking on a comprehensive modernization strategy that aims to elevate both service quality and operational efficiency through digital transformation. By embracing current technological trends, MIRDC plans to upgrade its service delivery systems while strengthening its data analytics capabilities. The center recognizes that digitalization offers unprecedented opportunities to reduce processing times, improve service consistency, and generate valuable insights from operational data. These improvements will help MIRDC in making the organization more efficient and responsive to customer needs. By using data more effectively, MIRDC will provide better value to everyone it serves while continuing to maintain its high technical standards.

Below are the details for the improvement plan for CY 2025.

ACTION STEP	RESPONSIBLE UNIT/PERSON	TIMELINE	REMARKS
Development of a Customer Satisfaction Management System (CSMS) for Internal Customers	PMD-MIS	January 2025 onwards (for selected internal services only)	<p>The system is currently on a trial run at PMD-MIS services. Enhancements and improvements to the newly developed system are ongoing to make it more user-friendly and better suited for its intended use.</p> <p>Also, an enhanced backend functionality includes automated data categorization, advanced filtering capabilities, and customizable reporting templates. These features will substantially reduce the manual effort previously required for feedback analysis, enable more sophisticated cross-tabulation of responses, and facilitate the generation of actionable insights from complex datasets.</p>



ACTION STEP	RESPONSIBLE UNIT/PERSON	TIMELINE	REMARKS
Revision of the Customer Satisfaction Survey to reflect age range and also add additional category for free responses according to customers specific intent.	OED-LODG	3 rd or 4 th Quarter of the year/as needed	Review the existing forms to check applicability of the age range rather than an individual age input. Additionally, the customer feedback mechanism will be restructured to incorporate a classification system for free- text responses. This enhancement will enable respondents to categorize their comments according to specific intent: commendations for exceptional service, constructive suggestions for improvement, formal complaints requiring resolution, or general feedback observations.

Prepared by:


LOUREN JOY G. ASMANDO
 Administrative Officer IV

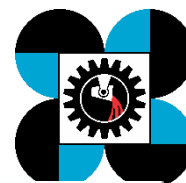
Reviewed by:


MARLENE R. RAFANAN
 Administrative Officer V

Approved by:


ROBERT O. DIZON
 Executive Director/Chair, CART

ANNEX A



OLD CCSS FORM (used from Jan-Jul. 2024) page 1

MIRDC 093
Rev. 5 / 3.01.23



Metals Industry Research & Development Center
General Santos Avenue, Bicutan, Taguig City

Help Us Serve You Better!

This Client Satisfaction Measurement (CSM) survey aims to track the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

A. Demographics and Other Information

Date: _____

Client/Customer Type*:

- ☐ Citizen
☐ Business
☐ Government (Employee or Another Agency)

Sex*:

☐ Male ☐ Female Age*: _____ Region*: _____

E-mail Address (optional): _____

Service/s Availed*: _____

What industry do you belong in? put a check mark* (✓)

- ☐ Appliance ☐ Construction ☐ Food & Beverages ☐ Plastic/Rubber
☐ Automotive ☐ Electronics ☐ Metals & Engineering ☐ Others, pls. specify _____

*required fields

B. Citizen's Charter Questions

INSTRUCTIONS: Checkmark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1.	Which of the following best describes your awareness of a CC? <input type="checkbox"/> 1. I know what a CC is and I saw this office's CC. <input type="checkbox"/> 2. I know what a CC is but I did NOT see this office's CC. <input type="checkbox"/> 3. I learned of the CC only when I saw this office's CC. <input type="checkbox"/> 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)
CC2.	If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...? <input type="checkbox"/> 1. Easy to see <input type="checkbox"/> 4. Not visible at all <input type="checkbox"/> 2. Somewhat easy to see <input type="checkbox"/> 5. N/A <input type="checkbox"/> 3. Difficult to see
CC3.	If aware of CC (answered 1-3 in CC1), how much did the CC help you in your transaction? <input type="checkbox"/> 1. Helped very much <input type="checkbox"/> 3. Did not help <input type="checkbox"/> 2. Somewhat helped <input type="checkbox"/> 4. N/A

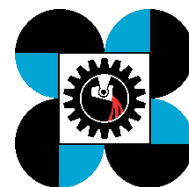
C. Service Quality Dimension (SQD)

INSTRUCTIONS: For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

						N/A Not Applicable
SQD0. I am satisfied with the service that I availed.						
SQD1. I spent a reasonable amount of time for my transaction.						
SQD2. The office followed the transaction's requirements and steps based on the information provided.						
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4. I easily found information about my transaction from the office or its website.						
SQD5. I paid a reasonable amount of fees for my transaction.						
SQD6. I feel the office was fair to everyone, or "walang palakasan," during my transaction.						
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SQD8. I got what I needed from MIRDC, or (if denied) denial of request was sufficiently explained to me.						

Suggestions on how we can further improve our services (optional): _____

Thank you for taking time to complete this survey! Your responses will guide us to serve you better and drive our improvement.



OLD CCSS FORM (used from Jan-Jul. 2024) page 2

MIRDC 033
Rev. 5 / 3.01.23

_____ *This portion is to be filled up by MIRDC staff* _____

Recommended action to be taken to address negative responses, if any.			
To be filled-up by Division/Section		To be filled-up by PMD	
Job Order No.	Date issued to customer:	Control No.	Date received from Division:
TSR No.			

Metals Industry Research & Development Center
General Santos Avenue, Bicutan, Taguig City

CITIZEN/CLIENT SATISFACTION SURVEY

REFERENCE No. _____

Service Availed _____

Date _____

This Client Satisfaction Measurement (CSM) survey aims to track the customer experience of government offices. Your feedback on your recently concluded/completed transaction will help this office provide a better service. The personal information collected in this form is in compliance with ARTA MC No. 2022-05, as amended by ARTA MC No. 23-05, and shall be used to process the survey results.

A. DEMOGRAPHICS AND OTHER INFORMATION

Client/Customer Type*:

EXTERNAL:

- ☐ Citizen/Individual
☐ Business/Private Company
☐ Government (Another Agency)

City/Municipality/Province (where Office is located if Business/Gov't.): _____

City/Municipality/Province (Place of residence if Citizen/Individual): _____

Sex

- ☐ Male
☐ Female

Age _____

Contact No*: _____

Email Address*: _____

Industry where your Company Belong*:

- ☐ Appliance
☐ Automotive
☐ Construction
☐ Electronics
☐ Food and Beverages
☐ Metals & Engineering
☐ Plastic/Rubber
☐ Others, pls. specify. _____

INTERNAL: (For MIRDC Employees ONLY):

Internal Service REQUESTED BY:

(Division/Section) _____

Sex

- ☐ Male
☐ Female

Internal Service PROVIDED BY:

(Division/Section) _____

Age _____

*Please fill-out the contact details in order for us to reach you regarding the result of your feedback on our service to help us improve it better. You may refer to our Data Privacy Policy per link <https://tinyurl.com/DataPrivacyMIRDC>

B. CITIZEN'S CHARTER QUESTIONS

INSTRUCTIONS: Checkmark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing time among others.

CC1. Which of the following best describes your awareness of a Citizen's Charter?

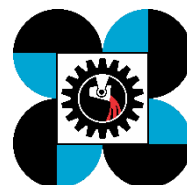
- ☐ I KNOW what a Citizen's Charter is and I SAW this Office's Citizen's Charter
(Alam ko kung ano ang Citizen's Charter at nakita ko ang Citizen's Charter ng opisang ito)
- ☐ I KNOW what a Citizen's Charter is but I DID NOT SEE this Office's Citizen's Charter?
(Alam ko kung ano ang Citizen's Charter pero hindi ko nakita ang Citizen's Charter ng opisang ito)
- ☐ I LEARNED of the Citizen's Charter ONLY WHEN I SAW this office's Citizen's Charter.
(Nalaman ko kung ano ang Citizen's Charter nang nakita ko ito sa opisang ito).
- ☐ I DO NOT KNOW what a Citizen's Charter is and I DID NOT SEE one in this office
(Hindi ko alam kung ano ang Citizen's Charter at hindi ko nakita ang Citizen's Charter sa opisang ito)

CC2. If AWARE of the Citizen's Charter, would you say that the Citizen's Charter of this office was

- ☐ EASY to see *(Madaling Makita)*
- ☐ SOMEWHAT easy to see *(Medyo madaling Makita)*
- ☐ DIFFICULT to see *(Mahirap Makita)*
- ☐ NOT VISIBLE at all *(Hindi nakikita)*
- ☐ N/A (If you are not aware or do not know what a citizen charter is) *Hindi akma (hindi ko alam kung ano ang Citizen's Charter)*

CC3. If AWARE of the Citizen's Charter, how much did it help you in your transaction?






- ☐ HELPED very much *(Nakatulong ng malgi)*
- ☐ SOMEWHAT helped *(Medyo nakatulong)*
- ☐ DID NOT help *(Hindi nakatulong)*
- ☐ N/A (If you are not aware or do not know what a citizen charter is) *Hindi akma (hindi ko alam kung ano ang Citizen's Charter)*



NEW CCSS FORM (used from Aug-Dec. 2024) page 2

MIRDC 033
Rev. 6 / 08.01.24

INSTRUCTIONS: Please ENCIRCLE the NUMBER rating that best corresponds to your answer. 5 being the HIGHEST score and 1 being the LOWEST score ratings.

	 Strongly Agree (5)	 Agree (4)	 Neither Agree nor Disagree (3)	 Disagree (2)	 Strongly Disagree (1)	Not Applicable (N/A)
0. Over-all Satisfaction I am satisfied with the service that I availed. Pangkalahatang Kasiyahan Nasiyahan ako sa serbisyo na aking natanggap sa napuntahan na tanggapan.	5	4	3	2	1	N/A
1. Responsiveness I spent a reasonable amount of time for my transaction. Pagtugon Makatwiran ang oras na aking ginugot para sa pagproseso ng aking transaksyon.	5	4	3	2	1	N/A
2. Reliability The office followed the transaction's requirements and steps based on the information provided. Kalidad ng Serbisyo Ang opisina ay sumunod sa mga kinakailangang dokumento at mga hakbang batay sa impormasyong binigay.	5	4	3	2	1	N/A
3. Access & Facilities The steps (including payment) I needed to do for my transaction were easy and simple. Kapaligiran Ang mga hakbang sa pagproseso kasama na ang pagbabayad ay madali at simple.	5	4	3	2	1	N/A
4. Communication I easily found information about my transaction from the office or its website. Komunikasyon Mabilis ko nahanap ang impormasyon tungkol sa serbisyo na binigay ng opisina mula sa nasusulat na proseso o sa website.	5	4	3	2	1	N/A
5. COSTS I paid a reasonable amount of fees for my transaction. (If service given is free, select the column N/A for not applicable) Gastos/Presyo Nagbayad ako ng makatiwiranang halaga para sa aking transaksyon. (Kung ang serbisyo ay binigay ng libre, piliin ang hanay na N/A para sa hindi angkop)	5	4	3	2	1	N/A
6. Integrity I feel the office was fair to everyone during my transaction. Integridad Pakiramdam ko ay patas ang opisina sa lahat, o "walang palakasan" sa aking transaksyon.	5	4	3	2	1	N/A
7. Assurance I was treated courteously by the staff, and (if asked for help) the staff was helpful. Pagtitwala Magalang akong trinato ng mga tauhan, at kung sakali ako ay humingi ng tulong, alam ko na sila ay handang tumulong sa akin.	5	4	3	2	1	N/A
8. Outcome I got what I needed from MIRDC, or (if denied) denial of request was sufficiently explained to me. Resulta Nakuha ko ang kailangan ko mula sa tanggapan ng gobyerno, at kung tanghihan man, ito ay sapat na ipinaliwanag sa akin.	5	4	3	2	1	N/A
COMMENTS/SUGGESTIONS that would help improve our services. KOMENTO/MUNGKAHI na makakatulong para mapaganda ang aming serbisyo.						

THANK YOU for taking time to complete this survey! Your responses will guide us to serve you better and drive our improvement.
MARAMING SALAMAT sa pagsagot sa aming mga katanungan patungkol sa aming serbisyo. Ito po ay malaking tulong para maayos at mapaganda ang aming serbisyo sa publiko.

ANNEX B



SAMPLE FILLED-OUT FORM (INTERNAL SERVICES) page 1

MIRDC 033
Rev. 6 / 06.01.24



Metals Industry Research & Development Center
General Santos Avenue, Bicutan, Taguig City

CITIZEN/CLIENT SATISFACTION SURVEY

REFERENCE No.
Service Availed
Date

2024-40
Accountment, Selection and Placement
12-29-24

This Client Satisfaction Measurement (CSM) survey aims to track the customer experience of government offices. Your feedback on your recently concluded/completed transaction will help this office provide a better service. The personal information collected in this form is in compliance with ARTA MC No. 2022-05, as amended by ARTA MC No. 23-05, and shall be used to process the survey results.

A. DEMOGRAPHICS AND OTHER INFORMATION

Client/Customer Type*:

EXTERNAL:

- ☐ Citizen/Individual
☐ Business/Private Company
☐ Government (Another Agency)

City/Municipality/Province (where Office is located if Business/Gov't.):

City/Municipality/Province (Place of residence if Citizen/Individual):

Sex

- ☐ Male
☐ Female

Age

Contact No*
Email Address*

Industry where your Company Belong*:

- ☐ Appliance
☐ Automotive
☐ Construction
☐ Electronics
☐ Food and Beverages
☐ Metals & Engineering
☐ Plastic/Rubber
☐ Others, pls. specify.

INTERNAL: (For MIRDC Employees ONLY):

Internal Service REQUESTED BY:

ATD
(Division/Section)

Sex

- ☒ Male
☐ Female

Internal Service PROVIDED BY:

FAD-HR
(Division/Section)

Age

*Please fill-out the contact details in order for us to reach you regarding the result of your feedback on our service to help us improve it better. You may refer to our Data Privacy Policy per link <https://tinyurl.com/DataPrivacyMIRDC>

B. CITIZEN'S CHARTER QUESTIONS

INSTRUCTIONS: Checkmark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing time among others.

CC1. Which of the following best describes your awareness of a Citizen's Charter?

- ☒ I KNOW what a Citizen's Charter is and I SAW this Office's Citizen's Charter
(Alam ko kung ano ang Citizen's Charter at nakita ko ang Citizen's Charter ng opisang ito)
- ☐ I KNOW what a Citizen's Charter is but I DID NOT SEE this Office's Citizen's Charter is?
(Alam ko kung ano ang Citizen's Charter pero hindi ko nakita ang Citizen's Charter ng opisang ito)
- ☐ I LEARNED of the Citizen's Charter ONLY WHEN I SAW this office's Citizen's Charter.
(Nalaman ko kung ano ang Citizen's Charter nang nakita ko ito sa opisang ito).
- ☐ I DO NOT KNOW what a Citizen's Charter is and I DID NOT SEE one in this office
(Hindi ko alam kung ano ang Citizen's Charter at hindi ko nakita ang Citizen's Charter sa opisang ito)

CC2. If AWARE of the Citizen's Charter, would you say that the Citizen's Charter of this office was

- ☒ EASY to see (Madaling Makita)
- ☐ SOMEWHAT easy to see (Medyo madaling Makita)
- ☐ DIFFICULT to see (Mahirap Makita)
- ☐ NOT VISIBLE at all (Hindi nakikita)
- ☐ N/A (If you are not aware or do not know what a citizen charter is) Hindi akma (hindi ko alam kung ano ang Citizen's Charter)

CC3. If AWARE of the Citizen's Charter, how much did it help you in your transaction?

- ☐ HELPED very much (Nakatulong ng maigi)
- ☒ SOMEWHAT helped (Medyo nakatulong)
- ☐ DID NOT help (Hindi nakatulong)
- ☐ N/A (If you are not aware or do not know what a citizen charter is) Hindi akma (hindi ko alam kung ano ang Citizen's Charter)

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SAMPLE FILLED-OUT FORM (INTERNAL SERVICES) page 2

MIRDC 033
Rev. 6 / 08.01.24

C. SERVICE QUALITY DIMENSION (SQD)

INSTRUCTIONS: Please **ENCIRCLE** the NUMBER rating that best corresponds to your answer. **5** being the **HIGHEST** score and **1** being the **LOWEST** score ratings.

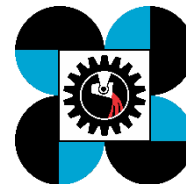
	 Strongly Agree (5)	 Agree (4)	 Neither Agree nor Disagree (3)	 Disagree (2)	 Strongly Disagree (1)	Not Applicable (N/A)
0. Over-all Satisfaction I am satisfied with the service that I availed. Pangkalahatang Kasiyahan Nasiyahan ako sa serbisyo na aking natanggap sa napuntahan na tanggapan.	5	4	3	2	1	N/A
1. Responsiveness I spent a reasonable amount of time for my transaction. Pagtugon Makatiwiran ang oras na aking ginugol para sa pagproseso ng aking transaksyon.	5	4	3	2	1	N/A
2. Reliability The office followed the transaction's requirements and steps based on the information provided. Kalidad ng Serbisyo Ang opisina ay sumunod sa mga kinakailangang dokumento at mga hakbang batay sa impormasyong binigay.	5	4	3	2	1	N/A
3. Access & Facilities The steps (including payment) I needed to do for my transaction were easy and simple. Kapaligiran Ang mga hakbang sa pagproseso kasama na ang pagbabayad ay madali at simple.	5	4	3	2	1	N/A
4. Communication I easily found information about my transaction from the office or its website. Komunikasyon Mabilis ko nahanap ang impormasyon tungkol sa serbisyo na binigay ng opisina mula sa nasusulat na proseso o sa website.	5	4	3	2	1	N/A
5. COSTS I paid a reasonable amount of fees for my transaction. (If service given is free, select the column N/A for not applicable) Gastos/Presyo Nagbayad ako ng makatiwirang halaga para sa aking transaksyon. (Kung ang serbisyo ay binigay ng libre, piliin ang hanay na N/A para sa hindi angkop)	5	4	3	2	1	N/A
6. Integrity I feel the office was fair to everyone during my transaction. Integridad Pakiramdam ko ay patas ang opisina sa lahat, o "walang palakasan" sa aking transaksyon.	5	4	3	2	1	N/A
7. Assurance I was treated courteously by the staff, and (if asked for help) the staff was helpful. Pagtitiwala Magalang akong trinato ng mga tauhan, at kung sakali ako ay humingi ng tulong, alam ko na sila ay handang tumulong sa akin.	5	4	3	2	1	N/A
8. Outcome I got what I needed from MIRDC, or (if denied) denial of request was sufficiently explained to me. Resulta Nakuha ko ang kailangan ko mula sa tanggapan ng gobyerno, at kung tanggihan man, ito ay sapat na ipinalawanag sa akin.	5	4	3	2	1	N/A

COMMENTS/SUGGESTIONS that would help improve our services. **KOMENTO/MUNGKAHI** na makakatulong para mapaganda ang aming serbisyo.

I WAS SATISFIED W/ THE INTERNAL SERVICE PROVIDED.

THANK YOU for taking time to complete this survey! Your responses will guide us to serve you better and drive our improvement.
MARAMING SALAMAT sa pagsagot sa aming mga katanungan patungkol sa aming serbisyo. Ito po ay malaking tulong para maging mas mapaganda ang aming serbisyo sa publiko.

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MIRDC 003
Rev. 6 / 06.01.24

Metals Industry Research & Development Center
General Santos Avenue, Bicutan, Taguig City

CITIZEN/CLIENT SATISFACTION SURVEY

REFERENCE No.

Service Availed

Date

COR - 0460 to 0461

In-House Testing

Dec. 20, 2024

This Client Satisfaction Measurement (CSM) survey aims to track the customer experience of government offices. Your feedback on your recently concluded/completed transaction will help this office provide a better service. The personal information collected in this form is in compliance with ARTA MC No. 2022-05, as amended by ARTA MC No. 23-05, and shall be used to process the survey results.

A. DEMOGRAPHICS AND OTHER INFORMATION

Client/Customer Type*:

EXTERNAL:

- ☐ Citizen/Individual
☒ Business/Private Company
☐ Government (Another Agency)

City/Municipality/Province (where Office is located if Business/Govt.):

TAGUIG CITY

City/Municipality/Province (Place of residence if Citizen/Individual):

Sex

- ☒ Male
☐ Female

Age 28

Contact No. 0927 148 3887

Email Address* hcs.martinez@gmail.com

Industry where your Company Belong*:

- ☐ Appliance
☐ Automotive
☐ Construction
☐ Electronics
☒ Food and Beverages
☐ Metals & Engineering
☐ Plastic/Rubber
☐ Others, pls. specify.

INTERNAL: (For MIRDC Employees ONLY):

Internal Service REQUESTED BY:

(Division/Section)

Sex

- ☐ Male
☐ Female

Internal Service PROVIDED BY:

(Division/Section)

Age

*Please fill-out the contact details in order for us to reach you regarding the result of your feedback on our service to help us improve it better. You may refer to our Data Privacy Policy per link <https://www.mircd.gov.ph/Data-Privacy-Policy>

B. CITIZEN'S CHARTER QUESTIONS

INSTRUCTIONS: Checkmark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing time among others.

CC1. Which of the following best describes your awareness of a Citizen's Charter?

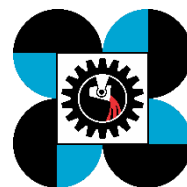
- ☐ I KNOW what a Citizen's Charter is and I SAW this Office's Citizen's Charter
 (Alam ko kung ano ang Citizen's Charter at nakita ko ang Citizen's Charter ng opisang ito)
☐ I KNOW what a Citizen's Charter is but I DID NOT SEE this Office's Citizen's Charter is?
 (Alam ko kung ano ang Citizen's Charter pero hindi ko nakita ang Citizen's Charter ng opisang ito)
☐ I LEARNED of the Citizen's Charter ONLY WHEN I SAW this office's Citizen's Charter.
 (Nalaman ko kung ano ang Citizen's Charter nang nakita ko ito sa opisang ito).
☒ I DO NOT KNOW what a Citizen's Charter is and I DID NOT SEE one in this office
 (Hindi ko alam kung ano ang Citizen's Charter at hindi ko nakita ang Citizen's Charter sa opisang ito)

CC2. If AWARE of the Citizen's Charter, would you say that the Citizen's Charter of this office was

- ☐ EASY to see (Madaling Makita)
☐ SOMEWHAT easy to see (Medyo madaling Makita)
☐ DIFFICULT to see (Mahirap Makita)
☐ NOT VISIBLE at all (Hindi nakikita)
☒ N/A (If you are not aware or do not know what a citizen charter is) Hindi akma (hindi ko alam kung ano ang Citizen's Charter)

CC3. If AWARE of the Citizen's Charter, how much did it help you in your transaction?

- ☐ HELPED very much (Nakatulong ng maigi)
☐ SOMEWHAT helped (Medyo nakatulong)
☐ DID NOT help (Hindi nakatulong)
☒ N/A (If you are not aware or do not know what a citizen charter is) Hindi akma (hindi ko alam kung ano ang Citizen's Charter)








SAMPLE FILLED-OUT FORM (EXTERNAL SERVICES) page 2

MIRDC 033
Rev. 5 / 08.01.24

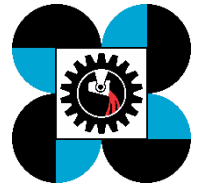
C. SERVICE QUALITY DIMENSION (SQD)

INSTRUCTIONS: Please ENCIRCLE the NUMBER rating that best corresponds to your answer. 5 being the HIGHEST score and 1 being the LOWEST score ratings.



	 Strongly Agree (5)	 Agree (4)	 Neither Agree nor Disagree (3)	 Disagree (2)	 Strongly Disagree (1)	Not Applicable (N/A)
0. Over-all Satisfaction I am satisfied with the service that I availed. Pangkalahatang Kasiyahan Nasiyahan ako sa serbisyo na aking natanggap sa napuntahan na tanggapan.	5	4	3	2	1	N/A
1. Responsiveness I spent a reasonable amount of time for my transaction. Paglugon Makatiwiran ang oras na aking ginugod para sa pagproseso ng aking transaksyon.	5	4	3	2	1	N/A
2. Reliability The office followed the transaction's requirements and steps based on the information provided. Kalidad ng Serbisyo Ang opisina ay sumunod sa mga kinakailangang dokumento at mga hakbang batay sa impormasyong binigay.	5	4	3	2	1	N/A
3. Access & Facilities The steps (including payment) I needed to do for my transaction were easy and simple. Kapaligiran Ang mga hakbang sa pagproseso kasama na ang pagbabayad ay madali at simple.	5	4	3	2	1	N/A
4. Communication I easily found information about my transaction from the office or its website. Komunikasyon Madali ko nahahanap ang impormasyon tungkol sa serbisyo na binigay ng opisina mula sa nasusulat na proseso o sa website.	5	4	3	2	1	N/A
5. COSTS I paid a reasonable amount of fees for my transaction. (If service given is free, select the column N/A for not applicable) Gastos/Presyo Nagbayad ako ng makatiwirang halaga para sa aking transaksyon. (Kung ang serbisyo ay binigay ng libre, pilan ang hanay na N/A para sa hindi angkop)	5	4	3	2	1	N/A
6. Integrity I feel the office was fair to everyone during my transaction. Integridad Pakiramdam ko ay patas ang opisina sa lahat, o "walang palakasan" sa aking transaksyon.	5	4	3	2	1	N/A
7. Assurance I was treated courteously by the staff, and (if asked for help) the staff was helpful. Pagitiwala Magalang akong trinato ng mga tauhan, at kung sakali ako ay humingi ng tulong, alam ko na sila ay handang tumulong sa akin.	5	4	3	2	1	N/A
8. Outcome I got what I needed from MIRDC, or (if denied) denial of request was sufficiently explained to me. Resulta Naukuha ko ang kailangan ko mula sa tanggapan ng pamilya, at kung tanggihan man, ito ay sapat na ipinaliwanag sa akin.	5	4	3	2	1	N/A

COMMENTS/SUGGESTIONS that would help improve our services. KOMENTO/MUNGKAHI na makakatulong para mapaganda ang aming serbisyo.

THANK YOU for taking time to complete this survey! Your responses will guide us to serve you better and drive our improvement.
MARAMING SALAMAT sa pagsagot sa aming mga katanungan patungkol sa aming serbisyo. Ito po ay maaaring tulong para maging mas mapaganda ang aming serbisyo sa publiko.



CCSS ONLINE FORM (EXTERNAL SERVICES)


Metals Industry Research and Development Center
(For Online Services)


MIRDC 034
Revision 0/08.01.24
Citizen/Client Satisfaction Online Survey Questionnaire - EXTERNAL WEBINARS

This Client Satisfaction Measurement (CSM) survey aims to track the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service.

The personal information collected in this form is in compliance with ARTA MC No. 2022-05, as amended by ARTA MC No. 23-05, and shall be used to process the survey results

lgasmando@mirdc.dost.gov.ph [Switch account](#)

** Indicates required question*

Email *

☐ Record lgasmando@mirdc.dost.gov.ph as the email to be included with my response

What language do you prefer? *



☐ English

☐ Tagalog

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Metals Industry Research and Development Center
(For Online Services)


MIRDC 034
Revision 0/08.01.24
Citizen/Client Satisfaction Online Survey Questionnaire - EXTERNAL WEBINARS

lgasmando@mirdc.dost.gov.ph [Switch account](#)

Your email will be recorded when you submit this form

** Indicates required question*

Demographics and Other Information

Name of Coordinator: *

Your answer

Client/Customer Type *

☐ Citizen

☐ Business

☐ Government (Employee or Another Agency)

Sex *

☐ Male

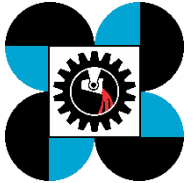
☐ Female

Age *

Your answer

Email address *

Your answer



Region *

(If you pick "Business" or "Government" as Client Type, choose the region where your business/office is located. If you pick "Citizen", choose the region where you live . If you choose Other, indicate the City)

- ☐ BARMM
- ☐ CAR
- ☐ NCR
- ☐ Region I
- ☐ Region II
- ☐ Region III
- ☐ Region IV-A
- ☐ Region IV-B (MIMAROPA)
- ☐ Region V
- ☐ Region VI
- ☐ Negros Island Region (NIR)
- ☐ Region VII
- ☐ Region VIII
- ☐ Region IX
- ☐ Region X
- ☐ Region XI
- ☐ Region XII
- ☐ Region XIII
- ☐ Other: _____

What industry do you belong in? *

- ☐ Academe
- ☐ Appliance
- ☐ Automotive
- ☐ Construction
- ☐ Electronics
- ☐ Food & Beverages
- ☐ Metals & Engineering
- ☐ Plastic/Rubber
- ☐ Other: _____

Name of Organization, Company Name or School Name

Your answer

What service did you avail?


- ☐ Packaged Training Programs (Online)
- ☐ Regional Training Programs (Online)
- ☐ Regular Training Programs (Online)

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Metals Industry Research and Development Center
(For Online Services)

WE WANT YOUR FEEDBACK

MIRDC 034
Revision 0/08.01.24
Citizen/Client Satisfaction Online Survey Questionnaire - EXTERNAL WEBINARS

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* Indicates required question

Training Details

Write the Title of the Training Program you have attended and date conducted. *

Your answer

Reference Number: (Please ask the MIRDC Training Coordinator for the J.O. Number of the webinar that you attended/availed)


Your answer

Select the Training Provider / Organizer

☐ TDD-ITS

☐ MTSC

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Metals Industry Research and Development Center
(For Online Services)

WE WANT YOUR FEEDBACK

MIRDC 034
Revision 0/08.01.24
Citizen/Client Satisfaction Online Survey Questionnaire - EXTERNAL WEBINARS

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Your email will be recorded when you submit this form

* Indicates required question

Citizen's Charter Questions (CC1)

The Citizen's Charter (CC) is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

Learn more about MIRDC Citizen's Charter here : <https://tinyurl.com/MIRDC-Charter>

Which of the following best describes your awareness of a CC? *

☐ 1. I KNOW what a Citizen's Charter is and I saw this office's CC.

☐ 2. I know what a Citizen's Charter is but I DID NOT SEE this office's CC.


☐ 3. I LEARNED of the Citizen's Charter only when I SAW this office's CC.

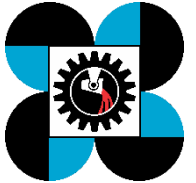
☐ 4. I DO NOT KNOW what a Citizen's Charter is and I DID NOT SEE one in this office.



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**Metals Industry Research and Development Center**
(For Online Services)

MIRDC 034
Revision 0/08.01.24
Citizen/Client Satisfaction Online Survey Questionnaire - EXTERNAL WEBINARS

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Your email will be recorded when you submit this form

* Indicates required question

Citizen's Charter Questions 2 (CC2)

If aware of Citizen's Charter, would you say that the Citizen's Charter of this office was ...? *

☐ 1. EASY to see

☐ 2. SOMEWHAT EASY to see


☐ 3. DIFFICULT to see



☐ 4. NOT VISIBLE at all

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MIRDC 034
Revision 0/08.01.24
Citizen/Client Satisfaction Online Survey Questionnaire - EXTERNAL WEBINARS

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* Indicates required question

Citizen's Charter Questions 3 (CC3)

If aware of CITIZEN'S CHARTER (answered 1-3 in CC1), how much did the CC help you in your transaction? *

☐ 1. HELPED very much

☐ 2. SOMEWHAT helped

☐ 3. DID NOT help

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WE WANT
YOUR
FEEDBACK

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* Indicates required question

Service Quality Dimensions (SQD)

Parameters set to measure the quality of service

Please tick on the column that best corresponds to your answer.
Number (5) being the highest score and number (1) being the lowest score.
Corresponding verbal rating are as follows:

5 - STRONGLY AGREE

4 - AGREE

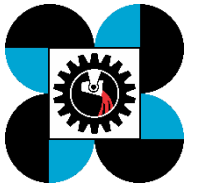
3 - NEITHER Agree or Disagree

2 - DISAGREE

1 - STRONGLY DISAGREE

N/A - question does not apply to my transaction or no cost involved/free of charge

	5	4	3	2	1	N/A
I am satisfied with the service that I availed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I spent an acceptable amount of time to complete my transaction (Responsiveness)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The office followed the transaction's requirements and steps based on the information provided.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The steps (including payment) I needed to do for my transaction were easy and simple.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I easily found information about my transaction from the office or its website.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I paid a reasonable amount of fees for my transaction.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel the office was fair to everyone, or "walang palakasan," during my transaction.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was treated courteously by the staff, and (if asked for help) the staff was helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I got what I needed from MIRDC, or (if denied) denial of request was sufficiently explained to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Comments and Suggestions that would help improve our services

Your answer

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Citizen/Client Satisfaction Online Survey
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END OF QUESTIONNAIRE

Thank you for taking time to complete this survey! Your responses will guide us to serve you better and drive our improvement.

Please Click Submit

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