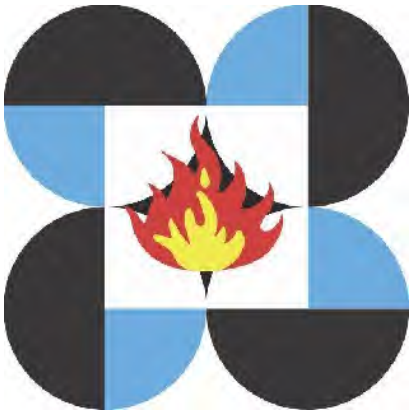


Republic of the Philippines
DEPARTMENT OF SCIENCE AND TECHNOLOGY
PHILIPPINE SCIENCE HIGH SCHOOL SYSTEM

Harmonized Client Satisfaction Measurement Report

Consolidated
2023 (1st Edition)

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I. OVERVIEW

The Department of Science and Technology - Philippine Science High School System (DOST-PSHSS), a specialized secondary school that prepares its students for careers in Science, Technology, Engineering and Mathematics (STEM), offers holistic education anchored on the core values of integrity, passion for excellence, and service to the nation. As the country's premier science high school, the PSHSS aspires to help the Philippines to attain a critical mass of professionals and leaders in science and technology (S&T) through an education that is humanistic in spirit, nationalistic in orientation, and global in perspective.

Key to the seamless delivery of quality STEM education and STEM promotion programs is incorporating customer satisfaction feedback into strategic and operational planning. In 2023, the DOST-PSHSS implemented the Client Satisfaction Measurement (CSM) to gauge the customer experience and expectations across the frontline and non-frontline services. The importance of client satisfaction in service delivery is paramount as it directly impacts the PSHS System brand of advancing premier high school STEM education for the Filipino people.

Hence, the PSHS System is pleased to report and submit its Client Satisfaction Measurement Report with the services transacted from January to December 2023. In CY 2023, the PSHS System achieved an overall satisfaction score of 97.84% from the 15,589 surveyed clients in both external and internal services rendered. The score had an equivalent adjectival rating of Outstanding. The customers had an overall Citizen's Charter (CC) Awareness level at 30.67%, indicating that 3 out 10 individuals know what the Citizen's Charter is. Consequently, the customers who reportedly were aware of the CC rated 78.13% on the visibility of the PSHSS CC and 67.27% on the helpfulness of the PSHSS CC (See Table 1).

Table 1: Summary of Client Satisfaction Measurement (CSM) Scores

CSM Area	Score
CC Awareness*	30.67%
CC Visibility*	78.13%
CC Helpfulness*	67.27%
Response Rate	29.15%
Overall Score	97.84%

* Results based on the data from pilot campus (Refer to Section IV.B).

In the succeeding pages, the PSHS System presented detailed information on the conduct of client surveys, consolidated data, key findings, agency action and improvement plan in compliance with the guidelines stipulated in the Anti-Red Tape Authority (ARTA) Memorandum Circular No. 2022-02 and its subsequent releases, as well as ISO 9001:2015 requirements in the Quality Management System (QMS).

II. SCOPE

A. Geographic and Office Coverage

The Philippine Science High School System has 17 functional delivery units (FDUs) composed of the Office of the Executive Director and 16 Campuses in the different regions unified through a common system of governance.

Table 2: PSHSS functional delivery units and regional location

Office/Campus	Regional Location
Office of the Executive Director (OED)	Agency Central Office Diliman, Quezon City, Metro Manila
Ilocos Region Campus (IRC)	Brgy. Poblacion East, San Ildefonso, Ilocos Sur (Region I)
Cagayan Valley Campus (CVC)	Brgy. Masoc, Bayombong, Nueva Vizcaya (Region II)
Cordillera Administrative Region Campus (CARC)	Brgy. Irisan, Baguio CIty, Benguet (Cordillera Administrative Region)
Central Luzon Campus (CLC)	Lily Hill, Clark Freeport Zone, Pampanga (Region III)
Main Campus (MC)	Diliman, Quezon City, Metro Manila (National Capital Region)
CALABARZON Region Campus (CBZRC)	Brgy. Sampaga, Batangas City, (Region IV A)
MIMAROPA Region Campus (MRC)	Rizal, Odiongan, Romblon (Region IV B)
Bicol Region Campus (BRC)	Tagongtong, Goa, Camarines Sur (Region V)
Western Visayas Campus (WVC)	Bito-on, Jaro, Iloilo City (Region VI)
Central Visayas Campus (CVisC)	Talaytay, Argao, Cebu (Region VII)
Eastern Visayas Campus (EVC)	Pawing, Palo, Leyte (Region VIII)
Zamboanga Peninsula Region Campus (ZRC)	Brgy. Cogon, Dipolog City (Region IX)
Central Mindanao Campus (CMC)	Nangka, Balo-i, Lanao del Norte (Region X)
Southern Mindanao Campus (SMC)	Brgy. Sto. Niño, Tugbok District, Davao City (Region XI)
Soccsksargen Region Campus (SRC)	Brgy. paraisa, Koronadal City, South Cotabato (Region XII)
Caraga Region Campus (CRC)	Ampayon, Butuan City (Region XIII)

Client Satisfaction surveys were conducted by the 17 functional delivery units of the PSHS System (see Table 2). The Office of the Executive Director, serving as the agency central office, consolidated the CSM Report of all FDUs.

B. Data Coverage

The data presented in this report covered the consolidated results of the 17 PSHSS functional delivery units for the period of January to December in CY 2023.

C. List of Services Surveyed

In its commitment to advance STEM education, the Philippine Science High School System offers a total of seven (7) major services: four (4) External services and (3) Internal Services identified as per Citizen's Charter. Each chartered service has its target customer/respondent detailed in Table 3.

Table 3: Target Customer/Respondent per PSHSS Service

External Services	**Target Customer/Respondent**
Application Procedure for Incoming Grade 7 Students	Parent and/or their representative, School's representative
Application for Incoming Grade 8 and Grade 9 Transfer Students	Parent and/or their representative, School's representative
Freshmen Enrollment	Parent and/or their representative
Processing of Requests for School Credentials (alumni)	Alumni or legal guardians, or parents, or authorized representatives
Internal Services	
Availment of School Facilities	Scholars and personnel
Processing of Requests for Personnel Documents	Incumbent Employees
Processing of Requests for School Credentials (students of the current school year)	Scholars or their legal guardians, or parents, or authorized representative

In 2023, the PSHS System completed 53,471 transactions with 60% (32,233) external services and 40% (21,238) on internal services (See Table 4). From this, 15,589 customers provided their responses through the Client Satisfaction Survey. This reflected a 29.15% (15,589 responses out of 53,471 transactions completed) overall response rate vis-a-vis the total transactions served.

The frontline/external service on the Application for Incoming Grade 7 Students received the most number of transactions at 24,738. This represented 24,738 aspiring PSHS scholars who applied and had gone through the National Competitive Examination (NCE), which is the admission entry requirement to the PSHS campuses. The external service with the highest response rate is the Application for Incoming Grade 8 and Grade 9 Transfer Students at 41.50% (227 out of 547).

From the major internal services, the Availment of School Facilities had the most number of transactions at 5,957. The same major internal service had the highest response rate at 32.87% (1,958 responses out of the 5,957 transactions completed).

The PSHS System also recorded the responses of external and internal clients for non-chartered services availed of or services outside the PSHS System Citizen's Charter. These services covered the availment of PSHS student services, curriculum and instruction delivery services, finance and administrative services, support and technical functions, attendance to trainings, workshops, seminars, orientations and etc. Their responses were reported under "Others". A total of 4,021 transactions for

external services and 8,037 transactions for internal services were completed. Their respective response rates were 69.51% (2,795 responses out of 4,021 external transactions) and 31.93% (2,980 responses out of 8,037 internal transactions).

Table 4: Survey Responses and Total Transactions per PSHSS Services

External Services	**Responses**	**Total Transactions**
Application Procedure for Incoming Grade 7 Students	4571	24738
Application for Incoming Grade 8 and Grade 9 Transfer Students	227	547
Freshmen Enrollment	855	1876
Processing of Requests for School Credentials (alumni)	359	1051
Others	2795	4021
External Service Overall	**8807**	**32233**
Internal Services	**Responses**	**Total Transactions**
Availment of School Facilities	1958	5957
Processing of Requests for Personnel Documents	909	3769
Processing of Requests for School Credentials (students of the current school year)	935	3475
Others	2980	8037
Internal Service Overall	**6782**	**21238**
OVERALL TOTAL	**15589**	**53471**

III. METHODOLOGY

As one of the measurements of the performance, the PSHS System monitored information relating to client perception as to whether the institution has met customer requirements. This mechanism allowed the PSHS System to gather narrative comments and suggestions which are important inputs for future improvements.

A. Mode of Survey and Sampling

The PSHS System Quality Manual directs the use of the Client Satisfaction Survey Forms to gather feedback from its external and internal clients with completed transactions. A transaction is deemed complete when the final step of the service availed of per PSHSS Citizen's Charter is accomplished.

- *External Service* — Citizen/Client Satisfaction Survey (External Clients) (PSHS-00-F-QMS-23-Ver02-Rev0-11/09/20)
- *Internal Service* — Citizen/Client Satisfaction Survey (Internal Clients) (PSHS-00-F-QMS-24-Ver02-Rev0-11/09/20)

The CSM shall be conducted after each completed transaction. Clients who completed multiple transactions shall have the opportunity to evaluate each service

availed of. The administration of client satisfaction surveys are available both onsite and online.

The survey instrument consisted of sections to gather information on client demographic, service availed, Service Quality Dimensions (SQD) questionnaire and free response. These forms capture the total client experience, expectation and satisfaction in the delivered public service through adopting the eight (8) service quality dimensions aligned to the ARTA MC No. 2022-02: 1) Responsiveness, 2) Reliability; 3) Access & Facilities; 4) Communication; 5) Costs; 6) Integrity; 7) Assurance; and 8) Outcome. Each of these dimensions is defined in the survey instrument to provide guidance and direction for the citizens/clients to respond.

1. Responsiveness - the willingness to help, assist and to provide service to citizen/client.
2. Reliability (Quality) - the provision of what is needed and what was promised in accordance with the policy and standards, with zero to a minimal error rate.
3. Access and facilities - the convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology.
4. Communication - the act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to the feedback.
5. Costs - the satisfaction with timeliness of the billing, billing process/es, preferred methods of payment, reasonable payment period, value for money, acceptable range of costs and qualitative information on the cost of each service.
6. Integrity - the assurance that there is honesty, justice, fairness, and trust in each service while dealing with the citizen/client and business.
7. Assurance - the capability of frontline staff/s to perform their duties, product and service knowledge, understanding citizen/client needs, helpfulness and good work relationships.
8. Outcome - the rate in terms of achieving outcomes or realizing the intended benefits of government services.

B. Feedback and Collection Mechanism

The PSHS System closely monitors the customer satisfaction with the services provided by the institution. Sending/distributing of Client Satisfaction Surveys after completion of a transaction and recording of customer complaints are the methods that the PSHSS apply in the implementation of the CSM.

Upon completion of the transaction, onsite customers were handed with the Client Satisfaction Survey forms for them to manually fill out and to subsequently drop the accomplished forms in the sealed survey box installed near the service unit. The same forms were made available at Drop Boxes located at conspicuous areas within the campus. Similarly, online clients via the New Freshmen Admissions Processing Systems (NFAPS) were prompted with PSHSS Online Client Satisfaction Survey form, while the remaining online clients were provided with the link to the Google Form via email.

Consolidation of combined onsite and online results is administered every semester, coincident with mid-year and annual performance reviews of each functional delivery unit. Confidentiality of client information shall be adhered. The summary of results is reported to the Management Committee and discussed during Management

Reviews. This shall serve as one of the basis for the correction action system to develop and implement plans for improved customer satisfaction that address deficiencies identified and assess the effectiveness of results.

C. Overall Scoring

The Client Satisfaction Survey as a performance measure tool that uses adjectival/numeral scales to gauge the level of satisfaction. As prescribed in ARTA MC No. 2023-05, the PSHSS adopted the 5-point Likert scale in scoring the responses of the clients to each Service Quality Dimension, whereas 5 is the highest and 1 is set as the lowest rating. An option of “N/A” (not applicable) is also employed in the instrument in case the service quality dimension does not apply to the service availed (See Table 5).

Table 5: 5-point Likert scale

Scale	Rating
5	Very Satisfied
4	Satisfied
3	Fair
2	Dissatisfied
1	Very Dissatisfied

The overall score for the eight (8) SQDs were computed using the formula below:

$$\textbf{Overall Score} = \frac{Number\ of\ 'Very\ Satisfied'\ answers + Number\ of\ 'Satisfied'\ answers}{Total\ Number\ of\ Respondents - Number\ 'NA'\ answers}$$

The interpretation of the results are as follows:

Table 6: Overall Score 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

The PSHSS shall strive to achieve an overall percentage of 80% or higher to achieve an adjectival rating of at least Satisfactory.

IV. DATA AND INTERPRETATION

A. Client Demographic

Based on the 2023 consolidated Client Satisfaction Surveys, the PSHS System received a total of 15,589 responses in its external and external services. Further profiling of our clients revealed that of those who provided their sex, 44.83% were male while 55.17% were female (See Table 7). It is also important to note that 79% of the PSHS Clients (12,321 out of 15,589) did not specify their sex.

Table 7: PSHSS Client Demographics

SEX	EXTERNAL	INTERNAL	OVERALL
1. Male	694	771	1465
2. Female	853	950	1803
3. Did not specify	7188	5133	12321
Total	8735	6854	15589

In terms of regional demographics, a great number of the PSHSS clients were based in the National Capital Region (NCR), representing 23.98% of the sample population. The substantial ratio reflected the presence of the Office of the Executive Director and the PSHS - Main Campus in Metro Manila. This is followed by Region XIII (Caraga) at 13.17% and Region XII (SOCCSKSARGEN) at 12.01%). In contrast, clients coming from the BARMM at 0%, Region II (Cagayan Valley) at 0.80% and Region IX (Zamboanga Peninsula) at 1.16% had the lowest representation (See Table 8).

Table 8: Region of Residence of PSHSS Clients

REGION	EXTERNAL	INTERNAL	OVERALL
Region I	432	387	819
Region II	104	21	125
Cordillera Administrative Region (CAR)	302	128	430
Region III	436	622	1058
National Capital Region (NCR)	3590	148	3738
Region IV A	571	677	1248
Region IV B	474	592	1066
Region V	61	269	330
Region VI	208	210	418
Region VII	190	510	700

REGION	EXTERNAL	INTERNAL	OVERALL
Region VIII	164	400	564
Region IX	57	124	181
Region X	335	433	768
Region XI	164	54	218
Region XII	337	1536	1873
Region XIII	1310	743	2053
BARMM	-	-	-
Total	8735	6854	15589

The PSHSS dealt with a wide range of customers in its chartered services. Based on the 2023 consolidated Client Satisfaction Survey, a huge majority of the profiled customers were Citizens representing 70.93% of the sampled clients. Majority of the surveyed transacting public were applicants to the National Competitive Examination (NCE) or the Lateral Admission Qualifying Examination (LAQE) - the admission entry requirement for incoming Grade 8 and Grade 9 non-PSHS students. Consequently, 27.24% mentioned they are part of the Government and 1.83% are individuals in the industry or business entities. Meanwhile, more than half or 63.94% opted to keep their information private (see Table 9).

Table 9: Customer Type

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
1. Citizen	2450	1537	3987
2. Business	100	3	103
3. Government	74	1457	1531
4. Did not specify	6111	3857	9968
Total	8735	6854	15589

Key findings:

- The PSHSS client pool had a good gender ratio (male:female) of 9:11 in favor of female customers.
- The regional presence of PSHSS is strong in the National Capital Region (NCR), having almost a quarter of the sampled survey population as compared to other regions. This further indicated that access to PSHSS services is skewed toward highly urbanized regions (Luzon-59.22%; Mindanao-31.51%; Visayas-9.27%,).
- Majority of the PSHSS clients who availed PSHSS services were clients from the transacting public.

B. Citizen's Charter Results

In 2023, the PSHSS piloted the Citizen's Charter survey in the PSHS - Cordillera Administrative Region Campus. The survey sampled 163 clients served by the PSHS-CARC across its services from January - December 2023.

Table 10: Citizen's Charter Result (PSHS-CARC)

Citizens Charter Responses	Responses	Percentage
CC1: Are you aware of a Citizen's Charter (CC)?		
Yes, even before my transaction with this office	50	30.67%
Yes, only after I saw this office's CC	14	8.59%
No	99	60.74%
CC2: if "Yes" to the previous question, did you see this office's CC?		
Yes, it is easy to find	50	78.13%
Yes, but it is difficult to find	5	7.81%
I did not see this office's CC	8	12.50%
No response	1	1.56%
CC3: If 'Yes' to the previous question, did you use this office's CC as a guide in your transaction?		
Yes	37	67.27%
No	15	27.27%
No response	3	5.45%

The results presented in Table 10 shows that the level of Citizen's Charter (CC) Awareness of the sampled clients is at 30.67%, indicating that only 3 out of 10 customers served by the PSHS-CARC know what the Citizen's Charter is. Among the sampled clients who have awareness of the CC, 78.13% have easily seen the Citizen's Charter of PSHS-CARC. Moreover, the former rated the helpfulness of the Citizen's Charter information board/online page at 67.27%.

This pilot information will be taken into due consideration for the full implementation of the Harmonized Client Satisfaction Measurement in all of the 17 functional delivery units starting FY 2024.

Key Findings:

- Only 3 out of 10 sampled customers know what the Citizen's Charter is.

C. Service Quality Dimension (SQD) Results

1. Consolidated Results

As the organization strives to continually achieve systemwide improvement, the PSHS System received an overall satisfaction score of 97.84% from the 15,589 survey clients in both external and internal services rendered. The score has an equivalent adjectival rating of Outstanding. Moreover, the clients rated the system highest at 98.13% on Integrity, trusting its brand and living up to its core values followed by Responsiveness at 98.04%. While still a notable score, the clients rated the system lowest at 97.09% on the Costs of the PSHSS services, followed by Access and facilities at 97.68% (Seet Table 11).

Table 11: Consolidated Service Quality Dimension (SQD) Results

Service Quality Dimensions	Very Dissatisfied	Dissatisfied	Fair	Satisfied	Very Satisfied	N/A	Total Responses	Overall
Responsiveness	146	31	127	1697	13520	68	15589	**98.04%**
Reliability	146	27	153	1802	13378	83	15589	**97.90%**
Access and facilities	133	34	184	1818	12992	428	15589	**97.68%**
Communication	148	34	149	1604	13503	151	15589	**97.86%**
Costs	81	20	216	1578	9014	4680	15589	**97.09%**
Integrity	142	22	125	1502	13673	125	15589	**98.13%**
Assurance	144	29	158	1601	13524	133	15589	**97.86%**
Outcome	148	25	152	1609	13515	140	15589	**97.90%**
Overall	1088	222	1264	13211	103119	5808	124712	**97.84%**

Key Findings:

- PSHSS achieved a high overall CSM score of 97.84% with an adjectival rating of Very Satisfactory
- PSHSS scored highest on Integrity at 98.13% while lowest on the Cost of Services at 97.09%.

2. Results per Service

This section presented the overall score of the External and Internal Services rendered as reported by the consolidated Clients Satisfaction Measurement Surveys in the 17 FDUs. For the External Services scoring overall at 98.07%, the PSHSS scored highest at 98.38% in the Processing of Requests for School Credentials for PSHS Alumni. Next in line is the Application for Incoming Grade 8 and 9 Transfer Students at 98.15%. For Internal Services with overall rating at 97.52%, the Processing of Requests for School Credentials for incumbent or presently enrolled PSHS students at 99.12%. This is followed by the Processing of Requests for Personnel Documents which has an overall rating at 98.60%.

Table 12: Overall score per service

External		Internal	
Services	**Overall Rating**	**Internal Services**	**Overall Rating**
Application Procedure for Incoming Grade 7 Students	**98.15%**	Availment of School Facilities	**97.88%**
Application for Incoming Grade 8 and Grade 9 Transfer Students	**98.36%**	Processing of Requests for Personnel Documents	**98.60%**
Freshmen Enrollment	**98.29%**	Processing of Requests for School Credentials (students of the current school year)	**99.12%**
Processing of Requests for School Credentials (alumni)	**98.38%**	Others	**96.41%**
Others	**97.78%**		
External Service Overall	**98.07%**	**Internal Service Overall**	**97.52%**
OVERALL RATING (External + Internal Service) : 97.84%			

Key Findings:

- The Overall Score for the PSHSS External Services including non-chartered services is at 98.07%. From its major external services, PSHSS scored highest at 98.38% on the Processing of Requests for School Credentials (PSHS Alumni) while lowest on the Application Procedure for Incoming Grade 7 Student at 98.15%.
- The Overall Score for the PSHSS Internal Services including non-chartered services is at 97.52%. From its major internal services, PSHSS scored highest at 99.12% on the Processing of Requests for School Credentials (students of the current school year) while lowest on the Availment of School Facilities 97.88%.

The following table (Table 13-21) reports the breakdown of the Client Satisfaction Measurement Survey Scores of the External and Internal Services in the eight (8) Service Quality Dimensions.

Table 13: Application Procedure for Incoming Grade 7 - SQD Results

Service Quality Dimensions	Very Dissatisfied	Dissatisfied	Fair	Satisfied	Very Satisfied	N/A	Total Responses	Overall
Responsiveness	31	4	31	738	3767	0	4571	98.56%
Reliability	31	6	48	826	3655	5	4571	98.14%
Access and facilities	30	5	62	850	3572	52	4571	97.85%
Communication	30	7	43	721	3770	0	4571	98.25%
Costs	30	7	85	912	3423	114	4571	97.26%
Integrity	31	3	35	689	3809	4	4571	98.49%
Assurance	30	4	44	751	3737	5	4571	98.29%
Outcome	31	5	39	764	3724	8	4571	98.36%
Overall	244	41	387	6251	29457	188	36568	98.15%

Key Findings (Table 15):

- The Application Procedure for Incoming Grade 7, an External Service of the PSHSS, received an overall rating of 98.15% from its 4571 survey respondents.
- This service scored highest at 98.56% on Responsiveness while lowest on the Cost of Services at 97.26%.

Table 14: Application Procedure for Incoming Grade 8 and Grade 9 Transfer Students - SQD Results

Service Quality Dimensions	Very Dissatisfied	Dissatisfied	Fair	Satisfied	Very Satisfied	N/A	Total Responses	Overall
Responsiveness	2	0	1	15	209	0	227	98.68%
Reliability	2	0	0	17	207	1	227	99.12%
Access and facilities	2	0	0	16	207	2	227	99.11%
Communication	2	0	1	13	211	0	227	98.68%
Costs	2	0	6	18	164	37	227	95.79%
Integrity	2	0	2	15	207	1	227	98.23%
Assurance	2	0	1	17	206	1	227	98.67%
Outcome	2	0	2	13	209	1	227	98.23%
Overall	16	0	13	124	1620	43	1816	98.36%

Key Findings (Table 14):

- The Application Procedure for Incoming Grade and Grade 9 Transfer Students, an External Service of the PSHSS, received an overall rating of 98.36% from its 227 survey respondents.
- This service scored highest at 98.68% on Responsiveness and Integrity while lowest on the Cost of Services at 95.79%.

Table 15: Freshmen Enrolment - SQD Results

Service Quality Dimensions	Very Dissatisfied	Dissatisfied	Fair	Satisfied	Very Satisfied	N/A	Total Responses	Overall
Responsiveness	8	2	3	40	797	5	855	98.47%
Reliability	9	1	5	55	778	7	855	98.23%
Access and facilities	8	2	6	53	776	10	855	98.11%
Communication	9	1	3	46	781	15	855	98.45%
Costs	4	1	7	35	532	276	855	97.93%
Integrity	9	1	3	42	788	12	855	98.46%
Assurance	9	1	4	45	786	10	855	98.34%
Outcome	9	1	5	43	783	14	855	98.22%
Overall	65	10	36	359	6021	349	6840	98.29%

Key Findings (Table 15):

- The Freshmen Enrolment, an External Service of the PSHSS, received an overall rating of 98.29% from its 855 survey respondents.
- This service scored highest at 98.47% on Responsiveness while lowest on the Cost of Services at 97.93%.

Table 16: Processing of Requests for School Credentials (Alumni) - SQD Results

Service Quality Dimensions	Very Dissatisfied	Dissatisfied	Fair	Satisfied	Very Satisfied	N/A	Total Responses	Overall
Responsiveness	1	0	4	33	317	4	359	98.59%
Reliability	1	0	5	31	318	4	359	98.31%
Access and facilities	1	0	5	35	311	7	359	98.30%
Communication	1	0	4	25	325	4	359	98.59%
Costs	1	0	5	26	268	59	359	98.00%
Integrity	1	0	5	27	320	6	359	98.30%
Assurance	1	0	6	25	324	3	359	98.03%
Outcome	1	0	3	22	329	4	359	98.87%
Overall	8	0	37	224	2512	91	2872	98.38%

Key Findings (Table 16):

- The Processing of Requests for School Credentials (Alumni), an External Service of the PSHSS, received an overall rating of 98.38% from its 359 survey respondents.
- This service scored highest at 98.87% on Outcome while lowest on the Cost of Services at 98.00%.

Table 17: Others (External) - SQD Results

Service Quality Dimensions	Very Dissatisfied	Dissatisfied	Fair	Satisfied	Very Satisfied	N/A	Total Responses	Overall
Responsiveness	32	3	18	273	2461	8	2795	98.10%
Reliability	30	0	25	296	2431	13	2795	98.02%
Access and facilities	27	5	33	287	2343	100	2795	97.59%
Communication	29	3	24	255	2447	37	2795	97.97%
Costs	25	3	37	190	1390	1150	2795	96.05%
Integrity	28	4	24	248	2475	16	2795	97.98%
Assurance	29	4	26	263	2460	13	2795	97.88%
Outcome	30	5	23	279	2441	17	2795	97.91%
Overall	230	27	210	2091	18448	1354	22360	97.78%

Key Findings (Table 17):

- The aggregated non-chartered external services, reported under “Others”, received an overall rating of 97.78% from its 2795 survey respondents.
- This service scored highest at 98.10% on Responsiveness while lowest on the Cost of Services at 96.05%.

Table 18: Availment of School Facilities - SQD Results

Service Quality Dimensions	Very Dissatisfied	Dissatisfied	Fair	Satisfied	Very Satisfied	N/A	Total Responses	Overall
Responsiveness	6	6	23	214	1699	10	1958	98.20%
Reliability	8	2	27	221	1688	12	1958	98.10%
Access and facilities	6	9	40	197	1691	15	1958	97.17%
Communication	6	5	29	200	1705	13	1958	97.94%
Costs	1	5	32	171	1051	698	1958	96.98%
Integrity	6	2	19	181	1725	25	1958	98.60%
Assurance	6	3	33	174	1728	14	1958	97.84%
Outcome	6	4	31	177	1729	11	1958	97.89%
Overall	45	36	234	1535	13016	798	15664	97.88%

Key Findings (Table 18):

- The Availment of School Facilities, an Internal Service of the PSHSS, received an overall rating of 97.88% from its 1958 survey respondents.
- This service scored highest at 98.60% on Integrity while lowest on the Cost of Services at 96.98%.

Table 19: Processing of Requests of Personnel Documents - SQD Results

Service Quality Dimensions	Very Dissatisfied	Dissatisfied	Fair	Satisfied	Very Satisfied	N/A	Total Responses	Overall
Responsiveness	3	2	3	68	829	4	909	99.12%
Reliability	3	3	8	46	844	5	909	98.45%
Access and facilities	1	1	3	50	805	49	909	99.42%
Communication	3	3	9	44	843	7	909	98.34%
Costs	4	0	9	35	377	484	909	96.94%
Integrity	5	1	7	45	845	6	909	98.56%
Assurance	3	2	6	43	848	7	909	98.78%
Outcome	7	1	7	37	846	11	909	98.33%
Overall	29	13	52	368	6237	573	7272	98.60%

Key Findings (Table 19):

- The Processing of Requests of Personnel Documents, an Internal Service of the PSHSS, received an overall rating of 98.60% from its 909 survey respondents.
- This service scored highest at 99.12% on Responsiveness while lowest on the Cost of Services at 96.94%.

Table 20: Processing of Requests of School Credentials (Students of Current School Year) - SQD Results

Service Quality Dimensions	Very Dissatisfied	Dissatisfied	Fair	Satisfied	Very Satisfied	N/A	Total Responses	Overall
Responsiveness	0	0	11	73	844	7	935	98.81%
Reliability	0	0	5	68	858	4	935	99.46%
Access and facilities	0	0	9	69	835	22	935	99.01%
Communication	0	0	10	74	840	11	935	98.92%
Costs	0	1	16	83	702	133	935	97.88%
Integrity	0	0	2	55	869	9	935	99.78%
Assurance	0	0	5	52	858	20	935	99.45%
Outcome	0	0	5	54	864	12	935	99.46%
Overall	0	1	63	528	6670	218	7480	99.12%

Key Findings (Table 20):

- The Processing of Requests of School Credentials (Students of Current School Year), an Internal Service of the PSHSS, received an overall rating of 99.12% from its 935 survey respondents.
- This service scored highest at 99.78% on Integrity while lowest on the Cost of Services at 97.88%.

Table 21: Others (Internal) - SQD Results

Service Quality Dimensions	Very Dissatisfied	Dissatisfied	Fair	Satisfied	Very Satisfied	N/A	Total Responses	Overall
Responsiveness	63	14	33	243	2597	30	2980	96.27%
Reliability	62	15	30	242	2599	32	2980	96.37%
Access and facilities	58	12	26	261	2452	171	2980	96.58%
Communication	68	15	26	226	2581	64	2980	96.26%
Costs	14	3	19	108	1107	1729	2980	97.12%
Integrity	60	11	28	200	2635	46	2980	96.63%
Assurance	64	15	33	231	2577	60	2980	96.16%
Outcome	62	9	37	220	2590	62	2980	96.30%
Overall	451	94	232	1731	19138	2194	23840	96.41%

Key Findings (Table 21):

- The aggregated non-chartered internal services, reported under “Others”, received an overall rating of 96.41% from its 2980 survey respondents.
- This service scored highest at 97.12% on the Cost of Services while lowest on Assurance at 96.16%.

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

The management conducted a review of its external and internal environment to identify and address issues that affect the PSHSS operations. The following were the items acted upon in 2023:

Table 22: Changes in External and Internal Issues that are relevant to the seamless delivery of PSHSS Services

ISSUE	RESPONSIBILITY	TARGET DATE	STATUS	REMARKS
To address changes in external and internal issues relevant to the seamless delivery of PSHSS Services, notable changes in the SWOT Analysis and OED’s were made:				
Operations				
o Proclamation No. 297 (July 21, 2023), lifting the State of Public Health Emergency throughout the Philippines due to Covid 19	All Divisions/ Unit	July 2023	Closed	
o Advancement of Artificial Intelligence	Execom/ BOT	July 26, 2023	Closed	Policy Guidelines on use of A.I. was approved by the Board of Trustees (BOT)
Admissions:				
o Return to face-to-face NCE Admission Exam in November 18, 2023	Admissions	July 2023	Closed	
Procurement:				
o Return to face-to-face public bidding	BAC	July 2023	Closed	

VI. CONTINUOUS AGENCY IMPROVEMENT PLAN FOR FY 2024

The PSHS System is committed to advance leadership in science, technology, engineering and mathematics (STEM) education through comprehensive education strategies aligned to its FORWARD Framework in response to the socioeconomic needs and demands of the country. Moving forward, the PSHSS Improvement Plan for FY 2024 is mapped out as follows:

Table 23: PSHSS Improvement Plan FY 2024

ACTION ITEMS	RESPONSIBILITY	TARGET DATE
Full scale implementation of the Harmonized Client Satisfaction Measurement	PSHS Campuses / OED	February 1, 2024
Review and Reengineering of PSHSS Chartered Services	PSHS System Committee on Anti-Red Tape	May 2024
Release of the PSHSS Quality Management System Manual Version 3.0	Sub-Committee on Quality Management System	June 2024
Mid-year Performance Assessment / Review	PSHS Campuses / OED	July 2024
Conduct of Internal Quality Audit of the 17 FDUs	PSHS Campuses / OED	August - October 2024
Re-certification of ISO 9001:2015 of the 17 FDUs	PSHS Campuses / OED	October - December 2024
Year-end Performance Review and Operational Planning	PSHS Campuses / OED	November - December 2024

Prepared and Consolidated by:

VICTORIANO L. CRUDA JR.
Quality Management System Office Secretariat

JEANE ANNE M. DAGOY
Quality Management Representative

Recommending Approval:

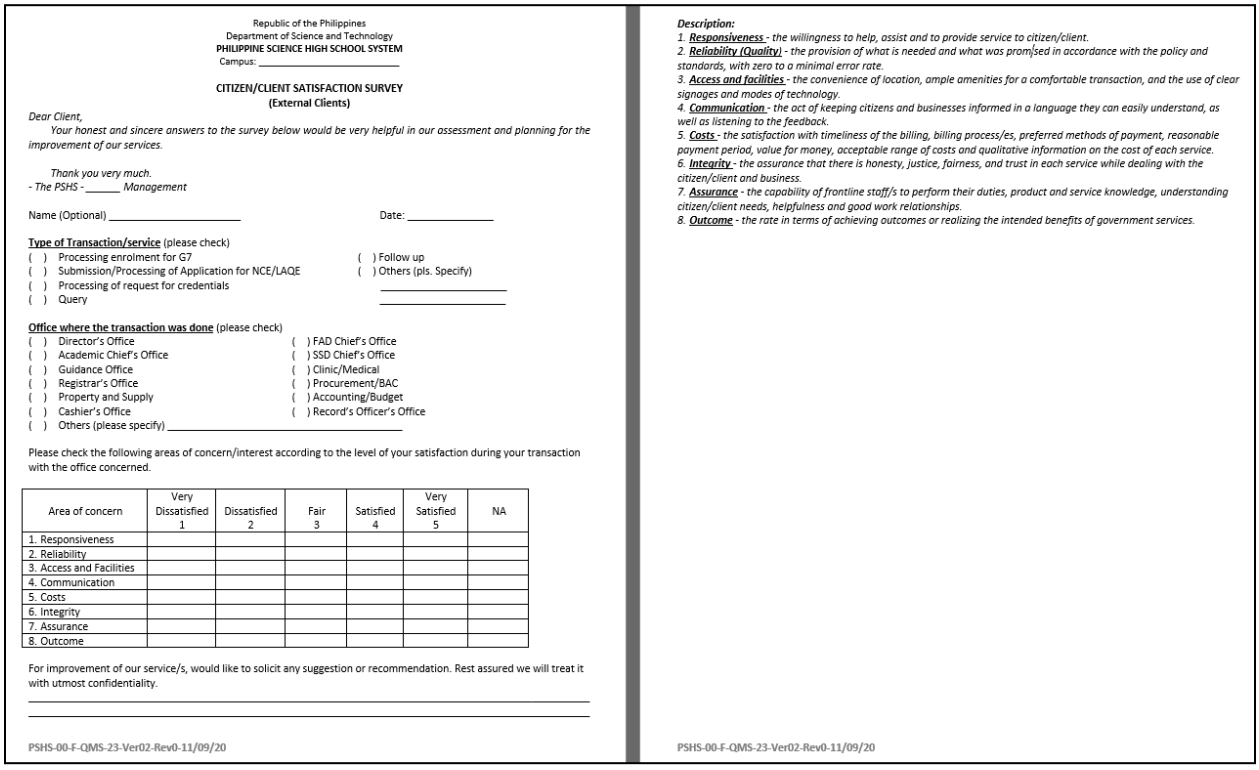
PSHS System Committee on Anti-Red Tape (CART) Resolution
(See Appendix E)

Approved by:

LILIA T. HABACON
Executive Director

APPENDIX A: CITIZEN/CLIENT SATISFACTION SURVEY FORM

a) External and Internal Client Survey Forms used in FY2023



Republic of the Philippines
Department of Science and Technology
PHILIPPINE SCIENCE HIGH SCHOOL SYSTEM
Campus: _____

CITIZEN/CLIENT SATISFACTION SURVEY
(External Clients)

Dear Client,
Your honest and sincere answers to the survey below would be very helpful in our assessment and planning for the improvement of our services.

Thank you very much.
- The PSHS - _____ Management

Name (Optional) _____ Date: _____

Type of Transaction/service (please check)
( ) Processing enrolment for G7
( ) Submission/Processing of Application for NCE/LAQE
( ) Processing of request for credentials
( ) Query
( ) Follow up
( ) Others (pls. Specify) _____

Office where the transaction was done (please check)
( ) Director's Office
( ) Academic Chief's Office
( ) Guidance Office
( ) Registrar's Office
( ) Property and Supply
( ) Cashier's Office
( ) Others (please specify) _____
( ) FAD Chief's Office
( ) SSD Chief's Office
( ) Clinic/Medical
( ) Procurement/BAC
( ) Accounting/Budget
( ) Record's Officer's Office

Please check the following areas of concern/interest according to the level of your satisfaction during your transaction with the office concerned.

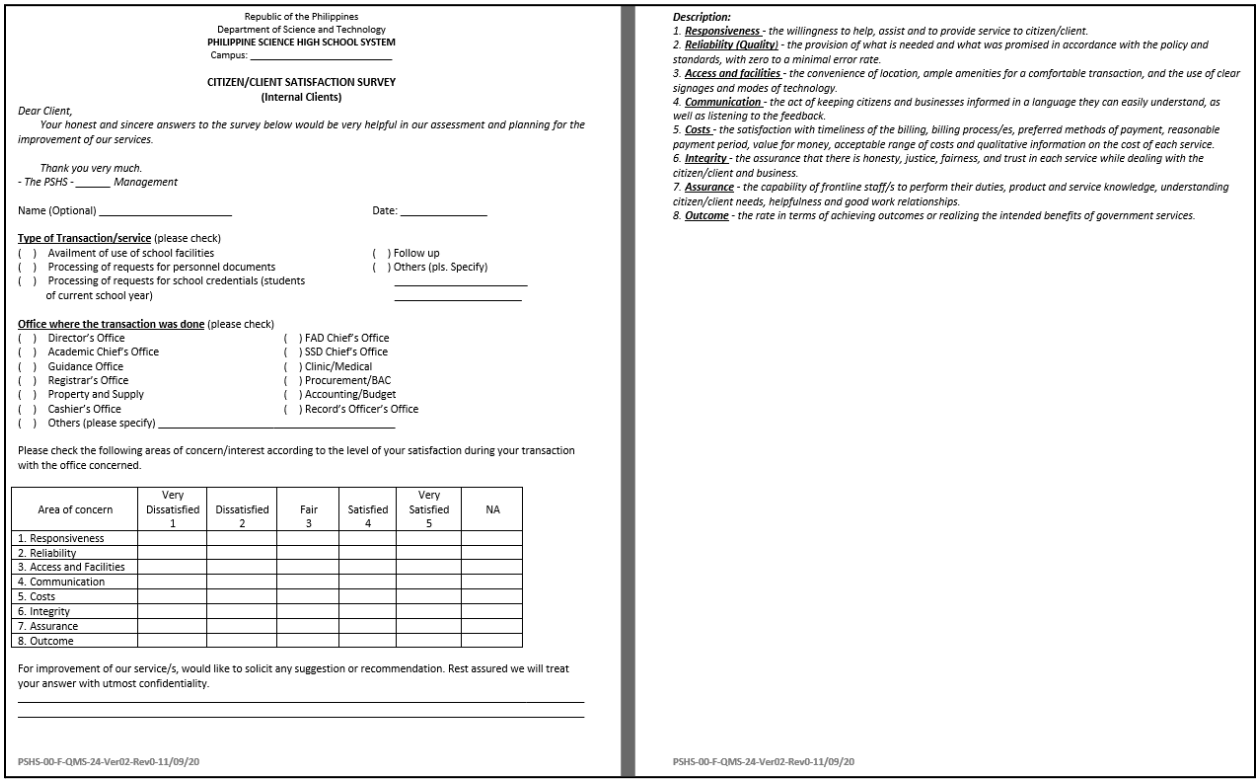
Area of concern	Very Dissatisfied 1	Dissatisfied 2	Fair 3	Satisfied 4	Very Satisfied 5	NA
1. Responsiveness						
2. Reliability						
3. Access and Facilities						
4. Communication						
5. Costs						
6. Integrity						
7. Assurance						
8. Outcome						

For improvement of our service/s, would like to solicit any suggestion or recommendation. Rest assured we will treat it with utmost confidentiality.
_____
_____

PSHS-00-F-QMS-23-Ver02-Rev0-11/09/20

Description:
*1. **Responsiveness** - the willingness to help, assist and to provide service to citizen/client.*
*2. **Reliability (Quality)** - the provision of what is needed and what was promised in accordance with the policy and standards, with zero to a minimal error rate.*
*3. **Access and facilities** - the convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology.*
*4. **Communication** - the act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to the feedback.*
*5. **Costs** - the satisfaction with timeliness of the billing, billing process/es, preferred methods of payment, reasonable payment period, value for money, acceptable range of costs and qualitative information on the cost of each service.*
*6. **Integrity** - the assurance that there is honesty, justice, fairness, and trust in each service while dealing with the citizen/client and business.*
*7. **Assurance** - the capability of frontline staff/s to perform their duties, product and service knowledge, understanding citizen/client needs, helpfulness and good work relationships.*
*8. **Outcome** - the rate in terms of achieving outcomes or realizing the intended benefits of government services.*

PSHS-00-F-QMS-23-Ver02-Rev0-11/09/20



Republic of the Philippines
Department of Science and Technology
PHILIPPINE SCIENCE HIGH SCHOOL SYSTEM
Campus: _____

CITIZEN/CLIENT SATISFACTION SURVEY
(Internal Clients)

Dear Client,
Your honest and sincere answers to the survey below would be very helpful in our assessment and planning for the improvement of our services.

Thank you very much.
- The PSHS - _____ Management

Name (Optional) _____ Date: _____

Type of Transaction/service (please check)
( ) Availment of use of school facilities
( ) Processing of requests for personnel documents
( ) Processing of requests for school credentials (students of current school year)
( ) Follow up
( ) Others (pls. Specify) _____

Office where the transaction was done (please check)
( ) Director's Office
( ) Academic Chief's Office
( ) Guidance Office
( ) Registrar's Office
( ) Property and Supply
( ) Cashier's Office
( ) Others (please specify) _____
( ) FAD Chief's Office
( ) SSD Chief's Office
( ) Clinic/Medical
( ) Procurement/BAC
( ) Accounting/Budget
( ) Record's Officer's Office

Please check the following areas of concern/interest according to the level of your satisfaction during your transaction with the office concerned.

Area of concern	Very Dissatisfied 1	Dissatisfied 2	Fair 3	Satisfied 4	Very Satisfied 5	NA
1. Responsiveness						
2. Reliability						
3. Access and Facilities						
4. Communication						
5. Costs						
6. Integrity						
7. Assurance						
8. Outcome						

For improvement of our service/s, would like to solicit any suggestion or recommendation. Rest assured we will treat your answer with utmost confidentiality.
_____
_____

PSHS-00-F-QMS-24-Ver02-Rev0-11/09/20

Description:
*1. **Responsiveness** - the willingness to help, assist and to provide service to citizen/client.*
*2. **Reliability (Quality)** - the provision of what is needed and what was promised in accordance with the policy and standards, with zero to a minimal error rate.*
*3. **Access and facilities** - the convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology.*
*4. **Communication** - the act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to the feedback.*
*5. **Costs** - the satisfaction with timeliness of the billing, billing process/es, preferred methods of payment, reasonable payment period, value for money, acceptable range of costs and qualitative information on the cost of each service.*
*6. **Integrity** - the assurance that there is honesty, justice, fairness, and trust in each service while dealing with the citizen/client and business.*
*7. **Assurance** - the capability of frontline staff/s to perform their duties, product and service knowledge, understanding citizen/client needs, helpfulness and good work relationships.*
*8. **Outcome** - the rate in terms of achieving outcomes or realizing the intended benefits of government services.*

PSHS-00-F-QMS-24-Ver02-Rev0-11/09/20

b) External and Internal Client Survey Forms for FY2024

(External Clients)

Republic of the Philippines
Department of Science and Technology
PHILIPPINE SCIENCE HIGH SCHOOL SYSTEM
Campus/Office: _____

CLIENT SATISFACTION SURVEY
(External Clients)

This Client Satisfaction Measurement (CSM) tracks the customer experience of Philippine Science High School. Your feedback on your recently concluded transaction will help us provide better services. Personal information shared will be kept confidential and you always have the option not to answer this form.

Client type: ☐ Citizen ☐ Business ☐ Government (Employee or another agency)
Sex: ☐ Male ☐ Female Age: _____ Region of residence: _____

Date of Transaction: _____ Office where the service was availed: _____

Service Availed (please check)
☐ Application for Incoming Grade 7 Students ☐ Application for Incoming Grade 8 and Grade 9 Transfer Student
☐ Freshmen Enrollment ☐ Processing of request for School credentials (alumni)
☐ Others (Please specify): _____

INSTRUCTIONS: **Check mark (✔)** 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?
☐ 1. I know what a CC is and I saw this office's CC.
☐ 2. I know what a CC but I did NOT see this office's CC.
☐ 3. I learned of the CC only when I saw this office's CC.
☐ 4. I do not know what a CC is and I did not see one in this office. (Answer "NA" on CC2 and CC3)

CC2: If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was…?
☐ 1. Easy to see ☐ 2. Somewhat easy to see ☐ 3. Difficult to see ☐ 4. Not visible at all ☐ 5. N/A

CC3: If aware of CC (answered codes 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 ☐ 4. N/A

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

Service Quality Dimension (SQD)	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the services that I availed.	☐	☐	☐	☐	☐	☐
SQD1. I spent 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's website.	☐	☐	☐	☐	☐	☐
SQD5. I paid a reasonable amount of fees for my transaction. *(If service was free, mark the 'N/A' column)*	☐	☐	☐	☐	☐	☐
SQD6. I am confident my transaction was secure.	☐	☐	☐	☐	☐	☐
SQD7. The office's support was available, and (if asked questions) support was quick to respond.	☐	☐	☐	☐	☐	☐
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.	☐	☐	☐	☐	☐	☐

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

PSHS-00-F-QMS-23-Ver02-Rev1-02/01/24

(Internal Clients)

Republic of the Philippines
Department of Science and Technology
PHILIPPINE SCIENCE HIGH SCHOOL SYSTEM
Campus/Office: _____

CLIENT SATISFACTION SURVEY
(Internal Clients)

This Client Satisfaction Measurement (CSM) tracks the customer experience of Philippine Science High School. Your feedback on your recently concluded transaction will help us provide better services. Personal information shared will be kept confidential and you always have the option not to answer this form.

Client type: ☐ Citizen ☐ Business ☐ Government (Employee or another agency)
Sex: ☐ Male ☐ Female Age: _____ Region of residence: _____

Date of Transaction: _____ Office where the service was availed: _____

Service Availed (please check)
☐ Availment of school facilities
☐ Processing of requests for school credentials (Students of the current school year)
☐ Processing of requests for personnel documents
☐ Others (Please specify): _____

INSTRUCTIONS: **Check mark (✔)** 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?
☐ 1. I know what a CC is and I saw this office's CC.
☐ 2. I know what a CC but I did NOT see this office's CC.
☐ 3. I learned of the CC only when I saw this office's CC.
☐ 4. I do not know what a CC is and I did not see one in this office. (Answer "NA" on CC2 and CC3)

CC2: If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was…?
☐ 1. Easy to see ☐ 2. Somewhat easy to see ☐ 3. Difficult to see ☐ 4. Not visible at all ☐ 5. N/A

CC3: If aware of CC (answered codes 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 ☐ 4. N/A

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

Service Quality Dimension (SQD)	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the services that I availed.	☐	☐	☐	☐	☐	☐
SQD1. I spent 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's website.	☐	☐	☐	☐	☐	☐
SQD5. I paid a reasonable amount of fees for my transaction. *(If service was free, mark the 'N/A' column)*	☐	☐	☐	☐	☐	☐
SQD6. I am confident my transaction was secure.	☐	☐	☐	☐	☐	☐
SQD7. The office's support was available, and (if asked questions) support was quick to respond.	☐	☐	☐	☐	☐	☐
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.	☐	☐	☐	☐	☐	☐

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

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APPENDIX B: LIST OF PSHS OFFICE AND REGIONAL CAMPUSES

Name of Office/Campus	Responses	Total Transaction
Office of the Executive Director (OED)	**3591**	**6868**
Ilocos Region Campus (IRC)	**745**	**3052**
Cagayan Valley Campus (CVC)	**118**	**897**
Cordillera Administrative Region Campus (CARC)	**436**	**997**
Central Luzon Campus (CLC)	**1209**	**2189**
Main Campus (MC)	**136**	**6344**
CALABARZON Region Campus (CBZRC)	**1235**	**3213**
MIMAROPA Region Campus (MRC)	**1055**	**3575**
Bicol Region Campus (BRC)	**329**	**2162**
Western Visayas Campus (WVC)	**409**	**2684**
Central Visayas Campus (CVisC)	**696**	**8556**
Eastern Visayas Campus (EVC)	**558**	**2571**
Zamboanga Peninsula Region Campus (ZRC)	**176**	**1291**
Central Mindanao Campus (CMC)	**762**	**1224**
Southern Mindanao Campus (SMC)	**216**	**1753**
Soccsksargen Region Campus (SRC)	**1866**	**2051**
Caraga Region Campus (CRC)	**2052**	**4,044**
Total	**15589**	**53,471**

APPENDIX C: CSM RESULTS OF PSHS OFFICE AND CAMPUSES

1. Office of the Executive Director (OED)

Service Quality Dimensions	Very Dissatisfied	Dissatisfied	Fair	Satisfied	Very Satisfied	N/A	Total Responses	Overall
Responsiveness	31	5	32	646	2877	0	3591	98.11%
Reliability	31	6	51	733	2768	2	3591	97.55%
Access and facilities	29	6	62	736	2718	40	3591	97.27%
Communication	30	7	40	622	2892	0	3591	97.86%
Costs	29	8	86	810	2579	79	3591	96.50%
Integrity	31	4	35	604	2915	2	3591	98.05%
Assurance	30	5	46	656	2852	2	3591	97.74%
Outcome	32	6	40	677	2835	1	3591	97.83%
Overall	243	47	392	5484	22436	126	28728	97.62%

External Service	**Responses**	**Total Transactions**
Application Procedure for Incoming Grade 7 Students	3451	6644 (24738) - system
Application for Incoming Grade 8 and Grade 9 Transfer Students*	0	0
Freshmen Enrollment *	0	0
Processing of Requests for School Credentials (alumni)*	0	0
Others	96	130
External Total	**3547**	**6774**
Internal Service	**Responses**	**Total Transactions**
Availment of School Facilities*	0	0
Processing of Requests for Personnel Documents	4	46
Processing of Requests for School Credentials (students of the current school year)*	0	0
Others	40	48
Internal Total	44	94
GRAND TOTAL	**3591**	**6868**

* Services are not offered by the Office of the Executive Director

2. Ilocos Region Campus (IRC)

Service Quality Dimensions	Very Dissatisfied	Dissatisfied	Fair	Satisfied	Very Satisfied	N/A	Total Responses	Overall
Responsiveness	2	1	2	113	611	16	745	99.31%
Reliability	2	1	3	112	610	17	745	99.18%
Access and facilities	2	0	3	103	579	58	745	99.27%
Communication	2	0	0	113	614	16	745	99.73%
Costs	2	0	8	97	539	99	745	98.45%
Integrity	2	0	3	94	630	16	745	99.31%
Assurance	2	0	4	101	622	16	745	99.18%
Outcome	2	0	5	94	628	16	745	99.04%
Overall	16	2	28	827	4833	254	5960	99.19%

External Service	**Responses**	**Total Transactions**
Application Procedure for Incoming Grade 7 Students	210	2338
Application for Incoming Grade 8 and Grade 9 Transfer Students	28	45
Freshmen Enrollment	97	120
Processing of Requests for School Credentials (alumni)	34	55
Others	0	0
External Total	**369**	**2558**
Internal Service	**Responses**	**Total Transactions**
Availment of School Facilities	212	242
Processing of Requests for Personnel Documents	38	71
Processing of Requests for School Credentials (students of the current school year)	126	181
Others	0	0
Internal Total	**376**	**494**
GRAND TOTAL	**745**	**3052**

3. Cagayan Valley Campus (CVC)

Service Quality Dimensions	Very Dissatisfied	Dissatisfied	Fair	Satisfied	Very Satisfied	N/A	Total Responses	Overall
Responsiveness	0	0	7	13	98	0	118	94.07%
Reliability	0	0	5	22	91	0	118	95.76%
Access and facilities	0	0	5	22	90	1	118	95.73%
Communication	0	0	7	18	93	0	118	94.07%
Costs	0	0	6	18	85	9	118	94.50%
Integrity	0	0	5	17	96	0	118	95.76%
Assurance	0	0	7	10	100	1	118	94.02%
Outcome	0	0	5	13	99	1	118	95.73%
Overall	0	0	47	133	752	12	944	94.96%

External Service	**Responses**	**Total Transactions**
Application Procedure for Incoming Grade 7 Students	15	427
Application for Incoming Grade 8 and Grade 9 Transfer Students	7	25
Freshmen Enrollment	38	120
Processing of Requests for School Credentials (alumni)	8	23
Others	30	30
External Total	**98**	**625**
Internal Service	**Responses**	**Total Transactions**
Availment of School Facilities	7	93
Processing of Requests for Personnel Documents	5	85
Processing of Requests for School Credentials (students of the current school year)	2	88
Others	6	6
Internal Total	**20**	**272**
GRAND TOTAL	**118**	**897**

4. Cordillera Administrative Region Campus (CARC)

Service Quality Dimensions	Very Dissatisfied	Dissatisfied	Fair	Satisfied	Very Satisfied	N/A	Total Responses	Overall
Responsiveness	13	2	5	72	340	4	436	95.37%
Reliability	11	1	2	71	345	6	436	96.74%
Access and facilities	10	2	5	67	334	18	436	95.93%
Communication	11	2	9	64	336	14	436	94.79%
Costs	9	2	2	50	188	185	436	94.82%
Integrity	10	3	2	54	353	14	436	96.45%
Assurance	11	2	1	60	355	7	436	96.74%
Outcome	10	3	2	56	351	14	436	96.45%
Overall	85	17	28	494	2602	262	3488	95.97%

External Service	**Responses**	**Total Transactions**
Application Procedure for Incoming Grade 7 Students	49	76
Application for Incoming Grade 8 and Grade 9 Transfer Students	2	36
Freshmen Enrollment	59	90
Processing of Requests for School Credentials (alumni)	5	41
Others	190	190
External Total	**305**	**433**
Internal Service	**Responses**	**Total Transactions**
Availment of School Facilities	16	218
Processing of Requests for Personnel Documents	15	79
Processing of Requests for School Credentials (students of the current school year)	76	243
Others	24	24
Internal Total	**131**	**564**
GRAND TOTAL	**436**	**997**

5. Central Luzon Campus (CLC)

Service Quality Dimensions	Very Dissatisfied	Dissatisfied	Fair	Satisfied	Very Satisfied	N/A	Total Responses	Overall
Responsiveness	37	0	0	34	1138	0	1209	96.94%
Reliability	37	0	0	33	1139	0	1209	96.94%
Access and facilities	37	0	0	34	1138	0	1209	96.94%
Communication	37	0	0	29	1143	0	1209	96.94%
Costs	2	0	0	5	711	491	1209	99.72%
Integrity	37	0	0	34	1138	0	1209	96.94%
Assurance	37	0	0	34	1138	0	1209	96.94%
Outcome	37	0	0	34	1138	0	1209	96.94%
Overall	261	0	0	237	8683	491	9672	97.16%

External Service	**Responses**	**Total Transactions**
Application Procedure for Incoming Grade 7 Students	321	890
Application for Incoming Grade 8 and Grade 9 Transfer Students	55	60
Freshmen Enrollment	98	120
Processing of Requests for School Credentials (alumni)	45	47
Others	47	150
External Total	**566**	**1267**
Internal Service	**Responses**	**Total Transactions**
Availment of School Facilities	189	294
Processing of Requests for Personnel Documents	127	164
Processing of Requests for School Credentials (students of the current school year)	90	109
Others	237	355
Internal Total	**643**	**922**
GRAND TOTAL	**1209**	**2189**

6. Main Campus (MC)

Service Quality Dimensions	Very Dissatisfied	Dissatisfied	Fair	Satisfied	Very Satisfied	N/A	Total Responses	Overall
Responsiveness	0	0	0	3	133	0	136	100.00%
Reliability	0	0	1	5	130	0	136	99.26%
Access and facilities	0	1	0	5	128	2	136	99.25%
Communication	0	0	3	6	127	0	136	97.79%
Costs	0	0	2	5	109	20	136	98.28%
Integrity	0	0	2	3	131	0	136	98.53%
Assurance	0	0	2	5	129	0	136	98.53%
Outcome	0	0	1	5	129	1	136	99.26%
Overall	0	1	11	37	1016	23	1088	98.87%

External Service	**Responses**	**Total Transactions**
Application Procedure for Incoming Grade 7 Students	12	2,461
Application for Incoming Grade 8 and Grade 9 Transfer Students	4	50
Freshmen Enrollment	8	240
Processing of Requests for School Credentials (alumni)	0	187
Others	17	17
External Total	**41**	**2,955**
Internal Service	**Responses**	**Total Transactions**
Availment of School Facilities	27	839
Processing of Requests for Personnel Documents	55	1,619
Processing of Requests for School Credentials (students of the current school year)	13	931
Others	0	0
Internal Total	**95**	**3389**
GRAND TOTAL	**136**	**6,344**

7. CALABARZON Region Campus (CBZRC)

Service Quality Dimensions	Very Dissatisfied	Dissatisfied	Fair	Satisfied	Very Satisfied	N/A	Total Responses	Overall
Responsiveness	9	2	6	115	1103	0	1235	98.62%
Reliability	10	0	9	113	1103	0	1235	98.46%
Access and facilities	9	2	16	109	1099	0	1235	97.81%
Communication	10	1	13	99	1112	0	1235	98.06%
Costs	4	0	4	16	99	1112	1235	93.50%
Integrity	10	0	10	87	1126	2	1235	98.38%
Assurance	11	1	10	101	1111	1	1235	98.22%
Outcome	10	0	12	109	1104	0	1235	98.22%
Overall	73	6	80	749	7857	1115	9880	98.19%

External Service	**Responses**	**Total Transactions**
Application Procedure for Incoming Grade 7 Students	34	991
Application for Incoming Grade 8 and Grade 9 Transfer Students	5	35
Freshmen Enrollment	76	120
Processing of Requests for School Credentials (alumni)	33	93
Others	413	550
External Total	**561**	**1789**
Internal Service	**Responses**	**Total Transactions**
Availment of School Facilities	163	314
Processing of Requests for Personnel Documents	23	41
Processing of Requests for School Credentials (students of the current school year)	15	596
Others	473	473
Internal Total	**674**	**1424**
GRAND TOTAL	**1235**	**3213**

8. MIMAROPA Region Campus (MRC)

Service Quality Dimensions	Very Dissatisfied	Dissatisfied	Fair	Satisfied	Very Satisfied	N/A	Total Responses	Overall
Responsiveness	19	8	11	125	889	3	1055	96.39%
Reliability	18	8	14	120	890	5	1055	96.19%
Access and facilities	16	6	12	118	728	175	1055	96.14%
Communication	23	9	8	108	901	6	1055	96.19%
Costs	11	1	11	73	321	638	1055	94.48%
Integrity	17	6	10	105	903	14	1055	96.83%
Assurance	18	8	10	118	895	6	1055	96.57%
Outcome	17	6	11	115	895	11	1055	96.74%
Overall	139	52	87	882	6422	858	8440	96.33%

External Service	**Responses**	**Total Transactions**
Application Procedure for Incoming Grade 7 Students	6	1979
Application for Incoming Grade 8 and Grade 9 Transfer Students	6	6
Freshmen Enrollment	23	41
Processing of Requests for School Credentials (alumni)	18	20
Others	410	533
External Total	**463**	**2579**
Internal Service	**Responses**	**Total Transactions**
Availment of School Facilities	39	208
Processing of Requests for Personnel Documents	85	119
Processing of Requests for School Credentials (students of the current school year)	12	76
Others	456	593
Internal Total	**592**	**996**
GRAND TOTAL	**1055**	**3575**

9. Bicol Region Campus (BRC)

Service Quality Dimensions	Very Dissatisfied	Dissatisfied	Fair	Satisfied	Very Satisfied	N/A	Total Responses	Overall
Responsiveness	2	1	4	22	300	0	329	97.87%
Reliability	2	1	4	18	302	2	329	97.86%
Access and facilities	2	0	2	28	271	26	329	98.68%
Communication	3	1	3	15	283	24	329	97.70%
Costs	0	0	2	15	184	128	329	99.00%
Integrity	2	3	3	12	308	1	329	97.56%
Assurance	2	1	5	7	289	25	329	97.37%
Outcome	3	0	2	8	290	26	329	98.35%
Overall	16	7	25	125	2227	232	2632	98.00%

External Service	**Responses**	**Total Transactions**
Application Procedure for Incoming Grade 7 Students	23	1198
Application for Incoming Grade 8 and Grade 9 Transfer Students	14	39
Freshmen Enrollment	21	120
Processing of Requests for School Credentials (alumni)	2	13
Others	0	0
External Total	**60**	**1370**
Internal Service	**Responses**	**Total Transactions**
Availment of School Facilities	30	438
Processing of Requests for Personnel Documents	61	161
Processing of Requests for School Credentials (students of the current school year)	37	39
Others	141	154
Internal Total	**269**	**792**
GRAND TOTAL	**329**	**2162**

10. Western Visayas Campus (WVC)

Service Quality Dimensions	Very Dissatisfied	Dissatisfied	Fair	Satisfied	Very Satisfied	N/A	Total Responses	Overall
Responsiveness	0	0	0	4	405	0	409	100.00%
Reliability	0	0	0	7	402	0	409	100.00%
Access and facilities	0	0	0	19	387	3	409	100.00%
Communication	0	0	0	7	402	0	409	100.00%
Costs	0	0	0	11	157	241	409	100.00%
Integrity	0	0	0	8	401	0	409	100.00%
Assurance	0	0	0	7	402	0	409	100.00%
Outcome	0	0	1	6	402	0	409	99.76%
Overall	0	0	1	69	2958	244	3272	99.97%

External Service	**Responses**	**Total Transactions**
Application Procedure for Incoming Grade 7 Students	105	1201
Application for Incoming Grade 8 and Grade 9 Transfer Students*	0	0
Freshmen Enrollment	55	120
Processing of Requests for School Credentials (alumni)	5	23
Others	34	34
External Total	**199**	**1378**
Internal Service	**Responses**	**Total Transactions**
Availment of School Facilities	81	657
Processing of Requests for Personnel Documents	85	605
Processing of Requests for School Credentials (students of the current school year)	0	0
Others	44	44
Internal Total	**210**	**1306**
GRAND TOTAL	**409**	**2684**

* No Applicant had chosen the Western Visayas Campus for lateral transfer.

11. Central Visayas Campus (CVisC)

Service Quality Dimensions	Very Dissatisfied	Dissatisfied	Fair	Satisfied	Very Satisfied	N/A	Total Responses	Overall
Responsiveness	2	2	13	50	629	0	696	97.56%
Reliability	2	0	14	56	624	0	696	97.70%
Access and facilities	2	1	23	53	595	22	696	96.14%
Communication	2	1	11	64	618	0	696	97.99%
Costs	3	2	16	47	485	143	696	96.20%
Integrity	2	0	9	46	636	3	696	98.41%
Assurance	2	0	13	51	629	1	696	97.84%
Outcome	2	0	12	46	635	1	696	97.99%
Overall	17	6	111	413	4851	170	5568	97.52%

External Service	**Responses**	**Total Transactions**
Application Procedure for Incoming Grade 7 Students	10	1407
Application for Incoming Grade 8 and Grade 9 Transfer Students	9	30
Freshmen Enrollment	79	120
Processing of Requests for School Credentials (alumni)	26	26
Others	62	891
External Total	**186**	**2474**
Internal Service	**Responses**	**Total Transactions**
Availment of School Facilities	128	817
Processing of Requests for Personnel Documents	38	95
Processing of Requests for School Credentials (students of the current school year)	126	171
Others	218	4999
Internal Total	**510**	**6082**
GRAND TOTAL	**696**	**8556**

12. Eastern Visayas Campus (EVC)

Service Quality Dimensions	Very Dissatisfied	Dissatisfied	Fair	Satisfied	Very Satisfied	N/A	Total Responses	Overall
Responsiveness	0	1	1	72	484	0	558	99.64%
Reliability	0	0	3	80	475	0	558	99.46%
Access and facilities	0	1	6	73	477	1	558	98.74%
Communication	0	0	3	73	482	0	558	99.46%
Costs	0	0	5	60	406	87	558	98.94%
Integrity	0	0	1	67	489	1	558	99.82%
Assurance	0	1	6	62	489	0	558	98.75%
Outcome	0	1	1	63	490	3	558	99.64%
Overall	0	4	26	550	3792	92	4464	99.31%

External Service	**Responses**	**Total Transactions**
Application Procedure for Incoming Grade 7 Students	27	1734
Application for Incoming Grade 8 and Grade 9 Transfer Students	10	57
Freshmen Enrollment *	0	90
Processing of Requests for School Credentials (alumni)	11	42
Others	110	110
External Total	**158**	**2033**
Internal Service	**Responses**	**Total Transactions**
Availment of School Facilities	357	357
Processing of Requests for Personnel Documents	11	
Processing of Requests for School Credentials (students of the current school year)	2	151
Others	30	30
Internal Total	**400**	**538**
GRAND TOTAL	**558**	**2571**

* No survey response was reported.

13. Zamboanga Peninsula Region Campus (ZRC)

Service Quality Dimensions	Very Dissatisfied	Dissatisfied	Fair	Satisfied	Very Satisfied	N/A	Total Responses	Overall
Responsiveness	0	0	0	26	150	0	176	100.00%
Reliability	0	0	0	23	153	0	176	100.00%
Access and facilities	0	0	0	29	147	0	176	100.00%
Communication	0	0	1	31	144	0	176	99.43%
Costs	0	0	0	24	124	28	176	100.00%
Integrity	0	0	0	20	156	0	176	100.00%
Assurance	0	0	0	25	151	0	176	100.00%
Outcome	0	0	0	26	150	0	176	100.00%
Overall	0	0	1	204	1175	28	1408	99.93%

External Service	**Responses**	**Total Transactions**
Application Procedure for Incoming Grade 7 Students	40	989
Application for Incoming Grade 8 and Grade 9 Transfer Students	25	49
Freshmen Enrollment	48	90
Processing of Requests for School Credentials (alumni)	11	60
Others	0	0
External Total	**124**	**1188**
Internal Service	**Responses**	**Total Transactions**
Availment of School Facilities	14	14
Processing of Requests for Personnel Documents	4	4
Processing of Requests for School Credentials (students of the current school year)	34	85
Others	0	0
Internal Total	**52**	**103**
GRAND TOTAL	**176**	**1291**

14. Central Mindanao Campus (CMC)

Service Quality Dimensions	Very Dissatisfied	Dissatisfied	Fair	Satisfied	Very Satisfied	N/A	Total Responses	Overall
Responsiveness	3	2	5	74	674	4	762	98.68%
Reliability	3	2	5	76	676	0	762	98.69%
Access and facilities	3	2	7	71	674	5	762	98.41%
Communication	3	2	4	75	664	14	762	98.80%
Costs	3	3	17	96	562	81	762	96.62%
Integrity	3	2	4	66	677	10	762	98.80%
Assurance	3	2	4	67	669	17	762	98.79%
Outcome	3	2	5	60	682	10	762	98.67%
Overall	24	17	51	585	5278	141	6096	98.46%

External Service	**Responses**	**Total Transactions**
Application Procedure for Incoming Grade 7 Students	128	134
Application for Incoming Grade 8 and Grade 9 Transfer Students	19	19
Freshmen Enrollment	125	125
Processing of Requests for School Credentials (alumni)	57	151
Others	0	0
External Total	**329**	**429**
Internal Service	**Responses**	**Total Transactions**
Availment of School Facilities	74	267
Processing of Requests for Personnel Documents	20	81
Processing of Requests for School Credentials (students of the current school year)	339	447
Others	0	0
Internal Total	**433**	**795**
GRAND TOTAL	**762**	**1224**

15. Southern Mindanao Campus (SMC)

Service Quality Dimensions	Very Dissatisfied	Dissatisfied	Fair	Satisfied	Very Satisfied	N/A	Total Responses	Overall
Responsiveness	4	0	3	9	200	0	216	96.76%
Reliability	4	0	3	8	200	1	216	96.74%
Access and facilities	4	0	4	7	195	6	216	96.19%
Communication	4	0	3	7	200	2	216	96.73%
Costs	0	0	1	4	64	147	216	98.55%
Integrity	4	0	3	6	193	10	216	96.60%
Assurance	4	0	3	8	198	3	216	96.71%
Outcome	4	0	3	8	195	6	216	96.67%
Overall	28	0	23	57	1445	175	1728	96.72%

External Service	**Responses**	**Total Transactions**
Application Procedure for Incoming Grade 7 Students	29	746
Application for Incoming Grade 8 and Grade 9 Transfer Students	23	56
Freshmen Enrollment	91	120
Processing of Requests for School Credentials (alumni)	19	51
Others	0	0
External Total	**162**	**973**
Internal Service	**Responses**	**Total Transactions**
Availment of School Facilities	12	371
Processing of Requests for Personnel Documents	16	223
Processing of Requests for School Credentials (students of the current school year)	26	186
Others	0	0
Internal Total	**54**	**780**
GRAND TOTAL	**216**	**1753**

16. SOCCSKSARGEN Region Campus (SRC)

Service Quality Dimensions	Very Dissatisfied	Dissatisfied	Fair	Satisfied	Very Satisfied	N/A	Total Responses	Overall
Responsiveness	7	3	25	175	1642	14	1866	98.11%
Reliability	9	5	28	174	1634	16	1866	97.73%
Access and facilities	5	6	28	195	1596	36	1866	97.87%
Communication	9	4	32	141	1661	19	1866	97.56%
Costs	6	3	30	162	1297	368	1866	97.40%
Integrity	11	1	24	151	1658	21	1866	98.05%
Assurance	10	5	28	153	1650	20	1866	97.67%
Outcome	14	1	29	164	1642	16	1866	97.62%
Overall	71	28	224	1315	12780	510	14928	97.76%

External Service	**Responses**	**Total Transactions**
Application Procedure for Incoming Grade 7 Students	59	59
Application for Incoming Grade 8 and Grade 9 Transfer Students	15	15
Freshmen Enrollment*	0	120
Processing of Requests for School Credentials (alumni)	25	90
Others	231	231
External Total	**330**	**515**
Internal Service	**Responses**	**Total Transactions**
Availment of School Facilities	530	530
Processing of Requests for Personnel Documents	277	277
Processing of Requests for School Credentials (students of the current school year)	14	14
Others	715	715
Internal Total	**1536**	**1536**
GRAND TOTAL	**1866**	**2051**

* No survey response was reported.

17. Caraga Region Campus (CRC)

Service Quality Dimensions	Very Dissatisfied	Dissatisfied	Fair	Satisfied	Very Satisfied	N/A	Total Responses	Overall
Responsiveness	17	4	13	144	1847	27	2052	98.32%
Reliability	17	3	11	151	1836	34	2052	98.46%
Access and facilities	14	7	11	149	1836	35	2052	98.41%
Communication	14	7	12	132	1831	56	2052	98.35%
Costs	12	1	26	85	1104	824	2052	96.82%
Integrity	13	3	14	128	1863	31	2052	98.52%
Assurance	14	4	19	136	1845	34	2052	98.17%
Outcome	14	6	23	125	1850	34	2052	97.87%
Overall	115	35	129	1050	14012	1075	16416	98.18%

External Service	**Responses**	**Total Transactions**
Application Procedure for Incoming Grade 7 Students	52	1,464
Application for Incoming Grade 8 and Grade 9 Transfer Students	5	25
Freshmen Enrollment	37	120
Processing of Requests for School Credentials (alumni)	60	129
Others	1155	1155
External Total	**1309**	**2,893**
Internal Service	**Responses**	**Total Transactions**
Availment of School Facilities	79	298
Processing of Requests for Personnel Documents	45	99
Processing of Requests for School Credentials (students of the current school year)	23	158
Others	596	596
Internal Total	**743**	**1151**
GRAND TOTAL	**2052**	**4,044**

APPENDIX D: HOTLINE#888 AND CONTACT CENTER NG BAYAN (CCB) RESOLUTION AND COMPLIANCE RATES

For FY 2023, the PSHS-OED received Zero (0) formal complaints from the public or its clients.

The OED has received and processed, within the mandatory 72-hours' time limit, two (2) requests for clarification regarding the availability of Lateral Entry slots; plus, two (2) other concerns involving PSHS-CMC that were coursed thru the Presidential Complaint Center.

Under Sec. 5 of EO No. 6 *" a citizen's concern lodged through any of the communication channels shall have a concrete action within 72 hours from the receipt of the concern by the proper government agency or instrumentality."*

Case Number/ Reference Number/Title	Campus	Nature of Complaint	Status
P20230603-526-2	PSHS – CMC	Alleged irregularities on the computation of proficiency competition in PSHS-Central Mindanao Campus in Nangka, Baloi, Lanao del Norte	**RESOLVED.** The Office of the Executive Director sent a reply attaching the letter of clarification from the Campus Director of the PSHS – Central Mindanao Campus.
G20230705-358-9	PSHS – CBZRC	Request for clarification on the availability of slot relative to Lateral Examination Program	**RESOLVED**. Mr. Ed Herpert D. Briones sent a response letter to Mrs. Maria Belen G. Donovan regarding the latter's concern.
P20230801-763-7	PSHS – CLC	Clarification regarding the availability of Online Registration Slot for Scholarship in the PSHS – Central Luzon Campus	**RESOLVED**. Campus Director Theresa Anne O. Diaz has already sent her reply about the matter.
Withholding of Last Salary and Terminal Leave Benefits	PSHS - CMC	Referral of the complaint from a retired PSHS – Central Mindanao Campus Employee by DOST Central from CSC Region X	**RESOLVED**. Campus Director Franklin L. Salisid had a compromised settlement with the complainant witnessed by the director of CSC-X.

Republic of the Philippines
DEPARTMENT OF SCIENCE AND TECHNOLOGY
PHILIPPINE SCIENCE HIGH SCHOOL SYSTEM
OFFICE OF THE EXECUTIVE DIRECTOR

March 18, 2024

The Philippine Science High School System Committee on Anti-Red Tape resolved to recommend for approval of the Executive Director the Harmonized Client Satisfaction Measurement Report in compliance with the Memorandum Circular No. 2022-05 or the Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement.

Effective upon approval.

ROD ALLAN A. DE LARA
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Deputy Executive Director, PSHS System

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