



Republic of the Philippines
Department of Education
REGION X- NORTHERN MINDANAO
DIVISION OF MALAYBALAY CITY

SCHOOL MONITORING AND EVALUATION SECTION

CLIENT SATISFACTION SURVEY RESULT
CY-2019

CRITERIA	RESULT
1. RESPONSIVENESS (PAGTUGON) Willingness to help, assist, and provide prompt service (Handang tumugon at magbigay nang mabilis na serbisyo sa kliyente)	Very Satisfied (Lubhang Nasiyahan)
2. RELIABILITY (MAASAHAN) Provision of what was needed and what was promised, in accordance with the policy and standards, with zero to a minimal error rate (Mahusay na pagbibigay ng serbisyo ayon sa itinakdang pamantayan)	Very Satisfied (Lubhang Nasiyahan)
3. ACCESS & FACILITIES (LOKASYON AT PASILIDAD) Convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology (Mabilis mapuntahan and lugar at magamit and pasilidad sa pamamagitan ng malinaw na karatula)	Very Satisfied (Lubhang Nasiyahan)
4. COMMUNICATION (PAKIKIPAG-USAP) Act of keeping customers and businesses informed in a language they can easily understand, as well as listening to their feedback (Pakikipag-usap sa kliyente sa paraangmalinaw at nauunawaan kasama ang mga opinion at puna)	Very Satisfied (Lubhang Nasiyahan)
5. COST (GASTOS) Satisfaction with the timeliness of the billing, billing process/es, preferred methods of payment period, value of money, acceptable range of costs, and qualitative information at the cost of each service (Contento sa serbisyong natanggap at sa halagang naggag katumbas o binayaran)	Not applicable (The section did not accept any payment for the services rendered to the client)



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6. INTEGRITY (KATAPATAN) Capability of frontline staff/s to perform their duties, product and service knowledge, understanding client needs, helpfulness and good work relationships (Kasiguruhan na gampanan ang tungkulin, na may kaalaman sa serbisyo, pag-unawa sa mga pangangailangan ng kliyente, matulungin at maaos na ugnayan sa trabaho)	Very Satisfied (Lubhang Nasiyahan)
7. ASSURANCE (PAGTITIWALA) Assurance that there is honesty, justice, fairness and trust in each service while dealing with the clients and businesses (Pagtiyak sa serbisyong may katapatan, hustisya, patas at tiwala habang nakikipag-ugnayan sa kliyente)	Very Satisfied (Lubhang Nasiyahan)
8. OUTCOME Rate in terms of achieving outcomes or realizing the intended benefits of the service (Markahan ang pangkalahatang serbisyong natanggap)	Very Satisfied (Lubhang Nasiyahan)

Prepared by:

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CLIENT SATISFACTION SURVEY RESULT
CY-2020

CRITERIA	RESULT
9. RESPONSIVENESS (PAGTUGON) Willingness to help, assist, and provide prompt service (Handang tumugon at magbigay nang mabilis na serbisyo sa kliyente)	Very Satisfied (Lubhang Nasiyahan)
10. RELIABILITY (MAASAHAN) Provision of what was needed and what was promised, in accordance with the policy and standards, with zero to a minimal error rate (Mahusay na pagbibigay ng serbisyo ayon sa itinakdang pamantayan)	Very Satisfied (Lubhang Nasiyahan)
11. ACCESS & FACILITIES (LOKASYON AT PASILIDAD) Convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology (Mabilis mapuntahan and lugar at magamit and pasilidad sa pamamagitan ng malinaw na karatula)	Very Satisfied (Lubhang Nasiyahan)
12. COMMUNICATION (PAKIKIPAG-USAP) Act of keeping customers and businesses informed in a language they can easily understand, as well as listening to their feedback (Pakikipag-usap sa kliyente sa paraangmalinaw at nauunawaan kasama ang mga opinion at puna)	Very Satisfied (Lubhang Nasiyahan)
13. COST (GASTOS) Satisfaction with the timeliness of the billing, billing process/es, preferred methods of payment period, value of money, acceptable range of costs, and qualitative information at the cost of each service (Contento sa serbisyong natanggap at sa halagang naggang katumbas o binayaran)	Not applicable (The section did not accept any payment for the services rendered to the client)
14. INTEGRITY (KATAPATAN)	Very Satisfied (Lubhang Nasiyahan)





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Capability of frontline staff/s to perform their duties, product and service knowledge, understanding client needs, helpfulness and good work relationships (Kasiguruhan na gampanan ang tungkulin, na may kaalaman sa serbisyo, pag-unawa sa mga pangangailangan ng kliyente, matulungin at maaos na ugnayan sa trabaho)	
15. ASSURANCE (PAGTITIWALA) Assurance that there is honesty, justice, fairness and trust in each service while dealing with the clients and businesses (Pagtiyak sa serbisyong may katapatan, hustisya, patas at tiwala habang nakikipag-ugnayan sa kliyente)	Very Satisfied (Lubhang Nasiyahan)
16. OUTCOME Rate in terms of achieving outcomes or realizing the intended benefits of the service (Markahan ang pangkalahatang serbisyong natanggap)	Very Satisfied (Lubhang Nasiyahan)

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