



**BAGONG PILIPINAS**

**TARLAC STATE UNIVERSITY**

# **CLIENT SATISFACTION MEASUREMENT REPORT**

# **2024**

**1<sup>st</sup> EDITION**



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**Tarlac State University**

# **Client Satisfaction Measurement Report**

Consolidated

2024 (1<sup>st</sup> Edition)

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I. Overview:

Brief Description of the Agency

Tarlac State University is a public institution of higher learning in Tarlac City, Tarlac, with more than 22,000 student population and 1,200 faculty members and staff across its Main, San Isidro, and Lucinda Campuses, as well as extension campuses in Capas, Concepcion, and La Paz. The university offers a wide range of quality programs in engineering, technology, education, accountancy, and the sciences. Recognized nationally and internationally for excellence, TSU holds ISO certifications and global rankings, underscoring its commitment to quality, sustainability, and social responsibility. In all its endeavors and undertakings, the university is guided by its vision to become a globally competitive university recognized for excellence in sciences and emerging technologies.

Client Satisfaction Measurement (CSM) Mandate

The Tarlac State University continues its commitment to deliver high-quality and efficient services across its various academic and support service units, anchored in the principles of good governance and customer-centric public service. In line with Republic Act No. 11032 or the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018," TSU maintains its institutional feedback mechanism through the implementation of the Harmonized Client Satisfaction Measurement (CSM) tool.

The 2024 report reflects TSU's proactive efforts to monitor, evaluate, and enhance its service delivery. Following the Anti-Red Tape Authority (ARTA) Memorandum Circular No. 2023-05, TSU has conducted the CSM across all its campuses and service units, ensuring that the voices of internal and external stakeholders are heard and considered for continual improvement.

FY 2024 Summary of Results

The FY 2024 Client Satisfaction Measurement results of the university reflect highly positive feedback on the implementation and communication of the **Citizen's Charter (CC)**. **CC Awareness** scored an impressive **98.25%**, indicating that nearly all respondents are aware of the citizen's charter and its purpose. **CC Visibility**, at **89.52%**, reflects that the citizen's charter is well-recognized by the public, though there is still room to improve accessibility. **CC Helpfulness** received a commendable **92.25%**, reflecting the perceived value and utility of the charter in guiding clients in their service processes experience. The **response rate**, however, was recorded at **7.00%**, suggesting limited participation in the survey relative to the total number of transactions. While typical for large populations, this highlights the need for strengthened outreach and engagement strategies. Despite this, the **overall score** under the **Service Quality Dimension (SQD)** of **98.25%**, reflecting a high level of satisfaction with the quality, efficiency, and responsiveness of services delivered by the university.

II. Scope:

The Harmonized Client Satisfaction Measurement (CSM) survey was conducted during the period of January to December of the FY 2024. It was administered every after completion of the service/s availed to the transacting clients both physical and via online platform to all external and internal clients of different offices, units, and colleges in the Main Campus, San Isidro Extension Campus, and Lucinda Extension Campus.

The university adopted the readily available harmonized CSM tool covering three (3) questions related to the Citizen's Charter, one (1) question related to the client's overall satisfaction with the service availed of, and eight (8) questions related to Service Quality

Dimensions (SQD) to capture the total client experience, expectations and satisfaction which are as follows: Responsiveness, Reliability, Access and Facilities, Communication, Costs, Integrity, Assurance, and Outcome.

The **Table 1 below** represents the list of services that the university surveyed as well as their responses and total transactions per service. A total of 21,858 responses were collected from 319,383 total transactions.

**Table 1:** The following services that the university surveyed in FY 2024

| External Services                                                                                                                         | Responses | Total Transactions |
|-------------------------------------------------------------------------------------------------------------------------------------------|-----------|--------------------|
| Processing of Request for Alumni ID Numbers                                                                                               | 61        | 1316               |
| Process for Request for Performance of TSU Culture and Arts Dance Troupe and/or Chorale Group                                             | 35        | 35                 |
| Processing of Institution / Organization Request to Benchmark Offices / Colleges in Tarlac State University                               | 0         | 2                  |
| Process for Addressing Client's Concerns via Email                                                                                        | 55        | 5436               |
| Process for Publication and Distribution of TSU Bulletin                                                                                  | 40        | 53                 |
| Processing of Action on Contracts and External Agreements                                                                                 | 30        | 769                |
| Processing of Request for Personal Meeting with the President                                                                             | 21        | 93                 |
| Process of Request for Career Fair, Campus Recruitment Activity, Career Development Webinar/ Seminar/ Training/ Workshop, Career Roadshow | 21        | 21                 |
| Process of Request for Company Accreditation                                                                                              | 18        | 42                 |
| Process of Request for Job Posting and Graduate Listing                                                                                   | 165       | 643                |
| Processing of Online Request for Certificate of Good Moral Character                                                                      | 62        | 368                |
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling                                         | 38        | 767                |
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling                                         | 40        | 333                |
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling                                         | 12        | 101                |
| Issuance of Temporary Notice of Acceptance for Foreign Student                                                                            | 6         | 6                  |
| Process for Signing of Student Clearance                                                                                                  | 0         | 2377               |
| Processing of Request for Transcript of Records of Graduates                                                                              | 341       | 2377               |
| Processing of Request for Various Academic Documents (Online)                                                                             | 181       | 3325               |
| Processing of Request for Various Academic Documents (Walk-In)                                                                            | 377       | 2485               |
| Processing of Request to Access the Library by Visiting Researcher                                                                        | 18        | 68                 |
| Processing of Request to Access the Library by Visiting Researcher                                                                        | 5         | 5                  |
| Process for Signing of Student Clearance                                                                                                  | 15        | 15                 |
| Processing of Request to Access the Library by Visiting Researcher                                                                        | 4         | 5                  |
| Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer                                                     | 5         | 5                  |
| Processing of Request for National Services Training Program Serial Number                                                                | 25        | 25                 |

|                                                                                                                              |              |               |
|------------------------------------------------------------------------------------------------------------------------------|--------------|---------------|
| Processing of Document Request Service (ONLINE AND WALK-IN)                                                                  | 1            | 1             |
| Processing of Request for Hosting a Sports Event                                                                             | 2            | 2             |
| Processing of Request for Joining Pocket Tournaments, Tune-Up Games, and CHED-Friendship Game                                | 2            | 2             |
| Processing of Request to Participate in Sports Event on Regional and National Level                                          | 5            | 12            |
| Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni      | 17           | 23            |
| Processing of Admission Test Application for Incoming Freshmen Students                                                      | 448          | 18185         |
| Processing of Application for the Administration of Psychological Test to Transferee Students                                | 204          | 780           |
| Process for Claiming of Checks                                                                                               | 159          | 3556          |
| Processing of Cash Payment for Outstanding Balances                                                                          | 347          | 5892          |
| Processing of Employment Verification Requests                                                                               | 26           | 59            |
| Processing of Request for Issuance of Certifications                                                                         | 12           | 562           |
| Processing of Request for Pre-Repair Inspection, Repair, and Other Services                                                  | 1            | 1             |
| Processing of Material Approval Request                                                                                      | 44           | 46            |
| Digital Studio RFID Processing – For Alumni IDs                                                                              | 20           | 640           |
| Request to Use the University Facilities                                                                                     | 18           | 24            |
| Process for Addressing Client's Concerns (Online and Walk-In)                                                                | 1            | 1             |
| Process of Acquiring Bidding Documents                                                                                       | 33           | 156           |
| Process of Receiving and Controlling Records and Documents                                                                   | 22           | 3930          |
| Processing of Job Vacancies Application                                                                                      | 97           | 329           |
| Processing of Request for the Receipt, Inspection and Acceptance of Deliveries of Supplies, Materials and Equipment          | 118          | 858           |
| Disposal of Used/ Unserviceable Supplies, Material and Equipment through Public Action                                       | 3            | 3             |
| Processing of Center for Community and Local Governance Studies and Policy Development Service Requests                      | 12           | 24            |
| Processing of Requests for Innovation of the Intersection of Solar Energy and Emerging Technology and other Related Services | 5            | 7             |
| Processing of Food Technology and Research Center Service Requests                                                           | 21           | 27            |
| Processing of Market-Driven Research Service                                                                                 | 1            | 1             |
| Processing of Shared Facility Services Request                                                                               | 6            | 6             |
| Process for Copyright Deposit Assistance                                                                                     | 1            | 1             |
| Processing Request for Extension Documents                                                                                   | 5            | 5             |
| Processing of Request for Test of Similarity Index                                                                           | 0            | 1             |
| Processing of Request for Water Analysis and Other Laboratory Services                                                       | 1            | 13            |
| <b>External Service Total</b>                                                                                                | <b>3,219</b> | <b>55,819</b> |

| Internal Services                                                                                       | Responses | Total Transactions |
|---------------------------------------------------------------------------------------------------------|-----------|--------------------|
| Processing of Request for a Copy of Documents and Various Reports                                       | 2         | 12                 |
| Processing of Request for Coaching and Mentoring                                                        | 14        | 17                 |
| Processing of Request for Review and Evaluation of Citizen's Charter                                    | 14        | 86                 |
| Process for Inspection of Condemn ICT Equipment                                                         | 20        | 176                |
| Process for Inspection of New ICT Equipment                                                             | 46        | 134                |
| Process for Requesting of Preventive Maintenance for Desktop Computer Units                             | 40        | 53                 |
| Process for Software Installation                                                                       | 40        | 812                |
| Processing of Request for Technical Assistance                                                          | 25        | 1320               |
| Processing of Request to Repair an ICT Equipment                                                        | 86        | 754                |
| Process for Creation of Domain Accounts                                                                 | 26        | 71                 |
| Process for Granting Virtual Private Network (VPN) Access                                               | 16        | 36                 |
| Process for Resetting of TSU Systems/Network Accounts                                                   | 9         | 9                  |
| Process for Unblocking of Websites                                                                      | 8         | 8                  |
| Process for Wi-Fi Access Registration                                                                   | 109       | 429                |
| Process for Wi-Fi Setup/Deployment                                                                      | 31        | 167                |
| Processing of Request for Cabling of New Network Connection                                             | 37        | 264                |
| Process for Request for Performance of TSU Culture and Arts Dance Troupe and/or Chorale Group           | 14        | 29                 |
| Processing of CHED Endorsement for Legitimacy of Travel Abroad                                          | 1         | 5                  |
| Processing of Outbound Faculty, Student, & Staff Mobility                                               | 1         | 3                  |
| Process for Account Creation and Assigning of Privileges                                                | 136       | 157                |
| Process for Office 365 Account Assistance                                                               | 303       | 4441               |
| Process for Tagging or Untagging of Faculty, Room, and/or Schedule                                      | 339       | 1624               |
| Process for Tagging/Untagging of Honorarium Classes                                                     | 183       | 203                |
| Process of Changing Posted Schedule                                                                     | 108       | 414                |
| Processing of Request to Transfer of Students                                                           | 106       | 394                |
| Process for Review and Approval of Pre-Planning Activities                                              | 23        | 23                 |
| Process for Addressing Client's Concerns via Email                                                      | 326       | 1375               |
| Process for Posting of Print/Social Media/TSU Website Materials                                         | 128       | 511                |
| Process for Publication of Online News                                                                  | 19        | 247                |
| Process for Requesting of Electronic Copy of Photos, Videos or Files                                    | 22        | 49                 |
| Processing of Request for Coverage of University Activities                                             | 21        | 71                 |
| Processing of Request for Copy of Administrative Council Resolutions, Board Resolutions, or Referendums | 47        | 167                |
| Submission of Complete Staff Work or Agenda by the Offices of the University for Board Meetings         | 22        | 116                |

|                                                                                                                    |      |       |
|--------------------------------------------------------------------------------------------------------------------|------|-------|
| Submission of the Agenda to the University's Administrative Council Meetings                                       | 20   | 41    |
| Dissemination of Incoming Communication from Outside Persons or Agencies                                           | 148  | 3545  |
| Processing of Request from Different Colleges/Offices of the University                                            | 191  | 2671  |
| Processing of QMS Documents for Registration, Revision, and Abolition                                              | 157  | 263   |
| Processing of Requests for Documented Information for Various Purposes                                             | 70   | 70    |
| Process for Blocking and Unblocking of RFID Cards                                                                  | 36   | 288   |
| Process for Creation and Updating of Website/Webpage                                                               | 96   | 678   |
| Process for Development of New Systems/Programs                                                                    | 16   | 16    |
| Process for Report Generation                                                                                      | 62   | 163   |
| Processing for Biometrics Registration                                                                             | 47   | 122   |
| Processing of Request for Technical Assistance                                                                     | 135  | 1207  |
| Processing of Request for Career Coaching (WALK-IN and ONLINE/REMOTE)                                              | 48   | 51    |
| Processing of Online Request for Certificate of Good Moral Character                                               | 219  | 1039  |
| Processing of Request for Counselor's Outside Referral                                                             | 18   | 18    |
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling                  | 265  | 659   |
| Processing of Request for Counselor's Outside Referral                                                             | 6    | 19    |
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling                  | 28   | 93    |
| Processing of Request for Counselor's Outside Referral                                                             | 5    | 5     |
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling                  | 25   | 124   |
| Processing of Application for Membership as International, Differently Abled, Indigenous and Marginalized Students | 320  | 338   |
| Processing of Request for Consultation and Assistance (Walk In)                                                    | 19   | 20    |
| Process for Correction / Rectification of Grades (WALK-IN and ONLINE)                                              | 73   | 391   |
| Process for Signing of Certificate of Registration and Validation of ID                                            | 85   | 18691 |
| Process for Withdrawal of Enrollment or Registration (WALK-IN)                                                     | 1    | 52    |
| Processing of Application for Graduation                                                                           | 184  | 4236  |
| Processing of Application for Leave of Absence (LOA)                                                               | 62   | 62    |
| Processing of Request for Adding, Changing, or Dropping of Subject/s                                               | 20   | 250   |
| Processing of Request for Data                                                                                     | 70   | 119   |
| Processing of Request for Various Academic Documents (Online)                                                      | 20   | 1408  |
| Processing of Request for Various Academic Documents (Walk-In)                                                     | 68   | 1885  |
| Process of Inquiring for Available Learning Resources                                                              | 504  | 1647  |
| Process of Renewing Borrowed Library Resources                                                                     | 558  | 970   |
| Process of Returning Library Resources                                                                             | 1017 | 5725  |
| Processing of Request for Online Reservation and Pick-Up                                                           | 9    | 9     |

|                                                                                                                          |      |       |
|--------------------------------------------------------------------------------------------------------------------------|------|-------|
| Processing of Request for Referral Service                                                                               | 35   | 41    |
| Processing of Request to Borrow Library Resources                                                                        | 970  | 6664  |
| Processing of Request to Use Computer & Internet Access                                                                  | 851  | 7457  |
| Processing the Request of Document Delivery Service for Distance Users                                                   | 19   | 17    |
| Process of Inquiring for Available Learning Resources                                                                    | 275  | 1596  |
| Process of Renewing Borrowed Library Resources                                                                           | 279  | 476   |
| Process of Returning Library Resources                                                                                   | 362  | 3218  |
| Processing of Request to Borrow Library Resources                                                                        | 375  | 3692  |
| Processing of Request to Use Computer & Internet Access                                                                  | 345  | 2123  |
| Process of Inquiring for Available Learning Resources                                                                    | 179  | 829   |
| Process of Renewing Borrowed Library Resources                                                                           | 85   | 85    |
| Process of Returning Library Resources                                                                                   | 366  | 1769  |
| Processing of Request to Borrow Library Resources                                                                        | 124  | 1834  |
| Processing of Request to Use Computer & Internet Access                                                                  | 364  | 4863  |
| Processing the Request of Document Delivery Service for Distance Users                                                   | 5    | 5     |
| Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer                                    | 21   | 41    |
| Processing of Student/ Personnel Insurance Claims                                                                        | 22   | 49    |
| Processing of Inter-Office Communication and Transactions                                                                | 321  | 7588  |
| Processing of Request for National Services Training Program Serial Number                                               | 17   | 17    |
| Processing of Document Request Service (ONLINE AND WALK-IN)                                                              | 9    | 9     |
| Issuance of Certificate of Scholarship or Certificate on Non-Scholarship                                                 | 23   | 23    |
| Processing of Financial Assistance Application from Private Provider/Grantor (New Applicants and Applicants for Renewal) | 1741 | 10730 |
| Processing of Request for Hosting a Sports Event                                                                         | 8    | 16    |
| Processing of Request to Participate in Sports Event on Regional and National Level                                      | 5    | 12    |
| Processing of Request for Re-Issuance of New Radio-Frequency Identification (RFID)                                       | 98   | 473   |
| Filing of Complaints and Investigation (Defendant Admitting the Allegation)                                              | 67   | 125   |
| Filing of Complaints and Investigation (Defendant Denies the Allegations)                                                | 9    | 9     |
| Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni  | 19   | 24    |
| Processing of Application for Accreditation of Student Organization (New and/or Renewal)                                 | 85   | 85    |
| Processing of Request for the Conduct of Student Organization Activities                                                 | 25   | 1799  |
| Procedure for the Approval of Activities of Student Publication and College Publications                                 | 114  | 121   |
| Process for Reading the General Plan of Action and Budget of Student Publication and College Publications                | 37   | 39    |
| Process of Printing and Circulation of the Student and College Publication Issues                                        | 23   | 29    |
| Processing of Intention for Publications to Operate for the Upcoming Academic Year                                       | 1    | 1     |

|                                                                                                                               |     |       |
|-------------------------------------------------------------------------------------------------------------------------------|-----|-------|
| Processing for Assessment of Fees for Other Payors                                                                            | 90  | 166   |
| Processing of Refund of Tuition and Other Fees, Overpayment, Breakage Deposit and Other Credit Balance                        | 42  | 54    |
| Processing of Request for Re-Assessment / Adjustment of Student Fees, and Checking of Student Account Balances                | 111 | 320   |
| Process for Claiming of Checks                                                                                                | 144 | 5348  |
| Process of Claiming Cash Benefits (OVER-THE-COUNTER)                                                                          | 39  | 8365  |
| Processing of Cash Payment for Outstanding Balances                                                                           | 59  | 53089 |
| Processing of Request for Certificate of Payment for Lost Official Receipt                                                    | 2   | 2     |
| Processing of Request for CCTV Footage Review                                                                                 | 9   | 9     |
| Process of Securing a Dental Certificate                                                                                      | 451 | 543   |
| Printing of Daily Time Record (DTR) for Overtime/Extended Services                                                            | 95  | 2252  |
| Process for Requesting and Issuance of Authority to Travel Abroad                                                             | 22  | 484   |
| Processing of Application for Leave of Absence                                                                                | 47  | 4094  |
| Processing of Request for Issuance of Certifications                                                                          | 129 | 324   |
| Process of Application and Filing for Retirement / Separation, Life Insurance, Terminal Pay & Other Social Insurance Benefits | 18  | 23    |
| Process for Requesting of Contract of Service (COS) of Lecturers                                                              | 20  | 609   |
| Processing of Request for Pre-Repair Inspection, Repair, and Other Services                                                   | 111 | 234   |
| Processing of Request for Janitorial Services                                                                                 | 45  | 284   |
| Process of Issuance of Medical Certificate                                                                                    | 323 | 6950  |
| Process of Issuance of Medical Certificate                                                                                    | 36  | 766   |
| Process of Issuance of Medical Certificate                                                                                    | 29  | 220   |
| Processing of Travel Order for Travel Requests                                                                                | 173 | 2693  |
| Processing of Requests for Reproduction, Bookbinding and Ring binding Documents                                               | 182 | 2760  |
| Process of Availing Print Shop Services (Tarpaulin, Sticker, Heat Press)                                                      | 74  | 1678  |
| Processing of Application for Vehicle Gate Pass                                                                               | 35  | 648   |
| Processing of Request for Re-ID for Worn-Out / Damaged Radio-Frequency Identification (RFID) Card                             | 43  | 2945  |
| Processing of Request for Reissuance of New Radio-Frequency Identification (RFID) Card                                        | 51  | 6034  |
| Request to Use the University Facilities                                                                                      | 5   | 17    |
| Process for Addressing Client's Concerns (Online and Walk-In)                                                                 | 34  | 98    |
| Process of Reviewing of Research Proposals/ Finished Researches                                                               | 4   | 4     |
| Processing of Request for Capacity Building                                                                                   | 4   | 22    |
| Processing of Request for Funding and Program/Project Implementation                                                          | 3   | 3     |
| Processing of Request for Gender-Responsive Extension Program for Short-Term Services/Activities                              | 1   | 1     |
| Processing of Request for Personnel-Related Documents and Reports                                                             | 59  | 81    |
| Processing of Endorsed Communication from the Office of the University President                                              | 46  | 895   |

|                                                                                                                                                        |     |       |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|-----|-------|
| Processing of Inter-Office Communication and Transactions                                                                                              | 69  | 12379 |
| Processing of Payroll for Overtime/Extended Services                                                                                                   | 19  | 445   |
| Processing of Payroll for Student Assistants' Salary                                                                                                   | 23  | 55    |
| Processing of Payroll Preparation for Salary of Lecturers, Part-Timers, and Faculty with Honorarium                                                    | 46  | 1187  |
| Processing of Request for Personnel-Related Documents                                                                                                  | 25  | 181   |
| Processing for Request for Send-Off of Retiree                                                                                                         | 6   | 8     |
| Processing of Request for Individual Faculty Evaluation and Issuance of Strategic Performance Management System                                        | 119 | 1075  |
| Processing of Service Request for Design Layout                                                                                                        | 14  | 18    |
| Processing of Reported Incident for Action                                                                                                             | 19  | 40    |
| Processing of Request for Safety Inspection of College-Based Events and Assistance for University-Wide Events and Activities                           | 12  | 22    |
| Processing of Purchase Request / Job Order                                                                                                             | 179 | 856   |
| Process of Archiving Documents and Materials                                                                                                           | 60  | 85    |
| Process of Receiving and Controlling Records and Documents                                                                                             | 123 | 10627 |
| Process of Requesting for Disposal of Records or Use of Storage                                                                                        | 9   | 9     |
| Processing of Request of Records Copy/ies                                                                                                              | 32  | 1832  |
| Processing of Request for Physical Inventory of Property Accountabilities                                                                              | 10  | 10    |
| Processing of Request for the Requisition and Issuance of Supplies, Materials, and Equipment                                                           | 217 | 6482  |
| Processing of Request to Condemn Unserviceable Property Accountabilities                                                                               | 5   | 259   |
| Processing of Request to Return to Stock Serviceable Properties that are No Longer Needed by the End-User                                              | 5   | 28    |
| Processing of Request to Transfer Property Accountabilities                                                                                            | 11  | 413   |
| Process of Filing Cases and Complaints                                                                                                                 | 4   | 17    |
| Processing of Request for Thesis/Dissertation Financial Assistance                                                                                     | 2   | 12    |
| Processing of Application for Scholarship                                                                                                              | 2   | 5     |
| Processing of Request for External Training                                                                                                            | 95  | 306   |
| Processing of Request for In-House Training or Seminar (Face-to-Face and Online)                                                                       | 135 | 146   |
| Processing of Request for Scholarship Extension                                                                                                        | 1   | 5     |
| Processing of Request for Scholarship Status of Employee-Scholars                                                                                      | 1   | 9     |
| Processing of Request for Study Leave Reinstatement of Employee-Scholars                                                                               | 9   | 11    |
| Processing of Client's Service Request as an Extension Proposal from Various Offices and Colleges                                                      | 7   | 7     |
| Processing of Requests for Geospatial Analysis Support and Related Services                                                                            | 12  | 12    |
| Processing of Requests for Phytochemical, Proximate, Microbial Analyses, Raw Materials Identification and Authentication and Other Laboratory Services | 9   | 9     |
| Processing of Requests for Innovation of the Intersection of Solar Energy and Emerging Technology and other Related Services                           | 5   | 7     |
| Processing of Food Technology and Research Center Service Requests                                                                                     | 16  | 20    |

|                                                                                                                                   |               |                |
|-----------------------------------------------------------------------------------------------------------------------------------|---------------|----------------|
| Processing of Shared Facility Services Request                                                                                    | 107           | 114            |
| Process for Copyright Deposit Assistance                                                                                          | 10            | 14             |
| Process for Request to Use University Marks Assistance                                                                            | 61            | 61             |
| Process for Technology Transfer and Commercialization Assistance                                                                  | 2             | 2              |
| Processing of Endorsed Communication from the Office of the University President                                                  | 50            | 1613           |
| Processing of Inter-Office Communication and Transaction                                                                          | 47            | 4605           |
| Processing and Evaluation of Extension Proposal                                                                                   | 73            | 812            |
| Processing of Request for Extension Documents                                                                                     | 98            | 98             |
| Processing of Request for Research Output Incentives and Funding Request for Research Paper Presentation and Research Publication | 9             | 121            |
| Processing of Request for Test of Similarity Index                                                                                | 79            | 454            |
| Processing of Request for Water Analysis and Other Laboratory Services                                                            | 19            | 19             |
| Processing of Research Evaluation                                                                                                 | 23            | 44             |
| Processing of Research Proposal (Initial Evaluation of Research Proposals)                                                        | 1             | 40             |
| Processing of Application for Ethics Review                                                                                       | 20            | 64             |
| <b>Internal Service Total</b>                                                                                                     | <b>18,639</b> | <b>263,564</b> |
| <b>OVERALL TOTAL</b>                                                                                                              | <b>21,858</b> | <b>319,383</b> |

**Table 2** presents the services with no recorded clients for the period. A total of thirty-nine (39) services, out of a total of two hundred and seventy-six (276) internal and external services, reported no recorded clients and no transactions during the specified period.

**Table 2:** The following services had no clients in FY 2024

|     | External Services                                                                                                              |
|-----|--------------------------------------------------------------------------------------------------------------------------------|
| 1.  | (QMU) Processing of Request for QMS Registered Documents for Various Purposes                                                  |
| 2.  | (ARTU) Processing Requests for QMS Registered Documents for Various Purposes                                                   |
| 3.  | (OLMS MAIN) Process for Signing of Student Clearance                                                                           |
| 4.  | (OLMS SI) Process for Signing of Student Clearance                                                                             |
| 5.  | (SFA) Processing of Financial Assistance Application from Private Provider/Grantor (New Applicants and Applicants for Renewal) |
| 6.  | (SDMU) Processing of Request for Joining in Sports Event on International Level                                                |
| 7.  | (SDMU) Processing of Request for Joining in the Host University for Sports Event on National Level                             |
| 8.  | (SDU) Filing of Complaints and Investigation (Defendant Admitting the Allegation)                                              |
| 9.  | (SDU) Filing of Complaints and Investigation (Defendant Denies the Allegations)                                                |
| 10. | (SDU) Filing of Complaints and Investigation Against TSU Employee                                                              |
| 11. | (SDU) Procedure for Appeal                                                                                                     |

|     |                                                                                                                                                               |
|-----|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 12. | (AU) Processing for Assessment of Fees for Other Payors                                                                                                       |
| 13. | (CU) Processing of Request for Certificate of Payment for Lost Official Receipt                                                                               |
| 14. | (CSU) Processing of Action for Complaints                                                                                                                     |
| 15. | (CSU) Processing of Request for CCTV Footage Review                                                                                                           |
| 16. | (CMU) Processing of Approval and Issuance of Work Suspension Order                                                                                            |
| 17. | (OGAD) Processing of Request for Gender-Responsive Extension Program for Short-Term Services/Activities                                                       |
| 18. | (OHRDM) Processing of Request for Personnel-Related Documents and Reports                                                                                     |
| 19. | (CNPR) Processing of Requests for Phytochemical, Proximate, Microbial Analyses, Raw Materials Identification and Authentication and Other Laboratory Services |
| 20. | (CPIPRD) Processing of Request for Office Consultancy and Assistance Services                                                                                 |
| 21. | (OIBD) Processing of Request to Use University Marks Assistance                                                                                               |
| 22. | (OIBD) Process for Technology Transfer and Commercialization Assistance                                                                                       |
| 23. | (OIBD) Processing of Requests for Trademark Application Assistance                                                                                            |

|     | Internal Services                                                                                  |
|-----|----------------------------------------------------------------------------------------------------|
| 24. | (IAS) Processing of Request for Audit Reports                                                      |
| 25. | (OLMS L) Processing of Request for Online Reservation and Pick-Up                                  |
| 26. | (OLMS L) Processing of Request for Referral Service                                                |
| 27. | (OLMS L) Processing the Request of Document Delivery Service for Distance Users                    |
| 28. | (OLMS SI) Processing of Request for Online Reservation and Pick-Up                                 |
| 29. | (OLMS SI) Processing of Request for Referral Service                                               |
| 30. | (SDMU) Processing of Request for Joining in Sports Event on International Level                    |
| 31. | (SDMU) Processing of Request for Joining in the Host University for Sports Event on National Level |
| 32. | (SDU) Filing of Complaints and Investigation Against TSU Employee                                  |
| 33. | (SDU) Procedure for Appeal                                                                         |
| 34. | (CSU) Processing of Action for Complaints                                                          |
| 35. | (CMU) Processing of Service Request                                                                |
| 36. | (OHRDM-TAOD) Process of Application for Sabbatical Leave                                           |
| 37. | (CPIPRD) External Request for Office Consultancy and Assistance                                    |
| 38. | (CFTR) Processing of Market-Driven Research Service                                                |
| 39. | (OIBD) Processing of Requests for Trademark Application Assistance                                 |

III. Methodology:

For the physical transactions feedback are collected in two ways:

- 1. The Client Satisfaction Measurement (CSM) Survey form is provided immediately after the delivery of services and completion of each transaction. The transacting office personnel will instruct the client to accomplish the form and drop it at CSM box available at various offices or at the designated Public Assistance Complaints Desk (PACD), or
- 2. Client has an option to scan the CSM QR Code posted at the Citizen’s Charter Information Billboard (CCIB) of various offices to access the electronic form of the survey.

For online transactions, the transacting office personnel will provide the link containing the online CSM after the delivery of services and completion of each transaction.

The Quality Management Unit (QMU) is in-charge of monthly collection and encoding of the result from the electronic form and the accomplished CSM forms in the three campuses (Main Campus, Villa Lucinda Extension Campus, and San Isidro Extension Campus). Moreover, the generation of CSM report was done monthly by QMU and transmitted to the offices of the University President, Vice Presidents, and Human Resource Development Management.

The 8 SQD questions were scored using a 5-point Likert Scale as follows:

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

The Overall score for the 8 SQDs were computed based on the following formula:

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

The interpretation of the results are as follows:

| 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 and Interpretation

### Demographic Profile

The demographic profiles of the internal and external respondents, including age, sex, and client type, are summarized in the following table.

#### Demographic Profile by Age

The majority of respondents were aged 20 to 34 years old, comprising 64% of all clients surveyed, with external clients slightly outnumbering internal respondents. The second-largest group consisted of respondents aged 19 years old or lower (15%), followed by those who did not specify their age (12%). Only a small percentage of respondents were aged 35 to 49 years old (7%), while clients aged 50 and above made up just 2% of the overall respondents. The age distribution of all respondents, internal and external, is shown in the **table 3** below.

**Table 3:** Demographic Profile by Age

| D1. Age            | External | Internal | Overall |
|--------------------|----------|----------|---------|
| 1. 19 or lower     | 8%       | 15%      | 15%     |
| 2. 20-34           | 66%      | 63%      | 64%     |
| 3. 35-49           | 7%       | 7%       | 7%      |
| 4. 50-64           | 2%       | 2%       | 2%      |
| 5. 65 or higher    | 0%       | 0%       | 0%      |
| 6. Did not specify | 17%      | 11%      | 12%     |

#### Demographic Profile by Sex

The **table 4** shows the demographic profile by sex of the external and internal clients in percentages. It indicates a balanced distribution of respondents by sex, with females comprising a slight majority at 49%, followed by males at 42%. A minority of respondents, 9%, opted not to disclose their sex. This pattern remained consistent across both internal and external client groups.

**Table 4:** Demographic Profile by Sex

| D2. Sex            | External | Internal | Overall |
|--------------------|----------|----------|---------|
| 1. Male            | 41%      | 43%      | 42%     |
| 2. Female          | 51%      | 48%      | 49%     |
| 3. Did not specify | 8%       | 9%       | 9%      |

#### Demographic Profile by Client Type

In terms of client type, majority of respondents were students (61%), with a higher proportion among internal clients (66%) than external (25%). Internal personnel accounted for 24%, mostly from the internal clients or TSU employees. Only 1% of total respondents were from the business sector and government agencies which are external clients. While 13% did not specify their customer type, with most coming from external respondents (60%) than internal respondents (6%). **Table 5** shows the distribution of the respondent by customer type.

**Table 5:** Demographic Profile by Customer Type

| D3. Customer Type    | External | Internal | Overall |
|----------------------|----------|----------|---------|
| 1. Students          | 25%      | 66%      | 61%     |
| 2. Internal          | 0%       | 27%      | 24%     |
| 3. Business          | 9%       | 0%       | 1%      |
| 4. Government Agency | 5%       | 0%       | 1%      |
| 5. Did not specify   | 60%      | 6%       | 13%     |

**A. Breakdown of Responses and Transactions per Service**

The total number of responses collected during FY 2024 is 21,858 corresponding to a response rate of 7% from a total of 319,383 transactions.

Key highlights of this year include notable improvements in a higher engagement rate from both internal and external clients, and targeted improvements in specific services that had lower performance in 2023.

The data indicates that all external and internal services met the minimum sample size, with several services surpassing their respondent targets. Notable external services with high engagement included the **Processing of Request for Transcript of Records of Graduates** (341 responses, exceeding the target of 331), **Processing of Request for Various Academic Documents (Walk-In)** (377 responses, exceeding the target of 353), and **Processing of Request for Job Posting and Graduate Listing** (165 responses, exceeding the target of 10).

For internal, services like **Processing of Request for Technical Assistance** (135 responses, exceeding the target of 98) and **Processing of Request for Career Coaching (Walk-In and Online)** (48 responses, exceeding the target of 19) showed significant engagement. These results underscore the University’s dedication to enhancing service accessibility and responsiveness across its operations.

**Table 1** provides an overview of the services offered by the university’s offices, units, and colleges that were surveyed, including number of target responses based on the sample size calculator provided by ARTA, the total number of responses gathered and the total recorded transactions.

| External Services                                                                                                                         | Target number of respondents | Responses | Total Transactions |
|-------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|-----------|--------------------|
| Processing of Request for Alumni ID Numbers                                                                                               | 15                           | 61        | 1316               |
| Process for Request for Performance of TSU Culture and Arts Dance Troupe and/or Chorale Group                                             | 0                            | 35        | 35                 |
| Processing of Institution / Organization Request to Benchmark Offices / Colleges in Tarlac State University                               | 0                            | 0         | 2                  |
| Process for Addressing Client's Concerns via Email                                                                                        | 0                            | 55        | 5436               |
| Process for Publication and Distribution of TSU Bulletin                                                                                  | 38                           | 40        | 53                 |
| Processing of Action on Contracts and External Agreements                                                                                 | 14                           | 30        | 769                |
| Processing of Request for Personal Meeting with the President                                                                             | 15                           | 21        | 93                 |
| Process of Request for Career Fair, Campus Recruitment Activity, Career Development Webinar/ Seminar/ Training/ Workshop, Career Roadshow | 14                           | 21        | 21                 |
| Process of Request for Company Accreditation                                                                                              | 14                           | 18        | 42                 |
| Process of Request for Job Posting and Graduate Listing                                                                                   | 10                           | 165       | 643                |
| Processing of Online Request for Certificate of Good Moral Character                                                                      | 10                           | 62        | 368                |
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling                                         | 38                           | 38        | 767                |

|                                                                                                                         |     |     |       |
|-------------------------------------------------------------------------------------------------------------------------|-----|-----|-------|
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling                       | 38  | 40  | 333   |
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling                       | 10  | 12  | 101   |
| Issuance of Temporary Notice of Acceptance for Foreign Student                                                          | 14  | 6   | 6     |
| Process for Signing of Student Clearance                                                                                | 331 | 0   | 2377  |
| Processing of Request for Transcript of Records of Graduates                                                            | 331 | 341 | 2377  |
| Processing of Request for Various Academic Documents (Online)                                                           | 19  | 181 | 3325  |
| Processing of Request for Various Academic Documents (Walk-In)                                                          | 353 | 377 | 2485  |
| Processing of Request to Access the Library by Visiting Researcher                                                      | 3   | 18  | 68    |
| Processing of Request to Access the Library by Visiting Researcher                                                      | 0   | 5   | 5     |
| Process for Signing of Student Clearance                                                                                | 0   | 15  | 15    |
| Processing of Request to Access the Library by Visiting Researcher                                                      | 0   | 4   | 5     |
| Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer                                   | 10  | 5   | 5     |
| Processing of Request for National Services Training Program Serial Number                                              | 19  | 25  | 25    |
| Processing of Document Request Service (ONLINE AND WALK-IN)                                                             | 0   | 1   | 1     |
| Processing of Request for Hosting a Sports Event                                                                        | 0   | 2   | 2     |
| Processing of Request for Joining Pocket Tournaments, Tune-Up Games, and CHED-Friendship Game                           | 0   | 2   | 2     |
| Processing of Request to Participate in Sports Event on Regional and National Level                                     | 0   | 5   | 12    |
| Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni | 15  | 17  | 23    |
| Processing of Admission Test Application for Incoming Freshmen Students                                                 | 358 | 448 | 18185 |
| Processing of Application for the Administration of Psychological Test to Transferee Students                           | 104 | 204 | 780   |
| Process for Claiming of Checks                                                                                          | 146 | 159 | 3556  |
| Processing of Cash Payment for Outstanding Balances                                                                     | 339 | 347 | 5892  |
| Processing of Employment Verification Requests                                                                          | 19  | 26  | 59    |
| Processing of Request for Issuance of Certifications                                                                    | 11  | 12  | 562   |
| Processing of Request for Pre-Repair Inspection, Repair, and Other Services                                             | 10  | 1   | 1     |
| Processing of Material Approval Request                                                                                 | 38  | 44  | 46    |
| Digital Studio RFID Processing – For Alumni IDs                                                                         | 10  | 20  | 640   |
| Request to Use the University Facilities                                                                                | 10  | 18  | 24    |
| Process for Addressing Client's Concerns (Online and Walk-In)                                                           | 0   | 1   | 1     |
| Process of Acquiring Bidding Documents                                                                                  | 26  | 33  | 156   |
| Process of Receiving and Controlling Records and Documents                                                              | 10  | 22  | 3930  |
| Processing of Job Vacancies Application                                                                                 | 10  | 97  | 329   |

|                                                                                                                              |     |              |               |
|------------------------------------------------------------------------------------------------------------------------------|-----|--------------|---------------|
| Processing of Request for the Receipt, Inspection and Acceptance of Deliveries of Supplies, Materials and Equipment          | 117 | 118          | 858           |
| Disposal of Used/ Unserviceable Supplies, Material and Equipment through Public Action                                       | 2   | 3            | 3             |
| Processing of Center for Community and Local Governance Studies and Policy Development Service Requests                      | 10  | 12           | 24            |
| Processing of Requests for Innovation of the Intersection of Solar Energy and Emerging Technology and other Related Services | 0   | 5            | 7             |
| Processing of Food Technology and Research Center Service Requests                                                           | 10  | 21           | 27            |
| Processing of Market-Driven Research Service                                                                                 | 10  | 1            | 1             |
| Processing of Shared Facility Services Request                                                                               | 11  | 6            | 6             |
| Process for Copyright Deposit Assistance                                                                                     | 0   | 1            | 1             |
| Processing Request for Extension Documents                                                                                   | 7   | 5            | 5             |
| Processing of Request for Test of Similarity Index                                                                           | 0   | 0            | 1             |
| Processing of Request for Water Analysis and Other Laboratory Services                                                       | 13  | 1            | 13            |
| <b>External Service Total</b>                                                                                                |     | <b>3,219</b> | <b>55,819</b> |

| <b>Internal Services</b>                                                                      | <b>Target number of respondents</b> | <b>Responses</b> | <b>Total Transactions</b> |
|-----------------------------------------------------------------------------------------------|-------------------------------------|------------------|---------------------------|
| Processing of Request for a Copy of Documents and Various Reports                             | 0                                   | 2                | 12                        |
| Processing of Request for Coaching and Mentoring                                              | 5                                   | 14               | 17                        |
| Processing of Request for Review and Evaluation of Citizen's Charter                          | 1                                   | 14               | 86                        |
| Process for Inspection of Condemn ICT Equipment                                               | 20                                  | 20               | 176                       |
| Process for Inspection of New ICT Equipment                                                   | 44                                  | 46               | 134                       |
| Process for Requesting of Preventive Maintenance for Desktop Computer Units                   | 40                                  | 40               | 53                        |
| Process for Software Installation                                                             | 40                                  | 40               | 812                       |
| Processing of Request for Technical Assistance                                                | 0                                   | 25               | 1320                      |
| Processing of Request to Repair an ICT Equipment                                              | 86                                  | 86               | 754                       |
| Process for Creation of Domain Accounts                                                       | 25                                  | 26               | 71                        |
| Process for Granting Virtual Private Network (VPN) Access                                     | 16                                  | 16               | 36                        |
| Process for Resetting of TSU Systems/Network Accounts                                         | 22                                  | 9                | 9                         |
| Process for Unblocking of Websites                                                            | 6                                   | 8                | 8                         |
| Process for Wi-Fi Access Registration                                                         | 109                                 | 109              | 429                       |
| Process for Wi-Fi Setup/Deployment                                                            | 13                                  | 31               | 167                       |
| Processing of Request for Cabling of New Network Connection                                   | 13                                  | 37               | 264                       |
| Process for Request for Performance of TSU Culture and Arts Dance Troupe and/or Chorale Group | 0                                   | 14               | 29                        |
| Processing of CHED Endorsement for Legitimacy of Travel Abroad                                | 0                                   | 1                | 5                         |

|                                                                                                         |     |     |      |
|---------------------------------------------------------------------------------------------------------|-----|-----|------|
| Processing of Outbound Faculty, Student, & Staff Mobility                                               | 0   | 1   | 3    |
| Process for Account Creation and Assigning of Privileges                                                | 136 | 136 | 157  |
| Process for Office 365 Account Assistance                                                               | 300 | 303 | 4441 |
| Process for Tagging or Untagging of Faculty, Room, and/or Schedule                                      | 331 | 339 | 1624 |
| Process for Tagging/Untagging of Honorarium Classes                                                     | 181 | 183 | 203  |
| Process of Changing Posted Schedule                                                                     | 107 | 108 | 414  |
| Processing of Request to Transfer of Students                                                           | 101 | 106 | 394  |
| Process for Review and Approval of Pre-Planning Activities                                              | 33  | 23  | 23   |
| Process for Addressing Client's Concerns via Email                                                      | 312 | 326 | 1375 |
| Process for Posting of Print/Social Media/TSU Website Materials                                         | 128 | 128 | 511  |
| Process for Publication of Online News                                                                  | 1   | 19  | 247  |
| Process for Requesting of Electronic Copy of Photos, Videos or Files                                    | 14  | 22  | 49   |
| Processing of Request for Coverage of University Activities                                             | 1   | 21  | 71   |
| Processing of Request for Copy of Administrative Council Resolutions, Board Resolutions, or Referendums | 40  | 47  | 167  |
| Submission of Complete Staff Work or Agenda by the Offices of the University for Board Meetings         | 19  | 22  | 116  |
| Submission of the Agenda to the University's Administrative Council Meetings                            | 16  | 20  | 41   |
| Dissemination of Incoming Communication from Outside Persons or Agencies                                | 134 | 148 | 3545 |
| Processing of Request from Different Colleges/Offices of the University                                 | 173 | 191 | 2671 |
| Processing of QMS Documents for Registration, Revision, and Abolition                                   | 140 | 157 | 263  |
| Processing of Requests for Documented Information for Various Purposes                                  | 43  | 70  | 70   |
| Process for Blocking and Unblocking of RFID Cards                                                       | 26  | 36  | 288  |
| Process for Creation and Updating of Website/Webpage                                                    | 95  | 96  | 678  |
| Process for Development of New Systems/Programs                                                         | 97  | 16  | 16   |
| Process for Report Generation                                                                           | 51  | 62  | 163  |
| Processing for Biometrics Registration                                                                  | 47  | 47  | 122  |
| Processing of Request for Technical Assistance                                                          | 98  | 135 | 1207 |
| Processing of Request for Career Coaching (WALK-IN and ONLINE/REMOTE)                                   | 19  | 48  | 51   |
| Processing of Online Request for Certificate of Good Moral Character                                    | 210 | 219 | 1039 |
| Processing of Request for Counselor's Outside Referral                                                  | 147 | 18  | 18   |
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling       | 260 | 265 | 659  |
| Processing of Request for Counselor's Outside Referral                                                  | 0   | 6   | 19   |
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling       | 0   | 28  | 93   |
| Processing of Request for Counselor's Outside Referral                                                  | 0   | 5   | 5    |

|                                                                                                                    |     |      |       |
|--------------------------------------------------------------------------------------------------------------------|-----|------|-------|
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling                  | 0   | 25   | 124   |
| Processing of Application for Membership as International, Differently Abled, Indigenous and Marginalized Students | 32  | 320  | 338   |
| Processing of Request for Consultation and Assistance (Walk In)                                                    | 19  | 19   | 20    |
| Process for Correction / Rectification of Grades (WALK-IN and ONLINE)                                              | 73  | 73   | 391   |
| Process for Signing of Certificate of Registration and Validation of ID                                            | 0   | 85   | 18691 |
| Process for Withdrawal of Enrollment or Registration (WALK-IN)                                                     | 0   | 1    | 52    |
| Processing of Application for Graduation                                                                           | 183 | 184  | 4236  |
| Processing of Application for Leave of Absence (LOA)                                                               | 165 | 62   | 62    |
| Processing of Request for Adding, Changing, or Dropping of Subject/s                                               | 0   | 20   | 250   |
| Processing of Request for Data                                                                                     | 40  | 70   | 119   |
| Processing of Request for Various Academic Documents (Online)                                                      | 0   | 20   | 1408  |
| Processing of Request for Various Academic Documents (Walk-In)                                                     | 0   | 68   | 1885  |
| Process of Inquiring for Available Learning Resources                                                              | 329 | 504  | 1647  |
| Process of Renewing Borrowed Library Resources                                                                     | 267 | 558  | 970   |
| Process of Returning Library Resources                                                                             | 362 | 1017 | 5725  |
| Processing of Request for Online Reservation and Pick-Up                                                           | 30  | 9    | 9     |
| Processing of Request for Referral Service                                                                         | 14  | 35   | 41    |
| Processing of Request to Borrow Library Resources                                                                  | 364 | 970  | 6664  |
| Processing of Request to Use Computer & Internet Access                                                            | 356 | 851  | 7457  |
| Processing the Request of Document Delivery Service for Distance Users                                             | 76  | 19   | 17    |
| Process of Inquiring for Available Learning Resources                                                              | 259 | 275  | 1596  |
| Process of Renewing Borrowed Library Resources                                                                     | 268 | 279  | 476   |
| Process of Returning Library Resources                                                                             | 358 | 362  | 3218  |
| Processing of Request to Borrow Library Resources                                                                  | 360 | 375  | 3692  |
| Processing of Request to Use Computer & Internet Access                                                            | 329 | 345  | 2123  |
| Process of Inquiring for Available Learning Resources                                                              | 172 | 179  | 829   |
| Process of Renewing Borrowed Library Resources                                                                     | 81  | 85   | 85    |
| Process of Returning Library Resources                                                                             | 340 | 366  | 1769  |
| Processing of Request to Borrow Library Resources                                                                  | 81  | 124  | 1834  |
| Processing of Request to Use Computer & Internet Access                                                            | 337 | 364  | 4863  |
| Processing the Request of Document Delivery Service for Distance Users                                             | 6   | 5    | 5     |
| Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer                              | 14  | 21   | 41    |
| Processing of Student/ Personnel Insurance Claims                                                                  | 5   | 22   | 49    |

|                                                                                                                               |     |      |       |
|-------------------------------------------------------------------------------------------------------------------------------|-----|------|-------|
| Processing of Inter-Office Communication and Transactions                                                                     | 302 | 321  | 7588  |
| Processing of Request for National Services Training Program Serial Number                                                    | 0   | 17   | 17    |
| Processing of Document Request Service (ONLINE AND WALK-IN)                                                                   | 6   | 9    | 9     |
| Issuance of Certificate of Scholarship or Certificate on Non-Scholarship                                                      | 51  | 23   | 23    |
| Processing of Financial Assistance Application from Private Provider/Grantor (New Applicants and Applicants for Renewal)      | 315 | 1741 | 10730 |
| Processing of Request for Hosting a Sports Event                                                                              | 0   | 8    | 16    |
| Processing of Request to Participate in Sports Event on Regional and National Level                                           | 0   | 5    | 12    |
| Processing of Request for Re-Issuance of New Radio-Frequency Identification (RFID)                                            | 36  | 98   | 473   |
| Filing of Complaints and Investigation (Defendant Admitting the Allegation)                                                   | 35  | 67   | 125   |
| Filing of Complaints and Investigation (Defendant Denies the Allegations)                                                     | 1   | 9    | 9     |
| Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni       | 4   | 19   | 24    |
| Processing of Application for Accreditation of Student Organization (New and/or Renewal)                                      | 0   | 85   | 85    |
| Processing of Request for the Conduct of Student Organization Activities                                                      | 6   | 25   | 1799  |
| Procedure for the Approval of Activities of Student Publication and College Publications                                      | 22  | 114  | 121   |
| Process for Reading the General Plan of Action and Budget of Student Publication and College Publications                     | 0   | 37   | 39    |
| Process of Printing and Circulation of the Student and College Publication Issues                                             | 10  | 23   | 29    |
| Processing of Intention for Publications to Operate for the Upcoming Academic Year                                            | 12  | 1    | 1     |
| Processing for Assessment of Fees for Other Payors                                                                            | 0   | 90   | 166   |
| Processing of Refund of Tuition and Other Fees, Overpayment, Breakage Deposit and Other Credit Balance                        | 30  | 42   | 54    |
| Processing of Request for Re-Assessment / Adjustment of Student Fees, and Checking of Student Account Balances                | 0   | 111  | 320   |
| Process for Claiming of Checks                                                                                                | 139 | 144  | 5348  |
| Process of Claiming Cash Benefits (OVER-THE-COUNTER)                                                                          | 0   | 39   | 8365  |
| Processing of Cash Payment for Outstanding Balances                                                                           | 0   | 59   | 53089 |
| Processing of Request for Certificate of Payment for Lost Official Receipt                                                    | 0   | 2    | 2     |
| Processing of Request for CCTV Footage Review                                                                                 | 1   | 9    | 9     |
| Process of Securing a Dental Certificate                                                                                      | 11  | 451  | 543   |
| Printing of Daily Time Record (DTR) for Overtime/Extended Services                                                            | 84  | 95   | 2252  |
| Process for Requesting and Issuance of Authority to Travel Abroad                                                             | 10  | 22   | 484   |
| Processing of Application for Leave of Absence                                                                                | 4   | 47   | 4094  |
| Processing of Request for Issuance of Certifications                                                                          | 122 | 129  | 324   |
| Process of Application and Filing for Retirement / Separation, Life Insurance, Terminal Pay & Other Social Insurance Benefits | 0   | 18   | 23    |

|                                                                                                                              |     |     |       |
|------------------------------------------------------------------------------------------------------------------------------|-----|-----|-------|
| Process for Requesting of Contract of Service (COS) of Lecturers                                                             | 0   | 20  | 609   |
| Processing of Request for Pre-Repair Inspection, Repair, and Other Services                                                  | 102 | 111 | 234   |
| Processing of Request for Janitorial Services                                                                                | 0   | 45  | 284   |
| Process of Issuance of Medical Certificate                                                                                   | 26  | 323 | 6950  |
| Process of Issuance of Medical Certificate                                                                                   | 0   | 36  | 766   |
| Process of Issuance of Medical Certificate                                                                                   | 0   | 29  | 220   |
| Processing of Travel Order for Travel Requests                                                                               | 0   | 173 | 2693  |
| Processing of Requests for Reproduction, Bookbinding and Ring binding Documents                                              | 0   | 182 | 2760  |
| Process of Availing Print Shop Services (Tarpaulin, Sticker, Heat Press)                                                     | 11  | 74  | 1678  |
| Processing of Application for Vehicle Gate Pass                                                                              | 3   | 35  | 648   |
| Processing of Request for Re-ID for Worn-Out / Damaged Radio-Frequency Identification (RFID) Card                            | 0   | 43  | 2945  |
| Processing of Request for Reissuance of New Radio-Frequency Identification (RFID) Card                                       | 0   | 51  | 6034  |
| Request to Use the University Facilities                                                                                     | 0   | 5   | 17    |
| Process for Addressing Client's Concerns (Online and Walk-In)                                                                | 0   | 34  | 98    |
| Process of Reviewing of Research Proposals/ Finished Researches                                                              | 0   | 4   | 4     |
| Processing of Request for Capacity Building                                                                                  | 0   | 4   | 22    |
| Processing of Request for Funding and Program/Project Implementation                                                         | 0   | 3   | 3     |
| Processing of Request for Gender-Responsive Extension Program for Short-Term Services/Activities                             | 0   | 1   | 1     |
| Processing of Request for Personnel-Related Documents and Reports                                                            | 24  | 59  | 81    |
| Processing of Endorsed Communication from the Office of the University President                                             | 38  | 46  | 895   |
| Processing of Inter-Office Communication and Transactions                                                                    | 0   | 69  | 12379 |
| Processing of Payroll for Overtime/Extended Services                                                                         | 11  | 19  | 445   |
| Processing of Payroll for Student Assistants' Salary                                                                         | 22  | 23  | 55    |
| Processing of Payroll Preparation for Salary of Lecturers, Part-Timers, and Faculty with Honorarium                          | 1   | 46  | 1187  |
| Processing of Request for Personnel-Related Documents                                                                        | 18  | 25  | 181   |
| Processing for Request for Send-Off of Retiree                                                                               | 3   | 6   | 8     |
| Processing of Request for Individual Faculty Evaluation and Issuance of Strategic Performance Management System              | 114 | 119 | 1075  |
| Processing of Service Request for Design Layout                                                                              | 0   | 14  | 18    |
| Processing of Reported Incident for Action                                                                                   | 0   | 19  | 40    |
| Processing of Request for Safety Inspection of College-Based Events and Assistance for University-Wide Events and Activities | 0   | 12  | 22    |
| Processing of Purchase Request / Job Order                                                                                   | 20  | 179 | 856   |
| Process of Archiving Documents and Materials                                                                                 | 22  | 60  | 85    |
| Process of Receiving and Controlling Records and Documents                                                                   | 0   | 123 | 10627 |

|                                                                                                                                                        |     |     |      |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|-----|-----|------|
| Process of Requesting for Disposal of Records or Use of Storage                                                                                        | 94  | 9   | 9    |
| Processing of Request of Records Copy/ies                                                                                                              | 2   | 32  | 1832 |
| Processing of Request for Physical Inventory of Property Accountabilities                                                                              | 2   | 10  | 10   |
| Processing of Request for the Requisition and Issuance of Supplies, Materials, and Equipment                                                           | 202 | 217 | 6482 |
| Processing of Request to Condemn Unserviceable Property Accountabilities                                                                               | 0   | 5   | 259  |
| Processing of Request to Return to Stock Serviceable Properties that are No Longer Needed by the End-User                                              | 0   | 5   | 28   |
| Processing of Request to Transfer Property Accountabilities                                                                                            | 0   | 11  | 413  |
| Process of Filing Cases and Complaints                                                                                                                 | 0   | 4   | 17   |
| Processing of Request for Thesis/Dissertation Financial Assistance                                                                                     | 1   | 2   | 12   |
| Processing of Application for Scholarship                                                                                                              | 1   | 2   | 5    |
| Processing of Request for External Training                                                                                                            | 0   | 95  | 306  |
| Processing of Request for In-House Training or Seminar (Face-to-Face and Online)                                                                       | 31  | 135 | 146  |
| Processing of Request for Scholarship Extension                                                                                                        | 0   | 1   | 5    |
| Processing of Request for Scholarship Status of Employee-Scholars                                                                                      | 0   | 1   | 9    |
| Processing of Request for Study Leave Reinstatement of Employee-Scholars                                                                               | 0   | 9   | 11   |
| Processing of Client's Service Request as an Extension Proposal from Various Offices and Colleges                                                      | 0   | 7   | 7    |
| Processing of Requests for Geospatial Analysis Support and Related Services                                                                            | 0   | 12  | 12   |
| Processing of Requests for Phytochemical, Proximate, Microbial Analyses, Raw Materials Identification and Authentication and Other Laboratory Services | 0   | 9   | 9    |
| Processing of Requests for Innovation of the Intersection of Solar Energy and Emerging Technology and other Related Services                           | 0   | 5   | 7    |
| Processing of Food Technology and Research Center Service Requests                                                                                     | 14  | 16  | 20   |
| Processing of Shared Facility Services Request                                                                                                         | 102 | 107 | 114  |
| Process for Copyright Deposit Assistance                                                                                                               | 1   | 10  | 14   |
| Process for Request to Use University Marks Assistance                                                                                                 | 14  | 61  | 61   |
| Process for Technology Transfer and Commercialization Assistance                                                                                       | 14  | 2   | 2    |
| Processing of Endorsed Communication from the Office of the University President                                                                       | 2   | 50  | 1613 |
| Processing of Inter-Office Communication and Transaction                                                                                               | 8   | 47  | 4605 |
| Processing and Evaluation of Extension Proposal                                                                                                        | 70  | 73  | 812  |
| Processing of Request for Extension Documents                                                                                                          | 116 | 98  | 98   |
| Processing of Request for Research Output Incentives and Funding Request for Research Paper Presentation and Research Publication                      | 0   | 9   | 121  |
| Processing of Request for Test of Similarity Index                                                                                                     | 0   | 79  | 454  |
| Processing of Request for Water Analysis and Other Laboratory Services                                                                                 | 9   | 19  | 19   |
| Processing of Research Evaluation                                                                                                                      | 1   | 23  | 44   |

|                                                                            |   |               |                |
|----------------------------------------------------------------------------|---|---------------|----------------|
| Processing of Research Proposal (Initial Evaluation of Research Proposals) | 0 | 1             | 40             |
| Processing of Application for Ethics Review                                | 0 | 20            | 64             |
| <b>Internal Service Total</b>                                              |   | <b>18,639</b> | <b>263,564</b> |
| <b>OVERALL TOTAL</b>                                                       |   | <b>21,858</b> | <b>319,383</b> |

**B. Results of the Citizen’s Charter Questions**

**Table 6** summarizes the respondents’ awareness of the Citizen’s Charter. The survey results demonstrate a high level of awareness, visibility, and usefulness of the Citizen’s Charter among clients.

Substantial number of respondents indicated that they were familiar with the Citizen’s Charter and saw the existence of a Citizen’s Charter Billboard in the transacting office, contributing to an overall **Awareness rate of 98.25%** indicating that most clients are informed about the purpose and presence of the Citizen’s Charter. This reflects the university’s effective efforts in promoting transparency and accessibility of service information. In terms of **Visibility, 89.52%** of those aware of the CC reported that it was easy to see, suggesting that the Charter is appropriately displayed and accessible to clients. This reflects the university’s effective dissemination and display practices. With regard to its **Helpfulness, 92.25%** of respondents stated that the Citizen’s Charter significantly assisted them and served as a helpful guide during their transactions. This indicates that the CC is not only well-promoted but also serves its intended purpose as a guide in delivering efficient public service. While minimal, responses indicating difficulty in seeing or benefiting from the CC suggest opportunities to further improve visibility and client engagement.

**Table 6:** Citizen’s Charter (CC) Awareness Summary

| Citizen’s Charter Answers                                              | Responses     | Percentage |
|------------------------------------------------------------------------|---------------|------------|
| CC1. Which of the following describes your awareness of the CC?        |               |            |
| 1. I know what a CC is and I saw this office’s CC.                     | 19535         | 89.52%     |
| 2. I know what a CC is but I did not see this office’s CC.             | 633           | 2.90%      |
| 3. I learned of the CC only when I saw this office’s CC.               | 1274          | 5.84%      |
| 4. I do not know what a CC is and I did not see this office’s CC.      | 382           | 1.75%      |
| <b>CC Awareness</b>                                                    | <b>98.25%</b> |            |
|                                                                        |               |            |
| CC2. If aware of CC, would you say that the CC of this office was...?  |               |            |
| 1. Easy to see                                                         | 19395         | 89.52%     |
| 2. Somewhat easy to see                                                | 1837          | 8.48%      |
| 3. Difficult to see                                                    | 180           | 0.83%      |
| 4. Not visible at all                                                  | 67            | 0.31%      |
| 5. N/A                                                                 | 187           | 0.86%      |
| <b>CC Visibility</b>                                                   | <b>89.52%</b> |            |
|                                                                        |               |            |
| CC3. If aware of CC, how much did the CC help you in your transaction? |               |            |
| 1. Helped very much                                                    | 20034         | 92.25%     |
| 2. Somewhat helped                                                     | 1366          | 6.29%      |
| 3. Did not help                                                        | 38            | 0.17%      |
| 4. N/A                                                                 | 279           | 1.28%      |
| <b>CC Helpfulness</b>                                                  | <b>92.25%</b> |            |

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

External Services SQD Results

The **Table 7** summarizes the Service Quality Dimensions (SQD) overall result for External Services, with a total of 3,084 responses for SQD0 and similar counts across SQD1 to SQD8.

For SQD0, which reflects the Overall Satisfaction, a combined total of 3,042 responses indicated agreement (Strongly Agree and Agree), recording to an “Outstanding” satisfaction rating of 98.89%. This suggests that most external clients were highly satisfied with the overall quality of service provided by the university. **Responsiveness** (SQD1), which reflects how promptly and efficiently services are delivered, received a satisfaction rating of 97.88%. **Reliability** (SQD2), measuring consistency and dependability, followed closely with 98.10%. The **Access and Facilities** dimension (SQD3) achieved an outstanding 99.29%, showing that clients find university facilities accessible and easy to use. In terms of **Communication** (SQD4), 98.41% of respondents were satisfied, reflecting the clarity and effectiveness of the university’s communication with its clients. Notably, the **Costs** dimension (SQD5) received the highest rating at 99.75%, suggesting that clients view the services as affordable and of good value. **Integrity** (SQD6), which measures honesty and ethical conduct, scored 97.43%, while **Assurance** (SQD7), referring to the confidence and competence conveyed by staff, was rated at 98.98%. Finally, **Outcome** (SQD8), which looks at the actual results of the services rendered, was rated at 97.97%. Overall, the external services’ ratings across all eight SQDs resulted in an overall average satisfaction score of 98.38%, which is classified as “Outstanding.” These results affirm the effectiveness and consistency of service delivery experienced by external clients of the university.

Table 7: External Services Service Quality Dimension (SQD) Result

|                            |                       | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A    | Total Responses | Overall |
|----------------------------|-----------------------|-------------------|----------|----------------------------|-------|----------------|--------|-----------------|---------|
| SQD0                       |                       | 15                | 5        | 14                         | 370   | 2672           | 8      | 3084            | 98.89%  |
| Service Quality Dimensions |                       | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A    | Total Responses | Overall |
| SQD1                       | Responsiveness        | 13                | 12       | 40                         | 461   | 2540           | 17     | 3083            | 97.88%  |
| SQD2                       | Reliability           | 16                | 4        | 38                         | 400   | 2596           | 27     | 3081            | 98.10%  |
| SQD3                       | Access and Facilities | 4                 | 0        | 13                         | 212   | 2172           | 675    | 3076            | 99.29%  |
| SQD4                       | Communication         | 14                | 7        | 25                         | 387   | 2467           | 179    | 3079            | 98.41%  |
| SQD5                       | Costs                 | 1                 | 0        | 4                          | 133   | 1824           | 1110   | 3072            | 99.75%  |
| SQD6                       | Integrity             | 13                | 0        | 24                         | 215   | 1187           | 1642   | 3081            | 97.43%  |
| SQD7                       | Assurance             | 15                | 5        | 11                         | 336   | 2676           | 41     | 3084            | 98.98%  |
| SQD8                       | Outcome               | 15                | 9        | 38                         | 408   | 2581           | 33     | 3084            | 97.97%  |
| Overall                    |                       | 601               | 91       | 37                         | 193   | 2,552          | 18,043 | 3,724           | 24,640  |

Internal Services SQD Results

The **Table 8** shows the overview of the Service Quality Dimensions (SQD) overall result for Internal Services. Respondents consistently rated the university’s service delivery positively, with overall satisfaction percentages ranging from 97.46% to 99.44%, reflecting a strong institutional commitment to service excellence.

Service Quality Dimension 0 (SQD0), which measures the clients’ Overall Satisfaction of service quality, received a high satisfaction rating of 98.64%. This indicates that a significant majority of internal clients are broadly satisfied with the overall services rendered by the university. **Responsiveness** (SQD1), which assesses the promptness and attentiveness of services, received a satisfaction rating of 97.66%. **Reliability** (SQD2), which measures the consistency and dependability of service delivery, was rated even higher at 98.38%. **Access and Facilities** (SQD3), focusing on the ease of accessing services and the quality of physical facilities, received a rating of 97.46%, slightly lower than other dimensions but still indicative of general satisfaction. The **Communication** dimension (SQD4), which measures the clarity and timeliness of information shared with clients, earned a 97.72% satisfaction rate. **Costs** (SQD5) stood out with a near-perfect satisfaction score of 99.44%, showing that internal clients find the services affordable and cost-effective. **Integrity** (SQD6), assessing ethical standards and transparency, was rated at 98.59%, while **Assurance** (SQD7), related to staff competence and client confidence, scored the highest at 98.70%. Lastly, the **Outcome** dimension (SQD8), which measures whether the services delivered meet intended results, was rated at 98.33%. Overall, the internal services received a high satisfaction rating of 98.14%. This shows that most internal clients are satisfied with the services provided by the university. This indicates that the university is effectively meeting the needs and expectations of its internal clients.

Table 8: Internal Services Service Quality Dimension (SQD) Result

|                            |                       | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree  | Strongly Agree | N/A    | Total Responses | Overall |
|----------------------------|-----------------------|-------------------|----------|----------------------------|--------|----------------|--------|-----------------|---------|
| SQD0                       |                       | 91                | 24       | 139                        | 1811   | 16652          | 55     | 18,772          | 98.64%  |
| Service Quality Dimensions |                       | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree  | Strongly Agree | N/A    | Total Responses | Overall |
| SQD1                       | Responsiveness        | 103               | 61       | 271                        | 3102   | 15079          | 150    | 18766           | 97.66%  |
| SQD2                       | Reliability           | 79                | 23       | 201                        | 2740   | 15625          | 98     | 18766           | 98.38%  |
| SQD3                       | Access and Facilities | 93                | 28       | 262                        | 2437   | 12287          | 3584   | 18691           | 97.46%  |
| SQD4                       | Communication         | 80                | 36       | 304                        | 2589   | 15422          | 307    | 18738           | 97.72%  |
| SQD5                       | Costs                 | 0                 | 0        | 1                          | 14     | 165            | 18279  | 18459           | 99.44%  |
| SQD6                       | Integrity             | 86                | 21       | 155                        | 1883   | 16465          | 152    | 18762           | 98.59%  |
| SQD7                       | Assurance             | 80                | 20       | 143                        | 1888   | 16606          | 37     | 18774           | 98.70%  |
| SQD8                       | Outcome               | 80                | 20       | 206                        | 2132   | 15890          | 381    | 18709           | 98.33%  |
| Overall                    |                       | 601               | 209      | 1,543                      | 16,785 | 107,539        | 22,988 | 149,665         | 98.14%  |

### Overall Rating for Internal and External Services

**Table 9:** Overall scores per service for the External and Internal Services provided by the University in FY 2024

| External Service                                                                                                                          | Overall Rating |
|-------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| Processing of Request for Alumni ID Numbers                                                                                               | 100.00%        |
| Process for Request for Performance of TSU Culture and Arts Dance Troupe and/or Chorale Group                                             | 100.00%        |
| Process for Addressing Client's Concerns via Email                                                                                        | 100.00%        |
| Process for Publication and Distribution of TSU Bulletin                                                                                  | 92.50%         |
| Processing of Action on Contracts and External Agreements                                                                                 | 100.00%        |
| Processing of Request for Personal Meeting with the President                                                                             | 100.00%        |
| Process of Request for Career Fair, Campus Recruitment Activity, Career Development Webinar/ Seminar/ Training/ Workshop, Career Roadshow | 100.00%        |
| Process of Request for Company Accreditation                                                                                              | 100.00%        |
| Process of Request for Job Posting and Graduate Listing                                                                                   | 93.18%         |
| Processing of Online Request for Certificate of Good Moral Character                                                                      | 100.00%        |
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling                                         | 100.00%        |
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling                                         | 97.50%         |
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling                                         | 100.00%        |
| Issuance of Temporary Notice of Acceptance for Foreign Student                                                                            | 100.00%        |
| Processing of Request for Transcript of Records of Graduates                                                                              | 98.47%         |
| Processing of Request for Various Academic Documents (Online)                                                                             | 100.00%        |
| Processing of Request for Various Academic Documents (Walk-In)                                                                            | 99.48%         |
| Processing of Request to Access the Library by Visiting Researcher                                                                        | 100.00%        |
| Processing of Request to Access the Library by Visiting Researcher                                                                        | 100.00%        |
| Process for Signing of Student Clearance                                                                                                  | 100.00%        |
| Processing of Request to Access the Library by Visiting Researcher                                                                        | 100.00%        |
| Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer                                                     | 100.00%        |
| Processing of Request for National Services Training Program Serial Number                                                                | 96.43%         |
| Processing of Document Request Service (ONLINE AND WALK-IN)                                                                               | 100.00%        |
| Processing of Request for Hosting a Sports Event                                                                                          | 100.00%        |
| Processing of Request for Joining Pocket Tournaments, Tune-Up Games, and CHED-Friendship Game                                             | 100.00%        |
| Processing of Request to Participate in Sports Event on Regional and National Level                                                       | 100.00%        |
| Processing of Admission Test Application for Incoming Freshmen Students                                                                   | 95.31%         |
| Processing of Application for the Administration of Psychological Test to Transferee Students                                             | 99.00%         |
| Process for Claiming of Checks                                                                                                            | 99.37%         |
| Processing of Cash Payment for Outstanding Balances                                                                                       | 100.00%        |

|                                                                                                                              |               |
|------------------------------------------------------------------------------------------------------------------------------|---------------|
| Processing of Employment Verification Requests                                                                               | 100.00%       |
| Processing of Request for Issuance of Certifications                                                                         | 100.00%       |
| Processing of Request for Pre-Repair Inspection, Repair, and Other Services                                                  | 100.00%       |
| Processing of Material Approval Request                                                                                      | 96.77%        |
| Digital Studio RFID Processing – For Alumni IDs                                                                              | 90.00%        |
| Request to Use the University Facilities                                                                                     | 100.00%       |
| Process for Addressing Client's Concerns (Online and Walk-In)                                                                | 100.00%       |
| Process of Acquiring Bidding Documents                                                                                       | 93.94%        |
| Process of Receiving and Controlling Records and Documents                                                                   | 100.00%       |
| Processing of Job Vacancies Application                                                                                      | 95.80%        |
| Processing of Request for the Receipt, Inspection and Acceptance of Deliveries of Supplies, Materials and Equipment          | 88.89%        |
| Disposal of Used/ Unserviceable Supplies, Material and Equipment through Public Action                                       | 100.00%       |
| Processing of Center for Community and Local Governance Studies and Policy Development Service Requests                      | 100.00%       |
| Processing of Requests for Innovation of the Intersection of Solar Energy and Emerging Technology and other Related Services | 100.00%       |
| Processing of Food Technology and Research Center Service Requests                                                           | 100.00%       |
| Processing of Market-Driven Research Service                                                                                 | 100.00%       |
| Processing of Shared Facility Services Request                                                                               | 100.00%       |
| Process for Copyright Deposit Assistance                                                                                     | 100.00%       |
| Processing of Request for Extension Documents                                                                                | 100.00%       |
| Processing of Request for Water Analysis and Other Laboratory Services                                                       | 100.00%       |
| <b>External Service Total</b>                                                                                                | <b>98.52%</b> |

| <b>Internal Service</b>                                                     | <b>Overall Rating</b> |
|-----------------------------------------------------------------------------|-----------------------|
| Processing of Request for a Copy of Documents and Various Reports           | 100.00%               |
| Processing of Request for Coaching and Mentoring                            | 100.00%               |
| Processing of Request for Review and Evaluation of Citizen's Charter        | 100.00%               |
| Process for Inspection of Condemn ICT Equipment                             | 100.00%               |
| Process for Inspection of New ICT Equipment                                 | 100.00%               |
| Process for Requesting of Preventive Maintenance for Desktop Computer Units | 97.50%                |
| Process for Software Installation                                           | 100.00%               |
| Processing of Request for Technical Assistance                              | 94.44%                |
| Processing of Request to Repair an ICT Equipment                            | 100.00%               |
| Process for Creation of Domain Accounts                                     | 100.00%               |
| Process for Granting Virtual Private Network (VPN) Access                   | 100.00%               |
| Process for Resetting of TSU Systems/Network Accounts                       | 100.00%               |
| Process for Unblocking of Websites                                          | 100.00%               |

|                                                                                                         |         |
|---------------------------------------------------------------------------------------------------------|---------|
| Process for Wi-Fi Access Registration                                                                   | 99.06%  |
| Process for Wi-Fi Setup/Deployment                                                                      | 100.00% |
| Processing of Request for Cabling of New Network Connection                                             | 100.00% |
| Process for Request for Performance of TSU Culture and Arts Dance Troupe and/or Chorale Group           | 100.00% |
| Processing of CHED Endorsement for Legitimacy of Travel Abroad                                          | 100.00% |
| Processing of Outbound Faculty, Student, & Staff Mobility                                               | 100.00% |
| Process for Account Creation and Assigning of Privileges                                                | 100.00% |
| Process for Office 365 Account Assistance                                                               | 98.13%  |
| Process for Tagging or Untagging of Faculty, Room, and/or Schedule                                      | 100.00% |
| Process for Tagging/Untagging of Honorarium Classes                                                     | 100.00% |
| Process of Changing Posted Schedule                                                                     | 96.30%  |
| Processing of Request to Transfer of Students                                                           | 100.00% |
| Process for Review and Approval of Pre-Planning Activities                                              | 100.00% |
| Process for Addressing Client's Concerns via Email                                                      | 100.00% |
| Process for Posting of Print/Social Media/TSU Website Materials                                         | 96.55%  |
| Process for Publication of Online News                                                                  | 100.00% |
| Process for Requesting of Electronic Copy of Photos, Videos or Files                                    | 95.24%  |
| Processing of Request for Coverage of University Activities                                             | 95.24%  |
| Processing of Request for Copy of Administrative Council Resolutions, Board Resolutions, or Referendums | 95.24%  |
| Submission of Complete Staff Work or Agenda by the Offices of the University for Board Meetings         | 100.00% |
| Submission of the Agenda to the University's Administrative Council Meetings                            | 100.00% |
| Dissemination of Incoming Communication from Outside Persons or Agencies                                | 99.28%  |
| Processing of Request from Different Colleges/Offices of the University                                 | 98.86%  |
| Processing of QMS Documents for Registration, Revision, and Abolition                                   | 96.60%  |
| Processing of Requests for Documented Information for Various Purposes                                  | 100.00% |
| Process for Blocking and Unblocking of RFID Cards                                                       | 100.00% |
| Process for Creation and Updating of Website/Webpage                                                    | 94.51%  |
| Process for Development of New Systems/Programs                                                         | 100.00% |
| Process for Report Generation                                                                           | 98.15%  |
| Processing for Biometrics Registration                                                                  | 100.00% |
| Processing of Request for Technical Assistance                                                          | 99.21%  |
| Processing of Request for Career Coaching (WALK-IN and ONLINE/REMOTE)                                   | 89.58%  |
| Processing of Online Request for Certificate of Good Moral Character                                    | 97.06%  |
| Processing of Request for Counselor's Outside Referral                                                  | 100.00% |
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling       | 100.00% |
| Processing of Request for Counselor's Outside Referral                                                  | 100.00% |

|                                                                                                                    |         |
|--------------------------------------------------------------------------------------------------------------------|---------|
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling                  | 100.00% |
| Processing of Request for Counselor's Outside Referral                                                             | 100.00% |
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling                  | 100.00% |
| Processing of Application for Membership as International, Differently Abled, Indigenous and Marginalized Students | 89.47%  |
| Processing of Request for Consultation and Assistance (Walk In)                                                    | 94.44%  |
| Process for Correction / Rectification of Grades (WALK-IN and ONLINE)                                              | 100.00% |
| Process for Signing of Certificate of Registration and Validation of ID                                            | 95.59%  |
| Process for Withdrawal of Enrollment or Registration (WALK-IN)                                                     | 100.00% |
| Processing of Application for Graduation                                                                           | 100.00% |
| Processing of Application for Leave of Absence (LOA)                                                               | 99.57%  |
| Processing of Request for Adding, Changing, or Dropping of Subject/s                                               | 90.48%  |
| Processing of Request for Data                                                                                     | 100.00% |
| Processing of Request for Various Academic Documents (Online)                                                      | 100.00% |
| Processing of Request for Various Academic Documents (Walk-In)                                                     | 100.00% |
| Process of Inquiring for Available Learning Resources                                                              | 99.86%  |
| Process of Renewing Borrowed Library Resources                                                                     | 99.25%  |
| Process of Returning Library Resources                                                                             | 99.14%  |
| Processing of Request for Online Reservation and Pick-Up                                                           | 100.00% |
| Processing of Request for Referral Service                                                                         | 100.00% |
| Processing of Request to Borrow Library Resources                                                                  | 99.25%  |
| Processing of Request to Use Computer & Internet Access                                                            | 98.31%  |
| Processing the Request of Document Delivery Service for Distance Users                                             | 97.69%  |
| Process of Inquiring for Available Learning Resources                                                              | 95.06%  |
| Process of Renewing Borrowed Library Resources                                                                     | 97.82%  |
| Process of Returning Library Resources                                                                             | 97.95%  |
| Processing of Request to Borrow Library Resources                                                                  | 97.82%  |
| Processing of Request to Use Computer & Internet Access                                                            | 96.68%  |
| Process of Inquiring for Available Learning Resources                                                              | 99.42%  |
| Process of Renewing Borrowed Library Resources                                                                     | 97.33%  |
| Process of Returning Library Resources                                                                             | 97.33%  |
| Processing of Request to Borrow Library Resources                                                                  | 97.33%  |
| Processing of Request to Use Computer & Internet Access                                                            | 98.25%  |
| Processing the Request of Document Delivery Service for Distance Users                                             | 100.00% |
| Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer                              | 100.00% |
| Processing of Student/ Personnel Insurance Claims                                                                  | 100.00% |
| Processing of Inter-Office Communication and Transactions                                                          | 93.38%  |

|                                                                                                                               |         |
|-------------------------------------------------------------------------------------------------------------------------------|---------|
| Processing of Request for National Services Training Program Serial Number                                                    | 100.00% |
| Processing of Document Request Service (ONLINE AND WALK-IN)                                                                   | 100.00% |
| Issuance of Certificate of Scholarship or Certificate on Non-Scholarship                                                      | 100.00% |
| Processing of Financial Assistance Application from Private Provider/Grantor (New Applicants and Applicants for Renewal)      | 97.69%  |
| Processing of Request for Hosting a Sports Event                                                                              | 100.00% |
| Processing of Request to Participate in Sports Event on Regional and National Level                                           | 100.00% |
| Processing of Request for Re-Issuance of New Radio-Frequency Identification (RFID)                                            | 96.81%  |
| Filing of Complaints and Investigation (Defendant Admitting the Allegation)                                                   | 100.00% |
| Filing of Complaints and Investigation (Defendant Denies the Allegations)                                                     | 100.00% |
| Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni       | 100.00% |
| Processing of Application for Accreditation of Student Organization (New and/or Renewal)                                      | 100.00% |
| Processing of Request for the Conduct of Student Organization Activities                                                      | 100.00% |
| Procedure for the Approval of Activities of Student Publication and College Publications                                      | 99.11%  |
| Process for Reading the General Plan of Action and Budget of Student Publication and College Publications                     | 100.00% |
| Process of Printing and Circulation of the Student and College Publication Issues                                             | 100.00% |
| Processing of Intention for Publications to Operate for the Upcoming Academic Year                                            | 100.00% |
| Processing for Assessment of Fees for Other Payors                                                                            | 96.23%  |
| Processing of Refund of Tuition and Other Fees, Overpayment, Breakage Deposit and Other Credit Balance                        | 100.00% |
| Processing of Request for Re-Assessment / Adjustment of Student Fees, and Checking of Student Account Balances                | 100.00% |
| Process for Claiming of Checks                                                                                                | 93.18%  |
| Process of Claiming Cash Benefits (OVER-THE-COUNTER)                                                                          | 100.00% |
| Processing of Cash Payment for Outstanding Balances                                                                           | 86.49%  |
| Processing of Request for Certificate of Payment for Lost Official Receipt                                                    | 100.00% |
| Processing of Request for CCTV Footage Review                                                                                 | 100.00% |
| Process of Securing a Dental Certificate                                                                                      | 99.56%  |
| Printing of Daily Time Record (DTR) for Overtime/Extended Services                                                            | 98.91%  |
| Process for Requesting and Issuance of Authority to Travel Abroad                                                             | 100.00% |
| Processing of Application for Leave of Absence                                                                                | 100.00% |
| Processing of Request for Issuance of Certifications                                                                          | 100.00% |
| Process of Application and Filing for Retirement / Separation, Life Insurance, Terminal Pay & Other Social Insurance Benefits | 100.00% |
| Process for Requesting of Contract of Service (COS) of Lecturers                                                              | 100.00% |
| Processing of Request for Pre-Repair Inspection, Repair, and Other Services                                                   | 99.06%  |
| Processing of Request for Janitorial Services                                                                                 | 88.64%  |
| Process of Issuance of Medical Certificate                                                                                    | 98.45%  |
| Process of Issuance of Medical Certificate                                                                                    | 89.38%  |

|                                                                                                                              |         |
|------------------------------------------------------------------------------------------------------------------------------|---------|
| Process of Issuance of Medical Certificate                                                                                   | 94.92%  |
| Processing of Travel Order for Travel Requests                                                                               | 89.70%  |
| Processing of Requests for Reproduction, Bookbinding and Ringbinding Documents                                               | 94.97%  |
| Process of Availing Print Shop Services (Tarpaulin, Sticker, Heat Press)                                                     | 91.43%  |
| Processing of Application for Vehicle Gate Pass                                                                              | 100.00% |
| Processing of Request for Re-ID for Worn-Out / Damaged Radio-Frequency Identification (RFID) Card                            | 100.00% |
| Processing of Request for Reissuance of New Radio-Frequency Identification (RFID) Card                                       | 98.86%  |
| Request to Use the University Facilities                                                                                     | 100.00% |
| Process for Addressing Client's Concerns (Online and Walk-In)                                                                | 91.18%  |
| Process of Reviewing of Research Proposals/ Finished Researches                                                              | 75.00%  |
| Processing of Request for Capacity Building                                                                                  | 71.43%  |
| Processing of Request for Funding and Program/Project Implementation                                                         | 100.00% |
| Processing of Request for Gender-Responsive Extension Program for Short-Term Services/Activities                             | 100.00% |
| Processing of Request for Personnel-Related Documents and Reports                                                            | 96.97%  |
| Processing of Endorsed Communication from the Office of the University President                                             | 97.83%  |
| Processing of Inter-Office Communication and Transactions                                                                    | 80.88%  |
| Processing of Payroll for Overtime/Extended Services                                                                         | 100.00% |
| Processing of Payroll for Student Assistants' Salary                                                                         | 100.00% |
| Processing of Payroll Preparation for Salary of Lecturers, Part-Timers, and Faculty with Honorarium                          | 97.83%  |
| Processing of Request for Personnel-Related Documents                                                                        | 92.00%  |
| Processing for Request for Send-Off of Retiree                                                                               | 100.00% |
| Processing of Request for Individual Faculty Evaluation and Issuance of Strategic Performance Management System              | 99.13%  |
| Processing of Service Request for Design Layout                                                                              | 100.00% |
| Processing of Reported Incident for Action                                                                                   | 100.00% |
| Processing of Request for Safety Inspection of College-Based Events and Assistance for University-Wide Events and Activities | 100.00% |
| Processing of Purchase Request / Job Order                                                                                   | 95.12%  |
| Process of Archiving Documents and Materials                                                                                 | 100.00% |
| Process of Receiving and Controlling Records and Documents                                                                   | 100.00% |
| Process of Requesting for Disposal of Records or Use of Storage                                                              | 100.00% |
| Processing of Request of Records Copy/ies                                                                                    | 96.10%  |
| Processing of Request for Physical Inventory of Property Accountabilities                                                    | 93.75%  |
| Processing of Request for the Requisition and Issuance of Supplies, Materials, and Equipment                                 | 95.12%  |
| Processing of Request to Condemn Unserviceable Property Accountabilities                                                     | 100.00% |
| Processing of Request to Return to Stock Serviceable Properties that are No Longer Needed by the End-User                    | 100.00% |
| Processing of Request to Transfer Property Accountabilities                                                                  | 100.00% |

|                                                                                                                                                        |               |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| Process of Filing Cases and Complaints                                                                                                                 | 100.00%       |
| Processing of Request for Thesis/Dissertation Financial Assistance                                                                                     | 100.00%       |
| Processing of Application for Scholarship                                                                                                              | 100.00%       |
| Processing of Request for External Training                                                                                                            | 97.85%        |
| Processing of Request for In-House Training or Seminar (Face-to-Face and Online)                                                                       | 97.73%        |
| Processing of Request for Scholarship Extension                                                                                                        | 100.00%       |
| Processing of Request for Scholarship Status of Employee-Scholars                                                                                      | 100.00%       |
| Processing of Request for Study Leave Reinstatement of Employee-Scholars                                                                               | 100.00%       |
| Processing of Client's Service Request as an Extension Proposal from Various Offices and Colleges                                                      | 100.00%       |
| Processing of Requests for Geospatial Analysis Support and Related Services                                                                            | 100.00%       |
| Processing of Requests for Phytochemical, Proximate, Microbial Analyses, Raw Materials Identification and Authentication and Other Laboratory Services | 100.00%       |
| Processing of Requests for Innovation of the Intersection of Solar Energy and Emerging Technology and other Related Services                           | 100.00%       |
| Processing of Food Technology and Research Center Service Requests                                                                                     | 94.74%        |
| Processing of Shared Facility Services Request                                                                                                         | 98.10%        |
| Process for Copyright Deposit Assistance                                                                                                               | 100.00%       |
| Process for Request to Use University Marks Assistance                                                                                                 | 98.04%        |
| Process for Technology Transfer and Commercialization Assistance                                                                                       | 100.00%       |
| Processing of Endorsed Communication from the Office of the University President                                                                       | 100.00%       |
| Processing of Inter-Office Communication and Transaction                                                                                               | 100.00%       |
| Processing and Evaluation of Extension Proposal                                                                                                        | 100.00%       |
| Processing of Request for Extension Documents                                                                                                          | 100.00%       |
| Processing of Request for Research Output Incentives and Funding Request for Research Paper Presentation and Research Publication                      | 88.89%        |
| Processing of Request for Test of Similarity Index                                                                                                     | 98.72%        |
| Processing of Request for Water Analysis and Other Laboratory Services                                                                                 | 100.00%       |
| Processing of Research Evaluation                                                                                                                      | 95.92%        |
| Processing of Research Proposal (Initial Evaluation of Research Proposals)                                                                             | 100.00%       |
| Processing of Application for Ethics Review                                                                                                            | 100.00%       |
| <b>Internal Service Total</b>                                                                                                                          | <b>98.21%</b> |
|                                                                                                                                                        |               |
| <b>Overall Total</b>                                                                                                                                   | <b>98.25%</b> |

The results of the FY 2024 Client Satisfaction Measurement (CSM) of Tarlac State University (TSU) demonstrate an exceptionally high level of satisfaction among both internal and external clients. The aggregated results reflect **an overall average satisfaction rating of 98.25%**, demonstrating the sustained commitment to excellence in service delivery across all offices, units and colleges of the university.

**External services** received a total satisfaction rating of **98.52%**, indicating that clients from outside the university, including alumni, partners, and stakeholders, view TSU's service delivery as efficient, responsive, and client centered. A large majority of the external services evaluated recorded perfect scores (100%), particularly in areas such as processing of academic and career-related requests, cultural and sports program facilitation, and community engagement services. Only a few service points, such as the *Digital Studio RFID Processing* (90.00%) and *Processing of Request for the Receipt, Inspection and Acceptance of Deliveries of Supplies* (88.89%), scored slightly lower, suggesting minor opportunities for process improvement.

Meanwhile, **internal services** recorded a very close overall satisfaction rating of **98.21%**, reflecting a strong perception of operational effectiveness among university staff, faculty, and students. Most internal service processes—from ICT and administrative support to academic and library services—garnered near-perfect ratings. Some areas with comparatively lower satisfaction scores, such as *Processing of Request for Capacity Building* (71.43%) and *Process of Reviewing of Research Proposals/Finished Researches* (75.00%), indicate key areas where internal efficiency and responsiveness may be enhanced through targeted improvements or capacity development.

The closeness of the satisfaction levels between internal and external services demonstrates TSU's holistic approach to service excellence. The minimal variance in ratings (only 0.31% difference) also reflects balanced attention to both external and internal clients, demonstrating that the university is equally committed to delivering high-quality services within and beyond its academic community.

## **V. Results of the Agency Action Plan reported for FY 2023:**

Tarlac State University (TSU) continues to demonstrate its strong commitment to service excellence through sustained client satisfaction. As part of the FY 2023 Agency Action Plan, the university, fully implemented the Harmonized Client Satisfaction Measurement (CSM) tool across all service platforms—utilizing both paper-based and electronic forms to gather feedback from face-to-face and online transactions. These efforts were supported by strategies focused on effective communication, continuous process evaluation, and responsiveness to client needs.

The effectiveness of these initiatives is reflected in the FY 2024 CSM results, which show an **outstanding overall satisfaction rating of 98.25%**. Both internal and external clients reported consistently high levels of satisfaction, underscoring the impact of improved feedback mechanisms and ongoing service enhancements. This alignment of strategy and performance highlights TSU's dedication to delivering high-quality, client-centered services across all offices, units, and colleges.

**Table 10:** FY 2023 & FY 2024 Comparison of CSM Result

| Service Quality Dimension   | FY 2023 Rating | FY 2024 Rating | Change | Remarks                                      |
|-----------------------------|----------------|----------------|--------|----------------------------------------------|
| Responsiveness              | 95.37%         | 97.22%         | +1.85% | Improvement in timely service delivery.      |
| Reliability                 | 96.54%         | 98.01%         | +1.47% | Stronger consistency in service provision.   |
| Access & Facilities         | 95.43%         | 96.58%         | +1.15% | Better accessibility & infrastructure.       |
| Communication               | 95.61%         | 97.19%         | +1.58% | More effective info sharing with clients.    |
| Costs                       | 100.00%        | 99.86%         | -0.14% | Slight dip; remains perfect in practice.     |
| Integrity                   | 96.62%         | 97.76%         | +1.14% | More trust perceived in processes.           |
| Assurance                   | 97.32%         | 98.12%         | +0.80% | Increased confidence in staff capability.    |
| Outcome                     | 96.40%         | 97.76%         | +1.36% | Higher satisfaction with end results.        |
| Overall Rating (SQD1-8)     | 96.20%         | 97.66%         | +1.46% | Consistent upward trend across all areas.    |
| Overall Satisfaction (SQD0) | 97.12%         | 98.68%         | +1.56% | Marked increase in general service approval. |

**VI. Continuous Agency Improvement Plan for FY 2025:**

Tarlac State University’s overall satisfaction rating of 98.25% demonstrates a strong culture of service excellence. However, sustaining this performance demands continuous improvement, particularly in the few identified areas where satisfaction was slightly below the university's otherwise outstanding performance benchmarks.

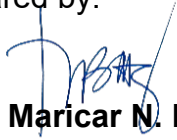
To ensures that the university remains flexible, inclusive, and responsive to the evolving needs of its external and internal clients and as part of its ongoing commitment to service excellence, TSU outlines the following continuous improvement strategies for FY 2025:

**Key Areas for Improvement:**

| Service                                                         | Identified Issue                                                                                                                 | Action Plan                                                                                                                                                                                               |
|-----------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Process of Reviewing of Research Proposals/ Finished Researches | Received a 75.00% “fair” overall rating                                                                                          | Enhancing customer communication.                                                                                                                                                                         |
| Processing of Request for Capacity Building                     | Received a 71.43% “fair” overall rating                                                                                          | Enhancing customer communication.                                                                                                                                                                         |
| Process for Signing of Student Clearance                        | Identified zero responses for FY 2024                                                                                            | Updating the Citizen’s Charter and merging it to the service Processing of Request for Transcript of Records of Graduates since the signing of clearance is one of the requirements to avail the service. |
|                                                                 | Recorded <b>7.00%</b> response rate, suggesting limited participation in the survey relative to the total number of transactions | The university will intensify its information drive to ensure that clients, particularly students and first-time users, are fully aware of the importance and availability of the CSM tool.               |

Through these actions, the university aims to strengthen its culture of continuous improvement and ensure sustained client satisfaction across all service provided.

Prepared by:



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Head, Anti-Red Tape Unit

Approved by:



**Dr. Arnold E. Velasco**

Chairperson, CART (TSU Administrative Order No. 06, s. 2024)

University President



HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) Tool aims to track the customer experience of TSU's clients. Your answers will help this office provide a better service. Personal information shared will be kept confidential.

(Ang Client Satisfaction Measurement [CSM] Tool na ito ay naglalayong subaybayan ang karanasan ng customer ng mga kliyente ng TSU. Ang iyong mga sagot ay magbibigay-daan sa opisinaang ito na magbigay ng mas mahusay na serbisyo. Ang personal na impormasyong ibinahagi ay pananatiliing kumpidensyal.)

**Client type** (Uri ng kliyente): ☐ Student (Estudyante) \_\_\_\_\_  

College (kolehiyo)

☐ Business (Negosyo/Negosyante) ☐ Government Agency (Ahensya ng Pamahalaan) ☐ Others \_\_\_\_\_

**Sex** (Kasarian): ☐ Male (Lalake) ☐ Female (Babae) **Date** (Petsa): \_\_\_\_/\_\_\_\_/\_\_\_\_  

(mm) (dd) (yyy)

**Age** (Edad): \_\_\_\_\_

**Office Visited**  
(Binisitang opisina): \_\_\_\_\_**Service Aailed**  
(Serbisyong naipagkaloob): \_\_\_\_\_

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. (Maglagay ng tsek [✓] sa iyong sagot sa mga sumusunod na tanong. Ang Citizen's Charter [CC] ay isang opisyal na dokumento na naglalaman ng detalye ng mga serbisyo ng isang ahensya ng gobyerno/opisina kabilang ang mga kinakailangan, bayad, at oras ng pagproseso nito at iba pa.)

- CC1

Which of the following best describes your awareness of a CC? (Alin sa mga sumusunod ang pinakamainam na naglalarawan sa iyong kamalayan sa isang CC?)  
☐ 1. I know what a CC is and I saw this office's CC. (Alam ko kung ano ang CC at nakita ko ang CC ng tanggapanang ito.)  
☐ 2. I know what a CC is but I did NOT see this office's CC. (Alam ko kung ano ang CC pero HINDI ko nakita ang CC ng opisinaang ito.)  
☐ 3. I learned of the CC only when I saw this office's CC. (Nalaman ko lamang ang CC nang nakita ko ang CC ng opisina na ito.)  
☐ 4. I do not know what a CC is and I did not see one in this office. (Hindi ko alam kung ano ang isang CC at HINDI ko nakita ang CC ng opisinaang ito.)
- CC2

If aware of CC, would you say that the CC of this office was ... (Kung may kamalayan ka tungkol sa CC, sasabihin mo ba na ang CC ng opisina na ito ay ...)   
☐ 1. Easy to see (Madaling makita) ☐ 4. Not visible at all (Hindi nakikita)  
☐ 2. Somewhat easy to see (Medyo madaling makita) ☐ 5. N/A (Hindi naaangkop)  
☐ 3. Difficult to see (Mahirap hanapin)
- CC3

If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction? (Kung may kamalayan na tungkol sa CC, gaano nakatulong ang CC sa iyong transaksyon?)  
☐ 1. Helped very much (Nakatulong nang husto) ☐ 3. Did not help (Walang naitulong)  
☐ 2. Somewhat helped (Medyo nakatulong) ☐ 4. N/A (Hindi naaangkop)

Please put a **check mark (✓)** on the column that best corresponds to your answer. (Maglagay ng tsek [✓] sa kolum na pinakamainam na tumutugma sa iyong sagot.)

| Service Quality Dimensions                                                                                                                                                                                                                                  | Strongly Disagree<br>(Labis na Hindi Sumasang-ayon) | Disagree<br>(Hindi Sang-ayon) | Neither Agree nor Disagree<br>(Hindi Makapili) | Agree<br>(Sang-ayon) | Strongly Agree<br>(Labis na Sumasang-ayon) | Not Applicable<br>(Hindi Angkop) |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|-------------------------------|------------------------------------------------|----------------------|--------------------------------------------|----------------------------------|
|                                                                                                                                                                                                                                                             | 1                                                   | 2                             | 3                                              | 4                    | 5                                          |                                  |
| <b>SQD0.</b> I am satisfied with the service that I availed. (Nasiyahan ako sa serbisyo na aking natanggap sa napuntahan na opisina.)                                                                                                                       |                                                     |                               |                                                |                      |                                            |                                  |
| <b>SQD1.</b> I spent a reasonable amount of time for my transaction. (Makatwiran ang oras na aking ginugol para sa aking transaksyon.)                                                                                                                      |                                                     |                               |                                                |                      |                                            |                                  |
| <b>SQD2.</b> The office followed the transaction's requirements and steps based on the information provided in their Citizens Charter. (Tinugunan ng opisina ang aking transakyon alinsunod sa kanilang Citizen's Charter.)                                 |                                                     |                               |                                                |                      |                                            |                                  |
| <b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple. (Ang mga hakbang (kabilang ang pagbabayad) na kailangan kong gawin para sa aking transaksyon ay madali at simple.)                                       |                                                     |                               |                                                |                      |                                            |                                  |
| <b>SQD4.</b> I easily found information about my transaction from the office or its website. (Ang mga kailangang impormasyon tungkol sa aking transaksyon ay kaagad kong nakita sa opisina o sa TSU website.)                                               |                                                     |                               |                                                |                      |                                            |                                  |
| <b>SQD5.</b> The amount I paid for my transaction is value for money. (Ang halagang ibinayad ay akma sa serbisyong natamo.)                                                                                                                                 |                                                     |                               |                                                |                      |                                            |                                  |
| <b>SQD6.</b> I feel the office was fair to everyone or "walang palakasan" during my transaction. (Pakiramdam ko ay patas ang opisina sa lahat, o "walang palakasan", sa aking transakyon.)                                                                  |                                                     |                               |                                                |                      |                                            |                                  |
| <b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful. (Magalang akong trinato ng mga tauhan, at (kung sakali ako ay humingi ng tulong) alam ko na sila ay handang tumulong sa akin.)                          |                                                     |                               |                                                |                      |                                            |                                  |
| <b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me. (Nakuha ko ang kinakailangan ko mula sa tanggapan ng gobyerno, kung tinanggihan man, ito ay sapat na ipinaliwanag sa akin.) |                                                     |                               |                                                |                      |                                            |                                  |

Suggestions on how we can further improve our services (Mga suhestiyon kung paano pa mapapabuti pa ang aming mga serbisyo):

Email address (opsyonal): \_\_\_\_\_

**ANNEX B. List of Campuses**

| Tarlac State University List of Campuses                           |
|--------------------------------------------------------------------|
| Main Campus                                                        |
| Villa Lucinda Extension Campus                                     |
| San Isidro Extension Campus                                        |
| Capas Extension Campus - Local Government Unit (LGU) Campuses      |
| La Paz Extension Campus - Local Government Unit (LGU) Campuses     |
| Concepcion Extension Campus - Local Government Unit (LGU) Campuses |

Note: In the above cited LGU Campuses, only the delivery of instruction services are being conducted. Students will just attend classes in the said campus. Other administrative services support services may be availed in the Main Campus, Villa Lucinda Extension Campus, San Isidro Extension Campus. Evaluation of instruction services is being conducted using the TSU Automated Faculty Evaluation System (TSU-AFES).



**Client Satisfaction Measurement (CSM) Summary Report**  
Tarlac State University  
January - December 2024

| Citizen's Charter (CC) Question |                                                                    | Responses | Percentage    |
|---------------------------------|--------------------------------------------------------------------|-----------|---------------|
| <b>CC1</b>                      | 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.                    | 19535     | <b>89.52%</b> |
| 2                               | I know what a CC is but I did NOT see this office's CC.            | 633       | <b>2.90%</b>  |
| 3                               | I learned of the CC only when I saw this office's CC.              | 1274      | <b>5.84%</b>  |
| 4                               | I do not know what a CC is and I did not see one in this office.   | 382       | <b>1.75%</b>  |
| <b>CC2</b>                      | If aware of CC , would you say that the CC of this office was ...? |           |               |
| 1                               | Easy to see                                                        | 19395     | <b>89.52%</b> |
| 2                               | Somewhat easy to see                                               | 1837      | <b>8.48%</b>  |
| 3                               | Difficult to see                                                   | 180       | <b>0.83%</b>  |
| 4                               | Not visible at all                                                 | 67        | <b>0.31%</b>  |
| 5                               | N/A                                                                | 187       | <b>0.86%</b>  |
| <b>CC3</b>                      | If aware of CC. How much did the CC help you in your transaction?  |           |               |
| 1                               | Helped very much                                                   | 20034     | <b>92.25%</b> |
| 2                               | Somewhat helped                                                    | 1366      | <b>6.29%</b>  |
| 3                               | Did not help                                                       | 38        | <b>0.17%</b>  |
| 4                               | N/A                                                                | 279       | <b>1.28%</b>  |

| Service Quality Dimensions (SQD) |                                                 | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A | Total Responses | Overall       |
|----------------------------------|-------------------------------------------------|-------------------|----------|----------------------------|-------|----------------|-----|-----------------|---------------|
| <b>SQD0</b>                      | I am satisfied with the service that I availed. | 106               | 29       | 153                        | 2181  | 19324          | 63  | 21856           | <b>98.68%</b> |

| Service Quality Dimensions (SQD) |                                                                                                                    | Strongly Disagree | Disagree   | Neither Agree nor Disagree | Agree        | Strongly Agree | N/A          | Total Responses | Overall       |
|----------------------------------|--------------------------------------------------------------------------------------------------------------------|-------------------|------------|----------------------------|--------------|----------------|--------------|-----------------|---------------|
| <b>SQD1</b>                      | I spent a reasonable amount of time for my transaction.                                                            | 116               | 73         | 311                        | 3563         | 17619          | 167          | 21849           | <b>97.69%</b> |
| <b>SQD2</b>                      | The office followed the transaction's requirements and steps based on the information provided.                    | 95                | 27         | 239                        | 3140         | 18221          | 125          | 21847           | <b>98.34%</b> |
| <b>SQD3</b>                      | The steps (including payment) I needed to do for my transaction were easy and simple.                              | 97                | 28         | 275                        | 2649         | 14459          | 4259         | 21767           | <b>97.72%</b> |
| <b>SQD4</b>                      | I easily found information about my transaction from the office or its website.                                    | 94                | 43         | 329                        | 2976         | 17889          | 486          | 21817           | <b>97.82%</b> |
| <b>SQD5</b>                      | I paid a correct amount of fees for my transaction.                                                                | 1                 | 0          | 5                          | 147          | 1989           | 19389        | 21531           | <b>99.72%</b> |
| <b>SQD6</b>                      | I feel the office was fair to everyone, or "walang palakasan", during my transaction.                              | 99                | 21         | 179                        | 2098         | 17652          | 1794         | 21843           | <b>98.51%</b> |
| <b>SQD7</b>                      | I was treated courteously by the staff, and (if asked for help) the staff was helpful.                             | 95                | 25         | 154                        | 2224         | 19282          | 78           | 21858           | <b>98.74%</b> |
| <b>SQD8</b>                      | I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me. | 95                | 29         | 244                        | 2540         | 18471          | 414          | 21793           | <b>98.28%</b> |
| <b>Overall Rating</b>            |                                                                                                                    | <b>798</b>        | <b>275</b> | <b>1889</b>                | <b>21518</b> | <b>144906</b>  | <b>26775</b> | <b>196161</b>   | <b>98.25%</b> |
| <b>Outstanding</b>               |                                                                                                                    |                   |            |                            |              |                |              |                 |               |

| External Service                                                                                                                          | RESPONSES | TOTAL<br>TRANSACTIONS |
|-------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------------------|
| Processing of Request for a Copy of Documents and Various Reports                                                                         | 0         | 0                     |
| Processing of Request for Alumni ID Numbers                                                                                               | 61        | 1316                  |
| Process for Request for Performance of TSU Culture and Arts Dance Troupe and/or Chorale Group                                             | 35        | 35                    |
| Processing of Institution / Organization Request to Benchmark Offices / Colleges in Tarlac State University                               | 0         | 2                     |
| Process for Addressing Client's Concerns via Email                                                                                        | 55        | 5436                  |
| Process for Publication and Distribution of TSU Bulletin                                                                                  | 40        | 53                    |
| Processing of Action on Contracts and External Agreements                                                                                 | 30        | 769                   |
| Processing of Request for Personal Meeting with the President                                                                             | 21        | 93                    |
| Processing of Requests for QMS Registered Documents for Various Purposes                                                                  | 0         | 0                     |
| Process of Request for Career Fair, Campus Recruitment Activity, Career Development Webinar/ Seminar/ Training/ Workshop, Career Roadshow | 21        | 21                    |
| Process of Request for Company Accreditation                                                                                              | 18        | 42                    |
| Process of Request for Job Posting and Graduate Listing                                                                                   | 165       | 643                   |
| Processing of Online Request for Certificate of Good Moral Character                                                                      | 62        | 368                   |
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling                                         | 38        | 767                   |
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling                                         | 40        | 333                   |
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling                                         | 12        | 101                   |
| Issuance of Temporary Notice of Acceptance for Foreign Student                                                                            | 6         | 6                     |
| Process for Signing of Student Clearance                                                                                                  | 0         | 2377                  |
| Processing of Request for Transcript of Records of Graduates                                                                              | 341       | 2377                  |
| Processing of Request for Various Academic Documents (Online)                                                                             | 181       | 3325                  |
| Processing of Request for Various Academic Documents (Walk-In)                                                                            | 377       | 2485                  |
| Processing of Request to Access the Library by Visiting Researcher                                                                        | 18        | 68                    |
| Process for Signing of Student Clearance                                                                                                  | 0         | 0                     |
| Processing of Request to Access the Library by Visiting Researcher                                                                        | 5         | 5                     |
| Process for Signing of Student Clearance                                                                                                  | 15        | 15                    |
| Processing of Request to Access the Library by Visiting Researcher                                                                        | 4         | 5                     |
| Process for Signing of Student Clearance                                                                                                  | 0         | 0                     |
| Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer                                                     | 5         | 5                     |
| Processing of Request for National Services Training Program Serial Number                                                                | 25        | 25                    |
| Processing of Document Request Service (ONLINE AND WALK-IN)                                                                               | 1         | 1                     |
| Processing of Financial Assistance Application from Private Provider/Grantor (New Applicants and Applicants for Renewal)                  | 0         | 0                     |
| Processing of Request for Hosting a Sports Event                                                                                          | 2         | 2                     |
| Processing of Request for Joining in Sports Event on International Level                                                                  | 0         | 0                     |
| Processing of Request for Joining in the Host University for Sports Event on National Level                                               | 0         | 0                     |
| Processing of Request for Joining Pocket Tournaments, Tune-Up Games, and CHED-Friendship Game                                             | 2         | 2                     |
| Processing of Request to Participate in Sports Event on Regional and National Level                                                       | 5         | 12                    |
| Filing of Complaints and Investigation (Defendant Admitting the Allegation)                                                               | 0         | 0                     |
| Filing of Complaints and Investigation (Defendant Denies the Allegations)                                                                 | 0         | 0                     |
| Filing of Complaints and Investigation Against TSU Employee                                                                               | 0         | 0                     |
| Procedure for Appeal                                                                                                                      | 0         | 0                     |
| Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni                   | 17        | 23                    |
| Processing of Admission Test Application for Incoming Freshmen Students                                                                   | 448       | 18185                 |
| Processing of Application for the Administration of Psychological Test to Transferee Students                                             | 204       | 780                   |
| Processing for Assessment of Fees for Other Payors                                                                                        | 0         | 0                     |
| Process for Claiming of Checks                                                                                                            | 159       | 3556                  |
| Processing of Cash Payment for Outstanding Balances                                                                                       | 347       | 5892                  |
| Processing of Request for Certificate of Payment for Lost Official Receipt                                                                | 0         | 0                     |
| Processing of Action for Complaints                                                                                                       | 0         | 0                     |
| Processing of Request for CCTV Footage Review                                                                                             | 0         | 0                     |

|                                                                                                                                                        |                  |                           |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|---------------------------|
| Processing of Approval and Issuance of Work Suspension Order                                                                                           | 0                | 0                         |
| Processing of Employment Verification Requests                                                                                                         | 26               | 59                        |
| Processing of Request for Issuance of Certifications                                                                                                   | 12               | 562                       |
| Processing of Request for Pre-Repair Inspection, Repair, and Other Services                                                                            | 1                | 1                         |
| Processing of Material Approval Request                                                                                                                | 44               | 46                        |
| Digital Studio RFID Processing – For Alumni IDs                                                                                                        | 20               | 640                       |
| Request to Use the University Facilities                                                                                                               | 18               | 24                        |
| Process for Addressing Client's Concerns (Online and Walk-In)                                                                                          | 1                | 1                         |
| Processing of Request for Gender-Responsive Extension Program for Short-Term Services/Activities                                                       | 0                | 0                         |
| Processing of Request for Personnel-Related Documents and Reports                                                                                      | 0                | 0                         |
| Process of Acquiring Bidding Documents                                                                                                                 | 33               | 156                       |
| Process of Receiving and Controlling Records and Documents                                                                                             | 22               | 3930                      |
| Processing of Job Vacancies Application                                                                                                                | 97               | 329                       |
| Processing of Request for the Receipt, Inspection and Acceptance of Deliveries of Supplies, Materials and Equipment                                    | 118              | 858                       |
| Disposal of Used/ Unserviceable Supplies, Material and Equipment through Public Action                                                                 | 3                | 3                         |
| Processing of Center for Community and Local Governance Studies and Policy Development Service Requests                                                | 12               | 24                        |
| Processing of Requests for Phytochemical, Proximate, Microbial Analyses, Raw Materials Identification and Authentication and Other Laboratory Services | 0                | 0                         |
| Processing of Request for Office Consultancy and Assistance Services                                                                                   | 0                | 0                         |
| Processing of Requests for Innovation of the Intersection of Solar Energy and Emerging Technology and other Related Services                           | 5                | 7                         |
| Processing of Food Technology and Research Center Service Requests                                                                                     | 21               | 27                        |
| Processing of Market-Driven Research Service                                                                                                           | 1                | 1                         |
| Processing of Shared Facility Services Request                                                                                                         | 6                | 6                         |
| Process for Copyright Deposit Assistance                                                                                                               | 1                | 1                         |
| Processing of Request to Use University Marks Assistance                                                                                               | 0                | 0                         |
| Process for Technology Transfer and Commercialization Assistance                                                                                       | 0                | 0                         |
| Processing of Requests for Trademark Application Assistance                                                                                            | 0                | 0                         |
| Processing of Request for Extension Documents                                                                                                          | 5                | 5                         |
| Processing of Request for Test of Similarity Index                                                                                                     | 0                | 1                         |
| Processing of Request for Water Analysis and Other Laboratory Services                                                                                 | 13               | 13                        |
| <b>External Service Total</b>                                                                                                                          | <b>3219</b>      | <b>55819</b>              |
|                                                                                                                                                        |                  |                           |
| <b>Internal Service</b>                                                                                                                                | <b>RESPONSES</b> | <b>TOTAL TRANSACTIONS</b> |
| Processing of Request for a Copy of Documents and Various Reports                                                                                      | 2                | 12                        |
| Processing of Request for Coaching and Mentoring                                                                                                       | 14               | 17                        |
| Processing of Request for Review and Evaluation of Citizen's Charter                                                                                   | 14               | 86                        |
| Process for Inspection of Condemn ICT Equipment                                                                                                        | 20               | 176                       |
| Process for Inspection of New ICT Equipment                                                                                                            | 46               | 134                       |
| Process for Requesting of Preventive Maintenance for Desktop Computer Units                                                                            | 40               | 53                        |
| Process for Software Installation                                                                                                                      | 40               | 812                       |
| Processing of Request for Technical Assistance                                                                                                         | 25               | 1320                      |
| Processing of Request to Repair an ICT Equipment                                                                                                       | 86               | 754                       |
| Process for Creation of Domain Accounts                                                                                                                | 26               | 71                        |
| Process for Granting Virtual Private Network (VPN) Access                                                                                              | 16               | 36                        |
| Process for Resetting of TSU Systems/Network Accounts                                                                                                  | 9                | 9                         |
| Process for Unblocking of Websites                                                                                                                     | 8                | 8                         |
| Process for Wi-Fi Access Registration                                                                                                                  | 109              | 429                       |
| Process for Wi-Fi Setup/Deployment                                                                                                                     | 31               | 167                       |
| Processing of Request for Cabling of New Network Connection                                                                                            | 37               | 264                       |
| Process for Request for Performance of TSU Culture and Arts Dance Troupe and/or Chorale Group                                                          | 14               | 29                        |
| Processing of Request for Audit Reports                                                                                                                | 0                | 0                         |

|                                                                                                                     |      |       |
|---------------------------------------------------------------------------------------------------------------------|------|-------|
| Processing of CHED Endorsement for Legitimacy of Travel Abroad                                                      | 1    | 5     |
| Processing of Outbound Faculty, Student, & Staff Mobility                                                           | 1    | 3     |
| Process for Account Creation and Assigning of Privileges                                                            | 136  | 157   |
| Process for Office 365 Account Assistance                                                                           | 303  | 4441  |
| Process for Tagging or Untagging of Faculty, Room, and/or Schedule                                                  | 339  | 1624  |
| Process for Tagging/Untagging of Honorarium Classes                                                                 | 183  | 203   |
| Process of Changing Posted Schedule                                                                                 | 108  | 414   |
| Processing of Request to Transfer of Students                                                                       | 106  | 394   |
| Process for Review and Approval of Pre-Planning Activities                                                          | 23   | 23    |
| Process for Addressing Client's Concerns via Email                                                                  | 326  | 1375  |
| Process for Posting of Print/Social Media/TSU Website Materials                                                     | 128  | 511   |
| Process for Publication of Online News                                                                              | 19   | 247   |
| Process for Requesting of Electronic Copy of Photos, Videos or Files                                                | 22   | 49    |
| Processing of Request for Coverage of University Activities                                                         | 21   | 71    |
| Processing of Request for Copy of Administrative Council Resolutions, Board Resolutions, or Referendums             | 47   | 167   |
| Submission of Complete Staff Work or Agenda by the Offices of the University for Board Meetings                     | 22   | 116   |
| Submission of the Agenda to the University's Administrative Council Meetings                                        | 20   | 41    |
| Dissemination of Incoming Communication from Outside Persons or Agencies                                            | 148  | 3545  |
| Processing of Request from Different Colleges/Offices of the University                                             | 191  | 2671  |
| Processing of QMS Documents for Registration, Revision, and Abolition                                               | 157  | 263   |
| Processing of Requests for Documented Information for Various Purposes                                              | 70   | 70    |
| Process for Blocking and Unblocking of RFID Cards                                                                   | 36   | 288   |
| Process for Creation and Updating of Website/Webpage                                                                | 96   | 678   |
| Process for Development of New Systems/Programs                                                                     | 16   | 16    |
| Process for Report Generation                                                                                       | 62   | 163   |
| Processing for Biometrics Registration                                                                              | 47   | 122   |
| Processing of Request for Technical Assistance                                                                      | 135  | 1207  |
| Processing of Request for Career Coaching (WALK-IN and ONLINE/REMOTE)                                               | 48   | 51    |
| Processing of Online Request for Certificate of Good Moral Character                                                | 219  | 1039  |
| Processing of Request for Counselor's Outside Referral                                                              | 18   | 18    |
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling                   | 265  | 659   |
| Processing of Request for Counselor's Outside Referral                                                              | 6    | 19    |
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling                   | 28   | 93    |
| Processing of Request for Counselor's Outside Referral                                                              | 5    | 5     |
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling                   | 25   | 124   |
| Processing of Application for Membership as International, Differently Aabled, Indigenous and Marginalized Students | 320  | 338   |
| Processing of Request for Consultation and Assistance (Walk In)                                                     | 19   | 20    |
| Process for Correction / Rectification of Grades (WALK-IN and ONLINE)                                               | 73   | 391   |
| Process for Signing of Certificate of Registration and Validation of ID                                             | 85   | 18691 |
| Process for Withdrawal of Enrollment or Registration (WALK-IN)                                                      | 1    | 52    |
| Processing of Application for Graduation                                                                            | 184  | 4236  |
| Processing of Application for Leave of Absence (LOA)                                                                | 62   | 62    |
| Processing of Request for Adding, Changing, or Dropping of Subject/s                                                | 20   | 250   |
| Processing of Request for Data                                                                                      | 70   | 119   |
| Processing of Request for Various Academic Documents (Online)                                                       | 20   | 1408  |
| Processing of Request for Various Academic Documents (Walk-In)                                                      | 68   | 1885  |
| Process of Inquiring for Available Learning Resources                                                               | 504  | 1647  |
| Process of Renewing Borrowed Library Resources                                                                      | 558  | 970   |
| Process of Returning Library Resources                                                                              | 1017 | 5725  |
| Processing of Request for Online Reservation and Pick-Up                                                            | 9    | 9     |
| Processing of Request for Referral Service                                                                          | 35   | 41    |
| Processing of Request to Borrow Library Resources                                                                   | 970  | 6664  |

|                                                                                                                          |      |       |
|--------------------------------------------------------------------------------------------------------------------------|------|-------|
| Processing of Request to Use Computer & Internet Access                                                                  | 851  | 7457  |
| Processing the Request of Document Delivery Service for Distance Users                                                   | 19   | 17    |
| Process of Inquiring for Available Learning Resources                                                                    | 275  | 1596  |
| Process of Renewing Borrowed Library Resources                                                                           | 279  | 476   |
| Process of Returning Library Resources                                                                                   | 362  | 3218  |
| Processing of Request for Online Reservation and Pick-Up                                                                 | 0    | 0     |
| Processing of Request for Referral Service                                                                               | 0    | 0     |
| Processing of Request to Borrow Library Resources                                                                        | 375  | 3692  |
| Processing of Request to Use Computer & Internet Access                                                                  | 345  | 2123  |
| Processing the Request of Document Delivery Service for Distance Users                                                   | 0    | 0     |
| Process of Inquiring for Available Learning Resources                                                                    | 179  | 829   |
| Process of Renewing Borrowed Library Resources                                                                           | 85   | 85    |
| Process of Returning Library Resources                                                                                   | 366  | 1769  |
| Processing of Request for Online Reservation and Pick-Up                                                                 | 0    | 0     |
| Processing of Request for Referral Service                                                                               | 0    | 0     |
| Processing of Request to Borrow Library Resources                                                                        | 124  | 1834  |
| Processing of Request to Use Computer & Internet Access                                                                  | 364  | 4863  |
| Processing the Request of Document Delivery Service for Distance Users                                                   | 5    | 5     |
| Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer                                    | 21   | 41    |
| Processing of Student/ Personnel Insurance Claims                                                                        | 22   | 49    |
| Processing of Inter-Office Communication and Transactions                                                                | 321  | 7588  |
| Processing of Request for National Services Training Program Serial Number                                               | 17   | 17    |
| Processing of Document Request Service (ONLINE AND WALK-IN)                                                              | 9    | 9     |
| Issuance of Certificate of Scholarship or Certificate on Non-Scholarship                                                 | 23   | 23    |
| Processing of Financial Assistance Application from Private Provider/Grantor (New Applicants and Applicants for Renewal) | 1741 | 10730 |
| Processing of Request for Hosting a Sports Event                                                                         | 8    | 16    |
| Processing of Request for Joining in Sports Event on International Level                                                 | 0    | 0     |
| Processing of Request for Joining in the Host University for Sports Event on National Level                              | 0    | 0     |
| Processing of Request to Participate in Sports Event on Regional and National Level                                      | 5    | 12    |
| Processing of Request for Re-Issuance of New Radio-Frequency Identification (RFID)                                       | 98   | 473   |
| Filing of Complaints and Investigation (Defendant Admitting the Allegation)                                              | 67   | 125   |
| Filing of Complaints and Investigation (Defendant Denies the Allegations)                                                | 9    | 9     |
| Filing of Complaints and Investigation Against TSU Employee                                                              | 0    | 0     |
| Procedure for Appeal                                                                                                     | 0    | 0     |
| Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni  | 19   | 24    |
| Processing of Application for Accreditation of Student Organization (New and/or Renewal)                                 | 85   | 85    |
| Processing of Request for the Conduct of Student Organization Activities                                                 | 25   | 1799  |
| Procedure for the Approval of Activities of Student Publication and College Publications                                 | 114  | 121   |
| Process for Reading the General Plan of Action and Budget of Student Publication and College Publications                | 37   | 39    |
| Process of Printing and Circulation of the Student and College Publication Issues                                        | 23   | 29    |
| Processing of Intention for Publications to Operate for the Upcoming Academic Year                                       | 1    | 1     |
| Processing for Assessment of Fees for Other Payors                                                                       | 90   | 166   |
| Processing of Refund of Tuition and Other Fees, Overpayment, Breakage Deposit and Other Credit Balance                   | 42   | 54    |
| Processing of Request for Re-Assessment / Adjustment of Student Fees, and Checking of Student Account Balances           | 111  | 320   |
| Process for Claiming of Checks                                                                                           | 144  | 5348  |
| Process of Claiming Cash Benefits (OVER-THE-COUNTER)                                                                     | 39   | 8365  |
| Processing of Cash Payment for Outstanding Balances                                                                      | 59   | 53089 |
| Processing of Request for Certificate of Payment for Lost Official Receipt                                               | 2    | 2     |
| Processing of Action for Complaints                                                                                      | 0    | 0     |
| Processing of Request for CCTV Footage Review                                                                            | 9    | 9     |
| Processing of Service Request                                                                                            | 0    | 0     |

|                                                                                                                               |     |       |
|-------------------------------------------------------------------------------------------------------------------------------|-----|-------|
| Process of Securing a Dental Certificate                                                                                      | 451 | 543   |
| Printing of Daily Time Record (DTR) for Overtime/Extended Services                                                            | 95  | 2252  |
| Process for Requesting and Issuance of Authority to Travel Abroad                                                             | 22  | 484   |
| Processing of Application for Leave of Absence                                                                                | 47  | 4094  |
| Processing of Request for Issuance of Certifications                                                                          | 129 | 324   |
| Process of Application and Filing for Retirement / Separation, Life Insurance, Terminal Pay & Other Social Insurance Benefits | 18  | 23    |
| Process for Requesting of Contract of Service (COS) of Lecturers                                                              | 20  | 609   |
| Processing of Request for Pre-Repair Inspection, Repair, and Other Services                                                   | 111 | 234   |
| Processing of Request for Janitorial Services                                                                                 | 45  | 284   |
| Process of Issuance of Medical Certificate                                                                                    | 323 | 6950  |
| Process of Issuance of Medical Certificate                                                                                    | 36  | 766   |
| Process of Issuance of Medical Certificate                                                                                    | 29  | 220   |
| Processing of Travel Order for Travel Requests                                                                                | 173 | 2693  |
| Processing of Requests for Reproduction, Bookbinding and Ringbinding Documents                                                | 182 | 2760  |
| Process of Availing Print Shop Services (Tarpaulin, Sticker, Heat Press)                                                      | 74  | 1678  |
| Processing of Application for Vehicle Gate Pass                                                                               | 35  | 648   |
| Processing of Request for Re-ID for Worn-Out / Damaged Radio-Frequency Identification (RFID) Card                             | 43  | 2945  |
| Processing of Request for Reissuance of New Radio-Frequency Identification (RFID) Card                                        | 51  | 6034  |
| Request to Use the University Facilities                                                                                      | 5   | 17    |
| Process for Addressing Client's Concerns (Online and Walk-In)                                                                 | 34  | 98    |
| Process of Reviewing of Research Proposals/ Finished Researches                                                               | 4   | 4     |
| Processing of Request for Capacity Building                                                                                   | 4   | 22    |
| Processing of Request for Funding and Program/Project Implementation                                                          | 3   | 3     |
| Processing of Request for Gender-Responsive Extension Program for Short-Term Services/Activities                              | 1   | 1     |
| Processing of Request for Personnel-Related Documents and Reports                                                             | 59  | 81    |
| Processing of Endorsed Communication from the Office of the University President                                              | 46  | 895   |
| Processing of Inter-Office Communication and Transactions                                                                     | 69  | 12379 |
| Processing of Payroll for Overtime/Extended Services                                                                          | 19  | 445   |
| Processing of Payroll for Student Assistants' Salary                                                                          | 23  | 55    |
| Processing of Payroll Preparation for Salary of Lecturers, Part-Timers, and Faculty with Honorarium                           | 46  | 1187  |
| Processing of Request for Personnel-Related Documents                                                                         | 25  | 181   |
| Processing for Request for Send-Off of Retiree                                                                                | 6   | 8     |
| Processing of Request for Individual Faculty Evaluation and Issuance of Strategic Performance Management System               | 119 | 1075  |
| Processing of Service Request for Design Layout                                                                               | 14  | 18    |
| Processing of Reported Incident for Action                                                                                    | 19  | 40    |
| Processing of Request for Safety Inspection of College-Based Events and Assistance for University-Wide Events and Activities  | 12  | 22    |
| Processing of Purchase Request / Job Order                                                                                    | 179 | 856   |
| Process of Archiving Documents and Materials                                                                                  | 60  | 85    |
| Process of Receiving and Controlling Records and Documents                                                                    | 123 | 10627 |
| Process of Requesting for Disposal of Records or Use of Storage                                                               | 9   | 9     |
| Processing of Request of Records Copy/ies                                                                                     | 32  | 1832  |
| Processing of Request for Physical Inventory of Property Accountabilities                                                     | 10  | 10    |
| Processing of Request for the Requisition and Issuance of Supplies, Materials, and Equipment                                  | 217 | 6482  |
| Processing of Request to Condemn Unserviceable Property Accountabilities                                                      | 5   | 259   |
| Processing of Request to Return to Stock Serviceable Properties that are No Longer Needed by the End-User                     | 5   | 28    |
| Processing of Request to Transfer Property Accountabilities                                                                   | 11  | 413   |
| Process of Application for Sabbatical Leave                                                                                   | 0   | 0     |
| Process of Filing Cases and Complaints                                                                                        | 4   | 17    |
| Processing of Request for Thesis/Dissertation Financial Assistance                                                            | 2   | 12    |
| Processing of Application for Scholarship                                                                                     | 2   | 5     |
| Processing of Request for External Training                                                                                   | 95  | 306   |

|                                                                                                                                                        |              |               |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|---------------|
| Processing of Request for In-House Training or Seminar (Face-to-Face and Online)                                                                       | 135          | 146           |
| Processing of Request for Scholarship Extension                                                                                                        | 1            | 5             |
| Processing of Request for Scholarship Status of Employee-Scholars                                                                                      | 1            | 9             |
| Processing of Request for Study Leave Reinstatement of Employee-Scholars                                                                               | 9            | 11            |
| Processing of Client's Service Request as an Extension Proposal from Various Offices and Colleges                                                      | 7            | 7             |
| Processing of Requests for Geospatial Analysis Support and Related Services                                                                            | 12           | 12            |
| Processing of Requests for Phytochemical, Proximate, Microbial Analyses, Raw Materials Identification and Authentication and Other Laboratory Services | 9            | 9             |
| External Request for Office Consultancy and Assistance                                                                                                 | 0            | 0             |
| Processing of Requests for Innovation of the Intersection of Solar Energy and Emerging Technology and other Related Services                           | 5            | 7             |
| Processing of Food Technology and Research Center Service Requests                                                                                     | 16           | 20            |
| Processing of Market-Driven Research Service                                                                                                           | 0            | 0             |
| Processing of Shared Facility Services Request                                                                                                         | 107          | 114           |
| Process for Copyright Deposit Assistance                                                                                                               | 10           | 14            |
| Process for Request to Use University Marks Assistance                                                                                                 | 61           | 61            |
| Process for Technology Transfer and Commercialization Assistance                                                                                       | 2            | 2             |
| Processing of Requests for Trademark Application Assistance                                                                                            | 0            | 0             |
| Processing of Endorsed Communication from the Office of the University President                                                                       | 50           | 1613          |
| Processing of Inter-Office Communication and Transaction                                                                                               | 47           | 4605          |
| Processing and Evaluation of Extension Proposal                                                                                                        | 73           | 812           |
| Processing of Request for Extension Documents                                                                                                          | 98           | 98            |
| Processing of Request for Research Output Incentives and Funding Request for Research Paper Presentation and Research Publication                      | 9            | 121           |
| Processing of Request for Test of Similarity Index                                                                                                     | 79           | 454           |
| Processing of Request for Water Analysis and Other Laboratory Services                                                                                 | 19           | 19            |
| Processing of Research Evaluation                                                                                                                      | 23           | 44            |
| Processing of Research Proposal (Initial Evaluation of Research Proposals)                                                                             | 1            | 40            |
| Processing of Application for Ethics Review                                                                                                            | 20           | 64            |
| <b>Internal Service Total</b>                                                                                                                          | <b>18639</b> | <b>263564</b> |



**Client Satisfaction Measurement (CSM) Summary Report**  
 Tarlac State University - Main Campus  
 January - December 2024

| Citizen's Charter (CC) Question |                                                                    | Responses | Percentage |
|---------------------------------|--------------------------------------------------------------------|-----------|------------|
| <b>CC1</b>                      | 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.                    | 13469     | 92.81%     |
| 2                               | I know what a CC is but I did NOT see this office's CC.            | 283       | 1.95%      |
| 3                               | I learned of the CC only when I saw this office's CC.              | 644       | 4.44%      |
| 4                               | I do not know what a CC is and I did not see one in this office.   | 117       | 0.81%      |
| <b>CC2</b>                      | If aware of CC , would you say that the CC of this office was ...? |           |            |
| 1                               | Easy to see                                                        | 13294     | 92.45%     |
| 2                               | Somewhat easy to see                                               | 944       | 6.57%      |
| 3                               | Difficult to see                                                   | 63        | 0.44%      |
| 4                               | Not visible at all                                                 | 27        | 0.19%      |
| 5                               | N/A                                                                | 51        | 0.35%      |
| <b>CC3</b>                      | If aware of CC. How much did the CC help you in your transaction?  |           |            |
| 1                               | Helped very much                                                   | 13452     | 93.21%     |
| 2                               | Somewhat helped                                                    | 883       | 6.12%      |
| 3                               | Did not help                                                       | 18        | 0.12%      |
| 4                               | N/A                                                                | 79        | 0.55%      |

| Service Quality Dimensions (SQD) |                                                                                                                    | Strongly Disagree | Disagree   | Neither Agree nor Disagree | Agree        | Strongly Agree | N/A          | Total Responses | Overall       |
|----------------------------------|--------------------------------------------------------------------------------------------------------------------|-------------------|------------|----------------------------|--------------|----------------|--------------|-----------------|---------------|
| <b>SQD0</b>                      | I am satisfied with the service that I availed.                                                                    | 64                | 24         | 44                         | 1196         | 13204          | 13           | 14545           | <b>99.09%</b> |
| <b>SQD1</b>                      | I spent a reasonable amount of time for my transaction.                                                            | 74                | 41         | 94                         | 2244         | 12012          | 80           | 14545           | <b>98.56%</b> |
| <b>SQD2</b>                      | The office followed the transaction's requirements and steps based on the information provided.                    | 54                | 20         | 68                         | 1995         | 12353          | 47           | 14537           | <b>99.02%</b> |
| <b>SQD3</b>                      | The steps (including payment) I needed to do for my transaction were easy and simple.                              | 53                | 18         | 133                        | 1825         | 10169          | 2323         | 14521           | <b>98.33%</b> |
| <b>SQD4</b>                      | I easily found information about my transaction from the office or its website.                                    | 58                | 20         | 120                        | 1731         | 12388          | 218          | 14535           | <b>98.62%</b> |
| <b>SQD5</b>                      | I paid a correct amount of fees for my transaction.                                                                | 0                 | 0          | 1                          | 15           | 513            | 13891        | 14420           | <b>99.81%</b> |
| <b>SQD6</b>                      | I feel the office was fair to everyone, or "walang palakasan", during my transaction.                              | 59                | 19         | 57                         | 1340         | 12926          | 138          | 14539           | <b>99.06%</b> |
| <b>SQD7</b>                      | I was treated courteously by the staff, and (if asked for help) the staff was helpful.                             | 56                | 18         | 58                         | 1436         | 12935          | 41           | 14544           | <b>99.09%</b> |
| <b>SQD8</b>                      | I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me. | 60                | 16         | 76                         | 1488         | 12862          | 59           | 14561           | <b>98.95%</b> |
| <b>Overall Rating</b>            |                                                                                                                    | <b>478</b>        | <b>176</b> | <b>651</b>                 | <b>13270</b> | <b>99362</b>   | <b>16810</b> | <b>130747</b>   | <b>98.85%</b> |
| <b>Outstanding</b>               |                                                                                                                    |                   |            |                            |              |                |              |                 |               |

| <b>External Services</b>                                                                          | <b>RESPONSES</b> | <b>TOTAL<br/>TRANSACTIONS</b> |
|---------------------------------------------------------------------------------------------------|------------------|-------------------------------|
| Processing of Request for a Copy of Documents and Various Reports                                 | 0                | 0                             |
| Process for Addressing Client's Concerns via Email                                                | 55               | 5436                          |
| Process for Publication and Distribution of TSU Bulletin                                          | 40               | 53                            |
| Processing of Action on Contracts and External Agreements                                         | 30               | 769                           |
| Processing of Request for Personal Meeting with the President                                     | 21               | 93                            |
| Processing of Requests for QMS Registered Documents for Various Purposes                          | 0                | 0                             |
| Processing of Online Request for Certificate of Good Moral Character                              | 62               | 368                           |
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling | 38               | 767                           |
| Issuance of Temporary Notice of Acceptance for Foreign Student                                    | 6                | 6                             |
| Process for Signing of Student Clearance                                                          | 0                | 2377                          |
| Processing of Request for Transcript of Records of Graduates                                      | 341              | 2377                          |
| Processing of Request for Various Academic Documents (Online)                                     | 181              | 3325                          |
| Processing of Request for Various Academic Documents (Walk-In)                                    | 377              | 2485                          |
| Processing of Request to Access the Library by Visiting Researcher                                | 18               | 68                            |
| Process for Signing of Student Clearance                                                          | 0                | 0                             |
| Processing for Assessment of Fees for Other Payors                                                | 0                | 0                             |
| Process for Claiming of Checks                                                                    | 159              | 3556                          |
| Processing of Cash Payment for Outstanding Balances                                               | 347              | 5892                          |
| Processing of Request for Certificate of Payment for Lost Official Receipt                        | 0                | 0                             |
| Processing of Action for Complaints                                                               | 0                | 0                             |
| Processing of Request for CCTV Footage Review                                                     | 0                | 0                             |
| Processing of Approval and Issuance of Work Suspension Order                                      | 0                | 0                             |
| Processing of Employment Verification Requests                                                    | 26               | 59                            |
| Processing of Request for Issuance of Certifications                                              | 12               | 562                           |
| Processing of Request for Pre-Repair Inspection, Repair, and Other Services                       | 1                | 1                             |
| Processing of Material Approval Request                                                           | 44               | 46                            |
| Digital Studio RFID Processing – For Alumni IDs                                                   | 20               | 640                           |
| Request to Use the University Facilities                                                          | 18               | 24                            |
| Process for Addressing Client's Concerns (Online and Walk-In)                                     | 1                | 1                             |
| Processing of Request for Gender-Responsive Extension Program for Short-Term Services/Activities  | 0                | 0                             |

|                                                                                                                              |                  |                           |
|------------------------------------------------------------------------------------------------------------------------------|------------------|---------------------------|
| Processing of Request for Personnel-Related Documents and Reports                                                            | 0                | 0                         |
| Process of Acquiring Bidding Documents                                                                                       | 33               | 156                       |
| Process of Receiving and Controlling Records and Documents                                                                   | 22               | 3930                      |
| Processing of Job Vacancies Application                                                                                      | 97               | 329                       |
| Processing of Request for the Receipt, Inspection and Acceptance of Deliveries of Supplies, Materials and Equipment          | 118              | 858                       |
| Disposal of Used/ Unserviceable Supplies, Material and Equipment through Public Action                                       | 3                | 3                         |
| Processing of Requests for Innovation of the Intersection of Solar Energy and Emerging Technology and other Related Services | 5                | 7                         |
|                                                                                                                              |                  |                           |
| <b>Internal Services</b>                                                                                                     | <b>RESPONSES</b> | <b>TOTAL TRANSACTIONS</b> |
| Processing of Request for a Copy of Documents and Various Reports                                                            | 2                | 12                        |
| Processing of Request for Coaching and Mentoring                                                                             | 14               | 17                        |
| Processing of Request for Review and Evaluation of Citizen's Charter                                                         | 14               | 86                        |
| Process for Inspection of Condemn ICT Equipment                                                                              | 20               | 176                       |
| Process for Inspection of New ICT Equipment                                                                                  | 46               | 134                       |
| Process for Requesting of Preventive Maintenance for Desktop Computer Units                                                  | 40               | 53                        |
| Process for Software Installation                                                                                            | 40               | 812                       |
| Processing of Request for Technical Assistance                                                                               | 25               | 1320                      |
| Processing of Request to Repair an ICT Equipment                                                                             | 86               | 754                       |
| Process for Creation of Domain Accounts                                                                                      | 26               | 71                        |
| Process for Granting Virtual Private Network (VPN) Access                                                                    | 16               | 36                        |
| Process for Resetting of TSU Systems/Network Accounts                                                                        | 9                | 9                         |
| Process for Unblocking of Websites                                                                                           | 8                | 8                         |
| Process for Wi-Fi Access Registration                                                                                        | 109              | 429                       |
| Process for Wi-Fi Setup/Deployment                                                                                           | 31               | 167                       |
| Processing of Request for Cabling of New Network Connection                                                                  | 37               | 264                       |
| Processing of Request for Audit Reports                                                                                      | 0                | 0                         |
| Process for Account Creation and Assigning of Privileges                                                                     | 136              | 157                       |
| Process for Office 365 Account Assistance                                                                                    | 303              | 4441                      |
| Process for Tagging or Untagging of Faculty, Room, and/or Schedule                                                           | 339              | 1624                      |
| Process for Tagging/Untagging of Honorarium Classes                                                                          | 183              | 203                       |
| Process of Changing Posted Schedule                                                                                          | 108              | 414                       |

|                                                                                                         |     |       |
|---------------------------------------------------------------------------------------------------------|-----|-------|
| Processing of Request to Transfer of Students                                                           | 106 | 394   |
| Process for Review and Approval of Pre-Planning Activities                                              | 23  | 23    |
| Process for Addressing Client's Concerns via Email                                                      | 326 | 1375  |
| Process for Posting of Print/Social Media/TSU Website Materials                                         | 128 | 511   |
| Process for Publication of Online News                                                                  | 19  | 247   |
| Process for Requesting of Electronic Copy of Photos, Videos or Files                                    | 22  | 49    |
| Processing of Request for Coverage of University Activities                                             | 21  | 71    |
| Processing of Request for Copy of Administrative Council Resolutions, Board Resolutions, or Referendums | 47  | 167   |
| Submission of Complete Staff Work or Agenda by the Offices of the University for Board Meetings         | 22  | 116   |
| Submission of the Agenda to the University's Administrative Council Meetings                            | 20  | 41    |
| Dissemination of Incoming Communication from Outside Persons or Agencies                                | 148 | 3545  |
| Processing of Request from Different Colleges/Offices of the University                                 | 191 | 2671  |
| Processing of QMS Documents for Registration, Revision, and Abolition                                   | 157 | 263   |
| Processing of Requests for Documented Information for Various Purposes                                  | 70  | 70    |
| Process for Blocking and Unblocking of RFID Cards                                                       | 36  | 288   |
| Process for Creation and Updating of Website/Webpage                                                    | 96  | 678   |
| Process for Development of New Systems/Programs                                                         | 16  | 16    |
| Process for Report Generation                                                                           | 62  | 163   |
| Processing for Biometrics Registration                                                                  | 47  | 122   |
| Processing of Request for Technical Assistance                                                          | 135 | 1207  |
| Processing of Online Request for Certificate of Good Moral Character                                    | 219 | 1039  |
| Processing of Request for Counselor's Outside Referral                                                  | 18  | 18    |
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling       | 265 | 659   |
| Process for Correction / Rectification of Grades (WALK-IN and ONLINE)                                   | 73  | 391   |
| Process for Signing of Certificate of Registration and Validation of ID                                 | 85  | 18691 |
| Process for Withdrawal of Enrollment or Registration (WALK-IN)                                          | 1   | 52    |
| Processing of Application for Graduation                                                                | 184 | 4236  |
| Processing of Application for Leave of Absence (LOA)                                                    | 62  | 62    |
| Processing of Request for Adding, Changing, or Dropping of Subject/s                                    | 20  | 250   |
| Processing of Request for Data                                                                          | 70  | 119   |
| Processing of Request for Various Academic Documents (Online)                                           | 20  | 1408  |
| Processing of Request for Various Academic Documents (Walk-In)                                          | 68  | 1885  |

|                                                                                                                               |      |       |
|-------------------------------------------------------------------------------------------------------------------------------|------|-------|
| Process of Inquiring for Available Learning Resources                                                                         | 504  | 1647  |
| Process of Renewing Borrowed Library Resources                                                                                | 558  | 970   |
| Process of Returning Library Resources                                                                                        | 1017 | 5725  |
| Processing of Request for Online Reservation and Pick-Up                                                                      | 9    | 9     |
| Processing of Request for Referral Service                                                                                    | 35   | 41    |
| Processing of Request to Borrow Library Resources                                                                             | 970  | 6664  |
| Processing of Request to Use Computer & Internet Access                                                                       | 851  | 7457  |
| Processing the Request of Document Delivery Service for Distance Users                                                        | 19   | 17    |
| Processing of Inter-Office Communication and Transactions                                                                     | 321  | 7588  |
| Processing of Request for Hosting a Sports Event                                                                              | 8    | 16    |
| Processing of Request for Joining in Sports Event on International Level                                                      | 0    | 0     |
| Processing of Request for Joining in the Host University for Sports Event on National Level                                   | 0    | 0     |
| Processing of Request to Participate in Sports Event on Regional and National Level                                           | 5    | 12    |
| Processing for Assessment of Fees for Other Payors                                                                            | 90   | 166   |
| Processing of Refund of Tuition and Other Fees, Overpayment, Breakage Deposit and Other Credit Balance                        | 42   | 54    |
| Processing of Request for Re-Assessment / Adjustment of Student Fees, and Checking of Student Account Balances                | 111  | 320   |
| Process for Claiming of Checks                                                                                                | 144  | 5348  |
| Process of Claiming Cash Benefits (OVER-THE-COUNTER)                                                                          | 39   | 8365  |
| Processing of Cash Payment for Outstanding Balances                                                                           | 59   | 53089 |
| Processing of Request for Certificate of Payment for Lost Official Receipt                                                    | 2    | 2     |
| Processing of Action for Complaints                                                                                           | 0    | 0     |
| Processing of Request for CCTV Footage Review                                                                                 | 9    | 9     |
| Processing of Service Request                                                                                                 | 0    | 0     |
| Process of Securing a Dental Certificate                                                                                      | 451  | 543   |
| Printing of Daily Time Record (DTR) for Overtime/Extended Services                                                            | 95   | 2252  |
| Process for Requesting and Issuance of Authority to Travel Abroad                                                             | 22   | 484   |
| Processing of Application for Leave of Absence                                                                                | 47   | 4094  |
| Processing of Request for Issuance of Certifications                                                                          | 129  | 324   |
| Process of Application and Filing for Retirement / Separation, Life Insurance, Terminal Pay & Other Social Insurance Benefits | 18   | 23    |
| Process for Requesting of Contract of Service (COS) of Lecturers                                                              | 20   | 609   |
| Processing of Request for Pre-Repair Inspection, Repair, and Other Services                                                   | 111  | 234   |

|                                                                                                                              |     |       |
|------------------------------------------------------------------------------------------------------------------------------|-----|-------|
| Processing of Request for Janitorial Services                                                                                | 45  | 284   |
| Process of Issuance of Medical Certificate                                                                                   | 323 | 6950  |
| Processing of Travel Order for Travel Requests                                                                               | 173 | 2693  |
| Processing of Requests for Reproduction, Bookbinding and Ringbinding Documents                                               | 182 | 2760  |
| Process of Availing Print Shop Services (Tarpaulin, Sticker, Heat Press)                                                     | 74  | 1678  |
| Processing of Application for Vehicle Gate Pass                                                                              | 35  | 648   |
| Processing of Request for Re-ID for Worn-Out / Damaged Radio-Frequency Identification (RFID) Card                            | 43  | 2945  |
| Processing of Request for Reissuance of New Radio-Frequency Identification (RFID) Card                                       | 51  | 6034  |
| Request to Use the University Facilities                                                                                     | 5   | 17    |
| Process for Addressing Client's Concerns (Online and Walk-In)                                                                | 34  | 98    |
| Process of Reviewing of Research Proposals/ Finished Researches                                                              | 4   | 4     |
| Processing of Request for Capacity Building                                                                                  | 4   | 22    |
| Processing of Request for Funding and Program/Project Implementation                                                         | 3   | 3     |
| Processing of Request for Gender-Responsive Extension Program for Short-Term Services/Activities                             | 1   | 1     |
| Processing of Request for Personnel-Related Documents and Reports                                                            | 59  | 81    |
| Processing of Endorsed Communication from the Office of the University President                                             | 46  | 895   |
| Processing of Inter-Office Communication and Transactions                                                                    | 69  | 12379 |
| Processing of Payroll for Overtime/Extended Services                                                                         | 19  | 445   |
| Processing of Payroll for Student Assistants' Salary                                                                         | 23  | 55    |
| Processing of Payroll Preparation for Salary of Lecturers, Part-Timers, and Faculty with Honorarium                          | 46  | 1187  |
| Processing of Request for Personnel-Related Documents                                                                        | 25  | 181   |
| Processing for Request for Send-Off of Retiree                                                                               | 6   | 8     |
| Processing of Request for Individual Faculty Evaluation and Issuance of Strategic Performance Management System              | 119 | 1075  |
| Processing of Service Request for Design Layout                                                                              | 14  | 18    |
| Processing of Reported Incident for Action                                                                                   | 19  | 40    |
| Processing of Request for Safety Inspection of College-Based Events and Assistance for University-Wide Events and Activities | 12  | 22    |
| Processing of Purchase Request / Job Order                                                                                   | 179 | 856   |
| Process of Archiving Documents and Materials                                                                                 | 60  | 85    |
| Process of Receiving and Controlling Records and Documents                                                                   | 123 | 10627 |
| Process of Requesting for Disposal of Records or Use of Storage                                                              | 9   | 9     |
| Processing of Request of Records Copy/ies                                                                                    | 32  | 1832  |

|                                                                                                           |     |      |
|-----------------------------------------------------------------------------------------------------------|-----|------|
| Processing of Request for Physical Inventory of Property Accountabilities                                 | 10  | 10   |
| Processing of Request for the Requisition and Issuance of Supplies, Materials, and Equipment              | 217 | 6482 |
| Processing of Request to Condemn Unserviceable Property Accountabilities                                  | 5   | 259  |
| Processing of Request to Return to Stock Serviceable Properties that are No Longer Needed by the End-User | 5   | 28   |
| Processing of Request to Transfer Property Accountabilities                                               | 11  | 413  |
| Process of Application for Sabbatical Leave                                                               | 0   | 0    |
| Process of Filing Cases and Complaints                                                                    | 4   | 17   |
| Processing of Request for Thesis/Dissertation Financial Assistance                                        | 2   | 12   |
| Processing of Application for Scholarship                                                                 | 2   | 5    |
| Processing of Request for External Training                                                               | 95  | 306  |
| Processing of Request for In-House Training or Seminar (Face-to-Face and Online)                          | 135 | 146  |
| Processing of Request for Scholarship Extension                                                           | 1   | 5    |
| Processing of Request for Scholarship Status of Employee-Scholars                                         | 1   | 9    |
| Processing of Request for Study Leave Reinstatement of Employee-Scholars                                  | 9   | 11   |
| Processing of Endorsed Communication from the Office of the University President                          | 50  | 1613 |
| Processing of Inter-Office Communication and Transaction                                                  | 47  | 4605 |



**Client Satisfaction Measurement (CSM) Summary Report**  
 Tarlac State University - Villa Lucinda Campus  
 January - December 2024

| Citizen's Charter (CC) Question                                               |                                                                  | Responses | Percentage |
|-------------------------------------------------------------------------------|------------------------------------------------------------------|-----------|------------|
| <b>CC1</b> 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.                  | 4875      | 80.09%     |
| 2                                                                             | I know what a CC is but I did NOT see this office's CC.          | 345       | 5.67%      |
| 3                                                                             | I learned of the CC only when I saw this office's CC.            | 612       | 10.05%     |
| 4                                                                             | I do not know what a CC is and I did not see one in this office. | 255       | 4.19%      |
| <b>CC2</b> If aware of CC , would you say that the CC of this office was ...? |                                                                  |           |            |
| 1                                                                             | Easy to see                                                      | 4925      | 81.20%     |
| 2                                                                             | Somewhat easy to see                                             | 852       | 14.05%     |
| 3                                                                             | Difficult to see                                                 | 117       | 1.93%      |
| 4                                                                             | Not visible at all                                               | 38        | 0.63%      |
| 5                                                                             | N/A                                                              | 133       | 2.19%      |
| <b>CC3</b> If aware of CC. How much did the CC help you in your transaction?  |                                                                  |           |            |
| 1                                                                             | Helped very much                                                 | 5407      | 89.18%     |
| 2                                                                             | Somewhat helped                                                  | 439       | 7.24%      |
| 3                                                                             | Did not help                                                     | 20        | 0.33%      |
| 4                                                                             | N/A                                                              | 197       | 3.25%      |

| Service Quality Dimensions (SQD) |                                                                                                                    | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A  | Total Responses | Overall |
|----------------------------------|--------------------------------------------------------------------------------------------------------------------|-------------------|----------|----------------------------|-------|----------------|------|-----------------|---------|
| <b>SQD0</b>                      | I am satisfied with the service that I availed.                                                                    | 41                | 5        | 104                        | 865   | 5032           | 49   | 6096            | 97.52%  |
| <b>SQD1</b>                      | I spent a reasonable amount of time for my transaction.                                                            | 41                | 28       | 199                        | 1168  | 4571           | 83   | 6090            | 95.54%  |
| <b>SQD2</b>                      | The office followed the transaction's requirements and steps based on the information provided.                    | 38                | 7        | 160                        | 982   | 4830           | 79   | 6096            | 96.59%  |
| <b>SQD3</b>                      | The steps (including payment) I needed to do for my transaction were easy and simple.                              | 43                | 11       | 128                        | 667   | 3133           | 2048 | 6030            | 95.43%  |
| <b>SQD4</b>                      | I easily found information about my transaction from the office or its website.                                    | 37                | 21       | 192                        | 1107  | 4587           | 124  | 6068            | 95.79%  |
| <b>SQD5</b>                      | I paid a correct amount of fees for my transaction.                                                                | 0                 | 0        | 0                          | 0     | 0              | 5944 | 5944            | N/A     |
| <b>SQD6</b>                      | I feel the office was fair to everyone, or "walang palakasan", during my transaction.                              | 41                | 3        | 116                        | 845   | 5025           | 59   | 6089            | 97.35%  |
| <b>SQD7</b>                      | I was treated courteously by the staff, and (if asked for help) the staff was helpful.                             | 38                | 7        | 87                         | 676   | 5269           | 22   | 6099            | 97.83%  |
| <b>SQD8</b>                      | I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me. | 35                | 13       | 153                        | 934   | 4553           | 329  | 6017            | 96.47%  |
| <b>Overall Rating</b>            |                                                                                                                    | 314               | 95       | 1139                       | 7244  | 37000          | 8737 | 54529           | 96.62%  |
| <b>Outstanding</b>               |                                                                                                                    |                   |          |                            |       |                |      |                 |         |

| External Service                                                                                                                          | RESPONSES | TOTAL TRANSACTIONS |
|-------------------------------------------------------------------------------------------------------------------------------------------|-----------|--------------------|
| Processing of Request for Alumni ID Numbers                                                                                               | 61        | 1316               |
| Process for Request for Performance of TSU Culture and Arts Dance Troupe and/or Chorale Group                                             | 35        | 35                 |
| Processing of Institution / Organization Request to Benchmark Offices / Colleges in Tarlac State University                               | 0         | 2                  |
| Process of Request for Career Fair, Campus Recruitment Activity, Career Development Webinar/ Seminar/ Training/ Workshop, Career Roadshow | 21        | 21                 |
| Process of Request for Company Accreditation                                                                                              | 18        | 42                 |
| Process of Request for Job Posting and Graduate Listing                                                                                   | 165       | 643                |
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling                                         | 40        | 333                |
| Processing of Request to Access the Library by Visiting Researcher                                                                        | 5         | 5                  |
| Process for Signing of Student Clearance                                                                                                  | 15        | 15                 |
| Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer                                                     | 5         | 5                  |
| Processing of Request for National Services Training Program Serial Number                                                                | 25        | 25                 |
| Processing of Document Request Service (ONLINE AND WALK-IN)                                                                               | 1         | 1                  |
| Processing of Financial Assistance Application from Private Provider/Grantor (New Applicants and Applicants for Renewal)                  | 0         | 0                  |
| Processing of Request for Hosting a Sports Event                                                                                          | 2         | 2                  |
| Processing of Request for Joining in Sports Event on International Level                                                                  | 0         | 0                  |
| Processing of Request for Joining in the Host University for Sports Event on National Level                                               | 0         | 0                  |
| Processing of Request for Joining Pocket Tournaments, Tune-Up Games, and CHED-Friendship Game                                             | 2         | 2                  |
| Processing of Request to Participate in Sports Event on Regional and National Level                                                       | 5         | 12                 |
| Filing of Complaints and Investigation (Defendant Admitting the Allegation)                                                               | 0         | 0                  |
| Filing of Complaints and Investigation (Defendant Denies the Allegations)                                                                 | 0         | 0                  |
| Filing of Complaints and Investigation Against TSU Employee                                                                               | 0         | 0                  |
| Procedure for Appeal                                                                                                                      | 0         | 0                  |
| Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni                   | 17        | 23                 |
| Processing of Admission Test Application for Incoming Freshmen Students                                                                   | 448       | 18185              |

|                                                                                                                                                        |                  |                           |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|---------------------------|
| Processing of Application for the Administration of Psychological Test to Transferee Students                                                          | 204              | 780                       |
| Processing of Center for Community and Local Governance Studies and Policy Development Service Requests                                                | 12               | 24                        |
| Processing of Requests for Phytochemical, Proximate, Microbial Analyses, Raw Materials Identification and Authentication and Other Laboratory Services | 0                | 0                         |
| Processing of Request for Office Consultancy and Assistance Services                                                                                   | 0                | 0                         |
| Processing of Food Technology and Research Center Service Requests                                                                                     | 21               | 27                        |
| Processing of Market-Driven Research Service                                                                                                           | 1                | 1                         |
| Processing of Shared Facility Services Request                                                                                                         | 6                | 6                         |
| Process for Copyright Deposit Assistance                                                                                                               | 1                | 1                         |
| Processing of Request to Use University Marks Assistance                                                                                               | 0                | 0                         |
| Process for Technology Transfer and Commercialization Assistance                                                                                       | 0                | 0                         |
| Processing of Requests for Trademark Application Assistance                                                                                            | 0                | 0                         |
| Processing of Request for Extension Documents                                                                                                          | 5                | 5                         |
| Processing of Request for Test of Similarity Index                                                                                                     | 0                | 1                         |
| Processing of Request for Water Analysis and Other Laboratory Services                                                                                 | 13               | 13                        |
|                                                                                                                                                        |                  |                           |
| <b>Internal Service</b>                                                                                                                                | <b>RESPONSES</b> | <b>TOTAL TRANSACTIONS</b> |
| Process for Request for Performance of TSU Culture and Arts Dance Troupe and/or Chorale Group                                                          | 14               | 29                        |
| Processing of CHED Endorsement for Legitimacy of Travel Abroad                                                                                         | 1                | 5                         |
| Processing of Outbound Faculty, Student, & Staff Mobility                                                                                              | 1                | 3                         |
| Processing of Request for Career Coaching (WALK-IN and ONLINE/REMOTE)                                                                                  | 48               | 51                        |
| Processing of Request for Counselor's Outside Referral                                                                                                 | 6                | 19                        |
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling                                                      | 28               | 93                        |
| Processing of Application for Membership as International, Differently Abled, Indigenous and Marginalized Students                                     | 320              | 338                       |
| Processing of Request for Consultation and Assistance (Walk In)                                                                                        | 19               | 20                        |
| Process of Inquiring for Available Learning Resources                                                                                                  | 275              | 1596                      |

|                                                                                                                          |      |       |
|--------------------------------------------------------------------------------------------------------------------------|------|-------|
| Process of Renewing Borrowed Library Resources                                                                           | 279  | 476   |
| Process of Returning Library Resources                                                                                   | 362  | 3218  |
| Processing of Request for Online Reservation and Pick-Up                                                                 | 0    | 0     |
| Processing of Request for Referral Service                                                                               | 0    | 0     |
| Processing of Request to Borrow Library Resources                                                                        | 375  | 3692  |
| Processing of Request to Use Computer & Internet Access                                                                  | 345  | 2123  |
| Processing the Request of Document Delivery Service for Distance Users                                                   | 0    | 0     |
| Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer                                    | 21   | 41    |
| Processing of Student/ Personnel Insurance Claims                                                                        | 22   | 49    |
| Processing of Request for National Services Training Program Serial Number                                               | 17   | 17    |
| Processing of Document Request Service (ONLINE AND WALK-IN)                                                              | 9    | 9     |
| Issuance of Certificate of Scholarship or Certificate on Non-Scholarship                                                 | 23   | 23    |
| Processing of Financial Assistance Application from Private Provider/Grantor (New Applicants and Applicants for Renewal) | 1741 | 10730 |
| Processing of Request for Re-Issuance of New Radio-Frequency Identification (RFID)                                       | 98   | 473   |
| Filing of Complaints and Investigation (Defendant Admitting the Allegation)                                              | 67   | 125   |
| Filing of Complaints and Investigation (Defendant Denies the Allegations)                                                | 9    | 9     |
| Filing of Complaints and Investigation Against TSU Employee                                                              | 0    | 0     |
| Procedure for Appeal                                                                                                     | 0    | 0     |
| Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni  | 19   | 24    |
| Processing of Application for Accreditation of Student Organization (New and/or Renewal)                                 | 85   | 85    |
| Processing of Request for the Conduct of Student Organization Activities                                                 | 25   | 1799  |
| Procedure for the Approval of Activities of Student Publication and College Publications                                 | 114  | 121   |
| Process for Reading the General Plan of Action and Budget of Student Publication and College Publications                | 37   | 39    |
| Process of Printing and Circulation of the Student and College Publication Issues                                        | 23   | 29    |
| Processing of Intention for Publications to Operate for the Upcoming Academic Year                                       | 1    | 1     |

|                                                                                                                                                        |     |     |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|-----|-----|
| Process of Issuance of Medical Certificate                                                                                                             | 36  | 766 |
| Processing of Client's Service Request as an Extension Proposal from Various Offices and Colleges                                                      | 7   | 7   |
| Processing of Requests for Geospatial Analysis Support and Related Services                                                                            | 12  | 12  |
| Processing of Requests for Phytochemical, Proximate, Microbial Analyses, Raw Materials Identification and Authentication and Other Laboratory Services | 9   | 9   |
| External Request for Office Consultancy and Assistance                                                                                                 | 0   | 0   |
| Processing of Requests for Innovation of the Intersection of Solar Energy and Emerging Technology and other Related Services                           | 5   | 7   |
| Processing of Food Technology and Research Center Service Requests                                                                                     | 16  | 20  |
| Processing of Market-Driven Research Service                                                                                                           | 0   | 0   |
| Processing of Shared Facility Services Request                                                                                                         | 107 | 114 |
| Process for Copyright Deposit Assistance                                                                                                               | 10  | 14  |
| Process for Request to Use University Marks Assistance                                                                                                 | 61  | 61  |
| Process for Technology Transfer and Commercialization Assistance                                                                                       | 2   | 2   |
| Processing of Requests for Trademark Application Assistance                                                                                            | 0   | 0   |
| Processing and Evaluation of Extension Proposal                                                                                                        | 73  | 812 |
| Processing of Request for Extension Documents                                                                                                          | 98  | 98  |
| Processing of Request for Research Output Incentives and Funding Request for Research Paper Presentation and Research Publication                      | 9   | 121 |
| Processing of Request for Test of Similarity Index                                                                                                     | 79  | 454 |
| Processing of Request for Water Analysis and Other Laboratory Services                                                                                 | 19  | 19  |
| Processing of Research Evaluation                                                                                                                      | 23  | 44  |
| Processing of Research Proposal (Initial Evaluation of Research Proposals)                                                                             | 1   | 40  |
| Processing of Application for Ethics Review                                                                                                            | 20  | 64  |

| Service Quality Dimensions (SQD) |                                                                                                                    | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A  | Total Responses | Overall   |
|----------------------------------|--------------------------------------------------------------------------------------------------------------------|-------------------|----------|----------------------------|-------|----------------|------|-----------------|-----------|
| <b>SQD0</b>                      | I am satisfied with the service that I availed.                                                                    | 1                 | 0        | 5                          | 120   | 1071           | 1    | 1198            | 99.50%    |
| <b>SQD1</b>                      | I spent a reasonable amount of time for my transaction.                                                            | 3                 | 3        | 19                         | 193   | 974            | 4    | 1196            | 97.90%    |
| <b>SQD2</b>                      | The office followed the transaction's requirements and steps based on the information provided.                    | 0                 | 0        | 9                          | 128   | 1059           | 1    | 1197            | 99.25%    |
| <b>SQD3</b>                      | The steps (including payment) I needed to do for my transaction were easy and simple.                              | 1                 | 1        | 17                         | 156   | 993            | 30   | 1198            | 98.37%    |
| <b>SQD4</b>                      | I easily found information about my transaction from the office or its website.                                    | 0                 | 0        | 17                         | 152   | 1021           | 8    | 1198            | 98.57%    |
| <b>SQD5</b>                      | I paid a correct amount of fees for my transaction.                                                                | 0                 | 0        | 0                          | 0     | 0              | 1167 | 1167            | N/A       |
| <b>SQD6</b>                      | I feel the office was fair to everyone, or "walang palakasan", during my transaction.                              | 0                 | 0        | 7                          | 79    | 1108           | 4    | 1198            | 99.41%    |
| <b>SQD7</b>                      | I was treated courteously by the staff, and (if asked for help) the staff was helpful.                             | 0                 | 0        | 9                          | 76    | 1111           | 2    | 1198            | 99.25%    |
| <b>SQD8</b>                      | I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me. | 0                 | 0        | 15                         | 107   | 1064           | 12   | 1198            | 98.74%    |
| <b>Overall Rating</b>            |                                                                                                                    | 5                 | 4        | 98                         | 1011  | 8401           | 1229 | 10748           | 98.88%    |
| <b>Outstanding</b>               |                                                                                                                    |                   |          |                            |       |                |      |                 | <b>55</b> |

| <b>External Service</b>                                                                           | <b>RESPONSES</b> | <b>TOTAL<br/>TRANSACTIONS</b> |
|---------------------------------------------------------------------------------------------------|------------------|-------------------------------|
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling | 12               | 101                           |
| Processing of Request to Access the Library by Visiting Researcher                                | 4                | 5                             |
| Process for Signing of Student Clearance                                                          | 0                | 0                             |
|                                                                                                   |                  |                               |
| <b>Internal Service</b>                                                                           | <b>RESPONSES</b> | <b>TOTAL<br/>TRANSACTIONS</b> |
| Processing of Request for Counselor's Outside Referral                                            | 5                | 5                             |
| Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling | 25               | 124                           |
| Process of Inquiring for Available Learning Resources                                             | 179              | 829                           |
| Process of Renewing Borrowed Library Resources                                                    | 85               | 85                            |
| Process of Returning Library Resources                                                            | 366              | 1769                          |
| Processing of Request for Online Reservation and Pick-Up                                          | 0                | 0                             |
| Processing of Request for Referral Service                                                        | 0                | 0                             |
| Processing of Request to Borrow Library Resources                                                 | 124              | 1834                          |
| Processing of Request to Use Computer & Internet Access                                           | 364              | 4863                          |
| Processing the Request of Document Delivery Service for Distance Users                            | 5                | 5                             |
| Process of Issuance of Medical Certificate                                                        | 29               | 220                           |

ANNEX D. Free Responses Result

| Office/<br>College Unit                                                                                                                                | Comments/Suggestions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Positive                                              | Negative | Areas for<br>Improvement |                                           |  |  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|----------|--------------------------|-------------------------------------------|--|--|
| OUP                                                                                                                                                    | Ang bait po ng mga staff ang friendly po ni Ma'am Angel Thank you po.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                       |          |                          |                                           |  |  |
|                                                                                                                                                        | Accommodating staff.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                       |          |                          |                                           |  |  |
|                                                                                                                                                        | I was accommodated very well. Thank you!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                       |          |                          |                                           |  |  |
| OUBS                                                                                                                                                   | Napakabuti empleyado laging handang tumulong si Sir Web magaling ang communication skills.                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                       |          |                          |                                           |  |  |
|                                                                                                                                                        | Very Accommodating                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                       |          |                          |                                           |  |  |
|                                                                                                                                                        | Thank you, Sir Web!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                       |          |                          |                                           |  |  |
|                                                                                                                                                        | Keep smiling and keep up the good work always.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                       |          |                          |                                           |  |  |
| QMU                                                                                                                                                    | Nagpareceived ako ng documents sa QMU, may lalakeng nasa harap front desk, hindi nya ako inasisst siguro dahil hindi saknya ung work na yun. Yung buong stay ko sa office nila pinapansin ko cya habang inaasisst ako ni Ms. Cath natapos na nadiscuss saakin lahat ung about sa registration si Mr. Harry ganun pa din ung ayos at panay cellphone pa din cya. Btw thank you Ms. Cath sa pag assist mo madami akong natutunan sau, job well done po. Next time kausapin nyo ung nsa front desk nyo na kapag may tao wag nagcecellphone. God bless QMU. |                                                       |          |                          |                                           |  |  |
|                                                                                                                                                        | Good Service the staff are very approachable specially Sir Lowell. Thank you!                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                       |          |                          |                                           |  |  |
|                                                                                                                                                        | Thank you, Office of Planning, for providing an excellent service! Thank you, sir Yenoh, for the kindness he deserves to be promoted! keep it up! God Bless!                                                                                                                                                                                                                                                                                                                                                                                            |                                                       |          |                          |                                           |  |  |
|                                                                                                                                                        | Very accommodating they explained to me the disapproval of my request, They're Kind. Good job po sa inyo!                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                       |          |                          |                                           |  |  |
|                                                                                                                                                        | This office has good environment.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                       |          |                          |                                           |  |  |
|                                                                                                                                                        | Outstanding service.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                       |          |                          |                                           |  |  |
|                                                                                                                                                        | Very Accommodating.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                       |          |                          |                                           |  |  |
|                                                                                                                                                        | Thank you po sa mabilis na pag provide sa requested CSM.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                       |          |                          |                                           |  |  |
|                                                                                                                                                        | OQA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                       |          |                          | Very accommodating QA staff and Director. |  |  |
|                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Thank youpositive people of quality assurance office. |          |                          |                                           |  |  |
| The office is very warm in accommodating the clients/visitors.                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                       |          |                          |                                           |  |  |
| Ma'am Liana, Ma'am Karen Sir Joemari and Sir Marvin Serves a right and candid environment they also provided correct information regards to my quires. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                       |          |                          |                                           |  |  |
| OPA                                                                                                                                                    | Request was completed in timely manner, thank you Ma'am Hershey!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                       |          |                          |                                           |  |  |
|                                                                                                                                                        | The staff especially Ma'am Samia was attentive & knowledgeable about the service/process! Good job!                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                       |          |                          |                                           |  |  |
|                                                                                                                                                        | Transaction is smooth. Thank you, Ma'am Hershey, for the service! Keep up the good work OPA!                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                       |          |                          |                                           |  |  |
|                                                                                                                                                        | Very kind and accommodating.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                       |          |                          |                                           |  |  |
|                                                                                                                                                        | Thank you for the service.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                       |          |                          |                                           |  |  |
|                                                                                                                                                        | Kudos po sa OPA team. Madali po silang kausap and friendly po! More power po sa office :)                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                       |          |                          |                                           |  |  |
|                                                                                                                                                        | The response is very helpful.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                       |          |                          |                                           |  |  |
|                                                                                                                                                        | Timely response, thank you.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                       |          |                          |                                           |  |  |
|                                                                                                                                                        | The instruction is very helpful. Thank you.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                       |          |                          |                                           |  |  |
|                                                                                                                                                        | Smooth transaction and outstanding service!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                       |          |                          |                                           |  |  |
|                                                                                                                                                        | A pleasure to transact with, very efficient.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                       |          |                          |                                           |  |  |

|  |                                                                       |   |  |  |
|--|-----------------------------------------------------------------------|---|--|--|
|  | Superb service exceeded expectations!                                 |   |  |  |
|  | Thank you po.                                                         | ✓ |  |  |
|  | Thank you for your response!                                          | ✓ |  |  |
|  | Excellent.                                                            | ✓ |  |  |
|  | OPA Staff are courteous and helpful especially Franc.                 | ✓ |  |  |
|  | I commend Frank for being kind and accommodating. Keep it up.         | ✓ |  |  |
|  | The staff is courteous and kind. Thank you for the nice shots/photos. | ✓ |  |  |
|  | Thank you for your assistance.                                        | ✓ |  |  |

|            |                                                                                                                                                                                                                                                                                                                                                                                                                                               |   |   |   |
|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|---|---|
| OMIS       | Thank you, Sir Mark James. Accommodating po sa requests :)                                                                                                                                                                                                                                                                                                                                                                                    | ✓ |   |   |
|            | Thank you.                                                                                                                                                                                                                                                                                                                                                                                                                                    |   |   |   |
|            | Sir Abraham is very helpful and very kind                                                                                                                                                                                                                                                                                                                                                                                                     |   |   |   |
|            | All good.                                                                                                                                                                                                                                                                                                                                                                                                                                     |   |   |   |
|            | Sir Roland Chuahong is very accommodating.                                                                                                                                                                                                                                                                                                                                                                                                    |   |   |   |
|            | Good Services! Excellent! :)                                                                                                                                                                                                                                                                                                                                                                                                                  |   |   |   |
|            | The staff is very friendly and accommodating. Thank you po Ma'am Shiela mabait and approachable.                                                                                                                                                                                                                                                                                                                                              |   |   |   |
|            | Maraming salamat Ma'am Regina sa magandang service very professional laging energetic! For promotion!                                                                                                                                                                                                                                                                                                                                         |   |   |   |
|            | Keep up the good work. Our office is always grateful to your service.                                                                                                                                                                                                                                                                                                                                                                         |   |   |   |
|            | Magaling magturo si Sir Jun.                                                                                                                                                                                                                                                                                                                                                                                                                  |   |   |   |
| OVPA       | Since I am very much satisfied with the way the personnel handled my transaction, I just wish you and the whole OMIS the best. Ipagpatuloy po ang friendly and warm approach ninyo. To the guy/personnel who assisted me in the biometrics registration, thank you po. As well as Ma'am Shiela Tabion who is so warm and welcoming, always ready to assist every time I needed help when I was just starting at TSU, thank you po. God bless. | ✓ |   | ✓ |
|            | Very accommodating and helpful!                                                                                                                                                                                                                                                                                                                                                                                                               | ✓ |   |   |
|            | Approachable.                                                                                                                                                                                                                                                                                                                                                                                                                                 |   |   |   |
|            | Easy to talk to! :)                                                                                                                                                                                                                                                                                                                                                                                                                           |   |   |   |
| BMU        | Very accommodating. Thanks for the good service.                                                                                                                                                                                                                                                                                                                                                                                              |   |   |   |
|            | Their service keeps on improving! Great staff lalo na yung nasa front desk lagi nakasmile. Kahit pagod nakakainspire ka Sir Bryan! For promotion.                                                                                                                                                                                                                                                                                             | ✓ |   |   |
|            | Please also make the instructions clear and complete. Balik balik sa office dahil kulang kulang ang instructions niya. Parang ang tamad pa magreceive ng documents minsan.                                                                                                                                                                                                                                                                    |   |   | ✓ |
|            | Thank you po sa mabilisang process :) keep up the good work.                                                                                                                                                                                                                                                                                                                                                                                  | ✓ |   |   |
| Motor pool | Good service. Thank you!                                                                                                                                                                                                                                                                                                                                                                                                                      | ✓ |   |   |
|            | Very accommodating and kind.                                                                                                                                                                                                                                                                                                                                                                                                                  |   |   |   |
|            | Good Service, God Bless.                                                                                                                                                                                                                                                                                                                                                                                                                      |   |   |   |
|            | Friendly.                                                                                                                                                                                                                                                                                                                                                                                                                                     |   |   |   |
|            | Very approachable.                                                                                                                                                                                                                                                                                                                                                                                                                            |   |   |   |
|            | Sana po may standard procedures or requirements sa pagprocess ng mga documents. Paiba-iba po kasi hinihingi at pinapagawa kahit pare-pareho naman mga transactions. Nakakalito at nakakabagal po kasi sa proseso.                                                                                                                                                                                                                             |   |   | ✓ |
|            | Masungit ang clerk, the time that we spent waiting for the routinary is too much. More than 2 hrs.                                                                                                                                                                                                                                                                                                                                            |   | ✓ | ✓ |
|            | The staff was not pleasing, did not know how to be courteous, and was hard to talk to. She kept us waiting and was unfair. Additionally, I felt humiliated                                                                                                                                                                                                                                                                                    | ✓ | ✓ |   |

|            |                                                                                                                                                                                                                                                                                                                                                            |   |   |   |
|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|---|---|
|            | knowing that there are other presence in the office & yet raising her voice.                                                                                                                                                                                                                                                                               |   |   |   |
|            | Ang tagal ng waiting time. akala ko ba every hour yung deployment ng routinary pero bat ganyan yung serbisyo niyo. Paki ayos naman po.                                                                                                                                                                                                                     | ✓ |   | ✓ |
|            | Sobrang bait po ng mga driver. Palangiti at masaya kausap.                                                                                                                                                                                                                                                                                                 |   |   |   |
|            | I just want to compliment the drivers and clerk of the motor pool unit for always giving us the best vehicle and for driving us safe. Everyday.                                                                                                                                                                                                            |   |   |   |
|            | Mabait po silang lahat.                                                                                                                                                                                                                                                                                                                                    |   |   |   |
|            | Staff lacks communication. Do not entertain/accommodate clients.                                                                                                                                                                                                                                                                                           | ✓ | ✓ |   |
|            | So polite and accommodating.                                                                                                                                                                                                                                                                                                                               |   |   |   |
| Accounting | Thank you, Ma'am Meredith, very professional and always willing to help. Thank you and keep it up! God Bless accounting!                                                                                                                                                                                                                                   | ✓ |   |   |
|            | Good job!                                                                                                                                                                                                                                                                                                                                                  |   |   |   |
| Cashiering | Sana po kapag nagtanong about sa follow-up ng papers sagutin directly lalo na kung long overdue na yung voucher na tinatanong. Give concrete answers to your clients, wag lang basta date kung kelan macclaim. Explain why there was a delay. Also, sagutin po yung shoretel at wag lang i-hold na kailangan pang puntahan sa office para lang asikasuhin. | ✓ | ✓ |   |
|            | Very good and quick to respond!                                                                                                                                                                                                                                                                                                                            |   |   |   |
|            | Approachable ang mga employees. Very good!                                                                                                                                                                                                                                                                                                                 | ✓ |   |   |
|            | Mabilis po yung process.                                                                                                                                                                                                                                                                                                                                   |   |   |   |
|            | High quality service.                                                                                                                                                                                                                                                                                                                                      |   |   |   |
|            | Napakabait at napaka accommodating ng staff keep up the good work :)                                                                                                                                                                                                                                                                                       |   |   |   |
| FMU        | Thank you for your service.                                                                                                                                                                                                                                                                                                                                | ✓ |   |   |
|            | Good & fast service. Thank you.                                                                                                                                                                                                                                                                                                                            |   |   |   |
|            | Prompt and excellent service. Thank you.                                                                                                                                                                                                                                                                                                                   |   |   |   |
| JGSU       | Mr. Puno exhibited hardwork and dedication. Deserving for further promotion & recognition.                                                                                                                                                                                                                                                                 | ✓ |   |   |
|            | Thank you for the service.                                                                                                                                                                                                                                                                                                                                 |   |   |   |
|            | Very accommodating                                                                                                                                                                                                                                                                                                                                         |   |   |   |
|            | Good job!                                                                                                                                                                                                                                                                                                                                                  |   |   |   |
|            | Salamat po sa lahat ng JGSU!                                                                                                                                                                                                                                                                                                                               |   |   |   |
|            | Ate Marissa is very kind, masipag, and reliable, despite of her disability, she works well.                                                                                                                                                                                                                                                                |   |   |   |
| OBAAS      | Maraming salamat po for always assisting us, especially Ma'am Krishin and Ma'am Carlota. Gob bless you po and your power!                                                                                                                                                                                                                                  | ✓ |   |   |
|            | Sir Ferdie is very efficient and accommodating.                                                                                                                                                                                                                                                                                                            |   |   |   |
|            | Faster transactions.                                                                                                                                                                                                                                                                                                                                       |   |   |   |
|            | Thank you po. Super accommodating.                                                                                                                                                                                                                                                                                                                         |   |   |   |
| OGAD       | The staffs are very accommodating.                                                                                                                                                                                                                                                                                                                         |   |   |   |
| OHRDM      | Thank you for efficient service delivery.                                                                                                                                                                                                                                                                                                                  |   |   |   |
|            | Thanks Ma'am Ladz labyu sagad! so bait :)                                                                                                                                                                                                                                                                                                                  |   |   |   |
|            | The employees are well accommodating Ma'am Kim & Ma'am Gimel of recruitment and promotion unit.                                                                                                                                                                                                                                                            | ✓ |   |   |
|            | Staff are very approachable, Thank you!                                                                                                                                                                                                                                                                                                                    | ✓ |   |   |
|            | The transaction with Ma'am Pascua is very superb! Lightning-fast service! Thank you, HR family!                                                                                                                                                                                                                                                            | ✓ |   |   |
|            | Hr-Marites Timbol Sobrang sungit, and sa susunod sana naman po pag may mga inquires and concern ma action na agad, hindi yung nakaka ilang follow up na wala pa din.                                                                                                                                                                                       | ✓ |   |   |
|            | Very prompt response very good.                                                                                                                                                                                                                                                                                                                            |   |   |   |
|            | Very Efficient.                                                                                                                                                                                                                                                                                                                                            |   |   |   |
|            | Ma'am Leighton's assistance with my transaction is very outstanding! Best service! thank you OHRDM!                                                                                                                                                                                                                                                        | ✓ |   |   |

|            |                                                                                                                                                                                                                                                                                                                                                                                                                                          |   |   |   |
|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|---|---|
|            | Just keep on doing the good service and never change.                                                                                                                                                                                                                                                                                                                                                                                    | ✓ |   |   |
| OHRDM-PMU  | Thank you.                                                                                                                                                                                                                                                                                                                                                                                                                               | ✓ |   |   |
|            | Ma'am Timbol ang tagal po ng processing ng DTR. Agad po kami nagsusubmit ng requirements pero malapit na ang sahod pero hindi pa rin updated ang DTR. Kami po ang napapagalitan sa Admin. kapag delayed po ang DTR. Kaya po kami nagpapasa agad para maayos rin po ang DTR agad. Salamat po!                                                                                                                                             |   | ✓ | ✓ |
| OHRDM-TAOD | Good job, Thank you!                                                                                                                                                                                                                                                                                                                                                                                                                     | ✓ |   |   |
|            | Thank you!                                                                                                                                                                                                                                                                                                                                                                                                                               |   |   |   |
|            | The facilitators are very approachable and nice, good job to the office of OHRDM!                                                                                                                                                                                                                                                                                                                                                        |   |   |   |
|            | All staff are approachable.                                                                                                                                                                                                                                                                                                                                                                                                              |   |   |   |
|            | Thank you, Ms. Kath, Ma'am Franchezka for the good and well explained steps to accomplish all attachment sa RET. Keep it up po!                                                                                                                                                                                                                                                                                                          |   |   |   |
|            | Ma'am Cheska & Ma'am Kath is very helpful with our request! Also, they are very beautiful.                                                                                                                                                                                                                                                                                                                                               |   |   |   |
| OHRDM-EWU  | Fast service. Thank you, Ms. Erica!                                                                                                                                                                                                                                                                                                                                                                                                      | ✓ |   |   |
| OAS        | Please sort out the remittance situation for JOs (Lecturers). My PhilHealth and Pag-IBIG contributions haven't been updated since 2022, and it's been a hassle trying to get it sorted out. Every time I inquire, sasabihin lang there's a backlog they haven't cleared yet. Hopefully, ma-address na po ito. It's frustrating to keep encountering the same problem with the same person handling it, and it's becoming less effective. |   | ✓ | ✓ |
|            | Thank you so much!                                                                                                                                                                                                                                                                                                                                                                                                                       | ✓ |   | ✓ |
|            | Very approachable and kind.                                                                                                                                                                                                                                                                                                                                                                                                              |   |   |   |
|            | Keep up the good work! :)                                                                                                                                                                                                                                                                                                                                                                                                                |   |   |   |
|            | Mabait po ang mga staff! :)                                                                                                                                                                                                                                                                                                                                                                                                              |   |   |   |
|            | Admin staff are very accommodating to the need of clients.                                                                                                                                                                                                                                                                                                                                                                               |   |   |   |
|            | Request is facilitated.                                                                                                                                                                                                                                                                                                                                                                                                                  |   |   |   |
|            | Okay ang service. But it would be better if mas maging maayos yung mismung opisina. Practice 5S madami pong kalat para mas maging efficient po mga workers.                                                                                                                                                                                                                                                                              | ✓ |   | ✓ |
| RAU        | Keep up the good work :)                                                                                                                                                                                                                                                                                                                                                                                                                 | ✓ |   | ✓ |
|            | Satisfied with the service provided                                                                                                                                                                                                                                                                                                                                                                                                      |   |   |   |
|            | Good job!                                                                                                                                                                                                                                                                                                                                                                                                                                |   |   |   |
|            | Ok mabait po.                                                                                                                                                                                                                                                                                                                                                                                                                            |   |   |   |
|            | They are very standard and follows their rule.                                                                                                                                                                                                                                                                                                                                                                                           |   |   |   |
|            | Thank you!                                                                                                                                                                                                                                                                                                                                                                                                                               | ✓ |   |   |
|            | The staff are so courteous and helpful.                                                                                                                                                                                                                                                                                                                                                                                                  | ✓ |   |   |
|            | Sobrang bilis ng transaction kina sir Angel and sir Paul hindi nila pinagaantay ang madlang people :)                                                                                                                                                                                                                                                                                                                                    |   |   |   |
|            | The service of Records is unmatched very professional expert sa customer service Thank you sir Rio sir Angel and sir Paul God Bless po!                                                                                                                                                                                                                                                                                                  | ✓ |   |   |
|            | RAU office is example of amazing customer service lahat sila willing tumulong thank you sa bago nila staff. Sir Rio, kahit bago siya maganda ang service nasa puso ang paglilingkod.                                                                                                                                                                                                                                                     | ✓ |   |   |
|            | Napakabait ng staff at very accomodating :)                                                                                                                                                                                                                                                                                                                                                                                              |   |   |   |
|            | Napaka bait at generous ng mga staff.                                                                                                                                                                                                                                                                                                                                                                                                    |   |   |   |
|            | Ms. Marielle Raymundo is demanding buri na agad agad ala yang pakialam kareng aliwang kapag obra na... ali ya makapanaya na awsan de.                                                                                                                                                                                                                                                                                                    |   | ✓ |   |
|            | Fast transaction. Good job!                                                                                                                                                                                                                                                                                                                                                                                                              | ✓ |   |   |
| SPMU       | Thank you, Ms. Leslie Tamondong for the good service. may you serve as example to all, strictly following the processes of your office. More power!                                                                                                                                                                                                                                                                                      | ✓ |   |   |
|            | Very accommodating and kind. Thank you.                                                                                                                                                                                                                                                                                                                                                                                                  |   |   |   |

|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                 |   |   |   |
|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|---|---|
|             | Very good communication to all employees.                                                                                                                                                                                                                                                                                                                                                                                                       |   |   |   |
|             | Fast transactions.                                                                                                                                                                                                                                                                                                                                                                                                                              |   |   |   |
|             | Si Sir Christian ay friendly. Si Ma'am Sofie is kind.                                                                                                                                                                                                                                                                                                                                                                                           |   |   |   |
|             | Si Ma'am Leslie ay accommodating.                                                                                                                                                                                                                                                                                                                                                                                                               |   |   |   |
|             | Very accommodating transaction. Keep up the good work.                                                                                                                                                                                                                                                                                                                                                                                          |   |   |   |
|             | Thank you so much po for assisting me nicely.                                                                                                                                                                                                                                                                                                                                                                                                   |   |   |   |
|             | Commendation to all of the supply staff they're very approachable & their genuine services.                                                                                                                                                                                                                                                                                                                                                     |   |   |   |
| Procurement | Keep up the good work!                                                                                                                                                                                                                                                                                                                                                                                                                          | ✓ |   |   |
|             | Thank you for acknowledging our request.                                                                                                                                                                                                                                                                                                                                                                                                        |   |   |   |
|             | Commendation to all of the supply staff they're very approachable & their genuine services.                                                                                                                                                                                                                                                                                                                                                     |   |   |   |
|             | Mababait sila! :)                                                                                                                                                                                                                                                                                                                                                                                                                               |   |   |   |
|             | The way they communicate is disrespectful.                                                                                                                                                                                                                                                                                                                                                                                                      |   |   |   |
| CSU         | 1:11 PM one of the guards did not deliver in a nice way all of their concern to the students and sometimes it is bad for those who have anxiety.                                                                                                                                                                                                                                                                                                |   | ✓ | ✓ |
|             | Lalo po ninyo pagbutihin ang serbisyo po ninyo.                                                                                                                                                                                                                                                                                                                                                                                                 | ✓ |   |   |
|             | The staffs value my time, guards & interns are hands-on on visitors.                                                                                                                                                                                                                                                                                                                                                                            | ✓ |   |   |
| Dental      | Salamat po sa magandang serbisyo.                                                                                                                                                                                                                                                                                                                                                                                                               | ✓ |   |   |
|             | Thank you for accommodating po.                                                                                                                                                                                                                                                                                                                                                                                                                 |   |   |   |
|             | Very welcoming and I am satisfied for my concern.                                                                                                                                                                                                                                                                                                                                                                                               |   |   |   |
|             | Maayos po ang kanilang serbisyo.                                                                                                                                                                                                                                                                                                                                                                                                                |   |   |   |
|             | The staff and doctor are very accommodating!<br>The overall experience was good. Staff are very approachable, and kind goes with the dentist which is kind also and skilled (it doesn't hurt at all). The service and people are very good.                                                                                                                                                                                                     |   |   |   |
|             | Thank you, Dental Clinic,—very courteous staff and doctors.                                                                                                                                                                                                                                                                                                                                                                                     |   |   |   |
| Medical     | The staff are so nice, well prepared I don't have any further suggestion to improve oh their service.                                                                                                                                                                                                                                                                                                                                           | ✓ |   |   |
|             | Thank you for the service.                                                                                                                                                                                                                                                                                                                                                                                                                      |   |   |   |
|             | The staffs are very accommodating! Keep up the good work!                                                                                                                                                                                                                                                                                                                                                                                       |   |   |   |
|             | Very welcoming and accommodating.                                                                                                                                                                                                                                                                                                                                                                                                               |   |   |   |
|             | Very informative and helpful.                                                                                                                                                                                                                                                                                                                                                                                                                   |   |   |   |
|             | Make clients aware of any possible changes to appointments (e.g. delayed appointments etc.)                                                                                                                                                                                                                                                                                                                                                     |   |   | ✓ |
|             | Implement tooth cleaning and x-ray services if possible.                                                                                                                                                                                                                                                                                                                                                                                        |   |   | ✓ |
|             | The Staff is so approachable.                                                                                                                                                                                                                                                                                                                                                                                                                   | ✓ |   |   |
|             | Nurses are very accommodating                                                                                                                                                                                                                                                                                                                                                                                                                   |   |   |   |
| PCSU        | This office is very accommodating and approachable Thanks. Personnel are very nice and smiling faces. Good job maam and sir PCSU Mabuhay kayo!                                                                                                                                                                                                                                                                                                  | ✓ |   |   |
|             | Very accommodating po ang mga PCSU, Thank you po!                                                                                                                                                                                                                                                                                                                                                                                               | ✓ |   |   |
|             | Every time I visit this office very much approachable and smiling faces, Thanks!                                                                                                                                                                                                                                                                                                                                                                | ✓ |   |   |
| OAR         | Expected ko na mas lalo akong mapagod dahil galing pa akong Manila, sa biyahe traffic at anu-ano pa. Pero pag dating ko sa Registrar Office tanggal pagod ko. Nag approach agad ang officer of the day nila at pinainom pa akong tubig kasi nakita niya ko humihingal. Napaka bait mo po sir, sana maambonan po kayo sa buong government offices. Maraming salamat po. Hindi kita makakalimutan. God Bless you Sir Jhay the officer of the day. | ✓ |   |   |
|             | Job well done window 1 :) Keep it up.                                                                                                                                                                                                                                                                                                                                                                                                           | ✓ |   |   |
|             | Mabait at very accommodating window 3 :)                                                                                                                                                                                                                                                                                                                                                                                                        | ✓ |   |   |
|             | Never nagbago ang pagtulong sa mga katulad ko nangangailangan. God Bless you Kuya Jhay, Mr. officer of the day.                                                                                                                                                                                                                                                                                                                                 | ✓ |   |   |

|     |                                                                                                                                                                                                                                                                 |   |   |   |
|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|---|---|
|     | I am very satisfied of the service of the Director's Office Dr. Theda Quilala for her over chill and smile every time I'm approaching her. Good job!                                                                                                            | ✓ |   |   |
|     | She is very kind and approachable.                                                                                                                                                                                                                              | ✓ |   |   |
|     | Very informative ang laking tulong mo window 9!!!                                                                                                                                                                                                               |   |   |   |
|     | Very kind and pretty :)                                                                                                                                                                                                                                         |   |   |   |
|     | Thank you, Sir Jhay, for helping for the rest of the day. Very approachable anf kalog, funny tanggal pagod ko po sa inyo. Salamat po. Officer of the day, the best ka Sir Jhay!                                                                                 |   |   |   |
|     | Nakakapanibago ang laki na ng improvement the registrar not like before nakakasingit ang iba now because of the kiosk very organized na. Good job TSU.                                                                                                          |   |   |   |
|     | The personnel of the admission office is very approachable and kind. The name is Ms. Soriano. Thanks Ma'am!                                                                                                                                                     |   |   |   |
|     | Thank you for the first transaction. Window 9 really help me with my concern. Very helpful!! :)                                                                                                                                                                 |   |   |   |
|     | Nakakatulong ang officer of the day. Very approachable. Good job! ARO!                                                                                                                                                                                          |   |   |   |
|     | Sobrang bait ng mga employee.                                                                                                                                                                                                                                   |   |   |   |
|     | Improve how a person-in-charge in assistant and complaint desk to communicate calmly.                                                                                                                                                                           |   |   | ✓ |
|     | I-train ng maayos yung sa information desk. Dapat sa kanya palang chinicheck na niya requirements. Ending sa tagal namin nakapila, sa clerk pa naming malalaman yung mga requirements.                                                                          |   |   | ✓ |
|     | Improve how to communicate the person who's duty right now in the assistant and complaint desk hehe :D                                                                                                                                                          |   |   | ✓ |
|     | The service needs to follow its sequence and steps regarding the first come first serve basis because what is the purpose of getting a number if you will not follow it in the first place?                                                                     |   | ✓ | ✓ |
|     | Akala ko po masungit ang registrar ang bait naman po pala specially po ni window 1.                                                                                                                                                                             | ✓ |   |   |
|     | Ang Friendly po ng window 1. Thank you po for your service.                                                                                                                                                                                                     | ✓ |   |   |
|     | Be kind to the clients.                                                                                                                                                                                                                                         |   |   |   |
|     | Okay po yung services na naranasan ko sa aking mga transaction.                                                                                                                                                                                                 | ✓ |   |   |
|     | Helped me in a very efficient manner.                                                                                                                                                                                                                           | ✓ |   |   |
|     | Upon deliberating the service, I was receive a unfair treatment and rude behavior by the registrar named Angelyn from window 12, I hope she could practice avoiding such of this behavior and able to know the R.A. 11032 essence to serve the public interest. |   | ✓ |   |
|     | BAD SERVICE. We've waited for 1hr and 30mins for nothing. May you implement a more efficient process of entertaining concerns. This office even lacks the initiative to assist the students.                                                                    |   | ✓ | ✓ |
|     | I am beyond satisfied with regards of their service since I entered their office up until they grant my queries, Ma'am Judith is very patient and accommodating. Window 8.                                                                                      | ✓ |   |   |
| SFA | Ang bait po ninyong lahat.                                                                                                                                                                                                                                      | ✓ |   |   |
|     | Thank you!                                                                                                                                                                                                                                                      |   |   |   |
|     | Maganda po ang Service nila.                                                                                                                                                                                                                                    |   |   |   |
|     | None, it was an excellent experience of the service they offer.                                                                                                                                                                                                 |   |   |   |
|     | Put smile in every student (anytime)                                                                                                                                                                                                                            |   |   |   |
|     | Since nainterview ako good communication ang naranasan ko at ang flow ng paguusap namin ay mas maayos at naliwanagan sa lahat ng kailangang dapat gawin.                                                                                                        |   |   |   |
|     | The Service is fair and great but having a larger area or room to cater a larger number of client is what I can suggest.                                                                                                                                        |   |   | ✓ |

|        |                                                                                                                                                                                                              |   |   |   |
|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|---|---|
|        | Improve communications between staff and students.                                                                                                                                                           |   |   | ✓ |
|        | My suggestion para mas lalo mapabuti ang pakikipag usap ay lagyan pa ng ngiti ang pakikipag usap aside of that okay na lahat.                                                                                |   |   | ✓ |
|        | More sources of information regarding scholarship and accessible online website so that students with hectic schedule can still visit or follow.                                                             |   |   | ✓ |
|        | During the orientation lacks more voice power that causes to others not to understand clearly indeed there are noise barriers.                                                                               |   | ✓ |   |
| IDIMSS | Improve for much betterment because this office is already the best in terms of service, being courteous, and kind especially to us who is part if IDIMSS.                                                   | ✓ |   |   |
| TEMU   | During the orientation lacks more voice power that causes to others not to understand clearly indeed there are noise barriers.                                                                               |   |   | ✓ |
|        | Being more punctual with the time provided to us can boost the service. Overall, it was great :)                                                                                                             |   |   | ✓ |
|        | Be active on the internet.                                                                                                                                                                                   |   |   | ✓ |
|        | Ipagpatuloy ang good service sa mga magaaral.                                                                                                                                                                | ✓ |   |   |
| OSAS   | Very accommodating staff and directors, Unit and Environment to work with TSU's winning because of the measures of SAS satisfied and fun!                                                                    | ✓ |   |   |
| OLMS   | Suggest ko lang sana na magkaroon po every table ng banner na may word na silent para po maiwasan or mabawasan po ang ingay ng ibang student. At kung pwedi po charging ports para lamang po sa mga laptops. |   |   | ✓ |
|        | Very attentive po si Ma'am Rica at Maganda.                                                                                                                                                                  | ✓ |   |   |
|        | Though we don't avail of books ng law library, we come here because we are able to concentrate on our lessons. Kudos sa librarian and staff.                                                                 |   |   |   |
|        | Maraming salamat po sa service nyo!                                                                                                                                                                          |   |   |   |
|        | Fast transaction, Smooth.                                                                                                                                                                                    |   |   |   |
|        | Very efficient.                                                                                                                                                                                              |   |   |   |
|        | Thank you.                                                                                                                                                                                                   |   |   |   |
|        | Personally, I am already satisfied with everything. However, I would like to see schedule board for when the library will be opening and closing. Overall great service!                                     |   |   | ✓ |
|        | I hope and I wish that there are more copies of this book "World History Fifth Edition" in the library.                                                                                                      |   |   | ✓ |
|        | Thank you for the time and service.                                                                                                                                                                          | ✓ |   |   |
|        | Good service very accommodating employees.                                                                                                                                                                   |   |   |   |
|        | Accommodating employees and clean facilities, kudos!                                                                                                                                                         |   |   |   |
|        | Flexible space with a choice of learning and research spaces.                                                                                                                                                |   |   |   |
|        | Great customer service and very good collection of books and journal.                                                                                                                                        |   |   |   |
|        | Good service of librarians very approachable.                                                                                                                                                                |   |   |   |
|        | Well maintained space.                                                                                                                                                                                       |   |   |   |
|        | I don't have any suggestion so far; I would like to thank this library for let me borrow certain books.                                                                                                      |   |   |   |
|        | I suggest more books here in SICL so that I can access the book I need that isn't available yet.                                                                                                             |   |   | ✓ |
|        | Hindi po masyado accessible yung wifi, Mabagal din po yung signal. Pero approachable po yung mga staff. Thank you!                                                                                           | ✓ |   | ✓ |
|        | Very accommodating to the students approachable and kind.                                                                                                                                                    | ✓ |   |   |
|        | Improve po yung mga equipment (electric fan, ac, etc.).                                                                                                                                                      |   |   | ✓ |
|        | Outlet usage should be allowed at all times anywhere in the discussion room, bin bag per student, library extension in the student center.                                                                   |   |   | ✓ |

|        |                                                                                                                                                                              |   |   |   |
|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|---|---|
|        | I give them high rating because I think the staff of this office are kind and generous, they are also approachable.                                                          | ✓ |   |   |
|        | As student we really appreciate if the internet connection will be strong as it needed.                                                                                      |   |   | ✓ |
| OVPRES | Thank you po sa pagprocess ng docs and pag inform po sa amin pag ok na ang mga papel namin! Kudos po.                                                                        | ✓ |   |   |
|        | Thank you for your outstanding service.                                                                                                                                      | ✓ |   |   |
|        | Palagi nalang nawawala mga documents! try to practice 5S para naman maorganize niyo docs. Nakakatagal kayo ng process. Grabe ang abala. Paulit ulit nalang.                  |   | ✓ | ✓ |
|        | The office and their staff are very accommodating, and that is what every customer wants to receive. Thank you po. I think I cannot ask for more.                            | ✓ |   |   |
|        |                                                                                                                                                                              |   |   |   |
| OUES   | I was Assisted Courteously by Ms. Trisha Macasaquit. Very Helpful.                                                                                                           | ✓ |   |   |
|        | Very Accommodating po sila Maam Leah and Sir Emir. Napapadali po ang trabaho coz same sila na organizer and detailed :)                                                      |   |   |   |
|        | Thank you, OUES!                                                                                                                                                             |   |   |   |
|        | Mabilis po ang Transaction ko with Sir Emir lahat po ng tanong ko po ay nasasagot po ng tama.                                                                                |   |   |   |
|        | Approachable at madali pong kausap si Ma'am Reah, Very responsive lahat po ng tanong ko ay nasagot po ng tama.                                                               |   |   |   |
|        | Ma'am Jay Ann is very accommodating in providing the requested data. Thank you po.                                                                                           |   |   |   |
| CFTR   | Thank you for your kind and generous service. Please continue to be like that. God Bless you all po!                                                                         | ✓ |   |   |
| OURD   | It is necessary to name your office to avoid confusion for the student or faculty/who are not much familiar with each office.                                                |   |   | ✓ |
|        | I wish to hope that the office website or any other websites of the university is easily accessible and easy to see for students, alumni and other other concerning clients. |   |   | ✓ |
|        | Based on my first encounter with their services, I'm beyond satisfied that approved my request.                                                                              | ✓ |   |   |
|        | Service is very good.                                                                                                                                                        | ✓ |   |   |