



TARLAC STATE UNIVERSITY

CLIENT SATISFACTION MEASUREMENT REPORT

2025 1ST EDITION



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Tarlac State University

Client Satisfaction Measurement Report

Consolidated

2025 (1st Edition)

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I. Overview:

Brief Description of the Agency

Tarlac State University (TSU) 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 TSU implements the Harmonized Client Satisfaction Measurement (CSM) as an institutional mechanism for assessing and improving the quality of its service delivery across all academic and support service units. The CSM is anchored on the principles of good governance, transparency, and client-centered public service.

In compliance with Republic Act No. 11032, or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, TSU maintains a systematic feedback mechanism to measure client experience and service performance. The implementation of the CSM ensures that data-driven inputs are generated to support continuous improvement of institutional processes and service standards.

Pursuant to Anti-Red Tape Authority (ARTA) Memorandum Circular No. 2023-05, the CSM is conducted across all campuses and service units of the university. The results of the measurement provide evidence-based feedback from both internal and external stakeholders and serve as basis for performance evaluation, service enhancement, and policy development.

This report presents the results of the Client Satisfaction Measurement implementation, consolidating client feedback to support the university’s commitment to efficient, transparent, and responsive public service delivery.

FY 2025 Summary of Results

For Fiscal Year (FY) 2025, TSU recorded a total of 25,351 survey responses out of 254, 215 total transactions across all campuses and service units of the university, resulting to a **response rate** of **10%**. The university also achieved an **overall score** under the **Service Quality Dimension (SQD)** of **98.55%** across all services, indicating a high level of client satisfaction in the service delivery.

Furthermore, the Citizen’s Charter (CC) results indicate strong overall performance across all indicators. **CC Awareness** obtained a score of **98.06%**, reflecting high client familiarity with the Citizen’s Charter and its role in guiding transactions. **CC Visibility** obtained a score of **89.62%**, showing that service information is generally accessible, with room for improvement in consistency across service units. **CC Helpfulness** obtained **92.62%**, indicating that the Citizen’s Charter effectively supports clients in understanding requirements and completing transactions efficiently. Overall, the Citizen’s Charter results reflect strong compliance of the university with CSM standards and effective service information delivery. The detailed results are summarized in the table below.

	Score
Citizen’s Charter Awareness	98.06%
Citizen’s Charter Visibility	89.62%
Citizen’s Charter Helpfulness	92.62%
Response Rate	10.00%
Overall Score	98.55%

In comparison with the previous reporting period (FY 2024), the overall **Service Quality Dimension (SQD)** result slightly increased from **98.25%** to **98.55%**, reflecting a 0.30 percentage point improvement. While the increase is minimal, it reflects sustained performance stability and continued enhancement of service quality and client experience of the university. Notably, the **Response Rate** improved from **7% to 10%**, indicating a significant increase in client participation and stronger engagement in the feedback mechanism across university services.

In terms of **Citizen’s Charter (CC)** result, **CC Awareness** slightly decreased from **98.25% to 98.06%**, while **CC Visibility** showed a marginal improvement from **89.52% to 89.62%**. **CC Helpfulness** also increased from **92.25% to 92.62%**, reflecting consistent enhancement in client guidance and service accessibility.

Overall, the results reflect sustained institutional compliance with Citizen’s Charter standards and continuous improvement in service delivery performance.

II. Scope:

The Harmonized Client Satisfaction Measurement (CSM) survey was conducted during the period of January to December of the FY 2025. 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 (SQDs) to capture the total client experience, expectations and satisfaction which are as follows: Responsiveness, Reliability, Access and Facilities, Communication, Costs, Integrity, Assurance, and Outcome.

A. Breakdown of Responses and Transactions

Presented below is the list of all services that the university surveyed as well as their responses and total transactions per service. A total of **25, 351 responses** were collected from **254, 215 total transactions** corresponding to an **overall response rate of 10%**.

The services TSU surveyed are the following:

Campus	Office	External Service Name	Responses	Transactions	Response Rate
Lucinda	OAA	Processing of Request for Alumni ID Card of Active Members	25	538	5%

Lucinda	OAA	Processing of Request for Alumni ID Card of Inactive Alumni	13	372	3%
Lucinda	OAA	Processing of Request for Reissuance of Alumni ID Card	0	124	0%
Lucinda	OCAL	Process for Request for Performance of TSU Culture and Arts Dance Troupe and/or Chorale Group	7	25	28%
Lucinda	OIAL	Processing of Institution/Organization Request to Benchmark Offices/Colleges in Tarlac State University	0	12	0%
Main	OPA	Process for Addressing Client's Concerns via Email	10	5770	0%
Main	OPA	Process for Publication and Distribution of TSU Bulletin	1	34	3%
Main	OUP	Processing of Action on Contracts and External Agreements	251	580	43%
Main	OUP	Processing of Request for Personal Meeting with the President	29	200	15%
Lucinda	CJPS	Process of Request for Career Fair, Campus Recruitment Activity, Career Development Webinar/ Seminar/ Training/ Workshop, Career Roadshow	5	41	12%
Lucinda	CJPS	Process of Request for Company Accreditation	3	41	7%
Lucinda	CJPS	Process of Request for Job Posting and Graduate Listing	94	296	32%
Main	GCU	Processing of Online Request for Certificate of Good Moral Character	30	30	100%
Main	GCU	Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling	10	10	100%
Main	OAR	Process for Sending Credentials (Online)	6	694	1%
Main	OAR	Processing of Request for Transcript of Records of Graduates	172	2459	7%
Main	OAR	Processing of Request for Various Academic Documents (Online)	1	46	2%
Main	OAR	Processing of Request for Various Academic Documents (Walk-In)	93	8882	1%
Main	OAR	Processing of Student/Credential Verification (Walk-in & Online)	25	1796	1%
Main	OLMS	Requesting Access to the Library by Visiting Researcher/s	22	23	96%
San Isidro	OLMS	Requesting Access to the Library by Visiting Researcher/s	2	3	67%

Lucinda	OSAS	Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer	2	2	100%
Lucinda	NSTP	Processing of Request for National Services Training Program Serial Number	42	43	98%
Main	SDMU	Processing of Request for Hosting a Sports Event	0	10	0%
Main	SDMU	Processing of Request for Joining in Sports Event on International Level	0	4	0%
Main	SDMU	Processing of Request for Joining in the Host University for Sports Event on National Level	0	11	0%
Main	SDMU	Processing of Request for Joining Pocket Tournaments, Tune-Up Games, and CHED-Friendship Game	0	25	0%
Main	SDMU	Processing of Request to Participate in Sports Event on Regional and National Level	2	39	5%
Lucinda	SDU	Filing of Complaints and Investigation (Defendant Admitting the Allegation)	0	6	0%
Lucinda	SDU	Procedure for Appeal	3	42	7%
Lucinda	SDU	Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni	25	85	29%
Lucinda	TEMS U	Processing of Admission Test Application for Incoming Freshmen Students	197	5675	3%
Lucinda	TEMS U	Processing of Application for the Administration of Psychological Test to Transferee Students	92	287	32%
Main	CU	Process for Claiming of Checks	0	656	0%
Main	CU	Processing of Cash Payment for Outstanding Balances	1	19065	0%
Main	CU	Processing of Request for Certificate of Payment for Lost Official Receipt	0	75	0%
Main	EWU	Processing of Employment Verification Requests	11	85	13%
Main	EWU	Processing of Request for Issuance of Certifications	7	593	1%
Main	MSU	Processing of Medical Consultation	0	540	0%
San Isidro	MSU	Processing of Medical Consultation	0	261	0%
Main	OFDM -MU	Processing of Material Approval Request	56	69	81%
Main	OBAA S	Processing of Request to Use the University Facilities	3	21	14%

Main	OGAD	Process for Addressing Client's Concerns (Online and Walk-In)	0	1	0%
Main	OGAD	Processing of Request for Gender-Responsive Extension Program for Short-Term Services/Activities	0	15	0%
Main	OHRD M	Processing of Request for Personnel-Related Documents and Reports	1	1	100%
Main	PU	Process of Acquiring Bidding Documents	31	64	48%
Main	RAU	Process of Receiving and Controlling Records and Documents	31	2831	1%
Main	SPMU	Disposal of Used/ Unserviceable Supplies, Material and Equipment through Public Auction	7	215	3%
Main	SPMU	Processing of Request for the Receipt, Inspection and Acceptance of Deliveries of Supplies, Materials and Equipment	315	522	60%
Lucinda	CCLG SPD	Processing of Center for Community and Local Governance Studies and Policy Development Service Requests	35	63	56%
Lucinda	CNPR	Processing of Requests for Phytochemical, Proximate, Microbial Analyses, Raw Materials Identification and Authentication and Other Laboratory Services	61	68	90%
Main	CSET	Processing of Requests for Innovation of the Intersection of Solar Energy and Emerging Technology and other Related services	23	23	100%
Lucinda	CFTR	Processing of Food Technology and Research Center Service Requests	6	6	100%
Lucinda	CFTR	Processing of Market-Driven Research Service	20	21	95%
Lucinda	CFTR	Processing of Shared Facility Services Request	6	6	100%
Lucinda	OIBD	Processing of Requests for Trademark Application Assistance	1	1	100%
Lucinda	OUES	Processing of Request for Extension Documents	1	8	13%
Lucinda	OURD	Processing of Request for Test of Similarity Index	1	1	100%
Lucinda	OURD	Processing of Request for Water Analysis and Other Laboratory Services	5	5	100%
EXTERNAL SERVICE OVERALL			1,784	53,421	3%

Campus	Office	Internal Service Name	Responses	Transactions	Response Rate
Main	ARTU	Processing of Request for a Copy of Documents and Various Reports	7	7	100%

Main	ARTU	Processing of Request for Coaching and Mentoring	5	5	100%
Main	ARTU	Processing of Request for Review and Evaluation of Citizen's Charter	31	31	100%
Main	OMIS-HMU	Process for Inspection of Condemn ICT Equipment	4	86	5%
Main	OMIS-HMU	Process for Inspection of New ICT Equipment	2	38	5%
Main	OMIS-HMU	Process for Software Installation	113	482	23%
Main	OMIS-HMU	Processing of Request for Technical Assistance	422	507	83%
Main	OMIS-HMU	Processing of Request to Repair an ICT Equipment	113	1112	10%
Main	MU	Processing of Travel Order for Travel Requests	171	475	36%
Main	OMIS-NU	Process for Creation of Domain Accounts	44	68	65%
Main	OMIS-NU	Process for Granting Virtual Private Network (VPN) Access	4	7	57%
Main	OMIS-NU	Process for Wi-Fi Access Registration	437	527	83%
Main	OMIS-NU	Process for Wi-Fi Setup/Deployment	116	128	91%
Main	OMIS-NU	Processing of Request for Cabling of New Network Connection	129	317	41%
Lucinda	OCAL	Process for Request for Performance of TSU Culture and Arts Dance Troupe and/or Chorale Group	9	12	75%
Lucinda	OIAL	Processing of Outbound Faculty, Student, & Staff Mobility	2	22	9%
Lucinda	OIAL	Processing of CHED Endorsement for Legitimacy of Travel Abroad	1	10	10%
Main	OMIS	Process for Account Creation and Assigning of Privileges	2	355	1%
Main	OMIS	Process of Changing Posted Schedule	1	352	0%
Main	OMIS	Process for Office 365 Account Assistance	301	14102	2%
Main	OMIS	Process for Tagging or Untagging of Faculty, Room, and/or Schedule	623	871	72%
Main	OMIS	Process for Tagging/Untagging of Honorarium Classes	2	196	1%
Main	OMIS	Processing of Request to Transfer of Students	7	230	3%

Main	OP	Process for Review and Approval of Pre-Planning Activities	5	5	100%
Main	OPA	Process for Addressing Client's Concerns via Email	96	1437	7%
Main	OPA	Process for Posting of Print/Social Media/TSU Website Materials	214	636	34%
Main	OPA	Process for Publication of Online News	24	226	11%
Main	OPA	Process for Requesting of Electronic Copy of Photos, Videos or Files	18	109	17%
Main	OPA	Processing of Request for Coverage of University Activities	16	76	21%
Main	OUBS	Processing of Request for Copy of Administrative Council Resolutions, Board Resolutions, or Referendums	20	218	9%
Main	OUBS	Submission of Complete Staff Work or Agenda by the Offices of the University for Board Meetings	10	151	7%
Main	OUBS	Submission of the Agenda to the University's Administrative Council Meetings	2	35	6%
Main	OULC	Processing of Request for Document Review	98	304	32%
Main	QMU	Processing of Requests for Documented Information for Various Purposes	74	77	96%
Main	QMU	Processing of QMS Documents for Registration, Revision, and Abolition	135	178	76%
Main	OMIS-SDU	Process for Blocking and Unblocking of RFID Cards	150	302	50%
Main	OMIS-SDU	Process for Creation and Updating of Website/Webpage	739	817	90%
Main	OMIS-SDU	Process for Development of New Systems/Programs	28	90	31%
Main	OMIS-SDU	Process for Report Generation	112	146	77%
Main	OMIS-SDU	Processing for Biometrics Registration	97	169	57%
Main	OMIS-SDU	Processing of Request for Technical Assistance	105	246	43%
Main	COE	Processing of Request for Faculty Consultation and/or Tutorial	172	246	70%
Main	GCU	Processing of Online Request for Certificate of Good Moral Character	34	34	100%
Main	GCU	Processing of Request for Counselor's Outside Referral	2	2	100%
Main	GCU	Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling	231	232	100%

Lucinda	GCU	Processing of Request for Counselor's Outside Referral	1	7	14%
Lucinda	GCU	Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling	57	255	22%
San Isidro	GCU	Processing of Request for Counselor's Outside Referral	0	2	0%
San Isidro	GCU	Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling	0	31	0%
Lucinda	IDIMS S	Processing of Application for Membership as International, Differently Abled, Indigenous and Marginalized Students	140	140	100%
Lucinda	IDIMS S	Processing of Request for Consultation and Assistance (Walk In)	69	69	100%
Main	OAR	Process for Correction / Rectification of Grades (WALK-IN and ONLINE)	16	972	2%
Main	OAR	Process for Signing of Certificate of Registration and Validation of ID	144	29106	0%
Main	OAR	Process for Withdrawal of Enrollment or Registration (WALK-IN)	5	899	1%
Main	OAR	Processing of Application for Graduation	775	4385	18%
Main	OAR	Processing of Application for Leave of Absence (LOA)	0	99	0%
Main	OAR	Processing of Request for Adding, Changing, or Dropping of Subject/s	21	535	4%
Main	OAR	Processing of Request for Data	45	95	47%
Main	OAR	Processing of Request for Various Academic Documents (Online)	2	11	18%
Main	OAR	Processing of Request for Various Academic Documents (Walk-In)	121	926	13%
Main	OLMS	Process of Inquiring for Available Learning Resources	609	1680	36%
Main	OLMS	Process of Renewing Borrowed Library Resources	547	1023	53%
Main	OLMS	Process of Returning Library Resources	956	1778	54%
Main	OLMS	Processing of Request for Online Reservation and Pick-Up	1	1	100%
Main	OLMS	Processing of Request for Referral Service	1	1	100%
Main	OLMS	Processing of Request to Borrow Library Resources	1103	2278	48%

Main	OLMS	Processing of Request to Use Computer & Internet Access	1042	6760	15%
Lucinda	OLMS	Process of Inquiring for Available Learning Resources	306	952	32%
Lucinda	OLMS	Process of Renewing Borrowed Library Resources	297	413	72%
Lucinda	OLMS	Process of Returning Library Resources	431	830	52%
Lucinda	OLMS	Processing of Request for Referral Service	10	10	100%
Lucinda	OLMS	Processing of Request to Borrow Library Resources	444	2107	21%
Lucinda	OLMS	Processing of Request to Use Computer & Internet Access	492	861	57%
San Isidro	OLMS	Process of Inquiring for Available Learning Resources	266	733	36%
San Isidro	OLMS	Process of Renewing Borrowed Library Resources	119	196	61%
San Isidro	OLMS	Process of Returning Library Resources	314	669	47%
San Isidro	OLMS	Processing of Request to Borrow Library Resources	365	785	46%
San Isidro	OLMS	Processing of Request to Use Computer & Internet Access	338	766	44%
San Isidro	OLMS	Processing the Request of Document Delivery Service for Distance Users	3	3	100%
Lucinda	OSAS	Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer	2	2	100%
Lucinda	OSAS	Processing of Student/ Personnel Insurance Claims	22	23	96%
Lucinda	NSTP	Processing of Request for National Services Training Program Serial Number	17	17	100%
Lucinda	RARU	Processing of Document Request Service (ONLINE AND WALK-IN)	9	9	100%
Lucinda	SFAU	Processing of Financial Assistance Application from Private or Government Provider or Grantor (New Applicants and Applicants for Renewal)	1577	12451	13%
Lucinda	SFAU	Issuance of Certificate of Scholarship or Certificate on Non-Scholarship	97	127	76%
Main	SDMU	Processing of Request for Hosting a Sports Event	6	16	38%
Main	SDMU	Processing of Request for Joining in Sports Event on International Level	1	5	20%

Main	SDMU	Processing of Request for Joining in the Host University for Sports Event on National Level	1	9	11%
Main	SDMU	Processing of Request to Participate in Sports Event on Regional and National Level	1	49	2%
Lucinda	SDSU	Processing of Request for Re-Issuance of New Radio-Frequency Identification (RFID) Card	192	290	66%
Lucinda	SDU	Filing of Complaints and Investigation (Defendant Admitting the Allegation)	2	30	7%
Lucinda	SOU	Processing of Application for Accreditation of Student Organization (New and/or Renewal)	0	728	0%
Lucinda	SOU	Processing of Request for the Conduct of Student Organization Activities	8	2297	0%
Lucinda	TEMS U	Procedure for the Approval of Activities of Student Publication and College Publications	21	154	14%
Lucinda	SPU	Process for Reading the General Plan of Action and Budget of Student Publication and College Publications	0	20	0%
Lucinda	SPU	Process of Printing and Circulation of the Student and College Publication Issues	6	44	14%
Lucinda	SPU	Processing of Intention for Publications to Operate for the Upcoming Academic Year	0	12	0%
Main	AU	Processing for Assessment of Fees for Other Payors	364	493	74%
Main	AU	Processing of Refund of Tuition and Other Fees, Overpayment, Breakage Deposit, and Other Credit Balance	329	444	74%
Main	AU	Processing of Request for Re-Assessment / Adjustment of Student Fees, and Checking of Student Account Balances	253	274	92%
Main	CU	Process for Claiming of Checks	79	2483	3%
Main	CU	Process of Claiming Cash Benefits (OVER-THE-COUNTER)	33	8378	0%
Main	CU	Processing of Cash Payment for Outstanding Balances	22	54701	0%
Main	CU	Processing of Request for Certificate of Payment for Lost Official Receipt	1	226	0%
Main	CSU	Processing of Action for Complaints	3	3	100%
Main	CSU	Processing of Overnight Parking in the University	32	34	94%
Main	CSU	Processing of Request for CCTV Footage Review	5	8	63%
Main	OFDM -CMU	Processing of Service Request	1	1	100%

Main	DU	Process of Securing a Dental Certificate	29	29	100%
Main	EWU	Printing of Daily Time Record (DTR) for Overtime/Extended Services	23	335	7%
Main	EWU	Process for Requesting and Issuance of Authority to Travel Abroad	2	171	1%
Main	EWU	Process for Requesting of Contract of Service (COS) of Lecturers	3	585	1%
Main	EWU	Process of Application and Filing for Retirement / Separation, Life Insurance, Terminal Pay & Other Social Insurance Benefits	3	24	13%
Main	EWU	Processing of Application for Leave of Absence	33	1421	2%
Main	EWU	Processing of Request for Issuance of Certifications	18	186	10%
Main	OFDM U-FMU	Processing of Request for Pre-Repair Inspection, Repair, and Other Services	863	863	100%
Main	JGSU	Processing of Request for Janitorial Services	137	323	42%
Main	MSU	Processing of Medical Consultation	154	1744	9%
Main	MSU	Processing of Request for Employee Medical Certificate for Pre-employment and Annual Physical Examination	4	319	1%
Main	MSU	Processing of Request for Employee Medical Certificate for Return-to-Work Examination, Transfer and/or Separation from Employment.	1	582	0%
Main	MSU	Processing of Request for Student Medical Certificate.	49	500	10%
Lucinda	MSU	Processing of Medical Consultation	199	941	21%
Lucinda	MSU	Processing of Request for Employee Medical Certificate for Pre-employment and Annual Physical Examination	83	83	100%
Lucinda	MSU	Processing of Request for Employee Medical Certificate for Return-to-Work Examination, Transfer and/or Separation from Employment.	5	5	100%
Lucinda	MSU	Processing of Request for Student Medical Certificate.	371	3470	11%
San Isidro	MSU	Processing of Medical Consultation	94	400	24%
San Isidro	MSU	Processing of Request for Employee Medical Certificate for Pre-employment and Annual Physical Examination	0	40	0%
San Isidro	MSU	Processing of Request for Employee Medical Certificate for Return-to-Work Examination,	0	41	0%

		Transfer and/or Separation from Employment.			
San Isidro	MSU	Processing of Request for Student Medical Certificate.	26	598	4%
Main	OASU	Processing of Requests for Reproduction, Bookbinding and Ringbinding Documents	777	885	88%
Main	OBAAS	Process of Availing Print Shop Services (Tarpaulin, Sticker, Heat Press)	89	515	17%
Main	OBAAS	Processing of Application for Vehicle Gate Pass	63	774	8%
Main	OBAAS	Processing of Request for Re-ID for Worn-Out / Damaged Radio-Frequency Identification (RFID) Card	118	1317	9%
Main	OBAAS	Processing of Request for Reissuance of New Radio-Frequency Identification (RFID) Card	74	180	41%
Main	OBAAS	Request to Use the University Facilities	8	175	5%
Main	OGAD	Process for Addressing Client's Concerns (Online and Walk-In)	15	36	42%
Main	OGAD	Processing of Request for Capacity Building	20	65	31%
Main	OGAD	Processing of Request for Funding and Program/Project Implementation	5	11	45%
Main	OGAD	Processing of Request for Gender-Responsive Extension Program for Short-Term Services/Activities	1	1	100%
Main	OHRDM	Processing of Request for Personnel-Related Documents and Reports	7	7	100%
Main	OVPA	Processing of Request for Various Services	43	883	5%
Main	PSU	Processing of Request for Personnel-Related Documents	260	265	98%
Main	PDU	Processing for Request for Send-Off of Retiree	11	11	100%
Main	PMU	Processing of Request for Individual Faculty Evaluation and Issuance of Strategic Performance Management System	117	821	14%
Main	PDU	Processing of Service Request for Design Layout	9	23	39%
Main	PCSU	Processing of Request for Safety Inspection of College-Based Events and Assistance for University-Wide Events and Activities	18	18	100%
Main	PU	Processing of Purchase Request / Job Order	157	752	21%
Main	RAU	Process of Archiving Documents and Materials	3	16	19%

Main	RAU	Process of Receiving and Controlling Records and Documents	207	5249	4%
Main	RAU	Process of Requesting for Disposal of Records or Use of Storage	14	14	100%
Main	RAU	Processing of Request of Records Copy/ies	15	23	65%
Main	SPMU	Processing of Request for Physical Inventory of Property Accountabilities	209	687	30%
Main	SPMU	Processing of Request for the Requisition and Issuance of Supplies, Materials, and Equipment	682	4282	16%
Main	SPMU	Processing of Request to Condemn Unserviceable Property Accountabilities	109	176	62%
Main	SPMU	Processing of Request to Return to Stock Serviceable Properties that are No Longer Needed by the End-User	39	91	43%
Main	SPMU	Processing of Request to Transfer Property Accountabilities	238	345	69%
Main	TODU	Process of Application for Sabbatical Leave	1	1	100%
Main	TODU	Process of Filing Cases and Complaints	22	27	81%
Main	TODU	Processing of Request for Thesis/Dissertation Financial Assistance	21	29	72%
Main	TODU	Processing of Application for Scholarship	7	27	26%
Main	TODU	Processing of Request for External Training	164	243	67%
Main	TODU	Processing of Request for In-House Training or Seminar (Face-to-Face and Online)	53	56	95%
Main	TODU	Processing of Request for Scholarship Extension	4	10	40%
Main	TODU	Processing of Request for Scholarship Status of Employee-Scholars	7	19	37%
Main	TODU	Processing of Request for Study Leave Reinstatement of Employee-Scholars	6	12	50%
Lucinda	CCLG SPD	Processing of Client's Service Request as an Extension Proposal from Various Offices and Colleges	19	19	100%
Lucinda	CEER	Processing of Requests for Geospatial Analysis Support and Related Services	51	51	100%
Lucinda	CPIPR D	Processing of Request for Office Consultancy and Assistance	6	6	100%
Main	CSET	Processing of Requests for Innovation of the Intersection of Solar Energy and Emerging Technology and other Related services	50	56	89%

Lucinda	CFTR	Processing of Food Technology and Research Center Service Requests	18	18	100%
Lucinda	CFTR	Processing of Market-Driven Research Service	11	11	100%
Lucinda	CFTR	Processing of Shared Facility Services Request	28	132	21%
Lucinda	OIBD	Process for Copyright Deposit Assistance	27	80	34%
Lucinda	OIBD	Process for Request to Use University Marks Assistance	21	39	54%
Lucinda	OIBD	Processing of Requests for Trademark Application Assistance	1	1	100%
Lucinda	OUES	Processing and Evaluation of Extension Proposal	269	575	47%
Lucinda	OUES	Processing of Request for Extension Documents	65	66	98%
Lucinda	OURD	Processing of Request for Research Output Incentives and Funding Request for Research Paper Presentation and Research Publication	13	81	16%
Lucinda	OURD	Processing of Request for Test of Similarity Index	185	400	46%
Lucinda	OURD	Processing of Research Evaluation	13	71	18%
Lucinda	OURD	Processing of Research Proposal (Initial Evaluation of Research Proposals)	46	46	100%
Lucinda	RERC	Processing of Application for Ethics Review	2	54	4%
INTERNAL SERVICE OVERALL			23,567	200,794	12%
OVERALL TOTAL			25,351	254,215	10%

a. EXTERNAL & INTERNAL SERVICE WITH LOW RESPONSE RATE

The overall response rate of **10% (25,351 responses out of 254,215 transactions)** is considered **low but expected** due to operational realities across university’s transaction offices and limitations in survey administration.

Analyzing the data, the major contributing factor is the presence of **high-volume frontline services with limited survey participation**, particularly in offices such as the **Cashiering Unit (CU)**, which recorded **very high transactions but 0% response rate** in services like *Processing of Cash Payment for Outstanding Balances (19,065 transactions)* and *Process of Claiming Cash Benefits (OVER-THE-COUNTER)*. Similarly, the **Medical Services Unit (MSU)** across Main, Lucinda, and San Isidro campuses showed **0% response rates** in *Medical Consultation* services, despite handling thousands of clients.

The **Office of Admission and Registration (OAR)** also recorded consistently low response rates (1%–7%) in high-volume services such as *Process for Sending Credentials (Online)*, *Processing of Request for Transcript of Records of Graduates*, and *Processing of Request for Various Academic Documents etc.*, which collectively serve thousands of students but gathered minimal survey responses.

Other critical offices with low engagement include the **Office of Public Affairs (OPA)** for the service *Process for Addressing Client’s Concerns via Email* (5,770 transactions, 0% response rate), and the **Office of Gender and Development (OGAD)** for *Process for Addressing Client’s Concerns* (0% response rate). These services are typically handled digitally or resolved quickly, limiting opportunities for survey completion. Despite the inclusion of survey links and invitations in email responses, client participation remains low due to the voluntary nature of feedback and the expedited resolution of concerns

In addition, services such as the **Testing, Evaluation, and Measurement Services Unit (TEMS)**’s *Processing of Admission Test Application for Incoming Freshmen Students*, which recorded only a **3% response rate**, and the **Scholarship and Financial Assistance Unit (SFAU)**’s *Processing of Financial Assistance Application from Private or Government Provider or Grantor (New Applicants and Applicants for Renewal)* also reflect low participation due to high client flow and fast moving transactions.

Students are often unable to provide feedback as they tend to leave immediately after completing their transactions. In the same manner, frontline employees are sometimes unable to actively facilitate the conduct of the CSM, as their primary focus is on efficiently processing and prioritizing student needs and services.

Several factors explain these results:

- High transaction volume in frontline offices limits consistent survey distribution.
- Voluntary participation results in clients opting out, especially in fast transactions.
- Limited manpower for survey administration in busy offices.
- Low engagement in online/email-based services.
- Survey fatigue and client urgency, especially in high-traffic services.

Despite the low response rate, these results reflect operational realities rather than service inefficiency, as many of these offices simultaneously handle some of the highest transaction volumes in the university. Notably, this also indicates a positive trend in the implementation of the Harmonized Client Satisfaction Measurement, as the **overall response rate increased from 8% in the previous year to 10% for FY 2025**. Although the improvement is modest, it demonstrates gradual progress in strengthening client feedback participation. This reflects the university’s continuing commitment to continuous improvement through the enhancement of feedback collection strategies, increased promotion of survey participation, and ongoing efforts to integrate CSM processes more effectively into service delivery. The table below presents the consolidated overview of services identified with low response rates across the university.

i. SERVICES WITH 0% RESPONSE RATE

Campus	Office	External Service Name	Responses	Transactions	Response Rate
Lucinda	OAA	Processing of Request for Reissuance of Alumni ID Card	0	124	0%
Lucinda	OIAL	Processing of Institution/Organization Request to Benchmark Offices/Colleges in Tarlac State University	0	12	0%
Main	OPA	Process for Addressing Client's Concerns via Email	10	5770	0%
Main	SDMU	Processing of Request for Hosting a Sports Event	0	10	0%
Main	SDMU	Processing of Request for Joining in Sports Event on International Level	0	4	0%
Main	SDMU	Processing of Request for Joining in the Host University for Sports Event on National Level	0	11	0%
Main	SDMU	Processing of Request for Joining Pocket Tournaments, Tune-Up Games, and CHED-Friendship Game	0	25	0%
Lucinda	SDU	Filing of Complaints and Investigation (Defendant Admitting the Allegation)	0	6	0%
Main	CU	Process for Claiming of Checks	0	656	0%
Main	CU	Processing of Cash Payment for Outstanding Balances	1	19065	0%
Main	CU	Processing of Request for Certificate of Payment for Lost Official Receipt	0	75	0%
Main	MSU	Processing of Medical Consultation	0	540	0%
San Isidro	MSU	Processing of Medical Consultation	0	261	0%
Main	OGAD	Process for Addressing Client's Concerns (Online and Walk-In)	0	1	0%
Main	OGAD	Processing of Request for Gender-Responsive Extension Program for Short-Term Services/Activities	0	15	0%

Campus	Office	Internal Service Name	Responses	Transactions	Response Rate
Main	OMIS	Process of Changing Posted Schedule	1	352	0%
Main	OAR	Process for Signing of Certificate of Registration and Validation of ID	144	29106	0%
Main	OAR	Processing of Application for Leave of Absence (LOA)	0	99	0%
Lucinda	SOU	Processing of Application for Accreditation of Student Organization (New and/or Renewal)	0	728	0%

Lucinda	SOU	Processing of Request for the Conduct of Student Organization Activities	8	2297	0%
Lucinda	SPU	Process for Reading the General Plan of Action and Budget of Student Publication and College Publications	0	20	0%
Lucinda	SPU	Processing of Intention for Publications to Operate for the Upcoming Academic Year	0	12	0%
Main	CU	Process of Claiming Cash Benefits (OVER-THE-COUNTER)	33	8378	0%
Main	CU	Processing of Cash Payment for Outstanding Balances	22	54701	0%
Main	CU	Processing of Request for Certificate of Payment for Lost Official Receipt	1	226	0%
San Isidro	MSU	Processing of Request for Employee Medical Certificate for Pre-employment and Annual Physical Examination	0	40	0%
San Isidro	MSU	Processing of Request for Employee Medical Certificate for Return-to-Work Examination, Transfer and/or Separation from Employment.	0	41	0%

ii. SERVICES WITH LOW RESPONSE RATE

Campus	Office	External Service Name	Responses	Transactions	Response Rate
Lucinda	OAA	Processing of Request for Alumni ID Card of Active Members	25	538	5%
Lucinda	OAA	Processing of Request for Alumni ID Card of Inactive Alumni	13	372	3%
Main	OPA	Process for Publication and Distribution of TSU Bulletin	1	34	3%
Lucinda	CJPS	Process of Request for Company Accreditation	3	41	7%
Main	OAR	Process for Sending Credentials (Online)	6	694	1%
Main	OAR	Processing of Request for Transcript of Records of Graduates	172	2459	7%
Main	OAR	Processing of Request for Various Academic Documents (Online)	1	46	2%
Main	OAR	Processing of Request for Various Academic Documents (Walk-In)	93	8882	1%
Main	OAR	Processing of Student/Credential Verification (Walk-in & Online)	25	1796	1%
Lucinda	TEMS U	Processing of Admission Test Application for Incoming Freshmen Students	197	5675	3%
Main	EWU	Processing of Request for Issuance of Certifications	7	593	1%

Main	RAU	Process of Receiving and Controlling Records and Documents	31	2831	1%
Main	SPMU	Disposal of Used/ Unserviceable Supplies, Material and Equipment through Public Auction	7	215	3%

Campus	Office	Internal Service Name	Responses	Transactions	Response Rate
Main	OMIS	Process for Account Creation and Assigning of Privileges	2	355	1%
Main	OMIS	Process for Office 365 Account Assistance	301	14102	2%
Main	OMIS	Process for Tagging/Untagging of Honorarium Classes	2	196	1%
Main	OMIS	Processing of Request to Transfer of Students	7	230	3%
Main	OPA	Process for Addressing Client's Concerns via Email	96	1437	7%
Main	OUBS	Submission of Complete Staff Work or Agenda by the Offices of the University for Board Meetings	10	151	7%
Main	OUBS	Submission of the Agenda to the University's Administrative Council Meetings	2	35	6%
Main	OAR	Process for Correction / Rectification of Grades (WALK-IN and ONLINE)	16	972	2%
Main	OAR	Process for Withdrawal of Enrollment or Registration (WALK-IN)	5	899	1%
Main	OAR	Processing of Request for Adding, Changing, or Dropping of Subject/s	21	535	4%
Lucinda	SFAU	Processing of Financial Assistance Application from Private or Government Provider or Grantor (New Applicants and Applicants for Renewal)	1577	12451	13%
Main	SDMU	Processing of Request to Participate in Sports Event on Regional and National Level	1	49	2%
Main	CU	Process for Claiming of Checks	79	2483	3%
Main	EWU	Printing of Daily Time Record (DTR) for Overtime/Extended Services	23	335	7%
Main	EWU	Process for Requesting and Issuance of Authority to Travel Abroad	2	171	1%
Main	EWU	Process for Requesting of Contract of Service (COS) of Lecturers	3	585	1%
Main	EWU	Processing of Application for Leave of Absence	33	1421	2%
Main	MSU	Processing of Medical Consultation	154	1744	9%

Main	MSU	Processing of Request for Employee Medical Certificate for Pre-employment and Annual Physical Examination	4	319	1%
San Isidro	MSU	Processing of Request for Student Medical Certificate.	26	598	4%
Main	OBAAS	Processing of Application for Vehicle Gate Pass	63	774	8%
Main	OBAAS	Processing of Request for Re-ID for Worn-Out / Damaged Radio-Frequency Identification (RFID) Card	118	1317	9%
Main	OBAAS	Request to Use the University Facilities	8	175	5%
Main	OVPA	Processing of Request for Various Services	43	883	5%
Lucinda	RERC	Processing of Application for Ethics Review	2	54	4%

B. Services with No Clients in FY 2025

Presented below are the services of the university with no recorded clients for the period. A total of thirty-five (35) 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 2025

Campus	Office	External Service
Main	ARTU	1. Processing of Request for a Copy of Documents and Various Reports
Main	QMU	2. Processing of Requests for QMS Registered Documents for Various Purposes
Lucinda	GCU	3. Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling
San Isidro	GCU	4. Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling
Main	OAR	5. Issuance of Temporary Notice of Acceptance for Foreign Student
Lucinda	OLMS	6. Requesting Access to the Library by Visiting Researcher/s
Lucinda	RARU	7. Processing of Document Request Service (ONLINE AND WALK-IN)
Lucinda	SDU	8. Filing of Complaints and Investigation (Defendant Denies the Allegations)
Lucinda	SDU	9. Filing of Complaints and Investigation Against TSU Employee
Main	AU	10. Processing for Assessment of Fees for Other Payors
Main	CSU	11. Processing of Action for Complaints
Main	CSU	12. Processing of Request for CCTV Footage Review

Main	OFDM-CMU	13. Processing of Service Request
Main	OFDMU-FMU	14. Processing of Request for Pre-Repair Inspection, Repair, and Other Services
Lucinda	MSU	15. Processing of Medical Consultation
Lucinda	CPIPRD	16. Processing of Request for Office Consultancy and Assistance
Lucinda	OIBD	17. Process for Copyright Deposit Assistance
Lucinda	OIBD	18. Process for Request to Use University Marks Assistance
Lucinda	OIBD	19. Process for Technology Transfer and Commercialization Assistance

Campus	Office	Internal Service
Main	OMIS-HMU	20. Process for Requesting of Preventive Maintenance for Desktop Computer Units
Main	OMIS-NU	21. Process for Resetting of TSU Systems/Network Accounts
Main	OMIS-NU	22. Process for Unblocking of Websites
Main	OIAS	23. Processing of Request for Audit Reports
Main	OLMS	24. Processing the Request of Document Delivery Service for Distance Users
Lucinda	OLMS	25. Processing of Request for Online Reservation and Pick-Up
Lucinda	OLMS	26. Processing the Request of Document Delivery Service for Distance Users
San Isidro	OLMS	27. Processing of Request for Online Reservation and Pick-Up
San Isidro	OLMS	28. Processing of Request for Referral Service
Lucinda	SDU	29. Filing of Complaints and Investigation (Defendant Denies the Allegations)
Lucinda	SDU	30. Filing of Complaints and Investigation Against TSU Employee
Lucinda	SDU	31. Procedure for Appeal
Lucinda	SDU	32. Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni
Main	OGAD	33. Process of Reviewing of Research Proposals/ Finished Researches
Lucinda	CNPR	34. Processing of Requests for Phytochemical, Proximate, Microbial Analyses, Raw Materials Identification and Authentication and Other Laboratory Services
Lucinda	OIBD	35. Process for Technology Transfer and Commercialization 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.

A. Demographic Profile by Age and Sex

The majority of respondents belong to the 20–34 age group, comprising 57% of the total, indicating that young adult clients are the most engaged in providing feedback on the services they have availed. This is followed by respondents aged 19 or lower at 15%.

Meanwhile, representation from older age groups remains relatively low, with 35–49 at 6%, 50–64 at 1%, and 65 or higher at 0%. Notably, 21% of respondents did not specify their age, which may suggest varying levels of willingness to disclose personal information.

In terms of sex, the results show that female clients are more likely to participate in the feedback process, accounting for 50% of respondents, compared to 39% male respondents. The remaining 11% opted not to disclose their sex. The demographic profile by age and sex of all respondents, internal and external, is presented in the table below.

Table 1: Demographic Profile by Age and Sex

D1. Age and D2. Sex	External	Internal	Overall
1. 19 or lower	17%	14%	15%
2. 20-34	46%	58%	57%
3. 35-49	14%	5%	6%
4. 50-64	3%	1%	1%
5. 65 or higher	0%	0%	0%
6. Did not specify	19%	21%	21%
1. Male	40%	39%	39%
2. Female	53%	50%	50%
3. Did not specify	7%	11%	11%

The distribution of respondents by campus indicates that the majority of feedback was obtained from the Main Campus, accounting for 69% of the total responses. This is followed by Lucinda Campus with 25%, while San Isidro Campus contributed the smallest share at 6%.

The higher proportion of responses from the Main Campus can be attributed to its role as the primary service center of the University, where most administrative offices, frontline services, and key transactions are provided. As a result, it accommodates a higher volume of clients compared to other campuses, leading to greater opportunities for feedback collection.

Comparing external and internal respondents, the Main Campus consistently recorded the highest participation in both categories (64% external and 70% internal). Lucinda Campus showed moderate participation, particularly among external clients (36%), while internal responses were relatively lower at 24%. Meanwhile, San Isidro Campus had no recorded external respondents and a minimal share of internal respondents (6%), which may be due to its more limited-service offerings and transaction volume. The distribution of respondents per campus is presented in the table below.

Table 2: Distribution of Respondents per Campus

D3. Campus	External	Internal	Overall
1. Main Campus	64%	70%	69%
2. Lucinda Campus	36%	24%	25%
3. San Isidro Campus	0%	6%	6%

In terms of customer type, the majority of feedback was provided by students, accounting for 57% of the overall responses. This is followed by internal clients at 32%, while those who did not specify their customer type comprise 9% of the total. Business clients and government agencies contributed minimal responses at 2% and 1%, respectively.

A more detailed breakdown of the data shows that internal respondents are predominantly students, particularly from the internal category 60%, indicating that a significant portion of feedback is generated within the academic community. External

responses are more varied, with students 25% and unspecified clients 47% comprising the largest shares, while business and government clients represent a smaller fraction of external feedback. The distribution of respondents by customer type is presented in the table below.

Table 3: Demographic Profile by Customer Type

Customer Type	External	Internal	Overall
D4. Students	25%	60%	57%
D5. Internal	0%	34%	32%
D6. Business	21%	0%	2%
D7. Government Agency	7%	0%	1%
D8. Did not specify	47%	6%	9%

Based on the overall demographic results, most of the feedback of clients who availed TSU services for FY 2025 came from young adults aged 20–34 and from student, with a slightly higher participation from female respondents compared to males. Responses were mainly gathered from the Main Campus, followed by Lucinda Campus, while San Isidro Campus recorded the lowest percentage, which may be linked to differences in service volume and client transactions across campuses. In terms of customer type, students accounted for the majority of respondents, followed by internal clients, while external stakeholders such as business and government clients made up only a small percentage.

B. Count of Citizen’s Charter (CC) and Service Quality Dimension (SQD) Results

i. Results of the Citizen’s Charter Questions

Table 4 summarizes the respondents’ awareness of the Citizen’s Charter (CC). The survey results demonstrate a high level of awareness, visibility, and helpfulness of the Citizen’s Charter among the university clients.

CC1. Substantial number of respondents indicated that they were familiar with the CC and saw the existence of a Citizen’s Charter Information Billboard (CCIB) in the transacting office, contributing to an overall **Awareness rate of 98.06%** indicating that most clients are informed about the purpose and presence of it in every transacting office. This reflects the university’s effective efforts in promoting transparency and accessibility of service information through CC Information Billboard, CC Handbook, and website posting.

CC2. In terms of **Visibility**, **89.62%** 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 in every transacting office.

CC3. With regard to its **Helpfulness**, **92.62%** of respondents stated that the CC 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 for every client seeking to understand the services provided by the university and how to navigate the process of availing these services. Although only a small number of reported difficulties, these responses point to opportunities for further improving visibility and client engagement.

Table 4: Citizen’s Charter (CC) Results

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.	22105	88.18%
2. I know what a CC is but I did not see this office’s CC.	805	3.21%
3. I learned of the CC only when I saw this office’s CC.	1671	6.67%
4. I do not know what a CC is and I did not see this office’s CC.	486	1.94%
CC Awareness	98.06%	
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	22342	89.62%
2. Somewhat easy to see	1891	7.59%
3. Difficult to see	317	1.27%
4. Not visible at all	84	0.34%
5. N/A	295	1.18%
CC Visibility	89.62%	
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	23034	92.62%
2. Somewhat helped	1384	5.56%
3. Did not help	56	0.23%
4. N/A	396	1.59%
CC Helpfulness	92.62%	

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

External Service SQD0 Results

For SQD0, which reflects the Overall Satisfaction of respondents, a combined total of 1,767 responses indicated agreement (Strongly Agree and Agree) out of 1,784 total responses, recording to an **“Outstanding” satisfaction rating of 99.21%**. This suggests that most external clients were highly satisfied with the overall quality of service provided by the university. The **Table 5** summarizes the Service Quality Dimension (SQD) 0 score results.

Table 5: Tabulation of SQD0 Results for External Services

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	3	3	8	288	1479	3	1784	99.21%

External Service SQD 1-8 Results

The External Services of the university obtained an overall score of **99.07%** which is also considered **“Outstanding”** with a combined total of 11,914 responses indicated agreement (Strongly Agree and Agree) out of 14,272 overall total responses for Service Quality Dimension (SQD) 1-8. This result indicates a consistently high level of client satisfaction across all SQDs. Most respondents selected “Agree” and “Strongly Agree,” particularly in areas such as **SQD6 (Integrity)** (99.44%), indicating fairness or *“walang palakasan”* during transactions, **SQD7 (Assurance)** (99.44%), showing that clients were

treated courteously and assisted by staff, **SQD2 (Reliability)** (99.21%), which reflects that offices followed the required procedures based on the Citizen’s Charter, **SQD8 (Outcome)** (99.21%), confirming that clients were able to received what they needed or were properly informed when requests were denied. **SQD3 (Access and Facilities)** (99.21%) also showed favorable results, meaning that the steps involved in the transaction were simple and easy to follow, despite a number of “N/A” responses. **SQD4 (Communication)** (98.57%) reflects that information about transactions was easy to find from the office or its website while **SQD1 (Responsiveness)** (98.42%) suggests that clients generally spent a reasonable amount of time for their transactions. Meanwhile, **SQD5 (Costs)** recorded a perfect rating of 100%, reflecting that clients perceive the amount paid as appropriate or that services are largely provided free of charge. Overall, these results affirm the effectiveness and consistency of service delivery experienced by external clients of the university. The **Table 6** summarizes the Service Quality Dimension (SQD) 1-8 score results.

Table 6: Tabulation of SQD 1-8 Results for External Services

Service Quality Dimensions		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD1	Responsiveness	7	10	11	355	1391	10	1784	98.42%
SQD2	Reliability	1	5	8	331	1429	10	1784	99.21%
SQD3	Access and Facilities	5	1	5	276	1107	390	1784	99.21%
SQD4	Communication	3	2	20	363	1358	38	1784	98.57%
SQD5	Costs	0	0	0	0	1	1783	1784	100.00%
SQD6	Integrity	3	3	4	295	1473	6	1784	99.44%
SQD7	Assurance	2	4	4	281	1489	4	1784	99.44%
SQD8	Outcome	3	3	8	321	1444	5	1784	99.21%
Overall		24	28	60	2222	9692	2246	14272	99.07%

Internal Service SQD0 Results

The SQD0 result of the university’s Internal Services achieved an overall rating of **98.85% “Outstanding”** with a combined total of 23,285 responses indicated agreement (Strongly Agree and Agree) out of 23,567 overall total responses for SQD0 which reflects the Overall Satisfaction of respondents. This also suggests that most internal clients were highly satisfied with the overall quality of service that they availed in the university. **Table 7** summarizes the Service Quality Dimension (SQD) 0 score results.

Table 7: Tabulation of SQD0 Results for Internal Services

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	81	39	152	2068	21217	10	23567	98.85%

Internal Service SQD 1-8 Results

On the other hand, the Internal Services of the university obtained an overall score of **98.52%**, also interpreted as “**Outstanding**,” for Service Quality Dimension (SQD) 1–8. This shows a very high level of satisfaction among internal clients across all SQDs. The highest ratings were observed in **SQD7 (Assurance)** (98.88%), highlighting the courteous and helpful behavior of personnel, followed by **SQD2 (Reliability)** (98.73%) and **SQD6 (Integrity)** (98.72%), which indicate consistent adherence to procedures and fairness in service delivery. **SQD8 (Outcome)** (98.71%) further shows that clients were able to obtain their requested services or were given clear explanations when requests were denied. This is followed by other dimensions that also demonstrated favorable results, including **SQD4 (Communication)** (98.29%), **SQD3 (Access and Facilities)** (98.23%), suggesting that necessary information was generally accessible, and that processes were simple and easy to follow, despite a notable share of “N/A” responses. **SQD1 (Responsiveness)** (98.05%) reflects that transaction time was generally reasonable. Meanwhile, **SQD5 (Costs)** registered the lowest score at 94.15%, implying that most of the internal services do not involve payment in the delivery of services. Overall, these findings highlight the university’s ability to maintain efficient and client-oriented service delivery for its internal stakeholders. **Table 8** summarizes the Service Quality Dimension (SQD) 1–8 score results for Internal Services.

Table 8: Tabulation of SQD 1-8 Results for Internal Services

Service Quality Dimensions		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD1	Responsiveness	89	76	291	2737	20209	165	23567	98.05%
SQD2	Reliability	75	26	198	2393	20797	78	23567	98.73%
SQD3	Access and Facilities	64	32	274	2340	18189	2668	23567	98.23%
SQD4	Communication	65	29	306	2747	20233	187	23567	98.29%
SQD5	Costs	6	2	2	21	140	23396	23567	94.15%
SQD6	Integrity	76	32	192	2106	21043	118	23567	98.72%
SQD7	Assurance	77	23	164	2037	21221	45	23567	98.88%
SQD8	Outcome	74	25	204	2258	20879	127	23567	98.71%
Overall		526	245	1631	16639	142711	26784	188536	98.52%

Overall Results of SDD0 for External and Internal Services

Table 9 presents an overview of the SQD results for External and Internal services. Respondents consistently rated the university’s service delivery positively, with overall satisfaction rating of **98.55%**. This demonstrates that the university is effectively meeting the needs and expectations of its clients across all service quality dimensions.

For **SQD0**, which measures clients’ overall satisfaction with service quality, a high satisfaction rating of **98.87%** was recorded. This indicates that a significant majority of the university’s external and internal clients are broadly satisfied with the overall services provided. Further, for SQD1 to SQD8, **Assurance (SQD7)** obtained the highest

satisfaction rating of **98.92%**, indicating that clients value the courteous and helpful behavior of staff. This was followed by **Integrity (SQD6)**, which received a rating of **98.77%**, reflecting a strong client perception of fairness and transparency. **Reliability (SQD2)** was rated at **98.76%**, implying that respondents believe the office adheres to proper procedures and ensures dependable service delivery. **Outcome (SQD8)** was rated at **98.74%**, indicating that most respondents successfully received the services they needed or were provided with clear explanations when requests were denied. **Communication (SQD4)** obtained a **98.31%** satisfaction rating, reflecting that information dissemination is clear and accessible to most clients. Meanwhile, **Access and Facilities (SQD3)** received a rating of **98.29%**, indicating that clients find the process generally convenient and user-friendly. **Responsiveness (SQD1)** obtained a satisfaction rating of **98.08%**, suggesting that most respondents perceive the time spent on transactions as acceptable and efficient. Lastly, **Costs (SQD5)** obtained the lowest satisfaction score at **94.19%**. While still positive, this suggests that some respondents perceive cost as an area that may need improvement.

Table 9: Tabulation of Overall SQD Results for External and Internal Services

		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0		84	42	160	2356	22696	13	25351	98.87%

Service Quality Dimensions		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD1	Responsiveness	96	86	302	3092	21600	175	25351	98.08%
SQD2	Reliability	76	31	206	2724	22226	88	25351	98.76%
SQD3	Access and Facilities	69	33	279	2616	19296	3058	25351	98.29%
SQD4	Communication	68	31	326	3110	21591	225	25351	98.31%
SQD5	Costs	6	2	2	21	141	25179	25351	94.19%
SQD6	Integrity	79	35	196	2401	22516	124	25351	98.77%
SQD7	Assurance	79	27	168	2318	22710	49	25351	98.92%
SQD8	Outcome	77	28	212	2579	22323	132	25351	98.74%
Overall		550	273	1691	18861	152403	29030	202808	98.55%

C. Overall Score per service

Looking at the overall rating per service, majority of services (**209 out of 276**) were rated either Outstanding, Very Satisfactory, and Satisfactory with ratings ranging from **80% to 100%**. Notably, only a small proportion of respondents expressed lower satisfaction levels across eight (8) services, which recorded ratings ranging from 0% to 77.73%. These include the “*Processing of Requests for Reproduction, Bookbinding, and Ringbinding Documents*” (77.73%, Fair), “*Processing of Request for Pre-Repair Inspection, Repair, and Other Services*” (74.74%, Fair), “*Processing for Assessment of Fees for Other Payors* (59.07%, Poor), *Processing of Refund of Tuition and Other Fees, Overpayment, Breakage Deposit, and Other Credit Balance*” (58.05%, Poor), “*Processing of Request*

for *Re-Assessment/Adjustment of Student Fees*”, and *“Checking of Student Account Balances”* (69.96%, Fair), *“Processing of Outbound Faculty, Student, and Staff Mobility”* (50.00%, Poor), and the *“Process for Inspection of New ICT Equipment”* (0.00%, Poor). Meanwhile, 24 services had no collected responses, and 35 services recorded no transactions.

Despite these minimal low ratings, the overall distribution suggests that only a limited number of services fall under the *Fair* to *Poor* categories, and these are largely concentrated in specific administrative, financial, and technical processes. The presence of these low-performing areas appears isolated rather than systemic, as majority of services still demonstrate strong performance levels.

As a result, the university achieved an overall rating of **95.18%**, corresponding to an **“Outstanding”** performance for its External and Internal Services. This result suggests that most respondents experienced a high level of satisfaction in their transactions, reflecting the university’s effective and efficient delivery of services. These findings are also consistent with the results of the Service Quality Dimensions, where all indicators also recorded high satisfaction ratings.

Table 10: Tabulation of the Overall Rating for External and Internal Services

External Service Name	Overall Rating
Processing of Request for a Copy of Documents and Various Reports	No transactions
Processing of Request for Alumni ID Card of Active Members	100%
Processing of Request for Alumni ID Card of Inactive Alumni	100%
Processing of Request for Reissuance of Alumni ID Card	No responses
Process for Request for Performance of TSU Culture and Arts Dance Troupe and/or Chorale Group	100%
Processing of Institution/Organization Request to Benchmark Offices/Colleges in Tarlac State University	No responses
Process for Addressing Client's Concerns via Email	100%
Process for Publication and Distribution of TSU Bulletin	100%
Processing of Action on Contracts and External Agreements	99%
Processing of Request for Personal Meeting with the President	97%
Processing of Requests for QMS Registered Documents for Various Purposes	No transactions
Process of Request for Career Fair, Campus Recruitment Activity, Career Development Webinar/ Seminar/ Training/ Workshop, Career Roadshow	100%
Process of Request for Company Accreditation	100%
Process of Request for Job Posting and Graduate Listing	97%
Processing of Online Request for Certificate of Good Moral Character	100%
Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling	100%

Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling	No transactions
Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling	No transactions
Issuance of Temporary Notice of Acceptance for Foreign Student	No transactions
Process for Sending Credentials (Online)	100%
Processing of Request for Transcript of Records of Graduates	98%
Processing of Request for Various Academic Documents (Online)	100%
Processing of Request for Various Academic Documents (Walk-In)	92%
Processing of Student/Credential Verification (Walk-in & Online)	96%
Requesting Access to the Library by Visiting Researcher/s	100%
Requesting Access to the Library by Visiting Researcher/s	No transactions
Requesting Access to the Library by Visiting Researcher/s	100%
Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer	100%
Processing of Request for National Services Training Program Serial Number	90%
Processing of Document Request Service (ONLINE AND WALK-IN)	No transactions
Processing of Request for Hosting a Sports Event	No responses
Processing of Request for Joining in Sports Event on International Level	No responses
Processing of Request for Joining in the Host University for Sports Event on National Level	No responses
Processing of Request for Joining Pocket Tournaments, Tune-Up Games, and CHED-Friendship Game	No responses
Processing of Request to Participate in Sports Event on Regional and National Level	100%
Filing of Complaints and Investigation (Defendant Admitting the Allegation)	No responses
Filing of Complaints and Investigation (Defendant Denies the Allegations)	No transactions
Filing of Complaints and Investigation Against TSU Employee	No transactions
Procedure for Appeal	100%
Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni	100%
Processing of Admission Test Application for Incoming Freshmen Students	99%
Processing of Application for the Administration of Psychological Test to Transferee Students	98%
Processing for Assessment of Fees for Other Payors	No transactions

Process for Claiming of Checks	No responses
Processing of Cash Payment for Outstanding Balances	100%
Processing of Request for Certificate of Payment for Lost Official Receipt	No responses
Processing of Action for Complaints	No transactions
Processing of Request for CCTV Footage Review	No transactions
Processing of Service Request	No transactions
Processing of Employment Verification Requests	No responses
Processing of Request for Issuance of Certifications	No responses
Processing of Request for Pre-Repair Inspection, Repair, and Other Services	No transactions
Processing of Medical Consultation	No responses
Processing of Medical Consultation	No transactions
Processing of Medical Consultation	No responses
Processing of Material Approval Request	63%
Processing of Request to Use the University Facilities	No responses
Process for Addressing Client's Concerns (Online and Walk-In)	No responses
Processing of Request for Gender-Responsive Extension Program for Short-Term Services/Activities	No responses
Processing of Request for Personnel-Related Documents and Reports	No responses
Process of Acquiring Bidding Documents	100%
Process of Receiving and Controlling Records and Documents	100%
Disposal of Used/ Unserviceable Supplies, Material and Equipment through Public Auction	100%
Processing of Request for the Receipt, Inspection and Acceptance of Deliveries of Supplies, Materials and Equipment	100%
Processing of Center for Community and Local Governance Studies and Policy Development Service Requests	100%
Processing of Requests for Phytochemical, Proximate, Microbial Analyses, Raw Materials Identification and Authentication and Other Laboratory Services	100%
Processing of Request for Office Consultancy and Assistance	No transactions
Processing of Requests for Innovation of the Intersection of Solar Energy and Emerging Technology and other Related services	100%
Processing of Food Technology and Research Center Service Requests	83%
Processing of Market-Driven Research Service	100%

Processing of Shared Facility Services Request	100%
Process for Copyright Deposit Assistance	No transactions
Process for Request to Use University Marks Assistance	No transactions
Process for Technology Transfer and Commercialization Assistance	No transactions
Processing of Requests for Trademark Application Assistance	100%
Processing of Request for Extension Documents	100%
Processing of Request for Test of Similarity Index	100%
Processing of Request for Water Analysis and Other Laboratory Services	100%
External Service Total	97.27%

Internal Service Name	Overall Rating
Processing of Request for a Copy of Documents and Various Reports	100%
Processing of Request for Coaching and Mentoring	100%
Processing of Request for Review and Evaluation of Citizen's Charter	100%
Process for Inspection of Condemn ICT Equipment	100%
Process for Inspection of New ICT Equipment	0%
Process for Requesting of Preventive Maintenance for Desktop Computer Units	No transactions
Process for Software Installation	100%
Processing of Request for Technical Assistance	100%
Processing of Request to Repair an ICT Equipment	100%
Processing of Travel Order for Travel Requests	98%
Process for Creation of Domain Accounts	100%
Process for Granting Virtual Private Network (VPN) Access	100%
Process for Resetting of TSU Systems/Network Accounts	No transactions
Process for Unblocking of Websites	No transactions
Process for Wi-Fi Access Registration	100%
Process for Wi-Fi Setup/Deployment	100%
Processing of Request for Cabling of New Network Connection	100%

Process for Request for Performance of TSU Culture and Arts Dance Troupe and/or Chorale Group	100%
Processing of Request for Audit Reports	No transactions
Processing of Outbound Faculty, Student, & Staff Mobility	50%
Processing of CHED Endorsement for Legitimacy of Travel Abroad	100%
Process for Account Creation and Assigning of Privileges	100%
Process of Changing Posted Schedule	100%
Process for Office 365 Account Assistance	97%
Process for Tagging or Untagging of Faculty, Room, and/or Schedule	100%
Process for Tagging/Untagging of Honorarium Classes	100%
Processing of Request to Transfer of Students	86%
Process for Review and Approval of Pre-Planning Activities	100%
Process for Addressing Client's Concerns via Email	99%
Process for Posting of Print/Social Media/TSU Website Materials	100%
Process for Publication of Online News	100%
Process for Requesting of Electronic Copy of Photos, Videos or Files	100%
Processing of Request for Coverage of University Activities	100%
Processing of Request for Copy of Administrative Council Resolutions, Board Resolutions, or Referendums	100%
Submission of Complete Staff Work or Agenda by the Offices of the University for Board Meetings	100%
Submission of the Agenda to the University's Administrative Council Meetings	100%
Processing of Request for Document Review	100%
Processing of Requests for Documented Information for Various Purposes	100%
Processing of QMS Documents for Registration, Revision, and Abolition	97%
Process for Blocking and Unblocking of RFID Cards	100%
Process for Creation and Updating of Website/Webpage	100%
Process for Development of New Systems/Programs	100%
Process for Report Generation	100%
Processing for Biometrics Registration	100%

Processing of Request for Technical Assistance	99%
Processing of Request for Faculty Consultation and/or Tutorial	94%
Processing of Online Request for Certificate of Good Moral Character	97%
Processing of Request for Counselor's Outside Referral	100%
Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling	98%
Processing of Request for Counselor's Outside Referral	100%
Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling	96%
Processing of Request for Counselor's Outside Referral	No responses
Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling	No responses
Processing of Application for Membership as International, Differently Abled, Indigenous and Marginalized Students	94%
Processing of Request for Consultation and Assistance (Walk In)	96%
Process for Correction / Rectification of Grades (WALK-IN and ONLINE)	94%
Process for Signing of Certificate of Registration and Validation of ID	96%
Process for Withdrawal of Enrollment or Registration (WALK-IN)	100%
Processing of Application for Graduation	93%
Processing of Application for Leave of Absence (LOA)	No responses
Processing of Request for Adding, Changing, or Dropping of Subject/s	90%
Processing of Request for Data	82%
Processing of Request for Various Academic Documents (Online)	100%
Processing of Request for Various Academic Documents (Walk-In)	96%
Process of Inquiring for Available Learning Resources	99%
Process of Renewing Borrowed Library Resources	99%
Process of Returning Library Resources	98%
Processing of Request for Online Reservation and Pick-Up	100%
Processing of Request for Referral Service	100%
Processing of Request to Borrow Library Resources	98%
Processing of Request to Use Computer & Internet Access	100%

Processing the Request of Document Delivery Service for Distance Users	N/A
Process of Inquiring for Available Learning Resources	100%
Process of Renewing Borrowed Library Resources	100%
Process of Returning Library Resources	99%
Processing of Request for Online Reservation and Pick-Up	No transactions
Processing of Request for Referral Service	90%
Processing of Request to Borrow Library Resources	99%
Processing of Request to Use Computer & Internet Access	97%
Processing the Request of Document Delivery Service for Distance Users	100%
Process of Inquiring for Available Learning Resources	100%
Process of Renewing Borrowed Library Resources	100%
Process of Returning Library Resources	100%
Processing of Request for Online Reservation and Pick-Up	No transactions
Processing of Request for Referral Service	No transactions
Processing of Request to Borrow Library Resources	98%
Processing of Request to Use Computer & Internet Access	99%
Processing the Request of Document Delivery Service for Distance Users	100%
Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer	100%
Processing of Student/ Personnel Insurance Claims	95%
Processing of Request for National Services Training Program Serial Number	100%
Processing of Document Request Service (ONLINE AND WALK-IN)	100%
Processing of Financial Assistance Application from Private or Government Provider or Grantor (New Applicants and Applicants for Renewal)	98%
Issuance of Certificate of Scholarship or Certificate on Non-Scholarship	94%
Processing of Request for Hosting a Sports Event	100%
Processing of Request for Joining in Sports Event on International Level	100%
Processing of Request for Joining in the Host University for Sports Event on National Level	100%
Processing of Request to Participate in Sports Event on Regional and National Level	100%

Processing of Request for Re-Issuance of New Radio-Frequency Identification (RFID) Card	96%
Filing of Complaints and Investigation (Defendant Admitting the Allegation)	100%
Filing of Complaints and Investigation (Defendant Denies the Allegations)	No transactions
Filing of Complaints and Investigation Against TSU Employee	No transactions
Procedure for Appeal	No transactions
Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni	No transactions
Processing of Application for Accreditation of Student Organization (New and/or Renewal)	No responses
Processing of Request for the Conduct of Student Organization Activities	100%
Procedure for the Approval of Activities of Student Publication and College Publications	100%
Process for Reading the General Plan of Action and Budget of Student Publication and College Publications	No responses
Process of Printing and Circulation of the Student and College Publication Issues	100%
Processing of Intention for Publications to Operate for the Upcoming Academic Year	No responses
Processing for Assessment of Fees for Other Payors	59%
Processing of Refund of Tuition and Other Fees, Overpayment, Breakage Deposit, and Other Credit Balance	58%
Processing of Request for Re-Assessment / Adjustment of Student Fees, and Checking of Student Account Balances	70%
Process for Claiming of Checks	96%
Process of Claiming Cash Benefits (OVER-THE-COUNTER)	88%
Processing of Cash Payment for Outstanding Balances	100%
Processing of Request for Certificate of Payment for Lost Official Receipt	100%
Processing of Action for Complaints	100%
Processing of Overnight Parking in the University	100%
Processing of Request for CCTV Footage Review	100%
Processing of Service Request	100%
Process of Securing a Dental Certificate	100%
Printing of Daily Time Record (DTR) for Overtime/Extended Services	100%
Process for Requesting and Issuance of Authority to Travel Abroad	100%
Process for Requesting of Contract of Service (COS) of Lecturers	100%

Process of Application and Filing for Retirement / Separation, Life Insurance, Terminal Pay & Other Social Insurance Benefits	100%
Processing of Application for Leave of Absence	85%
Processing of Request for Issuance of Certifications	100%
Processing of Request for Pre-Repair Inspection, Repair, and Other Services	75%
Processing of Request for Janitorial Services	99%
Processing of Medical Consultation	98%
Processing of Request for Employee Medical Certificate for Pre-employment and Annual Physical Examination	100%
Processing of Request for Employee Medical Certificate for Return-to-Work Examination, Transfer and/or Separation from Employment.	100%
Processing of Request for Student Medical Certificate.	100%
Processing of Medical Consultation	90%
Processing of Request for Employee Medical Certificate for Pre-employment and Annual Physical Examination	92%
Processing of Request for Employee Medical Certificate for Return-to-Work Examination, Transfer and/or Separation from Employment.	80%
Processing of Request for Student Medical Certificate.	93%
Processing of Medical Consultation	98%
Processing of Request for Employee Medical Certificate for Pre-employment and Annual Physical Examination	No responses
Processing of Request for Employee Medical Certificate for Return-to-Work Examination, Transfer and/or Separation from Employment.	No responses
Processing of Request for Student Medical Certificate.	92%
Processing of Requests for Reproduction, Bookbinding and Ringbinding Documents	78%
Process of Availing Print Shop Services (Tarpaulin, Sticker, Heat Press)	97%
Processing of Application for Vehicle Gate Pass	100%
Processing of Request for Re-ID for Worn-Out / Damaged Radio-Frequency Identification (RFID) Card	100%
Processing of Request for Reissuance of New Radio-Frequency Identification (RFID) Card	100%
Request to Use the University Facilities	100%
Process for Addressing Client's Concerns (Online and Walk-In)	100%
Process of Reviewing of Research Proposals/ Finished Researches	No transactions
Processing of Request for Capacity Building	100%
Processing of Request for Funding and Program/Project Implementation	100%

Processing of Request for Gender-Responsive Extension Program for Short-Term Services/Activities	100%
Processing of Request for Personnel-Related Documents and Reports	100%
Processing of Request for Various Services	95%
Processing of Request for Personnel-Related Documents	98%
Processing for Request for Send-Off of Retiree	100%
Processing of Request for Individual Faculty Evaluation and Issuance of Strategic Performance Management System	99%
Processing of Service Request for Design Layout	100%
Processing of Request for Safety Inspection of College-Based Events and Assistance for University-Wide Events and Activities	100%
Processing of Purchase Request / Job Order	96%
Process of Archiving Documents and Materials	100%
Process of Receiving and Controlling Records and Documents	99%
Process of Requesting for Disposal of Records or Use of Storage	100%
Processing of Request of Records Copy/ies	100%
Processing of Request for Physical Inventory of Property Accountabilities	100%
Processing of Request for the Requisition and Issuance of Supplies, Materials, and Equipment	98%
Processing of Request to Condemn Unserviceable Property Accountabilities	100%
Processing of Request to Return to Stock Serviceable Properties that are No Longer Needed by the End-User	100%
Processing of Request to Transfer Property Accountabilities	100%
Process of Application for Sabbatical Leave	100%
Process of Filing Cases and Complaints	100%
Processing of Request for Thesis/Dissertation Financial Assistance	95%
Processing of Application for Scholarship	100%
Processing of Request for External Training	96%
Processing of Request for In-House Training or Seminar (Face-to-Face and Online)	98%
Processing of Request for Scholarship Extension	100%
Processing of Request for Scholarship Status of Employee-Scholars	100%
Processing of Request for Study Leave Reinstatement of Employee-Scholars	100%

Processing of Client's Service Request as an Extension Proposal from Various Offices and Colleges	84%
Processing of Requests for Geospatial Analysis Support and Related Services	100%
Processing of Requests for Phytochemical, Proximate, Microbial Analyses, Raw Materials Identification and Authentication and Other Laboratory Services	No transactions
Processing of Request for Office Consultancy and Assistance	100%
Processing of Requests for Innovation of the Intersection of Solar Energy and Emerging Technology and other Related services	96%
Processing of Food Technology and Research Center Service Requests	100%
Processing of Market-Driven Research Service	91%
Processing of Shared Facility Services Request	100%
Process for Copyright Deposit Assistance	100%
Process for Request to Use University Marks Assistance	95%
Process for Technology Transfer and Commercialization Assistance	No transactions
Processing of Requests for Trademark Application Assistance	100%
Processing and Evaluation of Extension Proposal	97%
Processing of Request for Extension Documents	97%
Processing of Request for Research Output Incentives and Funding Request for Research Paper Presentation and Research Publication	92%
Processing of Request for Test of Similarity Index	90%
Processing of Research Evaluation	100%
Processing of Research Proposal (Initial Evaluation of Research Proposals)	91%
Processing of Application for Ethics Review	100%
Internal Service Total	95.02%
OVERALL TOTAL	95.18%

D. Results of the Open-Ended Question

The open-ended responses results indicate an overwhelmingly positive perception of the university’s service delivery, with processes consistently described as fast, efficient, and well-organized. Transactions were generally completed within a reasonable time, and staff demonstrated courtesy, professionalism, and adherence to the Citizen’s Charter. Clients found the procedures simple and easy to follow; however, some noted the need for additional personnel during peak hours and faster responses to online inquiries. Access to information particularly through digital platforms remains an area for continuous improvement, as several respondents highlighted the need for clearer, more visible, and

regularly updated guidelines. Costs were not a major concern, as most university services are either free of charge or perceived to provide value for money, while fairness and integrity were likewise affirmed. Overall service outcomes were positive, with clients successfully obtaining the documents and assistance they required.

Notably, feedback on facilities and the service environment, although not directly covered under the SQDs, indicates a need for enhancement. Addressing these concerns will further strengthen the overall service experience and support more efficient and comfortable transactions within the university.

The following summarizes the results per SQD:

SQD0 – Overall Satisfaction

The results indicate a high level of overall satisfaction among clients, with most respondents describing university services as efficient, well-organized, and satisfactory. Positive experiences and commendations reflect the university's strong performance in delivering quality services. Minor suggestions focus on improving service availability and further enhancing transaction organization.

SQD1 – Responsiveness

Clients generally reported fast and efficient processing of transactions, highlighting prompt assistance and minimal waiting time. However, some concerns were raised regarding delays during peak hours and slow responses to online inquiries, indicating the need to further improve turnaround time and staff availability.

SQD2 – Reliability

Findings suggest that the university largely adheres to the prescribed procedures and requirements outlined in the Citizen's Charter. Nonetheless, there is a need to strengthen the dissemination and regular updating of information to ensure that clients are fully aware of current and accurate procedures.

SQD3 – Access and Facilities

Most clients found the transaction steps simple and easy to follow, with staff providing clear guidance throughout the process. Opportunities for improvement include further streamlining procedures, such as providing all necessary forms at once and improving process flow during high-volume transactions.

SQD4 – Communication

While some clients were able to obtain the necessary information with ease, responses highlight the need to improve the accessibility and visibility of information, particularly through online platforms and the university website. Enhancing clarity, timeliness, and promotion of the Citizen's Charter is recommended.

SQD5 – Costs

There were minimal concerns regarding costs, with most clients perceiving the services as reasonable and acceptable. Suggestions to expand online services were noted, as these can help reduce indirect costs such as transportation and printing expenses for students.

SQD6 – Integrity

Clients generally perceived university services as fair and free from favoritism, with staff demonstrating professionalism and ethical conduct. Some feedback suggests the need

to ensure consistent courteous behavior across all personnel to maintain a uniformly positive client experience.

SQD7 – Assurance

Staff were widely recognized for being polite, approachable, and helpful, contributing positively to client satisfaction. To further enhance service quality, continuous reinforcement of customer service skills and consistency in staff behavior is recommended.

SQD8 – Outcome

Most clients successfully obtained the services or documents they needed, reflecting effective service delivery and positive outcomes. Areas for improvement include enhancing digital systems and ensuring the timely release of outputs to better support students, particularly those relying on online services.

Tabulation of Open-Ended Responses

SQD Category	Identified Strengths	Identified Areas for Improvement
SQD0 — Overall Satisfaction (I am satisfied with the service I availed.)	“Overall, I am satisfied.” “The service was good.” “Had a great experience.” “My experience was great.” “Very satisfied; no issues encountered.” “Excellent / very good service.” “Everything was smooth and well-organized.”	Requests for weekend service availability. Improve overall organization during peak times. Earlier release of documents/forms.
SQD1 — Responsiveness (Reasonable time spent for the transaction)	Fast / very fast transaction. Smooth and quick processing. Prompt / immediate assistance. Same-day processing achieved.	Slow response to messages. Need more staff to speed up service. Long queues during peak hours. Ensure staff availability during lunch breaks. Improve timeliness and follow-through.
SQD2 — Reliability (Requirements and steps followed as written)	Transactions completed according to procedures. Citizen’s Charter is being followed. Staff complied with documented steps.	Some unclear requirements. Need earlier release of forms. Improve dissemination of CC information. Regularly update information to avoid outdated requirements.
SQD3 — Access and Facilities (Steps are easy and simple; payment process is clear)	Simple steps and easy-to-follow procedures. Staff explain processes clearly. Minimal hassle in completing tasks.	Provide all forms at once to avoid repeated visits. Improve queueing process. Streamline steps especially for high-volume offices.

SQD4 — Communication (Information easily found in office or website)	Some clients report clear instructions from staff. Staff are approachable and informative.	Improve online information (portal, website). Need clearer guidelines / next steps. Lack of awareness of CC; needs better promotion. Directions and signage needed outside offices. CC should be more accessible online. Announcements should be timely and updated.
SQD5 — Costs (Amount paid is fair for the service received)	No major complaints about fees. Some note that service is worth the cost.	Forms should be given all at once to save transportation cost. Requests for online submission to reduce travel and printing expenses.
SQD6 — Integrity (Office is fair; no favoritism)	Staff treated clients with respect. Courteous, hospitable, and professional service. No favoritism observed (“walang palakasan”).	Some instances of unfriendly behavior. Staff encouraged to smile more and be more accommodating. Need consistent professionalism across staff.
SQD7 — Assurance (Staff are courteous and helpful)	Staff were polite, friendly, helpful. Staff clarified concerns effectively. Professional and approachable personnel. Helpful even when busy.	Need training on customer service for some staff. Maintain consistent courteous behavior. Improve assistance for online queries and support.
SQD8 — Outcome (Client received what they needed)	Received the needed documents / services on time. Books borrowed helped academic work. Services assisted in requirement completion. Provided needed academic / admin support.	Improve digital tools to ensure successful online transactions. Faster release of request forms. Allow more time for students to complete requirements. Improve transparency on result updates.
Environment (Non-SQD but commonly tracked)	(Few strengths; mostly improvement requests)	Need more chairs/tables. Add waiting areas / rooms. Poor WiFi; needs fixing. Slow computers; need more PCs. Improve ventilation; add AC units. Expand library/office space.

		Add labels, displays, baggage area. Improve kiosk and ensure paper availability. Better office accessibility and signage. Add CR in library.
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V. Continuous Agency Improvement Plan for FY 2026:

The Tarlac State University’s Continuous Agency Improvement Plan for FY 2026 focuses on addressing the main gap identified in the FY 2025 Client Satisfaction Measurement results, which is the relatively low response rate (10%) despite consistently high Service Quality Dimension (SQD) score (98.55% overall rating). The improvement direction emphasizes strengthening feedback collection mechanisms, particularly in high-volume and fast-moving transactions, while maintaining high standards of public service delivery.

Key strategies include integrating QR-based feedback collection, installing information billboards containing feedback mechanisms in strategic service areas, as well as embedding survey links directly into online transaction processes to make participation more immediate and convenient. The plan also strengthens staff involvement in CSM facilitation and introduces office-level accountability to ensure consistent implementation across all university campuses.

While focusing on improving response rates and online engagement, the plan also prioritizes sustaining existing strengths such as high service quality performance, strong adherence to the Citizen’s Charter, efficient transaction processing, and positive client experiences across all SQD indicators.

As part of its ongoing commitment to service excellence, TSU remains flexible, inclusive, and responsive to the evolving needs of its internal and external clients, the university outlines the following specific areas for improvement and elements to sustain based on client feedback for FY 2026:

A. SPECIFIC AREAS FOR IMPROVEMENT

Areas for Improvement	Identified Issue	Action Plan	Expected Output
Addressing Non-Response and Zero-Response Rate Services	Services with 0% response rate		
	External Services		
	1. OAA - Processing of Request for Reissuance of Alumni ID Card	1. Implement “ <i>before released of the document</i> ” feedback requirement strategy for selected services	Reduction of 0% response rate
	2. OIAL - Processing of Institution/Organization Request to Benchmark Offices/Colleges in Tarlac State University	2. Establish targeted intervention strategies per office	
	3. OPA - Process for Addressing Client’s Concerns via Email	3. Intensify the information drive to ensure that clients, particularly students and first time users, are fully aware of the importance and availability of the CSM tool	
	4. SDMU - Processing of Request for Hosting a Sports Event		

	5. SDMU - Processing of Request for Joining in Sports Event on International Level 6. SDMU - Processing of Request for Joining in the Host University for Sports Event on National Level 7. SDMU - Processing of Request for Joining Pocket Tournaments, Tune-Up Games, and CHED-Friendship Game 8. SDU - Filing of Complaints and Investigation (Defendant Admitting the Allegation) 9. CU - Process for Claiming of Checks 10. CU - Processing of Cash Payment for Outstanding Balances 11. CU - Processing of Request for Certificate of Payment for Lost Official Receipt 12. MSU - Processing of Medical Consultation 13. MSU - Processing of Medical Consultation 14. OGAD - Process for Addressing Client's Concerns (Online and Walk-In) 15. OGAD - Processing of Request for Gender-Responsive Extension Program for Short-Term Services/Activities Internal Services 1. OMIS - Process of Changing Posted Schedule 2. GCU - Processing of Request for Counselor's Outside Referral		
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	3. GCU - Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling 4. OAR - Process for Signing of Certificate of Registration and Validation of ID 5. OAR - Processing of Application for Leave of Absence (LOA) 6. SOU - Processing of Application for Accreditation of Student Organization (New and/or Renewal) 7. SOU - Processing of Request for the Conduct of Student Organization Activities 8. SPU - Process for Reading the General Plan of Action and Budget of Student Publication and College Publications 9. SPU - Processing of Intention for Publications to Operate for the Upcoming Academic Year 10. CU - Process of Claiming Cash Benefits (OVER-THE-COUNTER) 11. CU - Processing of Cash Payment for Outstanding Balances 12. CU - Processing of Request for Certificate of Payment for Lost Official Receipt 13. MSU - Processing of Request for Employee Medical Certificate for Return-to-Work Examination, Transfer and/or Separation from Employment. 14. MSU - Processing of Request for Employee Medical Certificate for Pre-employment and Annual Physical Examination 15. MSU - Processing of Request for Employee Medical Certificate for Return-to-Work Examination, Transfer and/or Separation from Employment.		
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Strengthening CSM response collection mechanism	Low response rate in high-volume transaction frontline services External Services 1. OPA - Process for Addressing Client's Concerns via Email 2. OAR - Process for Sending Credentials (Online) 3. OAR - Processing of Request for Transcript of Records of Graduates 4. OAR - Processing of Request for Various Academic Documents (Walk-In) 5. OAR - Processing of Student/Credential Verification (Walk-in & Online) 6. TEMSU - Processing of Admission Test Application for Incoming Freshmen Students 7. CU - Process for Claiming of Checks 8. CU - Processing of Cash Payment for Outstanding Balances 9. EWU - Processing of Request for Issuance of Certifications 10. RAU - Process of Receiving and Controlling Records and Documents Internal Services 1. OMIS - Process for Office 365 Account Assistance 2. OAR - Process for Signing of Certificate of Registration and Validation of ID 3. CU - Process of Claiming Cash Benefits (OVER-THE-COUNTER) 4. CU - Processing of Cash Payment for Outstanding Balances 5. RAU - Process of Receiving and Controlling Records and Documents	1. Integrate mandatory or semi-mandatory QR code or link-based feedback prompts at transaction completion 2. Install feedback kiosks at frontline offices 3. Embed survey links in email confirmations 4. Revise the institutionalized Online CSM by restructuring the dropdown list of services and aligning it per office, instead of using a single university-wide QR code/link, to streamline client selection and reduce survey fatigue 5. Implement “<i>before released of the document</i>” feedback requirement strategy for selected services 6. Establish targeted intervention strategies per office 7. Conduct a review on high volume services and classify non–end-to-end transactions to determine if they should be reclassified under office functions, as these may hinder feedback collection.	Increased client participation rate from 10% → 15–18%
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Improving online feedback engagement	Low participation in online/email-based services	1. Integrate CSM links in office's document release emails 2. Redesign survey interface into simplified format	Higher response rate for online transactions
Enhancing staff participation in CSM facilitation	Limited active facilitation due to service workload prioritization	1. Conduct CSM orientation for employees 2. Integrate CSM compliance in office's performance evaluation indicators 3. Strengthen staff role in encouraging client participation in the CSM survey after every completed transaction.	Enhanced staff involvement in CSM process
Consolidated service enhancement feedback across all SQDs	Client Feedback: • "Slow response to messages" • "Unclear requirements" • "Website not updated" • "Long lines during peak hours" • "Forms should be given all at once" • "Some staff are not friendly" • "Need faster release of forms" • "Poor WiFi and lack of chairs"	1. Implement clearer and regularly updated requirements 2. Enhance responsiveness through additional staff and improved queueing systems 3. Strengthen staff courtesy and customer service skills 4. Upgrade digital platforms for faster processing 4. Improve physical facilities to ensure accessible and client-friendly transactions	Enhanced service delivery with improved client experience through faster, more efficient, and more transparent processes

B. ELEMENTS TO SUSTAIN BASED ON CLIENT FEEDBACK

Elements to be sustained	Identified Strength	Action Plan	Expected Output
High Service Quality Performance (Overall SQD Results: 98.55%)	Sustain strong performance in: • Assurance (98.92%) • Integrity (98.77%) • Reliability (98.76%) • Outcome (98.74%)	1. Continue regular customer service training and reinforcement programs 2. Maintain strict adherence to Citizen's Charter procedures	SQD Overall Rating of: ≥ 98% sustained
Fast, Efficient, and Professional Service Delivery	Client Feedback Strength: • "Fast transaction" • "Smooth processing" • "Very accommodating staff"	1. Maintain streamlined processes and reduced transaction steps 2. Continue process reengineering initiatives	
Fair and Transparent Service Delivery (Integrity)	Sustain "walang palakasan" perception	1. Reinforce ethics and accountability training 2. Maintain standardized service procedures across campuses	

Strong Citizen's Charter (CC) Implementation	High CC Awareness (98.06%) High CC Helpfulness (92.62%)	1. Sustain CC visibility improvements 2. Continue regular updating of CC Information Billboards, Handbooks, and digital platforms, including interactive kiosks."	CC Awareness Rating of: ≥ 98.06% sustained CC Helpfulness Rating of: ≥ 92.62% sustained
Positive Client Experience and Service Outcomes	Clients consistently receive needed services (SQD Outcome: 98.74%)	1. Maintain on time processing standards 2. Continue service reliability monitoring per office	SQD 8 Rating of: ≥ 98.74% sustained

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

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 Officer-in-Charge **APR 29 2026**
 University President

ANNEX A. SURVEY QUESTIONNAIRE USED



TARLAC STATE UNIVERSITY

Control No: TSU-CSM-202__-__

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) ☐ Internal (Empleyado ng TSU)	
☐ Business (Negosyo/Negosyante) ☐ Government Agency (Ahensya ng Pamahalaan) ☐ Others _____	
Sex (Kasarian): ☐ Male (Lalake) ☐ Female (Babae)	Date (Petsa): ____/____/____ Age (Edad): _____
Office Visited (Binisitaang opisina): _____	Service Availed (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)

☐ 2. Somewhat easy to see (Medyo madaling makita)

☐ 3. Difficult to see (Mahirap hanapin)

☐ 4. Not visible at all (Hindi nakikita)

☐ 5. N/A (Hindi naaangkop)
- 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 transaksyong?)

☐ 1. Helped very much (Nakatulong nang husto)

☐ 2. Somewhat helped (Medyo nakatulong)

☐ 3. Did not help (Walang naitulong)

☐ 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 (Labis na Hindi Sumasagang-ayon)	Disagree (Hindi Sumasagang-ayon)	Neither Agree nor Disagree (Hindi Mahapag)	Agree (Sumasagang-ayon)	Strongly Agree (Labis na Sumasagang-ayon)	Not Applicable (Hindi Angkop)
	1	2	3	4	5	
SQD0. I am satisfied with the service that I availed. (Nasiyahan ako sa serbisyo na aking natanggap sa napuntahan na opisina.)						
SQD1. I spent a reasonable amount of time for my transaction. (Makatwiran ang oras na aking ginugol para sa aking transaksyong.)						
SQD2. The office followed the transaction's requirements and steps based on the information provided in their Citizens Charter. (Tinugunan ng opisina ang aking transaksyong alinsunod sa kanilang Citizen's Charter.)						
SQD3. 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 transaksyong ay madali at simple.)						
SQD4. I easily found information about my transaction from the office or its website. (Ang mga kailangang impormasyon tungkol sa aking transaksyong ay kaagad kong nakita sa opisina o sa TSU website.)						
SQD5. The amount I paid for my transaction is value for money. (Ang halagang ibinayad ay akma sa serbisyong natamo.)						
SQD6. 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 transaksyong.)						
SQD7. 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.)						
SQD8. 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): _____

THANK YOU!

ANNEX B. LIST OF CAMPUSES

List of Campuses	Responses	Transactions	Response Rate
Main Campus	17,535	213,878	8%
Villa Lucinda Extension Campus	6,289	35,809	18%
San Isidro Extension Campus	1,527	4,528	34%
Capas Extension Campus – Local Government Unit	NA	NA	NA
La Paz Extension Campus - Local Government Unit	NA	NA	NA
Concepcion Extension Campus – Local Government Unit	NA	NA	NA

Note: The above cited LGU Campuses do not have services and only the delivery of instruction services is being conducted.

ANNEX C. CLIENT SATISFACTION MEASUREMENT REPORT PER OFFICE

TARLAC STATE UNIVERSITY Client Satisfaction Measurement (CSM) Summary Report

Citizen's Charter (CC) Question		Responses	Percentage
CC1 Which of the following best describes your awareness of a CC?			
1	I know what a CC is and I saw this office's CC.	22105	88.18%
2	I know what a CC is but I did NOT see this office's CC.	805	3.21%
3	I learned of the CC only when I saw this office's CC.	1671	6.67%
4	I do not know what a CC is and I did not see one in this office.	486	1.94%
CC2 If aware of CC , would you say that the CC of this office was ...?			
1	Easy to see	22342	89.62%
2	Somewhat easy to see	1891	7.59%
3	Difficult to see	317	1.27%
4	Not visible at all	84	0.34%
5	N/A	295	1.18%
CC3 If aware of CC. How much did the CC help you in your transaction?			
1	Helped very much	23034	92.62%
2	Somewhat helped	1384	5.56%
3	Did not help	56	0.23%
4	N/A	396	1.59%

Service Quality Dimensions (SQD)		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.	84	42	160	2356	22696	13	25351	98.87%

SQD1	I spent a reasonable amount of time for my transaction.	96	86	302	3092	21600	175	25351	98.08%
SQD2	The office followed the transaction's requirements and steps based on the information provided.	76	31	206	2724	22226	88	25351	98.76%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.	69	33	279	2616	19296	3058	25351	98.29%
SQD4	I easily found information about my transaction from the office or its website.	68	31	326	3110	21591	225	25351	98.31%
SQD5	I paid a correct amount of fees for my transaction.	6	2	2	21	141	25179	25351	94.19%
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.	79	35	196	2401	22516	124	25351	98.77%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.	79	27	168	2318	22710	49	25351	98.92%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.	77	28	212	2579	22323	132	25351	98.74%
Overall Rating		550	273	1691	18861	152403	29030	202808	98.55%
Outstanding									

TARLAC STATE UNIVERSITY
Client Satisfaction Measurement (CSM) Summary Report
External Service

Citizen's Charter (CC) Question		Responses	Percentage
CC1	Which of the following best describes your awareness of a CC?		
1	I know what a CC is and I saw this office's CC.	1409	79.74%
2	I know what a CC is but I did NOT see this office's CC.	63	3.57%
3	I learned of the CC only when I saw this office's CC.	270	15.28%
4	I do not know what a CC is and I did not see one in this office.	25	1.41%
CC2	If aware of CC , would you say that the CC of this office was ...?		
1	Easy to see	1453	89.53%
2	Somewhat easy to see	129	7.95%
3	Difficult to see	24	1.48%
4	Not visible at all	3	0.18%
5	N/A	14	0.86%
CC3	If aware of CC. How much did the CC help you in your transaction?		
1	Helped very much	1461	90.69%
2	Somewhat helped	130	8.07%
3	Did not help	3	0.19%
4	N/A	17	1.06%

Tabulation of Service Quality Dimention (SQD) Result for External Services

		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0		3	3	8	288	1479	3	1784	99.21%
	Service Quality Dimensions (SQD)	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD1	Responsiveness	7	10	11	355	1391	10	1784	98.42%
SQD2	Reliability	1	5	8	331	1429	10	1784	99.21%
SQD3	Access and Facilities	5	1	5	276	1107	390	1784	99.21%
SQD4	Communication	3	2	20	363	1358	38	1784	98.57%
SQD5	Costs	0	0	0	0	1	1783	1784	100.00%
SQD6	Integrity	3	3	4	295	1473	6	1784	99.44%
SQD7	Assurance	2	4	4	281	1489	4	1784	99.44%
SQD8	Outcome	3	3	8	321	1444	5	1784	99.21%
Overall		24	28	60	2222	9692	2246	14272	99.07%
Outstanding									

TARLAC STATE UNIVERSITY
Client Satisfaction Measurement (CSM) Summary Report
Internal Service

Citizen's Charter (CC) Question		Responses	Percentage
CC1	Which of the following best describes your awareness of a CC?		
1	I know what a CC is and I saw this office's CC.	20696	88.82%
2	I know what a CC is but I did NOT see this office's CC.	742	3.18%
3	I learned of the CC only when I saw this office's CC.	1401	6.01%
4	I do not know what a CC is and I did not see one in this office.	461	1.98%
CC2	If aware of CC , would you say that the CC of this office was ...?		
1	Easy to see	20889	89.63%
2	Somewhat easy to see	1762	7.56%
3	Difficult to see	293	1.26%
4	Not visible at all	81	0.35%
5	N/A	281	1.21%
CC3	If aware of CC. How much did the CC help you in your transaction?		
1	Helped very much	21573	92.75%
2	Somewhat helped	1254	5.39%
3	Did not help	53	0.23%
4	N/A	379	1.63%

Tabulation of Service Quality Dimention (SQD) Result for Internal Services

		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0		81	39	152	2068	21217	10	23567	98.85%
	Service Quality Dimensions (SQD)	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD1	Responsiveness	89	76	291	2737	20209	165	23567	98.05%
SQD2	Reliability	75	26	198	2393	20797	78	23567	98.73%
SQD3	Access and Facilities	64	32	274	2340	18189	2668	23567	98.23%
SQD4	Communication	65	29	306	2747	20233	187	23567	98.29%
SQD5	Costs	6	2	2	21	140	23396	23567	94.15%
SQD6	Integrity	76	32	192	2106	21043	118	23567	98.72%
SQD7	Assurance	77	23	164	2037	21221	45	23567	98.88%
SQD8	Outcome	74	25	204	2258	20879	127	23567	98.71%
Overall		526	245	1631	16639	142711	26784	188536	98.52%
Outstanding									

TARLAC STATE UNIVERSITY - MAIN CAMPUS
Client Satisfaction Measurement (CSM) Summary Report

Citizen's Charter (CC) Question		Responses	Percentage
CC1 Which of the following best describes your awareness of a CC?			
1	I know what a CC is and I saw this office's CC.	15501	89.42%
2	I know what a CC is but I did NOT see this office's CC.	484	2.79%
3	I learned of the CC only when I saw this office's CC.	1064	6.14%
4	I do not know what a CC is and I did not see one in this office.	286	1.65%
CC2 If aware of CC , would you say that the CC of this office was ...?			
1	Easy to see	15681	91.18%
2	Somewhat easy to see	1093	6.36%
3	Difficult to see	181	1.05%
4	Not visible at all	50	0.29%
5	N/A	193	1.12%
CC3 If aware of CC. How much did the CC help you in your transaction?			
1	Helped very much	15952	92.93%
2	Somewhat helped	935	5.45%
3	Did not help	37	0.22%
4	N/A	242	1.41%

Service Quality Dimensions (SQD)		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.	52	28	106	1494	15849	6	17535	98.94%

SQD1	I spent a reasonable amount of time for my transaction.	55	65	182	1875	15236	122	17535	98.27%
SQD2	The office followed the transaction's requirements and steps based on the information provided.	49	24	112	1712	15588	50	17535	98.94%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.	37	23	162	1650	13496	2167	17535	98.56%
SQD4	I easily found information about my transaction from the office or its website.	41	22	186	1863	15276	147	17535	98.57%
SQD5	I paid a correct amount of fees for my transaction.	6	2	2	21	141	17363	17535	94.19%
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.	49	25	120	1472	15795	74	17535	98.89%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.	52	19	103	1483	15845	33	17535	99.01%
SQD8	I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.	49	18	124	1577	15697	70	17535	98.91%
Overall Rating		338	198	991	11653	107074	20026	140280	98.73%
Outstanding									

TARLAC STATE UNIVERSITY - MAIN CAMPUS
Client Satisfaction Measurement (CSM) Summary Report
External Service

Citizen's Charter (CC) Question		Responses	Percentage
CC1	Which of the following best describes your awareness of a CC?		
1	I know what a CC is and I saw this office's CC.	862	76.42%
2	I know what a CC is but I did NOT see this office's CC.	38	3.37%
3	I learned of the CC only when I saw this office's CC.	208	18.44%
4	I do not know what a CC is and I did not see one in this office.	20	1.77%
CC2	If aware of CC , would you say that the CC of this office was ...?		
1	Easy to see	889	90.71%
2	Somewhat easy to see	63	6.43%
3	Difficult to see	12	1.22%
4	Not visible at all	2	0.20%
5	N/A	14	1.43%
CC3	If aware of CC. How much did the CC help you in your transaction?		
1	Helped very much	854	87.95%
2	Somewhat helped	100	10.30%
3	Did not help	2	0.21%
4	N/A	15	1.54%

Tabulation of Service Quality Dimention (SQD) Result for External Services

		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0		2	2	7	184	941	2	1138	99.03%
Service Quality Dimensions (SQD)		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD1	Responsiveness	4	8	4	222	895	5	1138	98.59%
SQD2	Reliability	1	4	5	232	895	1	1138	99.12%
SQD3	Access and Facilities	3	1	4	230	734	166	1138	99.18%
SQD4	Communication	3	2	10	240	853	30	1138	98.65%
SQD5	Costs	0	0	0	0	1	1137	1138	100.00%
SQD6	Integrity	3	2	2	201	926	4	1138	99.38%
SQD7	Assurance	2	2	2	205	923	4	1138	99.47%
SQD8	Outcome	2	2	3	211	916	4	1138	99.38%
Overall		18	21	30	1541	6143	1351	9104	99.11%
Outstanding									

TARLAC STATE UNIVERSITY - MAIN CAMPUS
Client Satisfaction Measurement (CSM) Summary Report
Internal Service

Citizen's Charter (CC) Question		Responses	Percentage
CC1 Which of the following best describes your awareness of a CC?			
1	I know what a CC is and I saw this office's CC.	14639	90.33%
2	I know what a CC is but I did NOT see this office's CC.	446	2.75%
3	I learned of the CC only when I saw this office's CC.	856	5.28%
4	I do not know what a CC is and I did not see one in this office.	266	1.64%
CC2 If aware of CC , would you say that the CC of this office was ...?			
1	Easy to see	14792	91.21%
2	Somewhat easy to see	1030	6.35%
3	Difficult to see	169	1.04%
4	Not visible at all	48	0.30%
5	N/A	179	1.10%
CC3 If aware of CC. How much did the CC help you in your transaction?			
1	Helped very much	15098	93.23%
2	Somewhat helped	835	5.16%
3	Did not help	35	0.22%
4	N/A	227	1.40%

Tabulation of Service Quality Dimention (SQD) Result for Internal Services

		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0		50	26	99	1310	14908	4	16397	98.93%
Service Quality Dimensions (SQD)		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD1	Responsiveness	51	57	178	1653	14341	117	16397	98.24%
SQD2	Reliability	48	20	107	1480	14693	49	16397	98.93%
SQD3	Access and Facilities	34	22	158	1420	12762	2001	16397	98.51%
SQD4	Communication	38	20	176	1623	14423	117	16397	98.56%
SQD5	Costs	6	2	2	21	140	16226	16397	94.15%
SQD6	Integrity	46	23	118	1271	14869	70	16397	98.85%
SQD7	Assurance	50	17	101	1278	14922	29	16397	98.97%
SQD8	Outcome	47	16	121	1366	14781	66	16397	98.87%
Overall		320	177	961	10112	100931	18675	131176	98.70%
Outstanding									

Office	External Service Name	Responses	Total Transactions
ARTU	Processing of Request for a Copy of Documents and Various Reports	0	0
OPA	Process for Addressing Client's Concerns via Email	10	5770
OPA	Process for Publication and Distribution of TSU Bulletin	1	34
OUP	Processing of Action on Contracts and External Agreements	251	580
OUP	Processing of Request for Personal Meeting with the President	29	200
QMU	Processing of Requests for QMS Registered Documents for Various Purposes	0	0
GCU	Processing of Online Request for Certificate of Good Moral Character	30	30
GCU	Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling	10	10
OAR	Issuance of Temporary Notice of Acceptance for Foreign Student	0	0
OAR	Process for Sending Credentials (Online)	6	694
OAR	Processing of Request for Transcript of Records of Graduates	172	2459
OAR	Processing of Request for Various Academic Documents (Online)	1	46
OAR	Processing of Request for Various Academic Documents (Walk-In)	93	8882
OAR	Processing of Student/Credential Verification (Walk-in & Online)	25	1796
OLMS	Requesting Access to the Library by Visiting Researcher/s	22	23
SDMU	Processing of Request for Hosting a Sports Event	0	10
SDMU	Processing of Request for Joining in Sports Event on International Level	0	4
SDMU	Processing of Request for Joining in the Host University for Sports Event on National Level	0	11
SDMU	Processing of Request for Joining Pocket Tournaments, Tune-Up Games, and CHED-Friendship Game	0	25
SDMU	Processing of Request to Participate in Sports Event on Regional and National Level	2	39
AU	Processing for Assessment of Fees for Other Payors	0	0
CU	Process for Claiming of Checks	0	656
CU	Processing of Cash Payment for Outstanding Balances	1	19065
CU	Processing of Request for Certificate of Payment for Lost Official Receipt	0	75
CSU	Processing of Action for Complaints	0	0
CSU	Processing of Request for CCTV Footage Review	0	0
OFDM-CMU	Processing of Service Request	0	0
EWU	Processing of Employment Verification Requests	11	85
EWU	Processing of Request for Issuance of Certifications	7	593
OFDMU-FMU	Processing of Request for Pre-Repair Inspection, Repair, and Other Services	0	0
MSU	Processing of Medical Consultation	0	540
OFDM-MU	Processing of Material Approval Request	56	69
OBAAS	Processing of Request to Use the University Facilities	3	21
OGAD	Process for Addressing Client's Concerns (Online and Walk-In)	0	1
OGAD	Processing of Request for Gender-Responsive Extension Program for Short-Term Services/Activities	0	15
OHRDM	Processing of Request for Personnel-Related Documents and Reports	1	1
PU	Process of Acquiring Bidding Documents	31	64
RAU	Process of Receiving and Controlling Records and Documents	31	2831
SPMU	Disposal of Used/ Unserviceable Supplies, Material and Equipment through Public Auction	7	215
SPMU	Processing of Request for the Receipt, Inspection and Acceptance of Deliveries of Supplies, Materials and Equipment	315	522
CSET	Processing of Requests for Innovation of the Intersection of Solar Energy and Emerging Technology and other Related services	23	23
	EXTERNAL SERVICE OVERALL	1,138	45,389

Office	Internal Service Name	Responses	Total Transactions
ARTU	Processing of Request for a Copy of Documents and Various Reports	7	7
ARTU	Processing of Request for Coaching and Mentoring	5	5
ARTU	Processing of Request for Review and Evaluation of Citizen's Charter	31	31
OMIS-HMU	Process for Inspection of Condemn ICT Equipment	4	86
OMIS-HMU	Process for Inspection of New ICT Equipment	2	38
OMIS-HMU	Process for Requesting of Preventive Maintenance for Desktop Computer Units	0	0
OMIS-HMU	Process for Software Installation	113	482
OMIS-HMU	Processing of Request for Technical Assistance	422	507
OMIS-HMU	Processing of Request to Repair an ICT Equipment	113	1112
MU	Processing of Travel Order for Travel Requests	171	475
OMIS-NU	Process for Creation of Domain Accounts	44	68
OMIS-NU	Process for Granting Virtual Private Network (VPN) Access	4	7
OMIS-NU	Process for Resetting of TSU Systems/Network Accounts	0	0
OMIS-NU	Process for Unblocking of Websites	0	0
OMIS-NU	Process for Wi-Fi Access Registration	437	527
OMIS-NU	Process for Wi-Fi Setup/Deployment	116	128
OMIS-NU	Processing of Request for Cabling of New Network Connection	129	317
OIAS	Processing of Request for Audit Reports	0	0
OMIS	Process for Account Creation and Assigning of Privileges	2	355
OMIS	Process of Changing Posted Schedule	1	352
OMIS	Process for Office 365 Account Assistance	301	14102
OMIS	Process for Tagging or Untagging of Faculty, Room, and/or Schedule	623	871
OMIS	Process for Tagging/Untagging of Honorarium Classes	2	196
OMIS	Processing of Request to Transfer of Students	7	230
OP	Process for Review and Approval of Pre-Planning Activities	5	5
OPA	Process for Addressing Client's Concerns via Email	96	1437
OPA	Process for Posting of Print/Social Media/TSU Website Materials	214	636
OPA	Process for Publication of Online News	24	226
OPA	Process for Requesting of Electronic Copy of Photos, Videos or Files	18	109
OPA	Processing of Request for Coverage of University Activities	16	76
OUBS	Processing of Request for Copy of Administrative Council Resolutions, Board Resolutions, or Referendums	20	218
OUBS	Submission of Complete Staff Work or Agenda by the Offices of the University for Board Meetings	10	151
OUBS	Submission of the Agenda to the University's Administrative Council Meetings	2	35
OULC	Processing of Request for Document Review	98	304
QMU	Processing of Requests for Documented Information for Various Purposes	74	77
QMU	Processing of QMS Documents for Registration, Revision, and Abolition	135	178
OMIS-SDU	Process for Blocking and Unblocking of RFID Cards	150	302
OMIS-SDU	Process for Creation and Updating of Website/Webpage	739	817
OMIS-SDU	Process for Development of New Systems/Programs	28	90
OMIS-SDU	Process for Report Generation	112	146
OMIS-SDU	Processing for Biometrics Registration	97	169
OMIS-SDU	Processing of Request for Technical Assistance	105	246
COE	Processing of Request for Faculty Consultation and/or Tutorial	172	246
GCU	Processing of Online Request for Certificate of Good Moral Character	34	34
GCU	Processing of Request for Counselor's Outside Referral	2	2
GCU	Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling	231	232
OAR	Process for Correction / Rectification of Grades (WALK-IN and ONLINE)	16	972

OAR	Process for Signing of Certificate of Registration and Validation of ID	144	29106
OAR	Process for Withdrawal of Enrollment or Registration (WALK-IN)	5	899
OAR	Processing of Application for Graduation	775	4385
OAR	Processing of Application for Leave of Absence (LOA)	0	99
OAR	Processing of Request for Adding, Changing, or Dropping of Subject/s	21	535
OAR	Processing of Request for Data	45	95
OAR	Processing of Request for Various Academic Documents (Online)	2	11
OAR	Processing of Request for Various Academic Documents (Walk-In)	121	926
OLMS	Process of Inquiring for Available Learning Resources	609	1680
OLMS	Process of Renewing Borrowed Library Resources	547	1023
OLMS	Process of Returning Library Resources	956	1778
OLMS	Processing of Request for Online Reservation and Pick-Up	1	1
OLMS	Processing of Request for Referral Service	1	1
OLMS	Processing of Request to Borrow Library Resources	1103	2278
OLMS	Processing of Request to Use Computer & Internet Access	1042	6760
OLMS	Processing the Request of Document Delivery Service for Distance Users	0	0
SDMU	Processing of Request for Hosting a Sports Event	6	16
SDMU	Processing of Request for Joining in Sports Event on International Level	1	5
SDMU	Processing of Request for Joining in the Host University for Sports Event on National Level	1	9
SDMU	Processing of Request to Participate in Sports Event on Regional and National Level	1	49
AU	Processing for Assessment of Fees for Other Payors	364	493
AU	Processing of Refund of Tuition and Other Fees, Overpayment, Breakage Deposit, and Other Credit Balance	329	444
AU	Processing of Request for Re-Assessment / Adjustment of Student Fees, and Checking of Student Account Balances	253	274
CU	Process for Claiming of Checks	79	2483
CU	Process of Claiming Cash Benefits (OVER-THE-COUNTER)	33	8378
CU	Processing of Cash Payment for Outstanding Balances	22	54701
CU	Processing of Request for Certificate of Payment for Lost Official Receipt	1	226
CSU	Processing of Action for Complaints	3	3
CSU	Processing of Overnight Parking in the University	32	34
CSU	Processing of Request for CCTV Footage Review	5	8
OFDM-CMU	Processing of Service Request	1	1
DU	Process of Securing a Dental Certificate	29	29
EWU	Printing of Daily Time Record (DTR) for Overtime/Extended Services	23	335
EWU	Process for Requesting and Issuance of Authority to Travel Abroad	2	171
EWU	Process for Requesting of Contract of Service (COS) of Lecturers	3	585
EWU	Process of Application and Filing for Retirement / Separation, Life Insurance, Terminal Pay & Other Social Insurance Benefits	3	24
EWU	Processing of Application for Leave of Absence	33	1421
EWU	Processing of Request for Issuance of Certifications	18	186
OFDMU-FMU	Processing of Request for Pre-Repair Inspection, Repair, and Other Services	863	863
JGSU	Processing of Request for Janitorial Services	137	323
MSU	Processing of Medical Consultation	154	1744
MSU	Processing of Request for Employee Medical Certificate for Pre-employment and Annual Physical Examination	4	319
MSU	Processing of Request for Employee Medical Certificate for Return-to-Work Examination, Transfer and/or Separation from Employment.	1	582
MSU	Processing of Request for Student Medical Certificate.	49	500
OASU	Processing of Requests for Reproduction, Bookbinding and Ringbinding Documents	777	885
OBAAS	Process of Availing Print Shop Services (Tarpaulin, Sticker, Heat Press)	89	515

OBAAS	Processing of Application for Vehicle Gate Pass	63	774
OBAAS	Processing of Request for Re-ID for Worn-Out / Damaged Radio-Frequency Identification (RFID) Card	118	1317
OBAAS	Processing of Request for Reissuance of New Radio-Frequency Identification (RFID) Card	74	180
OBAAS	Request to Use the University Facilities	8	175
OGAD	Process for Addressing Client's Concerns (Online and Walk-In)	15	36
OGAD	Process of Reviewing of Research Proposals/ Finished Researches	0	0
OGAD	Processing of Request for Capacity Building	20	65
OGAD	Processing of Request for Funding and Program/Project Implementation	5	11
OGAD	Processing of Request for Gender-Responsive Extension Program for Short-Term Services/Activities	1	1
OHRDM	Processing of Request for Personnel-Related Documents and Reports	7	7
OVPA	Processing of Request for Various Services	43	883
PSU	Processing of Request for Personnel-Related Documents	260	265
PDU	Processing for Request for Send-Off of Retiree	11	11
PMU	Processing of Request for Individual Faculty Evaluation and Issuance of Strategic Performance Management System	117	821
PDU	Processing of Service Request for Design Layout	9	23
PCSU	Processing of Request for Safety Inspection of College-Based Events and Assistance for University-Wide Events and Activities	18	18
PU	Processing of Purchase Request / Job Order	157	752
RAU	Process of Archiving Documents and Materials	3	16
RAU	Process of Receiving and Controlling Records and Documents	207	5249
RAU	Process of Requesting for Disposal of Records or Use of Storage	14	14
RAU	Processing of Request of Records Copy/ies	15	23
SPMU	Processing of Request for Physical Inventory of Property Accountabilities	209	687
SPMU	Processing of Request for the Requisition and Issuance of Supplies, Materials, and Equipment	682	4282
SPMU	Processing of Request to Condemn Unserviceable Property Accountabilities	109	176
SPMU	Processing of Request to Return to Stock Serviceable Properties that are No Longer Needed by the End-User	39	91
SPMU	Processing of Request to Transfer Property Accountabilities	238	345
TODU	Process of Application for Sabbatical Leave	1	1
TODU	Process of Filing Cases and Complaints	22	27
TODU	Processing of Request for Thesis/Dissertation Financial Assistance	21	29
TODU	Processing of Application for Scholarship	7	27
TODU	Processing of Request for External Training	164	243
TODU	Processing of Request For In-House Training or Seminar (Face-to-Face and Online)	53	56
TODU	Processing of Request for Scholarship Extension	4	10
TODU	Processing of Request for Scholarship Status of Employee-Scholars	7	19
TODU	Processing of Request for Study Leave Reinstatement of Employee-Scholars	6	12
CSET	Processing of Requests for Innovation of the Intersection of Solar Energy and Emerging Technology and other Related services	50	56
	INTERNAL SERVICE OVERALL	16,397	168,489
	OVERALL TOTAL	17,535	213,878

	Client Satisfaction Measurement (CSM)					Anti-Red Tape Unit					
For the month of:	January - December 2025										
Citizen's Charter (CC) Question								Responses	Percentage		
CC1 Which of the following best describes your awareness of a CC?											
1	I know what a CC is and I saw this office's CC.							42	100%		
2	I know what a CC is but I did NOT see this office's CC.							-	-		
3	I learned of the CC only when I saw this office's CC.							-	-		
4	I do not know what a CC is and I did not see one in this office.							-	-		
CC2 If aware of CC , would you say that the CC of this office was ...?											
1	Easy to see							41	97.62%		
2	Somewhat easy to see							1	2.38%		
3	Difficult to see							-	-		
4	Not visible at all							-	-		
5	N/A							-	-		
CC3 If aware of CC. How much did the CC help you in your transaction?											
1	Helped very much							41	97.62%		
2	Somewhat helped							1	2.38%		
3	Did not help							-	-		
4	N/A							-	-		
Service Quality Dimensions (SQD)				Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.			-	-	-	1	42	0	43	100%
SQD1	I spent a reasonable amount of time for my transaction.			-	-	-	1	42	0	43	100%
SQD2	The office followed the transaction's requirements and steps based on the information provided.			-	-	-	1	42	0	43	100%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.			-	-	-	1	42	0	43	100%
SQD4	I easily found information about my transaction from the office or its website.			-	-	-	1	42	0	43	100%
SQD5	I paid a correct amount of fees for my transaction.			-	-	-	-	-	43	43	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.			-	-	-	1	42	0	43	100%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.			-	-	-	1	42	0	43	100%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.			-	-	-	1	42	0	43	100%
Overall Average Rating				-	-	-	7	294	43	344	100%
Outstanding											
External Service								Responses	Total Transaction	Response Rate	
Processing of Request for a Copy of Documents and Various Reports								-	0	N/A	
External Service Total								-	-		
Internal Service								Responses	Total Transaction	Response Rate	
Processing of Request for a Copy of Documents and Various Reports								7	7	100%	
Processing of Request for Coaching and Mentoring								5	5	100%	
Processing of Request for Review and Evaluation of Citizen's Charter								31	31	100%	
Internal Service Total								43	43		
OVERALL TOTAL								43	43	100%	

		Client Satisfaction Measurement (CSM)					Hardware Maintenance Unit		
For the month of:		January - December 2025							
Citizen's Charter (CC) Question								Responses	Percentage
CC1		Which of the following best describes your awareness of a CC?							
1	I know what a CC is and I saw this office's CC.						652	99.69%	
2	I know what a CC is but I did NOT see this office's CC.						-	-	
3	I learned of the CC only when I saw this office's CC.						1	0.15%	
4	I do not know what a CC is and I did not see one in this office.						1	0.15%	
CC2		If aware of CC , would you say that the CC of this office was ...?							
1	Easy to see						647	99.08%	
2	Somewhat easy to see						4	0.61%	
3	Difficult to see						2	0.31%	
4	Not visible at all						-	-	
5	N/A						-	-	
CC3		If aware of CC. How much did the CC help you in your transaction?							
1	Helped very much						649	99.39%	
2	Somewhat helped						2	0.31%	
3	Did not help						-	-	
4	N/A						2	0.31%	
Service Quality Dimensions (SQD)		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.	1	2	1	1	649	0	654	99.39%
SQD1	I spent a reasonable amount of time for my transaction.	2	1	-	4	646	1	654	99.54%
SQD2	The office followed the transaction's requirements and steps based on the information provided.	1	1	2	-	650	0	654	99.39%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.	2	-	2	2	625	23	654	99.37%
SQD4	I easily found information about my transaction from the office or its website.	1	1	1	2	649	0	654	99.54%
SQD5	I paid a correct amount of fees for my transaction.	-	-	-	-	-	654	654	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.	1	1	-	2	649	1	654	99.69%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.	1	1	1	2	648	1	654	99.54%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.	1	1	2	1	648	1	654	99.39%
Overall Average Rating		9	6	8	13	4515	681	5232	99.49%
Outstanding									
Internal Service							Responses	Total Transaction	Response Rate
Process for Inspection of Condemn ICT Equipment							4	86	5%
Process for Inspection of New ICT Equipment							2	38	5%
Process for Requesting of Preventive Maintenance for Desktop Computer Units							-	0	N/A
Process for Software Installation							113	482	23%
Processing of Request for Technical Assistance							422	507	83%
Processing of Request to Repair an ICT Equipment							113	1112	10%
Internal Service Total							654	2225	
OVERALL TOTAL							654	2225	29%

		Client Satisfaction Measurement (CSM)					Network Unit		
For the month of:		January - December 2025							
Citizen's Charter (CC) Question								Responses	Percentage
CC1 Which of the following best describes your awareness of a CC?									
1	I know what a CC is and I saw this office's CC.						723	99.0%	
2	I know what a CC is but I did NOT see this office's CC.						4	0.5%	
3	I learned of the CC only when I saw this office's CC.						3	0.4%	
4	I do not know what a CC is and I did not see one in this office.						-	-	
CC2 If aware of CC , would you say that the CC of this office was ...?									
1	Easy to see						723	99.0%	
2	Somewhat easy to see						5	0.7%	
3	Difficult to see						2	0.3%	
4	Not visible at all						-	-	
5	N/A						-	-	
CC3 If aware of CC. How much did the CC help you in your transaction?									
1	Helped very much						726	99.6%	
2	Somewhat helped						3	0.4%	
3	Did not help						-	-	
4	N/A						-	-	
Service Quality Dimensions (SQD)		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.	-	-	-	2	728	0	730	100%
SQD1	I spent a reasonable amount of time for my transaction.	-	1	1	3	724	1	730	100%
SQD2	The office followed the transaction's requirements and steps based on the information provided.	-	-	-	-	730	0	730	100%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.	-	-	2	2	715	11	730	100%
SQD4	I easily found information about my transaction from the office or its website.	-	-	-	3	727	0	730	100%
SQD5	I paid a correct amount of fees for my transaction.	-	-	-	-	-	730	730	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.	-	-	1	1	728	0	730	100%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.	-	-	-	1	729	0	730	100%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.	-	-	-	3	727	0	730	100%
Overall Average Rating		-	1	4	13	5080	742	5840	100%
Outstanding									

Internal Service	Responses	Total Transaction	Response Rate
Process for Creation of Domain Accounts	44	68	65%
Process for Granting Virtual Private Network (VPN) Access	4	7	57%
Process for Resetting of TSU Systems/Network Accounts	-	0	N/A
Process for Unblocking of Websites	-	0	N/A
Process for Wi-Fi Access Registration	437	527	83%
Process for Wi-Fi Setup/Deployment	116	128	91%
Processing of Request for Cabling of New Network Connection	129	317	41%
Internal Service Total	730	1047	
OVERALL TOTAL	730	1047	70%

	Client Satisfaction Measurement (CSM)					Office of Management Information System						
For the month of:	January - December 2025											
Citizen's Charter (CC) Question								Responses	Percentage			
CC1 Which of the following best describes your awareness of a CC?												
1	I know what a CC is and I saw this office's CC.							911	97.43%			
2	I know what a CC is but I did NOT see this office's CC.							12	1.28%			
3	I learned of the CC only when I saw this office's CC.							8	0.86%			
4	I do not know what a CC is and I did not see one in this office.							4	0.43%			
CC2 If aware of CC , would you say that the CC of this office was ...?												
1	Easy to see							911	97.54%			
2	Somewhat easy to see							19	2.03%			
3	Difficult to see							4	0.43%			
4	Not visible at all							-	-			
5	N/A							-	-			
CC3 If aware of CC. How much did the CC help you in your transaction?												
1	Helped very much							922	98.93%			
2	Somewhat helped							5	0.54%			
3	Did not help							3	0.32%			
4	N/A							2	0.21%			
Service Quality Dimensions (SQD)					Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.				-	1	1	26	908	0	936	100%
SQD1	I spent a reasonable amount of time for my transaction.				1	5	7	14	901	8	936	98.60%
SQD2	The office followed the transaction's requirements and steps based on the information provided.				1	-	1	18	910	6	936	100%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.				-	1	7	18	885	25	936	99.12%
SQD4	I easily found information about my transaction from the office or its website.				-	-	4	24	905	3	936	100%
SQD5	I paid a correct amount of fees for my transaction.				-	-	-	-	-	936	936	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.				-	2	3	22	907	2	936	99.46%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.				1	-	2	22	910	1	936	100%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.				-	-	6	21	906	3	936	99.36%
Overall Average Rating					3	8	30	139	6324	984	7488	99.37%
Outstanding												

Internal Service				Responses	Total Transaction	Response Rate
Process for Account Creation and Assigning of Privileges				2	355	1%
Process of Changing Posted Schedule				1	352	0%
Process for Office 365 Account Assistance				301	14102	2%
Process for Tagging or Untagging of Faculty, Room, and/or Schedule				623	871	72%
Process for Tagging/Untagging of Honorarium Classes				2	196	1%
Processing of Request to Transfer of Students				7	230	3%
Internal Service Total				936	16106	
OVERALL TOTAL				936	16106	6%

	Client Satisfaction Measurement (CSM)						Office of Planning			
For the month of:	January - December 2025									
Citizen's Charter (CC) Question								Responses	Percentage	
CC1 Which of the following best describes your awareness of a CC?										
1	I know what a CC is and I saw this office's CC.						4	80%		
2	I know what a CC is but I did NOT see this office's CC.						1	20%		
3	I learned of the CC only when I saw this office's CC.						-	-		
4	I do not know what a CC is and I did not see one in this office.						-	-		
CC2 If aware of CC , would you say that the CC of this office was ...?										
1	Easy to see						4	80%		
2	Somewhat easy to see						-	-		
3	Difficult to see						1	20%		
4	Not visible at all						-	-		
5	N/A						-	-		
CC3 If aware of CC. How much did the CC help you in your transaction?										
1	Helped very much						4	80%		
2	Somewhat helped						1	20%		
3	Did not help						-	-		
4	N/A						-	-		
Service Quality Dimensions (SQD)		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall	
SQD0	I am satisfied with the service that I availed.	-	-	-	1	4	0	5	100%	
SQD1	I spent a reasonable amount of time for my transaction.	-	-	-	1	4	0	5	100%	
SQD2	The office followed the transaction's requirements and steps based on the information provided.	-	-	-	1	4	0	5	100%	
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.	-	-	-	-	3	2	5	100%	
SQD4	I easily found information about my transaction from the office or its website.	-	-	-	-	5	0	5	100%	
SQD5	I paid a correct amount of fees for my transaction.	-	-	-	-	-	5	5	N/A	
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.	-	-	-	-	5	0	5	100%	
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.	-	-	-	1	4	0	5	100%	
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.	-	-	-	-	5	0	5	100%	
Overall Average Rating		-	-	-	3	30	7	40	100%	
Outstanding										

Internal Service		Responses	Total Transaction	Response Rate
Process for Review and Approval of Pre-Planning Activities		5	5	100%
Internal Service Total		5	5	
OVERALL TOTAL		5	5	100%

		Client Satisfaction Measurement (CSM)					Office of Public Affairs		
For the month of:		January - December 2025							
Citizen's Charter (CC) Question								Responses	Percentage
CC1		Which of the following best describes your awareness of a CC?							
1	I know what a CC is and I saw this office's CC.						362	96.02%	
2	I know what a CC is but I did NOT see this office's CC.						7	1.86%	
3	I learned of the CC only when I saw this office's CC.						6	1.59%	
4	I do not know what a CC is and I did not see one in this office.						2	0.53%	
CC2		If aware of CC , would you say that the CC of this office was ...?							
1	Easy to see						357	96.49%	
2	Somewhat easy to see						12	3.24%	
3	Difficult to see						1	0.27%	
4	Not visible at all						-	-	
5	N/A						-	-	
CC3		If aware of CC. How much did the CC help you in your transaction?							
1	Helped very much						362	98.10%	
2	Somewhat helped						5	1.36%	
3	Did not help						1	0.27%	
4	N/A						1	0.27%	
Service Quality Dimensions (SQD)		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.	-	-	-	17	362	0	379	100%
SQD1	I spent a reasonable amount of time for my transaction.	-	-	-	19	356	4	379	100%
SQD2	The office followed the transaction's requirements and steps based on the information provided.	-	-	1	15	361	2	379	100%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.	-	-	1	13	298	67	379	100%
SQD4	I easily found information about my transaction from the office or its website.	-	-	1	18	357	3	379	100%
SQD5	I paid a correct amount of fees for my transaction.	-	-	-	-	-	379	379	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.	-	-	1	15	360	3	379	100%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.	-	-	-	15	363	1	379	100%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.	-	-	-	15	363	1	379	100%
Overall Average Rating		-	-	4	110	2458	460	3032	100%
Outstanding									

External Service		Responses	Total Transaction	Response Rate
Process for Addressing Client's Concerns via Email		10	5770	0%
Process for Publication and Distribution of TSU Bulletin		1	34	3%
External Service Total		11	5804	
Internal Service		Responses	Total Transaction	Response Rate
Process for Addressing Client's Concerns via Email		96	1437	7%
Process for Posting of Print/Social Media/TSU Website Materials		214	636	34%
Process for Publication of Online News		24	226	11%
Process for Requesting of Electronic Copy of Photos, Videos or Files		18	109	17%
Processing of Request for Coverage of University Activities		16	76	21%
Internal Service Total		368	2484	
OVERALL TOTAL		379	8288	5%

	Client Satisfaction Measurement (CSM)					Office of the University Board Secretary					
For the month of:	January - December 2025										
Citizen's Charter (CC) Question								Responses	Percentage		
CC1 Which of the following best describes your awareness of a CC?											
1	I know what a CC is and I saw this office's CC.							31	96.88%		
2	I know what a CC is but I did NOT see this office's CC.							1	3.13%		
3	I learned of the CC only when I saw this office's CC.							-	-		
4	I do not know what a CC is and I did not see one in this office.							-	-		
CC2 If aware of CC , would you say that the CC of this office was ...?											
1	Easy to see							31	96.88%		
2	Somewhat easy to see							1	3.13%		
3	Difficult to see							-	-		
4	Not visible at all							-	-		
5	N/A							-	-		
CC3 If aware of CC. How much did the CC help you in your transaction?											
1	Helped very much							32	100%		
2	Somewhat helped							-	-		
3	Did not help							-	-		
4	N/A							-	-		
Service Quality Dimensions (SQD)				Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.			-	-	-	1	31	0	32	100%
SQD1	I spent a reasonable amount of time for my transaction.			-	-	-	1	30	1	32	100%
SQD2	The office followed the transaction's requirements and steps based on the information provided.			-	-	-	1	31	0	32	100%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.			-	-	-	-	23	9	32	100%
SQD4	I easily found information about my transaction from the office or its website.			-	-	-	1	30	1	32	100%
SQD5	I paid a correct amount of fees for my transaction.			-	-	-	-	-	32	32	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.			-	-	-	1	31	0	32	100%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.			-	-	-	1	31	0	32	100%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.			-	-	-	1	31	0	32	100%
Overall Average Rating				-	-	-	6	207	43	256	100%
Outstanding											
Internal Service								Responses	Total Transaction	Response Rate	
Processing of Request for Copy of Administrative Council Resolutions, Board Resolutions, or Referendums								20	218	9%	
Submission of Complete Staff Work or Agenda by the Offices of the University for Board Meetings								10	151	7%	
Submission of the Agenda to the University's Administrative Council Meetings								2	35	6%	
Internal Service Total								32	404		
OVERALL TOTAL								32	404	8%	

	Client Satisfaction Measurement (CSM)						Office of University Legal Counsel							
For the month of:	January - December 2025													
Citizen's Charter (CC) Question								Responses	Percentage					
CC1 Which of the following best describes your awareness of a CC?														
1	I know what a CC is and I saw this office's CC.						89	90.82%						
2	I know what a CC is but I did NOT see this office's CC.						5	5.10%						
3	I learned of the CC only when I saw this office's CC.						3	3.06%						
4	I do not know what a CC is and I did not see one in this office.						1	1.02%						
CC2 If aware of CC , would you say that the CC of this office was ...?														
1	Easy to see						83	84.69%						
2	Somewhat easy to see						9	9.18%						
3	Difficult to see						2	2.04%						
4	Not visible at all						1	1.02%						
5	N/A						3	3.06%						
CC3 If aware of CC. How much did the CC help you in your transaction?														
1	Helped very much						88	89.80%						
2	Somewhat helped						6	6.12%						
3	Did not help						1	1.02%						
4	N/A						3	3.06%						
Service Quality Dimensions (SQD)							Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.						-	-	-	6	92	0	98	100%
SQD1	I spent a reasonable amount of time for my transaction.						-	-	2	7	84	5	98	98%
SQD2	The office followed the transaction's requirements and steps based on the information provided.						-	-	-	7	91	0	98	100%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.						-	-	-	1	84	13	98	100%
SQD4	I easily found information about my transaction from the office or its website.						-	-	-	7	88	3	98	100%
SQD5	I paid a correct amount of fees for my transaction.						-	-	-	-	-	98	98	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.						-	-	-	4	93	1	98	100%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.						-	-	1	4	93	0	98	99%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.						-	-	-	3	95	0	98	100%
Overall Average Rating							-	-	3	33	628	120	784	100%
Outstanding														
Internal Service												Responses	Total Transaction	Response Rate
Processing of Request for Document Review												98	304	32%
Internal Service Total												98	304	
OVERALL TOTAL												98	304	63 32%

		Client Satisfaction Measurement (CSM)				Office of the University President					
For the month of:		January - December 2025									
Citizen's Charter (CC) Question								Responses	Percentage		
CC1 Which of the following best describes your awareness of a CC?											
1	I know what a CC is and I saw this office's CC.							251	89.96%		
2	I know what a CC is but I did NOT see this office's CC.							10	3.58%		
3	I learned of the CC only when I saw this office's CC.							16	5.73%		
4	I do not know what a CC is and I did not see one in this office.							2	0.72%		
CC2 If aware of CC , would you say that the CC of this office was ...?											
1	Easy to see							255	91.40%		
2	Somewhat easy to see							21	7.53%		
3	Difficult to see							1	0.36%		
4	Not visible at all							1	0.36%		
5	N/A							1	0.36%		
CC3 If aware of CC. How much did the CC help you in your transaction?											
1	Helped very much							264	94.96%		
2	Somewhat helped							12	4.32%		
3	Did not help							-	-		
4	N/A							2	0.72%		
Service Quality Dimensions (SQD)				Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.			-	-	2	20	258	0	280	99.29%
SQD1	I spent a reasonable amount of time for my transaction.			-	-	-	28	250	2	280	100%
SQD2	The office followed the transaction's requirements and steps based on the information provided.			-	-	-	25	255	0	280	100%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.			-	-	1	21	166	92	280	99.47%
SQD4	I easily found information about my transaction from the office or its website.			-	-	3	21	253	3	280	98.92%
SQD5	I paid a correct amount of fees for my transaction.			-	-	-	-	-	280	280	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.			-	-	1	17	261	1	280	100%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.			-	-	-	17	262	1	280	100%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.			-	-	2	23	255	0	280	99.29%
Overall Average Rating				-	-	7	152	1702	379	2240	99.62%
Outstanding											
External Service								Responses	Total Transaction	Response Rate	
Processing of Action on Contracts and External Agreements								251	580	43%	
Processing of Request for Personal Meeting with the President								29	200	15%	
External Service Total								280	780		
OVERALL TOTAL								280	780	36%	

	Client Satisfaction Measurement (CSM)						Quality Management Unit							
For the month of:	January - December 2025													
Citizen's Charter (CC) Question								Responses	Percentage					
CC1 Which of the following best describes your awareness of a CC?														
1	I know what a CC is and I saw this office's CC.						208	99.52%						
2	I know what a CC is but I did NOT see this office's CC.						-	-						
3	I learned of the CC only when I saw this office's CC.						1	0.48%						
4	I do not know what a CC is and I did not see one in this office.						-	-						
CC2 If aware of CC , would you say that the CC of this office was ...?														
1	Easy to see						206	99.04%						
2	Somewhat easy to see						2	0.96%						
3	Difficult to see						-	-						
4	Not visible at all						-	-						
5	N/A						-	-						
CC3 If aware of CC. How much did the CC help you in your transaction?														
1	Helped very much						207	99.52%						
2	Somewhat helped						1	0.48%						
3	Did not help						-	-						
4	N/A						-	-						
Service Quality Dimensions (SQD)							Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.						-	-	-	2	207	0	209	100%
SQD1	I spent a reasonable amount of time for my transaction.						-	-	-	3	205	1	209	100%
SQD2	The office followed the transaction's requirements and steps based on the information provided.						-	-	-	2	207	0	209	100%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.						-	-	-	1	187	21	209	100%
SQD4	I easily found information about my transaction from the office or its website.						-	-	-	2	207	0	209	100%
SQD5	I paid a correct amount of fees for my transaction.						-	-	-	-	-	209	209	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.						-	-	-	1	208	0	209	100%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.						-	-	-	2	207	0	209	100%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.						-	-	-	2	207	0	209	100%
Overall Average Rating							-	-	-	13	1428	231	1672	100%
Outstanding														
External Service												Responses	Total Transaction	Response Rate
Processing of requests for QMS Registered Documents for Various Purposes												-	0	N/A
External Service Total												-	-	
Internal Service												Responses	Total Transaction	Response Rate
Processing of Request for Documented Information for Various Purposes												74	77	96%
Processing of QMS Documents for Registration, Revision, and Abolition												135	178	76%
Internal Service Total												209	255	
OVERALL TOTAL												209	255	82%

	Client Satisfaction Measurement (CSM)					Software Development Unit					
For the month of:	January - December 2025										
Citizen's Charter (CC) Question								Responses	Percentage		
CC1 Which of the following best describes your awareness of a CC?											
1	I know what a CC is and I saw this office's CC.							1223	99.35%		
2	I know what a CC is but I did NOT see this office's CC.							2	0.16%		
3	I learned of the CC only when I saw this office's CC.							5	0.41%		
4	I do not know what a CC is and I did not see one in this office.							1	0.08%		
CC2 If aware of CC , would you say that the CC of this office was ...?											
1	Easy to see							1221	99.27%		
2	Somewhat easy to see							8	0.65%		
3	Difficult to see							1	0.08%		
4	Not visible at all							-	-		
5	N/A							-	-		
CC3 If aware of CC. How much did the CC help you in your transaction?											
1	Helped very much							1219	99.19%		
2	Somewhat helped							10	0.81%		
3	Did not help							-	-		
4	N/A							-	-		
Service Quality Dimensions (SQD)				Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.			-	-	-	6	1225	0	1231	100%
SQD1	I spent a reasonable amount of time for my transaction.			1	1	2	15	1189	23	1231	100%
SQD2	The office followed the transaction's requirements and steps based on the information provided.			-	-	1	6	1223	1	1231	100%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.			-	-	2	5	1177	47	1231	100%
SQD4	I easily found information about my transaction from the office or its website.			-	-	1	12	1213	5	1231	100%
SQD5	I paid a correct amount of fees for my transaction.			-	-	-	-	-	1231	1231	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.			-	-	-	7	1224	0	1231	100%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.			-	-	-	8	1223	0	1231	100%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.			-	-	-	7	1223	1	1231	100%
Overall Average Rating				1	1	6	60	8472	1308	9848	100%
Outstanding											
Internal Service									Responses	Total Transaction	Response Rate
Process for Blocking and Unblocking of RFID Cards									150	302	50%
Process for Creation and Updating of Website/Webpage									739	817	90%
Process for Development of New Systems/Programs									28	90	31%
Process for Report Generation									112	146	77%
Processing for Biometrics Registration									97	169	57%
Processing of Request for Technical Assistance									105	246	43%
Internal Service Total									1231	1770	
OVERALL TOTAL									1231	1770	70%

		Client Satisfaction Measurement (CSM)				Accounting Unit			
For the month of:		January - December 2025							
Citizen's Charter (CC) Question								Responses	Percentage
CC1 Which of the following best describes your awareness of a CC?									
1	I know what a CC is and I saw this office's CC.						696	76.2%	
2	I know what a CC is but I did NOT see this office's CC.						73	8.0%	
3	I learned of the CC only when I saw this office's CC.						90	9.9%	
4	I do not know what a CC is and I did not see one in this office.						54	5.9%	
CC2 If aware of CC , would you say that the CC of this office was ...?									
1	Easy to see						642	69.7%	
2	Somewhat easy to see						192	20.8%	
3	Difficult to see						46	5.0%	
4	Not visible at all						15	1.6%	
5	N/A						26	2.8%	
CC3 If aware of CC. How much did the CC help you in your transaction?									
1	Helped very much						786	85.8%	
2	Somewhat helped						88	9.6%	
3	Did not help						7	0.8%	
4	N/A						35	3.8%	
Service Quality Dimensions (SQD)		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.	7	6	25	172	736	0	946	96.0%
SQD1	I spent a reasonable amount of time for my transaction.	6	16	42	182	695	5	946	93.2%
SQD2	The office followed the transaction's requirements and steps based on the information provided.	9	7	25	177	725	3	946	95.7%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.	7	6	32	185	701	15	946	95.2%
SQD4	I easily found information about my transaction from the office or its website.	9	9	36	198	690	4	946	94.3%
SQD5	I paid a correct amount of fees for my transaction.	1	2	1	11	27	904	946	90.5%
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.	4	11	29	147	750	5	946	95.3%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.	7	7	22	148	758	4	946	96.2%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.	7	6	33	152	742	6	946	95.1%
Overall Average Rating		50	64	220	1200	5088	946	7568	94.96%
Outstanding									
External Service							Responses	Total Transaction	Response Rate
Processing for Assessment of Fees for Other Payors							-	0	N/A
External Service Total							-	-	
Internal Service							Responses	Total Transaction	Response Rate
Processing for Assessment of Fees for Other Payors							364	493	74%
Processing of Refund of Tuition and Other Fees, Overpayment, Breakage Deposit, and Other Credit Balance							329	444	74%
Processing of Request for Re-Assessment / Adjustment of Student Fees, and Checking of Student Account Balances							253	274	92%
Internal Service Total							946	1211	
OVERALL TOTAL							946	1211	78%

		Client Satisfaction Measurement (CSM)					Cashiering Unit				
For the month of:		January - December 2025									
Citizen's Charter (CC) Question								Responses	Percentage		
CC1 Which of the following best describes your awareness of a CC?											
1	I know what a CC is and I saw this office's CC.						133	98%			
2	I know what a CC is but I did NOT see this office's CC.						1	1%			
3	I learned of the CC only when I saw this office's CC.						-	-			
4	I do not know what a CC is and I did not see one in this office.						2	1%			
CC2 If aware of CC , would you say that the CC of this office was ...?											
1	Easy to see						128	94%			
2	Somewhat easy to see						6	4%			
3	Difficult to see						1	1%			
4	Not visible at all						-	-			
5	N/A						1	1%			
CC3 If aware of CC. How much did the CC help you in your transaction?											
1	Helped very much						133	98%			
2	Somewhat helped						1	1%			
3	Did not help						1	1%			
4	N/A						1	1%			
Service Quality Dimensions (SQD)				Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.			6	-	1	9	120	0	136	94.85%
SQD1	I spent a reasonable amount of time for my transaction.			7	1	1	11	116	0	136	93.38%
SQD2	The office followed the transaction's requirements and steps based on the information provided.			6	-	1	8	121	0	136	94.85%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.			5	-	1	7	101	22	136	94.74%
SQD4	I easily found information about my transaction from the office or its website.			6	-	2	10	117	1	136	94.07%
SQD5	I paid a correct amount of fees for my transaction.			5	-	1	3	92	35	136	94.06%
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.			6	-	1	8	121	0	136	94.85%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.			6	-	1	9	120	0	136	94.85%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.			6	-	1	6	122	1	136	94.81%
Overall Average Rating				47	1	9	62	910	59	1088	94.46%
Very Satisfactory											

External Service				Responses	Total Transaction	Response Rate
Process for Claiming of Checks				-	656	0%
Processing of Cash Payment for Outstanding Balances				1	19065	0%
Processing of Request for Certificate of Payment for Lost Official Receipt				-	75	0%
External Service Total				1	19796	
Internal Service				Responses	Total Transaction	Response Rate
Process for Claiming of Checks				79	2483	3%
Process of Claiming Cash Benefits (OVER-THE-COUNTER)				22	8378	0%
Processing of Cash Payment for Outstanding Balances				33	54701	0%
Processing of Request for Certificate of Payment for Lost Official Receipt				1	226	0%
Internal Service Total				135	65788	
OVERALL TOTAL				136	85584	0%

	Client Satisfaction Measurement (CSM)					Civil Security Unit				
For the month of:	January - December 2025									
Citizen's Charter (CC) Question								Responses	Percentage	
CC1 Which of the following best describes your awareness of a CC?										
1	I know what a CC is and I saw this office's CC.						35	87.5%		
2	I know what a CC is but I did NOT see this office's CC.						3	7.5%		
3	I learned of the CC only when I saw this office's CC.						2	5.0%		
4	I do not know what a CC is and I did not see one in this office.						-	-		
CC2 If aware of CC , would you say that the CC of this office was ...?										
1	Easy to see						35	87.5%		
2	Somewhat easy to see						5	12.5%		
3	Difficult to see						-	-		
4	Not visible at all						-	-		
5	N/A						-	-		
CC3 If aware of CC. How much did the CC help you in your transaction?										
1	Helped very much						37	92.5%		
2	Somewhat helped						3	7.5%		
3	Did not help						-	-		
4	N/A						-	-		
Service Quality Dimensions (SQD)			Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.		-	-	-	1	39	0	40	100%
SQD1	I spent a reasonable amount of time for my transaction.		-	-	-	2	38	0	40	100%
SQD2	The office followed the transaction's requirements and steps based on the information provided.		-	-	-	1	39	0	40	100%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.		-	-	1	1	38	0	40	98%
SQD4	I easily found information about my transaction from the office or its website.		-	-	-	2	38	0	40	100%
SQD5	I paid a correct amount of fees for my transaction.		-	-	-	-	-	40	40	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.		-	-	-	1	39	0	40	100%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.		-	-	-	-	40	0	40	100%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.		-	-	-	-	40	0	40	100%
Overall Average Rating			-	-	1	7	272	40	320	100%
Outstanding										
External Service								Responses	Total Transaction	Response Rate
Processing of Action for Complaints								-	0	0%
Processing of Request for CCTV Footage Review								-	0	0%
External Service Total								-	-	
Internal Service								Responses	Total Transaction	Response Rate
Processing of Action for Complaints								3	3	100%
Processing of Overnight Parking in the University								32	34	94%
Processing of Request for CCTV Footage Review								5	8	63%
Internal Service Total								40	45	
OVERALL TOTAL								40	45	89%

	Client Satisfaction Measurement (CSM)						Contract Management Unit				
For the month of:	January - December 2025										
Citizen's Charter (CC) Question							Responses	Percentage			
CC1 Which of the following best describes your awareness of a CC?											
1	I know what a CC is and I saw this office's CC.						1	100%			
2	I know what a CC is but I did NOT see this office's CC.						-	-			
3	I learned of the CC only when I saw this office's CC.						-	-			
4	I do not know what a CC is and I did not see one in this office.						-	-			
CC2 If aware of CC , would you say that the CC of this office was ...?											
1	Easy to see						1	100%			
2	Somewhat easy to see						-	-			
3	Difficult to see						-	-			
4	Not visible at all						-	-			
5	N/A						-	-			
CC3 If aware of CC. How much did the CC help you in your transaction?											
1	Helped very much						1	100%			
2	Somewhat helped						-	-			
3	Did not help						-	-			
4	N/A						-	-			
Service Quality Dimensions (SQD)				Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.			-	-	-	-	1	0	1	100%
SQD1	I spent a reasonable amount of time for my transaction.			-	-	-	-	1	0	1	100%
SQD2	The office followed the transaction's requirements and steps based on the information provided.			-	-	-	-	1	0	1	100%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.			-	-	-	-	1	0	1	100%
SQD4	I easily found information about my transaction from the office or its website.			-	-	-	-	1	0	1	100%
SQD5	I paid a correct amount of fees for my transaction.			-	-	-	-	-	1	1	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.			-	-	-	-	1	0	1	100%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.			-	-	-	-	1	0	1	100%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.			-	-	-	-	1	0	1	100%
Overall Average Rating				-	-	-	-	7	1	8	100%
Outstanding											

External Service			Responses	Total Transaction	Response Rate
Processing of Service Request			-	0	0%
External Service Total			-	-	
Internal Service			Responses	Total Transaction	Response Rate
Processing of Service Request			1	1	100%
Internal Service Total			1	1	
OVERALL TOTAL			1	1	70100%

		Client Satisfaction Measurement (CSM)					Dental Unit				
For the month of:		January - December 2025									
Citizen's Charter (CC) Question								Responses	Percentage		
CC1 Which of the following best describes your awareness of a CC?											
1	I know what a CC is and I saw this office's CC.						25	86.2%			
2	I know what a CC is but I did NOT see this office's CC.						1	3.4%			
3	I learned of the CC only when I saw this office's CC.						3	10.3%			
4	I do not know what a CC is and I did not see one in this office.						-	-			
CC2 If aware of CC , would you say that the CC of this office was ...?											
1	Easy to see						28	96.6%			
2	Somewhat easy to see						1	3.4%			
3	Difficult to see						-	-			
4	Not visible at all						-	-			
5	N/A						-	-			
CC3 If aware of CC. How much did the CC help you in your transaction?											
1	Helped very much						28	96.6%			
2	Somewhat helped						1	3.4%			
3	Did not help						-	-			
4	N/A						-	-			
Service Quality Dimensions (SQD)				Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.			-	-	-	1	28	0	29	100%
SQD1	I spent a reasonable amount of time for my transaction.			-	-	-	4	25	0	29	100%
SQD2	The office followed the transaction's requirements and steps based on the information provided.			-	-	-	1	28	0	29	100%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.			-	-	-	1	25	3	29	100%
SQD4	I easily found information about my transaction from the office or its website.			-	-	-	1	28	0	29	100%
SQD5	I paid a correct amount of fees for my transaction.			-	-	-	-	-	29	29	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.			-	-	-	1	28	0	29	100%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.			-	-	-	1	28	0	29	100%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.			-	-	-	2	27	0	29	100%
Overall Average Rating				-	-	-	11	189	32	232	100%
Outstanding											

	Client Satisfaction Measurement (CSM)	Employee Welfare Unit							
For the month of:	January - December 2025								
Citizen's Charter (CC) Question								Responses	Percentage
CC1 Which of the following best describes your awareness of a CC?									
1	I know what a CC is and I saw this office's CC.							98	99%
2	I know what a CC is but I did NOT see this office's CC.							-	-
3	I learned of the CC only when I saw this office's CC.							1	1%
4	I do not know what a CC is and I did not see one in this office.							-	-
CC2 If aware of CC , would you say that the CC of this office was ...?									
1	Easy to see							97	98%
2	Somewhat easy to see							2	2%
3	Difficult to see							-	-
4	Not visible at all							-	-
5	N/A							-	-
CC3 If aware of CC. How much did the CC help you in your transaction?									
1	Helped very much							97	98%
2	Somewhat helped							2	2%
3	Did not help							-	-
4	N/A							-	-
Service Quality Dimensions (SQD)		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.	-	-	-	1	99	0	100	100%
SQD1	I spent a reasonable amount of time for my transaction.	-	-	1	2	96	1	100	99%
SQD2	The office followed the transaction's requirements and steps based on the information provided.	-	-	-	2	96	2	100	100%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.	-	-	-	1	93	6	100	100%
SQD4	I easily found information about my transaction from the office or its website.	-	-	-	3	96	1	100	100%
SQD5	I paid a correct amount of fees for my transaction.	-	-	-	-	-	100	100	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.	-	-	-	2	98	0	100	100%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.	-	-	-	2	98	0	100	100%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.	-	-	-	2	97	1	100	100%
Overall Average Rating		-	-	1	14	674	111	800	100%
Outstanding									
External Service							Responses	Total Transaction	Response Rate
Processing of Employment Verification Requests							11	85	13%
Processing of Request for Issuance of Certifications							7	593	1%
External Service Total							18	678	
Internal Service							Responses	Total Transaction	Response Rate
Printing of Daily Time Record (DTR) for Overtime/Extended Services							23	335	7%
Process for Requesting and Issuance of Authority to Travel Abroad							2	171	1%
Process for Requesting of Contract of Service (COS) of Lecturers							3	585	1%
Process of Application and Filing for Retirement / Separation, Life Insurance, Terminal Pay & Other Social Insurance Benefits							3	24	13%
Processing of Application for Leave of Absence							33	1421	2%
Processing of Request for Issuance of Certifications							18	186	10%
Internal Service Total							82	2722	
OVERALL TOTAL							100	3400	3%

		Client Satisfaction Measurement (CSM)					Facilities Maintenance Unit				
For the month of:		January - December 2025									
Citizen's Charter (CC) Question								Responses	Percentage		
CC1 Which of the following best describes your awareness of a CC?											
1	I know what a CC is and I saw this office's CC.							860	99.77%		
2	I know what a CC is but I did NOT see this office's CC.							2	0.23%		
3	I learned of the CC only when I saw this office's CC.							-	-		
4	I do not know what a CC is and I did not see one in this office.							-	-		
CC2 If aware of CC , would you say that the CC of this office was ...?											
1	Easy to see							852	98.73%		
2	Somewhat easy to see							11	1.27%		
3	Difficult to see							-	-		
4	Not visible at all							-	-		
5	N/A							-	-		
CC3 If aware of CC. How much did the CC help you in your transaction?											
1	Helped very much							856	99.42%		
2	Somewhat helped							5	0.58%		
3	Did not help							-	-		
4	N/A							-	-		
Service Quality Dimensions (SQD)				Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.			3	2	-	58	800	0	863	99.4%
SQD1	I spent a reasonable amount of time for my transaction.			2	-	4	85	765	7	863	99.3%
SQD2	The office followed the transaction's requirements and steps based on the information provided.			3	1	1	64	791	3	863	99.4%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.			3	-	1	45	529	285	863	99.3%
SQD4	I easily found information about my transaction from the office or its website.			3	-	3	77	771	9	863	99.3%
SQD5	I paid a correct amount of fees for my transaction.			-	-	-	-	-	863	863	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.			2	-	4	63	791	3	863	99.3%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.			2	-	3	60	795	3	863	99.4%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.			3	1	2	63	790	4	863	99.3%
Overall Average Rating				18	2	18	457	5232	1177	6904	99.3%
Outstanding											
External Service									Responses	Total Transaction	Response Rate
Processing of Request for Pre-Repair Inspection, Repair, and Other Services									-	0	N/A
External Service Total									-	-	
Internal Service									Responses	Total Transaction	Response Rate
Processing of Request for Pre-Repair Inspection, Repair, and Other Services									863	863	100%
Internal Service Total									863	863	
OVERALL TOTAL									863	863	100%

		Client Satisfaction Measurement (CSM)					Janitorial and Grounds Services Unit			
For the month of:		January - December 2025								
Citizen's Charter (CC) Question								Responses	Percentage	
CC1 Which of the following best describes your awareness of a CC?										
1	I know what a CC is and I saw this office's CC.						134	99%		
2	I know what a CC is but I did NOT see this office's CC.						-	-		
3	I learned of the CC only when I saw this office's CC.						-	-		
4	I do not know what a CC is and I did not see one in this office.						1	1%		
CC2 If aware of CC , would you say that the CC of this office was ...?										
1	Easy to see						134	99%		
2	Somewhat easy to see						1	1%		
3	Difficult to see						1	1%		
4	Not visible at all						-	-		
5	N/A						-	-		
CC3 If aware of CC. How much did the CC help you in your transaction?										
1	Helped very much						135	100%		
2	Somewhat helped						-	-		
3	Did not help						-	-		
4	N/A						-	-		
Service Quality Dimensions (SQD)		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall	
SQD0	I am satisfied with the service that I availed.	-	-	2	6	129	0	137	98.5%	
SQD1	I spent a reasonable amount of time for my transaction.	-	-	1	13	121	2	137	99.3%	
SQD2	The office followed the transaction's requirements and steps based on the information provided.	-	-	1	11	125	0	137	99.3%	
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.	-	-	1	11	65	60	137	98.7%	
SQD4	I easily found information about my transaction from the office or its website.	-	-	1	11	121	4	137	99.2%	
SQD5	I paid a correct amount of fees for my transaction.	-	-	-	-	-	137	137	N/A	
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.	1	1	2	8	122	3	137	97.0%	
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.	-	-	1	9	125	2	137	99.3%	
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.	-	-	2	8	123	4	137	98.5%	
Overall Average Rating		1	1	9	71	802	212	1096	98.8%	
Outstanding										
Internal Service							Responses	Total Transaction	Response Rate	
Processing of Request for Janitorial Services							137	323	42%	
Internal Service Total							137	323		
OVERALL TOTAL							137	323	42%	

		Client Satisfaction Measurement (CSM)					Motorpool Unit				
For the month of:		January - December 2025									
Citizen's Charter (CC) Question								Responses	Percentage		
CC1 Which of the following best describes your awareness of a CC?											
1	I know what a CC is and I saw this office's CC.						164	96%			
2	I know what a CC is but I did NOT see this office's CC.						7	4%			
3	I learned of the CC only when I saw this office's CC.						-	-			
4	I do not know what a CC is and I did not see one in this office.						-	-			
CC2 If aware of CC , would you say that the CC of this office was ...?											
1	Easy to see						171	100%			
2	Somewhat easy to see						-	-			
3	Difficult to see						-	-			
4	Not visible at all						-	-			
5	N/A						-	-			
CC3 If aware of CC. How much did the CC help you in your transaction?											
1	Helped very much						171	100%			
2	Somewhat helped						-	-			
3	Did not help						-	-			
4	N/A						-	-			
Service Quality Dimensions (SQD)				Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.			2	1	-	3	165	0	171	98.2%
SQD1	I spent a reasonable amount of time for my transaction.			1	2	-	2	166	0	171	98.2%
SQD2	The office followed the transaction's requirements and steps based on the information provided.			2	-	-	4	165	0	171	98.8%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.			2	-	1	3	61	104	171	95.5%
SQD4	I easily found information about my transaction from the office or its website.			1	-	1	6	163	0	171	98.8%
SQD5	I paid a correct amount of fees for my transaction.			-	-	-	-	-	171	171	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.			3	-	-	3	165	0	171	98.2%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.			2	-	-	4	165	0	171	98.8%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.			2	1	-	2	166	0	171	98.2%
Overall Average Rating				13	3	2	24	1051	275	1368	98.4%
Outstanding											

Internal Service								Responses	Total Transaction	Response Rate
Processing of Travel Order for Travel Requests								171	475	36%
Internal Service Total								171	475	
OVERALL TOTAL								171	475	36%

	Client Satisfaction Measurement (CSM)						Medical Unit - Main Campus		
For the month of:	January - December 2025								
Citizen's Charter (CC) Question							Responses	Percentage	
CC1 Which of the following best describes your awareness of a CC?									
1	I know what a CC is and I saw this office's CC.						185	90.2%	
2	I know what a CC is but I did NOT see this office's CC.						3	1.5%	
3	I learned of the CC only when I saw this office's CC.						11	5.4%	
4	I do not know what a CC is and I did not see one in this office.						6	2.9%	
CC2 If aware of CC , would you say that the CC of this office was ...?									
1	Easy to see						190	91.3%	
2	Somewhat easy to see						14	6.7%	
3	Difficult to see						3	1.4%	
4	Not visible at all						-	-	
5	N/A						1	0.5%	
CC3 If aware of CC. How much did the CC help you in your transaction?									
1	Helped very much						201	97.1%	
2	Somewhat helped						5	2.4%	
3	Did not help						-	-	
4	N/A						1	0.5%	
Service Quality Dimensions (SQD)		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.	3	-	1	18	186	0	208	98.1%
SQD1	I spent a reasonable amount of time for my transaction.	2	-	3	23	180	0	208	97.6%
SQD2	The office followed the transaction's requirements and steps based on the information provided.	2	-	2	19	184	1	208	98.1%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.	1	-	1	21	167	18	208	98.9%
SQD4	I easily found information about my transaction from the office or its website.	1	-	1	32	169	5	208	99.0%
SQD5	I paid a correct amount of fees for my transaction.	-	-	-	1	-	207	208	100%
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.	1	-	1	18	187	1	208	99.0%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.	1	-	1	19	186	1	208	99.0%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.	1	-	1	22	181	3	208	99.0%
Overall Average Rating		9	-	10	155	1254	236	1664	98.7%
Outstanding									

External Service		Responses	Total Transaction	Response Rate
Processing of Medical Consultation		-	540	0%
External Service Total		-	540	
Internal Service		Responses	Total Transaction	Response Rate
Processing of Medical Consultation		154	1744	9%
Processing of Request for Employee Medical Certificate for Pre-employment and Annual Physical Examination		4	319	1%
Processing of Request for Employee Medical Certificate for Return-to-Work Examination, Transfer and/or Separation from Employment		1	582	0%
Processing of Request for Student Medical Certificate		49	500	10%
Internal Service Total		208	3145	
OVERALL TOTAL		208	3685	6%

		Client Satisfaction Measurement (CSM)					Monitoring Unit		
For the month of:		January - December 2025							
Citizen's Charter (CC) Question								Responses	Percentage
CC1 Which of the following best describes your awareness of a CC?									
1	I know what a CC is and I saw this office's CC.							56	100%
2	I know what a CC is but I did NOT see this office's CC.							-	-
3	I learned of the CC only when I saw this office's CC.							-	-
4	I do not know what a CC is and I did not see one in this office.							-	-
CC2 If aware of CC , would you say that the CC of this office was ...?									
1	Easy to see							56	100%
2	Somewhat easy to see							-	-
3	Difficult to see							-	-
4	Not visible at all							-	-
5	N/A							-	-
CC3 If aware of CC. How much did the CC help you in your transaction?									
1	Helped very much							56	100%
2	Somewhat helped							-	-
3	Did not help							-	-
4	N/A							-	-
Service Quality Dimensions (SQD)		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.	-	-	-	1	55	0	56	100%
SQD1	I spent a reasonable amount of time for my transaction.	-	-	-	1	55	0	56	100%
SQD2	The office followed the transaction's requirements and steps based on the information provided.	-	-	-	3	53	0	56	100%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.	-	-	-	4	32	20	56	100%
SQD4	I easily found information about my transaction from the office or its website.	-	-	-	11	25	20	56	100%
SQD5	I paid a correct amount of fees for my transaction.	-	-	-	-	-	56	56	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.	-	-	-	7	49	0	56	100%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.	-	-	-	1	55	0	56	100%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.	-	-	-	7	49	0	56	100%
Overall Average Rating		-	-	-	34	318	96	448	100%
Outstanding									
External Service							Responses	Total Transaction	Response Rate
Processing of Material Approval Request							56	69	81%
External Service Total							56	69	
OVERALL TOTAL							56	69	81%

	Client Satisfaction Measurement (CSM)					Obligations and Administrative Support Service Unit					
For the month of:	January - December 2025										
Citizen's Charter (CC) Question								Responses	Percentage		
CC1 Which of the following best describes your awareness of a CC?											
1	I know what a CC is and I saw this office's CC.						738	97.5%			
2	I know what a CC is but I did NOT see this office's CC.						7	0.9%			
3	I learned of the CC only when I saw this office's CC.						8	1.1%			
4	I do not know what a CC is and I did not see one in this office.						4	0.5%			
CC2 If aware of CC , would you say that the CC of this office was ...?											
1	Easy to see						741	97.6%			
2	Somewhat easy to see						14	1.8%			
3	Difficult to see						2	0.3%			
4	Not visible at all						-	-			
5	N/A						2	0.3%			
CC3 If aware of CC. How much did the CC help you in your transaction?											
1	Helped very much						741	97.6%			
2	Somewhat helped						14	1.8%			
3	Did not help						-	-			
4	N/A						4	0.5%			
Service Quality Dimensions (SQD)				Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.			2	-	7	37	731	0	777	99%
SQD1	I spent a reasonable amount of time for my transaction.			4	-	6	42	715	10	777	99%
SQD2	The office followed the transaction's requirements and steps based on the information provided.			2	1	6	43	724	1	777	99%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.			1	1	9	36	633	97	777	98%
SQD4	I easily found information about my transaction from the office or its website.			1	-	5	44	713	14	777	99%
SQD5	I paid a correct amount of fees for my transaction.			-	-	-	-	-	777	777	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.			2	-	5	38	730	2	777	99%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.			2	-	5	39	731	0	777	99%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.			2	-	5	34	736	0	777	99%
Overall Average Rating				14	2	41	276	4982	901	6216	98.9%
Outstanding											
Internal Service								Responses	Total Transaction	Response Rate	
Processing of Requests for Reproduction, Bookbinding and Ringbinding Documents								777	885	88%	
Internal Service Total								777	885		
OVERALL TOTAL								777	885	88%	

		Client Satisfaction Measurement (CSM)				Office of Business Affairs and Auxiliary Services			
For the month of:		January - December 2025							
Citizen's Charter (CC) Question								Responses	Percentage
CC1 Which of the following best describes your awareness of a CC?									
1	I know what a CC is and I saw this office's CC.						301	86.0%	
2	I know what a CC is but I did NOT see this office's CC.						13	3.7%	
3	I learned of the CC only when I saw this office's CC.						29	8.3%	
4	I do not know what a CC is and I did not see one in this office.						7	2.0%	
CC2 If aware of CC , would you say that the CC of this office was ...?									
1	Easy to see						301	85.3%	
2	Somewhat easy to see						42	11.9%	
3	Difficult to see						5	1.4%	
4	Not visible at all						1	0.3%	
5	N/A						4	1.1%	
CC3 If aware of CC. How much did the CC help you in your transaction?									
1	Helped very much						330	93.5%	
2	Somewhat helped						15	4.2%	
3	Did not help						1	0.3%	
4	N/A						7	2.0%	
Service Quality Dimensions (SQD)		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.	1	2	3	24	325	0	355	98%
SQD1	I spent a reasonable amount of time for my transaction.	2	1	1	37	312	2	355	99%
SQD2	The office followed the transaction's requirements and steps based on the information provided.	1	1	-	32	320	1	355	99%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.	1	1	4	29	291	29	355	98%
SQD4	I easily found information about my transaction from the office or its website.	1	-	5	45	303	1	355	98%
SQD5	I paid a correct amount of fees for my transaction.	-	-	-	5	20	330	355	100%
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.	1	2	-	22	326	4	355	99%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.	2	1	1	26	324	1	355	99%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.	2	-	-	26	324	3	355	99%
Overall Average Rating		10	6	11	222	2220	371	2840	98.9%
Outstanding									

External Service		Responses	Total Transaction	Response Rate
Processing of Request to Use the University Facilities		3	21	14%
External Service Total		3	21	
Internal Service		Responses	Total Transaction	Response Rate
Process of Availing Print Shop Services (Tarpaulin, Sticker, Heat Press)		89	515	17%
Processing of Application for Vehicle Gate Pass		63	774	8%
Processing of Request for Re-ID for Worn-Out / Damaged Radio-Frequency Identification (RFID) Card		118	1317	9%
Processing of Request for Reissuance of New Radio-Frequency Identification (RFID) Card		74	180	41%
Request to Use the University Facilities		8	175	5%
Internal Service Total		352	2961	
OVERALL TOTAL		355	2982	12%

	Client Satisfaction Measurement (CSM)						Office of Gender and Development			
For the month of:	January - December 2025									
Citizen's Charter (CC) Question								Responses	Percentage	
CC1 Which of the following best describes your awareness of a CC?										
1	I know what a CC is and I saw this office's CC.						37	95%		
2	I know what a CC is but I did NOT see this office's CC.						-	-		
3	I learned of the CC only when I saw this office's CC.						2	5%		
4	I do not know what a CC is and I did not see one in this office.						-	-		
CC2 If aware of CC , would you say that the CC of this office was ...?										
1	Easy to see						36	90%		
2	Somewhat easy to see						4	10%		
3	Difficult to see						-	-		
4	Not visible at all						-	-		
5	N/A						-	-		
CC3 If aware of CC. How much did the CC help you in your transaction?										
1	Helped very much						39	98%		
2	Somewhat helped						1	3%		
3	Did not help						-	-		
4	N/A						-	-		
Service Quality Dimensions (SQD)		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall	
SQD0	I am satisfied with the service that I availed.	-	-	-	2	39	0	41	100%	
SQD1	I spent a reasonable amount of time for my transaction.	-	-	-	2	39	0	41	100%	
SQD2	The office followed the transaction's requirements and steps based on the information provided.	-	-	-	1	39	1	41	100%	
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.	-	-	-	2	29	10	41	100%	
SQD4	I easily found information about my transaction from the office or its website.	-	-	-	2	37	2	41	100%	
SQD5	I paid a correct amount of fees for my transaction.	-	-	-	1	2	38	41	100%	
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.	-	-	-	1	39	1	41	100%	
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.	-	-	-	1	40	0	41	100%	
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.	-	-	-	2	38	1	41	100%	
Overall Average Rating		-	-	-	12	263	53	328	100%	
Outstanding										
External Service							Responses	Total Transaction	Response Rate	
Process for Addressing Client's Concerns (Online and Walk-In)							-	1	N/A	
Processing of Request for Gender-Responsive Extension Program for Short-Term Services/Activities							-	15	0%	
External Service Total							-	16		
Internal Service							Responses	Total Transaction	Response Rate	
Process for Addressing Client's Concerns (Online and Walk-In)							15	36	42%	
Process of Reviewing of Research Proposals/ Finished Researches							-	0	N/A	
Processing of Request for Capacity Building							20	65	31%	
Processing of Request for Funding and Program/Project Implementation							5	11	45%	
Processing of Request for Gender-Responsive Extension Program for Short-Term Services/Activities							1	1	100%	
Internal Service Total							41	113		
OVERALL TOTAL							41	129	32%	

	Client Satisfaction Measurement (CSM)						Office of Human Resource Development and Management							
For the month of:	January - December 2025													
Citizen's Charter (CC) Question								Responses	Percentage					
CC1 Which of the following best describes your awareness of a CC?														
1	I know what a CC is and I saw this office's CC.						7	88%						
2	I know what a CC is but I did NOT see this office's CC.						-	-						
3	I learned of the CC only when I saw this office's CC.						1	13%						
4	I do not know what a CC is and I did not see one in this office.						-	-						
CC2 If aware of CC , would you say that the CC of this office was ...?														
1	Easy to see						8	100%						
2	Somewhat easy to see						-	-						
3	Difficult to see						-	-						
4	Not visible at all						-	-						
5	N/A						-	-						
CC3 If aware of CC. How much did the CC help you in your transaction?														
1	Helped very much						8	100%						
2	Somewhat helped						-	-						
3	Did not help						-	-						
4	N/A						-	-						
Service Quality Dimensions (SQD)							Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.						-	-	-	-	8	0	8	100%
SQD1	I spent a reasonable amount of time for my transaction.						-	-	-	-	8	0	8	100%
SQD2	The office followed the transaction's requirements and steps based on the information provided.						-	-	-	1	7	0	8	100%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.						-	-	-	-	6	2	8	100%
SQD4	I easily found information about my transaction from the office or its website.						-	-	-	1	7	0	8	100%
SQD5	I paid a correct amount of fees for my transaction.						-	-	-	-	-	8	8	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.						-	-	-	-	8	0	8	100%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.						-	-	-	-	8	0	8	100%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.						-	-	-	1	7	0	8	100%
Overall Average Rating							-	-	-	3	51	10	64	100%
Outstanding														
External Service												Responses	Total Transaction	Response Rate
Processing of Request for Personnel-Related Documents and Reports												1	1	100%
External Service Total												1	1	
Internal Service												Responses	Total Transaction	Response Rate
Processing of Request for Personnel-Related Documents and Reports												7	7	100%
Internal Service Total												7	7	
OVERALL TOTAL												8	8	100%

		Client Satisfaction Measurement (CSM)					Office of the Vice President for Administration				
For the month of:		January - December 2025									
Citizen's Charter (CC) Question								Responses	Percentage		
CC1 Which of the following best describes your awareness of a CC?											
1	I know what a CC is and I saw this office's CC.							39	91%		
2	I know what a CC is but I did NOT see this office's CC.							-	-		
3	I learned of the CC only when I saw this office's CC.							4	9%		
4	I do not know what a CC is and I did not see one in this office.							-	-		
CC2 If aware of CC , would you say that the CC of this office was ...?											
1	Easy to see							41	95%		
2	Somewhat easy to see							2	5%		
3	Difficult to see							-	-		
4	Not visible at all							-	-		
5	N/A							-	-		
CC3 If aware of CC. How much did the CC help you in your transaction?											
1	Helped very much							37	86%		
2	Somewhat helped							6	14%		
3	Did not help							-	-		
4	N/A							-	-		
Service Quality Dimensions (SQD)		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall		
SQD0	I am satisfied with the service that I availed.	2	-	-	-	41	0	43	95.3%		
SQD1	I spent a reasonable amount of time for my transaction.	-	-	-	-	41	2	43	100%		
SQD2	The office followed the transaction's requirements and steps based on the information provided.	2	-	-	3	38	0	43	95.3%		
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.	-	-	-	4	30	9	43	100%		
SQD4	I easily found information about my transaction from the office or its website.	-	-	-	4	36	3	43	100%		
SQD5	I paid a correct amount of fees for my transaction.	-	-	-	-	-	43	43	N/A		
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.	2	-	-	1	40	0	43	95.3%		
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.	2	-	-	-	41	0	43	95.3%		
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.	2	-	-	-	41	0	43	95.3%		
Overall Average Rating		8	-	-	12	267	57	344	97.2%		
Outstanding											
Internal Service							Responses	Total Transaction	Response Rate		
Processing of Request for Various Services							43	883	5%		
Internal Service Total							43	883			
OVERALL TOTAL							43	883	5%		

	Client Satisfaction Measurement (CSM)					Payroll Services Unit				
For the month of:	January - December 2025									
Citizen's Charter (CC) Question								Responses	Percentage	
CC1 Which of the following best describes your awareness of a CC?										
1	I know what a CC is and I saw this office's CC.							248	97.3%	
2	I know what a CC is but I did NOT see this office's CC.							2	0.8%	
3	I learned of the CC only when I saw this office's CC.							4	1.6%	
4	I do not know what a CC is and I did not see one in this office.							1	0.4%	
CC2 If aware of CC , would you say that the CC of this office was ...?										
1	Easy to see							247	95.0%	
2	Somewhat easy to see							9	3.5%	
3	Difficult to see							2	0.8%	
4	Not visible at all							1	0.4%	
5	N/A							1	0.4%	
CC3 If aware of CC. How much did the CC help you in your transaction?										
1	Helped very much							254	97.7%	
2	Somewhat helped							4	1.5%	
3	Did not help							1	0.4%	
4	N/A							1	0.4%	
Service Quality Dimensions (SQD)		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall	
SQD0	I am satisfied with the service that I availed.	1	1	1	16	241	0	260	98.8%	
SQD1	I spent a reasonable amount of time for my transaction.	1	2	1	18	235	3	260	98.4%	
SQD2	The office followed the transaction's requirements and steps based on the information provided.	1	1	-	19	239	0	260	99.2%	
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.	1	1	1	16	218	23	260	98.7%	
SQD4	I easily found information about my transaction from the office or its website.	-	2	3	19	234	2	260	98.1%	
SQD5	I paid a correct amount of fees for my transaction.	-	-	-	-	-	260	260	N/A	
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.	1	1	1	16	240	1	260	98.8%	
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.	1	1	-	16	242	0	260	99.2%	
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.	1	1	1	15	242	0	260	98.8%	
Overall Average Rating		6	9	7	119	1650	289	2080	98.8%	
Outstanding										
Internal Service								Responses	Total Transaction	Response Rate
Processing of Request for Personnel-Related Documents								260	265	98%
Internal Service Total								260	265	
OVERALL TOTAL								260	265	98%

	Client Satisfaction Measurement (CSM)						Performance Management Unit			
For the month of:	January - December 2025									
Citizen's Charter (CC) Question								Responses	Percentage	
CC1 Which of the following best describes your awareness of a CC?										
1	I know what a CC is and I saw this office's CC.						127	99%		
2	I know what a CC is but I did NOT see this office's CC.						1	1%		
3	I learned of the CC only when I saw this office's CC.						-	-		
4	I do not know what a CC is and I did not see one in this office.						-	-		
CC2 If aware of CC , would you say that the CC of this office was ...?										
1	Easy to see						127	99%		
2	Somewhat easy to see						1	1%		
3	Difficult to see						-	-		
4	Not visible at all						-	-		
5	N/A						-	-		
CC3 If aware of CC. How much did the CC help you in your transaction?										
1	Helped very much						127	99%		
2	Somewhat helped						1	1%		
3	Did not help						-	-		
4	N/A						-	-		
Service Quality Dimensions (SQD)		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall	
SQD0	I am satisfied with the service that I availed.	1	-	-	2	125	0	128	99.2%	
SQD1	I spent a reasonable amount of time for my transaction.	-	1	-	2	125	0	128	99.2%	
SQD2	The office followed the transaction's requirements and steps based on the information provided.	-	1	-	2	125	0	128	99.2%	
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.	-	1	-	1	124	2	128	99.2%	
SQD4	I easily found information about my transaction from the office or its website.	1	-	1	5	121	0	128	98.4%	
SQD5	I paid a correct amount of fees for my transaction.	-	-	-	-	-	128	128	N/A	
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.	1	-	-	3	124	0	128	99.2%	
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.	1	-	-	2	125	0	128	99.2%	
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.	1	-	-	3	124	0	128	99.2%	
Overall Average Rating		4	3	1	18	868	130	1024	99.1%	
Outstanding										
Internal Service							Responses	Total Transaction	Response Rate	
Processing for Request for Send-Off of Retiree							11	11	100%	
Processing of Request for Individual Faculty Evaluation and Issuance of Strategic Performance Management System							117	821	14%	
Internal Service Total							128	832		
OVERALL TOTAL							128	832	15%	

	Client Satisfaction Measurement (CSM)	Planning and Design Unit							
For the month of:	January - December 2025								
Citizen's Charter (CC) Question								Responses	Percentage
CC1 Which of the following best describes your awareness of a CC?									
1	I know what a CC is and I saw this office's CC.							8	100%
2	I know what a CC is but I did NOT see this office's CC.							-	-
3	I learned of the CC only when I saw this office's CC.							-	-
4	I do not know what a CC is and I did not see one in this office.							-	-
CC2 If aware of CC , would you say that the CC of this office was ...?									
1	Easy to see							8	100%
2	Somewhat easy to see							-	-
3	Difficult to see							-	-
4	Not visible at all							-	-
5	N/A							-	-
CC3 If aware of CC. How much did the CC help you in your transaction?									
1	Helped very much							8	100%
2	Somewhat helped							-	-
3	Did not help							-	-
4	N/A							-	-
Service Quality Dimensions (SQD)		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.	-	-	-	-	9	0	9	100%
SQD1	I spent a reasonable amount of time for my transaction.	-	-	-	-	9	0	9	100%
SQD2	The office followed the transaction's requirements and steps based on the information provided.	-	-	-	-	9	0	9	100%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.	-	-	-	-	8	1	9	100%
SQD4	I easily found information about my transaction from the office or its website.	-	-	-	-	9	0	9	100%
SQD5	I paid a correct amount of fees for my transaction.	-	-	-	-	-	9	9	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.	-	-	-	-	9	0	9	100%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.	-	-	-	-	9	0	9	100%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.	-	-	-	-	9	0	9	100%
Overall Average Rating		-	-	-	-	62	10	72	100%
Outstanding									
Internal Service							Responses	Total Transaction	Response Rate
Processing of Service Request for Design Layout							9	23	39%
Internal Service Total							9	23	
OVERALL TOTAL							9	23	87%

		Client Satisfaction Measurement (CSM)					Pollution Control and Safety Unit		
For the month of:		January - December 2025							
Citizen's Charter (CC) Question								Responses	Percentage
CC1 Which of the following best describes your awareness of a CC?									
1	I know what a CC is and I saw this office's CC.						16	89%	
2	I know what a CC is but I did NOT see this office's CC.						-	-	
3	I learned of the CC only when I saw this office's CC.						2	11%	
4	I do not know what a CC is and I did not see one in this office.						-	-	
CC2 If aware of CC , would you say that the CC of this office was ...?									
1	Easy to see						18	100%	
2	Somewhat easy to see						-	-	
3	Difficult to see						-	-	
4	Not visible at all						-	-	
5	N/A						-	-	
CC3 If aware of CC. How much did the CC help you in your transaction?									
1	Helped very much						18	100%	
2	Somewhat helped						-	-	
3	Did not help						-	-	
4	N/A						-	-	
Service Quality Dimensions (SQD)		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.	-	-	-	-	18	0	18	100%
SQD1	I spent a reasonable amount of time for my transaction.	-	-	-	1	17	0	18	100%
SQD2	The office followed the transaction's requirements and steps based on the information provided.	-	-	-	-	18	0	18	100%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.	-	-	-	-	6	12	18	100%
SQD4	I easily found information about my transaction from the office or its website.	-	-	-	-	18	0	18	100%
SQD5	I paid a correct amount of fees for my transaction.	-	-	-	-	-	18	18	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.	-	-	-	-	18	0	18	100%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.	-	-	-	-	18	0	18	100%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.	-	-	-	1	17	0	18	100%
Overall Average Rating		-	-	-	2	112	30	144	100%
Outstanding									
Internal Service							Responses	Total Transaction	Response Rate
Processing of Request for Safety Inspection of College-Based Events and Assistance for University-Wide Events and Activities							18	18	100%
Internal Service Total							18	18	
OVERALL TOTAL							18	18	100%

		Client Satisfaction Measurement (CSM)					Procurement Unit		
For the month of:		January - December 2025							
Citizen's Charter (CC) Question							Responses	Percentage	
CC1 Which of the following best describes your awareness of a CC?									
1	I know what a CC is and I saw this office's CC.						177	95.2%	
2	I know what a CC is but I did NOT see this office's CC.						3	1.6%	
3	I learned of the CC only when I saw this office's CC.						3	1.6%	
4	I do not know what a CC is and I did not see one in this office.						3	1.6%	
CC2 If aware of CC , would you say that the CC of this office was ...?									
1	Easy to see						170	90.9%	
2	Somewhat easy to see						11	5.9%	
3	Difficult to see						3	1.6%	
4	Not visible at all						-	-	
5	N/A						3	1.6%	
CC3 If aware of CC. How much did the CC help you in your transaction?									
1	Helped very much						176	94.1%	
2	Somewhat helped						7	3.7%	
3	Did not help						1	0.5%	
4	N/A						3	1.6%	
Service Quality Dimensions (SQD)		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.	2	1	3	20	162	0	188	96.8%
SQD1	I spent a reasonable amount of time for my transaction.	1	3	4	24	156	0	188	95.7%
SQD2	The office followed the transaction's requirements and steps based on the information provided.	2	1	2	25	157	1	188	97.3%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.	-	1	3	21	132	31	188	97.5%
SQD4	I easily found information about my transaction from the office or its website.	2	1	3	24	150	8	188	96.7%
SQD5	I paid a correct amount of fees for my transaction.	-	-	-	-	-	188	188	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.	2	1	3	21	158	3	188	96.8%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.	2	1	3	20	161	1	188	96.8%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.	2	1	3	23	158	1	188	96.8%
Overall Average Rating		11	9	21	158	1072	233	1504	96.8%
Outstanding									
External Service							Responses	Total Transaction	Response Rate
Process of Acquiring Bidding Documents							31	64	48%
External Service Total							31	64	
Internal Service							Responses	Total Transaction	Response Rate
Processing of Purchase Request / Job Order							157	752	21%
Internal Service Total							157	752	
OVERALL TOTAL							188	816	23%

	Client Satisfaction Measurement (CSM)						Records and Archives Unit		
For the month of:	January - December 2025								
Citizen's Charter (CC) Question							Responses	Percentage	
CC1 Which of the following best describes your awareness of a CC?									
1	I know what a CC is and I saw this office's CC.						266	99%	
2	I know what a CC is but I did NOT see this office's CC.						3	1%	
3	I learned of the CC only when I saw this office's CC.						-	-	
4	I do not know what a CC is and I did not see one in this office.						-	-	
CC2 If aware of CC , would you say that the CC of this office was ...?									
1	Easy to see						267	99%	
2	Somewhat easy to see						3	1%	
3	Difficult to see						-	-	
4	Not visible at all						-	-	
5	N/A						-	-	
CC3 If aware of CC. How much did the CC help you in your transaction?									
1	Helped very much						268	99%	
2	Somewhat helped						2	1%	
3	Did not help						-	-	
4	N/A						-	-	
Service Quality Dimensions (SQD)		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.	-	-	-	10	260	0	270	100%
SQD1	I spent a reasonable amount of time for my transaction.	-	-	1	9	250	10	270	100%
SQD2	The office followed the transaction's requirements and steps based on the information provided.	-	-	-	10	260	0	270	100%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.	-	-	-	7	134	129	270	100%
SQD4	I easily found information about my transaction from the office or its website.	-	-	1	7	260	2	270	100%
SQD5	I paid a correct amount of fees for my transaction.	-	-	-	-	-	270	270	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.	-	-	-	9	261	0	270	100%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.	-	-	-	10	260	0	270	100%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.	-	-	-	9	261	0	270	100%
Overall Average Rating		-	-	2	61	1686	411	2160	100%
Outstanding									
External Service							Responses	Total Transaction	Response Rate
Process of Receiving and Controlling Records and Documents							31	2831	1%
External Service Total							31	2831	
Internal Service							Responses	Total Transaction	Response Rate
Process of Archiving Documents and Materials							3	16	19%
Process of Receiving and Controlling Records and Documents							207	5249	4%
Process of Requesting for Disposal of Records or Use of Storage							14	14	100%
Processing of Request of Records Copy/ies							15	23	65%
Internal Service Total							239	5302	
OVERALL TOTAL							270	8133	3%

		Client Satisfaction Measurement (CSM)					Supply and Property Management Unit							
For the month of:		January - December 2025												
Citizen's Charter (CC) Question								Responses	Percentage					
CC1 Which of the following best describes your awareness of a CC?														
1	I know what a CC is and I saw this office's CC.						1386	87.67%						
2	I know what a CC is but I did NOT see this office's CC.						11	0.70%						
3	I learned of the CC only when I saw this office's CC.						181	11.45%						
4	I do not know what a CC is and I did not see one in this office.						3	0.19%						
CC2 If aware of CC , would you say that the CC of this office was ...?														
1	Easy to see						1393	99.08%						
2	Somewhat easy to see						13	0.92%						
3	Difficult to see						-	-						
4	Not visible at all						-	-						
5	N/A						-	-						
CC3 If aware of CC. How much did the CC help you in your transaction?														
1	Helped very much						1179	84.03%						
2	Somewhat helped						224	15.97%						
3	Did not help						-	-						
4	N/A						-	-						
Service Quality Dimensions (SQD)							Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.						7	1	3	404	1184	0	1599	99.31%
SQD1	I spent a reasonable amount of time for my transaction.						7	2	2	447	1138	3	1599	99.31%
SQD2	The office followed the transaction's requirements and steps based on the information provided.						5	1	2	493	1096	2	1599	99.50%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.						5	1	2	483	1013	95	1599	99.47%
SQD4	I easily found information about my transaction from the office or its website.						4	1	3	449	1138	4	1599	99.50%
SQD5	I paid a correct amount of fees for my transaction.						-	-	-	-	-	1599	1599	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.						7	1	2	395	1194	0	1599	99.37%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.						7	1	3	465	1123	0	1599	99.31%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.						6	1	3	446	1143	0	1599	99.37%
Overall Average Rating						48	9	20	3582	9029	1703	14391	99.39%	
Outstanding														

External Service			Responses	Total Transaction	Response Rate
Disposal of Used/ Unserviceable Supplies, Material and Equipment through Public Auction			7	215	3%
Processing of Request for the Receipt, Inspection and Acceptance of Deliveries of Supplies, Materials and Equipment			315	522	60%
External Service Total			322	737	
Internal Service			Responses	Total Transaction	Response Rate
Processing of Request for Physical Inventory of Property Accountabilities			209	687	30%
Processing of Request for the Requisition and Issuance of Supplies, Materials, and Equipment			682	4282	16%
Processing of Request to Condemn Unserviceable Property Accountabilities			109	176	62%
Processing of Request to Return to Stock Serviceable Properties that are No Longer Needed by the End-User			39	91	43%
Processing of Request to Transfer Property Accountabilities			238	345	69%
Internal Service Total			1277	5581	
OVERALL TOTAL			1599	6318	25%

		Client Satisfaction Measurement (CSM)					Training and Organizational Development Unit			
For the month of:		January - December 2025								
Citizen's Charter (CC) Question								Responses	Percentage	
CC1 Which of the following best describes your awareness of a CC?										
1	I know what a CC is and I saw this office's CC.						241	85.5%		
2	I know what a CC is but I did NOT see this office's CC.						22	7.8%		
3	I learned of the CC only when I saw this office's CC.						14	5.0%		
4	I do not know what a CC is and I did not see one in this office.						5	1.8%		
CC2 If aware of CC , would you say that the CC of this office was ...?										
1	Easy to see						244	85.9%		
2	Somewhat easy to see						33	11.6%		
3	Difficult to see						1	0.4%		
4	Not visible at all						-	-		
5	N/A						6	2.1%		
CC3 If aware of CC. How much did the CC help you in your transaction?										
1	Helped very much						263	92.9%		
2	Somewhat helped						16	5.7%		
3	Did not help						-	-		
4	N/A						4	1.4%		
Service Quality Dimensions (SQD)		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall	
SQD0	I am satisfied with the service that I availed.	-	1	1	36	247	0	285	99.30%	
SQD1	I spent a reasonable amount of time for my transaction.	1	-	3	41	231	9	285	98.55%	
SQD2	The office followed the transaction's requirements and steps based on the information provided.	-	-	5	41	236	3	285	98.23%	
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.	-	-	5	42	190	48	285	97.89%	
SQD4	I easily found information about my transaction from the office or its website.	1	-	6	54	220	4	285	97.51%	
SQD5	I paid a correct amount of fees for my transaction.	-	-	-	-	-	285	285	N/A	
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.	-	-	4	40	238	3	285	98.58%	
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.	-	-	3	33	248	1	285	98.94%	
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.	1	-	3	37	242	2	285	98.59%	
Overall Average Rating		3	-	29	288	1605	355	2280	98.34%	
Outstanding										
Internal Service							Responses	Total Transaction	Response Rate	
Process of Application for Sabbatical Leave							1	1	100%	
Process of Filing Cases and Complaints							22	27	81%	
Processing of Request for Thesis/Dissertation Financial Assistance							21	29	72%	
Processing of Application for Scholarship							7	27	26%	
Processing of Request for External Training							164	243	67%	
Processing of Request For In-House Training or Seminar (Face-to-Face and Online)							53	56	95%	
Processing of Request for Scholarship Extension							4	10	40%	
Processing of Request for Scholarship Status of Employee-Scholars							7	19	37%	
Processing of Request for Study Leave Reinstatement of Employee-Scholars							6	12	50%	
Internal Service Total							285	424		
OVERALL TOTAL							285	424	67%	

		Client Satisfaction Measurement (CSM)				Guidance and Counseling Unit - Main Campus			
For the month of:		January - December 2025							
Citizen's Charter (CC) Question								Responses	Percentage
CC1		Which of the following best describes your awareness of a CC?							
1	I know what a CC is and I saw this office's CC.						266	86.93%	
2	I know what a CC is but I did NOT see this office's CC.						11	3.59%	
3	I learned of the CC only when I saw this office's CC.						21	6.86%	
4	I do not know what a CC is and I did not see one in this office.						8	2.61%	
CC2		If aware of CC , would you say that the CC of this office was ...?							
1	Easy to see						265	86.32%	
2	Somewhat easy to see						28	9.12%	
3	Difficult to see						4	1.30%	
4	Not visible at all						1	0.33%	
5	N/A						9	2.93%	
CC3		If aware of CC. How much did the CC help you in your transaction?							
1	Helped very much						283	92.18%	
2	Somewhat helped						15	4.89%	
3	Did not help						1	0.33%	
4	N/A						8	2.61%	
Service Quality Dimensions (SQD)		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.	-	-	3	18	286	0	307	99.02%
SQD1	I spent a reasonable amount of time for my transaction.	-	1	7	26	273	0	307	97.39%
SQD2	The office followed the transaction's requirements and steps based on the information provided.	-	-	1	24	281	1	307	100%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.	-	-	3	29	191	84	307	98.65%
SQD4	I easily found information about my transaction from the office or its website.	-	-	8	42	251	6	307	97.34%
SQD5	I paid a correct amount of fees for my transaction.	-	-	-	-	-	307	307	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.	-	-	2	18	286	1	307	99.35%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.	-	-	1	14	291	1	307	99.67%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.	-	-	2	14	289	2	307	99.34%
Overall Average Rating		-	1	24	167	1862	402	2456	98.78%
Outstanding									

External Service	Responses	Total Transaction	Response Rate
Processing of Online Request for Certificate of Good Moral Character	30	30	100%
Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling	10	10	100%
External Service Total	40	40	
Internal Service	Responses	Total Transaction	Response Rate
Processing of Online Request for Certificate of Good Moral Character	34	34	100%
Processing of Request for Counselor's Outside Referral	2	2	100%
Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling	231	232	100%
Internal Service Total	267	268	
OVERALL TOTAL	307	308	100%

		Client Satisfaction Measurement (CSM)					Office of Admission and Registration			
For the month of:		January - December 2025								
Citizen's Charter (CC) Question								Responses	Percentage	
CC1 Which of the following best describes your awareness of a CC?										
1	I know what a CC is and I saw this office's CC.						935	68.20%		
2	I know what a CC is but I did NOT see this office's CC.						156	11.38%		
3	I learned of the CC only when I saw this office's CC.						183	13.35%		
4	I do not know what a CC is and I did not see one in this office.						97	7.08%		
CC2 If aware of CC , would you say that the CC of this office was ...?										
1	Easy to see						909	65.92%		
2	Somewhat easy to see						319	23.13%		
3	Difficult to see						60	4.35%		
4	Not visible at all						16	1.16%		
5	N/A						75	5.44%		
CC3 If aware of CC. How much did the CC help you in your transaction?										
1	Helped very much						1029	74.95%		
2	Somewhat helped						237	17.26%		
3	Did not help						15	1.09%		
4	N/A						92	6.70%		
Service Quality Dimensions (SQD)		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall	
SQD0	I am satisfied with the service that I availed.		12	8	39	283	1079	5	1426	95.8%
SQD1	I spent a reasonable amount of time for my transaction.		13	17	48	368	967	13	1426	94.5%
SQD2	The office followed the transaction's requirements and steps based on the information provided.		9	7	32	287	1080	11	1426	96.6%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.		7	7	43	269	960	140	1426	95.6%
SQD4	I easily found information about my transaction from the office or its website.		7	3	51	312	1034	19	1426	95.7%
SQD5	I paid a correct amount of fees for my transaction.		-	-	-	-	-	1426	1426	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.		11	5	34	260	1096	20	1426	96.4%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.		11	5	37	250	1114	9	1426	96.3%
SQD8	I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.		9	4	31	279	1084	19	1426	96.9%
Overall Average Rating			67	48	276	2025	7335	1657	11408	96.0%
Outstanding										
External Service							Responses	Total Transaction	Response Rate	
Issuance of Temporary Notice of Acceptance for Foreign Student							-	0	N/A	
Process for Sending Credentials (Online)							6	694	1%	
Processing of Request for Transcript of Records of Graduates							172	2459	7%	
Processing of Request for Various Academic Documents (Online)							1	46	2%	
Processing of Request for Various Academic Documents (Walk-In)							93	8882	1%	
Processing of Student/Credential Verification (Walk-in & Online)							25	1796	1%	
External Service Total							297	13877		
Internal Service							Responses	Total Transaction	Response Rate	
Process for Correction / Rectification of Grades (WALK-IN and ONLINE)							16	972	2%	
Process for Signing of Certificate of Registration and Validation of ID							144	29106	0%	
Process for Withdrawal of Enrollment or Registration (WALK-IN)							5	899	1%	
Processing of Application for Graduation							775	4385	18%	
Processing of Application for Leave of Absence (LOA)							-	99	0%	
Processing of Request for Adding, Changing, or Dropping of Subject/s							21	535	4%	
Processing of Request for Data							45	95	47%	
Processing of Request for Various Academic Documents (Online)							2	11	18%	
Processing of Request for Various Academic Documents (Walk-In)							121	926	13%	
Internal Service Total							1129	37028		
OVERALL TOTAL							1426	50905	3%	

		Client Satisfaction Measurement (CSM)					Office of Library Management and Services - Main Campus					
For the month of:		January - December 2025										
Citizen's Charter (CC) Question								Responses	Percentage			
CC1 Which of the following best describes your awareness of a CC?												
1	I know what a CC is and I saw this office's CC.						3603	84.88%				
2	I know what a CC is but I did NOT see this office's CC.						118	2.78%				
3	I learned of the CC only when I saw this office's CC.						448	10.55%				
4	I do not know what a CC is and I did not see one in this office.						76	1.79%				
CC2 If aware of CC , would you say that the CC of this office was?												
1	Easy to see						3859	90.76%				
2	Somewhat easy to see						287	6.75%				
3	Difficult to see						38	0.89%				
4	Not visible at all						13	0.31%				
5	N/A						55	1.29%				
CC3 If aware of CC. How much did the CC help you in your transaction?												
1	Helped very much						3940	92.79%				
2	Somewhat helped						233	5.49%				
3	Did not help						5	0.12%				
4	N/A						68	1.60%				
Service Quality Dimensions (SQD)					Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.				0	1	9	274	3997	0	4281	100%
SQD1	I spent a reasonable amount of time for my transaction.				2	10	40	416	3805	8	4281	98.8%
SQD2	The office followed the transaction's requirements and steps based on the information provided.				0	2	24	351	3894	10	4281	99.4%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.				2	3	35	362	3396	483	4281	98.9%
SQD4	I easily found information about my transaction from the office or its website.				0	5	40	389	3829	18	4281	98.9%
SQD5	I paid a correct amount of fees for my transaction.				0	0	0	0	0	4281	4281	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.				1	0	21	304	3938	17	4281	99.5%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.				1	1	11	271	3993	4	4281	99.7%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.				0	2	22	328	3914	15	4281	99.4%
Overall Average Rating					6	23	193	2421	26769	4836	34248	99.2%
Outstanding												

External Service				Responses	Total Transaction	Response Rate
Requesting Access to the Library by Visiting Researcher/s				22	23	96%
External Service Total				22	23	
Internal Service				Responses	Total Transaction	Response Rate
Process of Inquiring for Available Learning Resources				609	1680	36%
Process of Renewing Borrowed Library Resources				547	1023	53%
Process of Returning Library Resources				956	1778	54%
Processing of Request for Online Reservation and Pick-Up				1	1	100%
Processing of Request for Referral Service				1	1	100%
Processing of Request to Borrow Library Resources				1103	2278	48%
Processing of Request to Use Computer & Internet Access				1042	6760	15%
Processing the Request of Document Delivery Service for Distance Users				0	0	N/A
Internal Service Total				4259	13521	
OVERALL TOTAL				4281	13544	32%

		Client Satisfaction Measurement (CSM)						Sports and Development Unit	
For the month of:		January - December 2025							
Citizen's Charter (CC) Question								Responses	Percentage
CC1	Which of the following best describes your awareness of a CC?								
1	I know what a CC is and I saw this office's CC.							11	100%
2	I know what a CC is but I did NOT see this office's CC.							-	-
3	I learned of the CC only when I saw this office's CC.							-	-
4	I do not know what a CC is and I did not see one in this office.							-	-
CC2	If aware of CC , would you say that the CC of this office was ...?								
1	Easy to see							11	100%
2	Somewhat easy to see							-	-
3	Difficult to see							-	-
4	Not visible at all							-	-
5	N/A							-	-
CC3	If aware of CC. How much did the CC help you in your transaction?								
1	Helped very much							11	100%
2	Somewhat helped							-	-
3	Did not help							-	-
4	N/A							-	-
Service Quality Dimensions (SQD)		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.	-	-	-	-	11	0	11	100%
SQD1	I spent a reasonable amount of time for my transaction.	-	-	-	-	11	0	11	100%
SQD2	The office followed the transaction's requirements and steps based on the information provided.	-	-	-	-	11	0	11	100%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.	-	-	-	-	10	1	11	100%
SQD4	I easily found information about my transaction from the office or its website.	-	-	-	-	11	0	11	100%
SQD5	I paid a correct amount of fees for my transaction.	-	-	-	-	-	11	11	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.	-	-	-	-	11	0	11	100%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.	-	-	-	-	11	0	11	100%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.	-	-	-	-	11	0	11	100%
Overall Average Rating		-	-	-	-	76	12	88	100%
Outstanding									

External Service		Responses	Total Transaction	Response Rate
Processing of Request for Hosting a Sports Event		-	10	N/A
Processing of Request for Joining in the Host University for Sports Event on National Level		-	11	N/A
Processing of Request for Joining in Sports Event on International Level		-	4	N/A
Processing of Request for Joining Pocket Tournaments, Tune-Up Games, and CHED-Friendship Game		-	25	N/A
Processing of Request to Participate in Sports Event on Regional and National Level		2	39	5%
External Service Total		2	89	
Internal Service		Responses	Total Transaction	Response Rate
Processing of Request for Hosting a Sports Event		1	49	2%
Processing of Request for Joining in Sports Event on International Level		1	9	11%
Processing of Request for Joining in the Host University for Sports Event on National Level		1	5	20%
Processing of Request to Participate in Sports Event on Regional and National Level		6	16	38%
Internal Service Total		9	79	
OVERALL TOTAL		11	168	7%

	Client Satisfaction Measurement (CSM)		Center for Solar and Emerging Technology						
For the month of:	January - December 2025		Citizen's Charter (CC) Question						
CC1	Which of the following best describes your awareness of a CC?		Responses		Percentage				
1	I know what a CC is and I saw this office's CC.		69		94.52%				
2	I know what a CC is but I did NOT see this office's CC.		1		1.37%				
3	I learned of the CC only when I saw this office's CC.		-		-				
4	I do not know what a CC is and I did not see one in this office.		3		4.11%				
CC2	If aware of CC , would you say that the CC of this office was ...?								
1	Easy to see		68		93.15%				
2	Somewhat easy to see		2		2.74%				
3	Difficult to see		-		-				
4	Not visible at all		-		-				
5	N/A		3		4.11%				
CC3	If aware of CC. How much did the CC help you in your transaction?								
1	Helped very much		68		93.15%				
2	Somewhat helped		2		2.74%				
3	Did not help		-		-				
4	N/A		3		4.11%				
Service Quality Dimensions (SQD)		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.	1	-	1	3	68	0	73	97.26%
SQD1	I spent a reasonable amount of time for my transaction.	1	-	1	4	67	0	73	97.26%
SQD2	The office followed the transaction's requirements and steps based on the information provided.	1	-	1	4	67	0	73	97.26%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.	-	-	-	-	29	44	73	100%
SQD4	I easily found information about my transaction from the office or its website.	1	-	1	11	59	1	73	97.22%
SQD5	I paid a correct amount of fees for my transaction.	-	-	-	-	-	73	73	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.	1	-	1	5	66	0	73	97.26%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.	1	-	1	3	68	0	73	97.26%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.	1	-	1	7	63	1	73	97.22%
Overall Average Rating		6	-	6	34	419	119	584	97.42%
Outstanding									
External Service							Responses	Total Transaction	Response Rate
Processing of Requests for Innovation of the Intersection of Solar Energy and Emerging Technology and other Related services							23	23	100%
External Service Total							23	23	
Internal Service							Responses	Total Transaction	Response Rate
Processing of Requests for Innovation of the Intersection of Solar Energy and Emerging Technology and other Related services							50	56	89%
Internal Service Total							50	56	
OVERALL TOTAL							73	79	92%

TARLAC STATE UNIVERSITY - VILLA LUCINDA EXTENSION CAMPUS
Client Satisfaction Measurement (CSM) Summary Report

Citizen's Charter (CC) Question		Responses	Percentage
CC1 Which of the following best describes your awareness of a CC?			
1	I know what a CC is and I saw this office's CC.	5188	83.58%
2	I know what a CC is but I did NOT see this office's CC.	312	5.03%
3	I learned of the CC only when I saw this office's CC.	515	8.30%
4	I do not know what a CC is and I did not see one in this office.	192	3.09%
CC2 If aware of CC , would you say that the CC of this office was ...?			
1	Easy to see	5234	83.74%
2	Somewhat easy to see	753	12.05%
3	Difficult to see	134	2.14%
4	Not visible at all	33	0.53%
5	N/A	96	1.54%
CC3 If aware of CC. How much did the CC help you in your transaction?			
1	Helped very much	5646	90.73%
2	Somewhat helped	413	6.64%
3	Did not help	18	0.29%
4	N/A	146	2.35%

Service Quality Dimensions (SQD)		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.	31	14	50	690	5498	6	6289	98.49%

SQD1	I spent a reasonable amount of time for my transaction.	40	20	110	996	5088	35	6289	97.28%
SQD2	The office followed the transaction's requirements and steps based on the information provided.	27	7	86	780	5352	37	6289	98.08%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.	32	10	105	699	4567	876	6289	97.28%
SQD4	I easily found information about my transaction from the office or its website.	27	8	129	976	5077	72	6289	97.36%
SQD5	I paid a correct amount of fees for my transaction.	0	0	0	0	0	6289	6289	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.	30	10	72	677	5455	45	6289	98.21%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.	27	8	59	569	5611	15	6289	98.50%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.	28	10	75	755	5365	56	6289	98.19%
Overall Rating		211	73	636	5452	36515	7425	50312	97.85%
Outstanding									

TARLAC STATE UNIVERSITY - VILLA LUCINDA EXTENSION CAMPUS
Client Satisfaction Measurement (CSM) Summary Report
External Service

Citizen's Charter (CC) Question		Responses	Percentage
CC1	Which of the following best describes your awareness of a CC?		
1	I know what a CC is and I saw this office's CC.	543	85.51%
2	I know what a CC is but I did NOT see this office's CC.	25	3.94%
3	I learned of the CC only when I saw this office's CC.	62	9.76%
4	I do not know what a CC is and I did not see one in this office.	5	0.79%
CC2	If aware of CC , would you say that the CC of this office was ...?		
1	Easy to see	560	87.64%
2	Somewhat easy to see	66	10.33%
3	Difficult to see	12	1.88%
4	Not visible at all	1	0.16%
5	N/A	0	0.00%
CC3	If aware of CC. How much did the CC help you in your transaction?		
1	Helped very much	603	94.81%
2	Somewhat helped	30	4.72%
3	Did not help	1	0.16%
4	N/A	2	0.31%

Tabulation of Service Quality Dimention (SQD) Result for External Services

		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0		1	1	1	104	534	1	642	99.53%
Service Quality Dimensions (SQD)		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD1	Responsiveness	3	2	7	133	492	5	642	98.12%
SQD2	Reliability	0	1	3	99	530	9	642	99.37%
SQD3	Access and Facilities	2	0	1	46	369	224	642	99.28%
SQD4	Communication	0	0	10	123	501	8	642	98.42%
SQD5	Costs	0	0	0	0	0	642	642	N/A
SQD6	Integrity	0	1	2	94	543	2	642	99.53%
SQD7	Assurance	0	2	2	76	562	0	642	99.38%
SQD8	Outcome	1	1	5	110	524	1	642	98.91%
Overall		6	7	30	681	3521	891	5136	98.99%
Outstanding									

TTARLAC STATE UNIVERSITY - VILLA LUCINDA EXTENSION CAMPUS
Client Satisfaction Measurement (CSM) Summary Report
Internal Service

Citizen's Charter (CC) Question		Responses	Percentage
CC1	Which of the following best describes your awareness of a CC?		
1	I know what a CC is and I saw this office's CC.	4645	83.36%
2	I know what a CC is but I did NOT see this office's CC.	287	5.15%
3	I learned of the CC only when I saw this office's CC.	453	8.13%
4	I do not know what a CC is and I did not see one in this office.	187	3.36%
CC2	If aware of CC , would you say that the CC of this office was ...?		
1	Easy to see	4674	83.30%
2	Somewhat easy to see	687	12.24%
3	Difficult to see	122	2.17%
4	Not visible at all	32	0.57%
5	N/A	96	1.71%
CC3	If aware of CC. How much did the CC help you in your transaction?		
1	Helped very much	5043	90.26%
2	Somewhat helped	383	6.86%
3	Did not help	17	0.30%
4	N/A	144	2.58%

Tabulation of Service Quality Dimention (SQD) Result for Internal Services

		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0		30	13	49	586	4964	5	5647	98.37%
Service Quality Dimensions (SQD)		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD1	Responsiveness	37	18	103	863	4596	30	5647	97.19%
SQD2	Reliability	27	6	83	681	4822	28	5647	97.94%
SQD3	Access and Facilities	30	10	104	653	4198	652	5647	97.12%
SQD4	Communication	27	8	119	853	4576	64	5647	97.24%
SQD5	Costs	0	0	0	0	0	5647	5647	N/A
SQD6	Integrity	30	9	70	583	4912	43	5647	98.05%
SQD7	Assurance	27	6	57	493	5049	15	5647	98.40%
SQD8	Outcome	27	9	70	645	4841	55	5647	98.10%
Overall		205	66	606	4771	32994	6534	45176	97.73%
Outstanding									

Office	External Service Name	Responses	Total Transactions
OAA	Processing of Request for Alumni ID Card of Active Members	25	538
OAA	Processing of Request for Alumni ID Card of Inactive Alumni	13	372
OAA	Processing of Request for Reissuance of Alumni ID Card	0	124
OCAL	Process for Request for Performance of TSU Culture and Arts Dance Troupe and/or Chorale Group	7	25
OIAL	Processing of Institution/Organization Request to Benchmark Offices/Colleges in Tarlac State University	0	12
CEJPS	Process of Request for Career Fair, Campus Recruitment Activity, Career Development Webinar/ Seminar/ Training/ Workshop, Career Roadshow	5	41
CEJPS	Process of Request for Company Accreditation	3	41
CEJPS	Process of Request for Job Posting and Graduate Listing	94	296
GCU	Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling	0	0
OLMS	Requesting Access to the Library by Visiting Researcher/s	0	0
OSAS	Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer	2	2
ONSTP	Processing of Request for National Services Training Program Serial Number	42	43
RARU	Processing of Document Request Service (ONLINE AND WALK-IN)	0	0
SDU	Filing of Complaints and Investigation (Defendant Admitting the Allegation)	0	6
SDU	Filing of Complaints and Investigation (Defendant Denies the Allegations)	0	0
SDU	Filing of Complaints and Investigation Against TSU Employee	0	0
SDU	Procedure for Appeal	3	42
SDU	Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni	25	85
TEMSU	Processing of Admission Test Application for Incoming Freshmen Students	197	5675
TEMSU	Processing of Application for the Administration of Psychological Test to Transferee Students	92	287
MSU	Processing of Medical Consultation	0	0
CCLGSPD	Processing of Center for Community and Local Governance Studies and Policy Development Service Requests	35	63
CNPR	Processing of Requests for Phytochemical, Proximate, Microbial Analyses, Raw Materials Identification and Authentication and Other Laboratory Services	61	68
CPIPRD	Processing of Request for Office Consultancy and Assistance	0	0
CFTR	Processing of Food Technology and Research Center Service Requests	6	6
CFTR	Processing of Market-Driven Research Service	20	21
CFTR	Processing of Shared Facility Services Request	6	6
OIBD	Process for Copyright Deposit Assistance	0	0
OIBD	Process for Request to Use University Marks Assistance	0	0
OIBD	Process for Technology Transfer and Commercialization Assistance	0	0
OIBD	Processing of Requests for Trademark Application Assistance	1	1
OUES	Processing of Request for Extension Documents	1	8
OURD	Processing of Request for Test of Similarity Index	1	1
OURD	Processing of Request for Water Analysis and Other Laboratory Services	5	5
	EXTERNAL SERVICE OVERALL	644	7,768

Office	Internal Service Name	Responses	Total Transactions
OCAL	Process for Request for Performance of TSU Culture and Arts Dance Troupe and/or Chorale Group	9	12
OIAL	Processing of Outbound Faculty, Student, & Staff Mobility	2	22
OIAL	Processing of CHED Endorsement for Legitimacy of Travel Abroad	1	10
GCU	Processing of Request for Counselor's Outside Referral	1	7
GCU	Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling	57	255
IDIMSS	Processing of Application for Membership as International, Differently Abled, Indigenous and Marginalized Students	140	140
IDIMSS	Processing of Request for Consultation and Assistance (Walk In)	69	69
OLMS	Process of Inquiring for Available Learning Resources	306	952
OLMS	Process of Renewing Borrowed Library Resources	297	413
OLMS	Process of Returning Library Resources	431	830
OLMS	Processing of Request for Online Reservation and Pick-Up	0	0
OLMS	Processing of Request for Referral Service	10	10
OLMS	Processing of Request to Borrow Library Resources	444	2107
OLMS	Processing of Request to Use Computer & Internet Access	492	861
OLMS	Processing the Request of Document Delivery Service for Distance Users	0	0
OSAS	Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer	2	2
OSAS	Processing of Student/ Personnel Insurance Claims	22	23
ONSTP	Processing of Request for National Services Training Program Serial Number	17	17
RARU	Processing of Document Request Service (ONLINE AND WALK-IN)	9	9
SFAU	Processing of Financial Assistance Application From Private or Government Provider or Grantor (New Applicants and Applicants for Renewal)	1577	12451
SFAU	Issuance of Certificate of Scholarship or Certificate on Non-Scholarship	97	127
SDSU	Processing of Request for Re-Issuance of New Radio-Frequency Identification (RFID) Card	192	290
SDU	Filing of Complaints and Investigation (Defendant Admitting the Allegation)	2	30
SDU	Filing of Complaints and Investigation (Defendant Denies the Allegations)	0	0
SDU	Filing of Complaints and Investigation Against TSU Employee	0	0
SDU	Procedure for Appeal	0	0
SDU	Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni	0	0
SOU	Processing of Application for Accreditation of Student Organization (New and/or Renewal)	0	728
SOU	Processing of Request for the Conduct of Student Organization Activities	8	2297
TEMSU	Procedure for the Approval of Activities of Student Publication and College Publications	21	154
SPU	Process for Reading the General Plan of Action and Budget of Student Publication and College Publications	0	20
SPU	Process of Printing and Circulation of the Student and College Publication Issues	6	44
SPU	Processing of Intention for Publications to Operate for the Upcoming Academic Year	0	12
MSU	Processing of Medical Consultation	199	941
MSU	Processing of Request for Employee Medical Certificate for Pre-employment and Annual Physical Examination	83	83
MSU	Processing of Request for Employee Medical Certificate for Return-to-Work Examination, Transfer and/or Separation from Employment.	5	5
MSU	Processing of Request for Student Medical Certificate.	371	3470

CCLGSPD	Processing of Client's Service Request as an Extension Proposal from Various Offices and Colleges	19	19
CEER	Processing of Requests for Geospatial Analysis Support and Related Services	51	51
CNPR	Processing of Requests for Phytochemical, Proximate, Microbial Analyses, Raw Materials Identification and Authentication and Other Laboratory Services	0	0
CPIPRD	Processing of Request for Office Consultancy and Assistance	6	6
CFTR	Processing of Food Technology and Research Center Service Requests	18	18
CFTR	Processing of Market-Driven Research Service	11	11
CFTR	Processing of Shared Facility Services Request	28	132
OIBD	Process for Copyright Deposit Assistance	27	80
OIBD	Process for Request to Use University Marks Assistance	21	39
OIBD	Process for Technology Transfer and Commercialization Assistance	0	0
OIBD	Processing of Requests for Trademark Application Assistance	1	1
OUES	Processing and Evaluation of Extension Proposal	269	575
OUES	Processing of Request for Extension Documents	65	66
OURD	Processing of Request for Research Output Incentives and Funding Request for Research Paper Presentation and Research Publication	13	81
OURD	Processing of Request for Test of Similarity Index	185	400
OURD	Processing of Research Evaluation	13	71
OURD	Processing of Research Proposal (Initial Evaluation of Research Proposals)	46	46
RERC	Processing of Application for Ethics Review	2	54
	INTERNAL SERVICE OVERALL	5,645	28,041
	OVERALL TOTAL	6,289	35,809

	Client Satisfaction Measurement (CSM)					Office of Alumni Affairs					
For the month of:	January - December 2025										
Citizen's Charter (CC) Question								Responses	Percentage		
CC1 Which of the following best describes your awareness of a CC?											
1	I know what a CC is and I saw this office's CC.							37	97.37%		
2	I know what a CC is but I did NOT see this office's CC.							-	-		
3	I learned of the CC only when I saw this office's CC.							1	2.63%		
4	I do not know what a CC is and I did not see one in this office.							-	-		
CC2 If aware of CC , would you say that the CC of this office was ...?											
1	Easy to see							38	100%		
2	Somewhat easy to see							-	-		
3	Difficult to see							-	-		
4	Not visible at all							-	-		
5	N/A							-	-		
CC3 If aware of CC. How much did the CC help you in your transaction?											
1	Helped very much							37	97.37%		
2	Somewhat helped							1	2.63%		
3	Did not help							-	-		
4	N/A							-	-		
Service Quality Dimensions (SQD)				Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.			-	-	-	-	38	0	38	100%
SQD1	I spent a reasonable amount of time for my transaction.			-	-	-	-	38	0	38	100%
SQD2	The office followed the transaction's requirements and steps based on the information provided.			-	-	-	-	38	0	38	100%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.			-	-	-	-	38	0	38	100%
SQD4	I easily found information about my transaction from the office or its website.			-	-	-	-	38	0	38	100%
SQD5	I paid a correct amount of fees for my transaction.			-	-	-	-	-	38	38	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.			-	-	-	-	38	0	38	100%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.			-	-	-	-	38	0	38	100%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.			-	-	-	-	38	0	38	100%
Overall Average Rating				-	-	-	-	266	38	304	100%
Outstanding											

External Service	Responses	Total Transaction	Response Rate
Processing of Request for Alumni ID Card of Active Members	25	538	5%
Processing of Request for Alumni ID Card of Inactive Alumni	13	372	3%
Processing of Request for Reissuance of Alumni ID Card	-	124	0%
External Service Total	38	1034	
OVERALL TOTAL	38	1034	4%

	Client Satisfaction Measurement (CSM)					Office of Culture, Arts and Languages					
For the month of:	January - December 2025										
Citizen's Charter (CC) Question								Responses	Percentage		
CC1 Which of the following best describes your awareness of a CC?											
1	I know what a CC is and I saw this office's CC.							15	93.75%		
2	I know what a CC is but I did NOT see this office's CC.							-	-		
3	I learned of the CC only when I saw this office's CC.							1	6.25%		
4	I do not know what a CC is and I did not see one in this office.							-	-		
CC2 If aware of CC , would you say that the CC of this office was ...?											
1	Easy to see							15	93.75%		
2	Somewhat easy to see							1	6.25%		
3	Difficult to see							-	-		
4	Not visible at all							-	-		
5	N/A							-	-		
CC3 If aware of CC. How much did the CC help you in your transaction?											
1	Helped very much							15	93.75%		
2	Somewhat helped							1	6.25%		
3	Did not help							-	-		
4	N/A							-	-		
Service Quality Dimensions (SQD)				Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.			-	-	-	8	8	0	16	100%
SQD1	I spent a reasonable amount of time for my transaction.			-	-	-	8	8	0	16	100%
SQD2	The office followed the transaction's requirements and steps based on the information provided.			-	-	-	7	9	0	16	100%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.			-	-	-	1	9	6	16	100%
SQD4	I easily found information about my transaction from the office or its website.			-	-	-	7	9	0	16	100%
SQD5	I paid a correct amount of fees for my transaction.			-	-	-	-	-	16	16	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.			-	-	-	6	10	0	16	100%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.			-	-	-	4	12	0	16	100%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.			-	-	-	4	12	0	16	100%
Overall Average Rating				-	-	-	37	69	22	128	100%
Outstanding											

External Service	Responses	Total Transaction	Response Rate
Process for Request for Performance of TSU Culture and Arts Dance Troupe and/or Chorale Group	7	25	28%
External Service Total	7	25	
Internal Service	Responses	Total Transaction	Response Rate
Process for Request for Performance of TSU Culture and Arts Dance Troupe and/or Chorale Group	9	12	75%
Internal Service Total	9	12	
OVERALL TOTAL	16	37	43%

	Client Satisfaction Measurement (CSM)		Office of International Affairs and Linkages								
For the month of:	January - December 2025										
Citizen's Charter (CC) Question								Responses	Percentage		
CC1 Which of the following best describes your awareness of a CC?											
1	I know what a CC is and I saw this office's CC.							3	100%		
2	I know what a CC is but I did NOT see this office's CC.							-	-		
3	I learned of the CC only when I saw this office's CC.							-	-		
4	I do not know what a CC is and I did not see one in this office.							-	-		
CC2 If aware of CC , would you say that the CC of this office was ...?											
1	Easy to see							3	100%		
2	Somewhat easy to see							-	-		
3	Difficult to see							-	-		
4	Not visible at all							-	-		
5	N/A							-	-		
CC3 If aware of CC. How much did the CC help you in your transaction?											
1	Helped very much							3	100%		
2	Somewhat helped							-	-		
3	Did not help							-	-		
4	N/A							-	-		
Service Quality Dimensions (SQD)				Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.			-	-	-	-	3	0	3	100%
SQD1	I spent a reasonable amount of time for my transaction.			-	-	-	-	2	1	3	100%
SQD2	The office followed the transaction's requirements and steps based on the information provided.			-	-	-	1	2	0	3	100%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.			-	-	-	1	2	0	3	100%
SQD4	I easily found information about my transaction from the office or its website.			-	-	1	-	2	0	3	66.7%
SQD5	I paid a correct amount of fees for my transaction.			-	-	-	-	-	3	3	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.			-	-	-	1	2	0	3	100%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.			-	-	-	1	2	0	3	100%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.			-	-	-	1	2	0	3	100%
Overall Average Rating				-	-	1	5	14	4	24	95%
Outstanding											
External Service								Responses	Total Transaction	Response Rate	
Processing of Institution/Organization Request to Benchmark Offices/Colleges in Tarlac State University								-	12	0%	
External Service Total								-	12		
Internal Service								Responses	Total Transaction	Response Rate	
Processing of Outbound Faculty, Student, & Staff Mobility								2	22	9%	
Processing of CHED Endorsement for Legitimacy of Travel Abroad								1	10	10%	
Internal Service Total								3	32		
OVERALL TOTAL								3	44	101%	

		Client Satisfaction Measurement (CSM)					Medical Unit - Villa Lucinda Campus		
For the month of:		January - December 2025							
Citizen's Charter (CC) Question								Responses	Percentage
CC1 Which of the following best describes your awareness of a CC?									
1	I know what a CC is and I saw this office's CC.							466	72.4%
2	I know what a CC is but I did NOT see this office's CC.							54	8.4%
3	I learned of the CC only when I saw this office's CC.							77	12.0%
4	I do not know what a CC is and I did not see one in this office.							47	7.3%
CC2 If aware of CC , would you say that the CC of this office was ...?									
1	Easy to see							466	71.5%
2	Somewhat easy to see							120	18.4%
3	Difficult to see							26	4.0%
4	Not visible at all							12	1.8%
5	N/A							28	4.3%
CC3 If aware of CC. How much did the CC help you in your transaction?									
1	Helped very much							518	80%
2	Somewhat helped							84	13.0%
3	Did not help							6	0.9%
4	N/A							39	6.0%
Service Quality Dimensions (SQD)		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.	4	2	10	95	546	1	658	97.6%
SQD1	I spent a reasonable amount of time for my transaction.	5	4	32	126	486	5	658	93.7%
SQD2	The office followed the transaction's requirements and steps based on the information provided.	2	2	23	112	513	6	658	95.9%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.	4	4	32	109	468	41	658	93.5%
SQD4	I easily found information about my transaction from the office or its website.	3	1	27	135	474	18	658	95.2%
SQD5	I paid a correct amount of fees for my transaction.	-	-	-	-	-	658	658	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.	4	1	19	86	543	5	658	96.3%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.	5	-	15	91	546	1	658	97.0%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.	3	2	16	95	535	7	658	96.8%
Overall Average Rating		26	14	164	754	3565	741	5264	95.5%
Outstanding									
External Service							Responses	Total Transaction	Response Rate
Processing of Medical Consultation							-	0	N/A
External Service Total							-	-	
Internal Service							Responses	Total Transaction	Response Rate
Processing of Medical Consultation							199	941	21%
Processing of Request for Employee Medical Certificate for Pre-employment and Annual Physical Examination							83	83	100%
Processing of Request for Employee Medical Certificate for Return-to-Work Examination, Transfer and/or Separation from Employment							5	5	100%
Processing of Request for Student Medical Certificate							371	3470	11%
Internal Service Total							658	4499	
OVERALL TOTAL							658	4499	15%

	Client Satisfaction Measurement (CSM)	Career Education and Job Placement Services Unit
For the month of:	January - December 2025	

Citizen's Charter (CC) Question								Responses	Percentage
CC1 Which of the following best describes your awareness of a CC?									
1	I know what a CC is and I saw this office's CC.							82	81.19%
2	I know what a CC is but I did NOT see this office's CC.							10	9.90%
3	I learned of the CC only when I saw this office's CC.							8	7.92%
4	I do not know what a CC is and I did not see one in this office.							1	0.99%
CC2 If aware of CC , would you say that the CC of this office was ...?									
1	Easy to see							79	78.22%
2	Somewhat easy to see							18	17.82%
3	Difficult to see							3	2.97%
4	Not visible at all							1	0.99%
5	N/A							-	-
CC3 If aware of CC. How much did the CC help you in your transaction?									
1	Helped very much							91	91.92%
2	Somewhat helped							7	7.07%
3	Did not help							-	-
4	N/A							1	1.01%
Service Quality Dimensions (SQD)		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.	1	-	-	16	85	0	102	99.0%
SQD1	I spent a reasonable amount of time for my transaction.	3	-	1	16	81	1	102	96.0%
SQD2	The office followed the transaction's requirements and steps based on the information provided.	-	-	1	17	80	4	102	99.0%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.	1	-	-	16	73	12	102	98.9%
SQD4	I easily found information about my transaction from the office or its website.	-	-	1	18	82	1	102	99.0%
SQD5	I paid a correct amount of fees for my transaction.	-	-	-	-	-	102	102	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.	-	-	-	15	86	1	102	100%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.	-	-	-	16	86	0	102	100%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.	1	-	-	15	85	1	102	99.0%
Overall Average Rating		5	-	3	113	573	122	816	98.8%
Outstanding									

External Service	Responses	Total Transaction	Response Rate
Process of Request for Company Accreditation	3	41	7%
Process of Request for Career Fair, Campus Recruitment Activity, Career Development Webinar/ Seminar/ Training/ Workshop, Career F	5	41	12%
Process of Request for Job Posting and Graduate Listing	94	296	32%
External Service Total	102	378	
OVERALL TOTAL	102	378	27%

		Client Satisfaction Measurement (CSM)					Guidance and Counseling Unit - Villa Lucinda Campus							
For the month of:		January - December 2025												
Citizen's Charter (CC) Question								Responses	Percentage					
CC1		Which of the following best describes your awareness of a CC?												
1	I know what a CC is and I saw this office's CC.						41	75.93%						
2	I know what a CC is but I did NOT see this office's CC.						-	-						
3	I learned of the CC only when I saw this office's CC.						11	20.37%						
4	I do not know what a CC is and I did not see one in this office.						2	3.70%						
CC2		If aware of CC , would you say that the CC of this office was ...?												
1	Easy to see						47	82.46%						
2	Somewhat easy to see						8	14.04%						
3	Difficult to see						-	-						
4	Not visible at all						1	1.75%						
5	N/A						1	1.75%						
CC3		If aware of CC. How much did the CC help you in your transaction?												
1	Helped very much						57	98.28%						
2	Somewhat helped						1	1.72%						
3	Did not help						-	-						
4	N/A						-	-						
Service Quality Dimensions (SQD)		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall					
SQD0	I am satisfied with the service that I availed.						-	-	-	9	49	0	58	100%
SQD1	I spent a reasonable amount of time for my transaction.						1	1	-	16	39	1	58	96.5%
SQD2	The office followed the transaction's requirements and steps based on the information provided.						-	-	1	10	47	0	58	98.3%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.						-	-	1	6	28	23	58	97.1%
SQD4	I easily found information about my transaction from the office or its website.						-	-	-	12	44	2	58	100%
SQD5	I paid a correct amount of fees for my transaction.						-	-	-	-	-	58	58	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.						-	-	-	10	46	2	58	100%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.						-	-	1	8	48	1	58	98.2%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.						-	-	-	9	49	0	58	100%
Overall Average Rating		1	1	3	71	301	87	464	98.7%					
Outstanding														

External Service			Responses	Total Transaction	Response Rate
Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling			-	0	N/A
External Service Total			-	-	
Internal Service			Responses	Total Transaction	Response Rate
Processing of Request for Counselor's Outside Referral			1	7	14%
Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling			57	255	22%
Internal Service Total			58	262	
OVERALL TOTAL			58	262	22%

	Client Satisfaction Measurement (CSM)					International, Differently-Abled, Indigenous and Marginalized Student Services						
For the month of:	January - December 2025											
Citizen's Charter (CC) Question							Responses	Percentage				
CC1 Which of the following best describes your awareness of a CC?												
1	I know what a CC is and I saw this office's CC.						172	86.0%				
2	I know what a CC is but I did NOT see this office's CC.						7	3.5%				
3	I learned of the CC only when I saw this office's CC.						16	8.0%				
4	I do not know what a CC is and I did not see one in this office.						5	2.5%				
CC2 If aware of CC , would you say that the CC of this office was ...?												
1	Easy to see						171	83.4%				
2	Somewhat easy to see						27	13.2%				
3	Difficult to see						3	1.5%				
4	Not visible at all						2	1.0%				
5	N/A						2	1.0%				
CC3 If aware of CC. How much did the CC help you in your transaction?												
1	Helped very much						186	91.6%				
2	Somewhat helped						10	4.9%				
3	Did not help						1	0.5%				
4	N/A						6	3.0%				
Service Quality Dimensions (SQD)					Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.				-	1	3	31	173	1	209	98.08%
SQD1	I spent a reasonable amount of time for my transaction.				-	2	10	44	151	2	209	94.20%
SQD2	The office followed the transaction's requirements and steps based on the information provided.				-	1	8	35	163	2	209	95.65%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.				-	2	10	32	142	23	209	93.55%
SQD4	I easily found information about my transaction from the office or its website.				1	1	9	39	157	2	209	94.69%
SQD5	I paid a correct amount of fees for my transaction.				-	-	-	-	-	209	209	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.				1	-	4	24	175	5	209	97.55%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.				1	-	2	25	180	1	209	98.56%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.				1	-	5	41	160	2	209	97.10%
Overall Average Rating					4	6	48	240	1128	246	1672	95.9%
Outstanding												

Internal Service		Responses	Total Transaction	Response Rate
Processing of Application for Membership as International, Differently Abled, Indigenous and Marginalized Students		140	140	100%
Processing of Request for Consultation and Assistance (Walk In)		69	69	100%
Internal Service Total		209	209	
OVERALL TOTAL		209	209	100%

		Client Satisfaction Measurement (CSM)					Office of Library Management and Services - Lucinda Campus					
For the month of:		January - December 2025										
Citizen's Charter (CC) Question										Responses	Percentage	
CC1 Which of the following best describes your awareness of a CC?												
1	I know what a CC is and I saw this office's CC.									1880	95.00%	
2	I know what a CC is but I did NOT see this office's CC.									34	1.72%	
3	I learned of the CC only when I saw this office's CC.									49	2.48%	
4	I do not know what a CC is and I did not see one in this office.									16	0.81%	
CC2 If aware of CC , would you say that the CC of this office was ...?												
1	Easy to see									1880	95.00%	
2	Somewhat easy to see									72	3.64%	
3	Difficult to see									14	0.71%	
4	Not visible at all									4	0.20%	
5	N/A									9	0.45%	
CC3 If aware of CC. How much did the CC help you in your transaction?												
1	Helped very much									1893	95.65%	
2	Somewhat helped									68	3.44%	
3	Did not help									5	0.25%	
4	N/A									13	0.66%	
Service Quality Dimensions (SQD)					Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.				1	-	12	119	1848	0	1980	99%
SQD1	I spent a reasonable amount of time for my transaction.				-	-	19	171	1790	0	1980	99%
SQD2	The office followed the transaction's requirements and steps based on the information provided.				-	-	15	133	1826	6	1980	99%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.				-	-	8	47	1552	373	1980	100%
SQD4	I easily found information about my transaction from the office or its website.				-	-	29	170	1778	3	1980	99%
SQD5	I paid a correct amount of fees for my transaction.				-	-	-	-	-	1980	1980	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.				-	1	19	111	1847	2	1980	99%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.				-	-	13	87	1878	2	1980	99%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.				-	1	13	114	1846	6	1980	99%
Overall Average Rating					-	2	116	833	12517	2372	15840	99%
Outstanding												

External Service			Responses	Total Transaction	Response Rate
Requesting Access to the Library by Visiting Researcher/s			-	0	N/A
External Service Total			-	-	
Internal Service			Responses	Total Transaction	Response Rate
Process of Inquiring for Available Learning Resources			306	952	32%
Process of Renewing Borrowed Library Resources			297	413	72%
Process of Returning Library Resources			431	830	52%
Processing of Request for Online Reservation and Pick-Up			-	0	N/A
Processing of Request for Referral Service			10	10	100%
Processing of Request to Borrow Library Resources			444	2107	21%
Processing of Request to Use Computer & Internet Access			492	861	57%
Processing the Request of Document Delivery Service for Distance Users			-	0	N/A
Internal Service Total			1980	5173	
OVERALL TOTAL			1980	5173	38%

	Client Satisfaction Measurement (CSM)						Office of Student Affairs and Services							
For the month of:	January - December 2025													
Citizen's Charter (CC) Question								Responses	Percentage					
CC1 Which of the following best describes your awareness of a CC?														
1	I know what a CC is and I saw this office's CC.						20	76.92%						
2	I know what a CC is but I did NOT see this office's CC.						4	15.38%						
3	I learned of the CC only when I saw this office's CC.						2	7.69%						
4	I do not know what a CC is and I did not see one in this office.						-	-						
CC2 If aware of CC , would you say that the CC of this office was ...?														
1	Easy to see						22	84.62%						
2	Somewhat easy to see						3	11.54%						
3	Difficult to see						1	3.85%						
4	Not visible at all						-	-						
5	N/A						-	-						
CC3 If aware of CC. How much did the CC help you in your transaction?														
1	Helped very much						25	96.15%						
2	Somewhat helped						-	-						
3	Did not help						-	-						
4	N/A						1	3.85%						
Service Quality Dimensions (SQD)							Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.						-	-	-	4	22	0	26	100%
SQD1	I spent a reasonable amount of time for my transaction.						-	-	2	7	15	2	26	92%
SQD2	The office followed the transaction's requirements and steps based on the information provided.						-	-	-	6	19	1	26	100%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.						-	-	-	4	19	3	26	100%
SQD4	I easily found information about my transaction from the office or its website.						-	-	-	3	23	0	26	100%
SQD5	I paid a correct amount of fees for my transaction.						-	-	-	-	-	26	26	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.						-	-	-	5	21	0	26	100%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.						-	-	-	2	24	0	26	100%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.						-	-	-	5	21	0	26	100%
Overall Average Rating							-	-	2	32	142	32	208	98.86%
Outstanding														

External Service			Responses	Total Transaction	Response Rate
Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer			2	2	100%
External Service Total			2	2	
Internal Service			Responses	Total Transaction	Response Rate
Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer			2	2	100%
Processing of Student/ Personnel Insurance Claims			22	23	96%
Internal Service Total			24	25	
OVERALL TOTAL			26	27	96%

	Client Satisfaction Measurement (CSM)				Office of TSU National Service Training Program								
For the month of:	January - December 2025												
Citizen's Charter (CC) Question							Responses	Percentage					
CC1 Which of the following best describes your awareness of a CC?													
1	I know what a CC is and I saw this office's CC.						47	79.66%					
2	I know what a CC is but I did NOT see this office's CC.						5	8.47%					
3	I learned of the CC only when I saw this office's CC.						2	3.39%					
4	I do not know what a CC is and I did not see one in this office.						5	8.47%					
CC2 If aware of CC , would you say that the CC of this office was ...?													
1	Easy to see						40	68.97%					
2	Somewhat easy to see						11	18.97%					
3	Difficult to see						7	12.07%					
4	Not visible at all						-	-					
5	N/A						-	-					
CC3 If aware of CC. How much did the CC help you in your transaction?													
1	Helped very much						48	85.71%					
2	Somewhat helped						5	8.93%					
3	Did not help						1	1.79%					
4	N/A						2	3.57%					
Service Quality Dimensions (SQD)						Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.					-	-	2	9	48	0	59	96.6%
SQD1	I spent a reasonable amount of time for my transaction.					-	1	2	12	44	0	59	94.9%
SQD2	The office followed the transaction's requirements and steps based on the information provided.					-	-	1	6	51	1	59	98.3%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.					1	-	1	10	44	3	59	96.4%
SQD4	I easily found information about my transaction from the office or its website.					-	-	4	13	40	2	59	93.0%
SQD5	I paid a correct amount of fees for my transaction.					-	-	-	-	-	59	59	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.					-	-	-	9	49	1	59	100.0%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.					-	1	2	9	46	1	59	94.8%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.					-	-	1	10	47	1	59	98.3%
Overall Average Rating						1	2	11	69	321	68	472	96.53%
Outstanding													

External Service		Responses	Total Transaction	Response Rate
Processing of Request for National Services Training Program Serial Number		42	43	98%
External Service Total		42	43	
Internal Service		Responses	Total Transaction	Response Rate
Processing of Request for National Services Training Program Serial Number		17	17	100%
Internal Service Total		17	17	
OVERALL TOTAL		59	60	98%

	Client Satisfaction Measurement (CSM)					Research, Accreditation and Records Unit					
For the month of:	January - December 2025										
Citizen's Charter (CC) Question								Responses	Percentage		
CC1 Which of the following best describes your awareness of a CC?											
1	I know what a CC is and I saw this office's CC.							9	100%		
2	I know what a CC is but I did NOT see this office's CC.							-	-		
3	I learned of the CC only when I saw this office's CC.							-	-		
4	I do not know what a CC is and I did not see one in this office.							-	-		
CC2 If aware of CC , would you say that the CC of this office was ...?											
1	Easy to see							9	100%		
2	Somewhat easy to see							-	-		
3	Difficult to see							-	-		
4	Not visible at all							-	-		
5	N/A							-	-		
CC3 If aware of CC. How much did the CC help you in your transaction?											
1	Helped very much							9	100%		
2	Somewhat helped							-	-		
3	Did not help							-	-		
4	N/A							-	-		
Service Quality Dimensions (SQD)				Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.			-	-	-	-	9	0	9	100%
SQD1	I spent a reasonable amount of time for my transaction.			-	-	-	-	9	0	9	100%
SQD2	The office followed the transaction's requirements and steps based on the information provided.			-	-	-	-	9	0	9	100%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.			-	-	-	-	8	1	9	100%
SQD4	I easily found information about my transaction from the office or its website.			-	-	-	-	9	0	9	100%
SQD5	I paid a correct amount of fees for my transaction.			-	-	-	-	-	9	9	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.			-	-	-	-	9	0	9	100%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.			-	-	-	-	9	0	9	100%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.			-	-	-	-	9	0	9	100%
Overall Average Rating				-	-	-	-	62	10	72	100%
Outstanding											

External Service	Responses	Total Transaction	Response Rate
Processing of Document Request Service (ONLINE AND WALK-IN)	-	0	N/A
External Service Total	-	-	
Internal Service	Responses	Total Transaction	Response Rate
Processing of Document Request Service (ONLINE AND WALK-IN)	9	9	100%
Internal Service Total	9	9	
OVERALL TOTAL	9	9	100%

	Client Satisfaction Measurement (CSM)					Scholarship and Financial Assistance Unit				
For the month of:	January - December 2025									
Citizen's Charter (CC) Question								Responses	Percentage	
CC1 Which of the following best describes your awareness of a CC?										
1	I know what a CC is and I saw this office's CC.						1180	72.26%		
2	I know what a CC is but I did NOT see this office's CC.						142	8.70%		
3	I learned of the CC only when I saw this office's CC.						230	14.08%		
4	I do not know what a CC is and I did not see one in this office.						81	4.96%		
CC2 If aware of CC , would you say that the CC of this office was ...?										
1	Easy to see						1217	73.18%		
2	Somewhat easy to see						335	20.14%		
3	Difficult to see						51	3.07%		
4	Not visible at all						13	0.78%		
5	N/A						47	2.83%		
CC3 If aware of CC. How much did the CC help you in your transaction?										
1	Helped very much						1421	85.55%		
2	Somewhat helped						161	9.69%		
3	Did not help						3	0.18%		
4	N/A						76	4.58%		
Service Quality Dimensions (SQD)			Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.		1	4	17	262	1388	2	1674	98.68%
SQD1	I spent a reasonable amount of time for my transaction.		4	5	32	399	1224	10	1674	97.54%
SQD2	The office followed the transaction's requirements and steps based on the information provided.		2	-	24	305	1332	11	1674	98.44%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.		2	3	41	373	1142	113	1674	97.05%
SQD4	I easily found information about my transaction from the office or its website.		-	3	42	379	1218	32	1674	97.26%
SQD5	I paid a correct amount of fees for my transaction.		-	-	-	-	-	1674	1674	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.		4	2	16	268	1359	25	1674	98.67%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.		-	1	14	207	1445	7	1674	99.10%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.		-	2	25	302	1316	29	1674	98.36%
Overall Average Rating			12	16	194	2233	9036	1901	13392	98.07%
Outstanding										
Internal Service								Responses	Total Transaction	Response Rate
Processing of Financial Assistance Application From Private or Government Provider or Grantor (New Applicants and Applicants for Renewal)								1577	12451	13%
Issuance of Certificate of Scholarship or Certificate on Non-Scholarship								97	127	76%
Internal Service Total								1674	12578	
OVERALL TOTAL								1674	12578	13%

		Client Satisfaction Measurement (CSM)					Student Development Services Unit							
For the month of:		January - December 2025												
Citizen's Charter (CC) Question								Responses	Percentage					
CC1		Which of the following best describes your awareness of a CC?												
1	I know what a CC is and I saw this office's CC.						143	75.26%						
2	I know what a CC is but I did NOT see this office's CC.						13	6.84%						
3	I learned of the CC only when I saw this office's CC.						25	13.16%						
4	I do not know what a CC is and I did not see one in this office.						9	4.74%						
CC2		If aware of CC , would you say that the CC of this office was ...?												
1	Easy to see						137	71.73%						
2	Somewhat easy to see						44	23.04%						
3	Difficult to see						4	2.09%						
4	Not visible at all						-	-						
5	N/A						6	3.14%						
CC3		If aware of CC. How much did the CC help you in your transaction?												
1	Helped very much						175	91.15%						
2	Somewhat helped						11	5.73%						
3	Did not help						1	0.52%						
4	N/A						5	2.60%						
Service Quality Dimensions (SQD)		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall					
SQD0	I am satisfied with the service that I availed.						3	2	2	11	174	0	192	96.35%
SQD1	I spent a reasonable amount of time for my transaction.						5	1	4	15	166	1	192	94.76%
SQD2	The office followed the transaction's requirements and steps based on the information provided.						1	1	4	14	171	1	192	96.86%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.						3	-	5	15	155	14	192	95.51%
SQD4	I easily found information about my transaction from the office or its website.						2	2	2	23	160	3	192	96.83%
SQD5	I paid a correct amount of fees for my transaction.						-	-	-	-	-	192	192	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.						2	2	3	13	172	0	192	96.35%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.						2	1	3	10	175	1	192	96.86%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.						3	-	4	12	169	4	192	96.28%
Overall Average Rating		18	7	25	102	1168	216	1536	96.21%					
Outstanding														

Internal Service		Responses	Total Transaction	Response Rate
Processing of Request for Re-Issuance of New Radio-Frequency Identification (RFID)		192	290	66%
Internal Service Total		192	290	
OVERALL TOTAL		192	290	66%

	Client Satisfaction Measurement (CSM)						Student Discipline Unit							
For the month of:	January - December 2025													
Citizen's Charter (CC) Question								Responses	Percentage					
CC1 Which of the following best describes your awareness of a CC?														
1	I know what a CC is and I saw this office's CC.						24	80.00%						
2	I know what a CC is but I did NOT see this office's CC.						4	13.33%						
3	I learned of the CC only when I saw this office's CC.						2	6.67%						
4	I do not know what a CC is and I did not see one in this office.						-	-						
CC2 If aware of CC , would you say that the CC of this office was ...?														
1	Easy to see						25	83.33%						
2	Somewhat easy to see						5	16.67%						
3	Difficult to see						-	-						
4	Not visible at all						-	-						
5	N/A						-	-						
CC3 If aware of CC. How much did the CC help you in your transaction?														
1	Helped very much						27	90.00%						
2	Somewhat helped						3	10.00%						
3	Did not help						-	-						
4	N/A						-	-						
Service Quality Dimensions (SQD)							Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.						-	-	-	3	27	0	30	100%
SQD1	I spent a reasonable amount of time for my transaction.						-	-	-	4	26	0	30	100%
SQD2	The office followed the transaction's requirements and steps based on the information provided.						-	-	-	3	27	0	30	100%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.						-	-	-	2	28	0	30	100%
SQD4	I easily found information about my transaction from the office or its website.						-	-	-	2	27	1	30	100%
SQD5	I paid a correct amount of fees for my transaction.						-	-	-	-	-	30	30	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.						-	-	-	1	29	0	30	100%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.						-	-	-	-	30	0	30	100%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.						-	-	-	1	29	0	30	100%
Overall Average Rating							-	-	-	13	196	31	240	100%
Outstanding														

External Service			Responses	Total Transaction	Response Rate
Filing of Complaints and Investigation (Defendant Admitting the Allegation)			-	6	N/A
Filing of Complaints and Investigation (Defendant Denies the Allegations)			-	0	N/A
Filing of Complaints and Investigation Against TSU Employee			-	0	N/A
Procedure for Appeal			3	42	7%
Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni			25	85	29%
External Service Total			28	133	
Internal Service			Responses	Total Transaction	Response Rate
Filing of Complaints and Investigation (Defendant Admitting the Allegation)			2	30	7%
Filing of Complaints and Investigation (Defendant Denies the Allegations)			-	0	N/A
Filing of Complaints and Investigation Against TSU Employee			-	0	N/A
Procedure for Appeal			-	0	N/A
Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni			-	0	N/A
Internal Service Total			2	30	
OVERALL TOTAL			30	163	18%

		Client Satisfaction Measurement (CSM)					Student Organizations Unit		
For the month of:		January - December 2025							
Citizen's Charter (CC) Question								Responses	Percentage
CC1 Which of the following best describes your awareness of a CC?									
1	I know what a CC is and I saw this office's CC.						8	100%	
2	I know what a CC is but I did NOT see this office's CC.						-	-	
3	I learned of the CC only when I saw this office's CC.						-	-	
4	I do not know what a CC is and I did not see one in this office.						-	-	
CC2 If aware of CC , would you say that the CC of this office was ...?									
1	Easy to see						7	87.50%	
2	Somewhat easy to see						1	12.50%	
3	Difficult to see						-	-	
4	Not visible at all						-	-	
5	N/A						-	-	
CC3 If aware of CC. How much did the CC help you in your transaction?									
1	Helped very much						8	100%	
2	Somewhat helped						-	-	
3	Did not help						-	-	
4	N/A						-	-	
Service Quality Dimensions (SQD)		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.	-	-	-	-	8	0	8	100%
SQD1	I spent a reasonable amount of time for my transaction.	-	-	-	-	8	0	8	100%
SQD2	The office followed the transaction's requirements and steps based on the information provided.	-	-	-	-	8	0	8	100%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.	-	-	-	-	5	3	8	100%
SQD4	I easily found information about my transaction from the office or its website.	-	-	-	-	8	0	8	100%
SQD5	I paid a correct amount of fees for my transaction.	-	-	-	-	-	8	8	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.	-	-	-	-	8	0	8	100%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.	-	-	-	-	8	0	8	100%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.	-	-	-	-	8	0	8	100%
Overall Average Rating		-	-	-	-	53	11	64	100%
Outstanding									
Internal Service							Responses	Total Transaction	Response Rate
Processing of Application for Accreditation of Student Organization (New and/or Renewal)							-	728	N/A
Processing of Request for the Conduct of Student Organization Activities							8	2297	0%
Internal Service Total							8	3025	
OVERALL TOTAL							8	3025	0%

		Client Satisfaction Measurement (CSM)				Student Publication Unit				
For the month of:		January - December 2025								
Citizen's Charter (CC) Question							Responses	Percentage		
CC1 Which of the following best describes your awareness of a CC?										
1	I know what a CC is and I saw this office's CC.						27	100%		
2	I know what a CC is but I did NOT see this office's CC.						-	-		
3	I learned of the CC only when I saw this office's CC.						-	-		
4	I do not know what a CC is and I did not see one in this office.						-	-		
CC2 If aware of CC , would you say that the CC of this office was ...?										
1	Easy to see						27	100%		
2	Somewhat easy to see						-	-		
3	Difficult to see						-	-		
4	Not visible at all						-	-		
5	N/A						-	-		
CC3 If aware of CC. How much did the CC help you in your transaction?										
1	Helped very much						27	100%		
2	Somewhat helped						-	-		
3	Did not help						-	-		
4	N/A						-	-		
Service Quality Dimensions (SQD)			Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.		-	-	-	-	27	0	27	100%
SQD1	I spent a reasonable amount of time for my transaction.		-	-	-	1	26	0	27	100%
SQD2	The office followed the transaction's requirements and steps based on the information provided.		-	-	-	2	25	0	27	100%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.		-	-	1	1	25	0	27	96.30%
SQD4	I easily found information about my transaction from the office or its website.		-	-	-	1	26	0	27	100%
SQD5	I paid a correct amount of fees for my transaction.		-	-	-	-	-	27	27	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.		-	-	-	2	25	0	27	100%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.		-	-	-	1	26	0	27	100%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.		-	-	1	1	25	0	27	96.30%
Overall Average Rating			-	-	2	9	178	27	216	98.94%
Outstanding										
Internal Service							Responses	Total Transaction	Response Rate	
Procedure for the Approval of Activities of Student Publication and College Publications							21	154	14%	
Processing of Intention for Publications to Operate for the Upcoming Academic Year							-	20	N/A	
Process for Reading the General Plan of Action and Budget of Student Publication and College Publications							-	20	N/A	
Process of Printing and Circulation of the Student and College Publication Issues							6	44	14%	
Internal Service Total							27	238		
OVERALL TOTAL							27	238	11%	

		Client Satisfaction Measurement (CSM)					Testing, Evaluation, and Measurement Unit												
For the month of:		January - December 2025																	
Citizen's Charter (CC) Question												Responses	Percentage						
CC1 Which of the following best describes your awareness of a CC?																			
1	I know what a CC is and I saw this office's CC.											247	86.67%						
2	I know what a CC is but I did NOT see this office's CC.											6	2.11%						
3	I learned of the CC only when I saw this office's CC.											32	11.23%						
4	I do not know what a CC is and I did not see one in this office.											-	-						
CC2 If aware of CC , would you say that the CC of this office was ...?																			
1	Easy to see											265	92.01%						
2	Somewhat easy to see											20	6.94%						
3	Difficult to see											3	1.04%						
4	Not visible at all											-	-						
5	N/A											-	-						
CC3 If aware of CC. How much did the CC help you in your transaction?																			
1	Helped very much											281	97.23%						
2	Somewhat helped											8	2.77%						
3	Did not help											-	-						
4	N/A											-	-						
Service Quality Dimensions (SQD)												Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.											-	1	-	68	219	1	289	100%
SQD1	I spent a reasonable amount of time for my transaction.											-	1	3	92	189	4	289	98.60%
SQD2	The office followed the transaction's requirements and steps based on the information provided.											-	1	1	64	219	4	289	99.30%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.											-	-	-	9	91	189	289	100%
SQD4	I easily found information about my transaction from the office or its website.											-	-	5	74	208	2	289	98.26%
SQD5	I paid a correct amount of fees for my transaction.											-	-	-	-	-	289	289	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.											-	1	2	61	225	0	289	98.96%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.											-	1	-	46	242	0	289	99.65%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.											-	1	5	74	209	0	289	97.92%
Overall Average Rating												-	5	16	420	1383	488	2312	98.85%
Outstanding																			
External Service															Responses	Total Transaction	Response Rate		
Processing of Admission Test Application for Incoming Freshmen Students															197	5,675	3%		
Processing of Application for the Administration of Psychological Test to Transferee Students															92	287	32%		
External Service Total															289	5962			
OVERALL TOTAL															289	5962	5%		

	Client Satisfaction Measurement (CSM)						Center for Community and Local Governance Studies and Policy Development			
For the month of:	January - December 2025									
Citizen's Charter (CC) Question								Responses	Percentage	
CC1 Which of the following best describes your awareness of a CC?										
1	I know what a CC is and I saw this office's CC.						49	94.23%		
2	I know what a CC is but I did NOT see this office's CC.						2	3.85%		
3	I learned of the CC only when I saw this office's CC.						1	1.92%		
4	I do not know what a CC is and I did not see one in this office.						-	-		
CC2 If aware of CC , would you say that the CC of this office was ...?										
1	Easy to see						50	92.59%		
2	Somewhat easy to see						4	7.41%		
3	Difficult to see						-	-		
4	Not visible at all						-	-		
5	N/A						-	-		
CC3 If aware of CC. How much did the CC help you in your transaction?										
1	Helped very much						53	98.15%		
2	Somewhat helped						1	1.85%		
3	Did not help						-	-		
4	N/A						-	-		
Service Quality Dimensions (SQD)		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall	
SQD0	I am satisfied with the service that I availed.	3	-	-	4	47	0	54	94.44%	
SQD1	I spent a reasonable amount of time for my transaction.	3	-	-	3	48	0	54	94.44%	
SQD2	The office followed the transaction's requirements and steps based on the information provided.	3	-	-	4	47	0	54	94.44%	
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.	3	-	-	4	46	1	54	94.34%	
SQD4	I easily found information about my transaction from the office or its website.	3	-	-	3	47	1	54	94.34%	
SQD5	I paid a correct amount of fees for my transaction.	-	-	-	-	-	54	54	N/A	
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.	3	-	-	3	48	0	54	94.44%	
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.	3	-	-	2	49	0	54	94.44%	
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.	3	-	-	4	47	0	54	94.44%	
Overall Average Rating		21	-	-	23	332	56	432	94.41%	
Very Satisfactory										
External Service							Responses	Total Transaction	Response Rate	
Processing of Center for Community and Local Governance Studies and Policy Development Service Requests							35	63	56%	
External Service Total							35	63		
Internal Service							Responses	Total Transaction	Response Rate	
Processing of Client's Service Request as an Extension Proposal from Various Offices and Colleges							19	19	100%	
Internal Service Total							19	19		
OVERALL TOTAL							54	82	66%	

	Client Satisfaction Measurement (CSM)					Center for Engineering and Environmental Research					
For the month of:	January - December 2025										
Citizen's Charter (CC) Question								Responses	Percentage		
CC1 Which of the following best describes your awareness of a CC?											
1	I know what a CC is and I saw this office's CC.						42	84.0%			
2	I know what a CC is but I did NOT see this office's CC.						2	4.0%			
3	I learned of the CC only when I saw this office's CC.						6	12.0%			
4	I do not know what a CC is and I did not see one in this office.						-	-			
CC2 If aware of CC , would you say that the CC of this office was ...?											
1	Easy to see						44	88.0%			
2	Somewhat easy to see						5	10.0%			
3	Difficult to see						1	2.0%			
4	Not visible at all						-	-			
5	N/A						-	-			
CC3 If aware of CC. How much did the CC help you in your transaction?											
1	Helped very much						49	98.0%			
2	Somewhat helped						-	-			
3	Did not help						-	-			
4	N/A						1	2.0%			
Service Quality Dimensions (SQD)				Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.			-	-	-	1	50	0	51	100%
SQD1	I spent a reasonable amount of time for my transaction.			-	-	-	10	39	2	51	100%
SQD2	The office followed the transaction's requirements and steps based on the information provided.			-	-	-	5	46	0	51	100%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.			-	-	-	-	18	33	51	100%
SQD4	I easily found information about my transaction from the office or its website.			-	-	-	4	46	1	51	100%
SQD5	I paid a correct amount of fees for my transaction.			-	-	-	-	-	51	51	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.			-	-	-	2	49	0	51	100%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.			-	-	-	2	49	0	51	100%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.			-	-	-	1	50	0	51	100%
Overall Average Rating				-	-	-	24	297	87	408	100%
Outstanding											
Internal Service								Responses	Total Transaction	Response Rate	
Processing of Requests for Geospatial Analysis Support and Related Services								51	51	100%	
Internal Service Total								51	51		
OVERALL TOTAL								51	51	100%	

	Client Satisfaction Measurement (CSM)						Center for Natural Products Research							
For the month of:	January - December 2025													
Citizen's Charter (CC) Question								Responses	Percentage					
CC1 Which of the following best describes your awareness of a CC?														
1	I know what a CC is and I saw this office's CC.						46	75.41%						
2	I know what a CC is but I did NOT see this office's CC.						-	-						
3	I learned of the CC only when I saw this office's CC.						15	24.59%						
4	I do not know what a CC is and I did not see one in this office.						-	-						
CC2 If aware of CC , would you say that the CC of this office was ...?														
1	Easy to see						59	96.72%						
2	Somewhat easy to see						2	3.28%						
3	Difficult to see						-	-						
4	Not visible at all						-	-						
5	N/A						-	-						
CC3 If aware of CC. How much did the CC help you in your transaction?														
1	Helped very much						56	91.80%						
2	Somewhat helped						5	8.20%						
3	Did not help						-	-						
4	N/A						-	-						
Service Quality Dimensions (SQD)							Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.						-	-	-	-	61	0	61	100%
SQD1	I spent a reasonable amount of time for my transaction.						-	-	-	1	60	0	61	100%
SQD2	The office followed the transaction's requirements and steps based on the information provided.						-	-	-	-	61	0	61	100%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.						-	-	-	1	46	14	61	100%
SQD4	I easily found information about my transaction from the office or its website.						-	-	-	6	54	1	61	100%
SQD5	I paid a correct amount of fees for my transaction.						-	-	-	-	-	61	61	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.						-	-	-	-	60	1	61	100%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.						-	-	-	-	61	0	61	100%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.						-	-	-	2	59	0	61	100%
Overall Average Rating							-	-	-	10	401	77	488	100%
Outstanding														

External Service		Responses	Total Transaction	Response Rate
Processing of Requests for Phytochemical, Proximate, Microbial Analyses, Raw Materials Identification and Authentication and Other Laboratory Services		61	68	90%
External Service Total		61	68	
Internal Service		Responses	Total Transaction	Response Rate
Processing of Requests for Phytochemical, Proximate, Microbial Analyses, Raw Materials Identification and Authentication and Other Laboratory Services		-	0	N/A
Internal Service Total		-	-	
OVERALL TOTAL		61	68	11890%

		Client Satisfaction Measurement (CSM)					Center for Food Technology and Research		
For the month of:		January - December 2025							
Citizen's Charter (CC) Question								Responses	Percentage
CC1 Which of the following best describes your awareness of a CC?									
1	I know what a CC is and I saw this office's CC.						70	80.46%	
2	I know what a CC is but I did NOT see this office's CC.						6	6.90%	
3	I learned of the CC only when I saw this office's CC.						6	6.90%	
4	I do not know what a CC is and I did not see one in this office.						5	5.75%	
CC2 If aware of CC , would you say that the CC of this office was ...?									
1	Easy to see						65	73.03%	
2	Somewhat easy to see						21	23.60%	
3	Difficult to see						1	1.12%	
4	Not visible at all						-	-	
5	N/A						2	2.25%	
CC3 If aware of CC. How much did the CC help you in your transaction?									
1	Helped very much						74	83.15%	
2	Somewhat helped						14	15.73%	
3	Did not help						-	-	
4	N/A						1	1.12%	
Service Quality Dimensions (SQD)		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.	-	1	-	3	85	0	89	98.88%
SQD1	I spent a reasonable amount of time for my transaction.	1	-	1	8	76	3	89	97.67%
SQD2	The office followed the transaction's requirements and steps based on the information provided.	-	-	-	6	83	0	89	100%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.	-	-	-	9	69	11	89	100%
SQD4	I easily found information about my transaction from the office or its website.	-	-	-	14	73	2	89	100%
SQD5	I paid a correct amount of fees for my transaction.	-	-	-	-	-	89	89	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.	-	-	3	8	78	0	89	96.63%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.	-	-	1	4	84	0	89	98.88%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.	-	-	-	12	77	0	89	100%
Overall Average Rating		1	-	5	61	540	105	712	99.01%
Outstanding									
External Service							Responses	Total Transaction	Response Rate
Processing of Food Technology and Research Center Service Requests							6	6	100%
Processing of Market-Driven Research Service							20	21	95%
Processing of Shared Facility Services Request							6	6	100%
External Service Total							32	33	
Internal Service							Responses	Total Transaction	Response Rate
Processing of Food Technology and Research Center Service Requests							18	18	100%
Processing of Market-Driven Research Service							11	11	100%
Processing of Shared Facility Services Request							28	132	21%
Internal Service Total							57	161	
OVERALL TOTAL							89	194	46% 14.4%

	Client Satisfaction Measurement (CSM)					Office of Innovation and Business Development						
For the month of:	January - December 2025											
Citizen's Charter (CC) Question								Responses	Percentage			
CC1 Which of the following best describes your awareness of a CC?												
1	I know what a CC is and I saw this office's CC.						40	80%				
2	I know what a CC is but I did NOT see this office's CC.						3	6%				
3	I learned of the CC only when I saw this office's CC.						5	10%				
4	I do not know what a CC is and I did not see one in this office.						2	4%				
CC2 If aware of CC , would you say that the CC of this office was ...?												
1	Easy to see						38	76%				
2	Somewhat easy to see						11	22%				
3	Difficult to see						-	-				
4	Not visible at all						-	-				
5	N/A						1	2%				
CC3 If aware of CC. How much did the CC help you in your transaction?												
1	Helped very much						43	86%				
2	Somewhat helped						6	12%				
3	Did not help						-	-				
4	N/A						1	2%				
Service Quality Dimensions (SQD)					Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.				-	-	-	6	43	1	50	100%
SQD1	I spent a reasonable amount of time for my transaction.				-	-	1	5	43	1	50	97.96%
SQD2	The office followed the transaction's requirements and steps based on the information provided.				-	-	1	6	43	0	50	98.00%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.				-	-	2	7	38	3	50	95.74%
SQD4	I easily found information about my transaction from the office or its website.				-	-	-	8	42	0	50	100%
SQD5	I paid a correct amount of fees for my transaction.				-	-	-	-	-	50	50	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.				-	-	1	5	44	0	50	98.00%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.				-	-	-	5	45	0	50	100%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.				-	-	1	2	46	1	50	97.96%
Overall Average Rating					-	-	6	38	301	55	400	98.26%
Outstanding												
External Service										Responses	Total Transaction	Response Rate
Process for Copyright Deposit Assistance										-	0	N/A
Process for Request to Use University Marks Assistance										-	0	N/A
Process for Technology Transfer and Commercialization Assistance										-	0	N/A
Processing of Requests for Trademark Application Assistance										1	1	100%
External Service Total										1	1	
Internal Service										Responses	Total Transaction	Response Rate
Process for Copyright Deposit Assistance										27	80	34%
Process for Request to Use University Marks Assistance										21	39	54%
Process for Technology Transfer and Commercialization Assistance										-	0	N/A
Processing of Requests for Trademark Application Assistance										1	1	100%
Internal Service Total										49	120	
OVERALL TOTAL										50	121	41%

		Client Satisfaction Measurement (CSM)		Office of University Extension Services					
For the month of:		January - December 2025							
Citizen's Charter (CC) Question								Responses	Percentage
CC1 Which of the following best describes your awareness of a CC?									
1	I know what a CC is and I saw this office's CC.						331	98.81%	
2	I know what a CC is but I did NOT see this office's CC.						4	1.19%	
3	I learned of the CC only when I saw this office's CC.						-	-	
4	I do not know what a CC is and I did not see one in this office.						-	-	
CC2 If aware of CC , would you say that the CC of this office was ...?									
1	Easy to see						332	99.10%	
2	Somewhat easy to see						2	0.60%	
3	Difficult to see						1	0.30%	
4	Not visible at all						-	-	
5	N/A						-	-	
CC3 If aware of CC. How much did the CC help you in your transaction?									
1	Helped very much						331	99.10%	
2	Somewhat helped						3	0.90%	
3	Did not help						-	-	
4	N/A						-	-	
Service Quality Dimensions (SQD)		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.	7	2	1	3	322	0	335	97.01%
SQD1	I spent a reasonable amount of time for my transaction.	7	2	1	6	319	0	335	97.01%
SQD2	The office followed the transaction's requirements and steps based on the information provided.	7	1	1	5	321	0	335	97.31%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.	7	-	-	2	320	6	335	97.87%
SQD4	I easily found information about my transaction from the office or its website.	7	-	1	7	320	0	335	97.61%
SQD5	I paid a correct amount of fees for my transaction.	-	-	-	-	-	335	335	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.	5	1	1	3	325	0	335	97.91%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.	5	2	-	6	322	0	335	97.91%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.	6	1	1	2	325	0	335	97.61%
Overall Average Rating		44	7	5	31	2252	341	2680	97.61%
Outstanding									

External Service	Responses	Total Transaction	Response Rate
Processing of Request for Extension Documents	1	8	12.50%
External Service Total	1	8	
Internal Service	Responses	Total Transaction	Response Rate
Processing of Request for Extension Documents	65	66	98%
Processing and Evaluation of Extension Proposal	269	575	47%
Internal Service Total	334	641	
OVERALL TOTAL	335	649	52%

	Client Satisfaction Measurement (CSM)				Office of University Research and Development					
For the month of:	January - December 2025									
Citizen's Charter (CC) Question								Responses	Percentage	
CC1 Which of the following best describes your awareness of a CC?										
1	I know what a CC is and I saw this office's CC.							202	76.81%	
2	I know what a CC is but I did NOT see this office's CC.							16	6.08%	
3	I learned of the CC only when I saw this office's CC.							26	9.89%	
4	I do not know what a CC is and I did not see one in this office.							19	7.22%	
CC2 If aware of CC , would you say that the CC of this office was ...?										
1	Easy to see							191	75.49%	
2	Somewhat easy to see							43	17.00%	
3	Difficult to see							19	7.51%	
4	Not visible at all							-	-	
5	N/A							-	-	
CC3 If aware of CC. How much did the CC help you in your transaction?										
1	Helped very much							212	89.45%	
2	Somewhat helped							24	10.13%	
3	Did not help							1	0.42%	
4	N/A							-	-	
Service Quality Dimensions (SQD)			Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.		11	1	3	38	210	0	263	94.30%
SQD1	I spent a reasonable amount of time for my transaction.		11	3	2	52	193	2	263	93.87%
SQD2	The office followed the transaction's requirements and steps based on the information provided.		12	1	6	39	204	1	263	92.75%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.		11	1	4	50	193	4	263	93.82%
SQD4	I easily found information about my transaction from the office or its website.		11	1	8	58	184	1	263	92.37%
SQD5	I paid a correct amount of fees for my transaction.		-	-	-	-	-	263	263	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.		11	2	4	44	199	3	263	93.46%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.		11	2	8	43	198	1	263	91.98%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.		11	3	3	48	193	5	263	93.41%
Overall Average Rating			78	13	35	334	1364	280	2104	93.09%
Very Satisfactory										

External Service	Responses	Total Transaction	Response Rate
Processing of Request for Test of Similarity Index	1	1	100%
Processing of Request for Water Analysis and Other Laboratory Services	5	5	100%
External Service Total	6	6	
Internal Service	Responses	Total Transaction	Response Rate
Processing of Request for Research Output Incentives and Funding Request for Research Paper Presentation and Research Publication	13	81	16%
Processing of Request for Test of Similarity Index	185	400	46%
Processing of Research Evaluation	13	71	18%
Processing of Research Proposal (Initial Evaluation of Research Proposals)	46	46	100%
Internal Service Total	257	598	
OVERALL TOTAL	263	604	44%

	Client Satisfaction Measurement (CSM)		Research, Ethics and Review Committee							
	For the month of:	January - December 2025								
Citizen's Charter (CC) Question								Responses	Percentage	
CC1 Which of the following best describes your awareness of a CC?										
1	I know what a CC is and I saw this office's CC.							1	100%	
2	I know what a CC is but I did NOT see this office's CC.							-	-	
3	I learned of the CC only when I saw this office's CC.							-	-	
4	I do not know what a CC is and I did not see one in this office.							-	-	
CC2 If aware of CC , would you say that the CC of this office was ...?										
1	Easy to see							1	100%	
2	Somewhat easy to see							-	-	
3	Difficult to see							-	-	
4	Not visible at all							-	-	
5	N/A							-	-	
CC3 If aware of CC. How much did the CC help you in your transaction?										
1	Helped very much							1	100%	
2	Somewhat helped							-	-	
3	Did not help							-	-	
4	N/A							-	-	
Service Quality Dimensions (SQD)			Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.		-	-	-	-	2	0	2	100%
SQD1	I spent a reasonable amount of time for my transaction.		-	-	-	-	2	0	2	100%
SQD2	The office followed the transaction's requirements and steps based on the information provided.		-	-	-	-	2	0	2	100%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.		-	-	-	-	2	0	2	100%
SQD4	I easily found information about my transaction from the office or its website.		-	-	-	-	2	0	2	100%
SQD5	I paid a correct amount of fees for my transaction.		-	-	-	-	-	2	2	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.		-	-	-	-	2	0	2	100%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.		-	-	-	-	2	0	2	100%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.		-	-	-	-	2	0	2	100%
Overall Average Rating			-	-	-	-	14	2	16	100%
Outstanding										
Internal Service								Responses	Total Transaction	Response Rate
Processing of Application for Ethics Review								2	54	4%
Internal Service Total								2	54	
OVERALL TOTAL								2	54	4%

TARLAC STATE UNIVERSITY - SAN ISIDRO EXTENSION CAMPUS
Client Satisfaction Measurement (CSM) Summary Report

Citizen's Charter (CC) Question		Responses	Percentage
CC1	Which of the following best describes your awareness of a CC?		
1	I know what a CC is and I saw this office's CC.	1416	92.85%
2	I know what a CC is but I did NOT see this office's CC.	9	0.59%
3	I learned of the CC only when I saw this office's CC.	92	6.03%
4	I do not know what a CC is and I did not see one in this office.	8	0.52%
CC2	If aware of CC , would you say that the CC of this office was ...?		
1	Easy to see	1427	96.35%
2	Somewhat easy to see	45	3.04%
3	Difficult to see	2	0.14%
4	Not visible at all	1	0.07%
5	N/A	6	0.41%
CC3	If aware of CC. How much did the CC help you in your transaction?		
1	Helped very much	1436	96.96%
2	Somewhat helped	36	2.43%
3	Did not help	1	0.07%
4	N/A	8	0.54%

Service Quality Dimensions (SQD)		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.	1	0	4	172	1349	1	1527	99.67%

SQD1	I spent a reasonable amount of time for my transaction.	1	1	10	221	1276	18	1527	99.20%
SQD2	The office followed the transaction's requirements and steps based on the information provided.	0	0	8	232	1286	1	1527	99.48%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.	0	0	12	267	1233	15	1527	99.21%
SQD4	I easily found information about my transaction from the office or its website.	0	1	11	271	1238	6	1527	99.21%
SQD5	I paid a correct amount of fees for my transaction.	0	0	0	0	0	1527	1527	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.	0	0	4	252	1266	5	1527	99.74%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.	0	0	6	266	1254	1	1527	99.61%
SQD8	I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.	0	0	13	247	1261	6	1527	99.15%
Overall Rating		1	2	64	1756	8814	1579	12216	99.37%
Outstanding									

TARLAC STATE UNIVERSITY - SAN ISIDRO EXTENSION CAMPUS
Client Satisfaction Measurement (CSM) Summary Report
External Service

Citizen's Charter (CC) Question		Responses	Percentage
CC1 Which of the following best describes your awareness of a CC?			
1	I know what a CC is and I saw this office's CC.	2	100.00%
2	I know what a CC is but I did NOT see this office's CC.	0	0.00%
3	I learned of the CC only when I saw this office's CC.	0	0.00%
4	I do not know what a CC is and I did not see one in this office.	0	0.00%
CC2 If aware of CC , would you say that the CC of this office was ...?			
1	Easy to see	2	100.00%
2	Somewhat easy to see	0	0.00%
3	Difficult to see	0	0.00%
4	Not visible at all	0	0.00%
5	N/A	0	0.00%
CC3 If aware of CC. How much did the CC help you in your transaction?			
1	Helped very much	2	100.00%
2	Somewhat helped	0	0.00%
3	Did not help	0	0.00%
4	N/A	0	0.00%

Tabulation of Service Quality Dimention (SQD) Result for External Services

		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0		0	0	0	0	2	0	2	100.00%
Service Quality Dimensions (SQD)		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD1	Responsiveness	0	0	0	0	2	0	2	100.00%
SQD2	Reliability	0	0	0	0	2	0	2	100.00%
SQD3	Access and Facilities	0	0	0	0	2	0	2	100.00%
SQD4	Communication	0	0	0	0	2	0	2	100.00%
SQD5	Costs	0	0	0	0	0	2	2	N/A
SQD6	Integrity	0	0	0	0	2	0	2	100.00%
SQD7	Assurance	0	0	0	0	2	0	2	100.00%
SQD8	Outcome	0	0	0	0	2	0	2	100.00%
Overall		-	-	-	-	14	2	16	100.00%
Outstanding									

TARLAC STATE UNIVERSITY - SAN ISIDRO EXTENSION CAMPUS
Client Satisfaction Measurement (CSM) Summary Report
Internal Service

Citizen's Charter (CC) Question		Responses	Percentage
CC1 Which of the following best describes your awareness of a CC?			
1	I know what a CC is and I saw this office's CC.	1414	92.84%
2	I know what a CC is but I did NOT see this office's CC.	9	0.59%
3	I learned of the CC only when I saw this office's CC.	92	6.04%
4	I do not know what a CC is and I did not see one in this office.	8	0.53%
CC2 If aware of CC , would you say that the CC of this office was ...?			
1	Easy to see	1425	96.35%
2	Somewhat easy to see	45	3.04%
3	Difficult to see	2	0.14%
4	Not visible at all	1	0.07%
5	N/A	6	0.41%
CC3 If aware of CC. How much did the CC help you in your transaction?			
1	Helped very much	1434	96.96%
2	Somewhat helped	36	2.43%
3	Did not help	1	0.07%
4	N/A	8	0.54%

Tabulation of Service Quality Dimention (SQD) Result for Internal Services

		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0		1	0	4	172	1347	1	1525	99.67%
Service Quality Dimensions (SQD)		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD1	Responsiveness	1	1	10	221	1274	18	1525	99.20%
SQD2	Reliability	0	0	8	232	1284	1	1525	99.48%
SQD3	Access and Facilities	0	0	12	267	1231	15	1525	99.21%
SQD4	Communication	0	1	11	271	1236	6	1525	99.21%
SQD5	Costs	0	0	0	0	0	1525	1525	N/A
SQD6	Integrity	0	0	4	252	1264	5	1525	99.74%
SQD7	Assurance	0	0	6	266	1252	1	1525	99.61%
SQD8	Outcome	0	0	13	247	1259	6	1525	99.14%
Overall		1	2	64	1756	8800	1577	12200	99.37%
Outstanding									

Office	External Service Name	Responses	Total Transactions
GCU	Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling	0	0
OLMS	Requesting Access to the Library by Visiting Researcher/s	2	3
MSU	Processing of Medical Consultation	0	261
	EXTERNAL SERVICE OVERALL	2	264
Office	Internal Service Name	Responses	Total Transactions
GCU	Processing of Request for Counselor’s Outside Referral	0	2
GCU	Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling	0	31
OLMS	Process of Inquiring for Available Learning Resources	266	733
OLMS	Process of Renewing Borrowed Library Resources	119	196
OLMS	Process of Returning Library Resources	314	669
OLMS	Processing of Request for Online Reservation and Pick-Up	0	0
OLMS	Processing of Request for Referral Service	0	0
OLMS	Processing of Request to Borrow Library Resources	365	785
OLMS	Processing of Request to Use Computer & Internet Access	338	766
OLMS	Processing the Request of Document Delivery Service for Distance Users	3	3
MSU	Processing of Medical Consultation	94	400
MSU	Processing of Request for Employee Medical Certificate for Pre-employment and Annual Physical Examination	0	40
MSU	Processing of Request for Employee Medical Certificate for Return-to-Work Examination, Transfer and/or Separation from Employment.	0	41
MSU	Processing of Request for Student Medical Certificate.	26	598
	EXTERNAL SERVICE OVERALL	1525	4264
	OVERALL TOTAL	1527	4528

		Client Satisfaction Measurement (CSM)					Medical Unit - San Isidro Campus							
For the month of:		January - December 2025												
Citizen's Charter (CC) Question								Responses	Percentage					
CC1 Which of the following best describes your awareness of a CC?														
1	I know what a CC is and I saw this office's CC.						89	74.8%						
2	I know what a CC is but I did NOT see this office's CC.						3	2.5%						
3	I learned of the CC only when I saw this office's CC.						21	17.6%						
4	I do not know what a CC is and I did not see one in this office.						6	5.0%						
CC2 If aware of CC , would you say that the CC of this office was ...?														
1	Easy to see						96	80.0%						
2	Somewhat easy to see						18	15.0%						
3	Difficult to see						1	0.8%						
4	Not visible at all						-	-						
5	N/A						5	4.2%						
CC3 If aware of CC. How much did the CC help you in your transaction?														
1	Helped very much						107	89%						
2	Somewhat helped						7	5.8%						
3	Did not help						1	0.8%						
4	N/A						5	4.2%						
Service Quality Dimensions (SQD)							Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.						-	-	1	16	103	0	120	99.2%
SQD1	I spent a reasonable amount of time for my transaction.						-	1	4	23	92	0	120	95.8%
SQD2	The office followed the transaction's requirements and steps based on the information provided.						-	-	3	19	97	1	120	97.5%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.						-	-	3	20	91	6	120	97.4%
SQD4	I easily found information about my transaction from the office or its website.						-	1	2	28	86	3	120	97.4%
SQD5	I paid a correct amount of fees for my transaction.						-	-	-	-	-	120	120	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.						-	-	1	16	100	3	120	99.1%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.						-	-	1	17	101	1	120	99.2%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.						-	-	1	16	101	2	120	99.2%
Overall Average Rating							-	2	15	139	668	136	960	97.9%
Outstanding														
External Service												Responses	Total Transaction	Response Rate
Processing of Medical Consultation												-	261	N/A
External Service Total												-	261	
Internal Service												Responses	Total Transaction	Response Rate
Processing of Medical Consultation												94	400	24%
Processing of Request for Employee Medical Certificate for Pre-employment and Annual Physical Examination												-	40	0%
Processing of Request for Employee Medical Certificate for Return-to-Work Examination, Transfer and/or Separation from Employment												-	41	0%
Processing of Request for Student Medical Certificate												26	598	4%
Internal Service Total												120	1079	
OVERALL TOTAL												120	1340	9%

	Client Satisfaction Measurement (CSM)					Office of Library Management and Services - San Isidro Campus						
For the month of:	January - December 2025											
Citizen's Charter (CC) Question								Responses	Percentage			
CC1	Which of the following best describes your awareness of a CC?											
1	I know what a CC is and I saw this office's CC.							1327	94.38%			
2	I know what a CC is but I did NOT see this office's CC.							6	0.43%			
3	I learned of the CC only when I saw this office's CC.							71	5.05%			
4	I do not know what a CC is and I did not see one in this office.							2	0.14%			
CC2	If aware of CC , would you say that the CC of this office was ...?											
1	Easy to see							1331	97.80%			
2	Somewhat easy to see							27	1.98%			
3	Difficult to see							1	0.07%			
4	Not visible at all							1	0.07%			
5	N/A							1	0.07%			
CC3	If aware of CC. How much did the CC help you in your transaction?											
1	Helped very much							1329	97.65%			
2	Somewhat helped							29	2.13%			
3	Did not help							-	-			
4	N/A							3	0.22%			
Service Quality Dimensions (SQD)					Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	I am satisfied with the service that I availed.				1	-	3	156	1246	1	1407	100%
SQD1	I spent a reasonable amount of time for my transaction.				1	-	6	198	1184	18	1407	99.5%
SQD2	The office followed the transaction's requirements and steps based on the information provided.				-	-	5	213	1189	0	1407	100%
SQD3	The steps (including payment) I needed to do for my transaction were easy and simple.				-	-	9	247	1142	9	1407	99.4%
SQD4	I easily found information about my transaction from the office or its website.				-	-	9	243	1152	3	1407	99.4%
SQD5	I paid a correct amount of fees for my transaction.				-	-	-	-	-	1407	1407	N/A
SQD6	I feel the office was fair to everyone, or "walang palakasan", during my transaction.				-	-	3	236	1166	2	1407	100%
SQD7	I was treated courteously by the staff, and (if asked for help) the staff was helpful.				-	-	5	249	1153	0	1407	100%
SQD8	I got what I needed from the government office, or (If denied) denial of request was sufficiently explained to me.				-	-	12	231	1160	4	1407	99.1%
Overall Average Rating					1	-	49	1617	8146	1443	11256	99.5%
Outstanding												

External Service		Responses	Total Transaction	Response Rate
Requesting Access to the Library by Visiting Researcher/s		2	3	67%
External Service Total		2	3	
Internal Service		Responses	Total Transaction	Response Rate
Process of Inquiring for Available Learning Resources		266	733	36%
Process of Renewing Borrowed Library Resources		119	196	61%
Process of Returning Library Resources		314	669	47%
Processing of Request for Online Reservation and Pick-Up		-	0	N/A
Processing of Request for Referral Service		-	0	N/A
Processing of Request to Borrow Library Resources		365	785	46%
Processing of Request to Use Computer & Internet Access		338	766	44%
Processing the Request of Document Delivery Service for Distance Users		3	3	100%
Internal Service Total		1405	3152	
OVERALL TOTAL		1407	3155	45%