



CUSTOMER SATISFACTION SURVEY

Fourth Quarter 2018

Rationale

The Feedback Form of the Science Education Institute (SEI) is designed to assess the customers' satisfaction on the services rendered by SEI and to ascertain their recommendations/suggestions on how the agency could improve further the delivery of its services.

Respondents of the survey are the following:

- on-going scholars who submit their scholarship requirements such as true copy of grades, registration forms, appeal letters, etc.;
- scholar-graduates who request for temporary or final clearance from the scholarship programs;
- applicants to the S&T Scholarships; and
- other public who inquire about the S&T Scholarship Programs.

Methodology

The survey was conducted in the Fourth Quarter of 2018 i.e, October to December 2018. A customer who has transaction with the Science and Technology Scholarship Division is requested to accomplish the Feedback Form. The form is composed of:

- question answerable through a rating scale; and
- open-ended question.

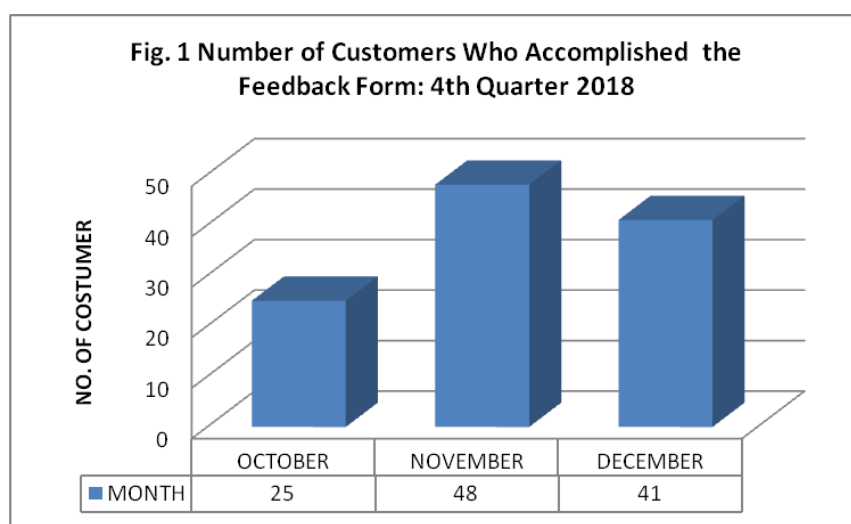
Using the rating scale, the respondent can assess how SEI has served him/her i.e., 1) Very Satisfactory; 2) Satisfactory; and 3) Poor. The next question captures the scholar's recommendation(s), suggestion(s), and desired action for SEI to improve its service.

Percentage is used in determining the customers' satisfaction and is presented in graphical form. Recommendations, suggestions and desired actions from SEI are grouped according to subject and are presented in tabular form.

Results and Discussion

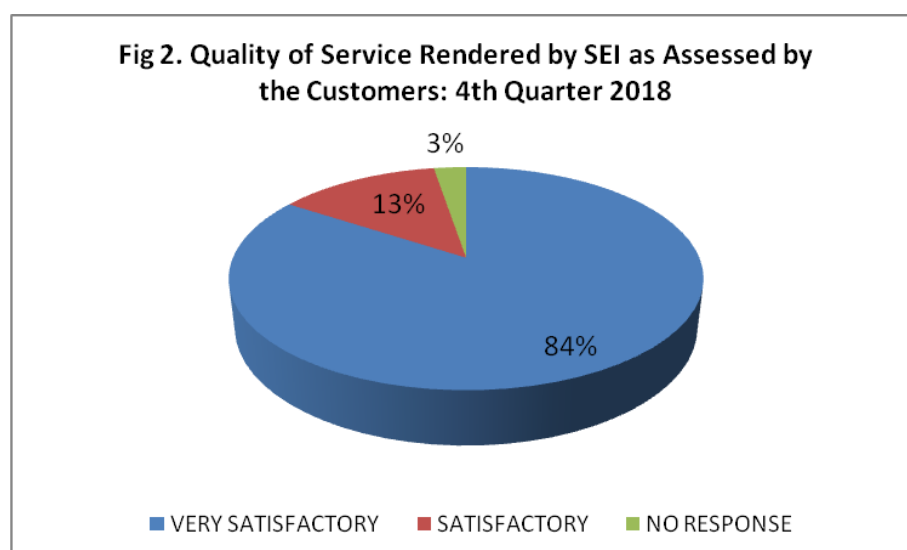
Number of Customers

A total of 114 customers requesting for issuance of temporary or final clearance from the DOST-SEI Scholarship Programs responded to the survey. There are more customers who requested clearance in November than in October and December.



Quality of Service

On the question: How do you rate our service? (*Ano po ang inyong masasabi sa aming serbisyo sa inyo?*), majority (84 percent) of the respondents answered **Very Satisfactory**, 13 percent answered **Satisfactory** and the remaining 3 percent have not responded to the question. Fig. 2 below shows the graphical presentation of the customers' satisfaction assessment:



Comments

Herein are some of the customers' testimonials by type of service rendered by SEI:

"Employees are accommodating."

"Very accommodating and systematic. No further recommendation. Thank you."

"Good service so far."

"Very satisfied with the efficient service. Thank you DOST specially to Sir Dante."

"Fast and reliable service. Good job."

"Mabilis ang serbisyo. Keep it up."

"No other comments but I just want to express my sincere gratitude to DOST for giving the opportunity to receive quality education. May God bless you all."

Recommendations, Suggestions, and Desired Actions

Customers indicated the following recommendations/suggestions and desired action from SEI to improve its services, to wit:

Recommendation, Suggestion, and Desired Action	SEI Existing Mechanism in Addressing the Customers' Concern
<i>"Securing clearance online in the future."</i>	Application for clearance may be filed online. Scholars may submit the necessary requirements online and submit the original copies to SEI once the clearance becomes available.
<i>"Sana po wala na 12% interest. Thank you."</i>	The 12% interest rate added to the financial assistance received by the scholars is stipulated in the contract they have signed when they accepted the scholarship.
<i>"Check emails or create a section in gmail for emails with subject related to clearances for ease of access of online submission of clearance requirements."</i>	There is a designated staff who check all e-mails every day. Requests for issuance of clearances are directed to the staff-in-charge of processing clearance.

<p><i>"Full information on requirements to avoid multiple appointment."</i></p>	<p>All information pertinent to issuance of clearance are posted at SEI website. Moreover, scholars are were informed of the requirements and process related to issuance of clearance during the orientation of scholars (first year in college) and exit conference (months before they graduate).</p>
<p><i>"Send emails on time regarding release of clearances."</i></p>	<p>Scholars requesting clearance are advised to follow-up the availability of the same after three working days.</p>
<p><i>"I would recommend that the office should add more facilities available for encoding information or requirements to submit."</i></p>	<p>With the limited space at the STSD, provision of additional kiosks where the scholars may encode their pertinent information cannot be accommodated at present.</p>

Prepared by:


PETER GERRY P. GAVINA
 Senior Science Research Specialist

Noted by:


ALBERT G. MARIÑO
 Deputy Director and OIC, STSD



CUSTOMER SATISFACTION SURVEY

Third Quarter 2018

Rationale

The Feedback Form of the Science Education Institute (SEI) is designed to assess the customers' satisfaction on the services rendered by SEI and to ascertain their recommendations/suggestions on how the agency could improve further the delivery of its services.

Respondents of the survey are the following:

- on-going scholars who submit their scholarship requirements such as true copy of grades, registration forms, appeal letters, etc.;
- scholar-graduates who request for temporary or final clearance from the scholarship programs;
- applicants to the S&T Scholarships; and
- other public who inquire about the S&T Scholarship Programs.

Methodology

The survey was conducted in the Third Quarter of 2018 i.e, July to September 2018. A customer who has transaction with the Science and Technology Scholarship Division is requested to accomplish the Feedback Form. The form is composed of:

- question answerable through a rating scale; and
- open-ended question.

Using the rating scale, the respondent can assess how SEI has served him/her i.e., 1) Very Satisfactory; 2) Satisfactory; and 3) Poor. The next question captures the scholar's recommendation(s), suggestion(s), and desired action for SEI to improve its service.

Percentage is used in determining the customers' satisfaction and is presented in graphical form. Recommendations, suggestions and desired actions from SEI are grouped according to subject and are presented in tabular form.

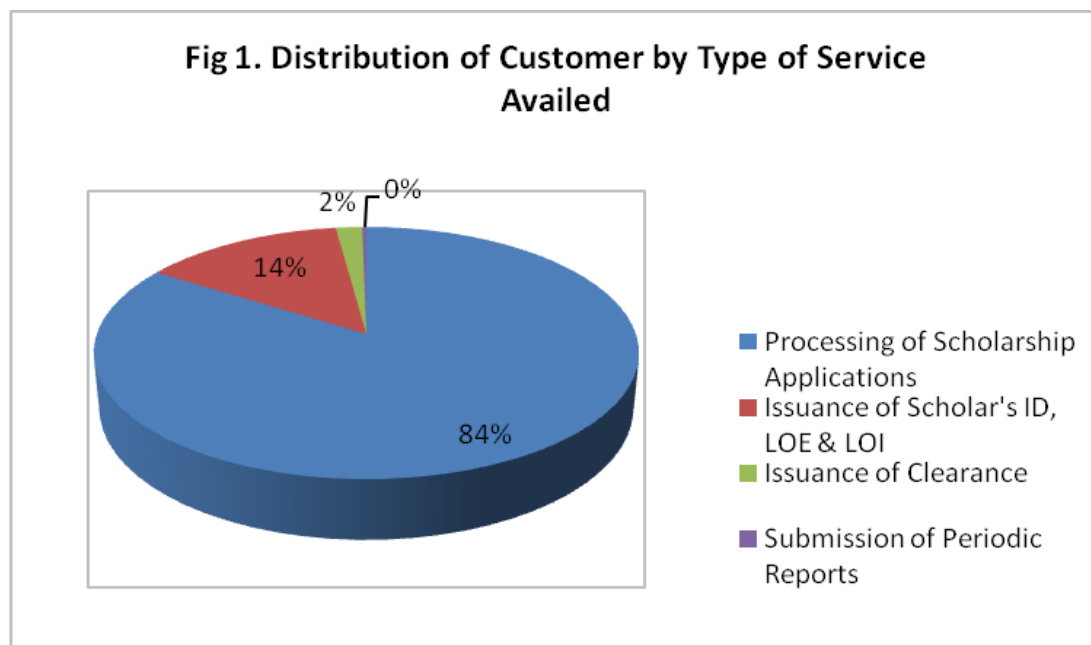
Results and Discussion

Type of Service Availed

A total of 1,768 customers responded to the survey. As shown in *Fig.1*, majority (84 percent) of the respondents are applicants or any person representing the applicants for the 2019 DOST-SEI S&T Undergraduate Scholarships and 2018 Junior Level Science Scholarships.

Fourteen percent are scholars who were issued Scholar's ID, Letter of Enrolment (LOE), and Letter of Introduction (LOI). The Scholar's ID is a smart card which bears pertinent personal and scholarship information and serves as their identification as a DOST-SEI scholar. The LOE is a document which a scholar should present to the university to automatically deduct the P20,000/semester tuition and other school fees subsidy from SEI while the LOI is a document which they need to present to designated LBP servicing branch for the opening of their LBP account.

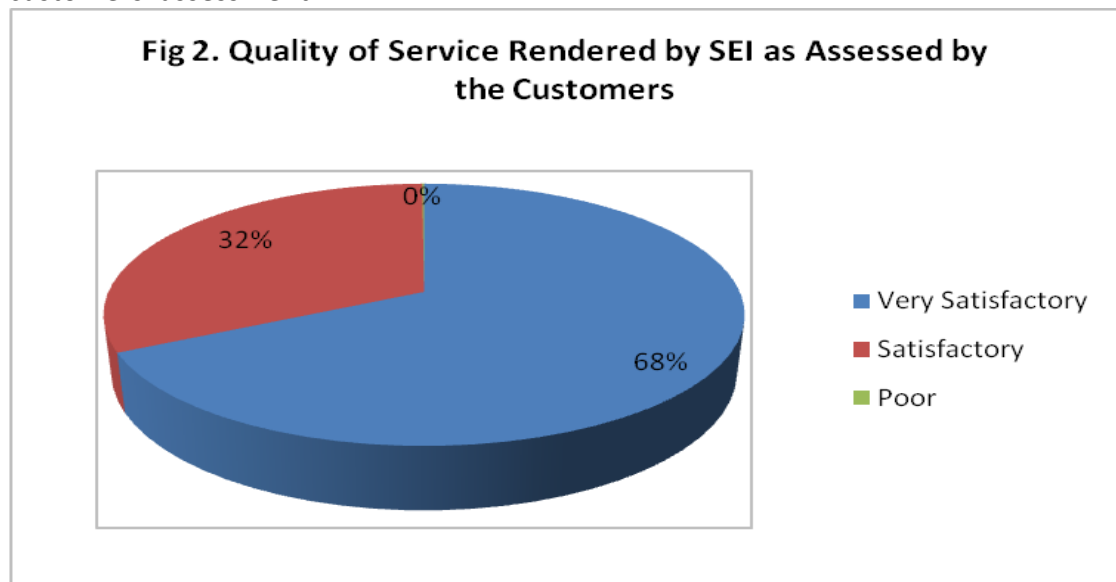
Two percent of the respondents are those scholars who requested issuance of the temporary/final clearances from the scholarship program while the remaining respondents are those continuing scholars who submitted their periodic reports, e.g., true copy of grades during the previous semester and registration form for the current semester.



Quality of Service

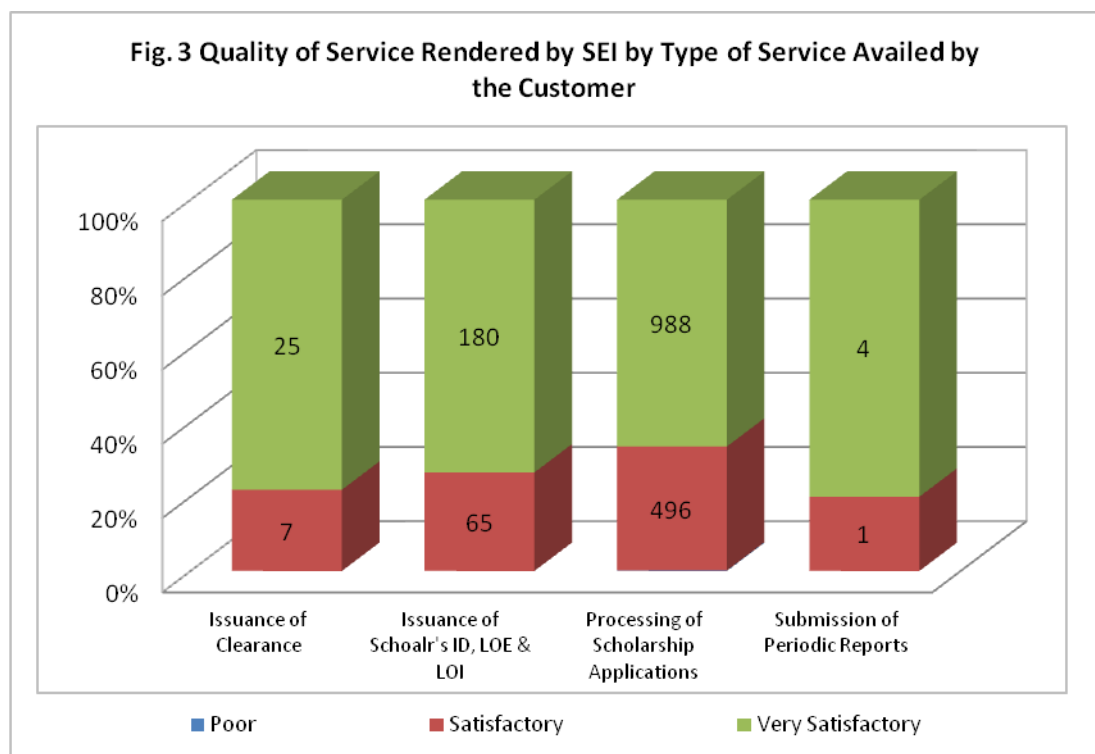
On the question: How do you rate our service? (*Ano po ang inyong masasabi sa aming serbisyo sa inyo?*), majority (68 percent) of the respondents answered **Very Satisfactory**, 32 percent answered **Satisfactory** and only 0.1

percent answered **Poor**. Fig. 2 below shows the graphical presentation of the customers' assessment:



Quality of Service Rendered SEI By Type of Service Availed by the Customer

As shown in Fig. 3, the quality of service across all types of services rendered by SEI were rated very satisfactory.



Comments

Herein are some of the customers' testimonials by type of service rendered by SEI:

A. Issuance of Clearance

"Thank you for the prompt response of Sir Dante (releasing officer) of DOST Scholarship Department. I commend him for being very accommodating and willingness to help me all the way."

"Nothing to suggest, the staffs are good and the process don't cause too much time."

"Easy to contact thru landline. Thank you."

"Ipagpatuloy ang magandang serbisyo. Kudos to all employees for immediately answering the needs of the clients."

"Overall, I am satisfied with the service as I have experienced (a lot of times) applying and timely releasing of my clearances. (i.e. temporary & final clearance) the frontline personnel is very accommodating and would very much willing to extend any help to the public. Perhaps as online platform to check the status of requested documents may be utilized."

"Thank you for the very swift action."

B. Issuance of Scholar's ID, LOE, and LOI

"The service itself is systematic and moved faster than the traffic flow in EDSA."

"Napaka hospitable and jolly ng mga staff. Sana po ipagpatuloy pa dahil mas napapagaan ang pakiramdam ng mga walang kasamang parents."

"Keep up the good work. Despite the sheer amount of people the process was systematic and relatively prompt."

"Your actions or service were the best."

"The service was absolutely organized."

"The process was very quick and the people are very accommodating."

“Magulo sa labas ngunit pagkakuha ng queue number, organisado ang pagkuha ng ID. Mas malinaw na panuto sa pagpasok.”

“Many students from Region 4A did not receive any email or notification on what to do and how to proceed after orientation. If it weren't for us who did receive the email, di po namin malalaman na pwede na pong kunin yung ID and other forms.”

“Please unify your offices because provincial offices does not say the same things as other offices.”

C. Processing of Scholarship Applications

“Application process is in order. Staffs are courteous. Processing is smooth. Good job.”

“Yung system ng pagtanggap is good. My recommendation is to maintain your good service and i salute that.”

“Ang inyong serbisyo sa amin ay napakaayos napakabuti ng mga empleyado. Kahanga-hangang serbisyo. Saludo po kami sa inyo. Salamat po..”

“The evaluator was ok and jolly. Also he is friendly and nice.”

“Maayos ang facility, mahangin at mabilis. Masipag ang mga staff at magagalang.”

“Mabilis po ang proseso at may libreng envelope. Kulang na lang yung pa xerox. Tapos pa 1x1 or na para sobrang ganda.”

“This is more peaceful than UPCAT applications. More evaluators.”

“Accommodating naman po ang lahat mula sa staff, security, etc. Sana po hindi masayang ang oras at pagod nang mga magulang at batang nag-apply ng scholarship. Sana maraming mabigyan nang scholarship para maraming bata ang makapag-aral nang maayos.”

“The service was nice and very satisfactory and please stay the fast service for the next applicants. The signage are very understandable.”

“The committee are all very kind and nice. I'm satisfied. Fair help to us. Very comfortable to talk and speak to them.”

"Magandang serbisyo ang ibinigay sa akin at mababait ang mga tao at mga nag-aasikaso. May libre ring candy. Sakto dahil nahilo ako. Salamat po."

"Nasaraduhan kami ng test centers sa metromanila. Nagpatagal ito sa pila pagkuha ng test permit. Siguraduhing may test centers sa susunod. Gayon pa man, mahusay ang serbisyo. Pinupuri ko ang mga personnel."

"Excellent. They went ahead of their time just to accommodate us. Increase ventilation. I recommend that there are more staffs to facilitate guests especially near a deadline, since you know we are Filipinos."

"Try to connect to the applicant if he/she is explaining because sometimes that there is an applicant explaining, but the staff is just checking the requirements of the applicant, but in overall it is good."

"Clarify where we should line up because one of the parents asked me to leave my line since I wasn't in the proper lane, even though he is the one who is not in the proper lane. Thank you."

"The instructions should be clearer and more detailed. There should be some signs indicating the specific waiting areas. Students know what green and yellow mean is, at least it should have been explained before they waited in the line for a long time."

"The requirements to be considered as qualified for the ra7687 scholarship or the set cut-off values of certain indicators (from brochure) are not listed or stated in the brochure or other promotional materials. I think this causes some confusion uncertainty to applicants. if the case is that the socio-economic conditions will be evaluated on applying for the merit and those for the ra7687- I mean, why make those distractions? You should've just asked for the same set of requirements for all applicants. Sayang kasi yung akala ng students hindi sya pwede sa RA 7687 pero pwede pala."

"Make sure to assess the students carefully and don't put some person at the station A that takes them feel bad. Overall, the services are good. After the station A, applicants can now feel at ease. I just saw some applicants that feel bad."

"Most of the people in here are not aware of the online application which made us experience a heavy line over here."

Recommendations, Suggestions, and Desired Actions

Customers indicated the following recommendations/suggestions and desired action from SEI to improve its services, to wit:

Recommendation, Suggestion, and Desired Action	SEI Existing Mechanism in Addressing the Customers' Concern
<p>A. Issuance of Clearance</p> <p><i>"If possible to incorporate delivery service for documents requested. But other than that, the application process is really smooth."</i></p> <p><i>"I'm suggesting that you make the tracker form downloadable online."</i></p> <p><i>"Hope to hear from you if the clearance is already available."</i></p> <p><i>"Clearance, if possible, should not be picked up anymore. Email only."</i></p>	<p>Upon request of scholars, clearances/certifications are mailed to their respective mailing address.</p> <p>The TrACER form can be downloaded online. Scholar-graduates may also fill-in their pertinent information in an online tracking system available in <i>Facebook</i>.</p> <p>Reiterate to the scholars the processing time, i.e. within 3 working days.</p> <p>Clearance may be delivered to the scholars through courier. However, e-mail is not yet possible as it bears the dry seal of SEI.</p>
<p>B. Issuance of Scholar's ID, LOE, and LOI</p> <p><i>"Mag provide ng pagkain"</i></p> <p><i>"Clearer instructions for the regional offices because the instructions to send an email to the Bicutan branch was not relayed until near the deadline."</i></p> <p><i>"I humbly recommend to have comfortable waiting area inside the building."</i></p> <p><i>"More ID working stations for faster processing."</i></p> <p><i>"Could include directions or sign for the specific room for easier location."</i></p>	<p>Biscuits, candies, coffee, and water are available at the room where the activity was conducted.</p> <p>Clear instructions were given to the Regional Scholarship Staff during its meeting. Issues and concerns regarding the matter were also resolved during the meeting.</p> <p>SEI has already requested funds for the construction of a new building that can accommodate a large number of crowd.</p> <p>In 2019, additional ID capturing equipment will be purchased.</p> <p>Signages are posted not just in strategic areas of SEI but also within the vicinity of the</p>

<p><i>"Landmarks, guide, directions".</i></p> <p><i>"Assign more people to entertain scholars to avoid great consumption of time."</i></p> <p><i>Consider improving organization of queues by dedicating more rooms and personnel in completing the task at hand. If not, handling many applicants can be accelerated through automation, preferably through software.</i></p>	<p>DOST.</p> <p>SEI will request for additional personnel complement in STSD to respond to the increasing number of scholars.</p> <p>With the limited space and manpower, STSD can only do so much. However, in the coming years, this problem may be solved with the request of SEI for the construction of a new building and hiring of additional personnel. Automation of activities such as issuance of ID, LOI, and LOE is a prime concern of the organization.</p>
<p>C. Processing of Scholarship Applications</p> <p><i>"Make some online application for the convenience of both applicant and the institute."</i></p> <p><i>"Next time use the number system when calling the applicant. Do not base it on the sitting arrangement because there are some students cutting the line."</i></p> <p><i>"It would be better if there are direction, signs from the main gate of DOST to the actual application venue. It would also be nice if there are few people who can greet and orient newcomers about the application process. Overall, the application process is very organized. (sufficient electric fans, free water & clean cr)"</i></p> <p><i>"Add more tables for more accommodation of applicants. More organized than the UPCAT filing of application. Some requirements, I hope to be finished online not by this time."</i></p>	<p>SEI developed an e-application system wherein scholarship applicants may encode their personal information. Applicants had to set an appointment when they can submit to SEI the original copies of the application form and the supporting documents for evaluation and subsequently issuance of test permits.</p> <p>Queuing by number system is already in place. A number is given to an applicant in Station A once all his/her documents are evaluated to be in order and complete.</p> <p>Signage are posted in strategic areas of the DOST. Security guards were requested to provide the applicants with information on how to reach SEI. A tarpaulin detailing the scholarship application process was set up at the entrance of Station A to guide the applicants on the procedure. Moreover, Marshalls were designated in the various stations to guide the applicants.</p> <p>Due to inadequate SEI personnel vis-à-vis the deluge of applicants during the deadline of filing of applications, limited tables could be set up.</p>

<p><i>"The DOST should have other outlet/satellite offices that can accept the application forms of aspiring scholars. Kung pwede po sa malalayung lugar ay mayroon din ganito, para di kami nahihirapan sa pagpasa ng mga requirements."</i></p> <p><i>"More evaluators for near deadline applications. Bigger venue for metro manila applicants. Saturday applications."</i></p> <p><i>"Have separate lines for seniors/PWD/ pregnant women. Stop idling of motor vehicles waiting near queue areas causing pollution. Provide trash bins."</i></p> <p><i>"The whole process should be ventilated or equipped with aircon. Since the signup process takes a long time it would be convenient to have a place lower than its room temperature. Nevertheless, the whole staff is friendly that lessens the arising uncomfortability."</i></p> <p><i>"Sana may libreng food ulit."</i></p>	<p>To cater the applicants from areas far from Bicutan, SEI is planning to implement in 2019 the remote application system. SEI will coordinate with the Local Government Unit/ High Schools/ Universities to facilitate the processing in their respective areas.</p> <p>Due to limited personnel of the STSD, personnel complement from the different divisions of the Institute were requested to assist in the evaluation of applications, encoding of applicants' information in the Undergraduate Scholarship Application System, and in controlling the crowd. SEI had already requested for the construction of a new building that can accommodate large number of applicants. Application on a Saturday is not yet feasible as this is being utilized by STSD in sorting generated application forms and in evaluating applications submitted to SEI in bulk.</p> <p>There was a designated lane for the senior citizens, persons with disabilities, pregnant, and women carrying child/children. Persons who are not computer literate were provided assistance by IT staff who were assigned at the kiosk station. Trash bins were set up in strategic spots.</p> <p>With the large number of applicants and considering the limited space of SEI, processing of applications started at the parking space installed with tent (Station A). The area is relatively humid especially during the middle of the day. However, industrial fans were set up to lessen the humidity. Air coolers were also set up at the SEI lobby (Station B).</p> <p>SEI provided the applicants with biscuits and candies. Water dispensers were also installed in strategic areas.</p>
---	--

<p><i>"It would be highly beneficial to maximize the usage of technology in order to lessen the waiting time of students applying for scholarship. Technology should be used for efficiency."</i></p>	<p>SEI is continuously exploring the benefits of utilizing cutting edge technologies. The e-application system is one way to ease the processing of applications. In the coming years, the system will be made available earlier to make the influx of applicants to SEI more manageable.</p>
<p><i>"Maganda naman at maayos ang serbisyong naibigay kahit na medyo gabi na natapos. Ang nais ko lamang bigyang pansin ay ang maitakdang quota na maari sanang pkidagdagan dahil napakarami rin po ang nais ng inyong serbisyo. Idagdag pa po pala ang tagal ng preparasyon kung maari habaan ang araw o buwan nito. Salamat."</i></p>	<p>SEI is committed to process all applications even beyond the regular working hours. Application period started in July 2018; hence, applicants have ample time to prepare all the requirements.</p>
<p><i>"For those person who forgot their payment of 200 for merit just give the consideration to come back here to pay."</i></p>	<p>Applicants who were classified in the Merit Scholarship Program and have no money to pay for the testing fee were provided with reference number which they can present to any LBP servicing branch nearest them and deposit the amount.</p>

Prepared by:



PETER GERRY P. GAVINA

Senior Science Research Specialist

Noted by:



MA. DAISY A. DEMONI

Supervising Science Research Specialist

Approved by:



ALBERT G. MARIÑO

Deputy Director and OIC, STSD



CUSTOMER SATISFACTION SURVEY

Second Quarter 2018

Rationale

The Feedback Form of the Science Education Institute (SEI) is designed to assess the customers' satisfaction on the services rendered by SEI and to ascertain their recommendations/suggestions on how the agency could improve further the delivery of its services.

Respondents of the survey are the following:

- on-going scholars who submit their scholarship requirements such as true copy of grades, registration forms, appeal letters, etc.;
- scholar-graduates who request for temporary or final clearance from the scholarship programs;
- applicants to the S&T Scholarships; and
- other public who inquire about the S&T Scholarship Programs.

Methodology

The survey was conducted in the Second Quarter of 2018 i.e, April to June 2018. A customer who has transaction with the Science and Technology Scholarship Division is requested to accomplish the Feedback Form. The form is composed of:

- question answerable through a rating scale; and
- open-ended question.

Using the rating scale, the respondent can assess how SEI has served him/her i.e., 1) Very Satisfactory; 2) Satisfactory; and 3) Poor. The next question captures the scholar's recommendation(s), suggestion(s), and desired action for SEI to improve its service.

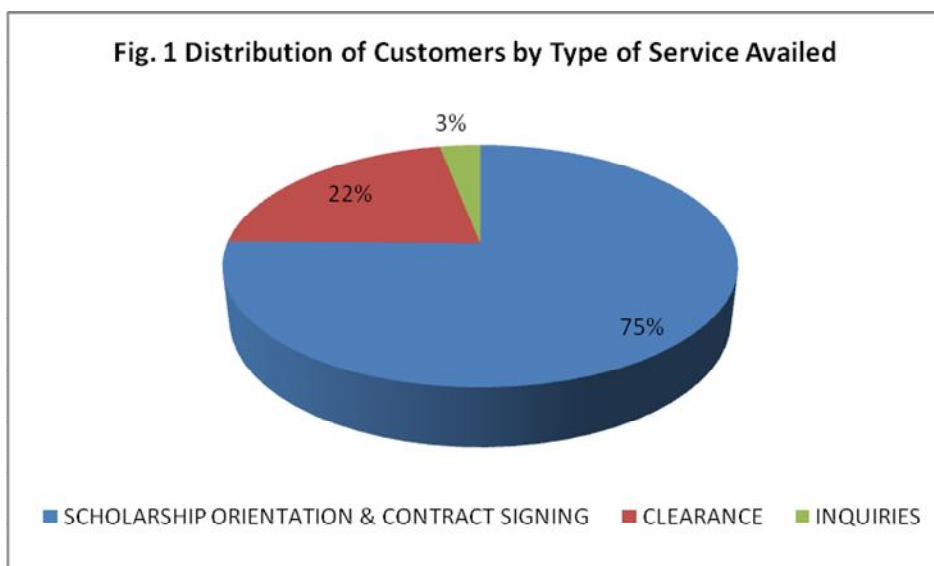
Percentage is used in determining the customers' satisfaction and is presented in graphical form. Recommendations, suggestions and desired actions from SEI are grouped according to subject and are presented in tabular form.

Results and Discussion

Type of Service Aailed

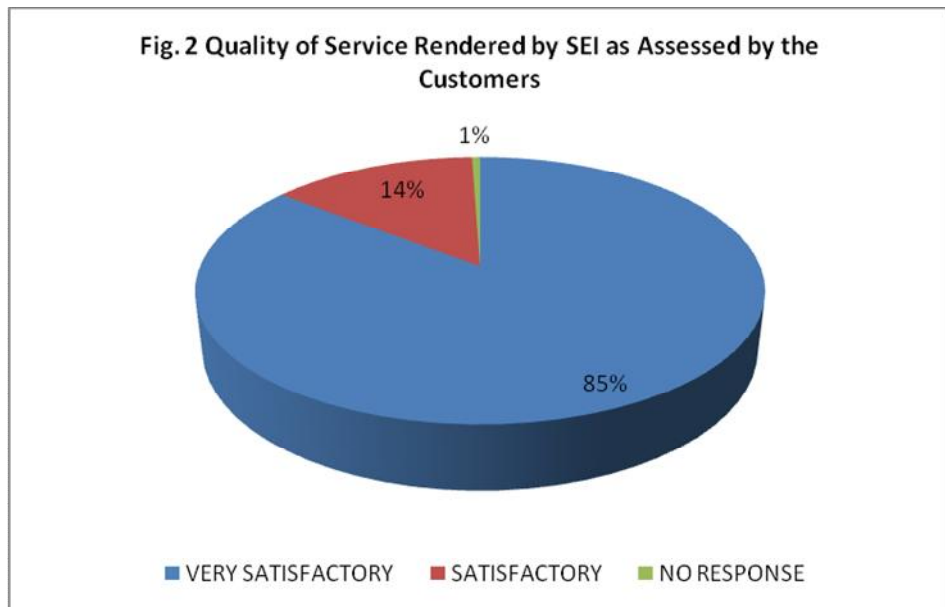
A total of 1,084 customers responded to the survey. As shown in *Fig.1*, majority (75 percent) of the respondents are those who attended the two-day orientation and contract signing of 2018 DOST-SEI S&T scholars and their parents which was held on 21-22 May 2018 at the Philippine International Convention Center. The event also included the capturing of photos and specimen signatures of scholars for their Scholar's Identification Card.

The remaining 22 percent and 3 percent of the respondents are those scholars who requested issuance of the temporary/final clearances from the scholarship program and those walk-in customers who requested information about the scholarship programs being offered by the Institute, respectively.



Quality of Service

On the question: How do you rate our service? (*Ano po ang inyong masasabi sa aming serbisyo sa inyo?*), majority (85 percent) of the respondents answered **Very Satisfactory**, 14 percent answered **Satisfactory** and only 1 percent answered **Poor**. *Fig. 2* below shows the graphical presentation of the customers' assessment:



Quality of Service Rendered SEI By Type of Service Availed by the Customer

As shown in *Fig. 3*, the quality of service across all types of services rendered by SEI were rated very satisfactory.



Comments

Herein are some of the customers' testimonials by type of service rendered by SEI:

A. Issuance of Clearance

"I the service that I experience is superb."

"Nothing to suggest, the staffs are good and the process don't cause too much time."

"The staff is very professional and polite."

"Maayos ang facility and napaka approachable ng mga admins po ninyo."

"There is no need for me to desire a recommendation. You welcome us very warm and that's enough for me."

"The staffs are very easy to talk to and polite and nice persons."

"Happy environment"

"Kapuri-puri ang ipinamalas na serbisyo ng mga staff."

"You misspelled my name."

B. Scholarship Orientation and Contract Signing

"I like how patient the speaker in answering the audience's questions despite of the questions being repetitive. Send the contract beforehand to fasten the process. Please disseminate the schedule beforehand as the others assumed that it is only until 12."

"I commend Ms. Demoni for patiently & calmly answering all the questions. God bless her."

"Keep up the high level of service."

"I commend your well-organized flow of the program. good food were served on time. Speakers answered the queries tactfully & thoughtfully."

"Our family would like to extend our sincerest gratitude to DOST-SEI team. May our dear god continually bless you all.."

"The procedure for the whole activity for today's orientation is exemplary."

"Napaka consistent. Salute!"

"Compared to the orientation last 2014, you have organized it well this year."

"Nakakatuwa dahil hindi naantok ang mga tao habang nakikinig."

"Food was good. Nice & cold atmosphere. Long lines lang for the ID picture taking."

"Well prepared. Organized rin yung systema, nababagalan lang kasi maraming tao pero other than that, efficient naman. Open forum should strictly be at the end so that the discussion of the contract won't be delayed."

"Thank you for the lunch. There should be a number for the cue line for the id picture taking. It is unfair for the students who had waited for a long time to have to form the line again."

"The scholarship orientation was interrupted and delayed because of unrelated or same question that had been answered already. Limit the questions during the discussions and allot time for questions for later. But overall the points are discussed well."

Recommendations, Suggestions, and Desired Actions

Customers indicated the following recommendations/suggestions and desired action from SEI to improve its services, to wit:

Recommendation, Suggestion, and Desired Action	SEI Existing Mechanism in Addressing the Customers' Concern
<i>A. Issuance of Clearance</i> <i>"Sana may weekend services para po magpasa. hrap pa weekdays, 8-5 kasi may pasok."</i> <i>"Online request for clearances so that the scholars will just pick-up the document."</i> <i>"More details, info about the scholarships on line."</i> <i>"Easy access of direction inside the DOST grounds."</i>	<p>Applicants may submit their request and the requirements through e-mail. Once the clearance is available, the scholar or his/her representative should bring the original copies of the documents he/she submitted to claim the clearance.</p> <p>The structure of the website has already been modified to include wider information of scholarship programs. The new structure is now user friendly.</p> <p>Signage are located in strategic places within the DOST compound. Locator maps were also posted in every gate of the DOST.</p>

<p><i>"Reply via email would be appreciated."</i></p>	<p>A staff has been designated to acknowledge receipt of e-mails.</p>
<p>B. Scholarship Orientation and Contract Signing</p> <p><i>"Please publish in online all accreditation schools and also the courses acceptable/required."</i></p> <p><i>"More stations for photo taking. Over all, it is good and the staffs are very accommodating."</i></p> <p><i>"You could add a support staff so next time the line per submission of contract should not be that long."</i></p> <p><i>"Maayos naman at matiwasay na nairaos ang okasyon ngunit matumal lamang sa pila sa ID capturing. Mas mabilis sanang pagproseso sa aplikasyon lalo na sa picture taking. Siguro dagdag lang ng tao. Ngunit bukod po doon, ang pakikitungo ng tauhan ng dost ay magagaling at kapuri-puri. Ako'y naghahangad na makatulong sa hinaharap."</i></p> <p><i>"Control the open forum because the questions asked today were repetitive. Maybe the Q&A can be done at the end of the presentation to avoid this from happening. This will be more efficient and time saving."</i></p> <p><i>"Gather all the questions written in a piece of paper, then someone can screen the redundant or similar queries, then someone will just read the screened questions."</i></p> <p><i>"The program is good, and it only needs</i></p>	<p>The lists of courses and accredited schools are included in the Notice of Award sent to the qualifiers. Posting online of the same will be considered in the future.</p> <p>Due to limited budget, there is a limited number of units of digital camera and signature pad available. In 2019, STSD is planning to purchase additional units to facilitate the capturing of photos and signatures for the scholar's ID.</p> <p>Considering the large number of scholars vis-à-vis the 26 personnel of the STSD, additional personnel complements from other Divisions of SEI were requested to assist in the evaluation of Scholarship Agreement. More personnel will be requested next year to assist the STSD.</p> <p>Considering what have happened in the first day of the orientation, the open forum during the second day was conducted at the end of presentation of all scholarship policies and procedures.</p> <p>The suggestion will be taken into consideration in the next orientation.</p> <p>The suggestion will be taken into</p>

<p><i>some few adjustment, like bigger screen for those at the back who can't see clearly see the presentation."</i></p> <p><i>"Kindly include more courses to choose from in the future and thank you for your scholarship program."</i></p> <p><i>"Official forms like reply slip, should be readily available in case, where the applicant/scholar forgot/lost his/her copy."</i></p>	<p>consideration in the next orientation, i.e. installation of additional screens particularly for those seated at the back portion of the venue.</p> <p>On the appeals of the scholars and parents during the orientation, several new S&T programs were considered under the DOST-SEI Undergraduate S&T Scholarship Program.</p> <p>All the necessary forms e.g., reply slip, deferment form, additional undertaking, etc. are readily available during the orientation.</p>
--	--



CUSTOMER SATISFACTION SURVEY

First Quarter 2018

Rationale

The Feedback Form of the Science Education Institute (SEI) is designed to assess the customers' satisfaction on the services rendered by SEI and to ascertain their recommendations/suggestions on how the agency could improve further the delivery of its services.

Respondents of the survey are the following:

- on-going scholars who submit their scholarship requirements such as true copy of grades, registration forms, appeal letters, etc.;
- scholar-graduates who request for temporary or final clearance from the scholarship programs;
- applicants for S&T Scholarships; and
- other public who inquire about the S&T Scholarship Programs.

Methodology

The survey was conducted on the First Quarter of 2018 i.e, January to March 2018. A customer who has transaction with the Science and Technology Scholarship Division is requested to accomplish the Feedback Form. The form is composed of:

- question answerable through a rating scale; and
- open-ended question.

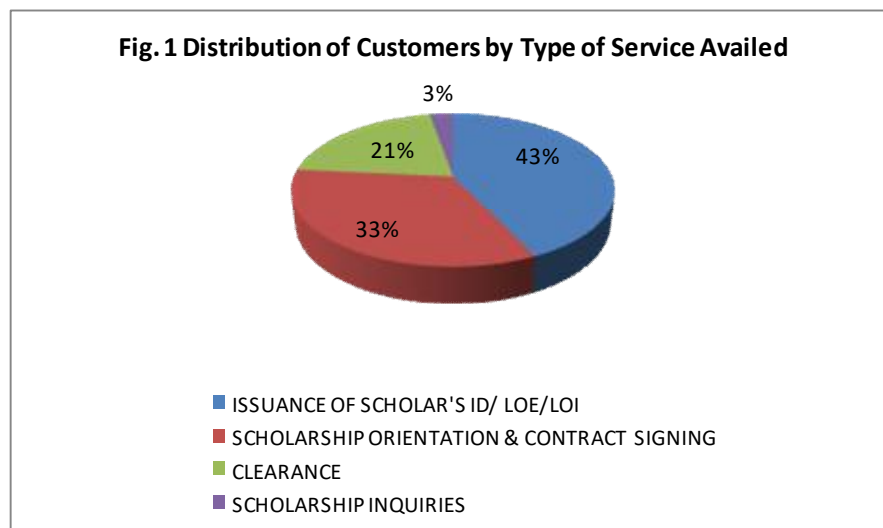
Using the rating scale, the respondent can assess how SEI has served him/her i.e., 1) Very Satisfactory; 2) Satisfactory; and 3) Poor. The next question captures the scholar's recommendation(s), suggestion(s), and desired action for SEI to improve its service.

Percentage is used in determining the customers' satisfaction and is presented in graphical form. Recommendations, suggestions and desired actions from SEI are grouped according to subject and are presented in tabular form.

Results and Discussion

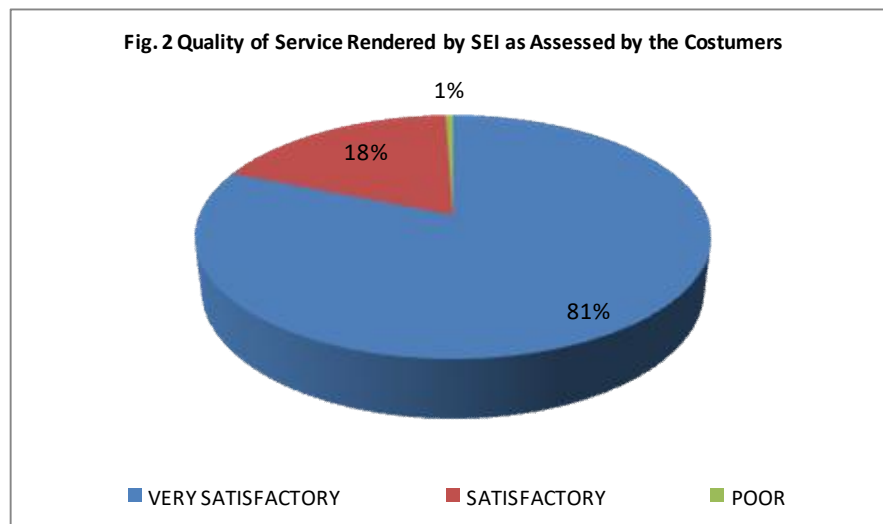
Type of Service Availed

A total of 552 customers responded to the survey. Majority (43 percent) reported at SEI for the issuance of scholar's identification card/ letter for enrolment/ and letter of introduction. Thirty four percent attended the orientation of scholars and parents and signing of the Scholarship Agreement of the 2017 Junior Level Science Scholarships held last 1 February 2018. Twenty one percent requested for issuance of temporary or final clearance and the remaining 3 percent inquired about the various scholarship programs being implemented by the Institute.



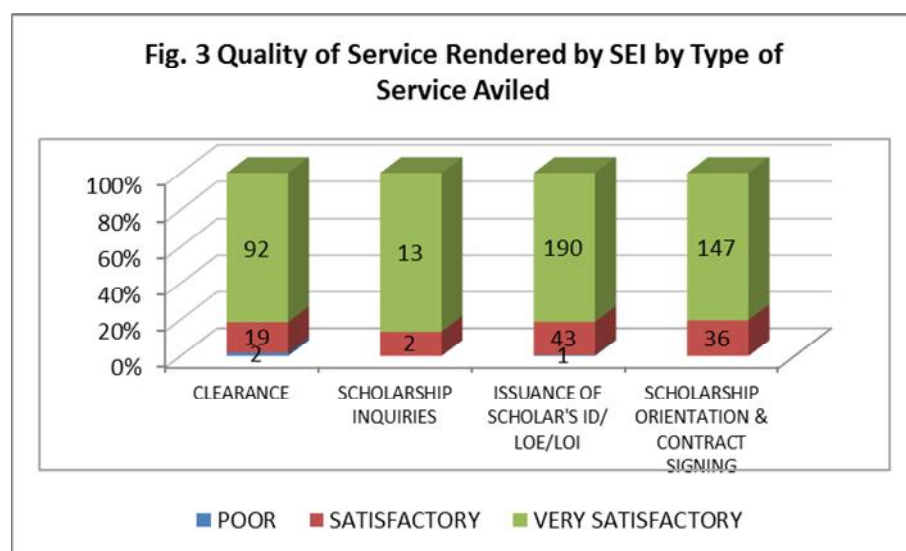
Quality of Service

On the question: How do you rate our service? (*Ano po ang inyong masasabi sa aming serbisyo sa inyo?*), majority (81 percent) of the respondents answered **Very Satisfactory**, 18 percent answered **Satisfactory** and only 1 percent answered **Poor**. The figure below shows the graphical presentation of the customers' assessment:



Quality of Service Rendered SEI By Type of Service Availed by the Customer

As shown in *Fig. 3*, the quality of service across all types of services rendered by SEI were rated very satisfactory.



Comments

Herein are some of the customers' testimonials by type of service rendered by SEI:

A. Issuance of Clearance

"I would like to commend the fast turn-around of documents. Good job."

"Very well organized, quick, more power. God bless."

"The service given prior to personal appearance is very good. They were able to give further instructions to make use of my personal time effectively. Thank you."

"Super bait ni sir dante & hinatid pa ako ng guard sa motor."

"They were polite & courteous."

"It took more than one year before you process my clearance application. No one replied to my email a year ago."

B. Issuance of Scholar's ID/ Letter for Enrollment/Letter of Introduction

"Fast & quick processing of scholar's ID and very straightforward process."

"It's so comfortable to comply all requirements by their assistance."

"On-time. Schedule is strictly followed. Accommodating personnel."

"It is well organized and done smoothly."

"Fast, approachable and reliable."

"Maaga po kmeng dumating para una sa pila. Nung nagpakuha na ng number si manong guard, may nauna sa akin. Walong number yung kinuha nung nasa harapan ko. Hindi man lang sila sinaway nung guard eh, kami po ang unang dumating sa kanila. Yun lang naman po. Salamat po."

"Siguro sa numbering sa pila di gaanong napapkita o nalalaman kung anong number na yung pinoprocess or kung ilan pa yung nakapila before you."

C. Scholarship Orientation and Contract Signing

"I like the jazz music playing during the contract signing. It is very relaxing."

"Very nice venue for the orientation. Very approachable DOST & DepEd staff, specially on Q&A portion regarding the taking of board exam of the scholars."

"Mabilis, maayos at may pusong serbisyo."

"All questions are very well answered & suggestions were considered."

"Highly appreciated po ang pagaasikaso at serbisyo ng mga kinauukulan sa event na ito. Maayos ang mga pagpapaliwanag para sa mga kaalaman at tulong na hatid sa mga iskolar ng bayan."

"Maayos ang paliwanag at malinaw at naiintindihan ng mga scholar at magulang."

"Masyado pong malamig, pero okay naman po ang service. Hospitable. Thank you."

Recommendations, Suggestions, and Desired Actions

Customers indicated the following recommendations/suggestions and desired action from SEI to improve its services, to wit:

Recommendation, Suggestion, and Desired Action	SEI Existing Mechanism in Addressing the Customers' Concern
<i>A. Issuance of Clearance</i>	
<i>"Additional manpower in processing documents. Kawawa naman po si Sir Dante. Thank you po sa lahat ng help."</i>	Currently, there are two contract of service staff who are in-charge of preparing the clearance. Two permanent staff evaluate and review the prepared clearance before the authorized signatory signs the clearance. Mr. Dante Corral is the one in-charge of releasing the clearance.
<i>"Lessen the requirement of personal appearance. Hopefully, applications & agreements can be done online or through air mail."</i>	Applicants for clearance may submit their request and other requirements through e-mail to facilitate the preparation of clearance. Once the clearance is available, the scholar or his/her representative can claim the same at SEI.
<i>"Option for delivery of clearance/ certificate."</i>	On the request of the scholars, STSD mail the clearances to the address they indicate in the application form. Similarly, clearances/ certifications requested by those from the regions are mailed to the DOST Regional Offices nearest them.

<p><i>"Have an online account like Facebook to have easy access & communication. This will help us who are from far places."</i></p>	<p>STSD maintains a Facebook account wherein scholars may communicate his/her concerns. Some personnel are dedicated to answer the issues and concerns queries raised by the scholars and/or the general public.</p>
<p>B. Issuance of Scholar's ID/LOE/LOI</p> <p><i>"Provide food for scholars waiting upstairs if possible, additional equipment for further processing."</i></p> <p><i>"Scheduled na lang sana yung ID picture. we lined up for 2 hours po kasi."</i></p> <p><i>"Sana marami yung gumagawa nung ID para mapabilis lang."</i></p>	<p>Scholars are provided foods (biscuits, candies, coffee, water, etc.) while waiting for their turn to be served.</p> <p>Scholars were instructed to confirm their attendance during the scheduled time for the issuance ID.</p> <p>Due to limited budget, only one unit of printer is available to print all the ID of the scholars. In 2019, STSD is planning to purchase additional units to facilitate speedy issuance of scholar's ID.</p>
<p>B. Orientation and Contract Signing</p> <p><i>"Sana po yung guest speaker nasa harap din po ng stage like sa Q&A. Pag sumagot nililingon pa namin sya sa bandang likuran."</i></p> <p><i>"Please provide answers to questions regarding the return service of RA10612 scholars."</i></p> <p><i>"Provide motivation to become a teacher particularly to those in engineering. Stress out that teaching is noble profession. Also the reality of being a candidate to have sure job immediately and having a rate of</i></p>	<p>To ensure that the open forum is more interactive and personal, the Resource Person tries to be mobile. However, the suggestion raised will be taken into consideration during the next orientation and contract signing.</p> <p>STSD invites Resource Person from the Department of Education (DepEd) to clarify issues and concerns on the return service of scholars under the RA 10612 Scholarship Program.</p> <p>During the orientations, the features of the RA 10612 Scholarship Program were discussed thoroughly to the scholars. For those non-BSE scholars, they shall undergo training on pedagogy so they can teach</p>

<i>sg-13.”</i>	effectively. STSD also emphasizes that scholar-graduates of the said scholarship program are more privileged compared with the regular applicant for an entry position at the DepEd as the latter will have the position of Teacher I (SG-11) while the former will have the position of Special Science Teacher I (SG-13) or equivalent to the salary of a Teacher III in the DepEd.
----------------	---