



Republic of the Philippines
Department of Education
CORDILLERA ADMINISTRATIVE REGION
SCHOOLS DIVISION OF KALINGA

CLIENT SATISFACTION MEASUREMENT REPORT
FY 2024

I. Scope

The FY 2024 CSM Report covers the client feedback and satisfaction results of Schools Division of Kalinga from January to December 2024.

The feedback forms gathered information on demographics and CC-related topics. Clients also evaluated our services using the following Service Quality Dimensions (SQDs):

SQD		DEFINITION
SQD0		Client's overall satisfaction with the service availed of.
SQD1	Responsiveness	The willingness to help, assist, and provide prompt service to citizens/clients.
SQD2	Reliability	The provision of what is needed and what was promised, following the policy and standards, with zero to a minimal error rate.
SQD3	Access & Facilities	The convenience of location, ample amenities for comfortable transactions, use of clear signages, and modes of technology.
SQD4	Communication	The act of keeping citizens and clients informed in a language they can easily understand, as well as listening to their feedback.
SQD5	Costs	The satisfaction with timeliness of the billing, billing process/es, preferred methods of payment, reasonable payment period, value for money, the acceptable range of costs, and qualitative information on the cost of each service.
SQD6	Integrity	The assurance that there is honesty, justice, fairness, and trust in each service while dealing with the citizens/clients.
SQD7	Assurance	The capability of frontline staff to perform their duties, product and service knowledge, understanding citizen/client needs, helpfulness, and good work relationships.
SQD8	Outcome	The extent of achieving outcomes or realizing the intended benefits of government services.

A. Breakdown of Responses and Transactions

External Services	Responses	Total Transactions
Request for Correction of Entries in School Record	0	0
Acceptance of Employment Application for Initial Evaluation (Teaching Position)	0	0
Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)	39	528
Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	13	523
Issuance of Requested Documents (Non-CTC)	0	152
Issuance of Requested Documents (CTC and Photocopy of Documents)	0	161
Certification, Authentication, Verification (CAV)	0	0
Receiving and Releasing of Communication and other Documents	79	11,167
Receiving of Complaints against Non-Teaching Personnel	0	0
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	0	0
Accessing Available Learning Resources from LRMS Portal	101	123
Borrowing of Learning Materials from Libraries	0	0
Alternative Learning System (ALS) Enrollment	28	301
Request for Basic Education Data (from external stakeholders)	0	0
Issuance of Government Permit, Renewal, Recognition of Private Schools	0	0
Issuance of Special Orders for the Graduation of Private School Learners	10	10
Application for SHS Additional Track/Strand	4	5
Application for Summer Permit for Private Schools	0	0
Application for No Increase in Tuition Fee	0	0
Application for Increase in Tuition Fee	0	0
External Service Total	274	12,970

Internal Services	Responses	Total Transactions
Processing of ORS	77	2,000
Posting/Updating of Disbursement	89	4,872
Handling of Cash Advances	5	5
User Account Management for Centrally Managed Systems	25	356
Troubleshooting of ICT Equipment	20	150
Uploading of Publications	10	400
Issuance of Certificate of No Pending Case	295	295
Issuance of Foreign Official Travel Authority	0	0
Issuance of Foreign Personal Travel Authority	4	22
Application for ERF (Equivalent Record Form)	39	528
Application for Leave	43	4,331
Application for Retirement	3	36



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Issuance of Certificate of Employment	7	8
Issuance of Service Record	0	0
Loan Approval and Verification	17	2,705
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	0	0
Processing of Terminal Leave Benefits	1	19
Request for Correction of Name and Change of Status	0	34
Requisition and Issuance of Supplies	30	1,129
Property and Equipment Clearance Signing	7	47
Program Work Flow of Submission of Contextualized Learning Resources	35	108
Quality Assurance of Supplementary Learning Resource	33	108
Request for Basic Education Data (Internal Stakeholder)	0	0
Request for Data for EBEIS/LIS/NAT and Performance Indicators	0	0
Internal Service Total	740	17,153

II. Methodology

The standard harmonized CSM form was administered by the offices with declared services under the CC. All clients were provided with a physical or printed feedback form. The accomplished physical feedback forms are tallied and encoded.

The Schools Division Office used the 5-point Likert scale to rate the nine (9) SQDs.

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

The overall score of all SQDs was computed based on the provided formula on MC No. 2022-05:

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

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

Additionally, CC-related results were computed based on the formula provided on ARTA Advisory No. 2025-005 titled *“Reiteration on the Deadline of Submission of the Compliances Under R.A. 11032, or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, and its Implementing Rules and Regulations (IRR)”*:

- a. **CC Awareness Score:** The sum of the results of CC 1.1 to CC 1.3 questions.
- a. **CC Visibility Score:** The results of CC 2.1 question.
- b. **CC Helpfulness Score:** The results of CC 3.1 question.

III. Results

Number of Survey Results	1,014
Number of Transactions	30,123
Response Rate	3.37%

A. Citizen’s Charter 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.	711	70.12%
2. I know what a CC is but I did not see this office's CC.	42	4.14%
3. I learned of the CC only when I saw this office's CC.	12	1.18%
4. I do not know what a CC is and I did not see this office's CC.	7	0.69%
5. Did not specify	242	23.87%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1. Easy to see	709	69.92%
2. Somewhat easy to see	43	4.24%
3. Difficult to see	12	1.18%
4. Not visible at all	0	0.00%
5. N/A	108	10.65%
6. Did not specify	142	14.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	717	70.71%
2. Somewhat helped	40	3.94%
3. Did not help	7	0.69%
4. N/A	5	0.49%
5. Did not specify	245	24.16%



B. Service Quality Dimensions Results

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD1 (Responsiveness)	10	4	3	141	835	21	1,014	98.29%
SQD2 (Reliability)	3	2	3	118	882	5	1,013	99.21%
SQD3 (Access and Facilities)	11	4	3	135	836	22	1,011	98.18%
SQD4 (Communication)	6	1	1	124	862	20	1,014	99.20%
SQD5 (Costs)	31	4	6	14	437	522	1,014	91.67%
SQD6 (Integrity)	7	27	51	82	844	3	1,014	91.59%
SQD7 (Assurance)	3	1	1	120	875	4	1,004	99.50%
SQD8 (Outcome)	6	0	2	114	890	2	1,014	99.21%
Overall	77	43	70	848	6,461	599	8,098	97.11%
OUTSTANDING								

//OSDS-DPAC/CGV/May 19, 2025/CSM Result

Data extracted from DepEd Harmonized Client Satisfaction Measurement (CSM) Report 2024 (1st Edition)



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