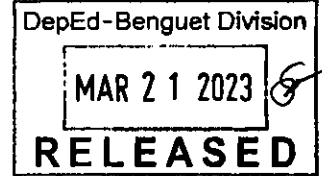




Republic of the Philippines
Department of Education
Schools Division of Benguet



20 March 2023

DIVISION MEMORANDUM

No. 89 s. 2023

REITERATION ON THE IMPLEMENTATION OF CLIENT/CITIZENS SATISFACTION SURVEY (CCSS) OF DISTRICTS, SCHOOLS, AND LEARNING CENTERS

TO: Office of the Assistant Schools Division Superintendent
Chief SGOD and CID
All Public Schools District Supervisors & Coordinating Principals
School Heads, Teaching and Non-Teaching Personnel
All Others Concerned

1. The Schools Division of Benguet reiterates the implementation of the **Client/Citizens Satisfaction Survey (CCSS) of District Offices, Schools, and Learning Centers** adhering to the principles and goals of School-based Management (SBM). The CCSS facilitates communication between and among school and community members and leaders to inform decision-making and address school-community issues and concerns.

2. The districts, schools, and learning centers may adopt or contextualize the **Sample CCSS Form** attached to this memorandum.

3. Consolidation and analysis of the responses of clients from the CCSS shall be conducted monthly. The results shall be presented during meetings, conferences, learning action cells (LAC) sessions and District or School Monitoring, Evaluation, and Adjustment (DisMEA/SMEA) Conference.

4. Further, the districts, schools, and learning centers shall implement appropriate security measures to maintain the confidentiality, integrity, and availability of the personal data of its clients in accordance with RA 10173 or the Data Privacy Act of 2012.

5. The implementation and compliance of CCSS will be monitored by the Division Monitoring Team whenever they will conduct school visits.

6. Immediate and widest dissemination of this memorandum is desired.


GLORIA B. BUYA-AO
Schools Division Superintendent

sgod/smme



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Republic of the Philippines
Department of Education
Schools Division of Benguet

Enclosure to Division Memorandum No. 89 s. 2023

SAMPLE CLIENT /CITIZENS SATISFACTION SURVEY (CCSS) FORM

III. Suggestions / Compliments/ Comments



Republic of the Philippines
Department of Education
Cordillera Administrative Region
Schools Division of Benguet
 Client / Citizens Satisfaction Survey (CCSS) Form

Control No. _____

Your experience matters to us!

2. Client Information

Date Visited: _____

Name (Optional): _____

Contact Details: _____

Office/s Visited: _____

Service/s Received: _____

 Thank you for your valuable input to help us continuously improve our services!

Address: Wangal, La Trinidad, Benguet
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IV. Client Satisfaction Rating

Kindly rate the quality of service provided by checking the appropriate box. Leave as blank if the criterion is not applicable for the service.

CRITERIA					
	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
1. RESPONSIVENESS Willingness to help, assist, and provide prompt service.					
2. RELIABILITY Provision of what was needed and what was promised in accordance with the policy standards, zero to minimal error rate.					
3. ACCESS AND FACILITIES Convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology.					
4. COMMUNICATION Act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to their feedback.					
5. INTEGRITY Capability of frontline staff/s to perform their duties, product and service knowledge, understanding client needs, helpfulness, and good work relationships					
6. ASSURANCE Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses.					
7. OUTCOME Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses.					

**** PRIVACY NOTICE ****

"The personal information included in this document should only be used for the purposes of administering the survey. Any personal information included herein may not be used for other purposes aside from those stated above."



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