

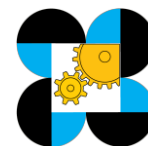
INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE

Client Satisfaction Measurement Report

2023 (1st Edition)

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I. Overview:

The Industrial Technology Development Institute (ITDI) is one of the research and development institutes (RDIs) under the Department of Science and Technology. By virtue of Executive Order No. 128 dated January 30, 1987, ITDI is mandated to render a variety of services to local industries. It is the flagship agency of the Department, generating a large pool of technologies while providing technical services to industry.

ITDI administered the Client Satisfaction Measurement (**CSM**) to all clients with completed transaction using a Customer Satisfaction Survey Form (**CSSF**) for all its services as part of the compliance requirements by ARTA and the implementation of our Quality Management System (QMS). ITDI is certified with ISO 9001:2015 and its testing and calibration laboratories are accredited with ISO/IEC 17025:2017. The CSSF is given to clients as part of the client steps in all of the services specifications in the ITDI Citizen's Charter Handbook.

For the year 2023, ITDI surveyed its clients and obtained the following results:

	Score
CC Awareness:	66.00%
CC Visibility:	79.00%
CC Helpfulness:	84.00%
Response Rate:	45.08%
Overall Score:	97.36%

II. Scope:

ITDI conducted the CSM throughout the year from Jan. 2023 to Dec. 2023. It covers the agency's eleven divisions as identified below:

- Five Research and Development (**R&D**) Divisions of the Institute; namely, Chemicals and Energy Division (**CED**), Environmental and Biotechnology Division (**EBD**), Food Processing Division (**FPD**), Material Science Division (**MSD**) and Packaging Technology (**PTD**); and one laboratory under MSD, the Advanced Materials Testing Laboratory (**ADMATEL**).
- Three technical services divisions, which are the following: Technological Services Division (**TSD**), National Metrology Division (**NMD**), and Standards and Testing Division (**STD**); and
- Three support divisions, which are Financial Management Division (**FMD**), Administrative Division (**Admin**), and Planning and Management Information Systems Division (**PMISD**).

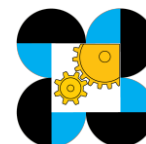
The survey was made available to every client that visited the Institute, as well as those that contacted ITDI through email.

For the first quarter of the year, ITDI used the old CSSF (Annex A) with 8 SQDs by division/unit. Starting second quarter, the harmonized CSM questionnaire (Annex B)



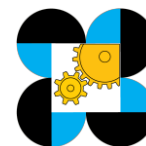
per ARTA MC No. 2022-05 was implemented. The new CSSF includes client's demographic questions, three (3) Citizen's Charter questions, one (1) question related to the client's overall satisfaction, and eight (8) questions related to the following Service Quality Dimensions which were already incorporated since FY 2021:

1. Responsiveness
2. Reliability
3. Access and Facilities
4. Communication
5. Costs
6. Integrity
7. Assurance
8. Outcome

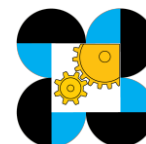


The services ITDI surveyed were the following:

Division/Unit	External Services	Number of Responses	Number of Transactions
Admin (Cashier)	Issuance of Official Receipt (Over-the-Counter Payment)	525	3,027
	Releasing of Check /Validated LDDAP-ADA and BIR Tax Certificate to (BIR Form 2307) to Dealer /Creditors	72	72
Admin (HRMS)	Employment's Application for Permanent Position	89	89
	Request of Service Record - Resigned/Retired Employee	9	9
Admin (PPMS)	Request for Extension of Delivery /Change of Specification	11	53
Admin (RMS)	Releasing of Documents to Other Government and Private Institutions	40	1,308
FMD	Processing of Order of Payment	111	111
	Processing of Statement of Account	13	13
NMD	Measuring Instrument Calibration and Measurement Service	1,446	1,515
	Proficiency Testing Program	12	15
	Sale of Reference Material	2	4
STD	Acceptance and Validation of Samples for Analytical Testing and Formula of Conversion (FOC) Evaluation from External Customers	726	1,114
	Releasing of Analytical Test Reports / Formula of Conversion (FOC) Certificates	456	808
	Breakdown, Re-issuance or Certified True Copies of Test Reports / FOC Certificates	5	5
TSD	Processing of Request for Regular/In-House Training from Clients Received Thru Email	237	237
	Processing of Request for Training from Client (Email/Snail Mail)	40	40
	Processing of Request for Training for Walk-in Clients	5	5
	Processing of Training from DOST Regional Office	51	51
	Processing of Technical Assistance	4	4
	Technical Assistance	5	5
	Technology Adoption	1	1
	Consultancy Services	19	19
	Processing of Freedom of Information (FOI) Inquiries	2	2
	Processing of Standard Inquiries	30	30
	Processing of Study Tour	65	65
Processing of Awareness Seminar/Forum and Exhibit	11	11	
CED	Energy Audit/Assessment	1	1
	Use of furnace for carbonization, calcination or ashing	58	62
	Use of hammermill crusher	20	21
	High grade silica from plant material	3	3

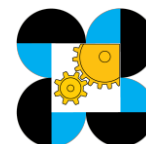


	Preparation of activated carbon from plant material	14	16
	Transesterification of fixed oil	1	1
	UV-Vis Analysis	1	1
	Extraction of essential oil	25	39
	Preparation and grinding of plant material	8	10
	Preparation of concentrated crude plant extract	153	203
	Cabinet Dryer	1	1
EBD	Distribution of Starter Cultures for Fermented Food (Nata Starter Culture)	8	43
	Environment Technology Verification (ETV)	5	9
FPD	THERMAL VALIDATION		
	Heat Penetration Test (in-house)	1	1
	Lethality Monitoring during Thermal Processing	3	3
	USE OF FACILITIES		
	Use of Colloid Mill	2	2
	Use of DOST-Developed Freeze Dryer (1-day Operation)	3	3
	Use of DOST-Developed Freeze Dryer (2-day Operation)	5	5
	Use of DOST-Developed Freeze Dryer (3-day Operation)	5	5
	Use of DOST-Developed Vacuum Fryer	1	3
	Use of DOST-Developed Water Retort	1	1
	Use of FIC Electric Cabinet Dryer	3	3
	Use of Pin Mill	2	2
	Use of Pressure Canner	4	5
	Use of Semi Automatic Metal Can Seamer	1	1
	Use of Spray Drying Facilities (small)	7	10
	Use of Steam Jacketed Kettle with Stirrer (150-L capacity)	2	2
	HALAL FACILITIES		0
	Color Determination	3	12
	Moisture Analysis	2	3
	Texture Measurement	6	10
Water Activity Test	2	3	
MSD	Use of Grinder	9	10
	Use of Twin Screw Extruder	2	3
	Use of Two Roll Mill and Compression Machine	10	12
	Firing Using 5kW Kiln (Firing Temperature: 800degC-1000degC)	3	8
	Pot milling of Mineral Powder, 500g – 1kg capacity (24 hours)	4	7
	Elemental Analysis by X-ray Fluorescence / Wave Dispersive (WD-XRF): One sample	2	6
	Particle Size Analysis by Dynamic Light Scattering: One sample	4	6



	Specular Gloss Measurement	1	1
	X-ray Diffraction Analysis (raw data -ASCII file)	7	19
	TEM Imaging (Bright and Dark Field) (4 images/ sample)	1	2
	TEM Imaging EDS Analysis (4 images and 4 points analysis /sample)	1	1
	X-ray Diffraction Analysis(no soft copy): one sample	1	2
MSD-Admatel	Acceptance of Samples and Releasing of Test Results for External Customers	286	611
PTD	Compression Testing	5	6
	Evaluation of packaging for transport	5	5
	Label design with concept development(Cat #2)	5	5
	Label design without concept development((Cat#1)	5	7
	Migration testing (Film)	7	5
	Migration testing (Finished packages)	7	11
	Oxygen transmission rate testing	18	21
	Package development of food products	3	3
	Retort rental	4	4
	Shelf life testing of dried foods(Cat#3)	3	3
	Technical supervision/ Evaluation of In-plant production (Heat Distribution Test)	7	7
	Tensile test using UTM	14	14
	Training of designer	1	1
	Use of weathering chamber	6	6
	Water vapor transmission rate testing	15	15
Mullen Burst Test	5	5	
ITDI	Total External Services	4,779	9,905

Division/Unit	Internal Services	Number of Responses	Number of Transactions
Admin (HRMS)	Filling of Application for Vacation Leave	1	1
	Request for Certificate of Employment	235	235
	Employment Application for Permanent Position	8	8
	Request of Service Record	115	115
Admin (PPMS)	(e) Public Bidding)	2	5
	(g) Small Value Procurement and Shopping	69	171
Admin (RMS)	Certify True Copy of Documents	36	638
	Dissemination of Documents within ITDI	20	947
	Retrieval of Requested Documents	11	115
FMD	Processing of Order of Payment	7	7
	Processing of Statement of Account	28	28
PMISD	Processing of Employee's Monthly Attendance	36	36



	Request for IT Technical Services	472	816
	Request for ITDI Official Email Account	45	45
	Request for Website Updating and Posting	0	6
TSD	CADD (Computer Aided Design & Drawing) Drawing for ITDI Technologies	1	1
	Computation of Technology Fees (Development Cost and Technology Fee)	2	2
	Intellectual Property (IP) Application	6	6
	Preventive or Corrective Maintenance of ITDI Facilities (Building or Equipment)	64	64
CED	Use of facility/ equipment	5	5
MSD-Admatel	Acceptance of Samples and Releasing of Test Results for Internal Customers	14	55
ITDI	Total Internal Services	1,177	3,306
ITDI	ALL SERVICES	5,956	13,211

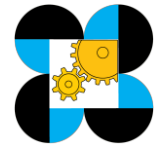
Using the Sample Size Calculator thru the given link by ARTA indicated in the MC 2022-05, the minimum amount of survey responses for each service was calculated based on a 95% confidence interval and 5% margin of error. Of the total transactions of 13,211 and 5,956 responses for the CY 2023, the total minimum number of respondents calculated should be 4,443. Thus, ITDI achieved the required minimum number of respondents with response rate of **134.053% (5,956/4,443)** based on the sample size calculator.

In aggregate, 5,956 customers were able to answer the survey, among a population of 13,211. Thus, the response rate for the whole population is **45.08% (5,956/13,211)**. Breaking it down per type of service, ITDI achieved a 48.25% (4,779/9,905) response rate from external clients and a 35.60% (1,177/3,306) response rate from internal clients.

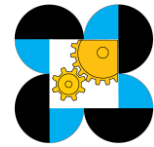
The agency observed that for clients who claimed the test results of their availed service/s thru electronic mail do not respond to the online CSSF. Some units/divisions of the agency have customer with many transactions (about 15 transactions) but only one CSSF is being filled-out.

The following services had no customers/clients in CY 2023 :

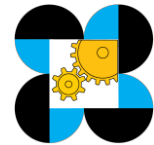
Division/Unit	External Services
Admin (Cashier)	Issuance of Official Receipt (Direct Payment)
	Processing of Payments to Creditors thru Check
	Processing of Payment to Creditors thru List of Due and Demandable Accounts Payable - Advice to Debit Account (LDDAP-ADA)
	Releasing of Check /Validated LDDAP-ADA and BIR Tax Certificate to (BIR Form 2307) to Individual Payee
Admin (HRMS)	Employment's Application for Contract of Service
FMD	Processing of Disbursement Voucher



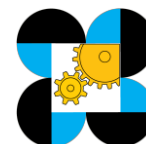
PMISD	Request for Use of ITDI Network Infrastructure
TSD	Payment of Royalties
CED	R&D Technical Services, MOA
	Solvent extraction of fixed oil (Soxhlet)
	Extraction of essential oil from elemi gum
	Agglomerator
	Blast Freezer V5 (small)
	Blast Freezer V10 (medium)
	Colloid Mill
	Grater
	Hammermill
	Homogenizer
	Hydraulic press, manual
	Jacketed Kettle
	Moisture Analyzer
	Oil Expeller
	Pressure Filter
	Ram Press
	Retort
	Ribbon Mixer
	Screw Press
	Slicer
Tableting Machine	
V-Blender	
Vacuum Dryer	
EBD	Antimicrobial Assay (Kirby-Bauer Method)
FPD	THERMAL VALIDATION
	Heat Distribution Test (in-house)
	Heat Distribution Test (on-site)
	Heat Penetration Test (on-site)
	Shelf Life Validation (Comparative Evaluation of Retained Samples - MC, aW and CMC)
	Shelf Life Validation (Moisture Acceleration Method using Novasina)
	USE OF FACILITIES
	Use of Band Sealer
	Use of Basket Centrifuge
	Use of Cacao Roaster Machine
	Use of DOST-Developed Freeze Dryer (4-day Operation)
	Use of Drum Drying Facilities
	Use of Extractor / Screw Press
	Use of Facilities for Vinegar Processing using Acetator Kit



	Use of FIC Electric Cabinet Dryer (8-hr operation)
	Use of Homogenizer
	Use of Rotavapor and Refractometer
	Use of Steam Jacketed Kettle (small)
	Use of Vacuum Frying Facilities
	Use of Vacuum Sealer
	HALAL FACILITIES
	Cabinet Dryer
	Grinder/Pulverizer
	Spiral Mixer
	Baking Oven
	Bread Slicer
	Dough Proofer
	Digital Metal Detector
MSD	Use of Compression Molding machine
	Determination of water absorption
	Surface Roughness by Imaging with measurement by Atomic Force Microscope (AFM))
	TEM Imaging and Diffraction (4 images and 4 SEAD images /sample or 4 images and 2 NBD images/sample)
	TEM Imaging, Diffraction and EDS (4 images and 4 SEAD images /sample or 4 images and 2 NBD images/sample)
	Preliminary Evaluation of One Red Clay Sample (one month)
	Composite FDM 3D Printing using Markforged Marktwo (Material: Pure Onyx)
	Composite FDM 3D Printing using Markforged Marktwo (Material: Onyx w/ continuous Carbon fiber)
	Composite FDM 3D Printing using Markforged Marktwo (Material: Onyx w/ continuous Fiber glass)
	Composite FDM 3D Printing using Markforged Marktwo (Material: Onyx w/ continuous Kevlar)
	Composite FDM 3D Printing using Markforged Marktwo (Material: Onyx w/ continuous HSHT Glass)
	FDM 3D Printing using Ultimaker S5
	High Temp. FDM 3D Printing using Intamsys Funmat Pro 410 (Material: PEKK)
	High Temp. FDM 3D Printing using Intamsys Funmat Pro 410 (Material: PEI)
	High Temp. FDM 3D Printing using Intamsys Funmat Pro 410 (Material: PEEK)
	SLA 3D Printing using FORMLABS FORM 2 (Ceramic)
	SLA 3D Printing using FORMLABS FORM 2 (Resin Type: Standard Resin)
	SLA 3D Printing using FORMLABS FORM 2 (Resin Type: Tough Resin)



	SLA 3D Printing using FORMLABS FORM 2 (Resin Type: High Temp. Resin)
	SLA 3D Printing using FORMLABS FORM 2 (Resin Type: Dental SG Resin)
	SLA 3D Printing using FORMLABS FORM 2 (Resin Type: Dental LT Resin)
	Artec Space Spider 3D Handheld Scanner (Small Size 5-10 cm)
	Artec Space Spider 3D Handheld Scanner (Medium Size 10-20 cm)
	Artec Space Spider 3D Handheld Scanner (Large Size 20-30 cm)
	2D and 3D Optical Imaging using Keyence VHX-7000
	2D and 3D Optical Imaging with Measurements using Keyence VHX-7000
	Dynamic Mechanical Analysis with Tg Determination using Hitachi DMA7100 w/ positive Temp.
	Dynamic Mechanical Analysis with Tg Determination using Hitachi DMA7100 w/ negative Temp.
PTD	Brand Development
	Determination of toluene/ ethyl acetate residual in printed packaging material
	Evaluation of mandatory labelling requirement
	Identification of plastic using DSC
	Label design for box (Category 1: Stock design with minimal alterations)
	Label design for box (Category 2: Custom design)
	Nutrition labeling (evaluation only)
	Packaging design for transport packaging with cushion design
	Peel test using UTM
	Preparation room rental
	Shelf life testing of frozen foods(Cat#5)
	Shelf life testing of high-acid foods(Cat#2)
	Shelf life testing of low-acid canned foods (Cat#1)
	Shelf life testing of perishable foods(Cat#4)
	Short-run printing of mock-up labels
	Short-run production of boxes and gift packs
	Testing for Acetaldehyde
	Testing for Benzophenone
	Testing for Bisphenol A
	Testing for Phthalates
	Use of continuous band sealer
	Use of form-fill seal machine
	Use of hot and cold sealer
	Use of sacheting machine
	Use of shrink packaging machine
	Use of skin packaging machine
	Use of texture analyser
Use of vacuum packaging machine	



Division/Unit	Internal Services
Admin (HRMS)	Filling of Application for Maternity Leave
	Filling of Application for Paternity Leave
	Filling of Application for Rehabilitation Leave
	Filling of Application for Sick Leave
	Filling of Application for Solo Parent Leave
	Employment Application for Contract of Service (Renewal)
Admin (PPMS)	Procurement of Goods and Services: (a) Agency to Agency
	(b) Direct Contracting
	(c) Negotiated Procurement - Two Failed Bidding
	(d) Bidding Process through Negotiated Procurement - Scientific, Scholarly, or Artistic Work, Exclusive Technology and Media Service
	(f) Repeat Order
FMD	Processing of Disbursement Voucher
PMISD	Request for System Development
STD	Acceptance and Validation of Samples for Analytical Testing from Internal Customers
TSD	Computation of Tech Service Fees (LIB Preparation)
	Desktop Publishing (DTP)
	Fabrication/Machining of Parts/Components for R&D/Prototyping, Technology Transfer or Parts Replacement
	Media coverage of Event
	Profitability Analysis
	Speech Writing
	Technology Services, and Events Promotion through Social Media
	Video Production

III. Methodology

For physical method or onsite clients, surveys were handed out and collected by ITDI personnel immediately at the end of the transaction either thru a drop box or returned to the person responsible. Survey forms and survey drop box are located near the office's releasing unit.

For digital method or online transactions, emails containing the CSM portal link were sent upon correspondence with the client together with the release of test report.



The 8 Service Quality Dimension (SQD) questions were scored using a 5-point Likert Scale.

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:

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

The interpretation of the results are as follows:

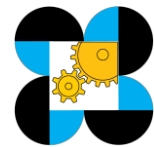
Percentage	Rating
Below 60.0%	Poor
60.0% - 79.9%	Fair
80.0% - 89.9%	Satisfactory
90.0% - 94.9%	Very Satisfactory
95.0% - 100%	Outstanding

IV. Data and Interpretation

A. Demographic Profile

Of the 5,956 respondents, the largest group of respondents were in the age group of 20-34 (26%) and male (50%). Focusing on external services, the largest group of respondents were in the age group of 20-34 (29%) and female (52%).

D1. Age and D2. Sex	External	Internal	Overall
1. 19 or lower	12%	-	9%
2. 20-34	29%	19%	26%
3. 35-49	20%	11%	18%
4. 50-64	9%	4%	8%
5. 65 or higher	1%	0%	1%
6. Did not specify	29%	66%	38%



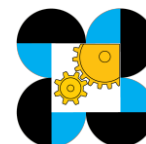
1. Male	52%	44%	50%
2. Female	33%	48%	37%
3. Did not specify	14%	8%	13%

In terms of geographical location, respondents mostly came from the NCR region, Region III, and Region IV-A. However, focusing on external services, the largest group of respondents came from NCR, as expected.

D3. Region	External	Internal	Overall
NCR	51%	37%	47%
CAR	0%	0%	0%
I - Ilocos	1%	0%	1%
II - Cagayan Valley	0%	0%	0%
III - Central Luzon	10%	0%	8%
IV-A - CALABARZON	22%	4%	18%
IV-B - MIMAROPA	2%	0%	1%
V- Bicol	2%	0%	2%
VI - Western Visayas	0%	0%	0%
VII - Central Visayas	1%	0%	1%
VIII - Eastern Visayas	0%	0%	0%
IX - Zamboanga Peninsula	1%	0%	0%
X - Northern Mindanao	0%	0%	0%
XI - Davao	1%	0%	1%
XII - SOCCSKSARGEN	0%	0%	0%
XIII - Caraga	0%	0%	0%
BARMM	0%	0%	0%
Did not specify	8%	59%	20%

Meanwhile, in terms of customer type, majority of respondents are business entities as ITDI provides many services to industries. Looking at external services, most respondents are still business entities then followed by citizen.

Customer Type	External	Internal	Overall
D4. Citizen	32%	4%	27%
D4. Business	59%	0%	47%
D4. Government	9%	88%	25%
D4. Did not specify	0%	8%	2%



ITDI believes the demographic results are representative of the agency's client base.

B. Count of CC and SQD results

[Insert discussion and analysis of CC results]

66% of respondents know the existence of a Citizen's Charter (CC). Among those that are aware of the CC, 79% found it easy and 18% somewhat easy to see the office's CC and 84% considered the CC to be very helpful for their availed transaction.

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.	1773	66%
2. I know what a CC is but I did not see this office's CC.	193	7%
3. I learned of the CC only when I saw this office's CC.	532	20%
4. I do not know what a CC is and I did not see this office's CC.	185	7%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1890	79%
2. Somewhat easy to see	428	18%
3. Difficult to see	52	2%
4. Not visible at all	28	1%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1953	84%
2. Somewhat helped	349	15%
3. Did not help	25	1%

For SQD0, 98.60% of respondents agreed or strongly agreed with the statement: "I am satisfied with the service that I availed". This is equivalent to a descriptive rating of 'Outstanding'. The large number of "no response" is because the SQD0 was not yet included in the first quarter.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	No Response	Total Responses	Overall
SQD0	3,434	941	48	6	8	8	1,511	5,956	98.60%



Meanwhile, for all the 8 Service Quality Dimensions (SQDs), ITDI earned scores of 96.30% - 98.05%, equivalent to a descriptive rating of ‘Outstanding’ for each. The Costs dimension has a large number of no response (no score) since most of the internal services of ITDI doesn’t charge any fees for its services.

As a result, ITDI generated an Overall score of 97.36% in 2023, equivalent to a descriptive rating of ‘Outstanding’.

The data below shows the breakdown of the results per service quality dimension.

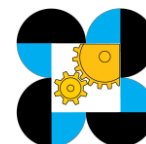
External & Internal	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	No Response	Total Responses	Overall
Responsiveness	4308	1184	131	20	12	3	153	5811	97.12%
Reliability	4255	1264	129	16	11	6	130	5811	97.25%
Access and Facilities	3709	1188	116	16	8	47	727	5811	97.22%
Communication	4226	1305	129	12	10	8	121	5811	97.34%
Costs	3619	910	151	15	8	116	992	5811	96.30%
Integrity	4371	1167	96	7	7	22	141	5811	98.05%
Assurance	4346	1190	88	13	9	7	158	5811	98.05%
Outcome	4286	1192	121	15	11	15	171	5811	97.39%
Overall	33,120	9,400	961	114	76	224	2,593	46,488	97.36%

Looking at the scores per service, surveyed services of ITDI got scores that ranges from 91.6% to 100%. In particular, ITDI’s external services generated a combined score of 98.1%, while ITDI’s internal services generated a combined score of 98.31%.

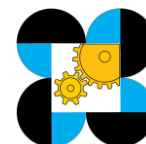
C. Overall score per service

The data below shows the Overall rating of each surveyed service.

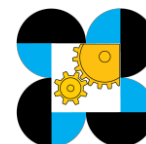
Division/Unit	External Services	Overall Rating
Admin (Cashier)	Issuance of Official Receipt (Over-the-Counter Payment)	100.0%
	Releasing of Check /Validated LDDAP-ADA and BIR Tax Certificate to (BIR Form 2307) to Dealer /Creditors	100.0%
Admin (HRMS)	Employment's Application for Permanent Position	100.0%
	Request of Service Record - Resigned/Retired Employee	100.0%



Admin (PPMS)	Request for Extension of Delivery /Change of Specification	100.0%
Admin (RMS)	Releasing of Documents to Other Government and Private Institutions	99.7%
FMD	Processing of Order of Payment	100.0%
	Processing of Statement of Account	100.0%
NMD	Measuring Instrument Calibration and Measurement Service	93.0%
	Proficiency Testing Program	100.0%
	Sale of Reference Material	100.0%
STD	Acceptance and Validation of Samples for Analytical Testing and Formula of Conversion (FOC) Evaluation from External Customers	97.8%
	Releasing of Analytical Test Reports / Formula of Conversion (FOC) Certificates)	98.4%
	Breakdown, Re-issuance or Certified True Copies of Test Reports / FOC Certificates	100.0%
TSD	Processing of Request for Regular/In-House Training from Clients Received Thru Email	98.2%
	Processing of Request for Training from Client (Email/Snail Mail)	95.5%
	Processing of Request for Training for Walk-in Clients	100.0%
	Processing of Training from DOST Regional Office	92.8%
	Processing of Technical Assistance	100.0%
	Technical Assistance	100.0%
	Technology Adoption	100.0%
	Consultancy Services	99.3%
	Processing of Freedom of Information (FOI) Inquiries	100.0%
	Processing of Standard Inquiries	96.8%
	Processing of Study Tour	100.0%
	Processing of Awareness Seminar/Forum and Exhibit	96.7%
CED	Energy Audit/Assessment	100.0%
	Use of furnace for carbonization, calcination or ashing	93.1%
	Use of hammermill crusher	98.3%
	High grade silica from plant material	100.0%
	Preparation of activated carbon from plant material	92.9%
	Transesterification of fixed oil	100.0%
	UV-Vis Analysis	100.0%
	Extraction of essential oil	100.0%
	Preparation and grinding of plant material	100.0%
	Preparation of concentrated crude plant extract	96.1%
Cabinet Dryer	100.0%	
EBD	Distribution of Starter Cultures for Fermented Food (Nata Starter Culture)	100.0%
	Environment Technology Verification (ETV)	100.0%
FPD	THERMAL VALIDATION	
	Heat Penetration Test (in-house)	100.0%

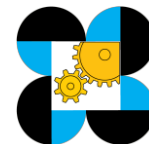


	Lethality Monitoring during Thermal Processing	100.0%
	USE OF FACILITIES	
	Use of Colloid Mill	100.0%
	Use of DOST-Developed Freeze Dryer (1-day Operation)	100.0%
	Use of DOST-Developed Freeze Dryer (2-day Operation)	100.0%
	Use of DOST-Developed Freeze Dryer (3-day Operation)	100.0%
	Use of DOST-Developed Vacuum Fryer	100.0%
	Use of DOST-Developed Water Retort	100.0%
	Use of FIC Electric Cabinet Dryer	100.0%
	Use of Pin Mill	100.0%
	Use of Pressure Canner	100.0%
	Use of Semi Automatic Metal Can Seamer	100.0%
	Use of Spray Drying Facilities (small)	100.0%
	Use of Steam Jacketed Kettle with Stirrer (150-L capacity)	100.0%
	HALAL FACILITIES	
	Color Determination	100.0%
	Moisture Analysis	100.0%
	Texture Measurement	97.9%
	Water Activity Test	100.0%
MSD	Use of Grinder	100.0%
	Use of Twin Screw Extruder	100.0%
	Use of Two Roll Mill and Compression Machine	100.0%
	Firing Using 5kW Kiln (Firing Temperature: 800degC-1000degC)	100.0%
	Pot milling of Mineral Powder, 500g – 1kg capacity (24 hours)	100.0%
	Elemental Analysis by X-ray Fluorescence / Wave Dispersive (WD-XRF): One sample	100.0%
	Particle Size Analysis by Dynamic Light Scattering: One sample	100.0%
	Specular Gloss Measurement	100.0%
	X-ray Diffraction Analysis (raw data -ASCII file)	105.4%
	TEM Imaging (Bright and Dark Field) (4 images/ sample)	100.0%
	TEM Imaging EDS Analysis (4 images and 4 points analysis /sample)	100.0%
	X-ray Diffraction Analysis(no soft copy): one sample	100.0%
MSD-Admatel	Acceptance of Samples and Releasing of Test Results for External Customers	92.0%
PTD	Compression Testing	100.0%
	Evaluation of packaging for transport	100.0%
	Label design with concept development(Cat #2)	95.0%
	Label design without concept development((Cat#1)	97.8%
	Migration testing (Film)	100.0%
	Migration testing (Finished packages)	100.0%
	Oxygen transmission rate testing	100.0%



	Package development of food products	100.0%
	Retort rental	100.0%
	Shelf life testing of dried foods(Cat#3)	97.2%
	Technical supervision/ Evaluation of In-plant production (Heat Distribution Test)	100.0%
	Tensile test using UTM	100.0%
	Training of designer	100.0%
	Use of weathering chamber	100.0%
	Water vapor transmission rate testing	100.0%
	Mullen Burst Test	100.0%
ITDI	External Services Total	98.1%

Division/Unit		Internal Services	Overall Rating
Admin (HRMS)	Filling of Application for Vacation Leave		100.0%
	Request for Certificate of Employment		91.6%
	Employment Application for Permanent Position		100.0%
	Request of Service Record		98.6%
Admin (PPMS)	(e) Public Bidding)		100.0%
	(g) Small Value Procurement and Shopping		99.2%
Admin (RMS)	Certify True Copy of Documents		100.0%
	Dissemination of Documents within ITDI		94.2%
	Retrieval of Requested Documents		100.0%
FMD	Processing of Order of Payment		94.6%
	Processing of Statement of Account		100.0%
PMISD	Processing of Employee's Monthly Attendance		100.0%
	Request for IT Technical Services		97.7%
	Request for ITDI Official Email Account		95.6%
TSD	CADD (Computer Aided Design & Drawing) Drawing for ITDI Technologies		100.0%
	Computation of Technology Fees (Development Cost and Technology Fee)		100.0%
	Intellectual Property (IP) Application		100.7%
	Preventive or Corrective Maintenance of ITDI Facilities (Building or Equipment)		100.2%
CED	Use of facility/ equipment		100.0%
MSD-Admatel	Acceptance of Samples and Releasing of Test Results for Internal Customers		92.9%
ITDI	Internal Services Total		98.3%
ITDI	OVERALL TOTAL		98.1%



The SQD results imply that ITDI has provided most of its clients with a great service, with ratings ranging from 91.6 to 100%. Still there were a few clients who were unsatisfied with ITDI's service provision, signifying that there are still areas needing improvements.

The low CC awareness of clients may be negatively contributing to the score.

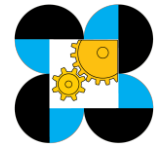
V. Results of the Agency Action Plan reported in the previous year (FY 2022):

The suggested improvement action plan for FY 2022 were the following:

1. ITDI shall continue the reengineering process for its services.
2. ITDI will include another segment on the analysis of the survey i.e. the respondent's profile using the sex-disaggregated data for the CSSF.

For the first action plan, ITDI continued in FY 2022 the reengineering process for its services. Those services were included in ITDI's Reengineering Report as submitted to ARTA for the year.

For the second action plan, since there was a directive from ARTA for the use of the Harmonized Customer Satisfaction Measurement, this was already addressed using the revised survey form.



VI. Continuous Agency Improvement Plan for the following year (FY 2024):

For 2024, ITDI shall (a.) continue the re-engineering process for its services; (b.) digitalized the reporting of the results of the survey for easy consolidation of the reports from all divisions/units.

Prepared by:

MA. ANDRIENA IDA d.A. OFINA
Supervising SRS, PMISD
ITDI – CART Member from Planning

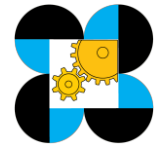
Reviewed by:

JANET F. QUIZON, Ph.D.
OIC, ODD-ATS and
ITDI-CART Vice Chairperson

Approved by:

ANNABELLE V. BRIONES, Ph.D.
ITDI Director and
ITDI-CART Chairperson

Date: April 25, 2024



ANNEX A. Sample Old Survey Questionnaire Used by Division (Q1 2023)



Republic of the Philippines
Department of Science and Technology
Industrial Technology Development Institute
National Metrology Laboratory

Metrology Building, DOST Compound, General Santos Avenue, Bicutan Taguig City, Metro Manila
telefax no.: +63 2 8837 2071 local 2272; email: metrology@itdi.dost.gov.ph;
website: http://www.nml.gov.ph

Form No. F8.6.2
Version 4
Page 1 of 1

External/Internal CUSTOMER Satisfaction Survey Form
We VALUE your opinion! Please rate your experience with us.

DATE: _____ TSR No.: _____

TYPE OF CUSTOMER: G2C – General Public Name (Optional): _____
 G2B – Businesses/Organizations
 G2G – Government Agency, Employee or Official

PURPOSE: (Please check ✓)

<input type="checkbox"/> Inquire / Consult
<input type="checkbox"/> Participate in Proficiency Testing Program
<input type="checkbox"/> Submit or Receive Sample / Report
<input type="checkbox"/> Purchase Reference Materials

NMD SERVICE RENDERED: (Please check ✓, if applicable)

<input type="checkbox"/> Measuring Instrument Calibration & Measurement Service
<input type="checkbox"/> Proficiency Testing Program
<input type="checkbox"/> Sale of Reference Materials

How would you rate our service? (Please encircle.)

Dimension	Description	Outstanding	Very Satisfactory	Satisfactory	Needs Improvement	Poor	Not Applicable
Responsiveness	Promptness of response to customer's request	5	4	3	2	1	NA
Reliability (Quality)	Accuracy, quality and timeliness of services provided	5	4	3	2	1	NA
Access & Facilities	Accessibility & location, convenience of amenities (waiting area, billing process, payment method) and availability and cleanliness of the facilities	5	4	3	2	1	NA
Communication	Clarity of relevant information on the services provided	5	4	3	2	1	NA
Costs	Value for money	5	4	3	2	1	NA
Integrity	Transparency in the transactions and protection of confidential information	5	4	3	2	1	NA
Assurance	Staff is knowledgeable, competent, and understanding of customer's needs.	5	4	3	2	1	NA
Outcome	Satisfied with actual service provided and/or technical/test reports	5	4	3	2	1	NA

Kindly provide suggestions / recommendations so we can improve our service/s: _____

Other comments: _____





ANNEX B. New Survey Questionnaire Used (Q2 to Q4 2023)

TSR/Control No: _____

INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE
 CLIENT SATISFACTION MEASUREMENT FORM
 Form: QMS-F2
 Issue: April 2023

Republic of the Philippines
 Department of Science and Technology
INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE
 DOST Cpd., General Santos Ave., Bicutan, Taguig City
 Tel. Nos.: 8-837-2071 to 82 (DOST Trunklines)
 Telefax No.: 8-837-3167
<http://www.itdi.dost.gov.ph>

Management System
 ISO 9001:2015
 CERTIFIED

HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Information provided is protected as per Data Privacy Act (RA10173) and its IRR.

Client type: Citizen Business Government (Employee or another agency)

Date: _____ Sex: Male Female Age: _____

Region of residence: _____ Service Availed: _____

INSTRUCTIONS: Put a check mark (✓) on your answer to the questions corresponding to the **Citizen's Charter (CC)**. 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.

CC1 Which of the following best describes your awareness of the CC?
 1. I know what a CC is and I saw this office's CC.
 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. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of the CC (answered 1-3 in CC1), would you say that the CC of this office was ...?
 1. Easy to see 4. Not visible at all
 2. Somewhat easy to see 5. N/A
 3. Difficult to see

CC3 If aware of the CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
 1. Helped very much 3. Did not help
 2. Somewhat helped 4. N/A

INSTRUCTION: Please encircle the number in the column that best corresponds to your answer. (5 being the highest)

Dimension	Description	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Applicable
Responsiveness	The staff responded to the customer's request immediately.	5	4	3	2	1	0
Reliability (Quality)	The service provided is accurate, timely and of high standard.	5	4	3	2	1	0
Access & Facilities	The facilities are accessible and well-maintained, and the billing process and payment method are convenient.	5	4	3	2	1	0
Communication	The relevant information on the services was clearly provided by the staff.	5	4	3	2	1	0
Costs	The published fees and charges of the services are reasonable.	5	4	3	2	1	0
Integrity	The transactions and protection of confidential information are clear and transparent.	5	4	3	2	1	0
Assurance	Staff is knowledgeable, competent, and understanding of customer's needs.	5	4	3	2	1	0
Outcome	The service provided and/or technical/test reports given are sufficient.	5	4	3	2	1	0
OVERALL	I am satisfied with the service that I availed.	5	4	3	2	1	0

RECOMMENDATION TO OTHER CUSTOMERS (Net Promoter Score)

	10 Will Surely Recommend to Others	9	8	7	6	5	4	3	2	1 Will Not Recommend (Please specify why Not Recommend)
--	---------------------------------------	---	---	---	---	---	---	---	---	---

Suggestions on how we can further improve our services: _____

Email address (optional): _____

THANK YOU!
Inspired by Technology, Driven by Innovation

Membership: _____
 ASEAN Consultative Committee for Standards & Quality - Rubber-Based Product Working Group | ASEAN Rubber Testing Laboratory Committee | Asia Nano Forum (ANF) | Asia-Pacific Food Analysis Network (APFAN) | Asia Packaging Network (APN) | Asia Pacific Legal Metrology Forum (APLMF) | Asia Pacific Metrology Programme (APMP) | General Conference on Weights and Measures (CGPM) | ISTA Global and Asia Pacific | International Association of Packaging Research Institutes (IAPRI)