



POSTED

Republic of the Philippines
Department of Education
Region 1

SCHOOLS DIVISION OF CITY OF SAN FERNANDO (LA UNION)

DIVISION MEMORANDUM

JUN 04 2025

No.: 290 s. 2025

TO Assistant Schools Division Superintendent
Chief Education Supervisors
All Public Elementary and Secondary School Heads
ALL SDO Personnel


FROM **SHEILA MARIE A. PRIMICIAS, CESO VI**
Schools Division Superintendent

SUBJECT **ACCOMPLISHMENT OF CLIENT SATISFACTION SURVEY**

DATE June 2, 2025

Particulars

1. To uphold service quality and promote continuous improvement in client engagement, the Schools Division Office (SDO) reiterates that **Certificates of Appearance** shall only be **issued** to clients with official transactions with the **SDO after** the **Client Satisfaction Survey Form** has been duly **accomplished**.
2. The survey will be made available after the transaction or through a designated online platform.
3. For your information, guidance and compliance.

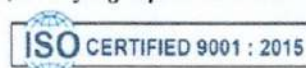

SHEILA MARIE A. PRIMICIAS, CESO VI
Schools Division Superintendent



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"Sa Matatag na Panuntunan, Serbisyong Tapat Maaasahan"

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CLIENT SATISFACTION SURVEY

Dear Clients:

The Schools Division Office strives to attain client satisfaction as mandated by the Constitutional Provision "A Public Office, is a Public Thrust". Please find time to answer the checklist provided. Also, be guided by the five- point scale below and check the appropriate box of your answers.

Points	Descriptive Equivalent Rating	Narrative Description
5	Very highly satisfied	Exceptional and Outstanding Performance/services
4	Highly satisfied	Very good and very satisfactory performance/services
3	Moderately satisfied	Average performance/services
2	Slightly satisfied	Below Average performance/services
1	Not satisfied	Poor/ Dismal performance/services

Indicators	5	4	3	2	1
The Office/Officials/Staff manifest the following characteristics below:					
1. Commitment to Public Service (Officials and employees uphold the public interest over personal interest)					
1.1.Effective and efficient services (goals and objectives attained)					
1.2.Honesty, economical, and minimal wastage in terms services					
2. Professionalism					
2.1.Highest Degree of excellence					
2.2.Intelligence and skills in transactions					
3. Justness and Sincerity					
3.1.Remain true and just in dealings (no discrimination)					
3.2.Manifest good morals and customs					
4. Political Neutrality					
4.1.Services without unfair discrimination regardless of party affiliation					
5. Responsiveness to the Public					
5.1.Prompt					
5.2. Courteous					
5.3.Adequate services					
6. Commitment to democracy					
6.1.Maintain principles of accountability					
7. Simple living					
7.1.Manifest modest lives/simplicity with transactions					

THANK YOU VERY MUCH

