Republic of the Philippines
Department of Education
REGION XI
SCHOOLS DIVISION OF DAVAO DE ORO

Office of the Schools Division Superintendent

DEPED DIVISION OF DAVAO DE ORO
RECORDS SECTION
13 DEC 2023
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RECEIVED

DIVISION MEMORANDUM
OSDS-2023-1034

TO : SDO Administrative Section and Information Technology and Communication (ITC) Officer
Elementary and Secondary School Heads and Principals

SUBJECT : REITERATION ON THE IMPLEMENTATION OF THE CLIENT SATISFACTION MEASUREMENT FORM PRESCRIBED BY THE ANTI-RED TAPE AUTHORITY

DATE : December 1, 2023

Pursuant to the attached Memorandum, this Office hereby directs the utilization of the ARTA-prescribed Client Satisfaction Measurement (CSM) in all governance levels in printed and online formats.

The ICT coordinator in schools shall be in-charge of the use and maintenance of the CSM Form, QR Code generation, CSM report generation, CSM submission, and other actions needed in close coordination with the Division ICT Coordinator and Administrative Section.

Details of the Client Satisfaction Measurement are enclosed.

For immediate dissemination and strict compliance.

CRISTY C. EPE CESO V
Schools Division Superintendent

Incl.: As Stated.

Republic of the Philippines

Department of Education

DAVAO REGION

Office of the Regional Director

REGIONAL MEMORANDUM
ORD-2023-060

To : Schools Division Superintendents
Chiefs of the Functional Divisions

Subject: IMPLEMENTATION OF THE CLIENT SATISFACTION MEASUREMENT FORM PRESCRIBED BY THE ANTI-RED TAPE AUTHORITY

Date : July 14, 2023

As per Memorandum DM-OUHROD-2023-0930, all governance levels shall use the ARTA-prescribed Client Satisfaction Measurement (CSM) Form in printed copy and online formats.

For the ARTA CSM Form printed copy, translation to the local dialect is encouraged. For the online format, the IT Officer in the Regional Office and Schools Division Offices (SDOs) and ICT Coordinator in schools shall be in charge of the use and maintenance of the CSM Form, QR code generation, CSM report generation, CSM submission, and other actions needed to be done as stipulated in the attachment of the said Memorandum.

Moreover, submission of quarterly reports of all SDOs is required including the first and second quarters of this year using the old CSM format. The SDOs shall use the prescribed Customer/Citizen Satisfaction Survey (CCSS) Format stipulated in the Quality Management System Manual in DM 014, s. 2022. The electronic copy of the reports shall be submitted to the Public Affairs Unit via pauregionxi@deped.gov.ph.

For compliance.

DEPARTMENT OF EDUCATION ROXI
RECORDS SECTION
RELEASED
By:
Date: 17.2023
Time: 21612

ALLAN G. FARNAZO
Director IV

Incl: As stated.

PAU I/mgvg

By the Authority of the Regional Director

FERDINAND R. BAGUIO
Director III

Republika ng Pilipinas

Department of Education

OFFICE OF THE UNDERSECRETARY
HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

MEMORANDUM
DM-OUHROD-2023-0430

TO : **UNDERSECRETARIES**
ASSISTANT SECRETARIES
BUREAU AND SERVICE DIRECTORS
REGIONAL DIRECTORS
SCHOOLS DIVISION SUPERINTENDENTS
ALL OTHERS CONCERNED

FROM : **GLORIA JUMAMIL-MERCADO**
Undersecretary for Human Resource and Organizational Development and DepEd CART Vice Chairperson

SUBJECT : **IMPLEMENTATION OF THE CLIENT SATISFACTION MEASUREMENT (CSM) FORM PRESCRIBED BY THE ANTI-RED TAPE AUTHORITY**

DATE : 10 July 2023

Section 20 of Republic Act (RA) No. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018* mandates government agencies to establish a feedback mechanism and incorporate its results to the annual agency report. Rule IV, Section 3(b) of the Implementing Rules and Regulations of the Law likewise requires that agencies embed feedback mechanism and client satisfaction measurement and report results based on guidelines issued by the Anti-Red Tape Authority (ARTA).

In the past years, the Department of Education (DepEd) was able to comply with the abovementioned requirements through the implementation of a DepEd-wide Citizen/Client Satisfaction Survey (CCSS) Form led by the Bureau of Human Resource and Organizational Development–Organization Effectiveness Division (BHROD-OED) and processing of feedback by the Public Affairs Service - Public Assistance Action Center (PAS-PAAC) and its counterparts in the field offices and schools.

However, the issuance of ARTA Memorandum Circular No. 2022-05 titled *Guidelines on the Harmonized Client Satisfaction Measurement* (Enclosure No. 1) **requires all agencies to convert its feedback mechanism to the ARTA-prescribed Client Satisfaction Measurement (CSM) Form for uniform reporting**. The harmonized CSM is a survey tool that assesses overall satisfaction and perception after a client avails an external (frontline) or internal service.

In this regard, this Memorandum is being issued to **immediately implement the CSM Form at all governance levels in the Department**. The ARTA provided the CSM Form in two formats: printed copy and online.

Room 102, Rizal Building, DepEd Complex, Meralco Ave., Pasig City 1600
Telephone Nos.: (+632) 86337206, (+632) 86318494, (+632) 86366549
Email Address: usec.hrod@deped.gov.ph | Website: www.deped.gov.ph

The ARTA CSM Form printed copy (Enclosure No. 2) is print-ready but may be resized before printing. Translation to the local language is highly encouraged; other than that, no other modification is allowed. Enclosure No. 3 contains the Guide to the Dissemination and Use of the DepEd CSM Form.

On the other hand, the online CSM Form template from ARTA was converted into an MS Teams Form by the BHROD-OED, with one online form each for schools, Schools Division Offices (SDOs) and Regional Offices (ROs). The Information Technology Officer (ITO) in ROs and SDOs and ICT Coordinator/personnel in-charge in schools shall be responsible for duplicating and sustaining the online Form at their governance level without affecting the content and conditional logic of the CSM Form template. The schools, SDOs, and ROs may use Google Forms, Microsoft Forms, or any other platform for their online CSM.

For units in the Central Office (CO), the link to the online CSM Forms shall be emailed to your respective offices; with each Form expected to be adopted and maintained by each unit.

The action needed and link to the online CSM Form template per governance level is specified in Table 1 below.

Table 1: Client Satisfaction Measurement per DepEd Governance Level

Governance Level	**Action Needed**	**CSM Form (Online) for duplication and implementation**
School	ICT Coordinator / admin in-charge 1. collaborate with the ITO on the use and maintenance of the School CSM Form; ensure setting on Form shows "Accept Responses" 2. generate QR code/link for posting in conspicuous places in the school and inclusion in documents, emails, and IEC materials 3. maintain School CSM Form 4. generate School CSM Report/s and forward to concerned office/s 5. submit School CSM results to the Central Office upon request	https://bit.ly/SchoolCSM
Schools Division Office	IT Officer in SDO to 1. duplicate RO CSM Form and save on SDO drive and change setting to "Accept Responses" 2. generate QR code/link for posting in conspicuous places in the SDO and inclusion in documents, emails, and IEC materials 3. maintain SDO CSM Form 4. generate SDO CSM Report/s and forward to concerned office/s 5. submit SDO CSM results to the Central Office upon request 6. disseminate School CSM Form to schools and assist them in the use and maintenance of said Form	https://bit.ly/SDOCSM
Regional Office	IT Officer in RO to 1. duplicate CSM Form and save on RO drive and change setting to "Accept Responses" 2. generate QR code/link for posting in conspicuous places in the RO and	https://bit.ly/ROCSM

	inclusion in documents, emails, and IEC materials 3. maintain RO CSM Form 4. generate RO CSM Report/s and forward to concerned office/s 5. submit RO CSM results to the Central Office upon request 6. collaborate with SDOs in using and maintaining their CSM Form	
Central Office	DepEd CART representative / designated staff per office to 1. generate QR code/link for posting in conspicuous places in the CO and inclusion in documents, emails, and IEC materials 2. maintain CSM Form 3. generate CSM Report/s and forward to concerned office/s 4. submit CSM results to the PAAC upon request	Link and QR code to be emailed separately per CO office. In the meantime, offices may start using the hard copy of the CSM Form.

While the **removal/addition of services and other revisions are not allowed**, all governance levels are enjoined to include a translation to the local language of the template provided. The inclusion or posting of a link/QR code to the online form in email, snail mail, IEC materials are also highly encouraged to ensure wide dissemination of said form.

All schools, SDOs, ROs, and CO units shall gather a minimum number of CSM responses based on the ARTA Sample Size Calculator at https://tinyurl.com/CSMsamplesize. Annual CSM results shall be submitted to the PAS-PAAC (not directly to ARTA) who shall then consolidate the results for the DepEd-wide report in compliance to RA 11032and to the Performance-Based Bonus eligibility requirements. The agency-wide report is due on the last working day of January of every year.

Implementation of this Memorandum is effective immediately.

For more information, please contact the BHROD-OED through email at citizenscharter@deped.gov.ph.

Enclosures: As stated

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. Personal information shared will be kept confidential and you always have the option to not answer this form.

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

Date: _____ Sex: ☐ Male ☐ Female Age: _____

Region of residence: _____ Service Availed: _____

INSTRUCTIONS: **Check mark (✓)** your answer to the Citizen's Charter (CC) questions. 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 a 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 CC (answered 1-3 in CC1), would you say that the CC of this office was ...?

☐ 1. Easy to see
☐ 2. Somewhat easy to see
☐ 3. Difficult to see
☐ 4. Not visible at all
☐ 5. N/A

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

☐ 1. Helped very much
☐ 2. Somewhat helped
☐ 3. Did not help
☐ 4. N/A

INSTRUCTIONS:
For SQD 0-8, please put a **check mark (✓)** on the column that best corresponds to your answer.

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.						
SQD1. I spent a reasonable amount of time for my transaction.						
SQD2. The office followed the transaction's requirements and steps based on the information provided.						
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4. I easily found information about my transaction from the office or its website.						
SQD5. I paid a reasonable amount of fees for my transaction.						
SQD6. I feel the office was fair to everyone, or "*walang palakasan*", during my transaction.						
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

Suggestions on how we can further improve our services (optional):

_____

_____

Email address (optional): _____

THANK YOU!

Number the forms – handwritten or stamp

Control No.

Stamp/print RO/SDO/CO office name or School ID & name

"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. Personal information shared will be kept confidential and you always have the option not to answer this form.

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

Date _____ Sex: ☐ Male ☐ Female Age _____

Region of residence _____ Service Availed _____

INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. 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 a CC?
- ☐ 1. I know what a CC is and I saw the office's CC
- ☐ 2. I know what a CC is but I did NOT see the office's CC
- ☐ 3. I learned of the CC only when I saw the office's CC
- ☐ 4. I do not know what a CC is and I did not see one in the office (Answer 'N/A' on CC2 and CC3)

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- ☐ 1. Easy to see
- ☐ 2. Somewhat easy to see
- ☐ 3. Difficult to see
- ☐ 4. Not visible at all
- ☐ 5. N/A

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- ☐ 1. Helped very much
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SQD6. I felt the office was fair to everyone, or "walang palakasan", during my transaction.						
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

Suggestions on how we can further improve our services (optional)

_____

_____

E-mail address (optional) _____

THANK YOU!

The Form provided by ARTA is print-ready but can be re-typed. No revisions allowed on the ARTA CSM Form other than the ones specified on this guide.

Questions on the Citizen's Charter:

For offices with services declared in the Citizen's Charter – leave this as is.

Otherwise, cross this out.

Translation to the local language is allowed.

Form can be resized as long it is still readable.

Recycled paper can also be used only if the reverse side does not contain sensitive and/or confidential information.