



OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATION  
UNIVERSITY OF THE PHILIPPINES

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09 September 2022

**MEMORANDUM NO. NGY 22-99**

TO : Chancellors  
Director, UP-PGH

ATTENTION : Vice Chancellors/Deputy Director for Administration  
Directors/Heads, HRDO

SUBJECT : **Reminders on the Conduct of Citizen/Client Satisfaction Survey (CCSS)**

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We are reminding CUs and the UP-PGH regarding the conduct of the Citizen/Client Satisfaction Survey (CCSS)<sup>1</sup>. Aimed at establishing and ensuring service quality standards in government agencies, the CCSS is a mechanism to measure and report the satisfaction level of the citizens/clients who transacted with or availed of the University and its offices/units' services in a given Fiscal Year (FY).

To reiterate, the conduct of the CCSS must be on a continuous basis, with its results and report to be consolidated and prepared on an annual basis. The CCSS is subject to the following guidelines:

1. Starting FY 2021, the prescribed CCSS has to measure and report, preferably through a 5-point Likert scale, a total of eight (8) Service Quality Dimensions: responsiveness, reliability (quality), access and facilities, communication, costs, integrity, assurance, and outcome.
2. We are sharing the [sample CCSS instrument](#)<sup>2</sup> based on the said guidelines and specific consideration to the Service Quality Dimensions, which CUs/UP-PGH can be used as a reference or opt to adopt as the standard CCSS instrument to be administered by their offices/units.

CUs/UP-PGH can also use their existing or on-going client satisfaction survey/form/mechanism, if there is any, on the condition that their survey instrument shall allow them to measure and report the eight (8) Service Quality Dimensions, in compliance with the prescribed guidelines and CCSS Report of the PBB IATF.

For further specifications and guidelines on the CCSS, please refer to [Annex 5](#).

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<sup>1</sup> [OVPPF-OVPA Joint Memorandum 2021-03: PBB 2021: Reminders on the Conduct of CCSS for FY 2021](#)

<sup>2</sup> [Based on the CCSS instrument developed in 2021 by UP Visayas](#)



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- 3. Offices/units shall be in-charge of the conduct of their respective CCSS by requesting their respective clients who transacted with them from 01 January to 31 December of a given FY to accomplish the prescribed/standard CU/UP-PGH CCSS.

The latest Citizen Charter Handbook shall be used by the units/offices in defining the scope of the CCSS, such as the clients (external or internal) to be included as respondents and the frontline services/transactions for which shall be evaluated.

- 4. The CUs/UP-PGH must draft their internal guidelines and advise their offices/units on the conduct of the CCSS. The guidelines should cover at least the data gathering methodology, respondents criteria, survey sampling coverage and sampling procedure, the standard CU/ UP-PGH CCSS instrument, and data analysis, which are crucial in preparing the consolidated CU/UP-PGH CCSS results and report.

Table with 4 rows: Citizen/Client Satisfaction Survey (CCSS) Report Outline, a. Description of the methodology of the CCSS used for each reported service, b. Results of the CCSS for FY 2022, c. Results of the Agency Action Plan Reported in FY 2021 PBB, d. Continuous Agency Improvement Plan for FY 2023

- 5. The CU/UP-PGH CCSS Report for FY 2022, which outline is specified in Annex 5, must be submitted to OVPA (ovpa@up.edu.ph) on or before 31 January 2023 (Tuesday). The CCSS Report for FY 2022 is one of the compliance requirements for PBB 2022, hence, must be consolidated by the CU/UP-PGH and forwarded to UP System in a timely manner.

For your guidance and compliance.

Handwritten signature of Nestor G. Yunque

NESTOR G. YUNQUE
Vice President for Administration
and UP System PBB Committee Chairperson

cc: Office of the President
Offices of the Vice Presidents and Secretary of the University