



UNIVERSITY OF THE PHILIPPINES MANILA
The Health Sciences Center

22 March 2022

MEMORANDUM NO. CCDP 2022 – 060

FOR : The Deans, Directors, and Heads of Units
ISO Working Team

SUBJECT : **Updated Version of Digital Client Satisfaction Survey**

In line with the Inter-Agency Task Force (IATF) Memorandum Circular No. 2021-1 re: Guidelines on the Grant of the Performance-Based Bonus for Fiscal Year 2021 under EO No. 90, 2. 2012 and EO Order No. 201, S. 2016, the digital client satisfaction survey (CSS) is amended to follow the requirements set by the IATF. This will also address the issues and concerns raised regarding the CSS.


Please take note of the following revisions and added features:

1. Rating / Scale Matrix -Strongly Disagree to Strongly Agree
2. Order of the Rating Scale -5 to 1 instead of 1 to 5
3. Performance Criteria -Responsiveness, Reliability, Access & Facilities, Communication, Costs, Integrity, Assurance and Outcome. (A brief description of the criteria is included.
4. The system will confirm the email address of the Rater before accepting ratings below expectations (Strongly Disagree). It will also nullify "invalid" feedback for ratings below expectations (e.g., N/A, None)
5. Inclusion of sub-units for bigger offices.

The updated version of the digital client satisfaction survey will take effect on **04 April 2022**. Please use the same link and barcode.

Should you have further clarifications regarding the digital CSS, please email the CSS admin @ upm-cs3-list@up.edu.ph for technical concerns and Ms. Melody Jane L. Rojo @ mlrojo@up.edu.ph for general concerns.

For your guidance, information, and compliance.


Carmencita D. Padilla, MD, MAHPS
Professor and Chancellor 