



Bulacan State University

Client Satisfaction Measurement Report 2023 (1st Edition)

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I. Overview:

Bulacan State University (BuSU) is committed to meet the needs and expectations of its stakeholders. Through systematic assessment, action planning, and continuous efforts, BuSU aims to enhance its services, programs, and overall performance to better serve its clients. To ensure client satisfaction, BuSU implements a Client Satisfaction Measurement, with results in the following areas:

	Score
CC Awareness:	61.68%
CC Visibility:	57.89%
CC Helpfulness:	59.65%
Response Rate:	1.42%
Overall Score:	92.80% - Very Satisfactory

II. Scope:

The surveyed services of Bulacan State University for the period of January to December 2023 are as follows:

External Services	Responses	Total Transactions
Office of the Admission and Orientation Services	151	38,838
• Online Application for New College Student		
• Reservation of Slot for New College Student		
• Online Application for Grade 7		
• Reservation of Slot for Incoming Grade 7		
• Online Application for Continuing Professional Teacher Education (CPTe) and Certificate in Physical Education (CPE)		
• Online Application for Shifter, Transferee, and Second Courser		
• Online Application Graduate School		
• Reservation of Slot for Graduate School		
Asset Management Unit		
• Preparation of Vouchers		
• Receipt of Supplies, Materials and Equipment		
• Issuance of Supplies, Materials and Equipment	258	5,380
Procurement Office		
• Procurement Through Alternative Mode of Procurement	712	2,039
• Procurement Through Competitive Bidding		
Central Human Resource Management Office - RSA	192	438
• Online Recruitment (Central HRMO)		
Human Resource Management Office – Main Campus	96	1,755
• Online Recruitment (HRMO Main Campus)		
Human Resource Management Office – External Campus	1,442	51,916
• Online Recruitment (HRMO External Campus)		
External Service Total		

Internal Services		
Cashier's Office	107	41,927
<ul style="list-style-type: none"> • Issuance of Official Receipt – Walk-In Clients (Payment of Certificates, Statement of Accounts, Bid Documents, Refund) • Issuance of Official Receipt – Walk-In Clients (Tuition Fees/Miscellaneous Fees) • Online and Bank Transactions 		
System Accounting Office	498	1,839
<ul style="list-style-type: none"> • Issuance of Statement of Account (Walk-In, Main Campus, Meneses Campus, Hagonoy Campus) • Issuance of Statement of Account (Online, Main Campus) • Request for BIR Tax Certificate • Request for Certification of Remittance 		
University Registrar	458	141,549
<ul style="list-style-type: none"> • Issuance of Transcript of Records (TORs), Duplicate Copy of Diploma, Honorable Dismissal, Certification, Authentication, and Verification (CAV), and Other Documents (Walk-In) • Online Issuance of Transcript of Records (TORs), Duplicate Copy of Diploma, Honorable Dismissal, Certification, Authentication, and Verification (CAV), and Other Documents. 		
University Health Services	157	8,680
<ul style="list-style-type: none"> • Issuance of Medical & Dental Certificate 		
Office of the Student Affairs and Services for Main Campus	143	3,335
<ul style="list-style-type: none"> • Issuance of Certificate of Good Moral Character • Online Issuance of Certificate of Good Moral Character 		
Office of the Student Welfare and Development for Main Campus	72	77
<ul style="list-style-type: none"> • A- Student and Employee Personal Insurance Assistance (Accident Claim) • B- Student and Employee Personal Insurance Assistance (Death Claim) 		
Office of the Student Financial Assistance and Scholarships	403	2,760
<ul style="list-style-type: none"> • Application of Student Financial Assistance and Scholarships • Renewal Procedure of Financial Assistance and Scholarships • Distribution of Scholars' Grant 		
Office of the Student Organization and Activities for Main Campus	77	496
<ul style="list-style-type: none"> • Recognition of New Student Organization (Online) • Approval of Activities (Walk-In) • Renewal of Recognition Of Student Organization • Application for Outstanding Student Organization, Application for Outstanding Student Organization Adviser and Outstanding Student Organization Leader 		
University Library	147	16,208
<ul style="list-style-type: none"> • Outdoor Library Book Returns (OLIBOR) • Online Book Request (OBR) • Online Book Suggestion (OBS) • Online Library Instruction (OLI) • Library Information and Research Assistance (LIRA) • Remote References and Information Access (RRIA) • Issuance of Certificate for Plagiarism and Grammar Checking 		
System Budget Office	33	436
<ul style="list-style-type: none"> • Issuance Of Certification Of Availability Of Budget 		
Central Human Resource Management Office - Payroll	63	3544
<ul style="list-style-type: none"> • Processing of Application for Leave 		

• Processing of Service Credits		
Central Records Office	256	8,892
• Issuance of Certificate of Employment (COE)		
• Issuance of Service Record (SR) / Record of Service (RS)		
• Request for Internal Documents		
• Numbering of Travel Order		
• Authentication of documents presented or on file		
• Responding to Walk In, Phone & Email Validation for Background Investigation		
Office of the Director for Administrative and Management Services	174	1,714
• Reservation on the Use of University Vehicle for Official Business/Travel		
Internal Service Total	2,588	231,457
OVERALL TOTAL	4,030	283,373

III. Methodology:

Convenience Sampling was used as a data gathering methodology. Though it is a non-probability sampling method, it is often used a qualitative research due to its affordability, efficiency, and simplicity of implementation. Multiple samples were taken to produce more reliable results and minimize biases.

The BuSU CSM adapts the following rating 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

Upon analyzing the client satisfaction measurement data, it becomes evident that the age group of 20-34 years represents the highest proportion of respondents, accounting for a substantial 60.54% of the total. This demographic cohort emerges as the most actively engaged and responsive in providing feedback on their satisfaction levels.

Conversely, respondents aged 65 or higher exhibit the lowest representation in client satisfaction ratings, constituting a mere 0.23% of the total respondents. Despite their potential insights and experiences, this age group appears to have minimal involvement in offering feedback on their satisfaction with the services provided.

Additionally, it reveals a significant gender disparity, with female respondents comprising the majority at 52.63% of the total.

D1. Age and D2. Sex	External	Internal	Overall
1. 19 or lower	7.49%	9.23%	8.36%
2. 20-34	59.71%	61.36%	60.54%
3. 35-49	17.06%	10.36%	13.71%
4. 50-64	4.02%	2.36%	3.19%
5. 65 or higher	0.42%	0.04%	0.23%
6. Did not specify	11.30%	16.65%	13.98%
1. Male	41.68%	34.12%	37.90%
2. Female	53.12%	52.13%	52.63%
3. Did not specify	5.20%	13.76%	9.48%

It is evident that the highest number of respondents are from Region III, which received the highest rating of 49.51%, while the lowest number of respondents are from Region II, with the lowest rating of 0.02%.

D3. Region	External	Internal	Overall
1. Region I	0.00%	0.00%	0.00%
2. Region II	0.00%	0.04%	0.02%
3. Region III	56.93%	42.08%	49.51%
4. Region IV-A	0.35%	0.43%	0.39%
5. MIMAROPA	0.00%	0.00%	0.00%
6. Region V	0.07%	0.04%	0.06%
7. Region VI	0.00%	0.00%	0.00%
8. Region VII	0.00%	0.00%	0.00%
9. Region VIII	0.00%	0.00%	0.00%
10. Region IX	0.00%	0.00%	0.00%
11. Region X	0.00%	0.00%	0.00%
12. Region XII	0.00%	0.00%	0.00%
13. Region XIII	0.00%	0.00%	0.00%
14. NCR	1.66%	0.93%	1.30%
15. CAR	0.00%	0.00%	0.00%
16. BARMM	0.00%	0.00%	0.00%
17. Did not specify	40.98%	56.49%	48.74%

The majority of respondents did not indicate their client type, while among those who did, the highest percentage was Citizen at 29.4%

Customer Type	External	Internal	Overall
D4. Citizen	28.85%	29.91%	29.4%
D4. Business	3.19%	0.62%	1.9%
D4. Government	21.64%	9.08%	15.4%
D4. Did not specify	46.32%	60.39%	53.4%

B. Count of CC and SQD results

The Citizens Charter (CC) is a significant aspect of governance aimed at improving transparency, accountability, and efficiency in public service delivery. The results, indicating a CC awareness score of 61.68%, CC visibility of 57.89%, and CC responsiveness of 59.65%, shed light on the effectiveness and impact of the initiative.

CC Awareness (61.68%)

The CC awareness score reflects the percentage of citizens who are familiar with the existence and purpose of the Citizens Charter. The summary shows CC1.1 at 44.76%, CC1.2 at 7.07%, and CC1.3 at 9.85%, resulting in a total of 61.68%.

CC Visibility (57.89%)

The CC visibility metric measures the extent to which the Citizens Charter is prominently displayed and accessible to the public. The summary shows CC2.1 at 42.16% and CC2.2 at 15.73%, resulting in a total of 57.89%.

CC Helpfulness (59.65%)

The CC helpfulness score gauges the perceived effectiveness of the Citizens Charter in improving service delivery and addressing citizens' grievances. The summary shows CC3.1 at 50.99% and CC3.2 at 8.66%, resulting in a total of 59.65%.

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.	1804	44.76%
2. I know what a CC is but I did not see this office's CC.	285	7.07%
3. I learned of the CC only when I saw this office's CC.	397	9.85%
4. I do not know what a CC is and I did not see this office's CC.	383	9.50%
Did not specify	1161	28.81%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1699	42.16%
2. Somewhat easy to see	634	15.73%
3. Difficult to see	113	2.80%
4. Not visible at all	39	0.97%
5. N/A	280	6.95%
Did not specify	1265	31.39%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2055	50.99%
2. Somewhat helped	349	8.66%
3. Did not help	29	0.72%
4. N/A	303	7.52%
Did not specify	1294	32.11%

The client's satisfaction with the service they availed, which scored an impressive 94.19% and was categorized as "Very Satisfactory," speaks volumes about the exceptional quality and effectiveness of the service provided.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
SQD0	2832	849	55	19	153	122	4030	94.19%

Client satisfaction on various dimensions of service quality paints a picture of exceptional performance and commitment to excellence by the service provider. With an overall score of 92.80% deemed "Very Satisfactory," it is evident that the service provider excels in all dimensions, consistently exceeding expectations and fostering a mutually beneficial client-provider relationship built on trust, reliability, and efficiency.

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	2616	903	143	69	162	137	4030	90.39%
Reliability	2870	832	66	18	153	91	4030	93.98%
Access and Facilities	2559	782	93	18	142	436	4030	92.96%
Communication	2671	829	143	23	139	225	4030	91.98%
Costs	698	266	43	6	43	43	1099	91.29%
Integrity	2894	738	94	25	148	131	4030	93.15%
Assurance	3012	679	75	14	150	100	4030	93.92%
Outcome	2890	730	91	18	139	162	4030	93.59%
Overall	20210	5759	748	191	1076	1325	29309	92.80%

C. Overall score per service

With an impressive external service score totaling 95.51%, this organization demonstrates an impressive commitment to meeting the needs and expectations of its external stakeholders. Meanwhile, the internal service score of 91.39% underscores the organization's dedication to fostering a supportive and efficient work environment for its internal clients.

External Services	Overall Rating
Office of the Admission and Orientation Services	83.76%
• Online Application for New College Student	
• Reservation of Slot for New College Student	
• Online Application for Grade 7	
• Reservation of Slot for Incoming Grade 7	
• Online Application for Continuing Professional Teacher Education (CPTe) and Certificate in Physical Education (CPE)	
• Online Application for Shifter, Transferee, and Second Courser	
• Online Application Graduate School	
• Reservation of Slot for Graduate School	
Asset Management Unit	99.54%
• Preparation of Vouchers	
• Receipt of Supplies, Materials and Equipment	
• Issuance of Supplies, Materials and Equipment	96.96%
Procurement Office	
• Procurement Through Alternative Mode of Procurement	

<ul style="list-style-type: none"> Procurement Through Competitive Bidding 	
Central Human Resource Management Office - RSA	96.49%
<ul style="list-style-type: none"> Online Recruitment (Central HRMO) 	
Human Resource Management Office – Main Campus	98.21%
<ul style="list-style-type: none"> Online Recruitment (HRMO Main Campus) 	
Human Resource Management Office – External Campus	96.09%
<ul style="list-style-type: none"> Online Recruitment (HRMO External Campus) 	
External Service Total	95.51%
Internal Services	
Cashier's Office	98.93%
<ul style="list-style-type: none"> Issuance of Official Receipt – Walk-In Clients (Payment of Certificates, Statement of Accounts, Bid Documents, Refund) 	
<ul style="list-style-type: none"> Issuance of Official Receipt – Walk-In Clients (Tuition Fees/Miscellaneous Fees) 	
<ul style="list-style-type: none"> Online and Bank Transactions 	
System Accounting Office	90.09%
<ul style="list-style-type: none"> Issuance of Statement of Account (Walk-In, Main Campus, Meneses Campus, Hagonoy Campus) 	
<ul style="list-style-type: none"> Issuance of Statement of Account (Online, Main Campus) 	
<ul style="list-style-type: none"> Request for BIR Tax Certificate 	
<ul style="list-style-type: none"> Request for Certification of Remittance 	
University Registrar	89.78%
<ul style="list-style-type: none"> Issuance of Transcript of Records (TORs), Duplicate Copy of Diploma, Honorable Dismissal, Certification, Authentication, and Verification (CAV), and Other Documents (Walk-In) 	
<ul style="list-style-type: none"> Online Issuance of Transcript of Records (TORs), Duplicate Copy of Diploma, Honorable Dismissal, Certification, Authentication, and Verification (CAV), and Other Documents. 	
University Health Services	99.02%
<ul style="list-style-type: none"> Issuance of Medical & Dental Certificate 	
Office of the Student Affairs and Services for Main Campus	97.62%
<ul style="list-style-type: none"> Issuance of Certificate of Good Moral Character 	
<ul style="list-style-type: none"> Online Issuance of Certificate of Good Moral Character 	
Office of the Student Welfare and Development for Main Campus	99.18%
<ul style="list-style-type: none"> A- Student and Employee Personal Insurance Assistance (Accident Claim) 	
<ul style="list-style-type: none"> B- Student and Employee Personal Insurance Assistance (Death Claim) 	
Office of the Student Financial Assistance and Scholarships	81.64%
<ul style="list-style-type: none"> Application of Student Financial Assistance and Scholarships 	
<ul style="list-style-type: none"> Renewal Procedure of Financial Assistance and Scholarships 	
<ul style="list-style-type: none"> Distribution of Scholars' Grant 	
Office of the Student Organization and Activities for Main Campus	98.31%
<ul style="list-style-type: none"> Recognition of New Student Organization (Online) 	
<ul style="list-style-type: none"> Approval of Activities (Walk-In) 	
<ul style="list-style-type: none"> Renewal of Recognition Of Student Organization 	
<ul style="list-style-type: none"> Application for Outstanding Student Organization, Application for Outstanding Student Organization Adviser and Outstanding Student Organization Leader 	
University Library	85.75%
<ul style="list-style-type: none"> Outdoor Library Book Returns (OLIBOR) 	
<ul style="list-style-type: none"> Online Book Request (OBR) 	
<ul style="list-style-type: none"> Online Book Suggestion (OBS) 	
<ul style="list-style-type: none"> Online Library Instruction (OLI) 	
<ul style="list-style-type: none"> Library Information and Research Assistance (LIRA) 	
<ul style="list-style-type: none"> Remote References and Information Access (RRIA) 	
<ul style="list-style-type: none"> Issuance of Certificate for Plagiarism and Grammar Checking 	
System Budget Office	97.27%
<ul style="list-style-type: none"> Issuance Of Certification Of Availability Of Budget 	
Central Human Resource Management Office - Payroll	97.20%

• Processing of Application for Leave	
• Processing of Service Credits	
Central Records Office	
• Issuance of Certificate of Employment (COE)	93.26%
• Issuance of Service Record (SR) / Record of Service (RS)	
• Request for Internal Documents	
• Numbering of Travel Order	
• Authentication of documents presented or on file	
• Responding to Walk In, Phone & Email Validation for Background Investigation	
Office of the Director for Administrative and Management Services	97.99%
• Reservation on the Use of University Vehicle for Official Business/Travel	
Internal Service Total	91.39%
OVERALL TOTAL	92.80%

V. Results of the Agency Action Plan reported for FY 2022:

Frontline Service	Process Improvement	Results/ Benefits
Office of the Admission and Orientation Services		
• Online Application for New College Student	<ul style="list-style-type: none"> - Implementation of enhanced Online application. - Opening more windows to cater to the needs of clients. - Appointment Schedule policy is implemented for the validation of application from Monday to Saturday. - No noon break policy was implemented to maximize our service availability and client convenience. 	By increasing the number of service points or windows through which clients can access assistance or make inquiries, AOSO can reduce wait times, improve efficiency, and accommodate a larger volume of requests.
• Online Application for Grade 7		Enhancing the Online platform enables seamless communication between client and admissions offices, resulting in faster responses to inquiries and updates on client status, minimizing anxiety and confusion for potential students.
• Online Application for Shifter, Transferee, and Second Courser		Allowing applicants to arrange appointments on Saturdays can be a proactive step toward increasing accessibility and meeting the different requirements of people who may be unavailable during usual weekday hours.
• Online Application for Continuing Professional Teacher Education (CPTe) and Certificate in Physical Education (CPE)		Furthermore, providing Saturday appointments can help to reduce wait times and alleviate congestion during peak periods, distributing demand for services more equally throughout the week.
• Online Application Graduate School		"This eliminates the need for time consuming line waiting and saving time to all client and stakeholder
• Reservation of Slot for New College Student	Qualifiers receive their online reservation form and their appointment schedule	"This eliminates the need for time consuming line waiting and saving time to all client and stakeholder
• Reservation of Slot for Incoming Grade 7		
• Reservation of Slot for Graduate School		
Asset Management Unit		
• Preparation of Vouchers	Needed supporting document was requested thru action slip and email	Limit the physical contact with suppliers/contractors. Most of inquiries,

		follow-ups are done through email and/or Action Slips.
<ul style="list-style-type: none"> Receipt of Supplies, Materials and Equipment 	Needed supporting document was requested thru action slip and email	Limit the physical contact with suppliers/contractors. Most of inquiries, follow-ups are done through email and/or Action Slips.
<ul style="list-style-type: none"> Issuance of Supplies, Materials and Equipment 	Notice of delivery was sent to the end-user thru email especially satellite campuses.	Limit the physical contact with suppliers/contractors. Most of inquiries, follow-ups are done through email and/or Action Slips.
Procurement Office		
<ul style="list-style-type: none"> Procurement Through Alternative Mode of Procurement 	The procurement process was simplified by incorporating online canvassing and quotation retrieval. These enabled procurement personnel to send and retrieve documents such as Purchase Orders or Contracts electronically, helping streamline the workflow. Additionally, online monitoring tools were created to track transactions easily.	The adoption of electronic retrieval processes reduced the time spent on manual document handling. This time-saving measure allowed procurement staff to focus on more strategic tasks, improving overall productivity.
<ul style="list-style-type: none"> Procurement Through Competitive Bidding 	Adopted video conferencing to prevent rescheduling of bid openings in case of physical unavailability of the BAC members.	Video conferencing allowed BAC members to participate in bid openings remotely, regardless of their physical location. This improved efficiency by reducing the time and effort required for travel, enabling members to focus on other critical tasks without compromising their participation in procurement activities.
Central Human Resource Management Office - RSA		
<ul style="list-style-type: none"> Online Recruitment (Central HRMO) 	Posting of vacancies through different social media platform like, the official facebook page for the CHRMO, it is also posted in the BulSU PESO official FB page, and posting through BulSU website. application is done online, applicants shall be directed in to a link for google form to fill out, they can choose which or what position/s they would like to apply.	More prospective applicants are reached out through the FB page of the CHRMO. Applicants can easily communicate, and only those who passed the initial evaluation of documents shall be requested to appear physically for the scheduled battery of tests.
Human Resource Management Office – Main Campus		
<ul style="list-style-type: none"> Online Recruitment (HRMO Main Campus) 	<ul style="list-style-type: none"> - To attract and reach more prospective applicants we disseminate the posting of job vacancies to the official facebook page of BulSU Placement and Public Employment Service Office (PPESO). - Submission of requirements for initial evaluation of applicants were still done online to limit physical contact and to ease recruitment procedures. 	<ul style="list-style-type: none"> - Additional prospective applicants were informed and reached about the job vacancies giving the University and the end-users to choose from a suitable number of applicants. - Applicants easily conversed with the Human Resource personnel for further inquiries and clarifications thru online platforms. - Only short-listed applicants were required to come physically to the University to undergo psychological tests, therefore, Human Resource personnel's time and effort were optimized.

Human Resource Management Office – External Campus																			
<ul style="list-style-type: none"> • Online Recruitment (HRMO External Campus) 	<p>*To attract and reach more prospective applicants we disseminate the posting of job vacancies to the official facebook page of BulSU Placement and Public Employment Service Office (PPESO).</p> <p>*Submission of requirements for initial evaluation of applicants were still done thru online to limit physical contact and to ease recruitment procedures.</p>	<p>* Additional prospective applicants were informed and reached about the job vacancies giving the University and the end-users to choose from a suitable number of applicants.</p> <p>*Applicants easily conversed with the Human Resource personnel for further inquiries and clarifications thru online platforms.</p> <p>* Only short-listed applicants were required to come physically to the University to undergo psychological tests, therefore, Human Resource personnel's time and effort were optimized.</p>																	
Cashier's Office																			
<ul style="list-style-type: none"> • Issuance of Official Receipt – Walk-In Clients (Payment of Certificates, Statement of Accounts, Bid Documents, Refund) 	<p>A structured system is in place to manage the influx of clients efficiently by implementing a number queuing system.</p>	<p>A total of 41,927 walk-in clients and stakeholders physically transact to settle their payment for their certificates, statements of account, bid documents, etc. benefitted in the reduce time of processing from 6 minutes to 3 minutes.</p>																	
<ul style="list-style-type: none"> • Issuance of Official Receipt – Walk-In Clients (Tuition Fees/Miscellaneous Fees) 			System Accounting Office			<ul style="list-style-type: none"> • Issuance of Statement of Account (Walk-In, Main Campus, Meneses Campus, Hagonoy Campus) 	<p>The steps in the issuance of the Statement of Account (SOA) can be done within two (2) minutes for walk-in clients reducing the processing time and waiting time.</p>	<p>Requestors preferred face-to-face interactions and finding it more reassuring to submit requests in person. In addition, documents are received immediately since it's readily available on-site. Therefore, from 368 requests for FY 2022, SoA requests for FY 2023 increased by 455.</p>	<ul style="list-style-type: none"> • Issuance of Statement of Account (Online, Main Campus) 	<ul style="list-style-type: none"> • Request for BIR Tax Certificate 	<p>Reduced physical visits, and sending of requests is more accessible</p>	<p>Number of clients and volume of transactions increased by 604 and 869 respectively.</p>	<ul style="list-style-type: none"> • Request for Certification of Remittance 	<p>Number of requests increased by 5.</p>	University Registrar			<ul style="list-style-type: none"> • Issuance of Transcript of Records (TORs), Duplicate Copy of Diploma, Honorable Dismissal, Certification, Authentication, and Verification (CAV), and Other Documents (Walk-In) 	<p>The adaptation of the new web-based school Management System (SMIS) empowers the BulSU's staff to access and assess student records flexibility, regardless of time or location.</p>
System Accounting Office																			
<ul style="list-style-type: none"> • Issuance of Statement of Account (Walk-In, Main Campus, Meneses Campus, Hagonoy Campus) 	<p>The steps in the issuance of the Statement of Account (SOA) can be done within two (2) minutes for walk-in clients reducing the processing time and waiting time.</p>	<p>Requestors preferred face-to-face interactions and finding it more reassuring to submit requests in person. In addition, documents are received immediately since it's readily available on-site. Therefore, from 368 requests for FY 2022, SoA requests for FY 2023 increased by 455.</p>																	
<ul style="list-style-type: none"> • Issuance of Statement of Account (Online, Main Campus) 			<ul style="list-style-type: none"> • Request for BIR Tax Certificate 	<p>Reduced physical visits, and sending of requests is more accessible</p>	<p>Number of clients and volume of transactions increased by 604 and 869 respectively.</p>	<ul style="list-style-type: none"> • Request for Certification of Remittance 	<p>Number of requests increased by 5.</p>	University Registrar			<ul style="list-style-type: none"> • Issuance of Transcript of Records (TORs), Duplicate Copy of Diploma, Honorable Dismissal, Certification, Authentication, and Verification (CAV), and Other Documents (Walk-In) 	<p>The adaptation of the new web-based school Management System (SMIS) empowers the BulSU's staff to access and assess student records flexibility, regardless of time or location.</p>	<p>Leveraging the capabilities of our newly-integrated Web-based School Management Information System, the office can seamlessly access and review student profiles and records irrespective of location as evidenced by the following:</p> <ul style="list-style-type: none"> • Add/drop/change button/option • TOR printing remotely or at home • Evaluation printing remotely or at home 	<ul style="list-style-type: none"> • Online Issuance of Transcript of Records (TORs), Duplicate Copy 					
<ul style="list-style-type: none"> • Request for BIR Tax Certificate 	<p>Reduced physical visits, and sending of requests is more accessible</p>	<p>Number of clients and volume of transactions increased by 604 and 869 respectively.</p>																	
<ul style="list-style-type: none"> • Request for Certification of Remittance 		<p>Number of requests increased by 5.</p>																	
University Registrar																			
<ul style="list-style-type: none"> • Issuance of Transcript of Records (TORs), Duplicate Copy of Diploma, Honorable Dismissal, Certification, Authentication, and Verification (CAV), and Other Documents (Walk-In) 	<p>The adaptation of the new web-based school Management System (SMIS) empowers the BulSU's staff to access and assess student records flexibility, regardless of time or location.</p>	<p>Leveraging the capabilities of our newly-integrated Web-based School Management Information System, the office can seamlessly access and review student profiles and records irrespective of location as evidenced by the following:</p> <ul style="list-style-type: none"> • Add/drop/change button/option • TOR printing remotely or at home • Evaluation printing remotely or at home 																	
<ul style="list-style-type: none"> • Online Issuance of Transcript of Records (TORs), Duplicate Copy 																			

of Diploma, Honorable Dismissal, Certification, Authentication, and Verification (CAV), and Other Documents.		
University Health Services		
<ul style="list-style-type: none"> • Issuance of Medical & Dental Certificate 	<ul style="list-style-type: none"> a. A streamlined procedure coordination with assigned offices/individuals for scheduling of designated date, time and venue to conduct health assessment and evaluation of requirements. b. A standardized process of conducting health assessment and evaluation of requirements for a large number of students participating in On the Job trainings and other school related activities within a 10-15 minutes time frame. 	<ul style="list-style-type: none"> a. Effective communication and collaboration to facilitate well-organized process. b. Efficient issuance of certificates to a large number of students optimizing prioritization and time management.
Office of the Student Affairs and Services for Main Campus		
<ul style="list-style-type: none"> • Issuance of Certificate of Good Moral Character 	The Citizen's Charter of the Office of the Student Affairs and Services - Main Campus serves as a guide to its clientele on how to effectively use the services offered by the Office; The requested documents are processed in a timely manner. The client's difficulty in queuing and to physically inquire to school to get the requested documents was reduced.	Continuous no Noon Break Policy
Office of the Student Welfare and Development for Main Campus		
<ul style="list-style-type: none"> • A- Student and Employee Personal Insurance Assistance (Accident Claim) 	Extensive information campaign about the benefits of the insurance through pamphlets and seminars	Students/Employees are more aware of the benefits they can avail from the insurance. Thus, there was an increase number of claims
<ul style="list-style-type: none"> • B- Student and Employee Personal Insurance Assistance (Death Claim) 		
Office of the Student Financial Assistance and Scholarships		
<ul style="list-style-type: none"> • Application of Student Financial Assistance and Scholarships 	Students who wish to apply should submit their application requirements consolidated in to a single PDF file through Google Forms online. In the form, they will provide all the necessary information required by the scholarships office for record-keeping.	Screening applicants will be simplified due to the consolidated requirements, providing convenient access to information typically required for reports, including student number, year level, college, course, and other relevant details.
<ul style="list-style-type: none"> • Renewal Procedure of Financial Assistance and Scholarships 	Students can submit their renewal requirements at their respective campuses with the assistance of our Satellite Campuses coordinators. Subsequently, these coordinators	Scholars from the satellite campuses are not required to visit the main campus for submitting their requirements, allowing them to save on transportation expenses.

	will directly submit the scholars' requirements to the main campus	
<ul style="list-style-type: none"> Distribution of Scholars' Grant 	Requested student assistants in the Office.	Increased efficiency of administrative tasks. Student assistants can help in handling the distribution of grants, allowing office staff/s to focus on more complex aspects of their other tasks.
Office of the Student Organization and Activities for Main Campus		
<ul style="list-style-type: none"> Recognition of New Student Organization (Online) 	Submission of requirements through Google Forms	The Student Organizations have submitted the requirements through Google Forms instead of complying the scanned copies directly to the office's email.
<ul style="list-style-type: none"> Approval of Activities (Walk-In) 	The Student Organizations can conduct online and face to face activities.	The Student Organizations has been conducting online and face to face activities, likewise they are allowed to attend and participate student organizations activities outside the university.
<ul style="list-style-type: none"> Renewal of Recognition Of Student Organization 	Submission of requirements through Google Forms	The Student Organizations have submitted the requirements through Google Forms instead of complying the scanned copies directly to the office's email.
<ul style="list-style-type: none"> Application for Outstanding Student Organization, Application for Outstanding Student Organization Adviser and Outstanding Student Organization Leader 	The Office of the Student Organizations and Activities has been more efficient in assessing the requirements of the applications.	The Student organizations complied with the requirements.
University Library		
<ul style="list-style-type: none"> Outdoor Library Book Returns (OLIBOR) 	With the resumption of face-to-face library services, more BulSUans who borrowed books were able to return books in the information desks in coordination with the librarians and staff.	Facilitated the returning of borrowed books and materials without violating health protocols prescribed to prevent further transmission of COVID-19 infection and during the resumption of face-to-face library transactions and operations.
<ul style="list-style-type: none"> Online Book Request (OBR) 	Enable the Bulacan State University library users to borrow books for home use; request for a photocopy and scanning purposes. In addition, BulSUans were already allowed to browse books physically and request scanned pages of books as librarians were already reporting everyday.	Facilitated the borrowing of books without violating health protocols prescribed to prevent further transmission of COVID-19 infection. Also, more BulSUans were allowed to access the library collections.
<ul style="list-style-type: none"> Online Book Suggestion (OBS) 	Provide a venue for systematic book purchase recommendations by BulSU library patrons. In addition, many BulSUans, specifically faculty members were already allowed to physically request collections to be purchased as face-to-face library services resumed.	Facilitated receipt of recommendations from BulSU library clients through non-physical contact transactions in the effort to develop library collections. Moreover, many purchase suggestions were generated physically and online.
<ul style="list-style-type: none"> Online Library Instruction (OLI) 	The e-Library already resumed the face-to-face library orientation last September 2023 for AY 2023-2024. In addition, walk-in library face-to-	Developed awareness among library patrons as regards to the Bulacan State University Library profile, its collections and its services in particular to the new

	face library orientation is already permitted for some students who were unable to participate in the said service.	normal and in the resumption of face-to-face library orientation.
<ul style="list-style-type: none"> Library Information and Research Assistance (LIRA) 	BulSUans were enabled to request this service as the librarians stated to report physically everyday. In addition, BulSUans were already permitted to browse the theses and dissertations section physically. Also, mass promotion of this service was pushed as many BulSUans and the public library users/ outsider researchers availed the service through email and social media platforms anytime 24/7 and during semestral breaks and unexpected class suspensions.	More BulSUans and public library users/ outsider researchers were allowed to access the theses and dissertation as physical library services resumed once again and use this online service anytime 24/7 and during semestral breaks and unforeseen suspension of class.
<ul style="list-style-type: none"> Remote References and Information Access (RRIA) 	Aside from responding to online transactions through the social media platforms, the e-Library started to receive reference questions in a face-to-face manner for 2023 onwards.	The e-Library was enabled to further reach-out to stakeholders physically during the resumption of face-to-face service and to respond to clients' online ready reference queries during semestral breaks and unforeseen cutting of classes.
<ul style="list-style-type: none"> Issuance of Certificate for Plagiarism and Grammar Checking 	The e-Library started to accommodate face-to-face plagiarism check transactions aside receiving requests from the online plagiarism and grammar checking form.	It yielded an increase to number of BulSUans who were issued with plagiarism and grammar certifications for theses and dissertations.
System Budget Office		
<ul style="list-style-type: none"> Issuance Of Certification Of Availability Of Budget 	Digitization and standardization	Well-organized formats and has identical requirements.
Central Human Resource Management Office - Payroll		
<ul style="list-style-type: none"> Processing of Application for Leave 	Processing of Leave Application is systematic since computation and files are digitized	Quick access to form, computation of leave more efficient
<ul style="list-style-type: none"> Processing of Service Credits 	Processing of Service Credits is systematic since computation and files are digitized	Attachments are complete and approved in a timely manner
Central Records Office		
<ul style="list-style-type: none"> Issuance of Certificate of Employment (COE) 	Standardization	Clients who fill out the online form will always receive a copy of their responses, in contrast to the previous situation where they could only obtain a copy of their responses if they chose to do so.
<ul style="list-style-type: none"> Issuance of Service Record (SR) / Record of Service (RS) 	Standardization	Clients who fill out the online form will always receive a copy of their responses, in contrast to the previous situation where they could only obtain a copy of their responses if they chose to do so.
<ul style="list-style-type: none"> Request for Internal Documents 	Standardization	Clients who fill out the online form will always receive a copy of their responses, in contrast to the previous situation where they could only obtain a

		copy of their responses if they chose to do so.
<ul style="list-style-type: none"> Numbering of Travel Order 	Standardization	Adding timestamp to the Travel Order significant result is enabling faster tracking of documents. This feature ensures a more efficient and accurate monitoring system.
<ul style="list-style-type: none"> Authentication of documents presented or on file 	Ease of Transaction	Adding timestamp to the Travel Order significant result is enabling faster tracking of documents. This feature ensures a more efficient and accurate monitoring system.
<ul style="list-style-type: none"> Responding to Walk In, Phone & Email Validation for Background Investigation 	Ease of Transaction	By informing CI/BI personnel through walk-ins or telephone calls that the Employee Verification process is now streamlined through email at records.ev@bulsu.edu.ph, ensures a more consolidated and efficient employment verification.
Office of the Director for Administrative and Management Services		
<ul style="list-style-type: none"> Reservation on the Use of University Vehicle for Official Business/Travel 	<ul style="list-style-type: none"> - Distribution of calling cards to passengers. - Use of GPS such as Waze and Google Maps 	<ul style="list-style-type: none"> -Direct communication of passengers with drivers - Easier navigation equivalent to decrease in travel time

VI. Continuous Agency Improvement Plan for FY 2024:

Frontline Service	Improvement Plan FY 2024
Office of the Admission and Orientation Services	
<ul style="list-style-type: none"> Online Application for New College Student Online Application for Grade 7 Online Application for Shifter, Transferee, and Second Courser Online Application for Continuing Professional Teacher Education (CPTe) and Certificate in Physical Education (CPE) Online Application Graduate School Reservation of Slot for New College Student Reservation of Slot for Incoming Grade 7 Reservation of Slot for Graduate School 	<p>Hiring of additional staff to accommodate the needs of the office and its expanding volume of clients year after year.</p> <p>Renovation of its office to enable to accommodate the volume of our clients</p> <p>Hiring of additional staff to accommodate the needs of the office and its expanding volume of clients year after year.</p> <p>Renovation of its office to enable to accommodate the volume of our clients</p>
Asset Management Unit	
<ul style="list-style-type: none"> Preparation of Vouchers Receipt of Supplies, Materials and Equipment Issuance of Supplies, Materials and Equipment 	<p>Request and Inquires may be done thru Google Forms.</p> <p>Notices are to be sent thru email.</p> <p>Continued Issuance of Action Slips.</p>
Procurement Office	

<ul style="list-style-type: none"> Procurement Through Alternative Mode of Procurement 	<p>To digitize the entire procurement process by creating a web-based program or application to enable end-users to submit their purchase requests, market studies, and other documents in one application/website.</p> <p>And provide end-users with the ability to monitor their purchase requests simultaneously, eliminating the need to call the procurement hotline.</p> <p>To create a standard procurement guideline for the end-users to avoid unnecessary delays and bottlenecks in the procurement process</p>
<ul style="list-style-type: none"> Procurement Through Competitive Bidding 	<p>(i) To adopt a fully electronic bidding process from the submission of bids up to the award of contracts.</p> <p>(ii) To conduct training for end-users focusing on how to draft technical specifications, budget costing, cost-benefit analysis, and market studies to ensure a more efficient and timely submission of purchase request.</p>
Human Resource Management Office - RSA	
<ul style="list-style-type: none"> Online Recruitment 	Posting of vacancy for the non regular positions were shortened to three (3) days for faster hiring of non-regular positions (EBO, COS)
Cashier's Office	
<ul style="list-style-type: none"> Issuance of Official Receipt – Walk-In Clients (Payment of Certificates, Statement of Accounts, Bid Documents, Refund) 	Streamlining of documentary form such as billing and assessment form.
<ul style="list-style-type: none"> Issuance of Official Receipt – Walk-In Clients (Tuition Fees/Miscellaneous Fees) 	
<ul style="list-style-type: none"> Online and Bank Transactions 	Availability of Gcash webpay and partnership with Bayad Center to improve the delivery of payment related services to BulSU stakeholders.
System Accounting Office	
<ul style="list-style-type: none"> Issuance of Statement of Account (Walk-In, Main Campus, Meneses Campus, Hagonoy Campus) 	For FY 2024, the Accounting Office aims to further reduce the processing time, and to widen the digital platforms used in the submission of requests.
<ul style="list-style-type: none"> Issuance of Statement of Account (Online, Main Campus) 	
<ul style="list-style-type: none"> Request for BIR Tax Certificate 	For FY 2024, the Accounting Office aims to improve the agency action by reducing the processing steps and time.
<ul style="list-style-type: none"> Request for Certification of Remittance 	Maintain the timely consistent remittances and to work closely as possible to other agencies to make necessary corrections easier to prevent unposted transaction resulting to request for certification. In addition, review the process further reduction in steps and time.
University Registrar	
<ul style="list-style-type: none"> Issuance of Transcript of Records (TORs), Duplicate Copy of Diploma, Honorable Dismissal, Certification, Authentication, and Verification (CAV), and Other Documents (Walk-In) 	<ol style="list-style-type: none"> There are four (4) transaction windows at the Registrar's Office. Each window is labeled to indicate the specific type of transaction it handles. To ensure an organized queue for each window, a numbering system will be implemented. No noon break policy was implemented to maximize our service availability and client convenience.
<ul style="list-style-type: none"> Online Issuance of Transcript of Records (TORs), Duplicate Copy of Diploma, Honorable Dismissal, Certification, Authentication, and Verification (CAV), and Other Documents. 	<ol style="list-style-type: none"> Office of the University Registrar's Website will be introduced which will feature functionality that will enable the users to view announcements,

	<p>guidelines, and procedures from the OUR, download forms, and online document requests.</p> <p>b. The Facebook Page of the OUR will be utilized to share announcements, guidelines, and procedures.</p>
University Health Services	
<ul style="list-style-type: none"> • Issuance of Medical & Dental Certificate 	<ol style="list-style-type: none"> 1. Enhance the existing health information system to increase efficiency and provide quicker access to client's health information. 2. Implement a fully digital system that can significantly reduce paperwork and improve efficiency.
Office of the Student Welfare and Development for Main Campus	
<ul style="list-style-type: none"> • A- Student and Employee Personal Insurance Assistance (Accident Claim) 	Counseling services for grieving family who lost their child/student
<ul style="list-style-type: none"> • B- Student and Employee Personal Insurance Assistance (Death Claim) 	
Office of the Student Financial Assistance and Scholarships	
<ul style="list-style-type: none"> • Application of Student Financial Assistance and Scholarships 	Retain the previous enhancements to ensure a more streamlined application process
<ul style="list-style-type: none"> • Renewal Procedure of Financial Assistance and Scholarships 	Retain the previous enhancements to ensure a more streamlined renewal process
<ul style="list-style-type: none"> • Distribution of Scholars' Grant 	Request for additional office clerks or staff may be necessary. Student assistants have limited daily working hours, which also depend on their class schedules.
Office of the Student Organization and Activities for Main Campus	
<ul style="list-style-type: none"> • Recognition of New Student Organization (Online) 	The Office of the Student Organizations and Activities - Main Campus will re-structure the application and process requirements base on the classification of the student organizations.
<ul style="list-style-type: none"> • Approval of Activities (Walk-In) 	The Office of the Student Organizations and Activities - Main Campus will re-structure the application and process requirements base on the classification of the student organizations.
<ul style="list-style-type: none"> • Renewal of Recognition Of Student Organization 	The Office of the Student Organizations and Activities - Main Campus re-structure the application and process requirements base on the classification of the student organizations.
<ul style="list-style-type: none"> • Application for Outstanding Student Organization, Application for Outstanding Student Organization Adviser and Outstanding Student Organization Leader 	Base on the increasing number of Student Organizations, the office opted to have an additional number of winners from 5 winners to 7 winners.
University Library	
<ul style="list-style-type: none"> • Outdoor Library Book Returns (OLIBOR) 	The e-Library would start to utilize the book chute so that clients would drop their book returns in the ground floor.
<ul style="list-style-type: none"> • Online Book Request (OBR) 	The e-Library would retain this service, especially during summer breaks because access and use of books are already allowed during the start of Second Semester, AY 2023-2024. In addition, RFID tags are started to be inserted on library collections to guarantee that books are check-out properly.
<ul style="list-style-type: none"> • Online Book Suggestion (OBS) 	There would be quarterly postings of Online Book Suggestion (OBS) form in the BulSU e-Library social media platforms so that library patrons would have an idea for book suggestion to be done. The e-Library would also coordinae to different colleges for purchase suggestions of books and e-resources starting AY 2024-2025.
<ul style="list-style-type: none"> • Online Library Instruction (OLI) 	The e-Library would retain this service especially during summer breaks because face-to-face library orientation and

	instruction program already resumed since the start of AY 2023-2024. Moreover, the e-Library would reach out to different colleges to facilitate face-to-face library orientation for AY 2024-2025.
<ul style="list-style-type: none"> Library Information and Research Assistance (LIRA) 	Scanning terminals and machines would be available so that it could facilitate the service more efficiently.
<ul style="list-style-type: none"> Remote References and Information Access (RRIA) 	The librarians and information professionals would be more available virtually and physically as they would be more present and active online through the social media platforms, especially during Saturdays. Moreover, the e-Library is open to accept reference questions during Saturday service.
<ul style="list-style-type: none"> Issuance of Certificate for Plagiarism and Grammar Checking 	An Artificial Intelligence (AI) detection is added to the certification so that BulSUans would be more aware that there should be limit in the use of AI in research.
System Budget Office	
<ul style="list-style-type: none"> Issuance Of Certification Of Availability Of Budget 	Create a Checklist as a requirement to the computation of the request
Central Human Resource Management Office – Payroll	
<ul style="list-style-type: none"> Processing of Application for Leave 	filling out of application form and computation of leave be done online thru PMAPS
<ul style="list-style-type: none"> Processing of Service Credits 	filing of Service Credit will be done thru online (G-Drive)
Central Records Office	
<ul style="list-style-type: none"> Issuance of Certificate of Employment (COE) 	Standardization: Clients who fill out the online form will always receive a copy of their responses, in contrast to the previous situation where they could only obtain a copy of their responses if they chose to do so.
<ul style="list-style-type: none"> Issuance of Service Record (SR) / Record of Service (RS) 	Standardization: Clients who fill out the online form will always receive a copy of their responses, in contrast to the previous situation where they could only obtain a copy of their responses if they chose to do so.
<ul style="list-style-type: none"> Request for Internal Documents 	Standardization: Clients who fill out the online form will always receive a copy of their responses, in contrast to the previous situation where they could only obtain a copy of their responses if they chose to do so.
<ul style="list-style-type: none"> Numbering of Travel Order 	Standardization: Retain the process
<ul style="list-style-type: none"> Authentication of documents presented or on file 	Ease of Transaction: Retain the process
<ul style="list-style-type: none"> Responding to Walk In, Phone & Email Validation for Background Investigation 	Ease of Transaction: Retain the process
Office of the Director for Administrative and Management Services	
<ul style="list-style-type: none"> Reservation on the Use of University Vehicle for Official Business/Travel 	<ul style="list-style-type: none"> a. Utilization of Google form for Compliance Checklist for Use of Vehicles b. Communication through Official FB Account

VII. ANNEX A. Survey Questionnaire/s Used

Control No: _____

(Online Version)



Republic of the Philippines
Bulacan State University
 City of Malolos, Bulacan
 Tel/Fax: (044) 791-0852

HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently completed 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 noticed 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 "NA" 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 4. Not visible at all
 2. Somewhat easy to see 5. N/A
 3. Difficult to see
- 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 3. Did not help
 2. Somewhat helpful 4. N/A

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

	Very Dissatisfied	Dissatisfied	Neither Agree nor Disagree	Satisfied	Very Satisfied	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's website.						
SQD5. I paid a reasonable amount of fees for my transaction. <i>(If service was free, mark as N/A column)</i>						
SQD6. I am confident my online transaction was secure.						
SQD7. The office's online support was available, and (if asked questions) online support was quick to respond.						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

Commendation: _____

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

Email address (optional): _____

FILE A COMPLAINT

Name of the Complainant: _____ Faculty Student Walk-in

Name of person being complained: _____

Incident/ Nature of Incident: _____

Evidence if available: _____

For inquiries and follow-ups, complainant may contact the following telephone number and e-mail address: (044) 919-7800 loc. 1020 / cc@bulacastate.edu.ph

THANK YOU!

Submitted by:

JAIME P. PULUMBARIT, Ph.D., DIT
 Vice President for Administration and Finance and
 Chairperson, Committee on Anti-Red Tape