



# CAGAYAN STATE UNIVERSITY

## Faculty and Personnel Satisfaction Survey

Dear Member of the Faculty/Administrative Staff,

As a valuable member of the University, we would like to ask your opinion about the frontline services that you have received and experienced here on campus this School Year 2015-2016. Your answers will provide us valuable inputs to serve you better and to make sure we meet your expectations. Please check the number that corresponds to your level of assessment.

1 = Poor      2 = Fair      3 = Good      4 = Better      5 = Best

Thank you so much for your time.

### I. HUMAN RESOURCES SERVICES

Have you availed of these services? If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Technical expertise of the staff in the human resource management office (HRMO)					
2. Quality of customer service from the HRM Officer and his/her staff					
3. Timeliness of response to service requests from the HRMO staff					
4. Availability of accurate faculty and personnel data profile, inventory, employment record, salary schedule and other related documents					
5. Overall perception of services provided by the HRMO staff					

### II. RECORDS SERVICES

Have you availed of these services? If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Technical expertise of the staff in the Records Office					
2. Quality of customer service from the records officer and his/her staff					
3. Timeliness of response to service requests from the records office staff					
4. Availability of accurate official records and other related documents					
5. Overall perception of services provided by the Records Office staff					

### III. ACCOUNTING SERVICES

Have you availed of these services? If yes, please rate the following. If no, please proceed to the next service.

Performance Indicator	1	2	3	4	5
1. Technical expertise of the staff in the Accounting Office					
2. Quality of customer service from the Accountant and his/her staff					
3. Timeliness of response to service requests from the Accounting staff					
4. Availability of accurate net-take home pay, BIR forms, and other pertinent documents					
5. Overall perception of services provided by the Accounting staff					

**IV. CASHIERING SERVICES**

Have you availed of these services? If yes, please rate the following. If no, please proceed to the next service.

<b>Performance Indicator</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
1. Technical expertise of the staff in the Cashier's Office					
2. Quality of customer service from the cashier and his/her staff					
3. Timeliness of response to service requests from the Cashier's Office staff					
4. Availability of accurate official receipts and other related documents					
5. Overall perception of services provided by the Cashier's Office staff					

**V. LIBRARY SERVICES**

Have you availed of these services? If yes, please rate the following. If no, please proceed to the next service.

<b>Performance Indicator</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
1. Technical expertise of the staff in the library					
2. Quality of customer service from the librarian and his/her staff					
3. Timeliness of response to service requests from the library staff					
4. Availability of updated and quality library resources such as books, periodicals and general references					
5. Overall perception of services provided by the library staff					

**VI. MEDICAL AND DENTAL SERVICES**

Have you availed of these services? If yes, please rate the following. If no, please proceed to the next service.

<b>Performance Indicator</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
1. Technical expertise of the staff in the Campus Clinic					
2. Quality of customer service from the campus physician and his/her staff					
3. Timeliness of response to service requests from the Campus Clinic staff					
4. Availability of updated and quality of medical and dental supplies and materials					
5. Overall perception of services provided by the Campus Clinic staff					

**VII. REGISTRAR SERVICES**

Have you availed of these services? If yes, please rate the following. If no, please proceed to the next service.

<b>Performance Indicator</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
1. Technical expertise of the staff in the Registrar's Office					
2. Quality of customer service from the Registrar and his/her staff					
3. Timeliness of response to service requests from the Registrar staff					
4. Availability of accurate student and faculty records and other related documents					
5. Overall perception of services provided by the Registrar staff					

**VIII. SUPPLY SERVICES**

Have you availed of these services? If yes, please rate the following. If no, please proceed to the next service.

<b>Performance Indicator</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
1. Technical expertise of the staff in the Supply Office					
2. Quality of customer service from the Supply Officer and his/her staff					
3. Timeliness of response to service requests from the Supply Office staff					
4. Availability of common office supplies and other materials.					
5. Overall perception of services provided by the Supply Office staff					

**Sex:** ( ) *Male* ( ) *Female*

**Campus Assignment:** \_\_\_\_\_

**Position:** \_\_\_\_\_

**Length of Service:** \_\_\_\_\_

**College:** \_\_\_\_\_