

Citizen/Client Satisfaction Survey Report

I. Description of the methodology of the CCSS used for each reported service

A. *Respondents Criteria*

All clients who have applied for or availed of any of the following frontline services/grants: 1) Research Grant Application, 2) NRCP Membership Application, 3) Thesis/Dissertation Manuscript Grant Application, or 4) Library Services, in 2021 were invited to participate in the online survey via google form. The survey was fielded and collected in the last quarter of 2021, specifically on the following periods: October 6-15, 2021 and December 22-31, 2021 using the online google form.

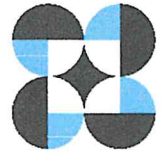
Research proposal submission was done through the DOST Project Management Information System (DPMIS) which is integrated with the NRCP Basic Research Management Information System (BRIS). NRCP Applications were made through the Scientific Knowledge Management System – Membership Information System. Thesis/Dissertation Manuscript Grant was submitted online to the NRCP Secretariat. Library materials are accessed through the Library Management Service.

The type of clients/customers belongs to the citizen category. Below is the summary of criteria per frontline service:

- Research grant - all NRCP Members who submitted research project proposals in 2021
- NRCP Membership - all clients/customers who applied to become an NRCP member in 2021
- Thesis/dissertation manuscript grant - all clients/customers who have submitted applications for the manuscript grant in 2021
- Library Service – all clients/customers who viewed, downloaded or requested materials through the Library Management Service in 2021

B. *Survey/ Sampling Coverage*

All the clients/customers in 2021 which numbered to a total of 1,044 were emailed on October 6 and December 22, 2021 and invited to participate in the customer satisfaction survey. Only 271 or 26% of the emailed clients responded to the survey. This is an increase of 195% compared to the 92 respondents in the 2020 CSF (as of August 2021). The Council will continue to explore ways to increase the response rate of clients/customers to the CCSS. The Council also plans to incorporate the CCSS instrument in the Scientific



Knowledge Management System in the future to securely store data from surveys.

Table No. 1. Clients/Customers Response Rate per Frontline Service

Frontline Service	Clients/ Customers emailed	Responded	Response Rate
Research Grant Application	90	31	34%
Membership Application	843	212	25%
Thesis/ Dissertation Manuscript Grant Application	17	11	65%
Library Service	65	9	14%
Availed at least two services	29		
	1,044	271*	26%

*Details may not add up; some of the respondents did not identify and rate services

C. Survey Instrument/ Questionnaire

The survey instrument included all service quality dimensions, i.e., responsiveness, reliability, access and facilities, communication, assurance, integrity, and outcome, prescribed in the CCSS Guidelines issued together with PBB 2021 Guidelines, except for the cost dimension since all of the services do not require application fees or any form of payment. The only costs incurred by clients/customers are the costs entailed in generating the documentary requirements. Access and Facilities Quality Dimensions were merged since services are transacted through online platforms only.

Compared with the survey instrument last year, the set of questions were repeated for each frontline service for more clarity about the feedback being inquired. Aside from the open-ended questions about the reason of their dissatisfaction and suggested room for improvements, a qualitative question to identify the excellent practice of NRCP which have led to their satisfaction was also added.

Attached as Annex A is the survey instrument distributed through online google forms.

For the 2021 cycle, the data was collected twice during the last quarter of the year. The online google form was fielded on October 6 and December 22, 2021 and retrieved until October 15 and until December 31, 2021.



II. Results of the CCSS for FY 2021

The frontline services of NRCP garnered a total score of 4.71 or adjectival rating of very satisfied. Among the frontline services, thesis/dissertation manuscript grant has the highest satisfaction rating of five (11 respondents). This was followed by Library Services with an average of 4.75 satisfaction rating from a total of nine respondents, NRCP Membership Application at 4.7 from (205 respondents), and the lowest is research grant application with 4.39 from 31 respondents. Stated below is the matrix of satisfaction rating per frontline service and service quality dimension.

Table No. 2. Summary of Satisfaction Level by Service Quality Standards

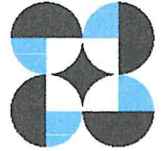
Service Quality Standard	Research Grant Application	NRCP Membership Application	Thesis/ Dissertation Manuscript Grant	Library Services	Score in all Services
Responsiveness	4.47	4.66	5.00	4.89	4.76
Reliability	4.41	4.72	5.00	4.78	4.73
Access and Facilities	4.19	4.65	5.00	4.56	4.60
Communication	4.47	4.75	5.00	4.67	4.72
Assurance	4.56	4.71	5.00	4.78	4.76
Integrity	4.34	4.79	5.00	4.78	4.73
Outcome	4.28	4.62	5.00	4.78	4.67
Overall Score	4.39	4.70	5.00	4.75	4.71

Across frontline services, responsiveness and assurance had the highest rating among the service quality dimensions due to the timely assistance from the Secretariat and provision of real-time and system-generated status of membership application; adherence to the policies for processing membership applications. The lowest rating is access and facilities due to the experiences in using the DOST Project Management Information System, which is not within the control of the Council, and other information systems.

For the research grant application, the timely communication and technical assistance of the staff were identified as one of the good practices of the Council. The others are the availability of online platform for the submission of research proposals, variety of research topics, organized and systematic procedures and policies, and informative call for proposals. On the other hand, the dissatisfied respondents cited the lack of feedback and selectivity in the evaluation proposal and difficulty in using the DPMIS as the reasons for their dissatisfaction. Rooms for improvement suggested by the respondent includes enhancement of communication, specifically in any delays in the announcement, sending regular



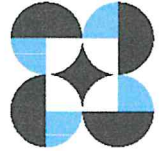
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updates about the research proposal application, and providing feedback about the results of evaluation, i.e., reasons for disapproval of research proposal, how the research proposal can be improved, especially on the alignment of research objectives to the research agenda to be funded by the Council. Others suggested to improve the ease of use and fix errors in DPMIS, enhance the selection of technical panel, mentor budding researchers with disapproved proposals, convene consortium for researchers with approved grants, shorten waiting time to release funds, develop funding window for startups and technoprenurial ventures, and implement quality management system.

For the membership application, the satisfied respondents commended informative, thorough, and careful evaluation of the application, good management, accommodating and responsive staff and approval committee, and timely and responsive communication. The respondents also appreciated the easy, efficient, convenient, and straightforward online application process. The real-time and system-generated status of application that is always accessible to the applicants online made the process transparent to them. The respondents also liked the communication channels about the events of the Council, which make them appreciate the Council more in terms of promoting and supporting basic research, capacitating the young scholars to create more research projects, creating a platform that facilitates sharing of expertise to other researchers, and making Filipinos more appreciative of science and research. For some clients who felt dissatisfaction, the reasons were the long duration the application takes from filing to approval, extremely bureaucratic, cumbersome, and time-consuming application form, bias to applicants with institutional email address, slow response time to their inquiries, and difficulty in using the Project Profile Tab in MemIS. The suggestions from the respondents include the following:

- Make the application process smoother and streamlined
- Shorten the process to three days
- Clearly convey and explain the documentary requirements needed, as well as the procedures flow chart indicating the number of hours per procedure
- In case the member is not accepted, inform them of the reasons and be given chance to apply again in the future
- Distribute soft copies of a briefer about the deliverables and benefits of NRCP Members
- Be lenient in the application process
- Relax the criterion requiring high impact factor for research publications
- Waive regular membership requirements if an associate member of not even one year has an H-index of at least 4
- Require additional criteria in the selection of members aside from online link of publication, such as external funding of more than Php1M
- Hasten issuance of membership certificates
- Make the website more user-friendly

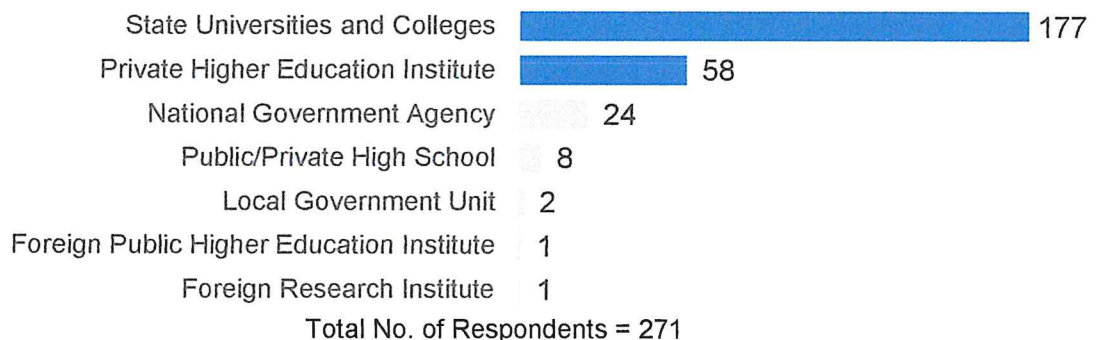


- Increase dissemination platforms
- Make correspondence more efficient and faster
- Do not limit documentary requirements based on a certain degree

For the thesis/ dissertation manuscript grant application, the satisfaction of respondents can be attributed to the responsiveness of the secretariat, fairness and equality in the application, excellent service, clear and informative policies and guidelines in processing the application, and availability of the grant which promotes and encourages researchers to conduct research, and provides students opportunity to reproduce their theses work. There were no dissatisfied respondents. The only suggestion was to increase the amount of the manuscript grant.

For the library service, the satisfied respondents identified the responsiveness of the staff, even on holidays, and convenient and easy to use LMS. There were no identified reasons for dissatisfaction, but there are suggestions to improve the homepage interface of LMS for easier search and to promote and advertise the library service.

III. Profile of Respondents



Total No. of Respondents = 271

Figure No. 1. Profile of Respondents by Type of Institution
(Updated as 27 January 2022)

Most of the 271 respondents of the citizen/client satisfaction survey came from the academe. A total of 177 respondents came from State Universities and Colleges (SUCs) and a total of 58 respondents came from Private Higher Education Institutes (HEIs). Only 24 respondents came from National Government Agencies (NGAs) and two from Local Government Units (LGUs). The rest are from Public/Private High Schools (eight respondents), Foreign Public Higher Education Institute (one respondent) and Foreign Research Institute (one respondent).

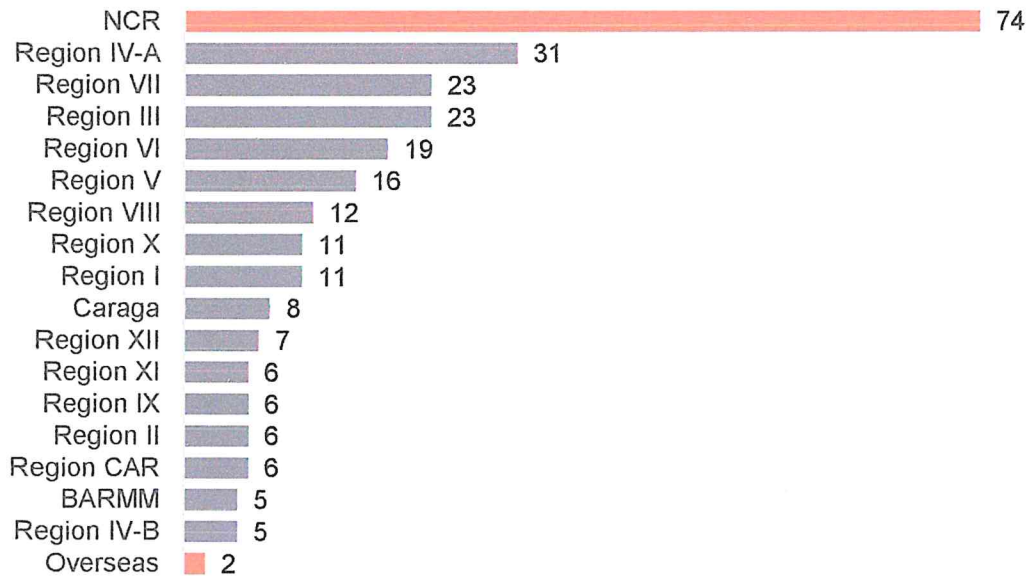


Figure No. 2. Profile of Respondents by Region
(Updated as of 27 January 2022)

The highest number of respondents came from the National Capital Region with a total of 74 or 27% of the total respondents. On the other hand, the lowest number of responses, with 4% or 11 respondents, came from the Bangsamoro Autonomous Region in Muslim Mindanao (BARMM), MIMAROPA Region, and Overseas.

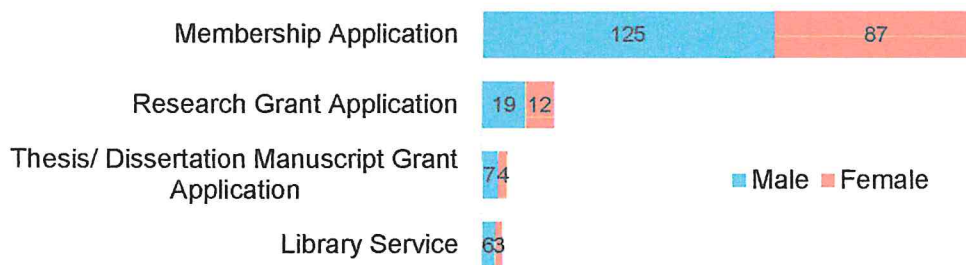


Figure No. 3. Profile of Respondents by Sex per Frontline Service
(Updated as of 27 January 2022)

Most of respondents were males comprising 159 or 59% of the total respondents. On the other, female respondents number to 112 only or 41% of the total respondents. The trend that more males responded to the survey is true for all the frontline services. The number of male and female respondents per frontline service, as shown in Figure No. 3, may not add up to total because some of the respondents did not specify any frontline service.

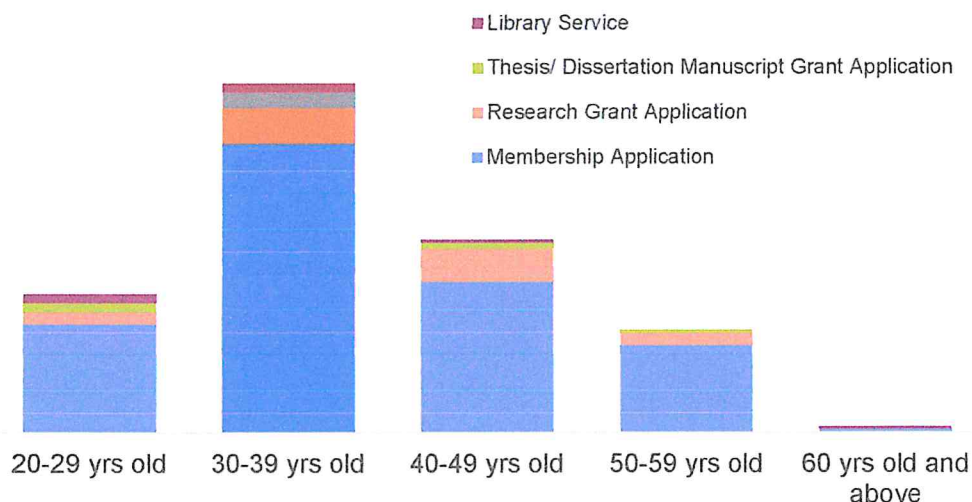
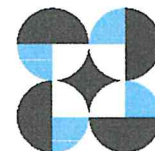


Figure No. 4. Profile of Respondents by Age Group
(Updated as of 27 January 2022)

A total of 109 or 40% of the respondents belong to the age of 30-39 years old. This trend affirms that the frontline services of the Council, especially the membership application, appeal to early-career researchers which are usually around the said age group. Next to it, the respondents belonging to the age group of 40-49 years old comprise 67 or 25% of the total respondents.

Most of the respondents are NRCP Members, with 164 respondents or 61% of the total respondents. Most of the respondents came from the Division of Social Sciences and Division of Engineering and Industrial Research. On the other hand, three Divisions were able to avail of all the frontlines services. These are the Divisions of Chemical Sciences, Humanities, and Medical Sciences. Per frontline service, the greatest number of respondents who applied for research grant came from the Division of Biological Sciences and the greatest number of respondents who applied for NRCP Membership came from the Divisions of Social Sciences, and Engineering and Industrial Research.

The rest of the respondents, 107 or 39% are not yet NRCP Members and most of them are in the process of applying to become an NRCP Member. None of the none NRCP Members have availed of research grants because it is only open for NRCP Members.

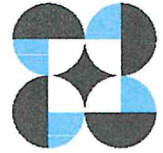


Table No. 3. Profile of Respondents by Scientific Division

	Count by Division/ Category	Applied for Research Grant	Applied for NRCP Membership	Applied for thesis/ dissertation manuscript grant	Requested library references
I - Governmental, Educational and International Policies	19	1	15	0	0
II – Mathematical Sciences	6	0	5	0	1
III – Medical Sciences	6	3	2	1	0
IV – Pharmaceutical Sciences	3	1	1	0	1
V – Biological Sciences	24	8	13	0	1
VI – Agriculture and Forestry	12	1	11	0	0
VII – Engineering and Industrial Research	34	4	27	0	1
VIII – Social Sciences	36	5	29	0	0
IX – Physics	5	2	3	0	0
X – Chemical Sciences	8	3	6	1	0
XI – Humanities	5	1	5	1	0
XII – Earth and Spaces Sciences	2	0	2	0	0
XIII – Veterinary Medicines	4	2	3	0	0
NRCP Members	164	31	122	3	4
Not NRCP Members	107	0	90	8	5
Total	271	31	212	11	9

IV. Results of Agency Action Plan reported in FY 2020 PBB

The number of respondents in the CCSS has increased from 92 in 2020 to 271 in 2021. Although the response rate is at 26% only, this is already an improvement of 195%.

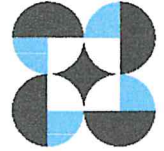
Compared with the survey instrument last year, the set of questions were repeated for each frontline service for more clarity about the feedback being inquired. Aside from the open-ended questions about the reason of their dissatisfaction and suggested room for improvements, a qualitative question to identify the excellent practice of NRCP which have led to their satisfaction was also added. This gave more depth and meaning to the numerical rating of the respondents.

V. Continuous Agency Improvement Plan for FY 2022

With regards to the frontline services of the Council and in response to the low rating on access and facilities, system enhancements are ongoing. With regards to the research grant application, the client feedback about DPMIS were already communicated to the DOST through the DOST-Grants-In-Aid (GIA) Inter Council Committee (ICC)- Technical Working Group (TWG) Secretariat. For the



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membership application, the areas of improvement, such as updating of publications in the MemIS and the user-friendliness of its interface, suggested by the respondents will be taken into consideration. For thesis/dissertation manuscript grant, digitalization of the entire process will be incorporated in the SKMS in time for the 2022 call for applications. For library services, the digitization and uploading of reference materials at the LMS is ongoing.


With regards to digitalization, the Research Information and Dissemination Division (RIDD) is currently undertaking the “Development of Administrative Support System” which is expected to enhance communications with NRCP Members and other clients, as well as enhance the efficiency and productivity of the Council in delivering the frontline services, which could in turn contribute to the increased satisfaction level of clients. The Development of Administrative Support System is in accordance with Information Systems Strategic Plan (ISSP) of the Council approved by the Department of Information and Communications Technology (DICT). It has three components: the Records Management and Archival System or RMAS, the eNewsletters, and the Outdoor Electronic Information LED Wall. RMAS handles the electronic storage, retrieval, preservation, distribution, disposal and archiving of official documents of the NRCP. On the other hand, eNewsletters is an online platform for the dissemination of information related to the NRCP activities, programs and projects. The Outdoor Electronic Information LED Wall is for the promotions and marketing of NRCP services, researches and activities. The development of RMA and eNewsletters are ongoing, while the LED Wall has already been installed and functional.

With regards to the conduct of CCSS, the Council plans to entice more responses from its clients to generate results that are representative of the majority of its clients. The Council also plans to incorporate the CCSS instrument at the SKMS so that data can be securely stored and collected immediately after the application has been acted upon, whether it was approved or disapproved, so that satisfaction level can be better recalled and reflected in their responses.

Prepared by:


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Approved by:


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Executive Director III

2021 DOST-NRCP Client Satisfaction Feedback Form

The National Research Council of the Philippines (NRCP) of the Department of Science and Technology (DOST) would like to ask for your feedback in order to improve the delivery of its frontline services, pursuant to Section 3.b of the Implementing Rules and Regulations of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 (RA No. 11032) and other related policies.

Rest assured that your response will be treated with utmost confidentiality and the information provided will be used for this purpose only.

cherry.gonzales@nrpc.dost.gov.ph [Switch account](#)



* Required

Email *

Your email

Privacy Notice and Consent *

In submitting this form, I agree to my personal information being used for the purpose of gathering feedback and comments on the frontline services of DOST-NRCP. The information will only be accessed by authorized personnel of DOST-NRCP. I understand that my data will be held securely and will not be distributed to third parties. I understand that when this information is no longer required for this purpose, DOST-NRCP procedure will be followed to dispose of my data.

I have read and understood the guidelines on research grant, membership application, thesis and dissertation manuscript grant, or NRCP Citizen's Charter.

Sex *

Male

Female



Age *

Your answer

Affiliation *

- State Universities and Colleges
- Private Higher Education Institute
- National Government Agency
- Local Government Unit
- Business Enterprise
- Other:

Name of Institution *

Your answer



Location of Institution *

- NCR
- Region I
- Region II
- Region III
- Region IV-A
- Region IV-B
- Region CAR
- Region V
- Region VI
- Region VII
- Region VIII
- Region IX
- Region X
- Region XI
- Region XII
- Caraga
- BARMM
- Other:

Are you a member of NRCP? *

- Yes
- No

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* Required

NRCP Division

Which Division do you belong? *

- I - Governmental, Educational and International Policies
- II – Mathematical Sciences
- III – Medical Sciences
- IV – Pharmaceutical Sciences
- V – Biological Sciences
- VI – Agriculture and Forestry
- VII – Engineering and Industrial Research
- VIII – Social Sciences
- IX – Physics
- X – Chemical Sciences
- XI – Humanities
- XII – Earth and Spaces Sciences
- XIII – Veterinary Medicines

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NRCP Research Grant Application

This refers to the application for research funding by qualified research proponents. The process starts with the submission of research proposal and other documentary requirements through the DOST Project Management Information System and ends with the notice of approval/disapproval of the research proposal.

Did you apply for research grant this year?

Yes

No

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* Required

Please rate your satisfaction in each service quality dimension of the NRCP Research Grant Application.

Please choose the appropriate number (using the scale of 1-5) corresponding to your answer.

Responsiveness: The staff are willing to help, assist, and provide prompt service.

*

- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Neither Satisfied nor Dissatisfied
- 2 - Dissatisfied
- 1 - Very Dissatisfied

Reliability: The processing of research grant application is provided in accordance with the research grant guidelines, with zero to a minimal error rate.

*

- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Neither Satisfied nor Dissatisfied
- 2 - Dissatisfied
- 1 - Very Dissatisfied



Access and Facilities: The online platform (i.e., DOST Project Management Information System) for the submission of research proposal and documentary requirements is convenient and easy to use. *

- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Neither Satisfied nor Dissatisfied
- 2 - Dissatisfied
- 1 - Very Dissatisfied

Communication: The Call for Proposal is informative and easy to understand. *

- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Neither Satisfied nor Dissatisfied
- 2 - Dissatisfied
- 1 - Very Dissatisfied

Assurance: The staff have adequate knowledge about the research grant offered and capable of performing their duties, and at the same time, understand the needs of their clients and maintain good work relationships. *

- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Neither Satisfied nor Dissatisfied
- 2 - Dissatisfied
- 1 - Very Dissatisfied



Integrity: The processing of research proposal for possible funding is handled with honesty, justice, and fairness. *

- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Neither Satisfied nor Dissatisfied
- 2 - Dissatisfied
- 1 - Very Dissatisfied

Outcome: The notice of approval/disapproval of the research proposal was made in a timely manner. *

- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Neither Satisfied nor Dissatisfied
- 2 - Dissatisfied
- 1 - Very Dissatisfied

Overall assessment on the processing of research proposals for possible funding *

- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Neither Satisfied nor Dissatisfied
- 2 - Dissatisfied
- 1 - Very Dissatisfied



If you were satisfied in any of the service quality dimensions of the NRCP Research Grant Application (i.e., you rated 4 or 5), what do you think is an excellent practice of NRCP?

Your answer

If you were dissatisfied in any of the service quality dimensions of the NRCP Research Grant Application (i.e., you rated 2 or 1), what is the reason?

Your answer

What changes or improvements should be made in the NRCP Research Grant Application?

Your answer

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NRCP Membership Application

This refers to the application of qualified researchers, scientists, engineers, and artists (RSEAs) to become part of the NRCP collegial body as an NRCP Member. The process starts with the filing of application and documentary requirements through the Scientific Knowledge Management System (SKMS) and ends with the notice of approval or disapproval of the application.

Did you submit an application to become an NRCP Member this year?

Yes

No

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* Required

Please rate your satisfaction in each service quality dimension of the NRCP Membership Application.

Please choose the appropriate number (using the scale of 1-5) corresponding to your answer.

Responsiveness: The staff are willing to help, assist, and provide prompt service.

*

- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Neither Satisfied nor Dissatisfied
- 2 - Dissatisfied
- 1 - Very Dissatisfied

Reliability: The processing of membership application is in accordance with the membership application guidelines, with zero to a minimal error rate. *

- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Neither Satisfied nor Dissatisfied
- 2 - Dissatisfied
- 1 - Very Dissatisfied



Access and Facilities: The online platform (i.e., Scientific Knowledge Management System) for the submission of membership application and documentary requirements is convenient and easy to use. *

- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Neither Satisfied nor Dissatisfied
- 2 - Dissatisfied
- 1 - Very Dissatisfied

Communication: The announcement about the NRCP Membership Application is informative and easy to understand. *

- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Neither Satisfied nor Dissatisfied
- 2 - Dissatisfied
- 1 - Very Dissatisfied

Assurance: The staff have adequate knowledge about the NRCP Membership Application and capable of performing their duties, and at the same time, understand the needs of their clients and maintain good work relationships. *

- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Neither Satisfied nor Dissatisfied
- 2 - Dissatisfied
- 1 - Very Dissatisfied



Integrity: The processing of membership application is handled with honesty, justice, and fairness. *

- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Neither Satisfied nor Dissatisfied
- 2 - Dissatisfied
- 1 - Very Dissatisfied

Outcome: The notice of approval/disapproval of the membership application was made in a timely manner. *

- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Neither Satisfied nor Dissatisfied
- 2 - Dissatisfied
- 1 - Very Dissatisfied

Overall assessment on the processing of NRCP Membership Application *

- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Neither Satisfied nor Dissatisfied
- 2 - Dissatisfied
- 1 - Very Dissatisfied



If you were satisfied in any of the service quality dimensions of the NRCP Membership Application (i.e., you rated 4 or 5), what do you think is an excellent practice of NRCP?

Your answer

If you were dissatisfied in any of the service quality dimensions of the NRCP Membership Application (i.e. you rated 2 or 1), what is the reason?

Your answer

What changes or improvements should be made in the NRCP Membership Application?

Your answer

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NRCP Thesis/Dissertation Manuscript Grant Application

This refers to the application for financial assistance intended to support expenses for printing and binding of the thesis/dissertation. The application is open to all masteral and Ph.D. degree graduates. The process starts with the submission of application and documentary requirements through the Scientific Knowledge Management System (SKMS) and ends with the notice of approval/disapproval.

Did you apply for thesis/dissertation manuscript grant this year?

Yes

No

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NRCP Library Service

This refers to the provision of reference materials that are available from the Council's library collection. The library service is open to the general public. The process starts with the request for needed information from the library collection through the SKMS Library Management System and ends with the notice on the availability and/or provision of the reference materials.

Did you request for any reference materials from the NRCP Library this year?

Yes

No

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* Required

Please rate your satisfaction in each service quality dimension of the NRCP Library Service.

Please choose the appropriate number (using the scale of 1-5) corresponding to your answer.

Responsiveness: The staff are willing to help, assist, and provide prompt service.

*

- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Neither Satisfied nor Dissatisfied
- 2 - Dissatisfied
- 1 - Very Dissatisfied

Reliability: The library service is provided in accordance with the NRCP Citizen's Charter, with zero to a minimal error rate. *

- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Neither Satisfied nor Dissatisfied
- 2 - Dissatisfied
- 1 - Very Dissatisfied



Access and Facilities: The online platform (i.e., Scientific Knowledge Management System: Library Management System) for the submission of request for library service is convenient and easy to use. *

- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Neither Satisfied nor Dissatisfied
- 2 - Dissatisfied
- 1 - Very Dissatisfied

Communication: The announcement about the NRCP Library Service is informative and easy to understand. *

- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Neither Satisfied nor Dissatisfied
- 2 - Dissatisfied
- 1 - Very Dissatisfied

Assurance: The staff have adequate knowledge about the library service offered and capable of performing their duties, and at the same time, understand the needs of their clients and maintain good work relationships. *

- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Neither Satisfied nor Dissatisfied
- 2 - Dissatisfied
- 1 - Very Dissatisfied



Integrity: The processing of request for library service is handled with honesty, justice, and fairness. *

- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Neither Satisfied nor Dissatisfied
- 2 - Dissatisfied
- 1 - Very Dissatisfied

Outcome: The notice on the availability and/or provision of the requested reference material was made in a timely manner. *

- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Neither Satisfied nor Dissatisfied
- 2 - Dissatisfied
- 1 - Very Dissatisfied

Overall assessment on the NRCP Library Service *

- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Neither Satisfied nor Dissatisfied
- 2 - Dissatisfied
- 1 - Very Dissatisfied



If you were satisfied in any of the service quality dimensions of the NRCP Library Service (i.e., you rated 4 or 5), what do you think is an excellent practice of NRCP?

Your answer

If you were dissatisfied in any of the service quality dimensions of the NRCP Library Service (i.e., you rated 2 or 1), what is the reason?

Your answer

What changes or improvements should be made in the library service offered by the NRCP?

Your answer

Send me a copy of my responses.

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