

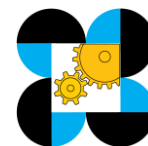
INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE

Client Satisfaction Measurement Report

2024 (1st Edition)

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I. Overview:

The Industrial Technology Development Institute (**ITDI**) is one of the research and development institutes (RDIs) under the Department of Science and Technology. By virtue of Executive Order No. 128, dated January 30, 1987, ITDI is mandated to render various services to local industries. It is the department's flagship agency, generating a large pool of technologies while providing technical services to industry.

ITDI administered the Client Satisfaction Measurement (**CSM**) to all clients with completed transactions using a Harmonized Customer Satisfaction Measurement (**HCSM**) form for all its services as part of the compliance requirements by ARTA and the implementation of our Quality Management System (**QMS**). ITDI is certified with ISO 9001:2015, and its testing and calibration laboratories are accredited with ISO/IEC 17025:2017. The HCSM is given to clients as part of the client steps in all of the service specifications in the ITDI Citizens' Charter Handbook.

For the year 2024, ITDI surveyed its clients and obtained the following results:

	Score
CC Awareness:	69.91%
CC Visibility:	78.92%
CC Helpfulness:	86.24%
Response Rate:	66.38%
Overall Score:	98.14%

II. Scope:

ITDI conducted the CSM throughout the year from January 2024 to December 2024. It covers the agency's eleven divisions as identified below:

- Five Research and Development (**R&D**) Divisions of the Institute; namely, Chemicals and Energy Division (**CED**), Environmental and Biotechnology Division (**EBD**), Food Processing Division (**FPD**), Material Science Division (**MSD**) and Packaging Technology (**PTD**); and one laboratory under MSD, the Advanced Materials Testing Laboratory (**ADMATEL**).
- Three technical services divisions, which are the following: Technological Services Division (**TSD**), National Metrology Division (**NMD**), and Standards and Testing Division (**STD**); and
- Three support divisions, which are the Financial Management Division (FMD), the Administrative Division (Admin), and the Planning and Management Information Systems Division (**PMISD**).

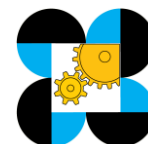
The survey was made available to every client who visited the Institute and contacted ITDI via email.

For this year, ITDI fully implemented the harmonized CSM questionnaire (Annex A) per ARTA MC No. 2022-05. The CSM form includes the client's demographic



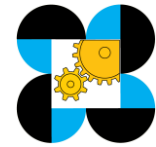
questions, three (3) Citizens' Charter questions, one (1) question related to the client's overall satisfaction, and eight (8) questions related to the following Service Quality Dimensions, which were already incorporated since FY 2021:

1. Responsiveness
2. Reliability
3. Access and Facilities
4. Communication
5. Costs
6. Integrity
7. Assurance
8. Outcome

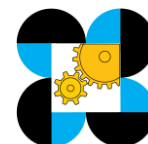


The services ITDI surveyed were the following:

Division / Unit	External Services	Number of Responses	Number of Transactions
Cashier Section	Issuance of Official Receipt (Over-the-Counter Payment)	793	954
	Releasing of Check / Validated LDDAP-ADA and BIR Tax Certificate (BIR Form 2307) to Dealer and Creditors	131	131
HRMS	Employment Application for Permanent Position	8	40
	Request for Service Record – Resigned / Retired Employee	21	21
PPMS	Request for Extension of Delivery / Change of Specification and/or Cancellation Order	24	99
RMS	Release of Documents to Other Government and Private Institutions	58	78
FMD	Processing of Order of Payment	70	70
	Processing of Statement of Account	70	70
NMD	Measuring Instrument Calibration and Measurement Service	1,332	1,384
	Proficiency Testing Program	5	5
	Sale of Reference Materials	3	3
STD	Chemical Testing (Basic)	1	1
	Chemical Testing (Advanced)	205	817
	Entomological Testing (Bioefficacy Testing)	4	9
	Entomological Testing (Insecticidal Activity Screening)	4	28
	Microbiological Testing	70	269
	Pharmacological and Toxicological Testing (Inhalation Test and Other Contract Testing Services)	3	3
	Pharmacological and Toxicological Testing (Toxicity and Irritation Test)	12	21
	Physical and Mechanical Testing (Basic)	2	2
	Physical and Mechanical Testing (Advanced)	524	681
	Breakdown, Re-Issuance, or Certified True Copies of Test Reports /FOCC Certificates	2	3
TSD	Processing of Consultancy Services	12	12
	Processing of Requests for Training	372	372
	Processing of Requests for Technical Assistance	2	2
	Processing of Standard Inquiries	60	60
	Processing of Study Tour	110	110
	Technical Assistance	1	1
	Technology Adoption	1	1
CED	Provision of R&D Technical Services Through Standardized Fees	249	318
EBD	Distribution of Starter Cultures for Fermented Food	8	38
	Environmental Technology Verification (ETV)	11	11
FPD	Color Determination	6	30
	Moisture Analysis	3	3
	Thermal Validation Services	14	17
	Use of Facilities	32	35
	Water Activity Test (aW)	7	11

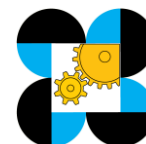


MSD	Use of a Compression Molding machine	7	7
	Use of Grinder	13	13
	Use of Twin Screw Extruder	13	13
	Use of Two Roll Mill and Compression Machine	12	12
	Firing Using 5kW Kiln (Firing Temperature:8000C-10000C)	12	12
	Pot Milling of Mineral Powder, 500g – 1kg capacity (24 hours)	2	2
	Elemental Analysis by X-ray Fluorescence / Wave Dispersive (WD-XRF): one sample	1	1
	Particle Size Analysis by Dynamic Light Scattering: One sample	9	9
	Specular Gloss Measurement	1	1
	X-ray Diffraction Analysis (raw data-ASCII file)	58	58
	Surface Roughness by Imaging with measurement by Atomic Force Microscope (AFM)	3	3
	TEM Imaging and Diffraction (4 images and 4 SEAD images /sample or 4 images and 2 NBD images/sample)	1	1
	TEM Imaging (Bright and Dark Field) (4 images/ sample)	1	1
	SLA 3D Printing using FORMLABS FORM 2 (Ceramic)	1	1
	2D and 3D Optical Imaging using Keyence VHX-7000	1	1
ADMATEL	Provision of Test and Technical Services for External Customers	346	530
PTD	Compression Testing for Palletized Load	12	12
	Compression Testing for Small Individual Packages	9	9
	Evaluation of Packaging for Transport	3	3
	Identification of Plastic Using Differential Scanning Calorimeter (DSC)	1	1
	Label Design for Box with Custom Design (Category 2)	1	1
	Label Design with Concept Development	1	1
	Label Design without Concept Development	2	2
	Migration Testing for Plastic Materials	1	1
	Oxygen Transmission Rate Testing	4	4
	Packaging Design for Transport Packaging with Cushion Design	4	4
	Random Vibration Testing	3	3
	Shelf Life Testing of Perishable Foods	1	1
	Tensile and Peet Testing Using UTM	23	23
	Training of a Designer	5	5
	Water Vapor Transmission Rate Testing	2	2
Weathering Test	5	5	
ITDI	Total External Services	4,789	6,450



Division / Unit	Internal Services	Number of Responses	Number of Transactions
Admin (HRMS)	Request for Certificate of Employment	290	290
	Employment Application for Contract of Service (Renewal)	73	73
	Employment Application for Permanent Position	7	7
	Request for Service Record	125	125
Admin (PPMS)	B. Direct Contracting	1	56
	E. Public Bidding	13	22
	F. Small Value Procurement and Shopping	158	1,172
Admin (RMS)	Certified True Copy of Documents	61	77
	Dissemination of Documents within ITDI	41	47
	Retrieval of Requested Documents	38	42
FMD	Processing of Order of Payment	22	22
	Processing of Statement of Account	52	52
PMISD	Processing of Employee's Monthly Attendance	36	36
	Request for IT Technical Support	515	923
STD	Chemical Testing (Basic)	1	1
	Chemical Testing (Advanced)	12	19
	Microbiological Testing	8	11
	Pharmacological and Toxicological Testing (Inhalation Test and Other Contract Testing Services)	2	2
	Pharmacological and Toxicological Testing (Toxicity and Irritation Test)	2	2
	Physical and Mechanical Testing (Advanced)	12	13
TSD	CADD (Computer Aided Design & Drafting) Drawings for ITDI Technologies	7	7
	Infrastructure Document Assistance for ITDI Facilities	1	1
	Preventive or Corrective Maintenance of ITDI Facilities (Buildings or Equipment)	31	31
CED	Use of Facility/Equipment	1	1
MSD - ADMATEL	Provision of Test and Technical Services for Internal Customers	21	37
ITDI	Total Internal Services	1,530	3,069
ITDI	ALL SERVICES	6,319	9,519

Using the Sample Size Calculator through the link provided by ARTA in the MC 2022-05, the minimum number of survey responses for each service was calculated based on a 95% confidence interval and a 5% margin of error. Of the total transactions of 9,519 and 6,319 responses for CY 2024, the total minimum number of respondents calculated should be 4,129. Thus, ITDI achieved the required minimum number of respondents with a response rate of **153.04% (6,319/4,129)** based on the sample size calculator.

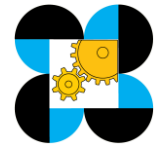


In aggregate, 6,319 customers were able to answer the survey, among a population of 9,519. Thus, the response rate for the whole population is **66.38% (6,319/9,519)**. Breaking it down per type of service, ITDI achieved a 74.25% (4,789/6,450) response rate from external clients and a 49.85% (1,530/3,069) response rate from internal clients.

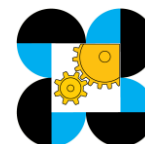
The agency observed that for clients who claimed the test results of their availed service/s through electronic mail, some do not respond to the online CSM.

The following services had no customers/clients in CY 2024 :

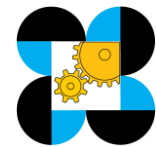
Division/Unit	External Services
Cashier	Issuance of Official Receipt (Direct Payment)
	Processing of Payment to Payee /Creditors Through Check
	Processing of Payment to Payee/Creditors Thru List of Due and Demandable Accounts Payable – Advice to Debit Account (LDDAP-ADA)
	Releasing of Check / Validated LDDAP-ADA and BIR Tax Certificate (BIR Form 2307) to Individual Payee
HRMS	Employment Application for Contract of Service
FMD	Processing of Disbursement Voucher
	Request for Use of ITDI Network Infrastructure
TSD	Payment of Royalties
	Processing of Awareness Seminar/Forum and Exhibit
	Processing of Freedom of Information (FOI) Inquiries
CED	Provision of Energy Audit / Assessment (EA) Service
	Provision for R&D Technical Services Through Memorandum of Agreement (MOA) 495
EBD	Antimicrobial Assay (Kirby Bauer Method)
FPD	Sensory Evaluation -Preference Ranking
	Shelf-Life Validation (Comparative evaluation of Retained Samples-MC, Aw, at CMC)
	Shelf Life Validation (Moisture Acceleration Method Using Novasina)
	Texture Measurement
	Use of Facilities for the Halal Food R&D Facility
	Use of Ratovapor and Refractometer
MSD	Determination of water absorption for Ceramics
	TEM Imaging EDS Analysis (4 images and 4 points analysis /sample)
	TEM Imaging, Diffraction, and EDS (4 images and 4 SEAD images /sample or 4 images and 2 NBD images/sample)
	X-ray Diffraction Analysis (no soft copy): one sample
	Preliminary Evaluation of One Red Clay (for one month)



	Composite FDM 3D Printing using Markforged Marktwo (Material: Pure Onyx) Use of Electrospinning apparatus
	Composite FDM 3D Printing using Markforged Marktwo (Material: Onyx with/ continuous Carbon fiber)
	Composite FDM 3D Printing using Markforged Marktwo (Material: Onyx with/ continuous Fiberglass)
	Composite FDM 3D Printing using Markforged Marktwo (Material: Onyx with continuous Kevlar)
	Composite FDM 3D Printing using Markforged Marktwo (Material: Onyx with continuous HSHT Glass)
	FDM 3D Printing using Ultimaker S5
	High Temp. FDM 3D Printing using Intamsys Funmat Pro 410 (Material: PEKK)
	High Temp. FDM 3D Printing using Intamsys Funmat Pro 410 (Material: PEI)
	High Temp. FDM 3D Printing using Intamsys Funmat Pro 410 (Material: PEEK)
	SLA 3D Printing using FORMLABS FORM 2 (Resin Type: Standard Resin)
	SLA 3D Printing using FORMLABS FORM 2 (Resin Type: Tough Resin)
	SLA 3D Printing using FORMLABS FORM 2 (Resin Type: High Temp. Resin)
	SLA 3D Printing using FORMLABS FORM 2 (Resin Type: Dental SG Resin)
	SLA 3D Printing using FORMLABS FORM 2 (Resin Type: Dental LT Resin)
	Artec Space Spider 3D Handheld Scanner (Small Size 5-10 cm)
	Artec Space Spider 3D Handheld Scanner (Medium Size 10-20 cm)
	Artec Space Spider 3D Handheld Scanner (Large Size 20-30 cm)
	2D and 3D Optical Imaging with Measurements using Keyence VHX-7000
	Dynamic Mechanical Analysis with Tg Determination using Hitachi DMA7100 with/ Positive Temp.
	Dynamic Mechanical Analysis with Tg Determination using Hitachi DMA7100 with/ Negative Temperature.
PTD	Brand Development
	Evaluation of Mandatory Labelling Requirement
	Label Design for Box with Stock Design (Category 1)
	Leak Testing
	Nutrition Labeling (Evaluation Only)
	Package Development for Food Products
	Preparation Room Rental



	Retort Rental		
	Shelf Life Testing of Dried Foods		
	Shelf Life Testing of Frozen Foods		
	Shelf Life Testing of High-Acid Foods		
	Shelf life testing of low-acid canned foods		
	Short-Run Production of Boxes and Gift Packs (50 Pieces Maximum)		
	Technical Supervision/Evaluation for In-plant Production		
	Texture Analysis		
	Use of Continuous Band Sealer		
	Use of Form-Fill Seal for Solids		
	Use of Hot and Cold Sealer		
	Use of Sacheting Machine		
	Use of Shrink Packaging Machine		
	Use of Vacuum Packaging Machine		
Division/Unit		Internal Services	
HRMS		Filing of Application for Maternity Leave	
		Filing Application for Paternity Leave	
		Filing of Application for Rehabilitation Leave	
		Filing of Application for Sick Leave	
		Filing of Application for Solo Parent Leave	
		Filing of Application for Vacation Leave	
PPMS		Procurement of Goods and Services	
		C. Negotiated Procurement – Two Failed Bidding	
		D. Bidding Process through Negotiated Procurement - Scientific,	
FMD		Processing of Disbursement Voucher	
PMISD		Request for Website Updating and Posting	
		Request for System Development	
STD		Entomological Testing (Bioefficacy Testing)	
		Entomological Testing (Insecticidal Activity Screening)	
		Physical and Mechanical Testing (Basic)	
		Breakdown, Re-Issuance, or Certified True Copies of Test Reports /FOCC Certificates	
TSD		Computation of Technology Fees (Development Cost and Technology Fee)	
		Computation of Tech Services Fees (LIB Preparation)	
		Desktop Publishing (DTP)	
		Intellectual Property (IP) Application	
		Media Coverage of Event	
		Profitability Analysis	
		Speech Writing	
		Technology, Services, and Events Promotion through Social Media	
	Video Production		



III. Methodology

For physical methods or onsite clients, surveys were handed out and collected by ITDI personnel immediately at the end of the transaction, either through a drop box or returned to the person responsible. Survey forms and the survey drop box are located near the office's release unit.

For digital methods or online transactions, emails containing the CSM portal link were sent upon correspondence with the client, together with the release of the test report.

The 8 Service Quality Dimension (SQD) questions were scored using a 5-point Likert Scale.

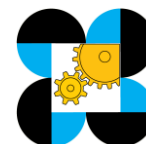
Scale	Rating
5	Strongly Agree
4	Agree
3	Neither Agree nor Disagree
2	Disagree
1	Strongly Disagree

The Overall score for the 8 SQDs was 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 is 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

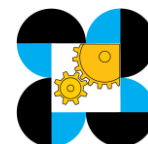
A. Demographic Profile

Of the **6,319** respondents, the largest group was the 20-34 age group (30%) and male (56.4%). Focusing on external services, the largest respondents were in the 20-34 age group (28%) and male (60%).

D1. Age and D2. Sex	External	Internal	Overall
1. 19 or lower	7%	-	5%
2. 20-34	28%	34.97%	30%
3. 35-49	15%	15.49%	15%
4. 50-64	9%	3.20%	7%
5. 65 or higher	1%	0.07%	1%
6. Did not specify	40%	46.27%	42%
1. Male	59.8%	45.9%	56.4%
2. Female	34.6%	50.6%	38.5%
3. Did not specify	5.6%	3.5%	5.1%

In terms of geographical location, respondents mostly came from the NCR region and Region IV-A: CALABARZON. However, focusing on external services, the largest respondents came from NCR, as expected.

D3. Region	External	Internal	Overall
NCR	44.23%	43.46%	44.04%
CAR	0.35%	-	0.27%
I - Ilocos	0.94%	-	0.71%
II - Cagayan Valley	0.71%	-	0.54%
III - Central Luzon	7.41%	0.65%	5.78%
IV-A - CALABARZON	22.51%	12.61%	20.12%
IV-B - MIMAROPA	0.54%	-	0.41%
V- Bicol	2.60%	-	1.97%
VI - Western Visayas	0.54%	-	0.41%
VII - Central Visayas	0.81%	0.13%	0.65%
VIII - Eastern Visayas	0.19%	-	0.14%
IX - Zamboanga Peninsula	0.27%	-	0.21%
X - Northern Mindanao	0.37%	-	0.28%
XI - Davao	0.40%	-	0.30%
XII - SOCCSKSARGEN	0.21%	-	0.16%
XIII - Caraga	0.25%	-	0.19%
BARMM	0.04%	-	0.03%
Did not specify	17.64%	43.14%	23.80%



Meanwhile, in terms of customer type, the majority of respondents are business entities, as ITDI provides many services to industries. Looking at external services, most respondents are still business entities, followed by citizens.

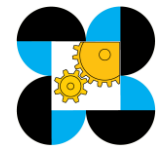
Customer Type	External	Internal	Overall
D4. Citizen	28.6%	21%	26.7%
D4. Business	52.9%	11%	42.8%
D4. Government	13.5%	68%	26.7%
D4. Did not specify	5.0%	-	3.8%

ITDI believes the demographic results are representative of the agency's client base.

B. Count of CC and SQD results

Seventy percent (70%) of respondents know the existence of a Citizen's Charter (CC). Among those who are aware of the CC, about 79% found it easy, 17% found it somewhat easy to see the office's CC, and 86% considered the CC helpful for their availed transaction.

Citizens' 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.	2,957	70%
2. I know what a CC is but I did not see this office's CC.	256	6%
3. I learned of the CC only when I saw this office's CC.	673	16%
4. I do not know what a CC is and I did not see this office's CC.	344	8%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,950	78.92%
2. Somewhat easy to see	626	16.75%
3. Difficult to see	94	2.51%
4. Not visible at all	68	1.82%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,134	86%
2. Somewhat helped	445	12%
3. Did not help	55	2%



For SQD0, 98.35% of respondents agreed or strongly agreed with the statement: “I am satisfied with the service that I availed”. This is equivalent to a descriptive rating of ‘Outstanding’.

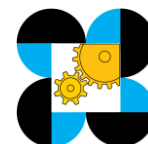
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	No Response	Total Responses	Overall
SQD0	4,917	1,131	85	12	4	0	219	6,368	98.35%

Meanwhile, for all 8 Service Quality Dimensions (SQDs), ITDI earned scores of 96.73%—98.62%, equivalent to a descriptive rating of ‘Outstanding’ for each. The Costs dimension has a large number of no responses (no score) since some external services and most of ITDI’s internal services don’t charge fees for their services.

As a result, ITDI generated an overall score of 98.14% in 2024, which was higher than the overall score in 2023, which was 97.36%, equivalent to a descriptive rating of ‘Outstanding’.

The data below shows the breakdown of the results per service quality dimension.

External & Internal	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	No Response	Total Responses	Overall
Responsiveness	4,923	1,219	93	14	9	3	107	6,368	98.15%
Reliability	4,917	1,226	85	15	8	0	117	6,368	98.27%
Access and Facilities	4,367	1,114	90	8	10	650	129	6,368	98.07%
Communication	4,942	1,185	94	19	8	7	113	6,368	98.06%
Costs	2,831	958	110	14	4	2,276	175	6,368	96.73%
Integrity	4,964	1,160	85	14	8	21	116	6,368	98.28%
Assurance	5,100	1,065	68	12	6	4	113	6,368	98.62%
Outcome	4,969	1,173	82	12	6	7	119	6,368	98.40%
Overall	37,013	9,100	707	108	59	2,968	989	50,944	98.14%

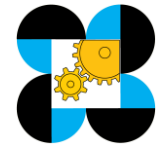


C. Overall score per service

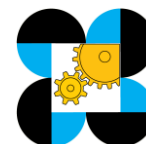
Looking at the scores per service, the surveyed ITDI services got scores ranging from 88% to 100%. In particular, ITDI's external services generated a combined score of 99.6%, while ITDI's internal services generated a combined score of 98.5%.

The data below shows the Overall rating of each surveyed service.

Division/Unit	External Services	Overall Rating
Cashier Section	Issuance of Official Receipt (Over-the-Counter Payment)	99%
	Releasing of Check / Validated LDDAP-ADA and BIR Tax Certificate (BIR Form 2307) to Dealer and Creditors	99%
HRMS	Employment Application for Permanent Position	100%
	Request for Service Record – Resigned / Retired Employee	99%
PPMS	Request for Extension of Delivery / Change of Specification and/or Cancellation Order	100%
RMS	Release of Documents to Other Government and Private Institutions	100%
FMD	Processing of Order of Payment	100%
	Processing of Statement of Account	100%
NMD	Measuring Instrument Calibration and Measurement Service	97%
	Proficiency Testing Program	100%
	Sale of Reference Materials	100%
STD	Chemical Testing (Basic)	100%
	Chemical Testing (Advanced)	99%
	Entomological Testing (Bioefficacy Testing)	100%
	Entomological Testing (Insecticidal Activity Screening)	100%
	Microbiological Testing	100%
	Pharmacological and Toxicological Testing (Inhalation Test and Other Contract Testing Services)	100%
	Pharmacological and Toxicological Testing (Toxicity and Irritation Test)	100%
	Physical and Mechanical Testing (Basic)	100%
	Physical and Mechanical Testing (Advanced)	98%
	Breakdown, Re-Issuance, or Certified True Copies of Test Reports /FOCC Certificates	100%
TSD	Processing of Consultancy Services	100%
	Processing of Requests for Training	99%
	Processing of Requests for Technical Assistance	100%
	Processing of Standard Inquiries	98%
	Processing of Study Tour	99%
	Technical Assistance	100%
	Technology Adoption	100%
CED	Provision of R&D Technical Services Through Standardized Fees	100%
EBD	Distribution of Starter Cultures for Fermented Food	100%

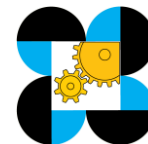


	Environmental Technology Verification (ETV)	100%
FPD	Color Determination	100%
	Moisture Analysis	100%
	Thermal Validation Services	100%
	Use of Facilities	100%
	Water Activity Test (aW)	100%
MSD	Use of a Compression Molding machine	100%
	Use of Grinder	100%
	Use of Twin Screw Extruder	100%
	Use of Two Roll Mill and Compression Machine	100%
	Firing Using 5kW Kiln (Firing Temperature:8000C-10000C)	100%
	Pot Milling of Mineral Powder, 500g – 1kg capacity (24 hours)	100%
	Elemental Analysis by X-ray Fluorescence / Wave Dispersive (WD-XRF): one sample	100%
	Particle Size Analysis by Dynamic Light Scattering: One sample	97%
	Specular Gloss Measurement	100%
	X-ray Diffraction Analysis (raw data-ASCII file)	97%
	Surface Roughness by Imaging with measurement by Atomic Force Microscope (AFM)	96%
	TEM Imaging and Diffraction (4 images and 4 SEAD images /sample or 4 images and 2 NBD images/sample)	100%
	TEM Imaging (Bright and Dark Field) (4 images/ sample)	100%
	SLA 3D Printing using FORMLABS FORM 2 (Ceramic)	100%
2D and 3D Optical Imaging using Keyence VHX-7000	100%	
ADMATEL	Provision of Test and Technical Services for External Customers	99%
PTD	Compression Testing for Palletized Load	100%
	Compression Testing for Small Individual Packages	100%
	Evaluation of Packaging for Transport	100%
	Identification of Plastic Using Differential Scanning Calorimeter (DSC)	100%
	Label Design for Box with Custom Design (Category 2)	100%
	Label Design with Concept Development	100%
	Label Design without Concept Development	100%
	Migration Testing for Plastic Materials	100%
	Oxygen Transmission Rate Testing	100%
	Packaging Design for Transport Packaging with Cushion Design	100%
	Random Vibration Testing	100%
	Shelf Life Testing of Perishable Foods	100%
	Tensile and Peet Testing Using UTM	100%
	Training of a Designer	100%
	Water Vapor Transmission Rate Testing	100%
Weathering Test	100%	
ITDI	External Services Total	99.6%



Division/Unit	Internal Services	Overall Rating
HRMS	Request for Certificate of Employment	99%
	Employment Application for Contract of Service (Renewal)	97%
	Employment Application for Permanent Position	100%
	Request for Service Record	90%
PPMS	B. Direct Contracting	88%
	E. Public Bidding	100%
	F. Small Value Procurement and Shopping	98%
RMS	Certified True Copy of Documents	100%
	Dissemination of Documents within ITDI	100%
	Retrieval of Requested Documents	100%
FMD	Processing of Order of Payment	100%
	Processing of Statement of Account	100%
PMISD	Processing of Employee's Monthly Attendance	100%
	Request for IT Technical Support	95%
STD	Chemical Testing (Basic)	100%
	Chemical Testing (Advanced)	100%
	Microbiological Testing	100%
	Pharmacological and Toxicological Testing (Inhalation Test and Other Contract Testing Services)	100%
	Pharmacological and Toxicological Testing (Toxicity and Irritation Test)	100%
	Physical and Mechanical Testing (Advanced)	100%
TSD	CADD (Computer Aided Design & Drafting) Drawings for ITDI Technologies	100%
	Infrastructure Document Assistance for ITDI Facilities	100%
	Preventive or Corrective Maintenance of ITDI Facilities (Buildings or Equipment)	97%
CED	Use of Facility/Equipment	100%
ADMATEL	Provision of Test and Technical Services for Internal Customers	100%
ITDI	Internal Services Total	98.5%
ITDI	OVERALL TOTAL	99.1%

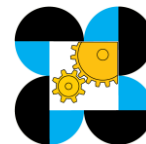
The SQD results imply that ITDI has provided most of its clients with great service, with ratings ranging from 96 to 100% for external and 88 to 100% for internal. Still, a few clients were unsatisfied with ITDI's service provision, signifying that there are still areas needing improvement.



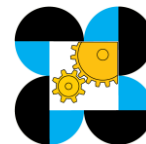
D. Free responses

Below are tables of free responses consolidated from the CSM Forms submitted by ITDI Clients.

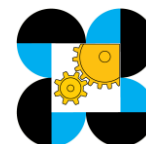
POSITIVE COMMENTS
Have an office extension in different provinces.
Just continue helping other citizen just like me and continue what you are doing. Thank you for your great service!
No recommendations so far. Great work, DOST ITDI!
Your timely responses and responsible communication were highly appreciated. It puts your clients at ease. Keep it up!
Most courteous and professional gov't service we have experiences. Thanks to Engr Dante and Engr. Gary
All are good
To what I have observed, the service provided by the staff is commendable, meeting and even exceeding expectations. The dedication and professionalism exhibited contribute significantly to the overall satisfaction.
Thank you ADMATEL for releasing our data early and providing a detailed and summarized copy of the results. Thank you for assisting us!
None. Your services are already top-tier
Thank you so much for assisting me especially Ma'am Anji. She's so accommodating and easy to transact with.
Very accommodating and the results was release for a reasonable time.
Miss Marianne from the customer service was very helpful - even though there was a time gap between my side of responsiveness - they were attentive and polite!
Great service for unknown analysis
Doc Celi, as always, has been hands-on and we really appreciate that. :) Ms. Zam as well.
Amazing response rate and very friendly people to work with!
Very accommodating. Thank you for your assistance
Sorry for the late rating, I am not checking my emails, however we received the results earlier than the expected time which helped us to finish our research on time before defense. Everyone is nice and accommodating. Thank you for your big help.
I don't have any suggestions/comments, but I want to say thank you for accommodating us
Thank you Ms. Anji for the prompt response to all our queries and to the swift assistance. God Bless
Thank you so much to Miss Angelene and Miss Marianne and the rest of the customer care at DOST-ADMATEL. The way the communicated and were patient with our queries and requests was truly helpful and encouraging
Sa aking obserbasyon maayos po sila makipagusap
We thought the result included a analysis report but we received only graph. But still grateful to the services of ADMATEL.
Excellent
I am very happy and satisfied with the services. It was acted upon promptly.
Thank you so much for the support
Report is timely manner
All detailed to assure calibration is well informed.



I hope we can shorten the designated period for rubber testing in the future. But all the other aspects are very good. Excellent service and reliable employees.
We appreciate the kind assistance extended to Oleo-fats Incorporated and D&L Premium Food during our applications.
For me it was a great service. Very responsive and reliable every time I am raising concerns.
The best so far
Satisfied
Keep up the good work
None so far due to best in laboratory
Very pleasant experience
Keep up the good work
Great customer service
Well done! Thank you
Staffs are very accommodating and helpful, explains every process and even gives us suggestions where to avail some services. Your service was a great help for our Thesis. Thank you so much Ma'am /Sir!
Please continue the good customer service
Pls. continue the good service
Keep up the good work
I appreciate the ITDI-STD group for handling our requests even with difficulties with the instruments for analysis. The professionalism of the group especially Sir Admer is evident.
Keep it up
Continue good work to the client
Overall, the service is appropriate & great quality no other recommendation except the time.
Best!
I think it is better if you can also provide picture/documentation with the positive results of the testing of phytochemical constituents. Nevertheless, I am sincerely appreciative of the exceptional quality of service that you provided which contributed a lot to the results of my research paper. Thank you!
I am truly grateful for the outstanding level of service you offered, as it greatly impacted the outcome of my research paper. Thank you!
Fastest issuance of report.
Keep it up!
Responsiveness to contact via telephone
Maayos na paasikaso. Thank you sir/maam
No more suggestion, very much satisfied
Nothing all staff is very kind. Keep up the good work.
Just continue what you are doing and help other just like me on their needs.
Best
Payment center in another building maybe online payment can be offered for convenience specially when it is raining, overall service is excellent.
Keep it up
The facility is a must to recommend others mostly students whose in need for their thesis. Thank you for accommodating me po. God bless
Keep up the good work & more power
Best!



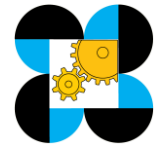
Good job
They're very professional
Thank you very much for the serve/accommodating all my inquiry.
I appreciate and love the responsiveness of the emails and contact persons.
Thank you for being accommodating maam/sir
The best agency
It is already great as it is
Excellent
Thank you for assisting DOST NCR to conduct the workshop
Thank you very much. Until next time
Continue to give quality service to our fellow citizen
Client can request appointment long time explanation for businessman innovation
Wala ng dapat ibago tuloy Inag kayo kung ano ang dapat
Discover more on the activities that you are doing right now & promote your services to the public.
Just continue the great service :)
Thank you. Very helpful and easy to understand
Everything is ok
The service is great, the staff are very approachable
Bountiful services
The speakers able to deliver the training very well but I hope when it comes to raw materials they are more knowledgeable to the component though its understandable that they are lack of supporting documents like COA
Thank you DOST ITDI! Mabuhay!
Love an accessible contact information
Keep it up! God bless!
Impressive RND
Impressive innovation
Keep up the good work and service
the staff/people are responsive and customer oriented
More training to offer. Early dissemination of information for early request for the participants
Very good facilitation and accommodating personnel
Good services
Keep up the quality of services you are providing to you clients.
The reply for my application is earlier that I expected. Thank you.
Looking forward to hear more about the job offer.
Outstanding
The DOST-ITDI did a great job and so far, there are no things to improve in my opinion.
Keep up the good work!
Grateful for the clarity and promptness of the Institute's responses. May this be continuously observed for the public's interest.
The services provided from employee's are very good no need any suggestion for their improvement.



NEGATIVE COMMENTS
All services are good but the environment should be given more progress
Improve Trunklines for Phone Inquiries
The cost is a little high.
The Payment for the process had to be done in a different building which is slightly inconvenient.
Overall the service is excellent. However, client request should be given more attention.
I hope there can be a system where submitting, processing, payment could be done in one stop. Moving from one place to the next is difficult, especially for clients not familiar with the place or are exhausted because of traveling from distant origins. I also hope online payment transactions will be possible in the future. I find bringing large amounts of cash to be unsafe. Not all can issue checks too. Thanks
lower fees for government employees
Your payment method could do better.
Cashier medyo mabagal
Sana mafollow up due date ng pick up. 3rd time na ako punta dito lagi ako pinapabalik. If wala and corresponding person in charge, absent
The citizen's charter is available in a big bulky book cc for specific unit/ section is not easily visible
Napakabagal! Never nag improved 3tins waitng time palagi. Sana umayos
We would appreciate if the good office can inform us immediately if leak has been detected.
Respond to inquiries immediately
Prompt reply to my queries. Thank you.
Better communication with the customer
I hope service could be faster. I already waited almost 3 weeks for the test result & I need to wait for more than an hour for it to be released. Definitely there is a room for improvement on this regard.
Providing a space in which people could answer the forms neatly. I find it hard to write because few tables or lounges were accustomed to the needs of writing neatly. Although the services given were fine a little overview of some facility could be nice.
Release of test reports takes longer time
Shorten numbers of days to issue results. Current 15 working days.
Minsan matagal yung validator
Cut off of submission sample too early
Cashier must be in the same building for easy of doing business transaction. Restroom no water.
Improve Wi-Fi/internet
Need more lecture and discussions
Need new machines
Please add more exhaust fan. I would also like to see the equipment being on action during manufacturing. I learned a lot on the history and functionality of the equipment and the two facilities



Improve the food and provide water dispenser
The seminar is informative. I would suggest that some of the speakers speak louder during lecture
none satisfied of your service
Time awareness. Let us try to follow the start of the program to prevent the cramming of presentations to our speaker
Improve Wi-Fi
Accurate email/sometimes late response to our concerns
Have immediate response to client through email
Please be responsive
Response time to sent correspondence



V. Results of the Agency Action Plan reported in the previous year (FY 2023):

The suggested improvement action plan for FY 2023 were the following:

1. continue the re-engineering process for its services;
2. digitalized the reporting of the results of the survey for easy consolidation of the reports from all divisions/units.

For the first action plan, ITDI continued in FY 2023 the reengineering process for its services.

For the second action plan, ITDI created and used the Google Sheets for the reporting of quarterly results of the survey for easy consolidation of the reports by CART Members from all divisions/units.

VI. Continuous Agency Improvement Plan for the following year (FY 2025):

For 2025, ITDI shall:

- (a.) continue the re-engineering process for its services;
- (b.) create digitalized copy of the Formula of Conversion (FOC) certificate of one of its division, the Standards and Testing Division (STD), under the physical and mechanical testing service. It streamlines the preparation of the certificate and will be made available online through a secured access only for the customer.



Prepared by:

maika ofina

MA. ANDRIENA IDA d.A. OFINA
Supervising SRS, PMISD
ITDI – CART Member from Planning

Reviewed by:

J. Quizon

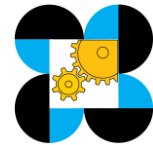
JANET F. QUIZON, Ph.D.
Deputy Director for ATS and
ITDI-CART Vice Chairperson

Approved by:

A. Briones

ANNABELLE V. BRIONES, Ph.D.
Director and
ITDI-CART Chairperson

Date: April 21, 2025



ANNEX A. Survey Questionnaire Used



Republic of the Philippines
 Department of Science and Technology
INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE
 DOST Compound, General Santos Ave., Biocutan, Taguig City
 Tel. Nos.: (02) 868 37750 to 69
 www.itdi.dost.gov.ph



BAGONG PILIPINAS
 INDUSTRIAL TECHNOLOGY DEVELOPMENT
 INSTITUTE
 CLIENT SATISFACTION MEASUREMENT FORM
 Form: QMS-F2
 Issue: April 2023

TSR/Control No: _____

HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Information provided is protected as per Data Privacy Act (RA10173) and its IRR.

Client type: Citizen Business Government (Employee or another agency)

Date: _____ Sex: Male Female Age: _____

Region of residence: _____ Service Availed: _____

INSTRUCTIONS: Put a check mark (✓) on your answer to the questions corresponding to the Citizen's Charter (CC). 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 the CC?
 1. I know what a CC is and I saw this office's CC.
 2. I know what a CC is but I did NOT see this office's CC.
 3. I learned of 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 'N/A' on CC2 and CC3)
- CC2 If aware of the 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 the 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 helped 4. N/A

INSTRUCTION: Please encircle the number in the column that best corresponds to your answer. (5 being the highest)

Dimension	Description	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Applicable
Responsiveness	The staff responded to the customer's request immediately.	5	4	3	2	1	0
Reliability (Quality)	The service provided is accurate, timely and of high standard.	5	4	3	2	1	0
Access & Facilities	The facilities are accessible and well-maintained, and the billing process and payment method are convenient.	5	4	3	2	1	0
Communication	The relevant information on the services was clearly provided by the staff.	5	4	3	2	1	0
Costs	The published fees and charges of the services are reasonable.	5	4	3	2	1	0
Integrity	The transactions and protection of confidential information are clear and transparent.	5	4	3	2	1	0
Assurance	Staff is knowledgeable, competent, and understanding of customer's needs.	5	4	3	2	1	0
Outcome	The service provided and/or technical/test reports given are sufficient.	5	4	3	2	1	0
OVERALL	I am satisfied with the service that I availed.	5	4	3	2	1	0

RECOMMENDATION TO OTHER CUSTOMERS (Net Promoter Score)

10 Will Surely Recommend to Others	9	8	7	6	5	4	3	2	1 Will Not Recommend (Please specify why Not Recommend)
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Suggestions on how we can further improve our services: _____

Email address (optional): _____

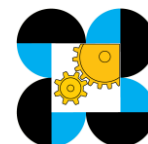
THANK YOU!



Inspired by Technology, Driven by Innovation

Membership:
 ASEAN Consultative Committee for Standards & Quality - Rubber-Based Product Working Group | ASEAN Rubber Testing Laboratory Committee | Asia Nano Forum (ANF) | Asia-Pacific Food Analysis Network (APFAN) | Asia Packaging Network (APN) | Asia-Pacific Legal Metrology Forum (APLMF) | Asia Pacific Metrology Programme (APMP) | General Conference on Weights and Measures (CGPM) | International Organization of Legal Metrology (OIML) | ASEAN Consultative Committee for Standards and Quality - Working Group on Legal Metrology (ACCSQ-WG3) | ISTA Global and Asia Pacific | International Association of Packaging Research Institutes (IAPRI) | Association of Official Analytical Collaboration (AOAC) Southeast Asia Section





ANNEX B. List of Offices

Office	Responses	Total Population
RESEARCH AND DEVELOPMENT DIVISIONS		
Chemicals and Energy Division	249	318
Environmental Biotechnology Division	19	49
Food Processing Division	62	96
Materials Science Division	135	135
- Advanced Device and Materials Testing Laboratory (ADMATEL)	346	530
Packaging Technology Division	77	77
TECHNICAL SERVICES DIVISIONS		
National Metrology Division	1,341	1,392
Standards and Testing Division	827	1,832
Technological Services Division	558	558
SUPPORT DIVISIONS		
Administrative Division		
- Cashier Section	924	1,085
- Human Resources Management Section	29	61
- Property & Procurement Management Section	24	99
- Records Management Section	58	78
Finance and Management Division	140	140
Planning and Management Information Systems Division	551	959