Republic of the Philippines
DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS
OFFICE OF THE SECRETARY
Manila

DEC 19 2022

Department Order)) **NO.** 264)) **Series of 2022** *d 12|19|22*	**SUBJECT:** **Implementing Guidelines on the Use of the Customer Satisfaction Survey Application (CuSSA)**

Pursuant to the provision of the Implementing Rules and Regulations (IRR) of Republic Act No. 11032 also known as Ease of Doing Business Act of 2018 Specifically Rule IV, Section 3, item "b", to wit: *"All agencies shall embed feedback mechanisms and client satisfaction measurement in their process improvement efforts. The agency shall report to the Authority the results of the Client Satisfaction Survey for each service based on the guidelines to be issued by the Authority"* and in line with the Department's implementation of its Quality Management System (QMS) which states that, *"DPWH has implemented effective arrangements for communicating with customers in relation to the delivery of contractual obligations, customer inquiries and customer feedback, including customer complaints".*

Furthermore, the Inter-Agency Task Force (IATF) on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems (Administrative Order No. 25, series 2011) suggests that ease of transaction of critical external and internal services may be achieved through streamlining:

- Standardization of core processes including those implemented the Regional, Satellite, and Extension Offices;
- **Digitization** e.g., by developing electronic or online paperless systems, new service delivery channels, contactless transactions and systems and procedures reengineering for faster, easily accessible, seamless, and more efficient public service delivery.

Thus, the implementation guidelines of Customer Satisfaction Survey Application (CuSSA) is hereby prescribed.

1. RATIONALE

In order to measure the government efficiency in serving the public and ensure continuous improvement in the public service delivery, Administrative Order No. 25 through its Guidelines on the grant of the Performance-Based Bonus (PBB) requires all government agencies to establish a harmonized citizen/client satisfaction survey and submit report that characterize the total experience, expectation, and satisfaction in the delivered public service among clients.

In addition, evidences of achievement in the ease of doing business/ease of transaction shall also be submitted in compliance with the requirements set by AO25 IATF and Report Card Survey (RCS) 2.0 program implemented by the Anti-Red Tape Authority (ARTA).

2. OBJECTIVES

The Stakeholders Relations Service (SRS) as the CuSSA process owner, aims to standardize the process of feedback management to improve the management of customer feedback, improve data quality and application interfacing, and produce analytics to monitor the trends of customer feedback.

3. AUTHORIZED USERS

To properly gauge the effectiveness and overall quality service delivery of the Department and to gather sufficient data to be analyzed on the required satisfaction report, the following are the Authorized Application User (AAU) for the CuSSA:

3.1 **Application Administrator (AA)** – designated Stakeholders Relations Service (SRS) employee in charge of monitoring the application and updating the administration module of the application.

3.2 **Central and Field Office User**
- Central Office - Public Assistance and Complaints Focal Person and Front Desk Officer for Frontline Services;
- Regional Office (RO) – Regional Public Information Officer;
- District Engineering Office (DEO) - District Public Information Officer and Designated CuSSA Focal Person responsible for assisting external stakeholders in using CuSSA within their jurisdiction.

The AAU is a permanent employee who has an official DPWH account, has been designated by their respective Head of Office and granted access by the Application Administrator.

4. RESPONSIBILITIES AND ACCOUNTABILITIES IN THE USE OF CuSSA ACCOUNTS

4.1 Each office shall identify their AAU using the CuSSA Access Request Form available in the DPWH Intranet under Downloads and then submit to their respective RPIOs for consolidation and submission to the Stakeholders Affairs Division (SAD)-SRS. Both the SRS and Information Management Service (IMS) shall approve the Access Request Form. These will allow the authority to AAU as stated in the Section 3.

4.2 The approved AAUs will then be registered in the CuSSA by SRS. Any changes in the AAU shall undergo the same process stated in Section 4.1.

4.3 The AAU must be aware of their responsibilities and accountability when using the CuSSA. As the representative of the Department, the AAU must strictly adhere to the following guidelines regarding interactions with external stakeholders:

4.4 AAUs must introduce themselves when assisting the external stakeholders
    4.1.1 He / She shall clearly explain the most current Data Privacy policy of the Department and state that the survey is voluntary;
    4.1.2 Once an agreement is made between the AAU and the customer, the AAU shall log-in using his / her DPWH account in the CuSSA;
    4.1.3 AAUs shall assist the external stakeholder throughout the whole process of the survey without interfering and/or influencing the customer's answers.

5. REPORTING

7.1 Using the CuSSA, the AAU shall select the type of report they want to generate such as External Stakeholders Satisfaction Survey Report and the Customer Satisfaction Feedback Summary Report.

7.2 The DEOs shall submit the generated reports to the concerned RO on a **quarterly basis.** The reports shall include actions taken on the negative feedback, with corresponding documentary evidences, if there are any. The RO shall then submit the consolidated summary report to SAD-SRS. The result of the survey shall be used in any capacity as required by the QMS or any applicable

law and/or policy that requires such, with the consent of the DPWH Anti-Red Tape Team (DARTT).

7.3 The Corporate Planning and Management Division (CPMD) being the DARTT Secretariat and PBB Secretariat shall prepare the Citizens / Client Satisfaction Survey (CCSS) Report and submit the same to the AO25-IATF and ARTA, unless otherwise revised or superseded. The SRS shall generate current calendar year report and provide the needed data to CPMD on or before the **15th day of January** of the following year.

7.4 All DPWH offices with frontline services declared in the most current Citizen's Charter handbook are hereby directed to use the CuSSA as the main mechanism in gathering customer satisfaction feedback to all the clients that availed service in the Department. AAUs are requested to develop appropriate strategies to ensure that all required fields in the CuSSA are fully accomplished by the customers after each transaction.

7.5 Any changes / revisions / modifications to be made under this DO shall be consulted and approved by the DARTT prior to its implementation.

The respective heads of offices are hereby authorized to procure device/s, with specification to be provided by the IMS, which will be deployed for the effective implementation of CuSSA application.

This Order supersedes Department Order No. 169, series of 2016 and shall take effect immediately.

For compliance.

MANUEL M. BONOAN
Secretary

Encl: CuSSA Manual

17.1.1 ZMM/NEP/AVS/RDR

Department of Public Works and Highways
Office of the Secretary

WIN2K00611

Customer Satisfaction Survey Application (CuSSA)

Administrator - User Manual

version 2.0

Department of Public Works and Highways
Bonifacio Drive, Port Area, Manila

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1. General Information

1.1. Application Overview

The Customer Satisfaction Survey Application (CuSSA) shall support the recording of customer feedback in line with the implementation of the Quality Management System (QMS) towards ISO 9001: 2015 certification. CuSSA enables the Department with better recording, management and monitoring of walk-in customers' feedback. Built-in functions are based on the Department Order 169 series of 2016 for a more efficient and quality records management.

CuSSA Administration module has the following capabilities:

- Monitor trends in customer satisfaction through quantifying customer feedback
- Generate reports such as:
  - External Stakeholders Satisfaction Survey Report
  - Customer Satisfaction Feedback Summary Report
- Manage and maintain CuSSA user access and libraries such as:
  - Reason for Answering No
  - Frontline Services
  - Signatories

1.2. Application References

The application complies with the latest Department Order (D.O. 169 series of 2016) concerning the Department's implementation of the Quality Management System (QMS) towards ISO 9001: 2015 certification.

1.3. Points of Contact

This section covers the points of organizational contact (POCs) that may be needed by the document user for informational, procedural, and technical purposes.

1.3.1. Information

The Stakeholders Relations Service (SRS) being the application owner, serves as the official source of information relating to the SRS process and the application. Document user shall inform SRS concerning any information about the process and application.

1.3.2. Coordination

List below are the concerned offices and personnel that will help application user deal with the changes in processes and practices brought by the application.

Service/Personnel	Responsibilities	Application User
Stakeholders Relations Service, Stakeholders Affairs Division (SRS-SAD)	To provide first-hand information and solution to non-technical concerns encountered by the application user.	All application user (from Central Office (CO), Regional Office (RO) and

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		District Engineering Office (DEO))
	To be the coordinator between the application user and the technical team.	
Information Management Service, User Support Division, IT Helpdesk Section (IMS-USD-ITHS)	To serve as the level 1 Solution Provider (SP) for technical concerns encountered by the application user.	Application User from CO
Regional IT Support Officer (RITSO)		Application User from RO
District IT Support Officer (DITSO)		Application User from DEO
Information Management Service, Application Support Division (IMS-ASD)	To be the SP to all technical concerns escalated by the level 1 SP.	Application User from CO, RO and DEO

1.3.3. Helpdesk

User may report all application technical issues and concerns through the following means:

- Filing request/s thru web: http://itservicedesk/MRcgi/MRentrancePage.pl
- Sending in email request to the itservicedesk@dpwh.gov.ph
- Calling the helpdesk hotline 5304-3070 loc. 43070

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2. Application Summary

2.1. Data Flows

Customer Satisfaction Survey Application (CuSSA) is an enterprise-wide application that works with interfacing with other existing applications in the Department.

NEEDED DATA	SOURCE	APPLICATION OWNER
Employee Data	Personnel Information System (PIS)	Human Resource and Administrative Service (HRAS)
Organization Data	Internal Organization Management System (IOMS)	Information Management Service (IMS)
Location Data	Administrative Area Management System (AAMS)	Planning Service (PS)

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2.2. User Access Levels

Modules and Functionalities		External Stakeholder	AA	SRS	FDO*	RPIO*	DPIO*	CPIO*
Dashboard	View Customer Feedback Trends		✓	✓	✓	✓	✓	✓
Survey Feedbacks	View Customer Feedbacks		✓	✓	✓	✓	✓	✓
	Generate Customer Feedback Form		✓	✓	✓	✓	✓	✓
Reports	Generate Reports		✓	✓	✓	✓	✓	✓
Administration	Add New Reason for Saying No		✓					
	Edit Reason for Saying No		✓					
	Add New Frontline Service		✓					
	Edit Frontline Service		✓					
	Add New Signatory		✓					
	Edit Signatory		✓					
	Add New User Access		✓					
	Update User Access		✓					
	View Audit Trail		✓					

accessible data are within their area of authority

User Roles:

- **External Stakeholders**
- **AA** – Application Administrator
- **SRS** – Stakeholders Relations Service User
- **FDO** – Front Desk Officer
- **RPIO** – Regional Public Information Officer
- **DPIO** – District Public Information Officer
- **CPIO** – Central Office Public Information Officer

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3. Getting Started

3.1. Logging On

1. Go to *http://co-web06:502* or click on the CuSSA shortcut icon on the desktop to launch the application.

DPWH Customer Satisfaction Survey Application

Please Enter Your Network Account

Network ID

Password

LOGIN

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An error message will be displayed for incorrect login credentials.

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Otherwise, upon successful login, the user will be redirected to **Home** page.

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3.2. Application Navigation

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NO.	NAME	ICON
1	Application Name	
2	Hamburger Menu	
3	Logout Button	
4	User Profile	 **ZHEILLA MARIE A. DE CASTRO** Stakeholders Relations Service - Stakeholders Affairs Division AA

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NO.	NAME	ICON
5	Main Modules	
6	Sub-Modules	

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NO.	NAME	ICON
7	Module Title	Survey Feedback
8	Search Filter	
9	Record Count	Entries 10
10	Table Search	Search 🔍

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N O.	NAME	ICON
11	Data Table	

N O.	NAME	ICON
12	Main Screen	

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3.3. CuSSA Modules

3.3.1. Home

The default page displayed upon successful login. The home page contains the sections such as About Customer Satisfaction Survey Application, Frequently Asked Questions (FAQs), and Reminders and Announcements.

3.3.2. Dashboard

This module provides visual representations of trends in customer feedback.

3.3.3. Survey Feedback

This module displays the list of all accomplished customer feedback.

3.3.4. Reports

This module allows the generation of report in summarized form based on consolidated customer feedback.

3.3.5. Administration

This module allows the managing of the application libraries, user access and audit trail.

4. Dashboard

This module displays the trend in customer feedback through graphs and charts.

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4.1. Filtering Dashboard Data

1. Click the **Dashboard** module. Different charts containing trends in customer feedbacks will be displayed.

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2. Click the **Filter** dropdown and select a filter option to narrow down the data being displayed.

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3. Select from the **Region** dropdown list.

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4. Select from the **Office** dropdown list. This will filter the list of possible values for **Office / Division / Section** dropdown.

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5. Select from the **Office / Division / Section** dropdown list.

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4.1.1. Filtering by Date

1. Click the calendar icon and set the start date.

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2. Click the calendar icon and set the end date.

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3. Click the **Filter** button.

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4.1.2. Filtering by Quarter

1. Select from the **Year** dropdown list.

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2. Select from the **Quarter** dropdown list.

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3. Click the **Filter** button.

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4.2.   Opening Drilldown Charts

4.2.1.   People, Process and Facilities / Amenities

1. Click the **Survey Category** card to display a popup screen that contains the detailed information.

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2. Click **No** column to view the dissatisfaction reasons.

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3. Click on the specific reason to view the list of respondents with this answer.

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4. Click the **View Item** icon to open the customer's feedback form.

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5. Click **Back** to return to the previous chart, or **Close** to dismiss.

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4.2.2. Service Quality

1. Click the **Service Quality** card to display a popup screen that contains the detailed information.

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2. Click on the rating scale to view the number of feedback received per item.

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3. Click **Close** to dismiss.

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5. Survey Feedbacks

This module allows the user to view all the customer feedback.

5.1. Viewing of Customer Feedback

1. Select the **Survey Feedback** module.

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2. To filter customer feedback on this module, refer to *Section 4.1 Filtering Dashboard Data.* To open specific customer feedback, click **View Item** icon under the **Action** column.

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The **Customer Feedback** popup screen will be displayed.

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3. Click **Survey Response** tab to view the customer's response per item.

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5.2. Generating Customer Feedback Form

1. Click **Print** to generate a Portable Document Format (PDF) version of the Customer's Feedback Form.

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A new browser tab will open containing the generated form.

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2. Click **Download** to download a copy of Customer's Feedback Form, or click **Print** to print the form.

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6. Reports

This module allows the generation of different reports based on the parameters selected.

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6.1. Generating Reports

1. Select the report type from the **Report Type** dropdown list.

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Another set of dropdown lists will be displayed.

Note: Depending on the user's role, Region, Office and Office/Division/Section dropdown lists may be automatically filled out and disabled.

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2. Select the region from the **Region** dropdown list.

Note: Values for Office dropdown list will automatically be filtered based on the region selected.

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3. Select an office from the **Office** dropdown list. Values for **Office / Division / Section** will automatically be filtered based on the selected office.
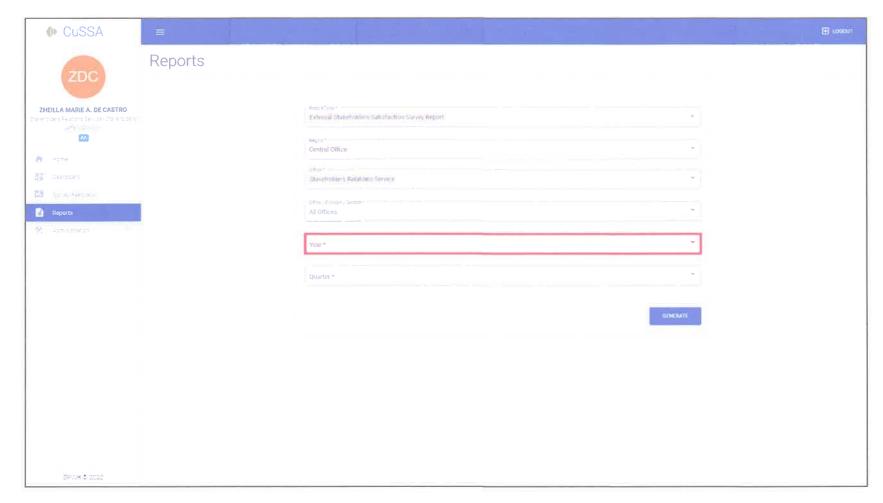
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4. Select **Office / Division / Section** in the dropdown list.

Note: Office / Division / Section field will be automatically disabled and set to 'All Offices' if the selected item in **Office** dropdown is a District Engineering Office.

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5. Select from the **Year** dropdown list.

Note: **Year** dropdown list will contain the last five (5) years.

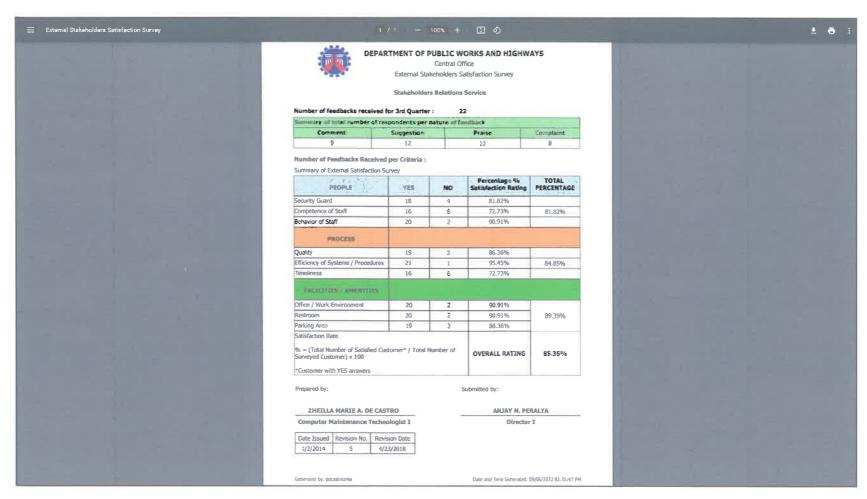Customer Satisfaction Survey Application (CuSSA) – User's Manual
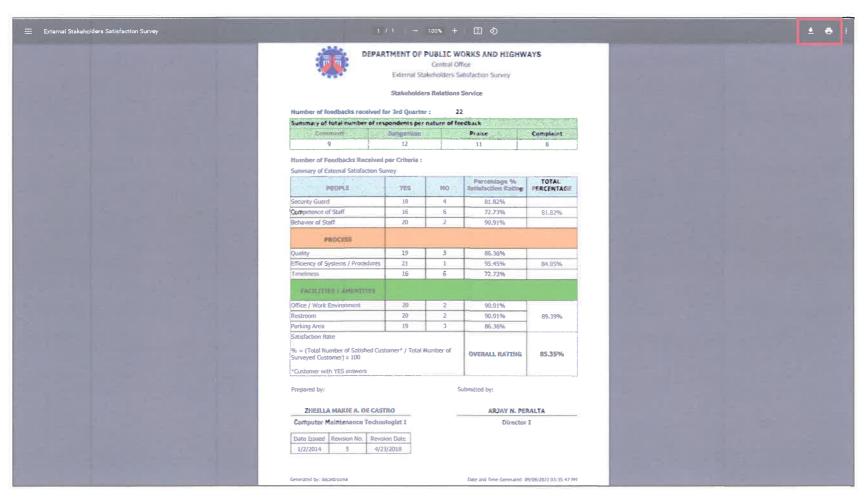
6. Select from the **Quarter** dropdown list.

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7. Click **Generate**

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A new browser tab will open containing the generated report.

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Click **Download** to download a copy of the generated report, or click **Print** to print the report.

DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS
Central Office
External Stakeholders Satisfaction Survey

Stakeholders Relations Service

Number of feedbacks received for 3rd Quarter :   22

Summary of total number of respondents per nature of feedback

Comment	Suggestion	Praise	Complaint
9	12	11	8

Number of Feedbacks Received per Criteria :

Summary of External Satisfaction Survey

PEOPLE	YES	NO	Percentage % Satisfaction Rating	TOTAL PERCENTAGE
Security Guard	18	4	81.82%	
Competence of Staff	16	6	72.73%	81.82%
Behavior of Staff	20	2	90.91%	
PROCESS				
Quality	19	3	86.36%	
Efficiency of Systems / Procedures	21	1	95.45%	84.85%
Timeliness	16	6	72.73%	
FACILITIES / AMENITIES				
Office / Work Environment	20	2	90.91%	
Restroom	20	2	90.91%	89.39%
Parking Area	19	3	86.36%	
Satisfaction Rate % = (Total Number of Satisfied Customer* / Total Number of Surveyed Customer) x 100 *Customer with YES answers			**OVERALL RATING**	85.35%

Prepared by: Submitted by:

ZHEILLA MARIE A. DE CASTRO   **ARJAY N. PERALTA**

Computer Maintenance Technologist I   Director I

Date Issued	Revision No.	Revision Date
1/2/2014	5	4/23/2018

Generated by: decastrozma   Date and Time Generated: 09/06/2022 03:35:47 PM

7. Administration

This module allows the administrator to manage libraries, user access and audit trail.

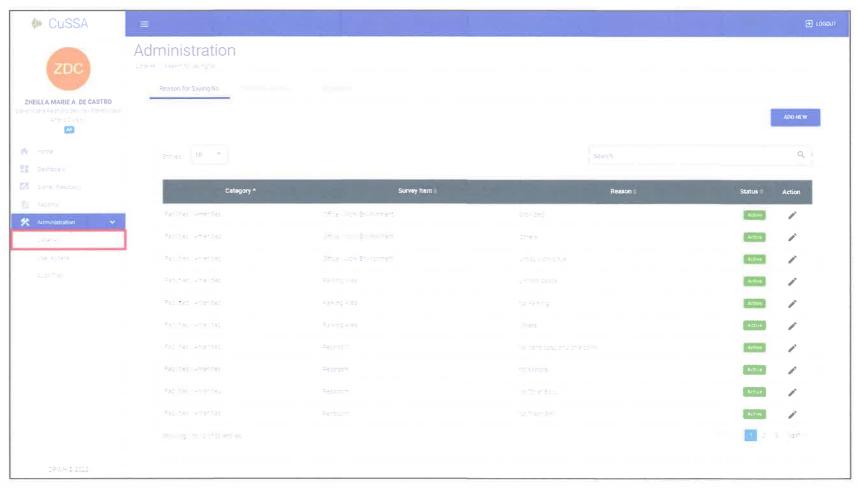Select the **Administration** module. There are three (3) sub-modules: Libraries, User Access and Audit Trail.
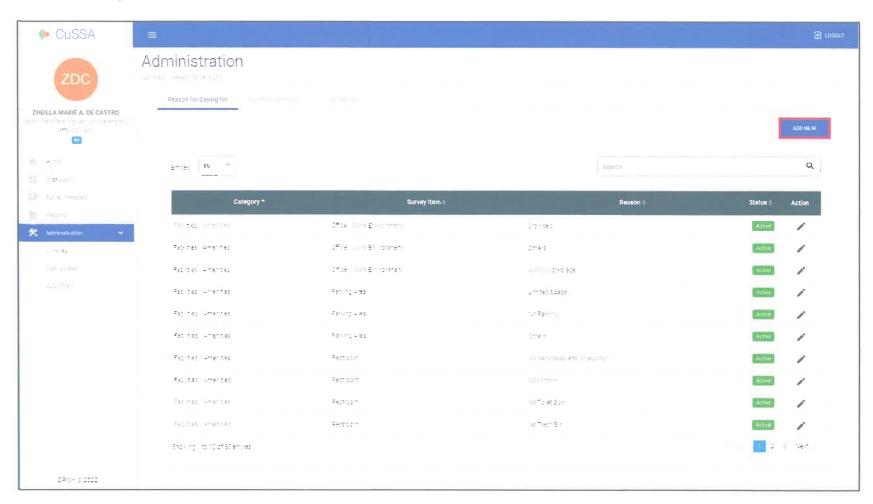
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7.1. Libraries

7.1.1. Adding new Reason for Saying No

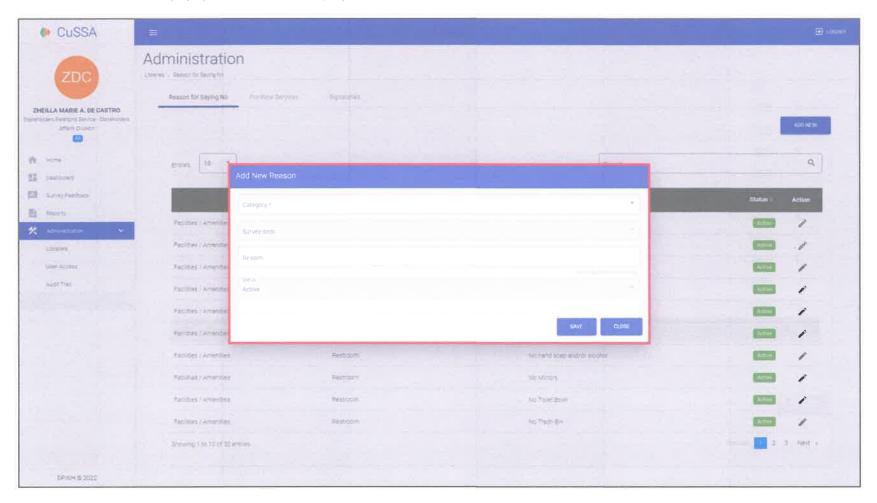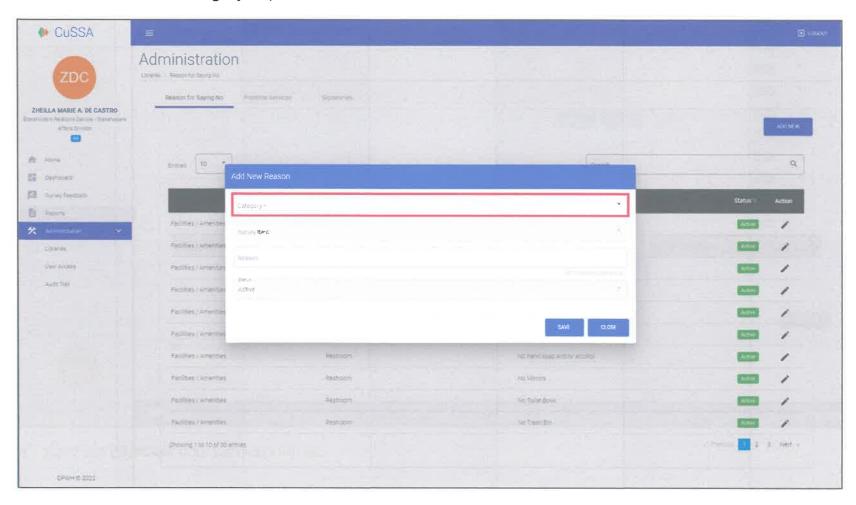1. Select the **Libraries** sub-module under the **Administration** module.

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2. Click **Add New.**

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The **Add New Reason** popup screen will be displayed.

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3. Select from the **Item Category** dropdown list.

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4. Select the **Category** from the dropdown list.

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5. Select from the **Survey Item** dropdown list.

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6. Input the new reason to be added in the field provided.

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7. Click **Save**.

Note: Upon successful saving, the new reason will be automatically available in the feedback form.

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7.1.2. Editing Reason for Saying No

1. Click the **Edit** icon under the Action column.

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Edit Reason popup screen will be displayed.

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2. Edit the **Reason for Saying No** or set the **Status** as Active or Inactive.

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3. Click **Save**.

Note: If the status is changed to inactive upon successful saving, the selected reason will be automatically unavailable in the feedback form.

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7.1.3. Adding Frontline Services

1. Click **Frontline Services** tab.

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2. Click the **Edit** icon under the Action column.

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Edit Office Frontline Services popup screen will be displayed.

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3. Click **Add New**.

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Add New Frontline Service popup screen will be displayed.

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4. Input the **Frontline Service Code.**

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5. Input the **Frontline Service Description.**

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6. Click **Save.**

Note: Upon successful saving, the new Frontline Service will be automatically available in the feedback form.

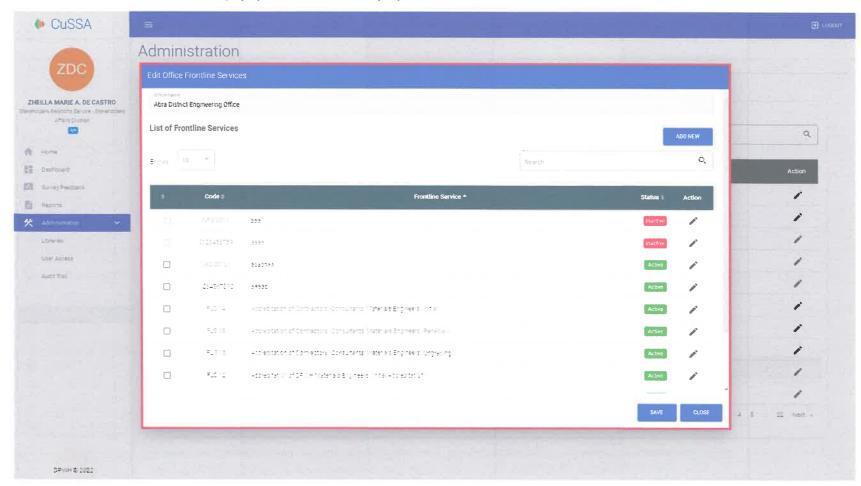Customer Satisfaction Survey Application (CuSSA) – User's Manual
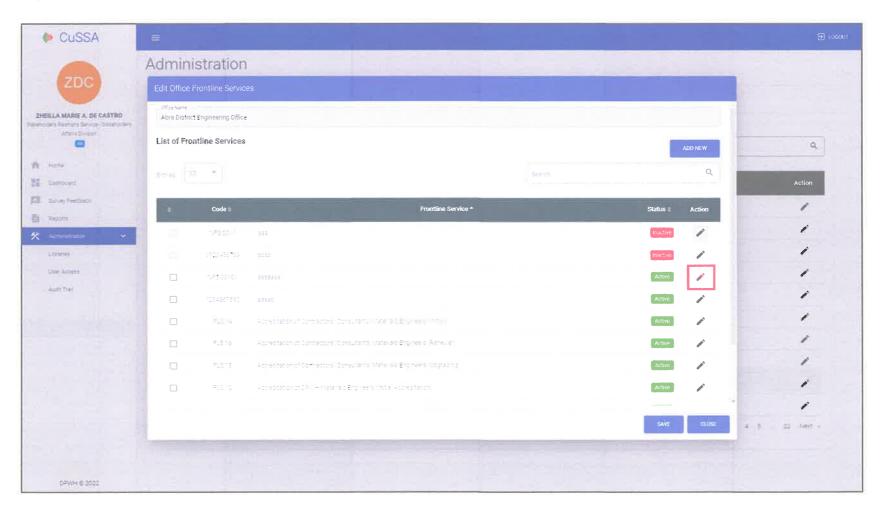
7.1.4. Edit Frontline Services
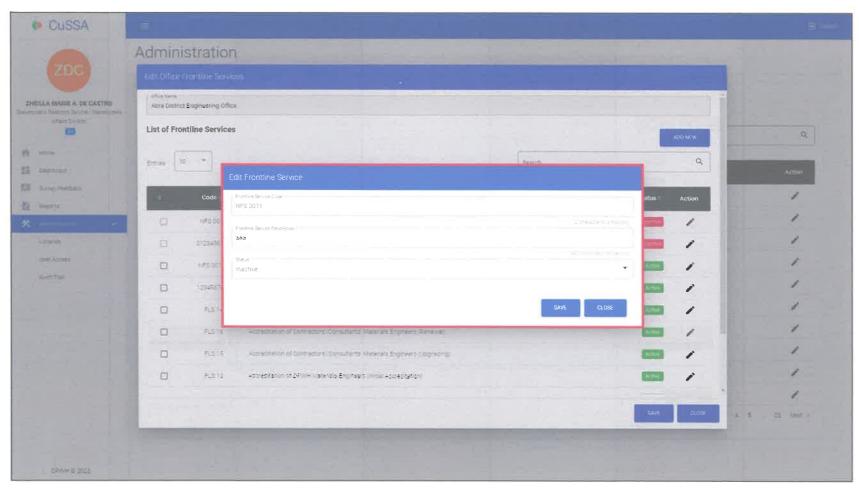
1. Click the **Edit** icon under Action column.

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Edit Office Frontline Services popup screen will be displayed.

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2. Click the **Edit** icon under the Action column.

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Edit Frontline Service popup screen will be displayed.

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3. Edit the **Frontline Service Code, Frontline Service Description** or set the **Status** as Active or Inactive.

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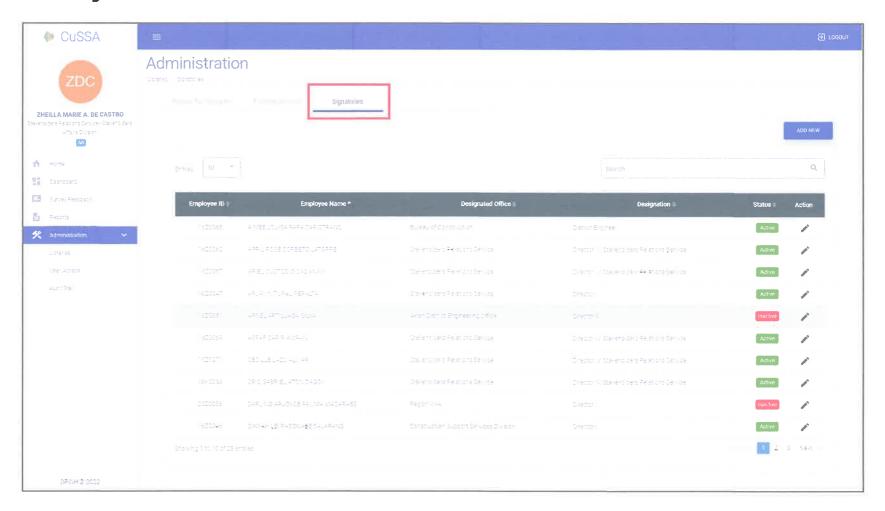
4. Click **Save.**

Note: If the status is changed to inactive upon successful saving, the selected Frontline Service will be automatically unavailable in the feedback form.
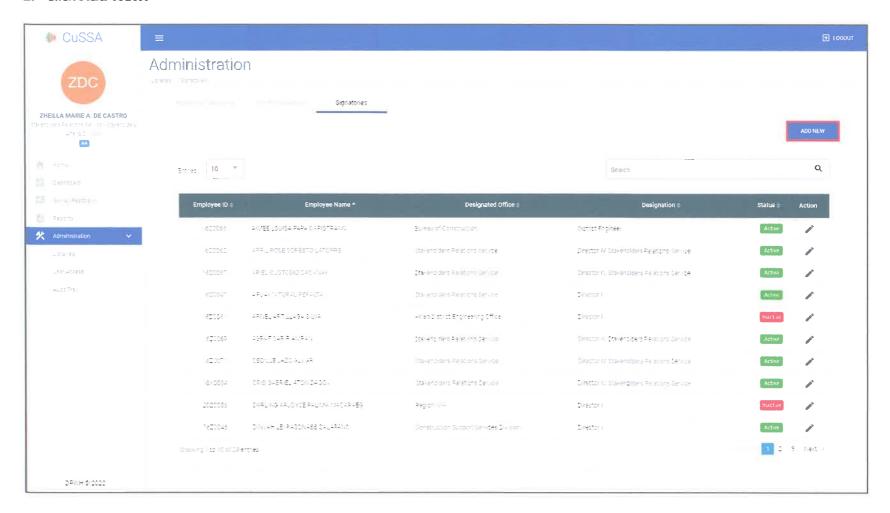
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7.1.5. Adding Signatories

1. Click **Signatories** tab.

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2. Click **Add New.**

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Add New Signatory popup screen will be displayed.

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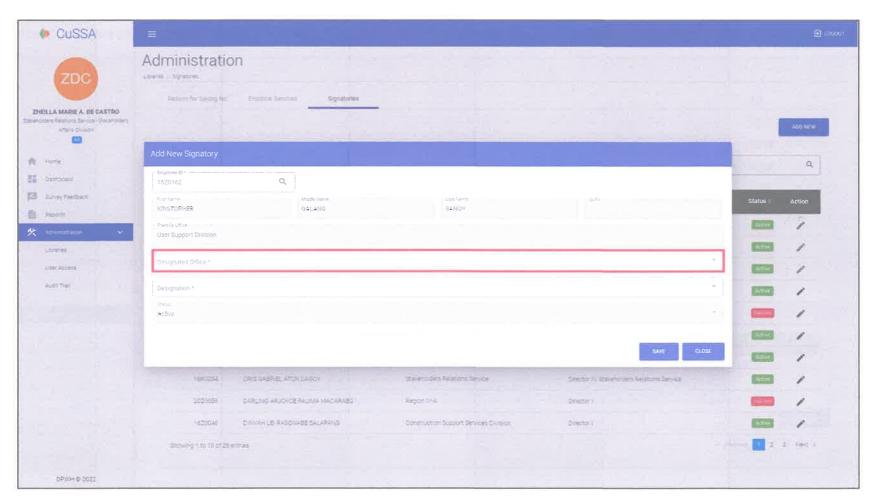
3. Input the **Employee ID** of the new signatory in the search field. Then, click the search icon.
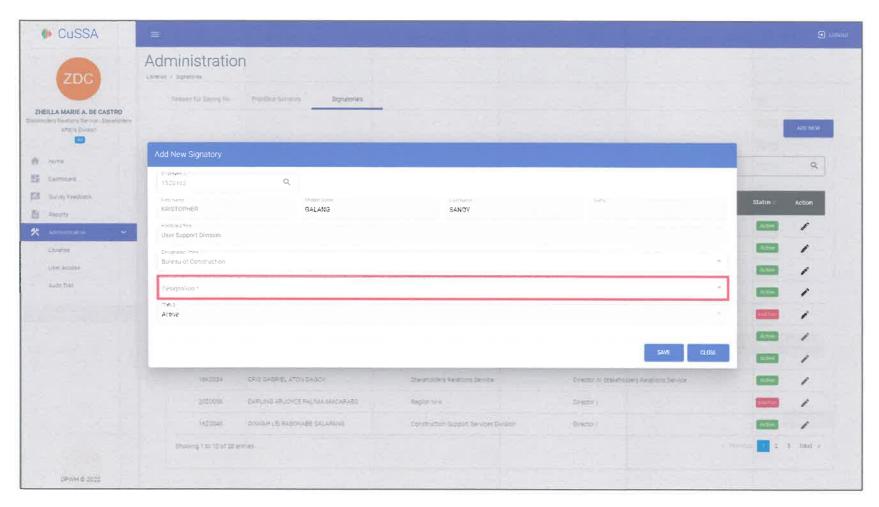

Note: The First Name, Middle Name, Last Name, Suffix and Plantilla Office of the employee will be populated using the employee data in the Personal Information System (PIS).

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4. Select the **Designated Office** from the dropdown list.

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5. Select the **Designation** from the dropdown list.
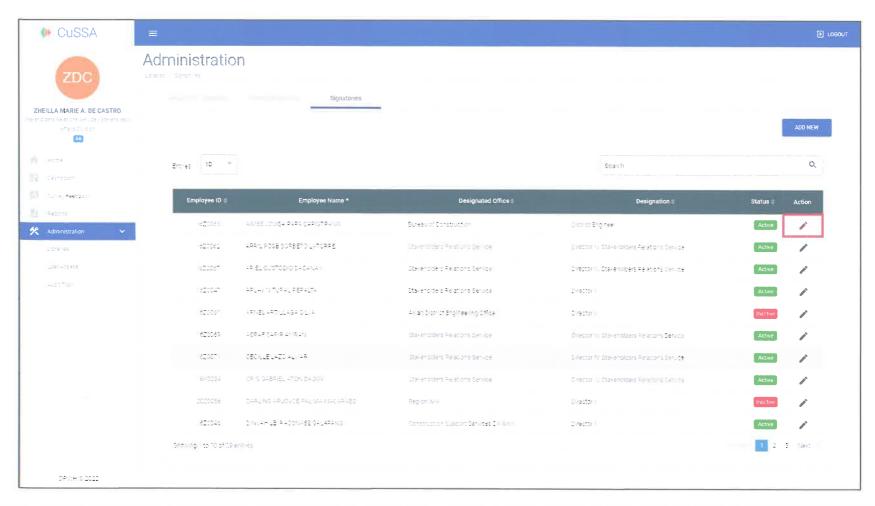
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6. Click **Save.**

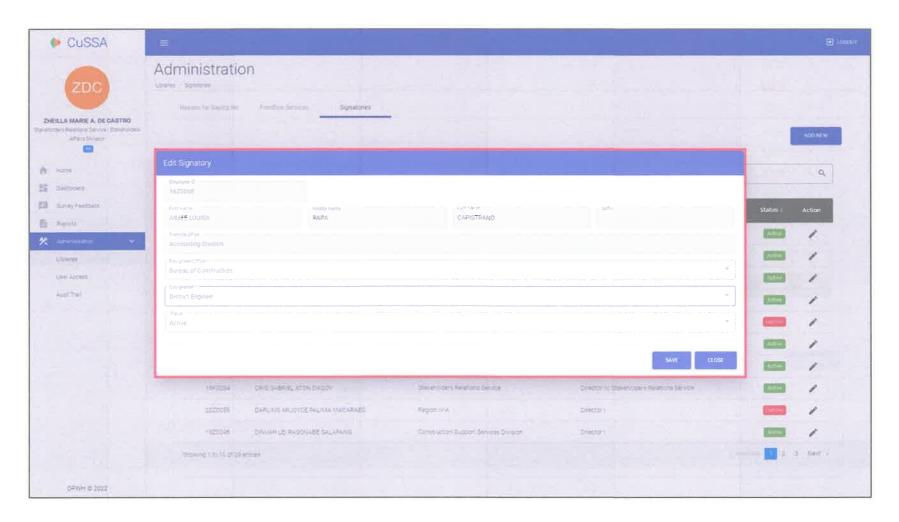**Note:** Upon successful saving, the new Signatory will be automatically available in the feedback form.

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7.1.6. Edit Signatories

1. Click the **Edit** icon under the Action column.

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Edit Signatory popup screen will be displayed.

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2. Edit **Designated Office, Designation** or set the **Status** as Active or Inactive.

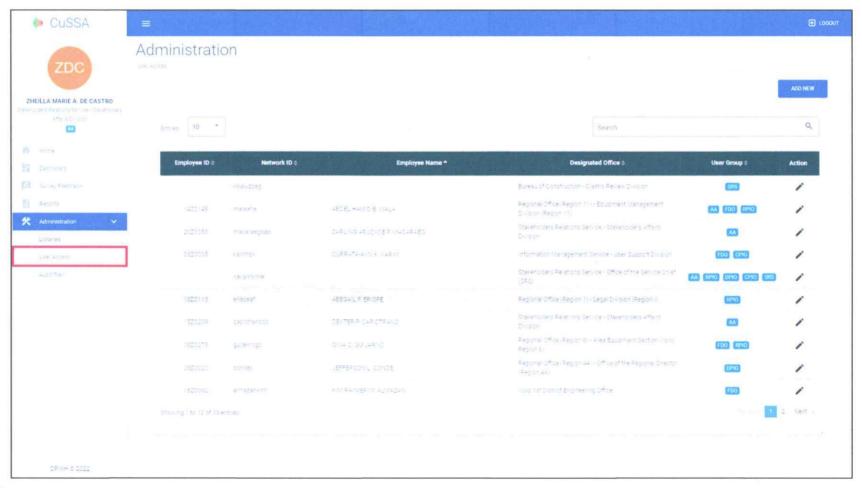Customer Satisfaction Survey Application (CuSSA) – User's Manual

3. Click **Save.**

Note: If the status is changed to inactive upon successful saving, the selected Signatory will be automatically unavailable in the feedback form.

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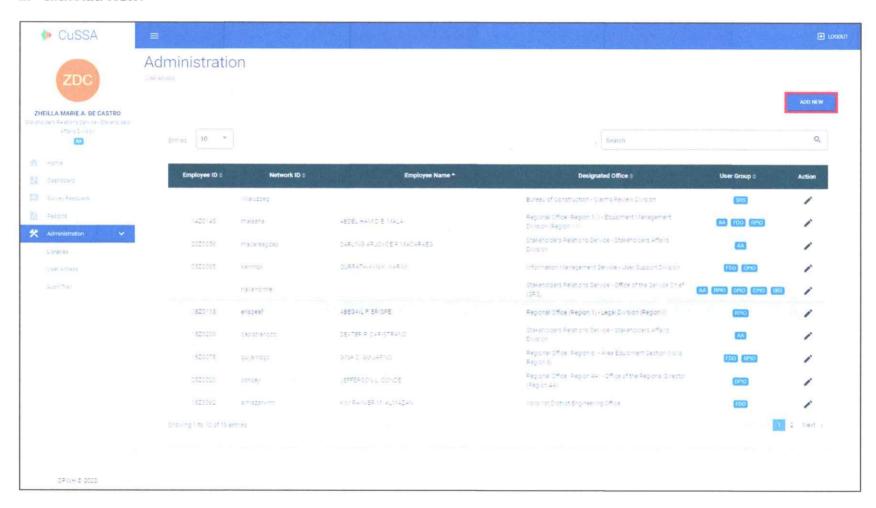
7.2. User Access

7.2.1. Adding New User

1. Select the **User Access** sub-module under the **Administration** module.

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2. Click Add New.
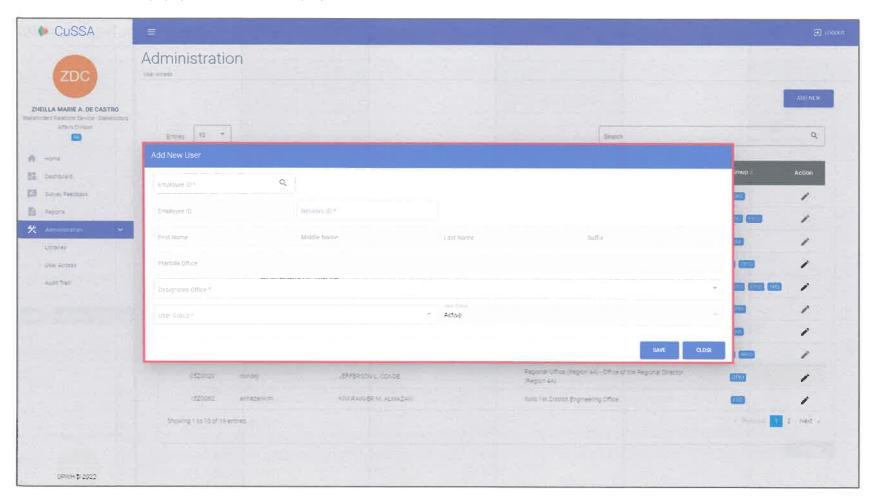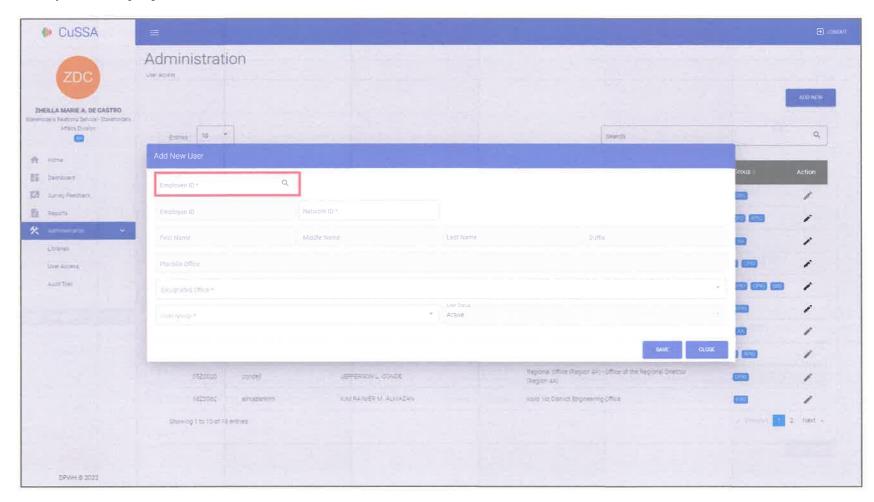
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The **Add New User** popup screen will be displayed.

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3. Input the **Employee ID** of the new user in the search field. Then, click the **search** icon.

Note: The First Name, Middle Name, Last Name, Suffix and Plantilla Office of the employee will be populated using the employee data in the Personal Information System (PIS).

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4. Select the office from the **Designated Office** dropdown list.

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5. Select the user group from the **User Group** dropdown list.

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6. Click **Save**.

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7.2.2. Editing User Account

1. Click the **Edit** icon under the Action column.

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The **Edit User** popup screen will be displayed.

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2. Update the **Designated Office, User Group** or set the **Status** as Active or Inactive.

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3. Click **Save.**

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7.3. Audit Trail

Show all records of changes made in Libraries and User Access sub module.

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1. Select Library or User Access from the category dropdown list.

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1. Select the date range from the calendar icon.

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2. Click the **Filter** button.

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Client - User Manual

version 2.0

**Department of
Public Works
and Highways**
Bonifacio Drive, Port Area,
Manila

Table of Contents

1. General Information

1.1. Application Overview

The Customer Satisfaction Survey Application (CuSSA) shall support the recording of customer feedback in line with the implementation of Quality Management System (QMS) towards ISO 9001: 2015 certification. CuSSA enables the Department with better recording, management and monitoring of walk-in customers' feedback. Built-in functions are based on the Department Order 169 series of 2016 for a more efficient and quality records management.

1.2. Application References

The application complies with the latest Department Order (D.O. 169 series of 2016) concerning the Department's implementation of its Quality Management System (QMS) towards ISO 9001: 2015 Certification.

1.3. Points of Contact

This section covers the points of organizational contact (POCs) that may be needed by the document user for informational, procedural, and technical purposes.

1.3.1. Information

The Stakeholders Relations Service (SRS), being the application owner, serves as the official source of information relating to the SRS process and the application. Document user shall inform SRS concerning any information about the process and the application.

1.3.2. Coordination

List below are the concerned offices and personnel that will help application user deal with the changes in processes and practices brought by the application.

Service/Personnel	Responsibilities	Application User
Stakeholders Relations Service, Stakeholders Affairs Division (SRS-SAD)	To provide first-hand information and solution to non-technical concerns encountered by the application user. To be the coordinator between the application user and the technical team.	All application user (from Central Office (CO), Regional Office (RO) and District Engineering Office (DEO))
Information Management Service, User Support Division, IT Helpdesk Section (IMS-USD-ITHS)	To serve as the level 1 Solution Provider (SP) for technical concerns	Application User from CO

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Regional IT Support Officer (RITSO)	encountered by the application user.	Application User from RO
District IT Support Officer (DITSO)		Application User from DEO
Information Management Service, Application Support Division (IMS-ASD)	To be the SP to all technical concerns escalated by the level 1 SP.	Application User from CO, RO and DEO

1.3.3. Helpdesk

User may report all application technical issues and concerns through the following means:

- Filing request/s thru web: http://itservicedesk/MRcgi/MRentrancePage.pl
- Sending in email request to the itservicedesk@dpwh.gov.ph
- Calling the helpdesk hotline 5304-3070 loc. 43070

2. Application Summary

2.1. Data Flows

Customer Satisfaction Survey Application (CuSSA) is an enterprise-wide application that works with interfacing with other existing applications in the Department.

NEEDED DATA	SOURCE	APPLICATION OWNER
Employee Information	Personnel Information System (PIS)	Human Resource and Administrative Service (HRAS)
Organization Data	Internal Organization Management System (IOMS)	Information Management Service (IMS)
Location Data	Administrative Area Management System (AAMS)	Planning Service (PS)

2.2. User Access Levels

Modules and Functionalities		User Roles						
		Stakeholder	AA	SRS	FDO	RPIO	DPIO	CPIO
Customer Satisfaction Survey	Setting Customer Satisfaction Survey Form Office		✓	✓	✓	✓	✓	✓
	Customer Satisfaction Survey Form	✓						

User Roles:

- **Stakeholder**
- **AA** – Application Administrator
- **SRS** – Stakeholders Relations Service User
- **FDO** – Front Desk Officer
- **RPIO** – Regional Public Information Officer
- **DPIO** – District Public Information Officer
- **CPIO** – Central Office Public Information Officer

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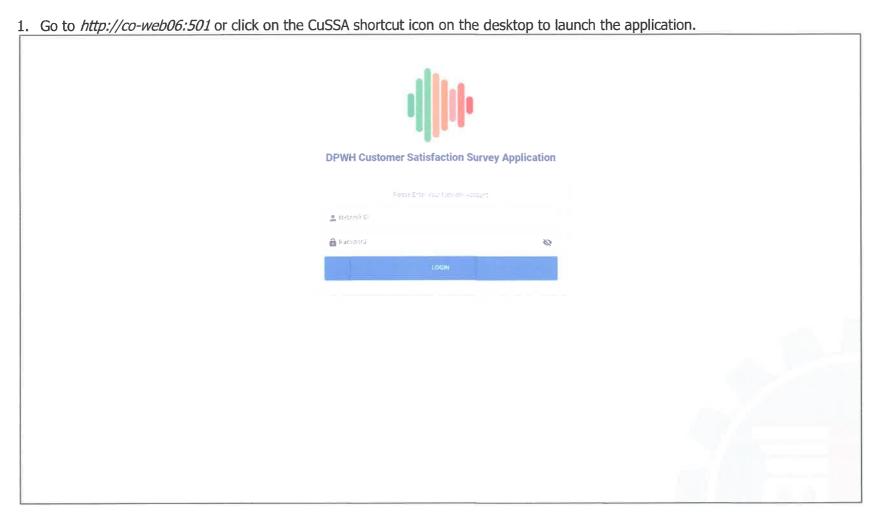
2.3. CuSSA Modules

2.3.1. Customer Satisfaction Survey

Available to external stakeholders, this module caters the collection of feedback regarding the people, process, facilities and amenities and service quality of the Department.

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3. Getting Started

3.1. Logging On

1. Go to *http://co-web06:501* or click on the CuSSA shortcut icon on the desktop to launch the application.

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An error message will be displayed for incorrect login credentials.

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Otherwise, upon successful login, **Terms of Use** page will be displayed.

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3.2. Agreeing to Terms of Use

1. Click **I agree and accept** to proceed to the **Language Selection** popup screen.

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Select the language which the survey will be taken in. The user will be redirected to the survey proper.

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3.3. Filling Out Personal Information

The external stakeholder will be redirected to **Personal Information** screen. Language in the fields will be displayed based on the language selected.

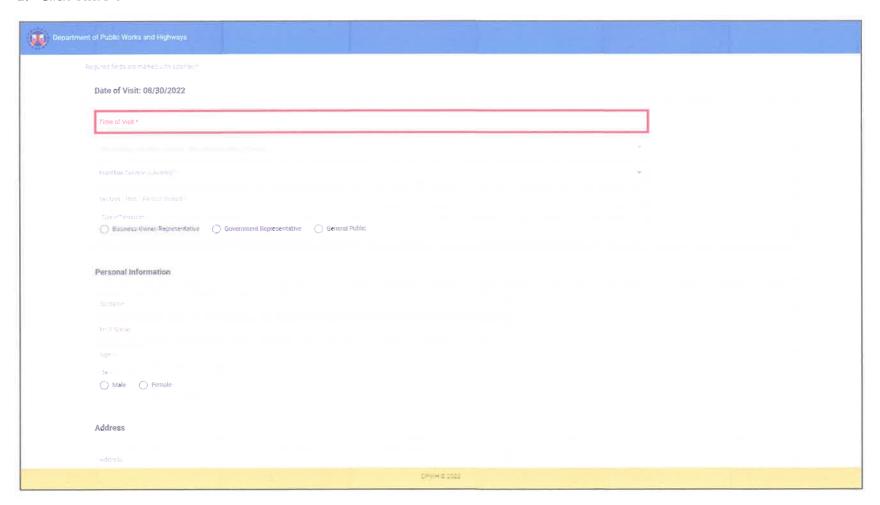**Note:** Office Visited is automatically set based on the currently logged in User's office.

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1. Click **Time of Visit** to set the time of visit.

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Time of Visit modal will be displayed. Set the value and click **Ok** button to proceed.

2. Select the Frontline Service/s Availed by ticking the corresponding checkbox.

Note: Multiple selection can be made for the Frontline Services Availed.
Search the Frontline Service/s by inputting a keyword in the search bar.

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3. Fill out **Personal Information** fields.

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4. Choose the **Nature of Feedback** in the checkboxes.

Note: Multiple selection can be made for the Nature of Feedback.

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5. Click **Next** button to proceed to the Survey. Or click **Back** to return to **Terms of Use** page.

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When **Back** button is clicked, a confirmation popup screen will be displayed. By clicking **Yes,** user will be redirected to **Terms of Use** page.

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3.4. Answering the Survey Form

This module enables the user to answer the Customer Satisfaction Survey.

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1	Survey Category
2	Survey Subcategory
3	Survey Item

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1. Click **Yes** or **No** to provide feedback for the specific **Survey Item** displayed. By clicking **Yes**, the next survey item will be displayed. Otherwise, the **Reason for saying no** popup screen will be displayed.

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3.5.   Providing Reason for Saying No

1. Select reason from the dropdown list.

Note: The users must select at least one (1) reason. Multiple reasons can be selected.

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When **'Others'** option is selected, an additional field will be displayed. The user can input other reason, which is not included on the list.

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2. Click **Submit** to proceed to the next survey item. Clicking **Cancel** will close the popup screen and return to the current survey item.

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3. For Service Quality category, user can answer the survey by clicking the star. A corresponding rating scale is displayed upon selecting a star/s.

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3.6. Summary Page

Upon completing answering all the survey item, this page will be displayed containing the user's answer for each survey item including the reason for saying no, if any.

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3.6.1. Changing Survey Answers

1. The user has the option to change their answer for each survey item by clicking the corresponding answer icon.

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Upon clicking the answer icon, a popup screen will be displayed.

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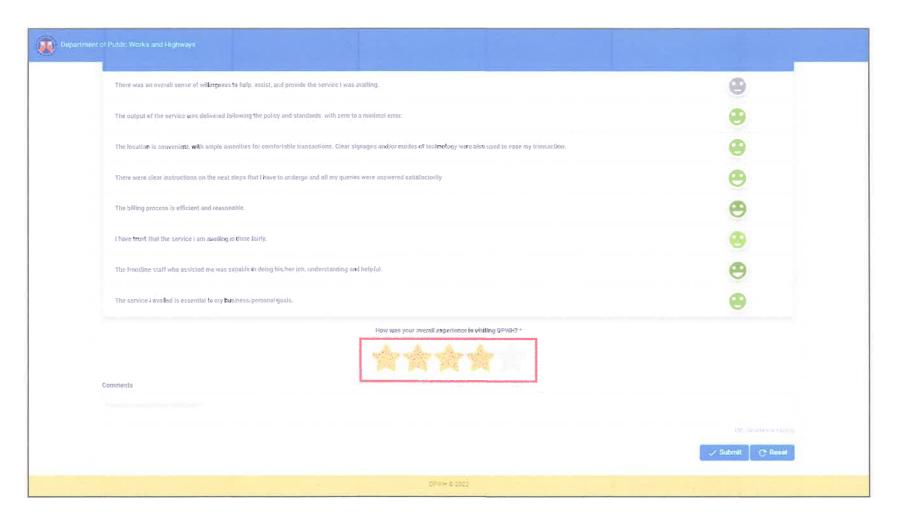2. Click **Yes** or **No** to change answer for the survey item. When **No** is clicked, refer to **Section 3.5** (Providing Reasons for Saying No).
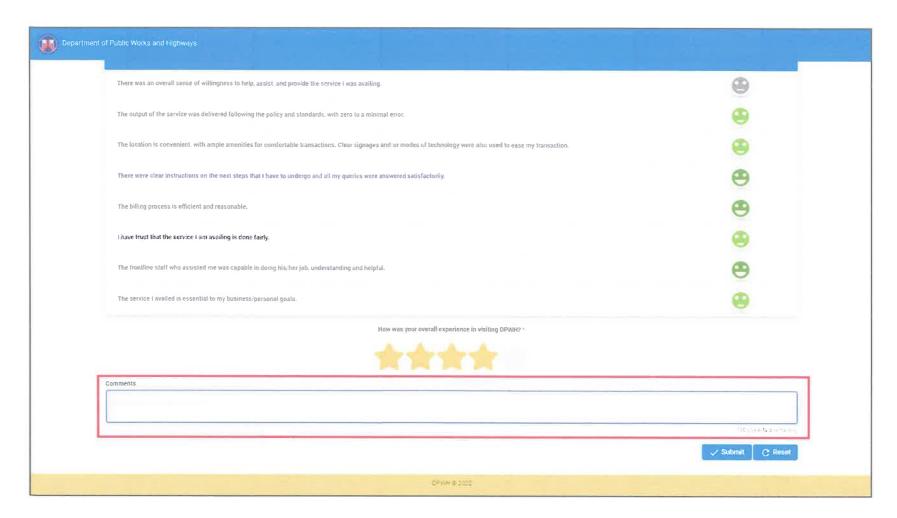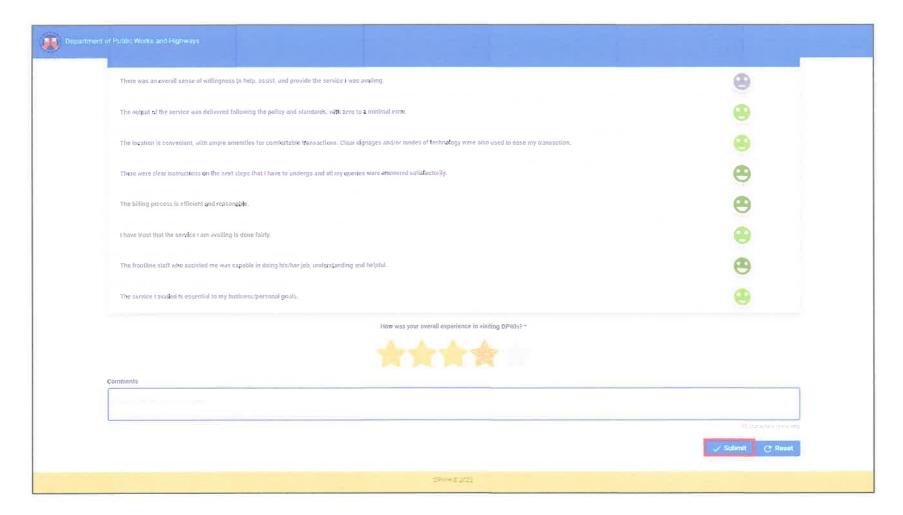
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3.6.2. Completing the Survey

1. Rate the overall experience by clicking the star/s.

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2. Enter comments in the field provided.

There was an overall sense of willingness to help, assist, and provide the service I was availing.

The output of the service was delivered following the policy and standards, with zero to a minimal error.

The location is convenient, with ample amenities for comfortable transactions. Clear signages and/or modes of technology were also used to ease my transaction.

There were clear instructions on the next steps that I have to undergo and all my queries were answered satisfactorily.

The billing process is efficient and reasonable.

I have trust that the service I am availing is done fairly.

The frontline staff who assisted me was capable in doing his/her job, understanding and helpful.

The service I availed is essential to my business/personal goals.

How was your overall experience in visiting DPWH?

Comments

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3. Click **Submit** to submit the survey feedback form.

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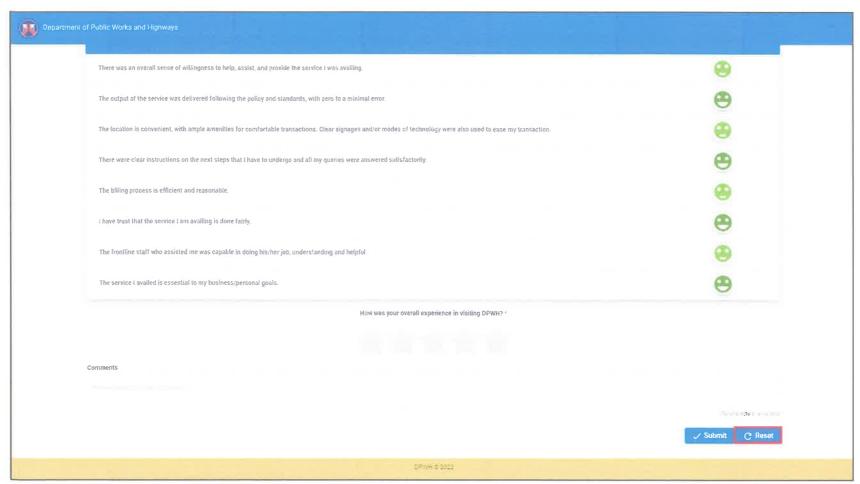
Upon clicking **Submit,** a confirmation popup screen will be displayed. Click **Yes** to confirm submission or **No** to return to the **Summary** page.

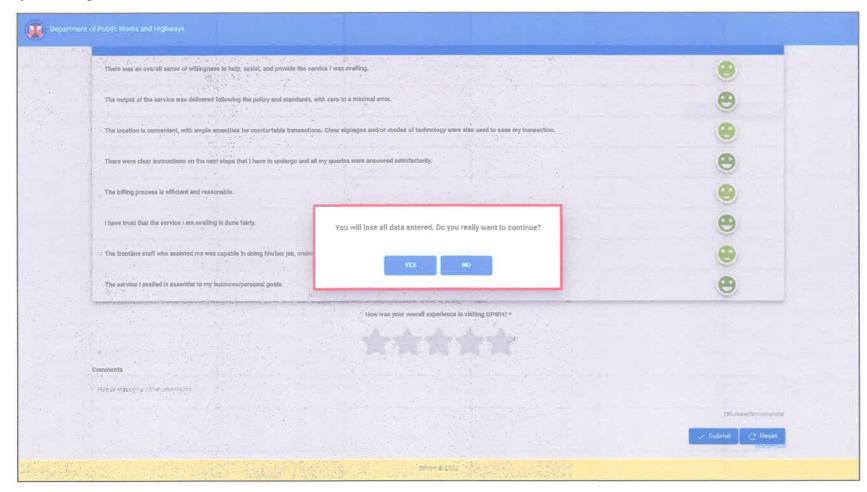Customer Satisfaction Survey Application (CuSSA) – User's Manual

Upon successful submission, a confirmation popup screen will be displayed. Click **Ok** to close the popup screen and return to **Terms of Use** page.

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4. The user may also reset the form by clicking **Reset**.

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Upon clicking **Reset**, a confirmation popup screen will be displayed. Click **Yes** to reset the form.

Note: Resetting the form will clear all the data provided and redirect the user to the **Personal Information** page.

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