



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
  - 4.4.1 He / She shall clearly explain the most current Data Privacy policy of the Department and state that the survey is voluntary;
  - 4.4.2 Once an agreement is made between the AAU and the customer, the AAU shall log-in using his / her DPWH account in the CuSSA;
  - 4.4.3 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 **15<sup>th</sup> 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

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# **Customer Satisfaction Survey Application (CuSSA)**

## **Administrator - User Manual**

version 2.0

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**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.

<b>Service/Personnel</b>	<b>Responsibilities</b>	<b>Application User</b>
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



	To be the coordinator between the application user and the technical team.	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 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](mailto: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 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)

## 2.2. User Access Levels

Modules and Functionalities		User Roles						
		External Stakeholder	AA	SRS	FDO*	RPIO*	DPIO*	CPIO*
<b>Dashboard</b>	View Customer Feedback Trends		✓	✓	✓	✓	✓	✓
<b>Survey Feedbacks</b>	View Customer Feedbacks		✓	✓	✓	✓	✓	✓
	Generate Customer Feedback Form		✓	✓	✓	✓	✓	✓
<b>Reports</b>	Generate Reports		✓	✓	✓	✓	✓	✓
<b>Administration</b>	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:

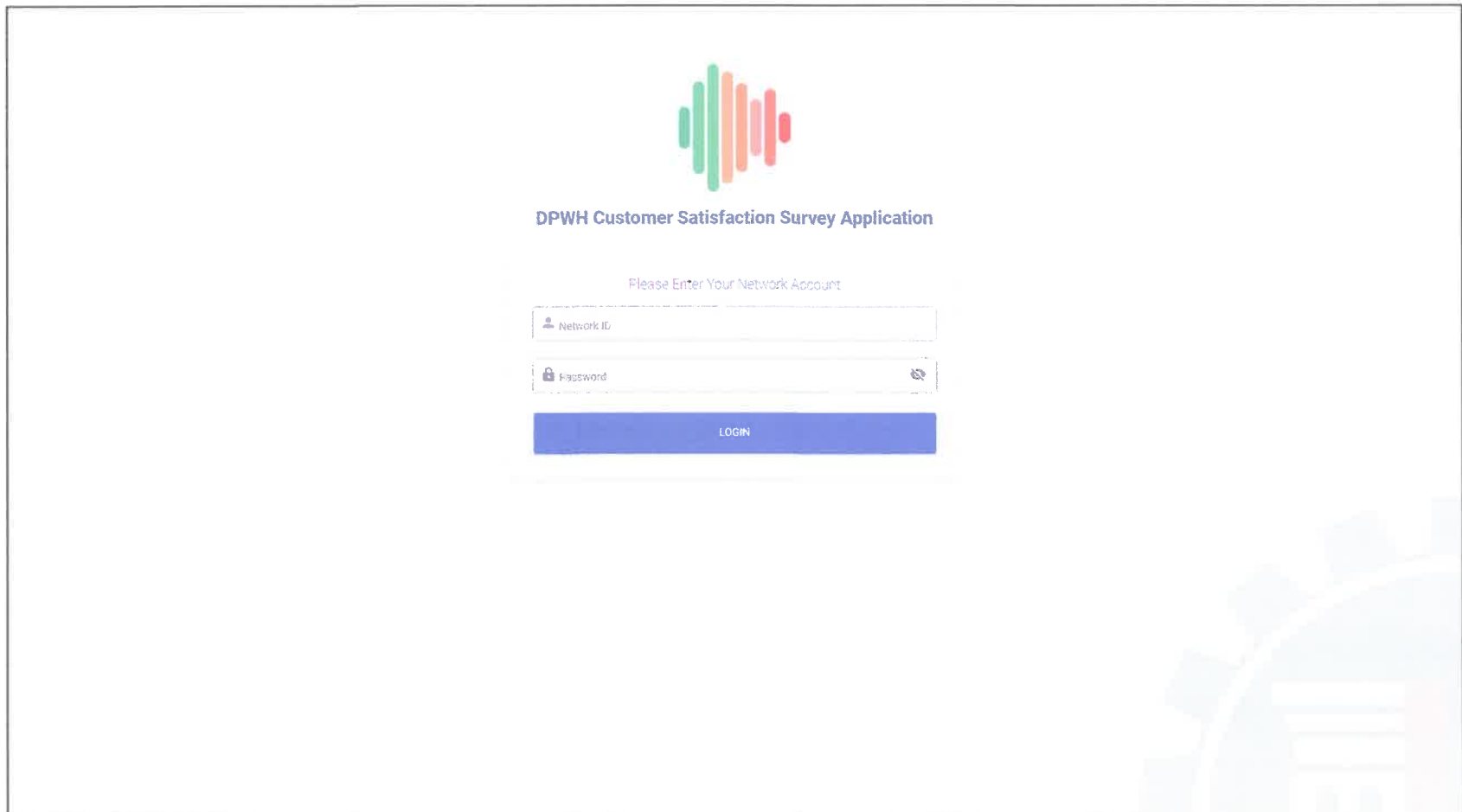
- **External Stakeholders**
- **AA** – Application Administrator
- **SRS** – Stakeholders Relations Service User
- **FDO** – Front Desk Officer
- **RPIO** – Regional Public Information Officer
- **DPIO** – District Public Information Officer
- **CPIO** – Central Office Public Information Officer



### 3. Getting Started

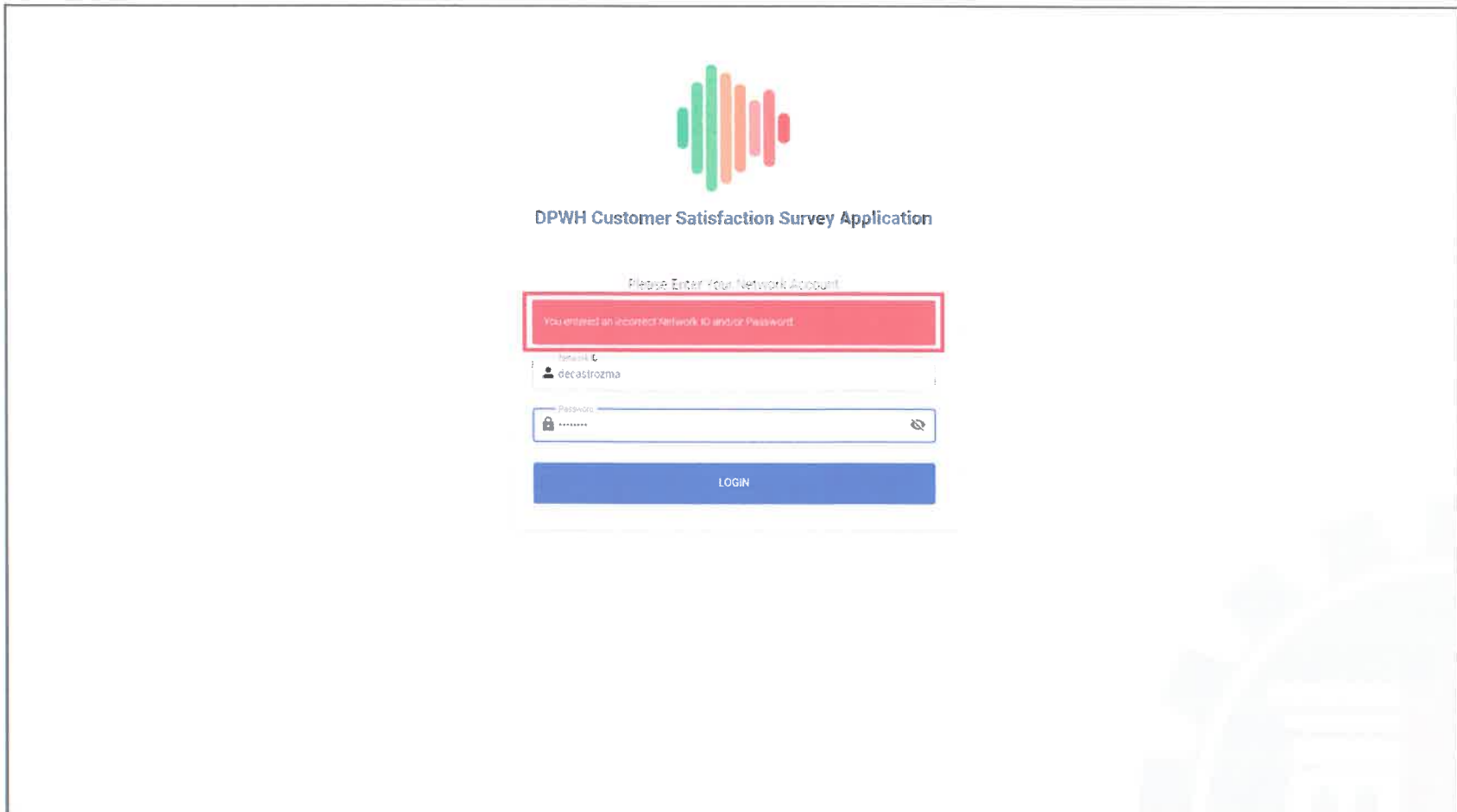
#### 3.1. Logging On

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



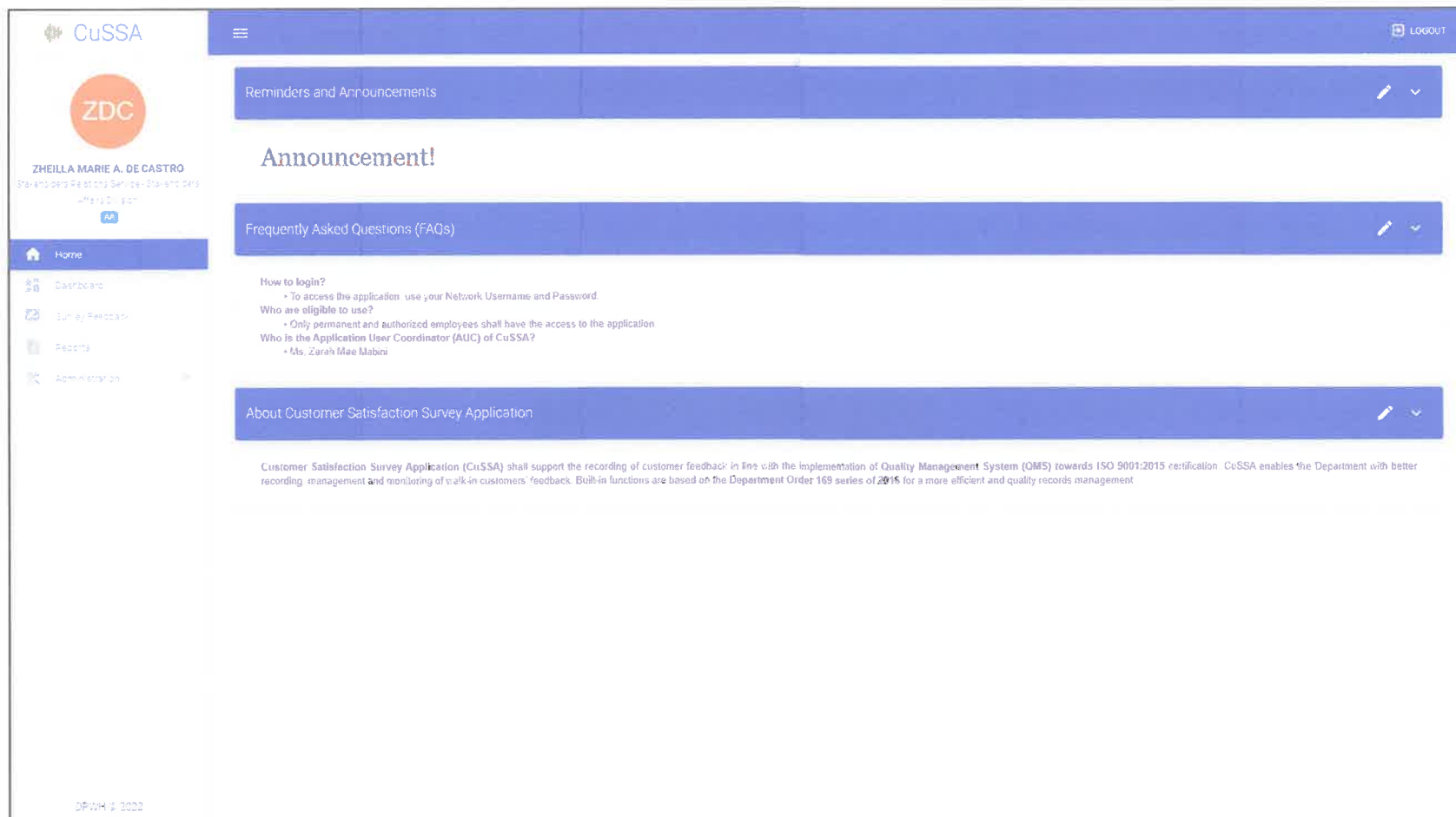
The screenshot displays the login interface for the DPWH Customer Satisfaction Survey Application. At the top center is a logo consisting of several vertical bars of varying heights in shades of green, yellow, and red. Below the logo, the title "DPWH Customer Satisfaction Survey Application" is centered in a dark blue font. Underneath the title, the instruction "Please Enter Your Network Account" is displayed in a smaller, light blue font. The login form consists of two input fields: the first is labeled "Network ID" with a user icon on the left, and the second is labeled "Password" with a lock icon on the left and a toggle icon on the right. Below these fields is a prominent blue button with the text "LOGIN" in white capital letters. The entire login form is enclosed in a light gray border. In the bottom right corner of the screenshot, there is a faint, light blue watermark of a gear and a document icon.

An error message will be displayed for incorrect login credentials.



The screenshot displays the login interface of the DPWH Customer Satisfaction Survey Application. At the top center is a logo consisting of seven vertical bars of varying heights in shades of green, yellow, and red. Below the logo, the title "DPWH Customer Satisfaction Survey Application" is centered. Underneath the title is a prompt "Please Enter Your Network Account!". A red-bordered box contains the error message: "You entered an incorrect Network ID and/or Password!". Below this box are two input fields: the first is labeled "Network ID" and contains the text "decastrozma"; the second is labeled "Password" and contains a series of asterisks. A blue "LOGIN" button is positioned below the password field. The entire login form is enclosed in a light gray border.

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







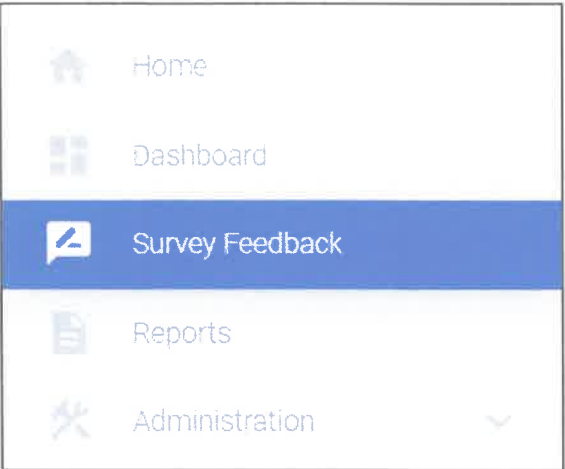
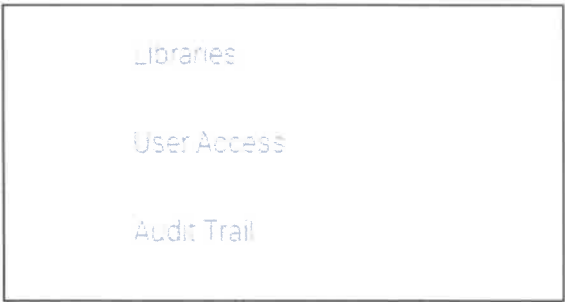


## 3.2. Application Navigation





The screenshot displays the CuSSA application interface. The top navigation bar (1) includes the CuSSA logo, a menu icon (2), and a LOGOUT button (3). The left sidebar (4) features the ZDC logo, the user name ZHEILLA MARIE A. DE CASTRO, and a list of navigation items: HOME, Dashboard, Survey Feedback (highlighted), Reports, and Administration. The main content area (5) is titled 'Survey Feedback' (7) and contains a filter section (8) with dropdowns for Region, Office, and Office / Division / Section, along with date range pickers (From, To) and a FILTER button. Below the filter section is a table (9) with columns: Transaction ID, Transaction Date, Stakeholder Name, Office Visited, and Action. The table contains 10 rows of data (10). A search bar (11) is located above the table. The bottom of the page shows the date 09/14/2022 (12).


Transaction ID	Transaction Date	Stakeholder Name	Office Visited	Action
SR9-0002-0006	08/30/2021	Dela Cruz, Juan	Stakeholders Relations Service - Stakeholders Affairs Division	
SR9-0002-0007	08/27/2021	Dela Cruz, Maria	Stakeholders Relations Service - Stakeholders Affairs Division	
SR9-0002-0004	08/26/2021	Anonymous	Stakeholders Relations Service - Stakeholders Affairs Division	
SR9-0002-0003	08/26/2021	Idem Nam	Stakeholders Relations Service - Stakeholders Affairs Division	
SR9-0002-0009	08/25/2021	Kang, Ki Young	Stakeholders Relations Service - Stakeholders Affairs Division	
SR9-0002-0004	08/25/2021	Bacon, Brian	Stakeholders Relations Service - Stakeholders Affairs Division	
SR9-0002-0008	08/25/2021	Kangilinan, Marlyn	Stakeholders Relations Service - Stakeholders Affairs Division	
SR9-0002-0005	08/24/2021	Anonymous	Stakeholders Relations Service - Stakeholders Affairs Division	

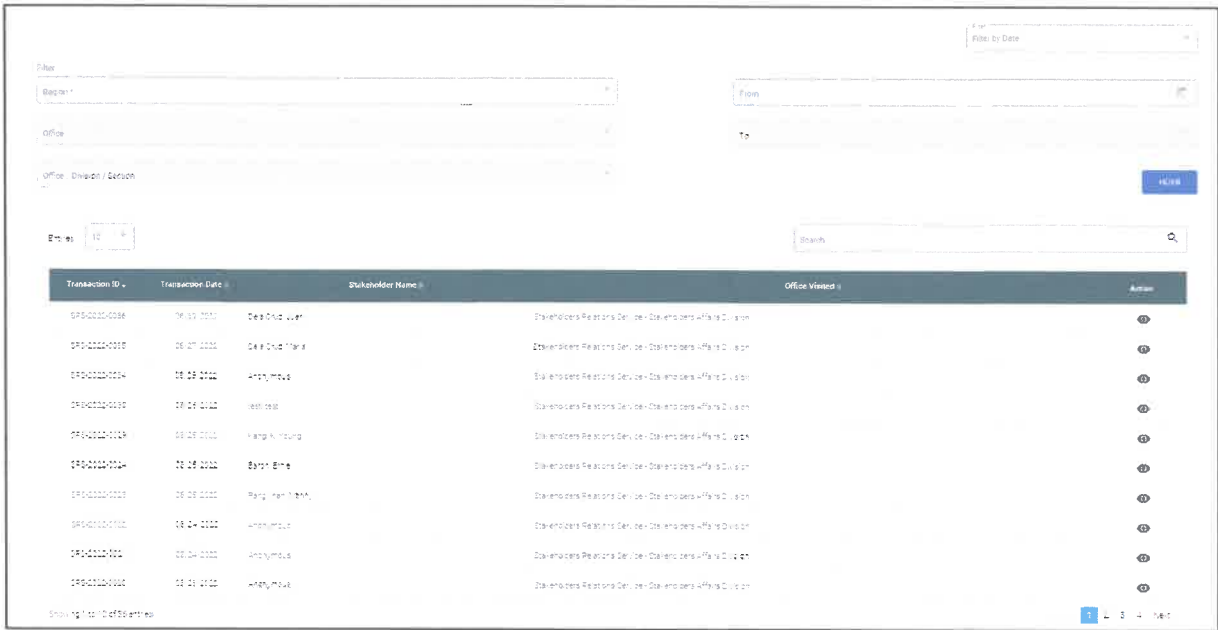
NO.	NAME	ICON
1	Application Name	
2	Hamburger Menu	
3	Logout Button	
4	User Profile	

NO.	NAME	ICON
5	Main Modules	
6	Sub-Modules	



NO.	NAME	ICON
7	Module Title	
8	Search Filter	
9	Record Count	
10	Table Search	

11	Data Table	 <p>The screenshot shows a table with the following columns: Transaction ID, Transaction Date, Stakeholder Name, Office Visited, and Action. A single row of data is displayed, and a pagination bar at the bottom indicates 'Showing 1 to 1 of 1 entries'.</p>
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N O.	NAME	ICON
12	Main Screen	 <p>The screenshot displays the main screen of the application. It features a search form at the top with fields for 'Filter', 'Begin', 'End', 'Office', and 'Office / Division / Section'. Below the form is a table with the same columns as the data table in the previous screenshot. The table contains 10 rows of transaction data. A pagination bar at the bottom indicates 'Showing 1 to 10 of 50 entries'.</p>

### **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**

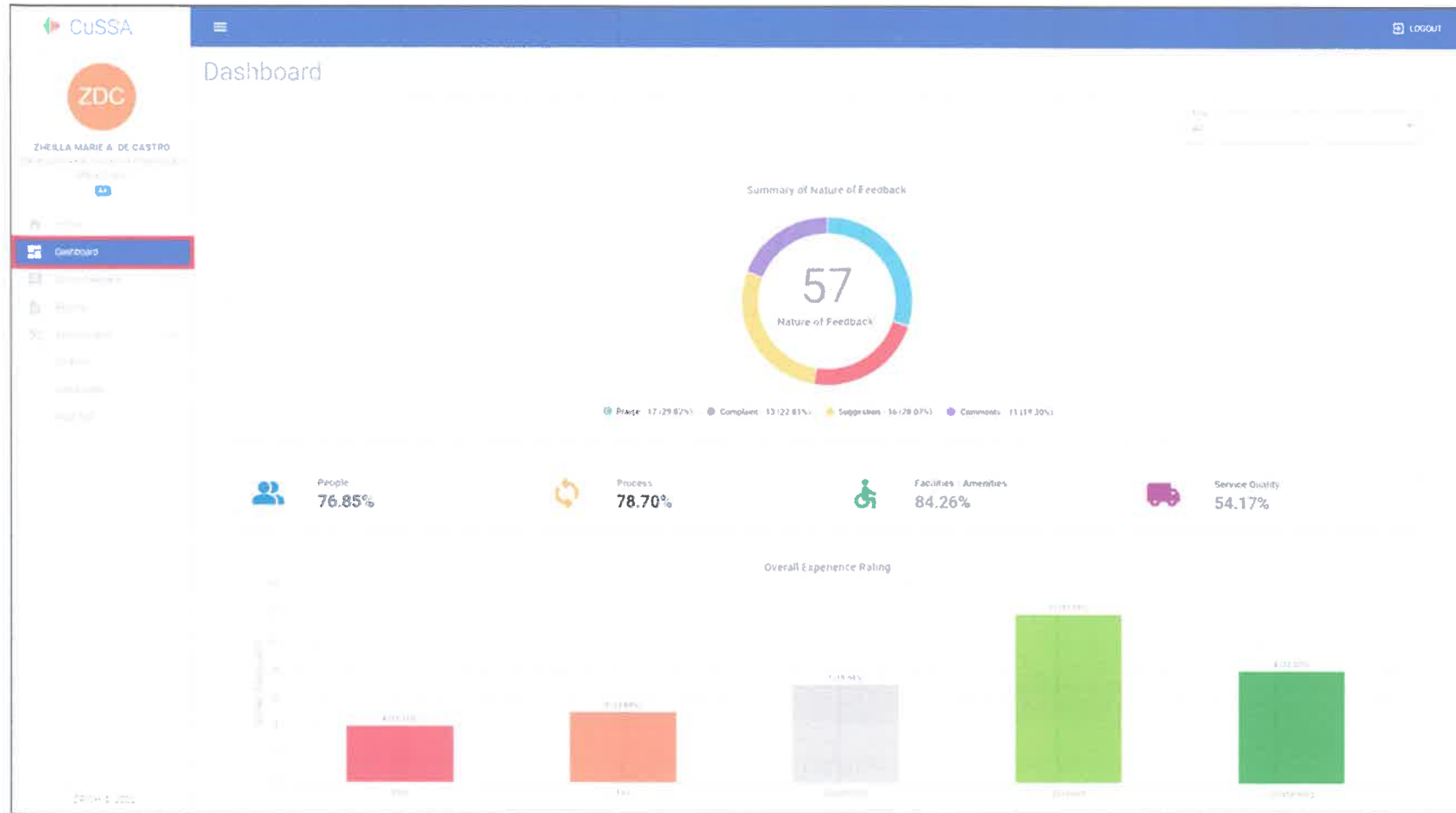
This module allows the generation of report in summarized form based on consolidated customer feedback.

#### **3.3.5. Administration**

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

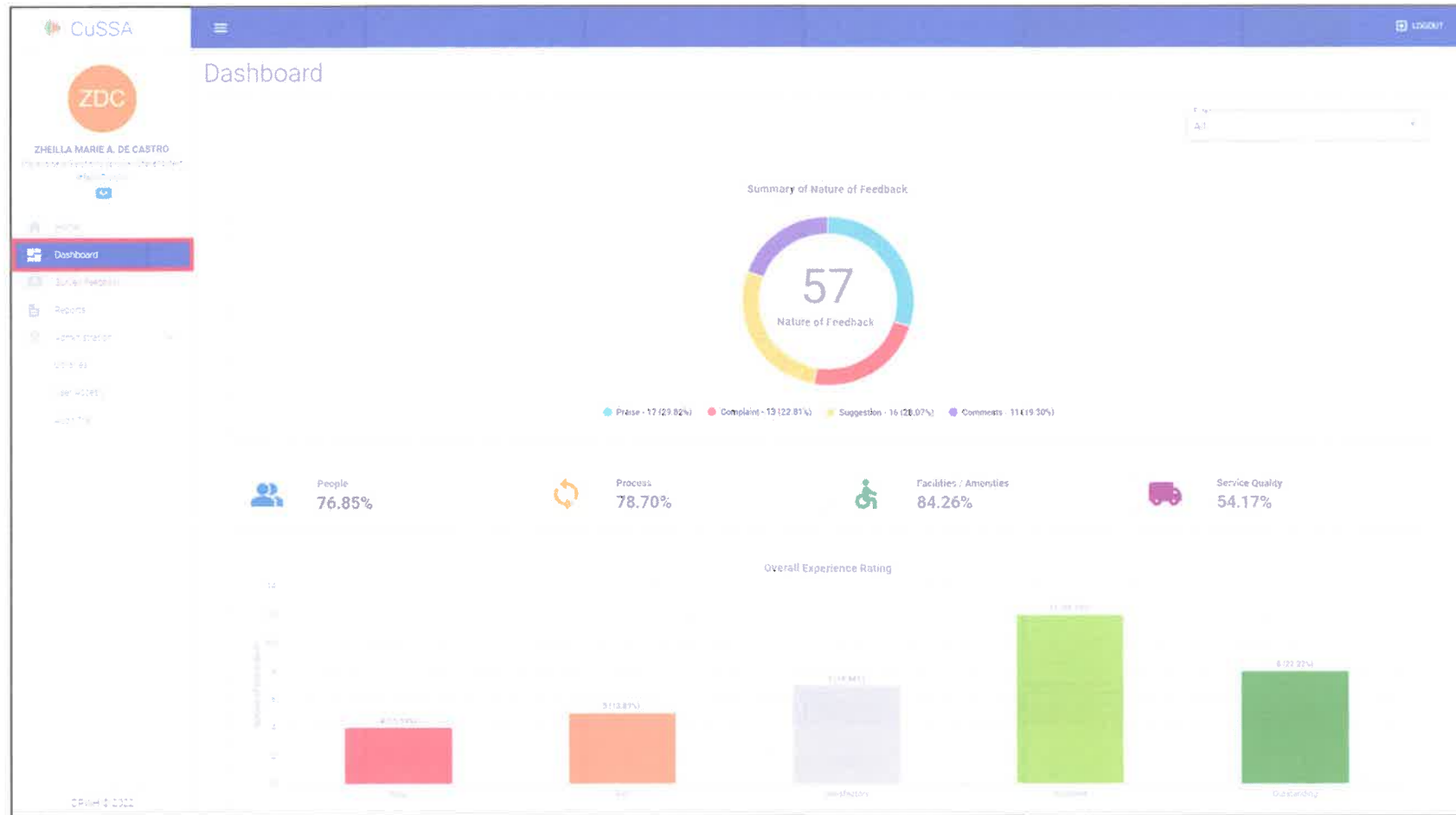
## 4. Dashboard

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



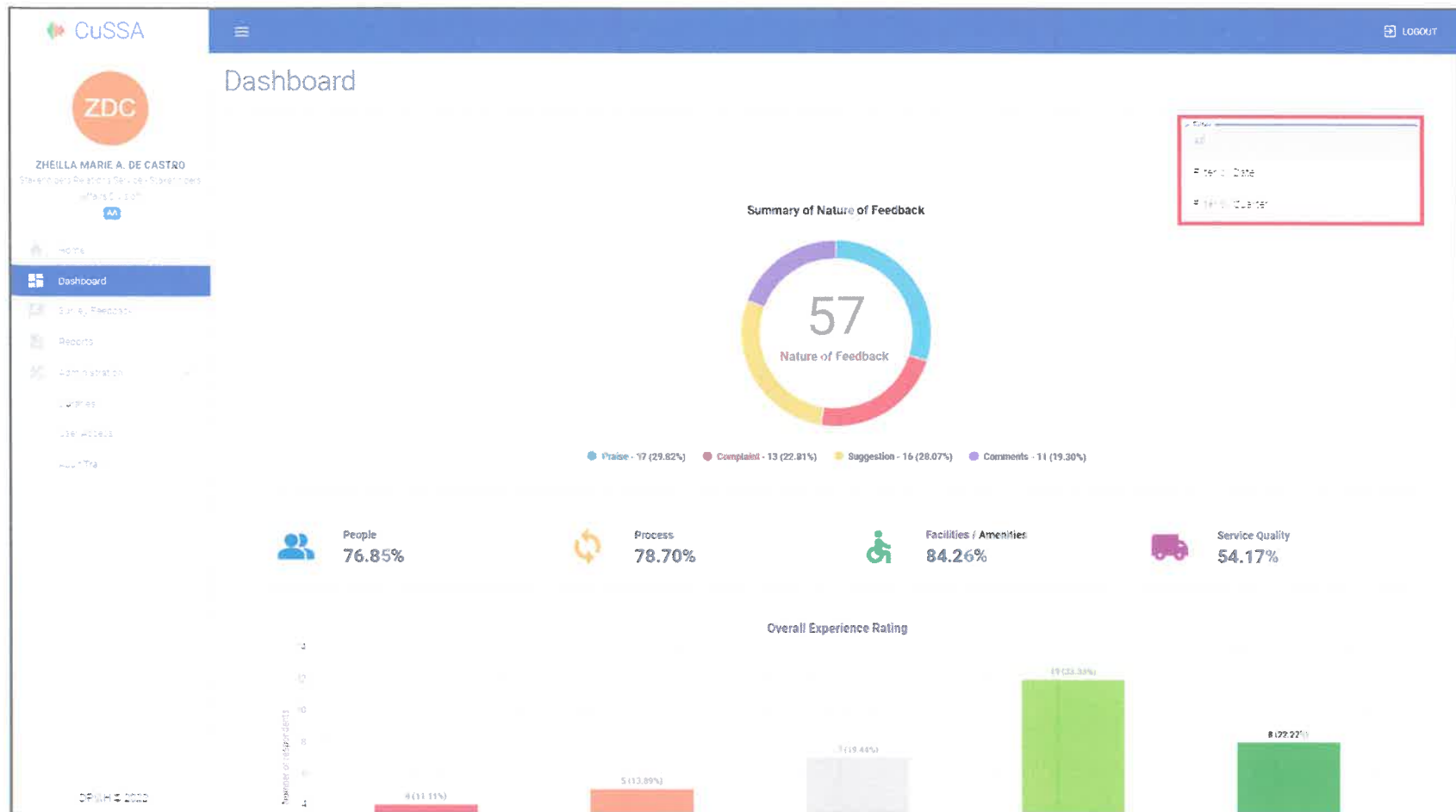
## 4.1. Filtering Dashboard Data

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

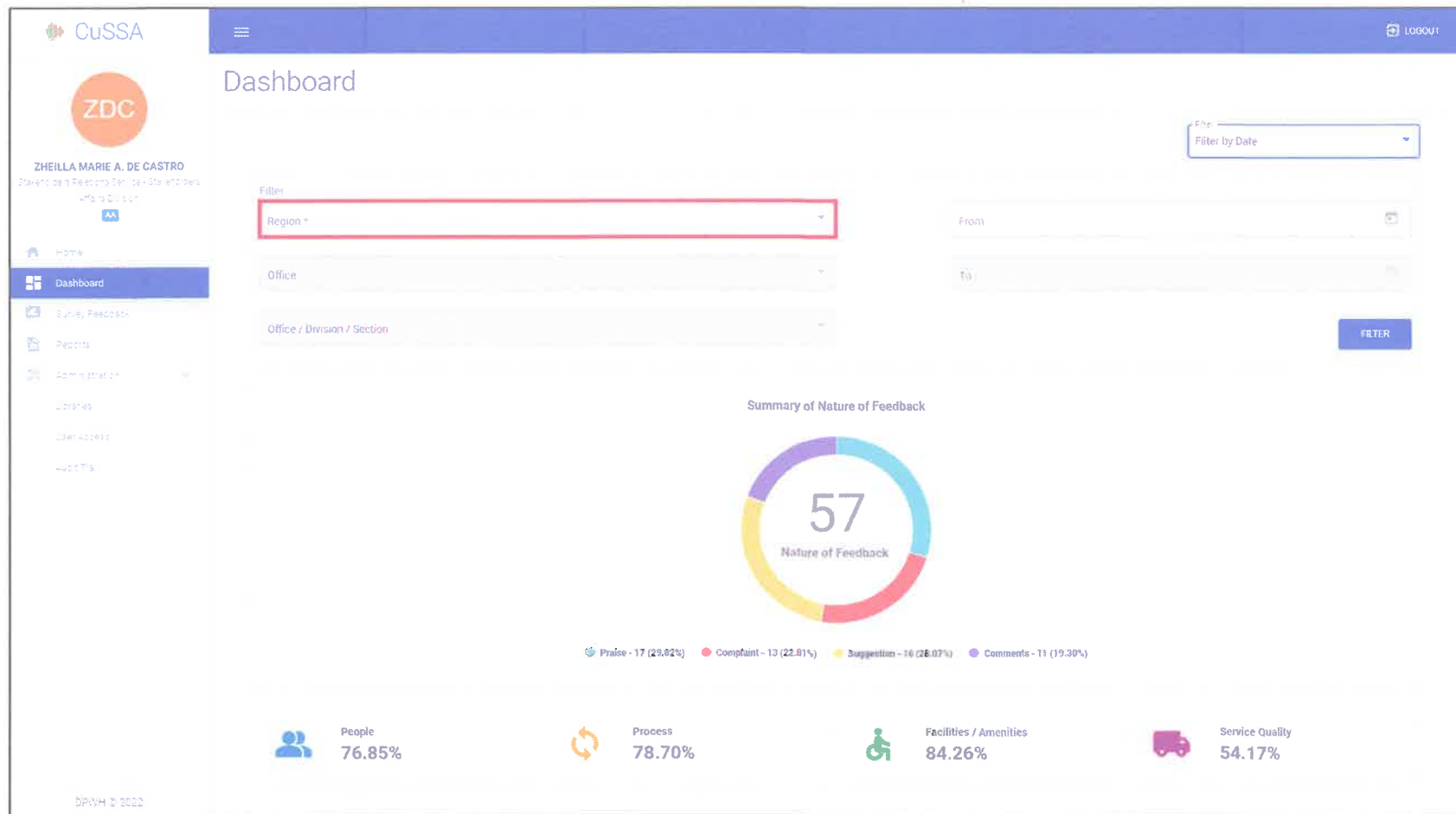




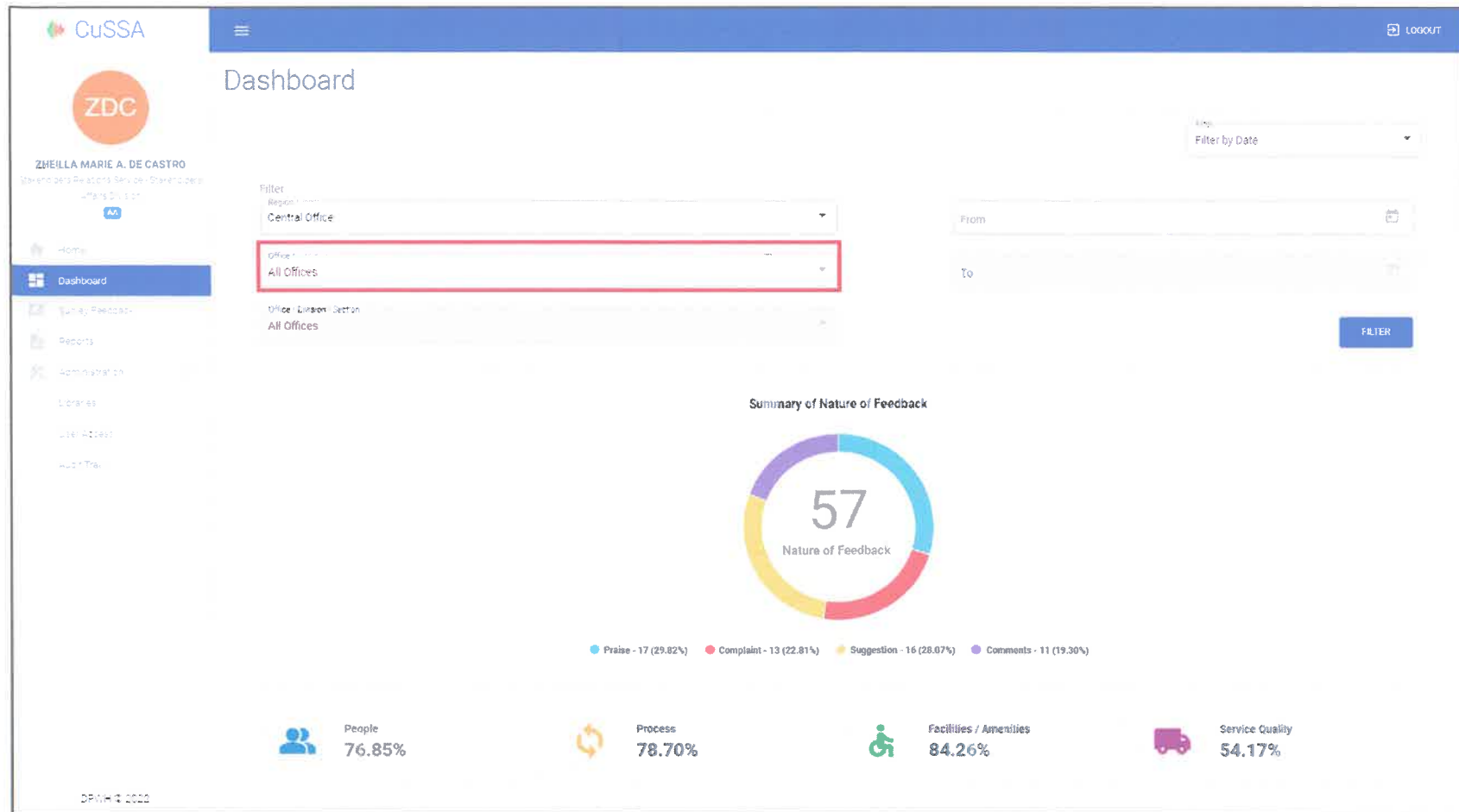
2. Click the **Filter** dropdown and select a filter option to narrow down the data being displayed.



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



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



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

The screenshot displays the CuSSA (Customer Satisfaction Survey Application) Dashboard. The interface includes a top navigation bar with the CuSSA logo and a 'Logout' button. A left sidebar shows the user profile 'ZHEILA MARIE A. DE CASTRO' and a menu with options: Home, Dashboard (highlighted), Survey, Feedback, Reports, and Administration. The main content area is titled 'Dashboard' and features a filter section with a 'Filter by Date' dropdown. Below this, there are three dropdown menus for 'Region' (set to 'Central Office'), 'Office' (set to 'All Offices'), and 'Office / Division / Section' (set to 'All Offices'). The 'Office / Division / Section' dropdown is highlighted with a red border. To the right of these filters are 'From' and 'To' date pickers and a 'FILTER' button. The central part of the dashboard shows a 'Summary of Nature of Feedback' with a donut chart displaying a total of 57 feedback items. The chart is divided into four segments: Praise (17, 29.82%), Complaint (13, 22.81%), Suggestion (16, 28.07%), and Comments (11, 19.30%). At the bottom, there are four performance indicators: People (76.85%), Process (78.70%), Facilities / Amenities (84.26%), and Service Quality (54.17%).

**Summary of Nature of Feedback**

Nature of Feedback	Count	Percentage
Praise	17	29.82%
Complaint	13	22.81%
Suggestion	16	28.07%
Comments	11	19.30%

**Performance Indicators:**

Category	Value
People	76.85%
Process	78.70%
Facilities / Amenities	84.26%
Service Quality	54.17%

#### 4.1.1. Filtering by Date

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

The screenshot displays the CuSSA Dashboard interface. On the left, a sidebar contains the CuSSA logo, a ZDC profile for ZHEILLA MARIE A. DE CASTRO, and navigation links for Home, Dashboard (highlighted), Survey Feedback, Reports, and Administration. The main dashboard area features a 'Filter' section with dropdowns for Region (Central Office), Office (All Offices), and Office / Division / Section (All Offices). To the right, a 'Filter by Date' dropdown is open, showing a calendar for the year 2022. A red box highlights the calendar interface, which includes a 'From' label, a date selection grid, and a 'FILTER' button. Below the filters, a 'Summary of Nature of Feedback' donut chart shows 57 total feedback items, categorized into Praise (17, 29.82%), Complaint (13, 22.81%), Suggestion (16, 28.07%), and Comments (11, 19.38%). At the bottom, four performance metrics are displayed: People (76.85%), Process (78.70%), Facilities / Amenities (84.26%), and Service Quality (54.17%).

**Filter**  
Filter by Date

**Filter**

**Summary of Nature of Feedback**

57  
Nature of Feedback

● Praise - 17 (29.82%) ● Complaint - 13 (22.81%) ● Suggestion - 16 (28.07%) ● Comments - 11 (19.38%)

**People**  
76.85%

**Process**  
78.70%

**Facilities / Amenities**  
84.26%

**Service Quality**  
54.17%

DPW/HR © 2022



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

The screenshot displays the CuSSA Dashboard interface. On the left, a sidebar contains the CuSSA logo, a ZDC profile for ZHEILLA MARIE A. DE CASTRO, and navigation links for Dashboard, Reports, and Administration. The main dashboard area features a 'Filter' section with dropdowns for Region (Central Office), Office (All Offices), and Office / Division / Section (All Offices). To the right, there is a 'Filter by Date' dropdown and a date range selector showing 'From 08/01/2022' and 'To' (highlighted with a red box). Below the filters is a 'Summary of Nature of Feedback' section with a donut chart showing 57 total feedback items. The chart is divided into four categories: Praise (17, 29.82%), Complaint (13, 22.81%), Suggestion (16, 28.07%), and Comments (11, 19.28%). At the bottom, four performance metrics are displayed: People (76.85%), Process (78.70%), Facilities / Amenities (84.26%), and Service Quality (54.17%).

**Filter**

Region: Central Office

Office: All Offices

Office / Division / Section: All Offices

**Filter by Date**

From: 08/01/2022

To: [Calendar View]

**Summary of Nature of Feedback**

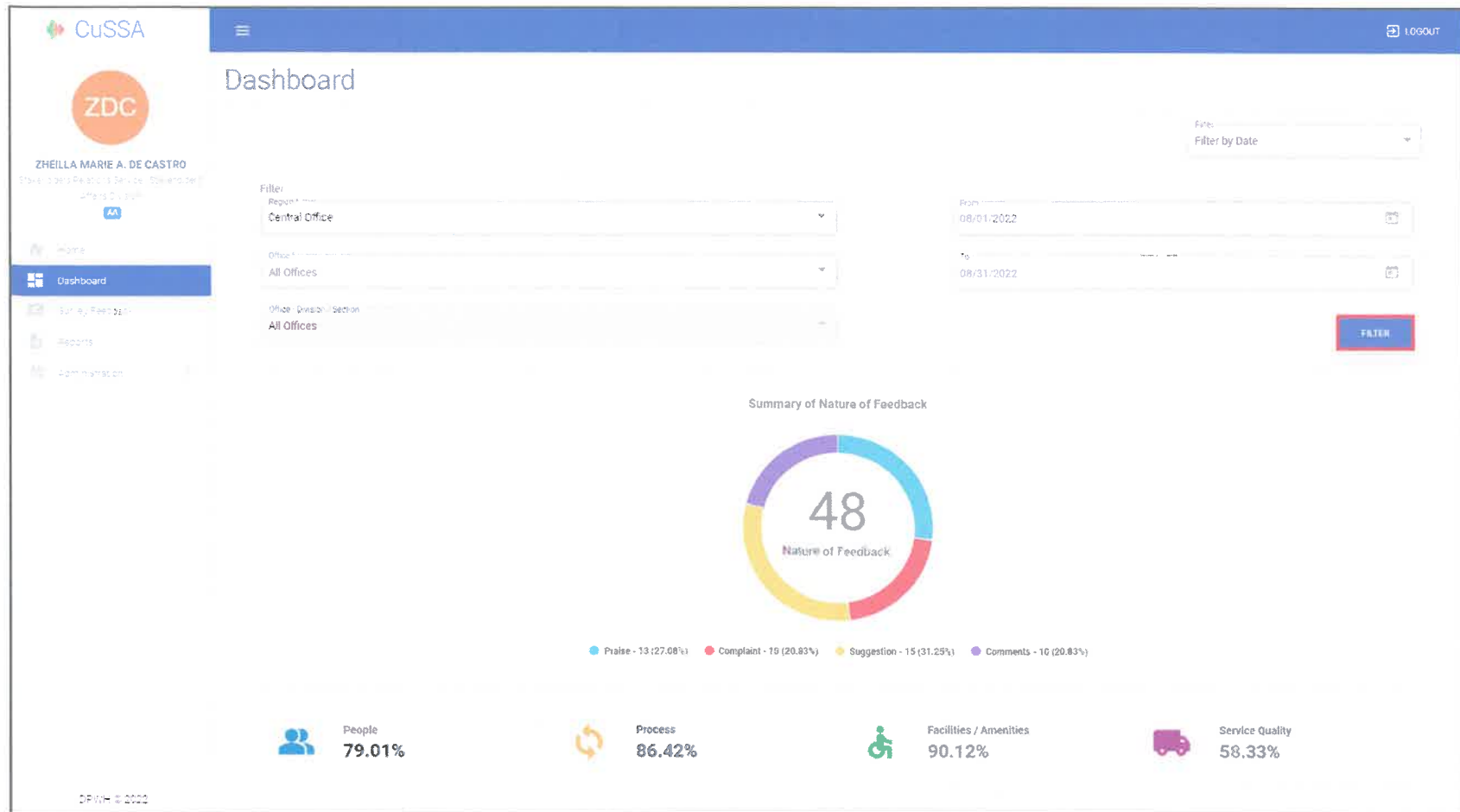
57 Nature of Feedback

● Praise - 17 (29.82%) ● Complaint - 13 (22.81%) ● Suggestion - 16 (28.07%) ● Comments - 11 (19.28%)

**Performance Metrics**

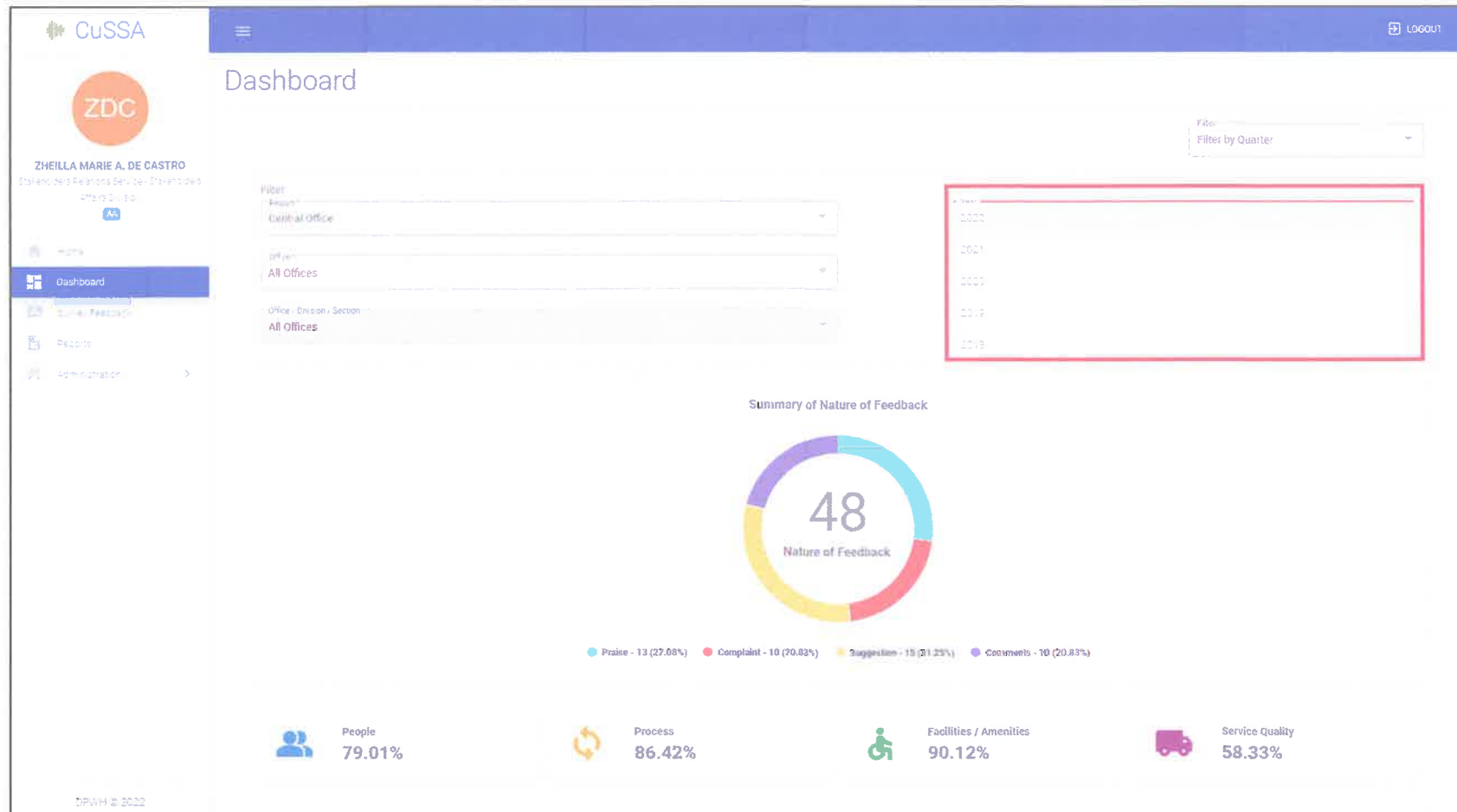
- People: 76.85%
- Process: 78.70%
- Facilities / Amenities: 84.26%
- Service Quality: 54.17%

3. Click the **Filter** button.

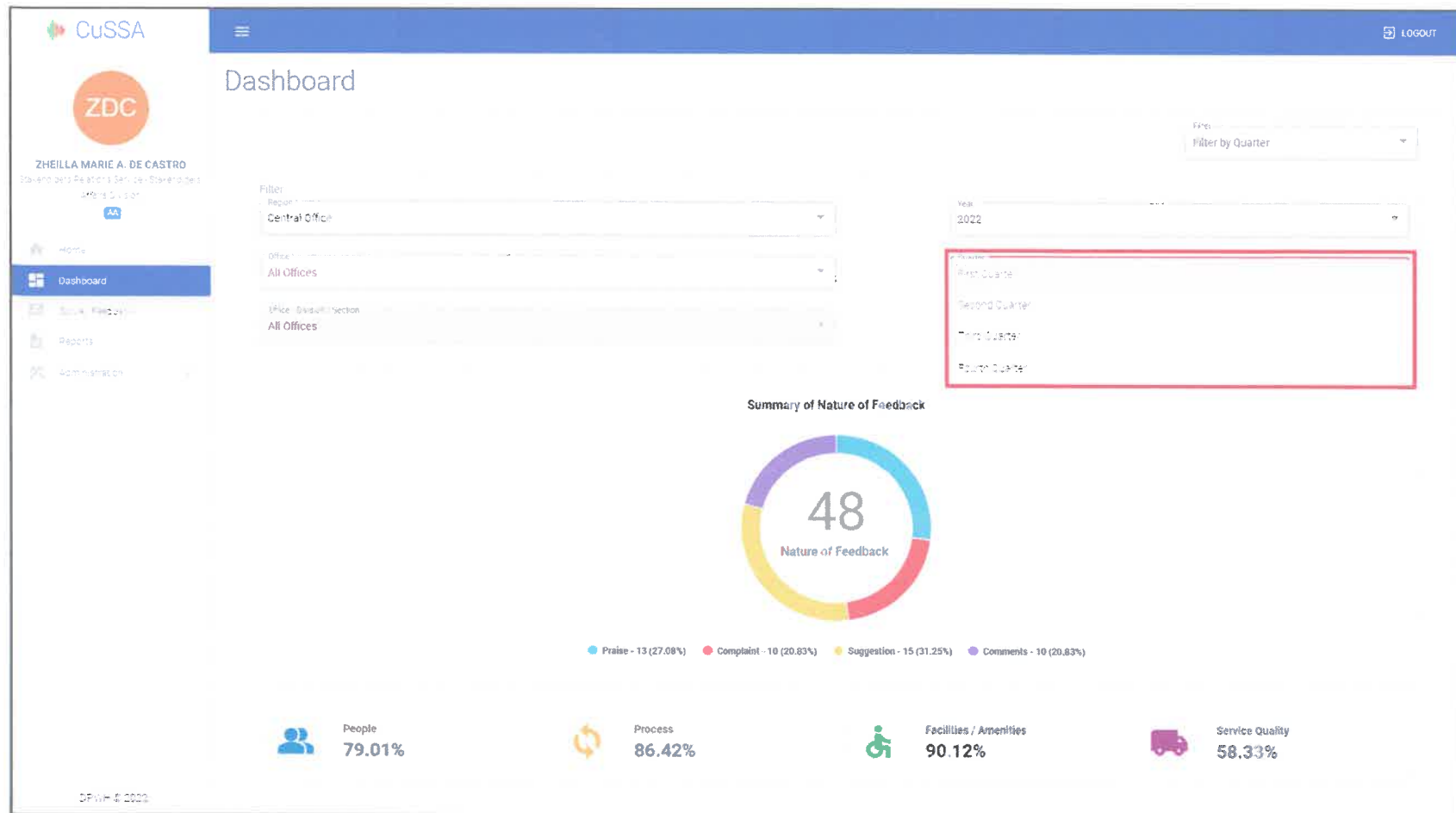


#### 4.1.1.2. Filtering by Quarter

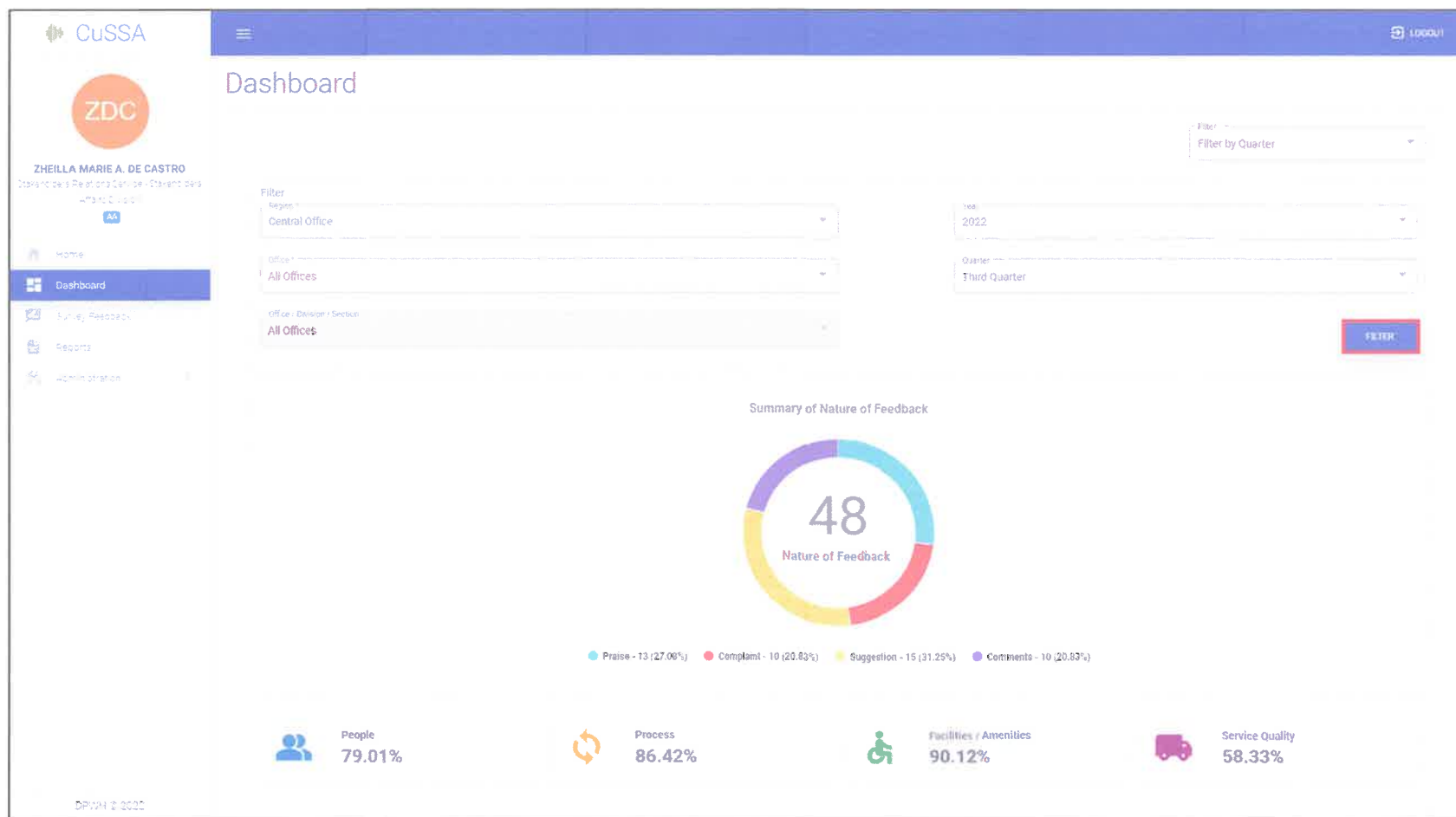
1. Select from the **Year** dropdown list.



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



3. Click the **Filter** button.

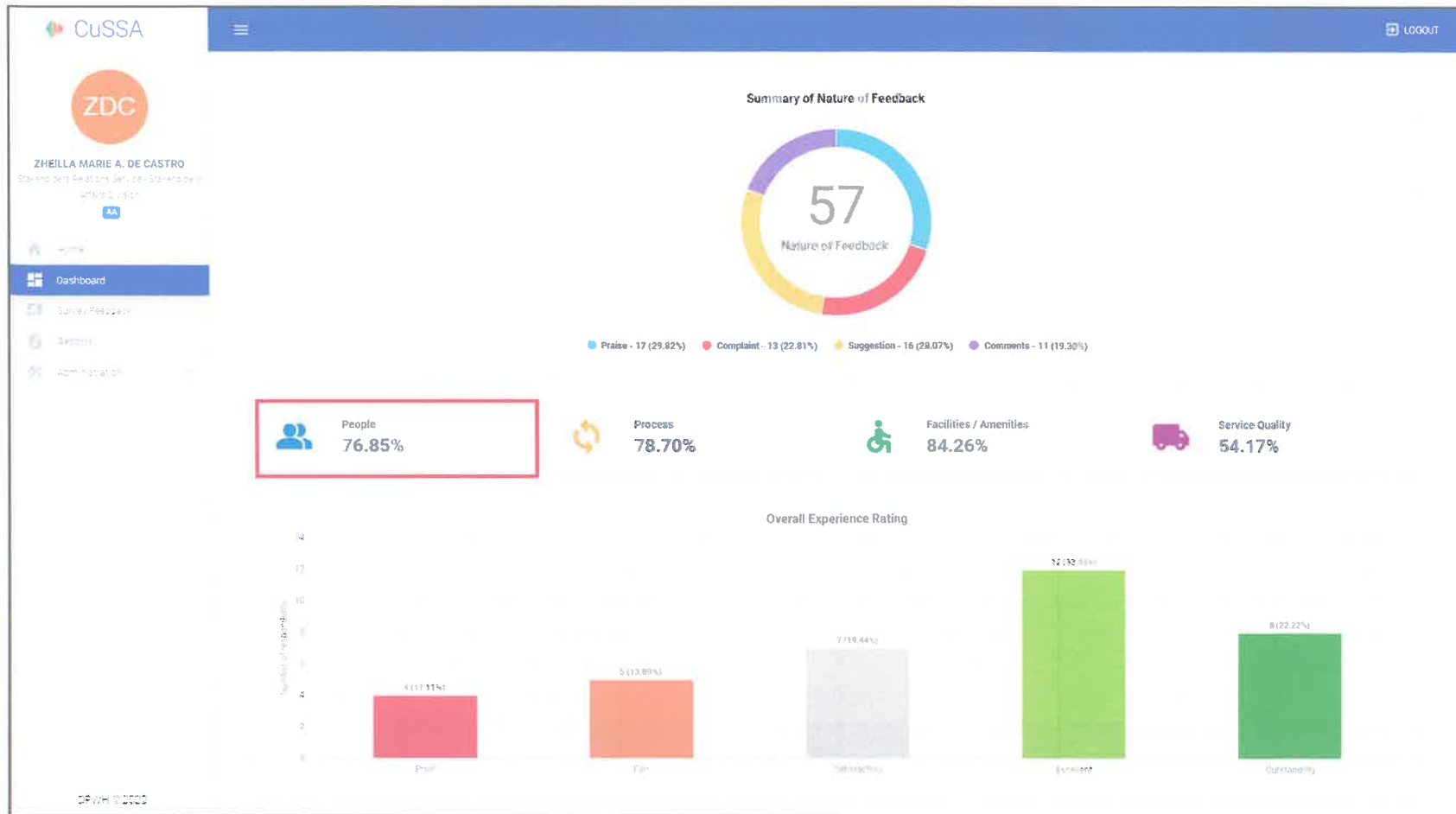




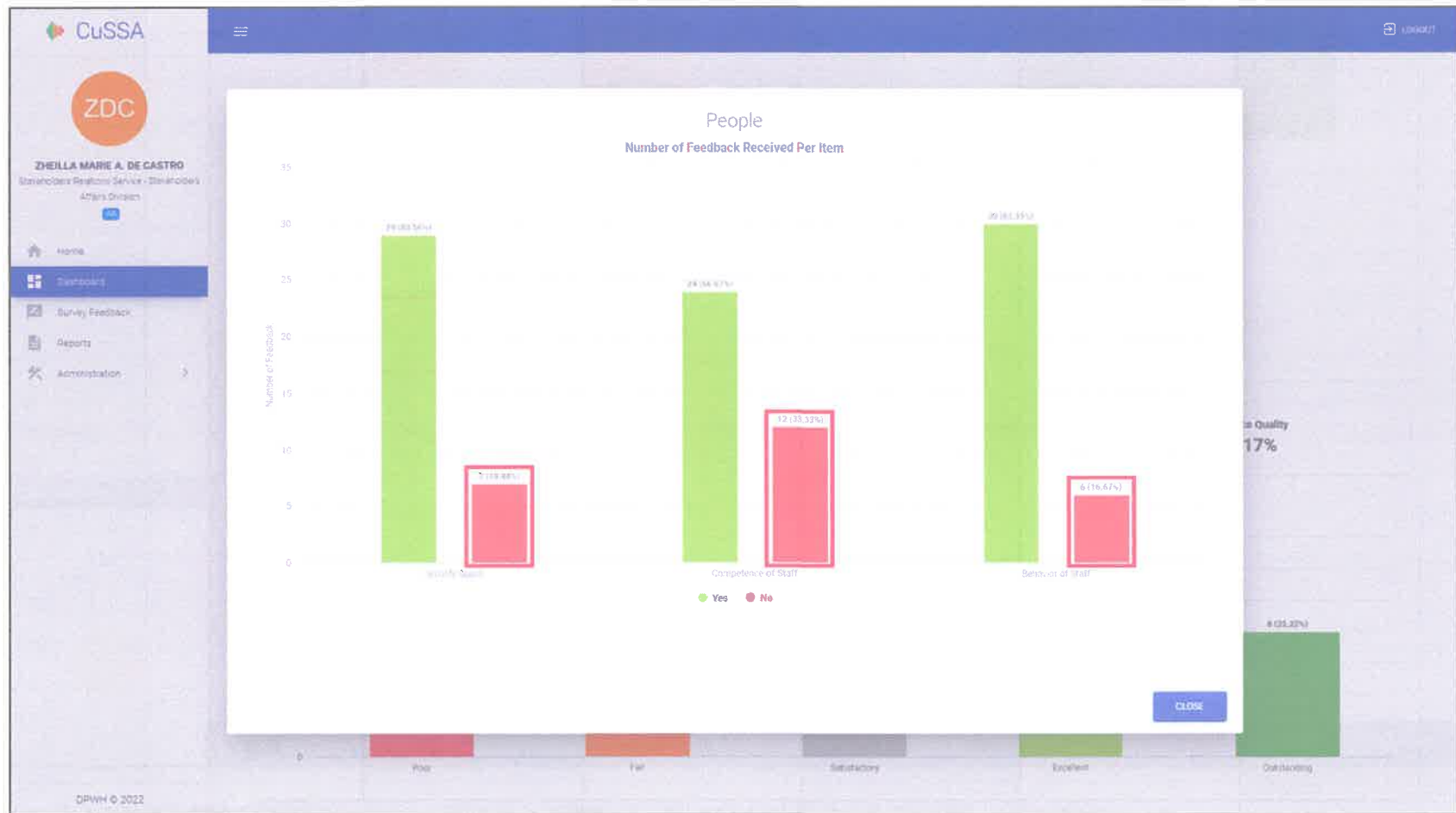
## 4.2. Opening Drilldown Charts

### 4.2.1. People, Process and Facilities / Amenities

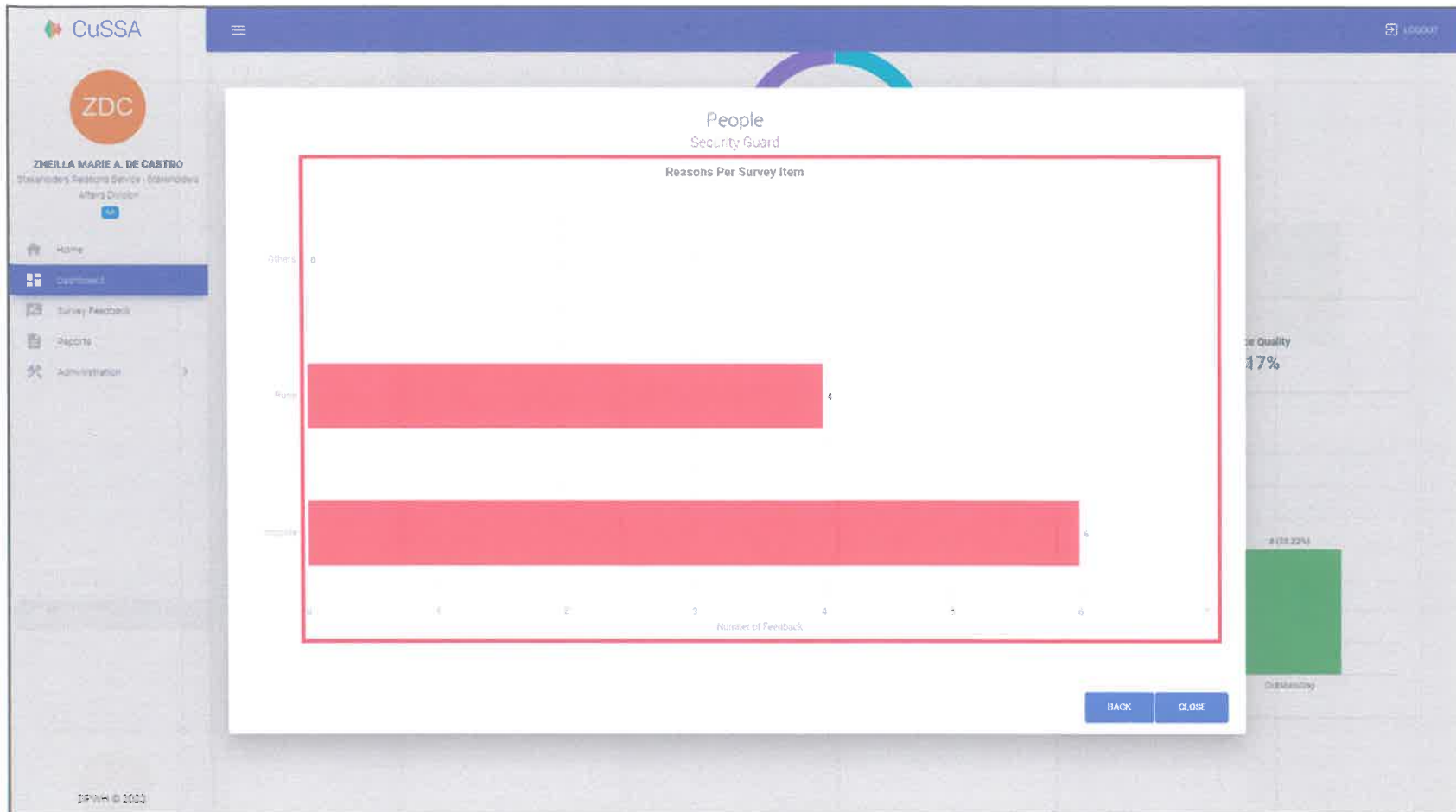
1. Click the **Survey Category** card to display a popup screen that contains the detailed information.



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







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



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

The screenshot displays the CuSSA application interface. On the left, a sidebar contains the CuSSA logo, a ZDC logo, and user information for ZHEILLA MARIE A. DE CASTRO, a Stakeholder Relations Service - Stakeholders Affairs Officer. The main content area is titled 'People' and 'Security Guard Rude'. It features a table with columns 'Transaction ID' and 'Action'. The table lists four transactions with IDs: 0PS-1002-0001, 0PS-1002-0003, 0PS-1002-0002, and 0PS-1002-0009. The 'Action' column for the first transaction shows a red square icon with a white eye, which is highlighted by a red box. Below the table, it says 'Showing 1 to 4 of 4 entries'. At the bottom right of the table, there are 'BACK' and 'CLOSE' buttons. The footer of the application shows 'DPWH © 2022'.

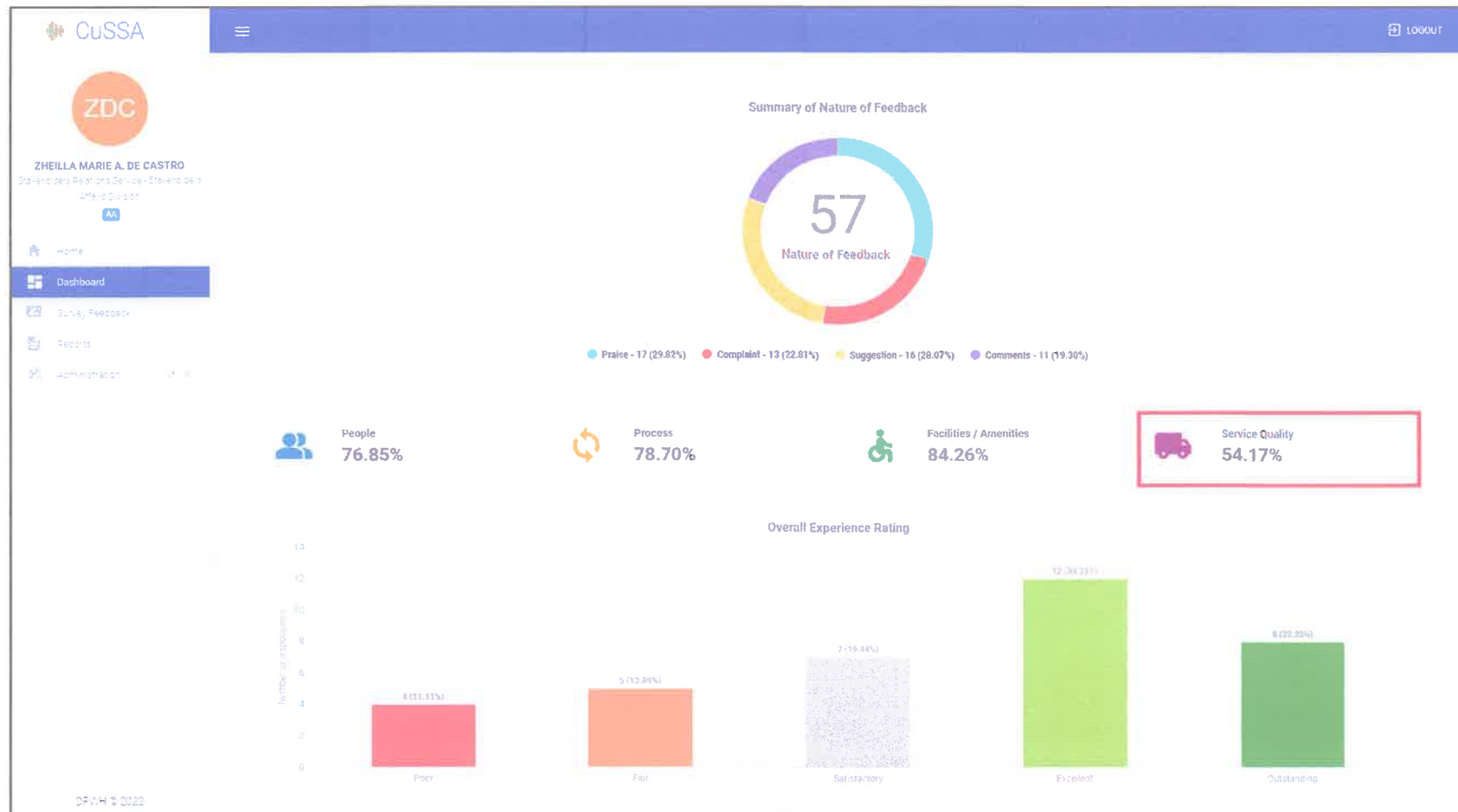
Transaction ID	Action
0PS-1002-0001	
0PS-1002-0003	
0PS-1002-0002	
0PS-1002-0009	

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

The screenshot displays the CuSSA (Customer Satisfaction Survey Application) interface. On the left, a sidebar identifies the user as ZHEILLA MARIE A. DE CASTRO, a Stakeholders Relations Service - Stakeholders Affairs Division officer. The sidebar includes navigation links for Home, Dashboard, Survey Feedback, Reports, and Administration. The main content area is partially obscured by a large, white feedback form overlay. This form contains fields for First Name (pre-filled with 'Anonymous'), Age (99), Sex (Female), Address, City / Municipality, Province, Contact Details (Telephone / Mobile Number: +6399999999999), and Email Address. At the bottom of the form, there is a 'Nature of Feedback' section with four radio button options: 'Praise' (selected), 'Complaint', 'Suggestion', and 'Comment'. In the bottom right corner of the form, there are two buttons: 'BACK' and 'CLOSE', both highlighted with a red rectangular border. The background of the application shows a dashboard with various charts and reports, including a 'Service Quality' chart with a 7% metric and a green bar chart labeled 'Outstanding'.

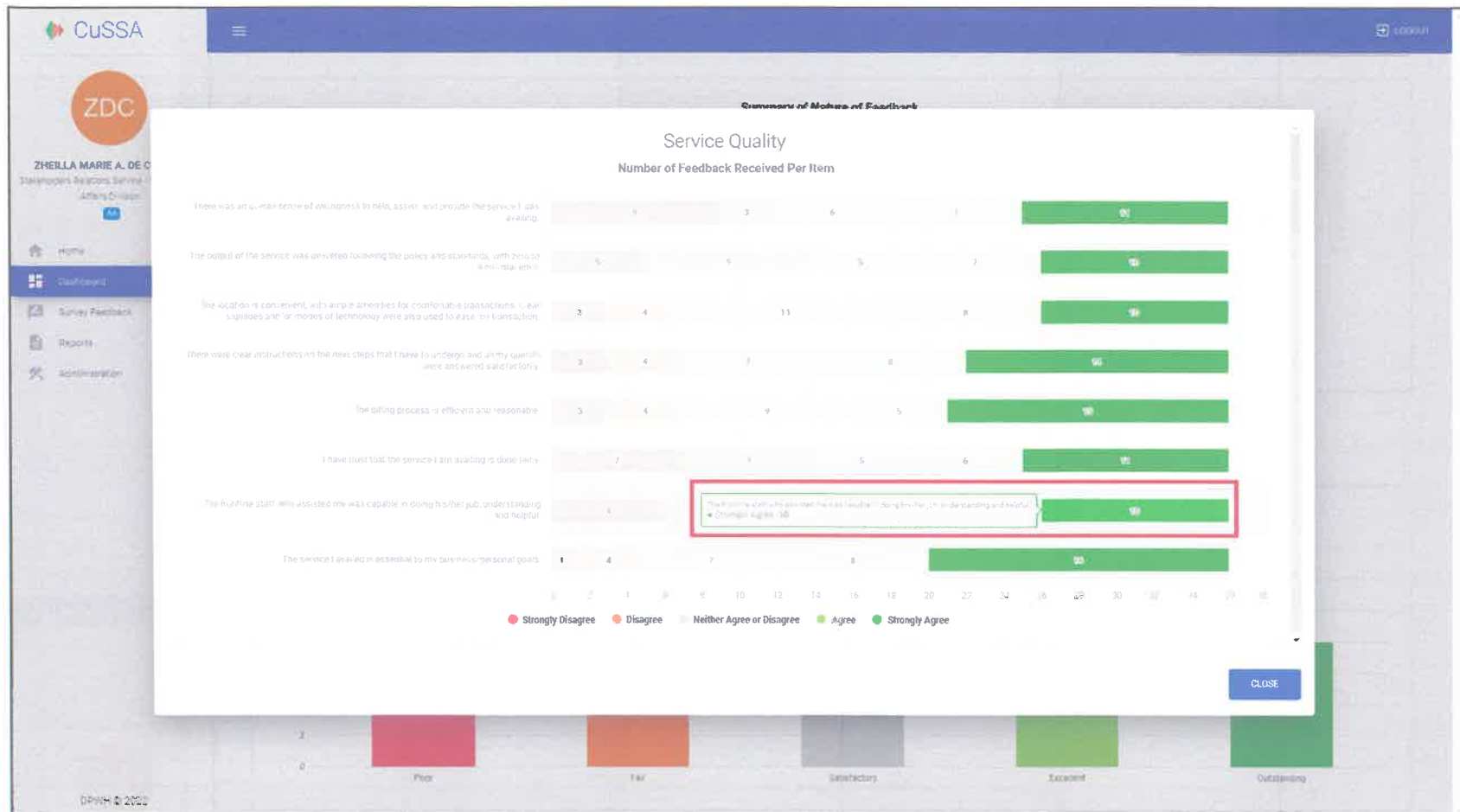
#### 4.2.2. Service Quality

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





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



3. Click **Close** to dismiss.



## 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.

The screenshot displays the CuSSA Survey Feedback module. The interface includes a header with the CuSSA logo and a 'Logout' button. A sidebar on the left shows the user's profile (ZHEILLA MARIE A. DE CASTRO) and a list of modules, with 'Survey Feedback' highlighted. The main content area features a 'Survey Feedback' title, a search bar, and a table of feedback entries. The table has columns for Transaction ID, Transaction Date, Stakeholder Name, Office Visited, and Action. The data shows 10 entries, all from the 'Stakeholders Relations Service - Stakeholders Affairs Division'.

Transaction ID	Transaction Date	Stakeholder Name	Office Visited	Action
JRS-2022-0036	08/30/2022	Dea Cris Juan	Stakeholders Relations Service - Stakeholders Affairs Division	View
JRS-2022-0035	08/27/2022	Dea Cris Maria	Stakeholders Relations Service - Stakeholders Affairs Division	View
JRS-2022-0034	08/26/2022	Anonymous	Stakeholders Relations Service - Stakeholders Affairs Division	View
JRS-2022-0033	08/26/2022	Test Test	Stakeholders Relations Service - Stakeholders Affairs Division	View
JRS-2022-0032	08/25/2022	Kang Ki Young	Stakeholders Relations Service - Stakeholders Affairs Division	View
JRS-2022-0031	08/23/2022	Baron Enrie	Stakeholders Relations Service - Stakeholders Affairs Division	View
JRS-2022-0030	08/23/2022	Pangninan, Nizhi	Stakeholders Relations Service - Stakeholders Affairs Division	View
JRS-2022-0029	08/24/2022	Anonymous	Stakeholders Relations Service - Stakeholders Affairs Division	View
JRS-2022-0028	08/24/2022	Anonymous	Stakeholders Relations Service - Stakeholders Affairs Division	View
JRS-2022-0027	08/23/2022	Anonymous	Stakeholders Relations Service - Stakeholders Affairs Division	View

Showing 1 to 10 of 38 entries

- 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.











**CuSSA** Survey Feedback

ZHEILLA MARIE A. DE CASTRO  
Stakeholders Relations Service - Stakeholders Affairs Division

Entries: 10

Filter: All

Search

Transaction ID	Transaction Date	Stakeholder Name	Office Visited	Action
SRP-2022-0026	08/30/2022	Cela Cruz, Juan	Stakeholders Relations Service - Stakeholders Affairs Division	
SRP-2022-0025	08/27/2022	Cela Cruz, Maria	Stakeholders Relations Service - Stakeholders Affairs Division	
SRP-2022-0024	08/26/2022	Anonymous	Stakeholders Relations Service - Stakeholders Affairs Division	
SRP-2022-0023	08/26/2022	test, test	Stakeholders Relations Service - Stakeholders Affairs Division	
SRP-2022-0022	08/25/2022	Kang, K/Young	Stakeholders Relations Service - Stakeholders Affairs Division	
SRP-2022-0021	08/25/2022	Baron, Ernie	Stakeholders Relations Service - Stakeholders Affairs Division	
SRP-2022-0020	08/25/2022	Pangliman, Marily	Stakeholders Relations Service - Stakeholders Affairs Division	
SRP-2022-0019	08/24/2022	Anonymous	Stakeholders Relations Service - Stakeholders Affairs Division	
SRP-2022-0018	08/24/2022	Anonymous	Stakeholders Relations Service - Stakeholders Affairs Division	
SRP-2022-0017	08/23/2022	Anonymous	Stakeholders Relations Service - Stakeholders Affairs Division	

Showing 1 to 10 of 36 entries

1 2 3 4 Next

OPWH © 2022

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

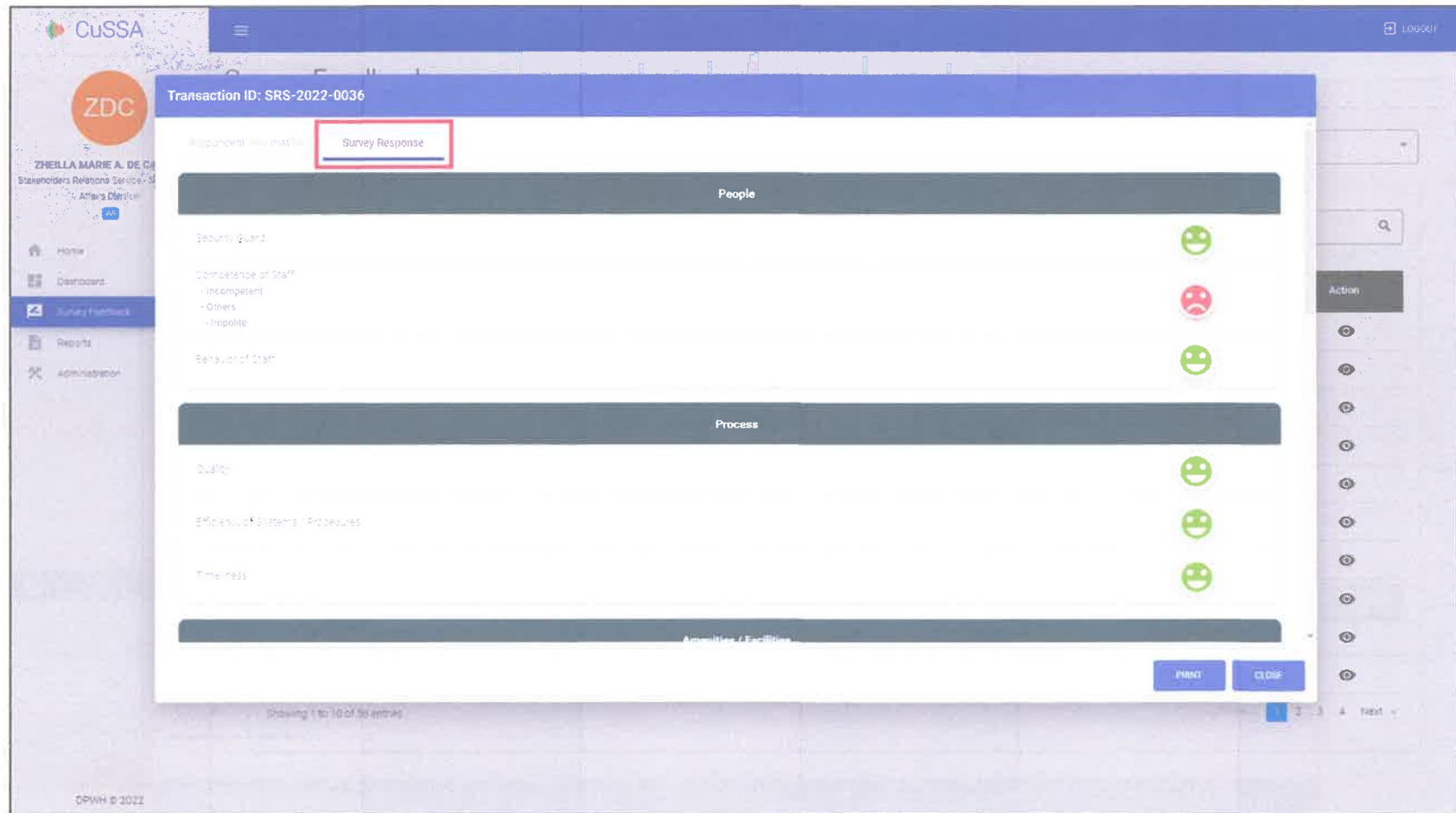
The screenshot displays the CuSSA (Customer Satisfaction Survey Application) interface. A sidebar on the left contains the CuSSA logo, a user profile for ZHELLA MARIE A. DE C., and navigation links for Home, Dashboard, Survey Feedback (highlighted), Reports, and Administration. The main content area is a popup window titled 'Transaction ID: SRS-2022-0036'. It is divided into two sections: 'Respondent Information' and 'Personal Information'. The 'Respondent Information' section includes fields for Date of visit (08/30/2022), Time of visit (1:43 PM), Office visited (Stakeholders Relations Service - Stakeholders Affairs Division), Frontline Service's Available (Accreditation of DPWH Materials Engineers (Upgrading) and Accreditation of External Stakeholders and other Relevant Interested Parties (RIPS)), Name of Unit/Person (ITTS/USD/Juana Dela Cruz), and Type of Transaction (General Public). The 'Personal Information' section includes a field for Name (Dela Cruz). At the bottom right of the popup are 'PRINT' and 'CLOSE' buttons. The background shows a list of survey results with a 'Showing 1 to 10 of 36 entries' indicator and a 'Next' button.

Transaction ID: SRS-2022-0036	
<b>Respondent Information</b>	
Date of visit	08/30/2022
Time of visit	1:43 PM
Office visited	Stakeholders Relations Service - Stakeholders Affairs Division
Frontline Service's Available	Accreditation of DPWH Materials Engineers (Upgrading) Accreditation of External Stakeholders and other Relevant Interested Parties (RIPS)
Name of Unit/Person	ITTS/USD/Juana Dela Cruz
Type of Transaction	General Public
<b>Personal Information</b>	
Summary	Dela Cruz

Showing 1 to 10 of 36 entries

PRINT CLOSE

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



## 5.2. Generating Customer Feedback Form

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

The screenshot displays the CuSSA (Customer Satisfaction Survey Application) interface. A modal window titled "Survey Response" is open, showing a form for Transaction ID: SRS-2022-0036. The form is divided into three main sections: "People", "Process", and "Amplify MS-Office". Each section contains a list of feedback items with corresponding smiley face icons (green for positive, red for negative). The "People" section includes "Security Guard", "Competence of Staff", "Others", and "Impolite". The "Process" section includes "Quality", "Efficiency of Systems / Procedures", and "Timeliness". The "Amplify MS-Office" section is currently empty. At the bottom right of the modal, there are "PRINT" and "CLOSE" buttons. The background shows the CuSSA dashboard with a sidebar menu and a top navigation bar.

Category	Feedback Item	Rating
People	Security Guard	😊
	Competence of Staff	😞
	Others	😊
	Impolite	😊
Process	Quality	😊
	Efficiency of Systems / Procedures	😊
	Timeliness	😊
Amplify MS-Office		



A new browser tab will open containing the generated form.

The screenshot shows a web browser window displaying a "Customer Feedback Form" from the Department of Public Works and Highways (DPWH). The form is titled "Customer Satisfaction Survey Form" and contains the following information:

**Transaction ID:** SRS-2022-0036  
**Date of Visit:** August 30, 2022  
**Time of Visit:** 01:43 PM  
**Office Visited:** Stakeholders Relations Service - Stakeholders Affairs Division  
**Section / Unit / Person Visited:** ITTS/USD/Juana Dela Cruz  
**Frontline Service/s Availed:** Accreditation of DPWH Materials Engineers (Upgrading)  
Accreditation of External Stakeholders and other Relevant Interested Parties (RIPS)  
**Type of Transaction:** General Public

**PERSONAL INFORMATION**

**Surname:** Dela Cruz  
**First Name:** Juan  
**Age:** 30  
**Sex:** Male

**ADDRESS**

**Address:** Sampaloc, Manila  
**City / Municipality:** Manila/Manila  
**Province:** Metropolitan Manila

**CONTACT DETAILS**

**Telephone/Mobile Number:** 09123456789  
**Email Address:** juan.delsacruz@gmail.com

**NATURE OF FEEDBACK**

☒ Praise ☒ Complaint ☒ Suggestion ☐ Comment

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

**Customer Feedback Form**

DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS  
Customer Satisfaction Survey Form

Transaction ID: SRS-2022-0036  
Date of Visit: August 30, 2022  
Time of Visit: 01:43 PM  
Office Visited: Stakeholders Relations Service - Stakeholders Affairs Division  
Section / Unit / Person Visited: ITTS/USD/Juana Dela Cruz  
Frontline Service/s Availed: Accreditation of DPWH Materials Engineers (Upgrading)  
Accreditation of External Stakeholders and other Relevant Interested Parties (RIPS)  
Type of Transaction: General Public

**PERSONAL INFORMATION**

Surname: Dela Cruz  
First Name: Juan  
Age: 30  
Sex: Male

**ADDRESS**

Address: Sampaloc, Manila  
City / Municipality: Manila/Manila  
Province: Metropolitan Manila

**CONTACT DETAILS**

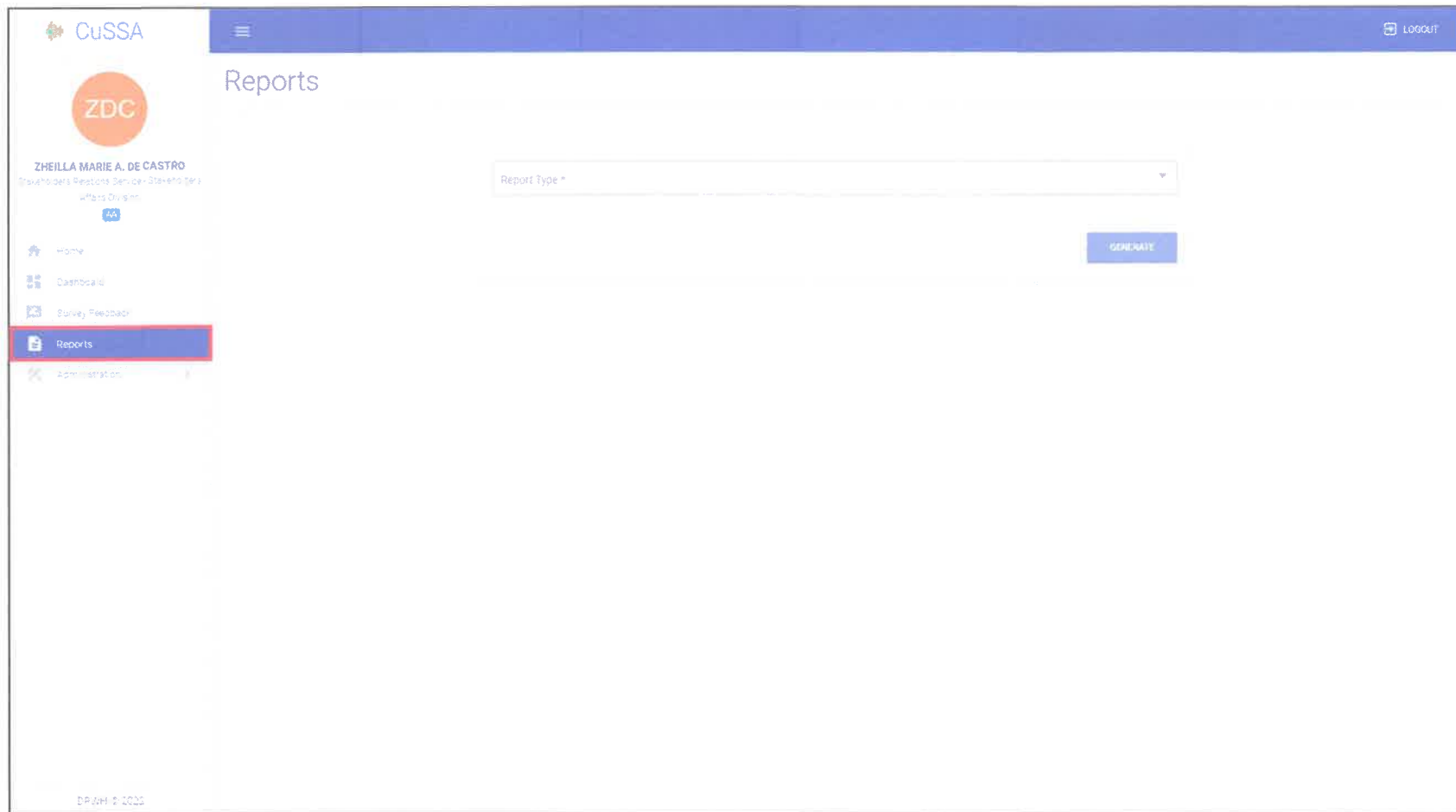
Telephone/Mobile Number: 09123456789  
Email Address: juan.delacruz@gmail.com

**NATURE OF FEEDBACK**

☒ Praise ☒ Complaint ☒ Suggestion ☐ Comment

## 6. Reports

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



## 6.1. Generating Reports

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

The screenshot displays the CuSSA (Customer Satisfaction Survey Application) interface. The top navigation bar is blue with the CuSSA logo on the left and a 'LOGOUT' button on the right. Below the navigation bar, the page title 'Reports' is visible. On the left side, there is a sidebar menu with options: Home, Dashboard, Survey Feedback, Reports (highlighted in blue), and Administration. The main content area features a 'Report Type' dropdown menu, which is highlighted with a red rectangle. To the right of the dropdown menu is a blue 'GENERATE' button. The user's name 'ZHEILLA MARIE A. DE CASTRO' and the role 'Standard Users' are displayed above the sidebar menu. The footer of the page shows the version 'CPS/MS 2022'.

Another set of dropdown lists will be displayed.

The screenshot displays the CuSSA (Customer Satisfaction Survey Application) interface. The top navigation bar is blue with the CuSSA logo on the left and a 'LOGOUT' button on the right. Below the navigation bar, the page title 'Reports' is visible. On the left side, there is a sidebar with the user's name 'ZHEILLA MARIE A. DE CASTRO' and a 'ZDC' logo. The sidebar also contains a list of navigation items: Home, Dashboard, Survey Feedback, Reports (highlighted), and Administration. The main content area contains a form with the following fields: 'Report Type' (dropdown menu showing 'External Stakeholders Satisfaction Survey Report'), 'Region' (dropdown menu), 'Office' (dropdown menu), 'Office / Division / Section' (dropdown menu), 'Year' (dropdown menu), and 'Quarter' (dropdown menu). A blue 'GENERATE' button is located at the bottom right of the form. The footer of the page indicates 'CPWH © 2020'.

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

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

The screenshot displays the CuSSA Reports interface. On the left, a sidebar shows the user's name, ZHEILLA MARIE A. DE CASTRO, and a navigation menu with options: Region, Dashboard, Survey Report, Reports (highlighted), and Administration. The main content area is titled 'Reports' and contains a form with the following fields: 'Report Type' (set to 'External Stakeholder's Satisfaction Survey Report'), 'Region' (highlighted with a red box), 'Office', 'Office / Division / Section', 'Year', and 'Quarter'. A 'GENERATE' button is located at the bottom right of the form. The footer of the page indicates 'DPWH © 2022'.

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

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

The screenshot displays the CuSSA (Customer Satisfaction Survey Application) interface. The top navigation bar is blue with the CuSSA logo on the left and a 'LOGOUT' button on the right. Below the navigation bar, the page title 'Reports' is visible. On the left side, there is a sidebar with the user's name 'ZHEILLA MARIE A. DE CASTRO' and their role 'Divisional Director - Divisional Office'. The sidebar also contains a menu with options: Home, Dashboard, Survey Feedback, Reports (highlighted in blue), and Administration. The main content area shows a form for generating a report. The 'Report Type' dropdown is set to 'External Stakeholders Satisfaction Survey Report'. The 'Region' dropdown is set to 'Central Office'. The 'Office' dropdown is highlighted with a red box and set to 'All Offices'. Below this, the 'Office / Division / Section' dropdown is also set to 'All Offices'. The 'Year' and 'Quarter' dropdowns are currently empty. A blue 'GENERATE' button is located at the bottom right of the form. The footer of the page indicates 'DPWH © 2020'.

4. Select **Office / Division / Section** in the dropdown list.

The screenshot displays the CuSSA (Customer Satisfaction Survey Application) interface. On the left is a sidebar with the CuSSA logo, a ZDC logo, and the user name ZHEILLA MARIE A. DE CASTRO. The main content area is titled 'Reports' and contains several dropdown menus for report generation. The 'Office / Division / Section' dropdown is highlighted with a red rectangular box. The selected option in this dropdown is 'All Offices'. Other dropdowns include 'Report Type' (External Stakeholders Satisfaction Survey Report), 'Region' (Central Office), and 'Year' (2022). A 'GENERATE' button is located at the bottom right of the form area.

CuSSA

ZDC

ZHEILLA MARIE A. DE CASTRO

Reports

Report Type

External Stakeholders Satisfaction Survey Report

Region

Central Office

Office / Division / Section

All Offices

Year

2022

Quarter

GENERATE

**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.



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

The screenshot shows the CuSSA Reports page. On the left is a sidebar with the CuSSA logo, a ZDC logo, the user name ZHEILLA MARIE A. DE CASTRO, and navigation links for Home, Dashboard, Reports (highlighted), and Administration. The main content area is titled 'Reports' and contains a form with the following fields:

- Report Type \* (dropdown menu)
- Region \* (dropdown menu)
- Office \* (dropdown menu)
- Office / Division / Section \* (dropdown menu)
- Year \* (dropdown menu, highlighted with a red box)
- Quarter \* (dropdown menu)

A blue GENERATE button is located at the bottom right of the form. The footer of the page indicates 'OPM 2022'.

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

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

The screenshot shows the CuSSA (Customer Satisfaction Survey Application) interface. The top navigation bar is blue with the CuSSA logo on the left and a 'LOGOUT' button on the right. Below the navigation bar, the page title 'Reports' is displayed. On the left side, there is a sidebar with the user's name 'ZHEILLA MARIE A. DE CASTRO' and a list of menu items: 'HOME', 'Dashboards', 'Survey Requests', 'Reports' (highlighted in blue), and 'Administration'. The main content area contains a form with the following fields:

- Report Type \***: External Stakeholders Satisfaction Survey Report
- Region \***: Central Office
- Office \***: Stakeholders Relations Service
- Office (Division / Section) \***: All Offices
- Year \***: 2022
- Quarter \***: (This field is highlighted with a red border)

A blue 'GENERATE' button is located at the bottom right of the form. The footer of the page indicates 'DPMH © 2020'.

## 7. Click **Generate**

The screenshot displays the CuSSA (Customer Satisfaction Survey Application) interface. On the left is a sidebar with the CuSSA logo, a ZDC logo, and user information for ZHEILLA MARIE A. DE CASTRO. Below this are navigation links: Home, Dashboard, Survey Feedback, Reports (highlighted), and Administration. The main content area is titled 'Reports' and contains a form with the following fields:


- Report Type: External Stakeholders Satisfaction Survey Report
- Region: Central Office
- Office: Stakeholders Relations Service
- Office / Division / Section: All Offices
- Year: 2022
- Quarter: Third Quarter

A blue 'GENERATE' button is located at the bottom right of the form. The footer of the page indicates 'DPWH © 2022'.

A new browser tab will open containing the generated report.

External Stakeholders Satisfaction Survey

1 / 1 100% +



**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	13	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%	
<b>PROCESS</b>				
Quality	19	3	86.36%	
Efficiency of Systems / Procedures	21	1	95.45%	84.85%
Timeliness	16	6	72.73%	
<b>FACILITIES / AMENITIES</b>				
Office / Work Environment	20	2	90.91%	
Restroom	20	2	90.91%	89.39%
Parking Area	19	3	86.36%	
Satisfaction Rate				
$\% = (\text{Total Number of Satisfied Customer}^* / \text{Total Number of Surveyed Customer}) \times 100$ <small>* Customer with YES answers</small>			<b>OVERALL RATING</b>	<b>85.35%</b>

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: decastrizma

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

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

External Stakeholders Satisfaction Survey

1 / 1 100% +

**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

Commend	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%	81.82%
Competence of Staff	16	6	72.73%	
Behavior of Staff	20	2	90.91%	
<b>PROCESS</b>				
Quality	19	3	86.36%	84.85%
Efficiency of Systems / Procedures	21	1	95.45%	
Timeliness	16	6	72.73%	
<b>FACILITIES / AMENITIES</b>				
Office / Work Environment	20	2	90.91%	89.39%
Restroom	20	2	90.91%	
Parking Area	19	3	86.36%	
Satisfaction Rate				
% = (Total Number of Satisfied Customer* / Total Number of Surveyed Customer) x 100			<b>OVERALL RATING</b>	<b>85.35%</b>
*Customer with YES answers				

Prepared by:

Submitted by:

**ZHEILA MARIE A. DE CASTRO**  
Computer Maintenance Technologist I

**ARJAY N. PERALTA**  
Director I

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

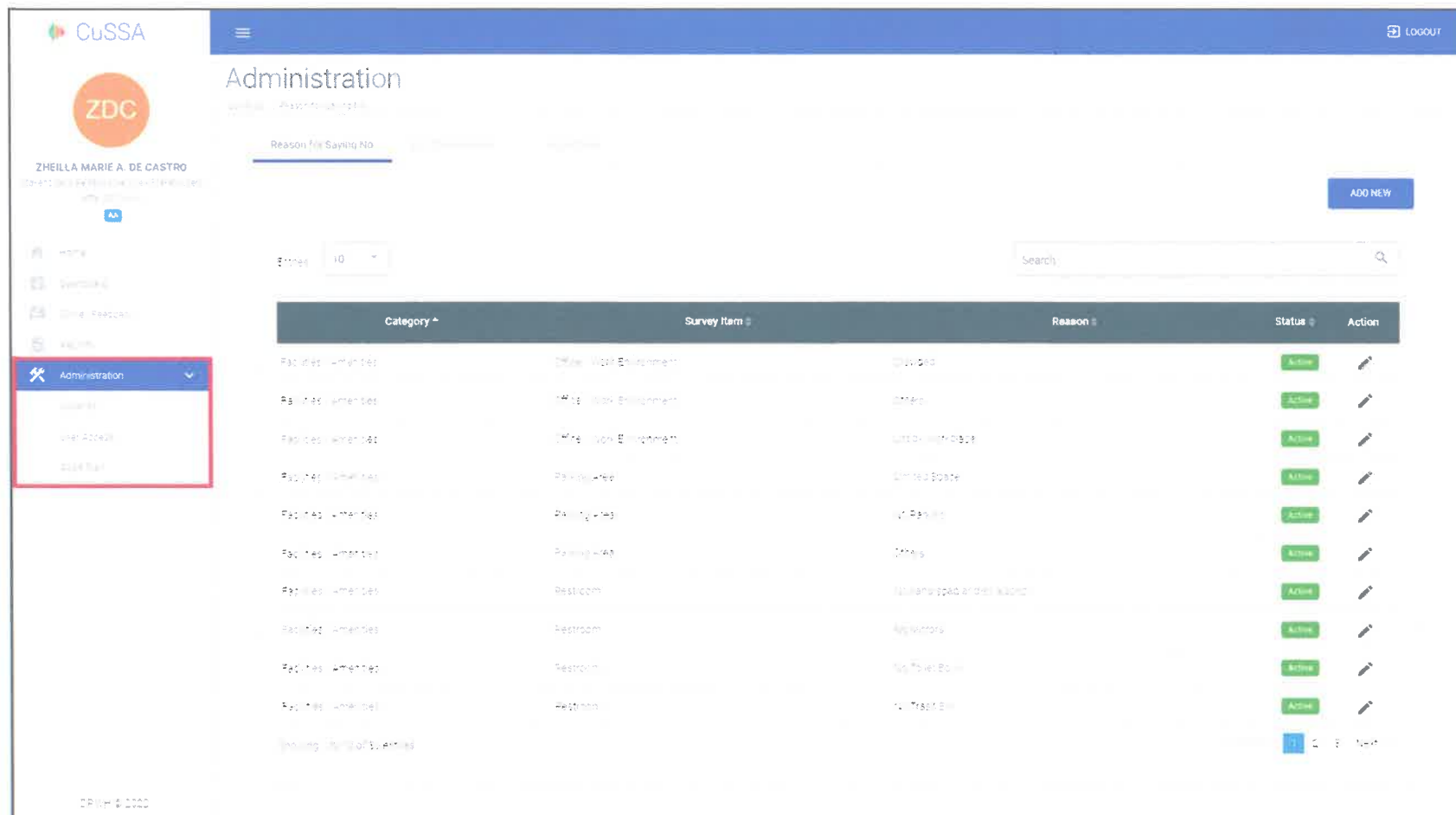
Generated by: docastroa

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.



## 7.1. Libraries

### 7.1.1. Adding new Reason for Saying No

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

The screenshot displays the CuSSA Administration interface. On the left, a sidebar menu shows the 'Administration' module selected, with the 'Libraries' sub-module highlighted. The main content area is titled 'Administration' and 'Reason for Saying No'. It features a table with columns: Category, Survey Item, Reason, Status, and Action. The table lists various reasons for saying no, such as 'Office Work Environment', 'Others', 'Unhygienic', 'Limited Space', 'No Parking', 'Others', 'No hand soap and sanitizer', 'No Masks', 'No Toilet Bowl', and 'No Toilet Sink'. Each row has a status (Active) and an action (Edit) button. A search bar and a table filter are also visible.

Category	Survey Item	Reason	Status	Action
Facilities - Amenities	Office Work Environment	Quarantined	Active	Edit
Facilities - Amenities	Office Work Environment	Others	Active	Edit
Facilities - Amenities	Office Work Environment	Unhygienic	Active	Edit
Facilities - Amenities	Parking Area	Limited Space	Active	Edit
Facilities - Amenities	Parking Area	No Parking	Active	Edit
Facilities - Amenities	Parking Area	Others	Active	Edit
Facilities - Amenities	Restroom	No hand soap and sanitizer	Active	Edit
Facilities - Amenities	Restroom	No Masks	Active	Edit
Facilities - Amenities	Restroom	No Toilet Bowl	Active	Edit
Facilities - Amenities	Restroom	No Toilet Sink	Active	Edit

## 2. Click **Add New**.

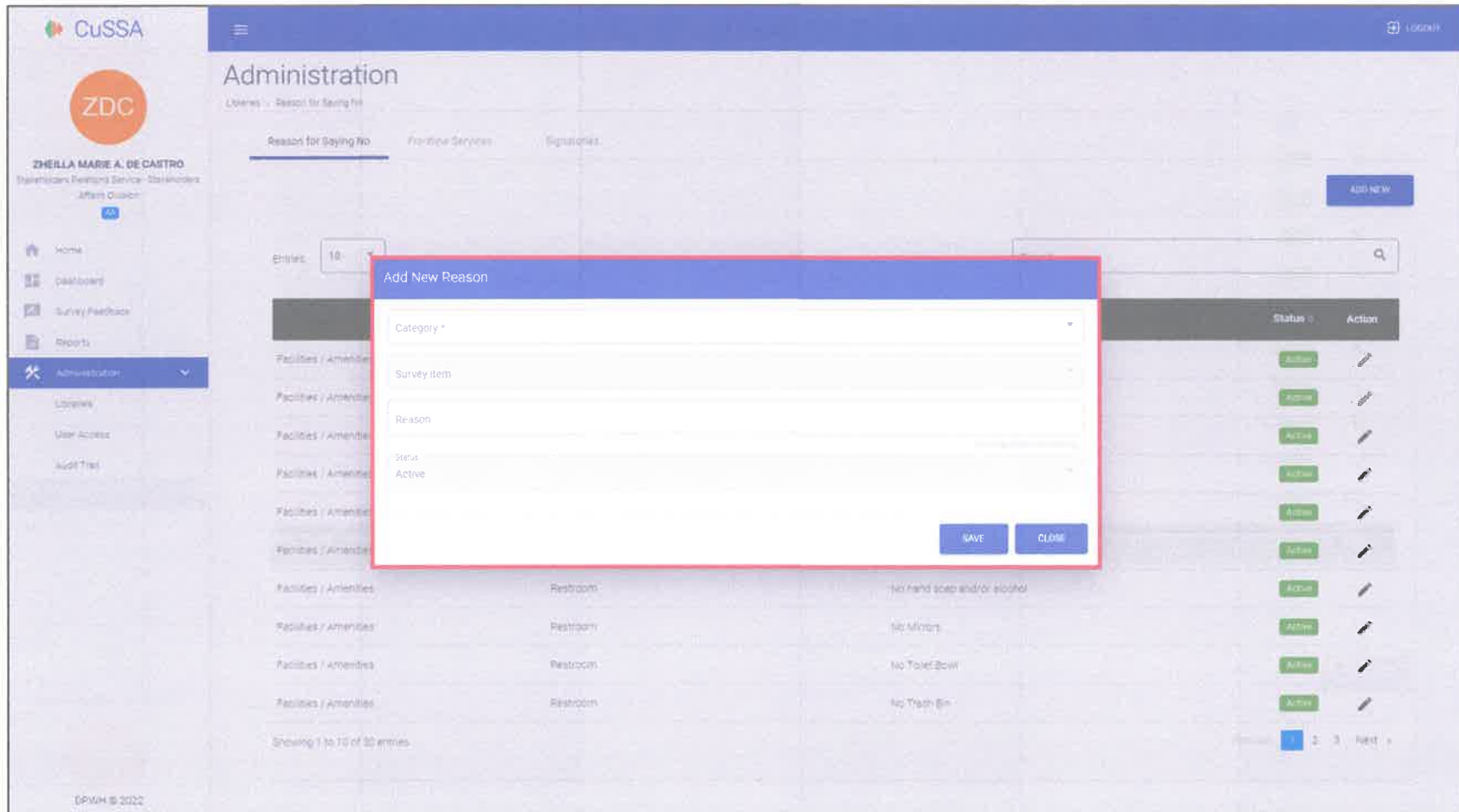
The screenshot shows the CuSSA Administration interface. The header includes the CuSSA logo, a user profile for ZHEILLA MARIE A. DE CASTRO, and a 'LOGOUT' button. The left sidebar contains navigation links: Home, Dashboard, Survey Feedback, Reports, Administration (selected), Users, User Access, and Workflow. The main content area is titled 'Administration' and features a 'Reason for Saying No' tab. A table lists survey items with columns for Category, Survey Item, Reason, Status, and Action. The 'ADD NEW' button is highlighted in the top right corner.

Category	Survey Item	Reason	Status	Action
Facilities - Amenities	Office - Work Environment	Disturbed	Active	
Facilities - Amenities	Office - Work Environment	Others	Active	
Facilities - Amenities	Office - Work Environment	Unhygienic	Active	
Facilities - Amenities	Parking Area	Limited Space	Active	
Facilities - Amenities	Parking Area	No Parking	Active	
Facilities - Amenities	Parking Area	Others	Active	
Facilities - Amenities	Restroom	No hand soap and/or alcohol	Active	
Facilities - Amenities	Restroom	Disinfectants	Active	
Facilities - Amenities	Restroom	No Toilet Bowl	Active	
Facilities - Amenities	Restroom	No Trash Bin	Active	

Showing 1 to 10 of 10 entries



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



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

The screenshot displays the CuSSA Administration interface. A modal window titled "Add New Reason" is open, featuring a "Category" dropdown menu highlighted with a red border. Below the dropdown are input fields for "Reason" and "Status" (set to "Active"). "SAVE" and "CLOSE" buttons are at the bottom of the modal. The background shows a table of reasons for saying no, with columns for "Facilities / Amenities", "Reason", "Status", and "Action".

Facilities / Amenities	Reason	Status	Action
Restroom	No hand soap and/or alcohol	Active	[Edit]
Restroom	No Mirrors	Active	[Edit]
Restroom	No Toilet Bowl	Active	[Edit]
Restroom	No Trash Bin	Active	[Edit]

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

The screenshot displays the CuSSA Administration interface. A modal window titled 'Add New Reason' is open, featuring a dropdown menu for 'Category \*' which is highlighted with a red border. Below the dropdown are input fields for 'Survey Item', 'Reason', and 'Status' (set to 'Active'). 'SAVE' and 'CLOSE' buttons are at the bottom right of the modal. The background shows a table of existing reasons with columns for 'Facilities / Amenities', 'Reason', 'Status', and 'Action'.

Facilities / Amenities	Reason	Status	Action
Restroom	No hand soap and/or alcohol	Active	
Restroom	No Mirrors	Active	
Restroom	No Toilet Bowl	Active	
Restroom	Air Trash Bin	Active	

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

The screenshot displays the CuSSA Administration interface. A modal window titled "Add New Reason" is open, allowing the user to create a new reason for saying no. The modal contains the following fields:

- Facilities / Amenities:** A dropdown menu with "Survey Item A" selected and highlighted by a red box.
- Reason:** A text input field.
- Status:** A dropdown menu with "Active" selected.

At the bottom of the modal are "SAVE" and "CLOSE" buttons. In the background, a table lists existing reasons for saying no, each with a status of "Active" and an edit icon.

Facilities / Amenities	Reason	Status	Action
Facilities / Amenities		Active	
Facilities / Amenities		Active	
Facilities / Amenities		Active	
Facilities / Amenities		Active	
Facilities / Amenities		Active	
Facilities / Amenities		Active	
Facilities / Amenities	Restroom	Active	
Facilities / Amenities	Restroom	Active	
Facilities / Amenities	Restroom	Active	
Facilities / Amenities	Restroom	Active	

Showing 1 to 10 of 30 entries

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

The screenshot displays the CuSSA Administration interface. On the left is a sidebar with the CuSSA logo, ZDC logo, user name 'ZHEILA MARIE A. DE CASTRO', and navigation links: Home, Dashboard, Survey Feedback, Reports, Administration (selected), Lists, User Access, and Audit Trail. The main content area is titled 'Administration' and has tabs for 'Reason for Saying No', 'Facilities Services', and 'Signatories'. The 'Reason for Saying No' tab is active, showing a table of reasons. A modal form titled 'Add New Reason' is open in the center. The form contains the following fields: 'Category' (dropdown menu with 'Facilities - Amenities' selected), 'Survey Item' (dropdown menu with 'Parking Area' selected), 'Reason' (text input field with a red border), and 'Status' (dropdown menu with 'Active' selected). At the bottom of the modal are 'SAVE' and 'CLOSE' buttons. The background table lists various reasons, such as 'No hand soap and/or sanitizer', 'No Mirrors', 'No Toilet Bowl', and 'No Trash Bin', each with an 'Active' status and an edit icon.

Category	Survey Item	Reason	Status	Action
Facilities - Amenities	Parking Area		Active	
Facilities - Amenities			Active	
Facilities - Amenities			Active	
Facilities - Amenities			Active	
Facilities - Amenities			Active	
Facilities - Amenities			Active	
Facilities - Amenities	Restroom	No hand soap and/or sanitizer	Active	
Facilities - Amenities	Restroom	No Mirrors	Active	
Facilities - Amenities	Restroom	No Toilet Bowl	Active	
Facilities - Amenities	Restroom	No Trash Bin	Active	

7. Click **Save**.

The screenshot displays the CuSSA Administration interface. A modal form titled 'Add New Reason' is open in the center. The form contains the following fields:

- Category:** A dropdown menu with 'Facilities / Amenities' selected.
- Survey Item:** A dropdown menu with 'Parking Area' selected.
- Reason:** A text input field containing 'Shortage of Parking Space'.
- Status:** A dropdown menu with 'Active' selected.

At the bottom right of the modal, there are two buttons: 'SAVE' (highlighted with a red box) and 'CLOSE'.

The background interface shows the 'Administration' section with a table of existing reasons. The table has columns for 'Category', 'Survey Item', 'Reason', 'Status', and 'Action'. The 'Status' column contains green 'Active' buttons, and the 'Action' column contains edit icons.

Category	Survey Item	Reason	Status	Action
Facilities / Amenities	Parking Area	Shortage of Parking Space	Active	[Edit]
Facilities / Amenities	Restroom	No hand soap and/or alcohol	Active	[Edit]
Facilities / Amenities	Restroom	No Mirrors	Active	[Edit]
Facilities / Amenities	Restroom	No Toilet Bowl	Active	[Edit]
Facilities / Amenities	Restroom	No Trash Bin	Active	[Edit]

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

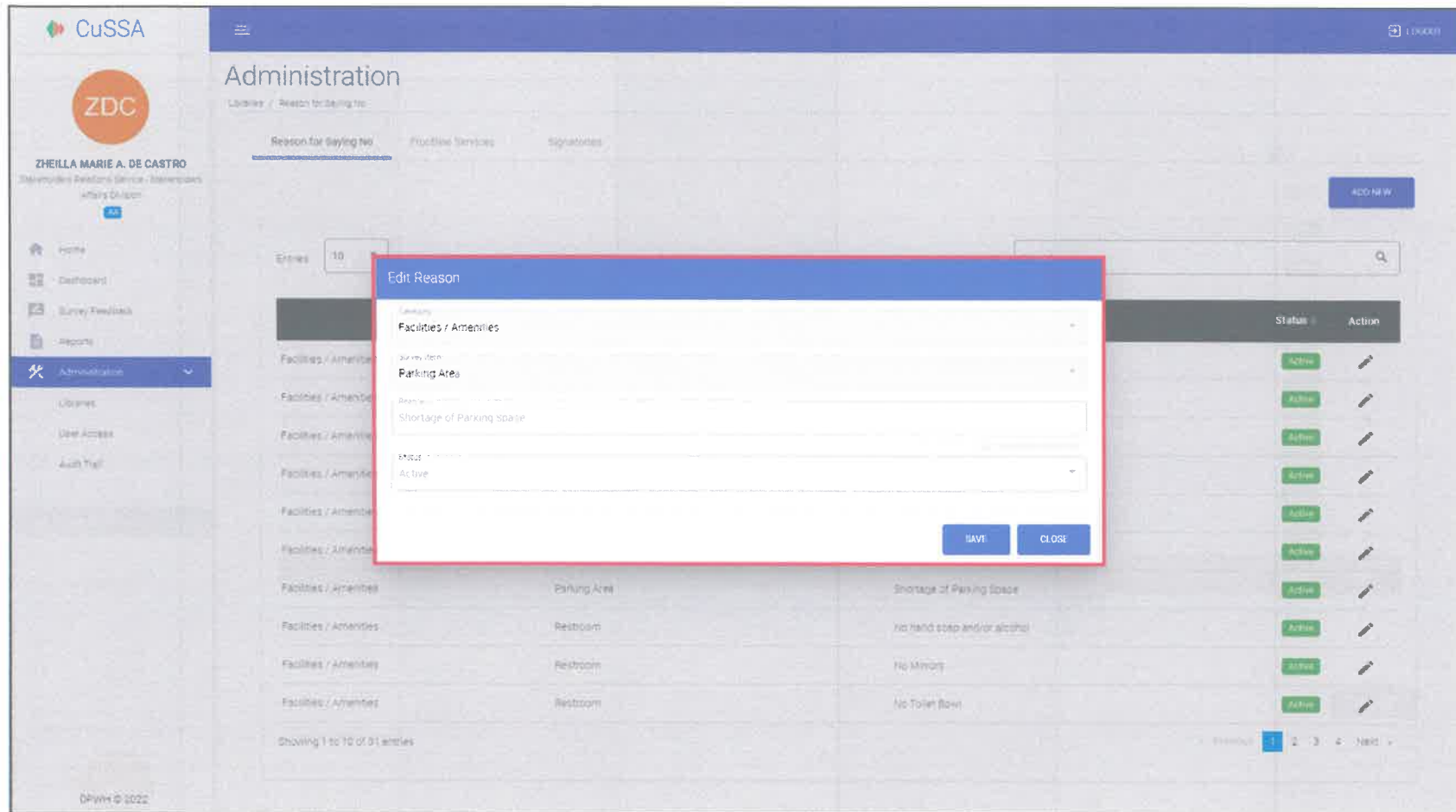
## 7.1.2. Editing Reason for Saying No

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

The screenshot displays the CuSSA Administration interface. The left sidebar shows the user profile for ZHEILLA MARIE A. DE CASTRO and a navigation menu with options like Home, Dashboard, Survey Feedback, Reports, Administration (selected), Locations, User Access, and Activities. The main content area is titled 'Administration' and shows a table for 'Reason for Saying No'. The table has columns for Category, Survey Item, Reason, Status, and Action. The 'Reason' column lists various issues, and the 'Status' column shows 'Active' for all entries. The 'Action' column contains edit icons (pencil). The 'Shortage of Parking Space' row's edit icon is highlighted with a red box.

Category ^	Survey Item ^	Reason ^	Status ^	Action
Facilities / Amenities	Office / Work Environment	Overcrowded	Active	
Facilities / Amenities	Office / Work Environment	Others	Active	
Facilities / Amenities	Office / Work Environment	Unfoly Workplace	Active	
Facilities / Amenities	Parking Area	Limited Space	Active	
Facilities / Amenities	Parking Area	No Parking	Active	
Facilities / Amenities	Parking Area	Others	Active	
Facilities / Amenities	Parking Area	Shortage of Parking Space	Active	
Facilities / Amenities	Restroom	No Hand Soap and Disinfectant	Active	
Facilities / Amenities	Restroom	No Mirrors	Active	
Facilities / Amenities	Restroom	No Toilet Bowl	Active	

**Edit Reason** popup screen will be displayed.





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

The screenshot displays the CuSSA Administration interface. On the left is a sidebar with the CuSSA logo, a ZDC logo, and the name ZHELLA MARIE A. DE CASTRO. The main content area is titled 'Administration' and shows a table of 'Reason for Saying No' entries. An 'Edit Reason' modal is open, allowing editing of the 'Reason' field (currently 'Shortage of Parking Space') and the 'Status' (currently 'Active'). The table has columns for 'Category', 'Status', and 'Action'. The 'Status' column shows 'Active' for all entries, and the 'Action' column shows an edit icon. The table is filtered to show 10 entries, and the 'Showing 1 to 10 of 31 entries' is displayed at the bottom.

Category	Status	Action
Facilities / Amenities	Active	
Facilities / Amenities	Active	
Facilities / Amenities	Active	
Facilities / Amenities	Active	
Facilities / Amenities	Active	
Facilities / Amenities	Active	
Facilities / Amenities	Active	
Facilities / Amenities	Active	
Facilities / Amenities	Active	
Facilities / Amenities	Active	

3. Click **Save**.

The screenshot displays the CuSSA Administration interface. On the left is a sidebar with the CuSSA logo, a ZDC logo, and the name ZHERLA MARIE A. DE CASTRO. The main area is titled 'Administration' and contains a table of reasons for staying no. A modal form titled 'Edit Reason' is open, showing fields for 'Category' (Facilities / Amenities), 'Survey for' (Parking Area), 'Reason' (Shortage of Parking Space), and 'Status' (Inactive). The 'SAVE' button is highlighted with a red box. The background table lists various reasons and their status.

Category	Survey for	Reason	Status	Action
Facilities / Amenities	Parking Area	Shortage of Parking Space	Active	
Facilities / Amenities	Restroom	No hand soap and/or alcohol	Active	
Facilities / Amenities	Restroom	No Mirrors	Active	
Facilities / Amenities	Restroom	No Toilet Bowl	Active	

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

### 7.1.3. Adding Frontline Services












1. Click **Frontline Services** tab.

The screenshot displays the CuSSA Administration interface. On the left is a sidebar with the CuSSA logo, a ZDC logo, and the user profile of ZHEILLA MARIE A. DE CASTRO. The main content area is titled 'Administration' and features a breadcrumb trail: 'Libraries > Frontline Services'. Below this, there are tabs for 'Frontline Services' (which is highlighted with a red box) and 'Agencies'. A table lists various engineering offices, including 'Abra District Engineering Office', 'Agusan del Norte District Engineering Office', and others. The table has columns for 'Office Name', 'Frontline Services', and 'Action'. The 'Frontline Services' column contains a list of services, such as 'Updating of Contractors Information, Check/Verify'. The 'Action' column contains edit icons. At the bottom of the table, it says 'Showing 1 to 10 of 10 entries'.

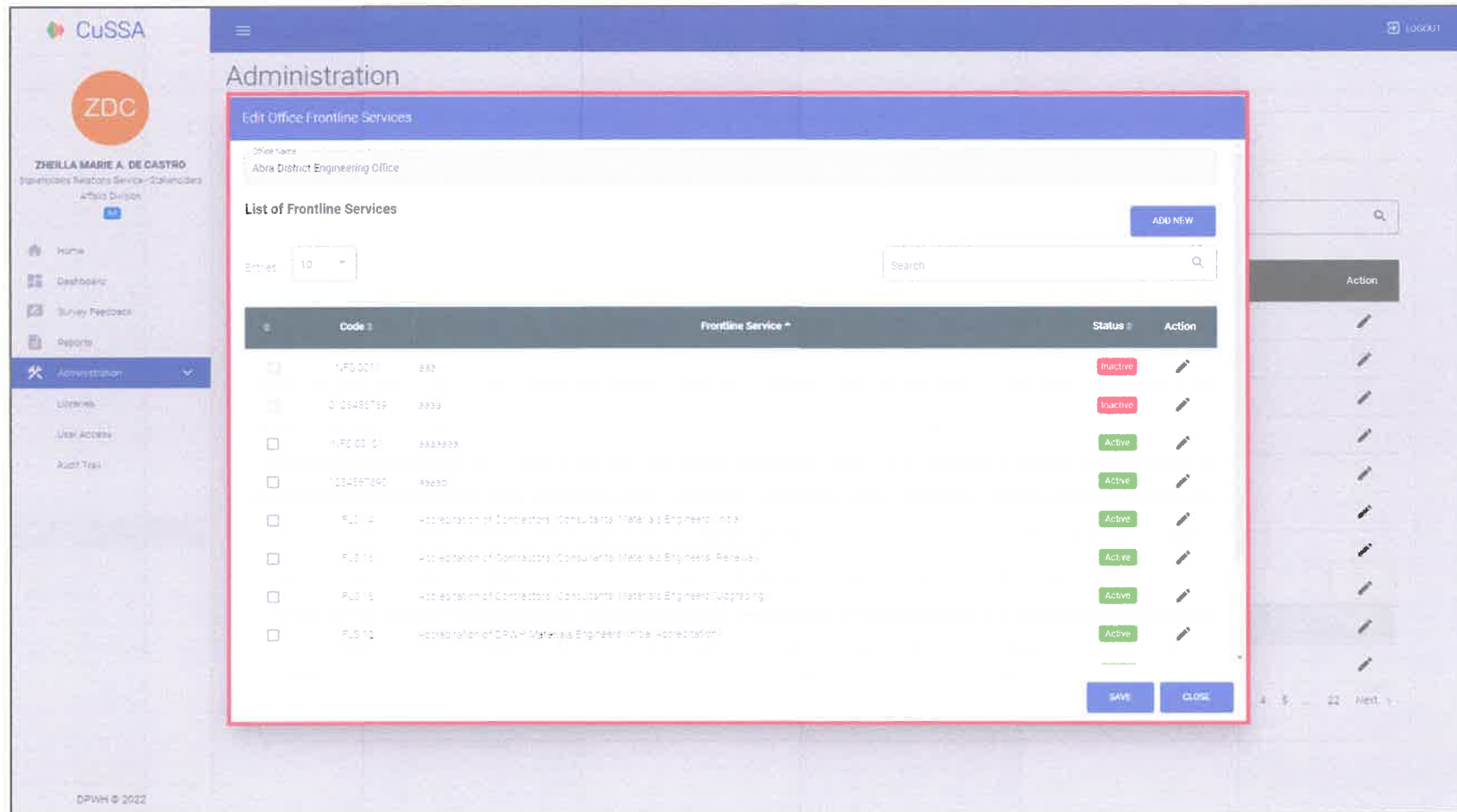
Office Name	Frontline Services	Action
Abra District Engineering Office		
Agusan del Norte District Engineering Office		
Agusan del Sur 1st District Engineering Office		
Agusan del Sur 2nd District Engineering Office	Updating of Contractors Information, Check/Verify	
Albay District Engineering Office		
Albay 1st District Engineering Office		
Albay 2nd District Engineering Office		
Albay 3rd District Engineering Office		
Antique District Engineering Office		
Apolo 1st District Engineering Office		

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

The screenshot displays the CuSSA Administration interface. The top navigation bar is blue with the CuSSA logo on the left and a 'Logout' button on the right. Below the navigation bar, the 'Administration' section is active, showing a list of 'Frontline Services'. The list has columns for 'Office Name', 'Frontline Services', and 'Action'. The first row, 'Aguas de San Pedro Engineering Office', has its 'Edit' icon (a pencil) highlighted with a red box. The 'Action' column contains a vertical stack of 'Edit' icons for each row. The bottom of the interface shows a pagination bar with '1' selected and a 'Next' button.

Office Name ^	Frontline Services	Action
Aguas de San Pedro Engineering Office		
Aguas de San Pedro Engineering Office		
Aguas de San Pedro Engineering Office		
Aguas de San Pedro Engineering Office		
Aguas de San Pedro Engineering Office		
Aguas de San Pedro Engineering Office		
Aguas de San Pedro Engineering Office		
Aguas de San Pedro Engineering Office		
Aguas de San Pedro Engineering Office		
Aguas de San Pedro Engineering Office		
Aguas de San Pedro Engineering Office		

**Edit Office Frontline Services** popup screen will be displayed.

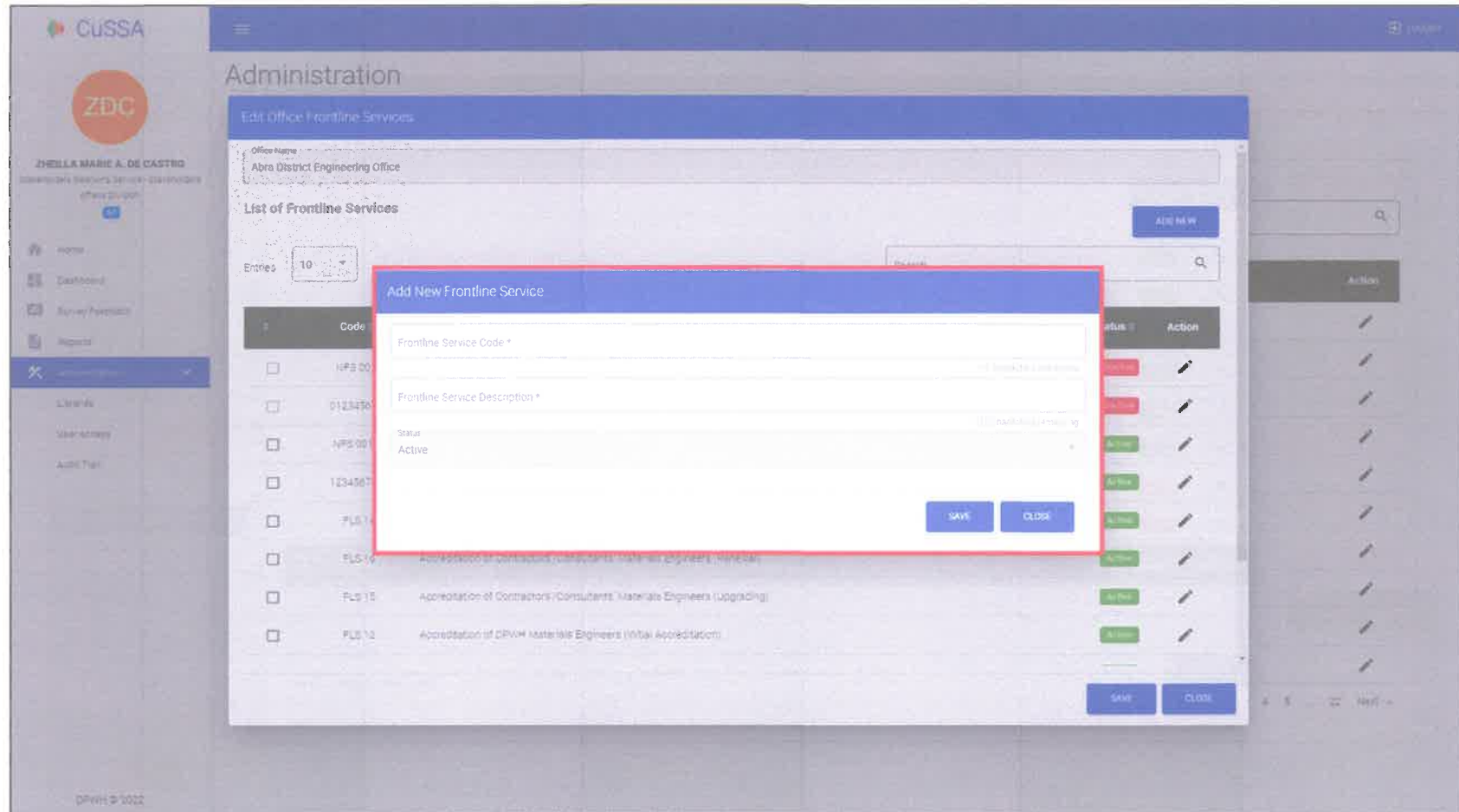


3. Click **Add New**.

The screenshot shows the CuSSA Administration interface. The main header is 'Administration' with a sub-header 'Edit Office Frontline Services'. The office name is 'Agra District Engineering Office'. Below this is a 'List of Frontline Services' section with a search bar and a table. The table has columns for Code, Frontline Service, Status, and Action. The 'ADD NEW' button is highlighted in the top right corner of the modal.

Code	Frontline Service	Status	Action
FPD 001	3333	Inactive	
FPD 002	3333	Inactive	
FPD 003	3333332	Active	
FPD 004	33333	Active	
FPD 005	Appreciation of Contractors' Consultants Materials Engineers Intest	Active	
FPD 006	Appreciation of Contractors' Consultants Materials Engineers Renewal	Active	
FPD 007	Appreciation of Contractors' Consultants Materials Engineers Intest	Active	
FPD 008	Appreciation of Contractors' Consultants Materials Engineers Intest	Active	

**Add New Frontline Service** popup screen will be displayed.



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

The screenshot displays the CuSSA Administration interface. A modal window titled 'Add New Frontline Service' is open, overlaying a table of 'List of Frontline Services'. The modal contains the following fields and controls:

- Frontline Service Code \***: A text input field with a red border, highlighted by a red rectangle.
- Frontline Service Description \***: A text input field.
- Status**: A dropdown menu currently showing 'Active'.
- SAVE** and **CLOSE** buttons at the bottom right of the modal.

The background interface shows the 'Administration' section with a sidebar menu on the left and a table of frontline services. The table has columns for 'Code', 'Description', 'Status', and 'Action'.

Code	Description	Status	Action
NFS-001		Active	
01234567		Active	
NFS-001		Active	
12345678		Active	
FLS-14		Active	
FLS-15	Accreditation of Contractors/Consultants (Materials Engineers) (Renewal)	Active	
FLS-15	Accreditation of Contractors/Consultants (Materials Engineers) (Upgrading)	Active	
FLS-12	Accreditation of Civil Materials Engineers (Initial Accreditation)	Active	



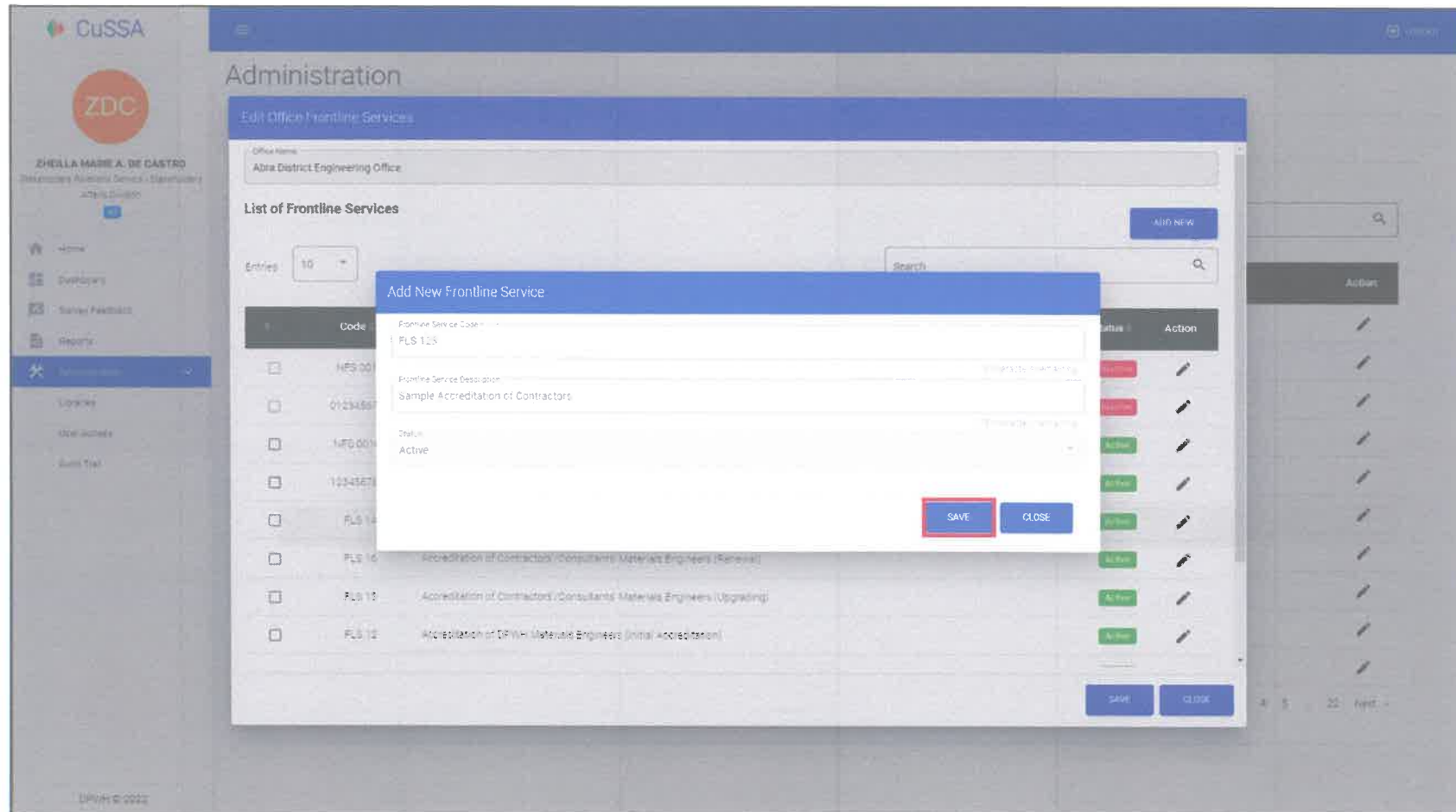
5. Input the **Frontline Service Description**.

The screenshot displays the CuSSA Administration interface. A modal window titled 'Add New Frontline Service' is open, allowing the user to input details for a new service. The modal contains the following fields and options:

- Frontline Service Code \***: A text input field with the value 'PLS 123' entered.
- Frontline Service Description \***: A text input field, currently empty, which is highlighted with a red rectangle.
- Status**: A dropdown menu with 'Active' selected.
- Buttons**: 'SAVE' and 'CLOSE' buttons at the bottom right of the modal.

The background interface shows the 'Edit Office Frontline Services' page for the 'Abra District Engineering Office'. It includes a 'List of Frontline Services' table with columns for 'Code' and 'Description'. The table lists several services, including 'PLS 14', 'PLS 15', 'PLS 16', 'PLS 17', and 'PLS 18', each with a checkbox and an 'Action' column containing 'Active' and 'Edit' icons.

6. Click **Save**.












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

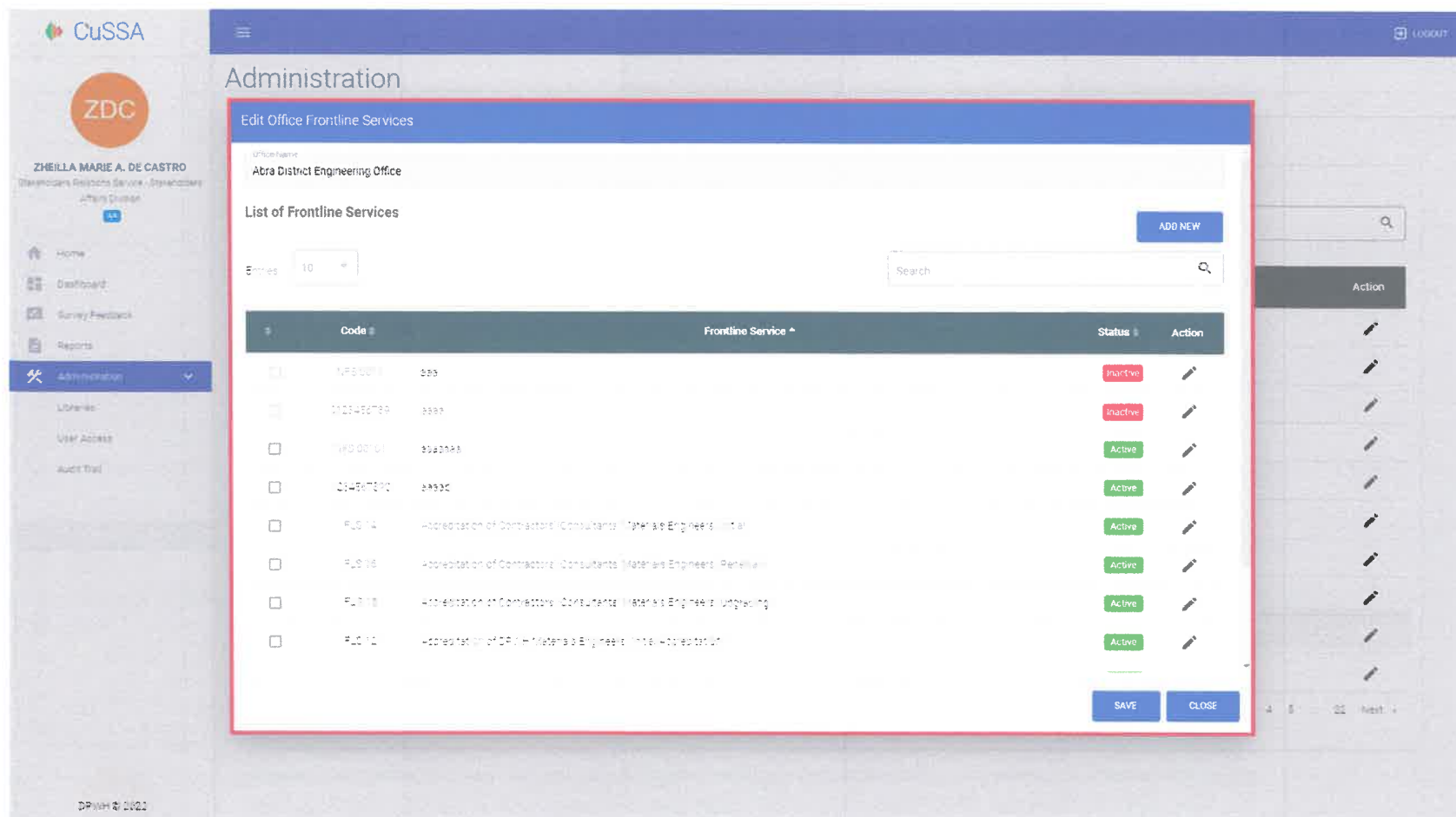
#### 7.1.4. Edit Frontline Services

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

The screenshot displays the CuSSA Administration interface. On the left is a sidebar with the CuSSA logo, a ZDC logo, and the user profile of ZHEILLA MARIE A. DE CASTRO. The main content area is titled 'Administration' and contains a tabbed interface with 'Frontline Services' selected. Below the tabs is a search bar and a table listing various engineering offices. The table has three columns: 'Office Name', 'Frontline Services', and 'Action'. The first row, 'Hors District Engineering Office', has its 'Action' cell highlighted with a red box, showing an edit icon (pencil). The table footer indicates 'Showing 11 of 216 Entries' and a pagination control.

Office Name ^	Frontline Services	Action
Hors District Engineering Office		
Agusan del Norte District Engineering Office		
Agusan del Sur 1st District Engineering Office		
Agusan del Sur 2nd District Engineering Office	• Lodging of Contractors and Material Suppliers	
Albay 1st District Engineering Office		
Albay 2nd District Engineering Office		
Albay 3rd District Engineering Office		
Antique District Engineering Office		
Apsayan 1st District Engineering Office		

**Edit Office Frontline Services** popup screen will be displayed.

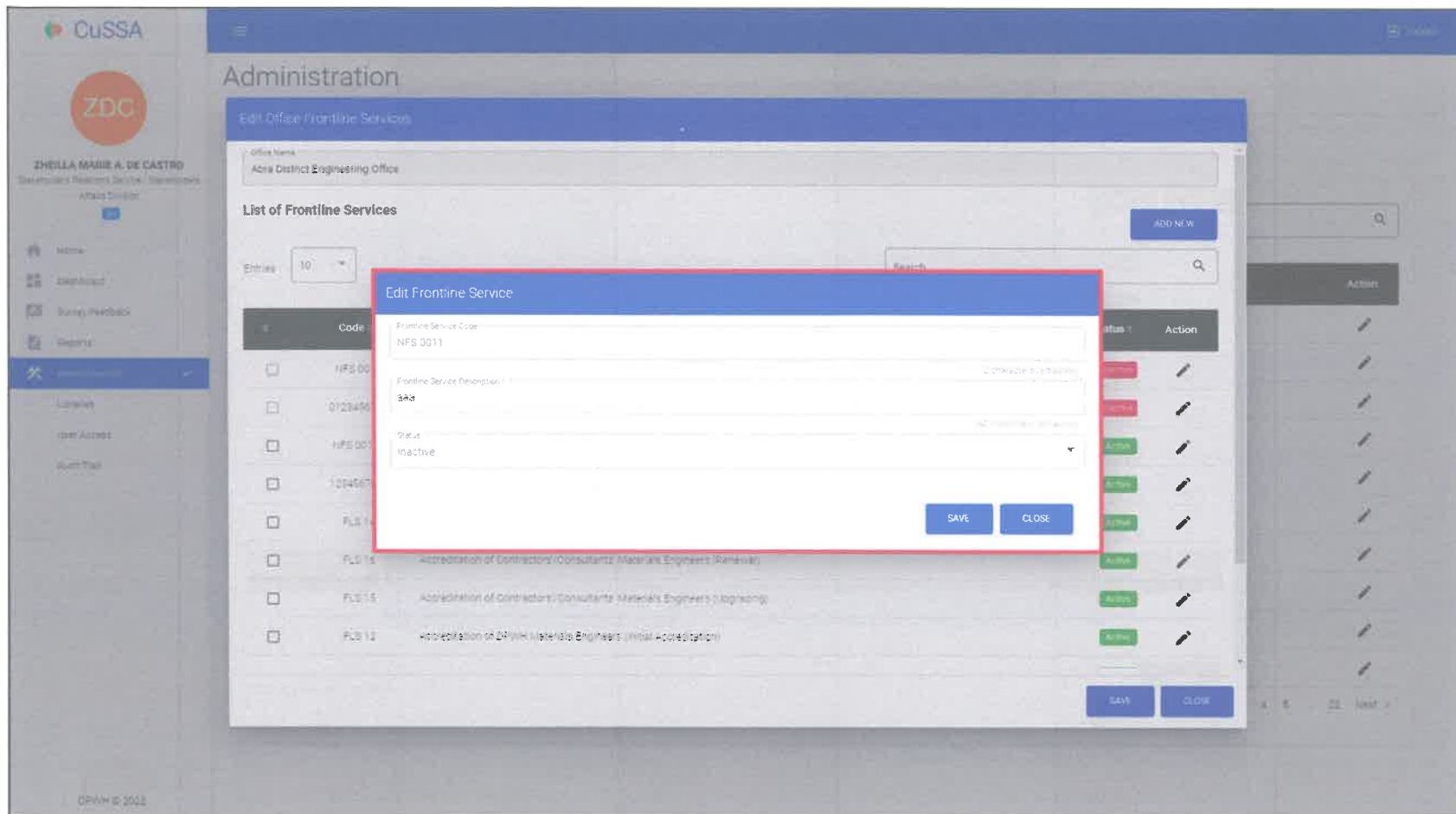


2. Click the **Edit** icon under the Action column.

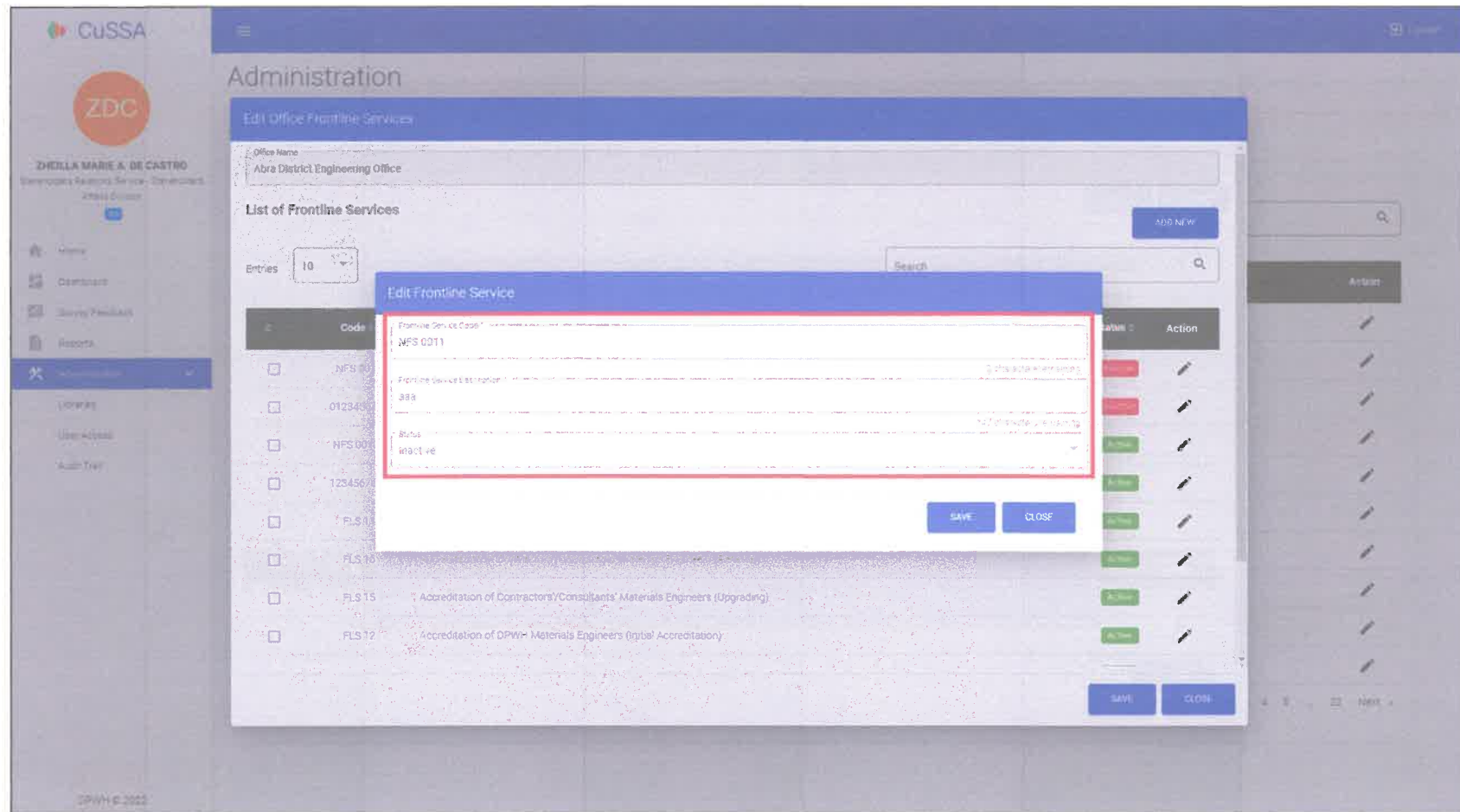
The screenshot shows the CuSSA Administration interface. A modal titled 'Edit Office Frontline Services' is open, displaying a table of frontline services. The table has columns for Code, Frontline Service, Status, and Action. The 'Edit' icon (pencil) in the Action column for the third row is highlighted with a red box.

Code	Frontline Service	Status	Action
NFS001		Inactive	
NFS002		Inactive	
NFS00101		Active	
NFS002001		Active	
NFS002002		Active	
NFS002003		Active	
NFS002004		Active	
NFS002005		Active	
NFS002006		Active	

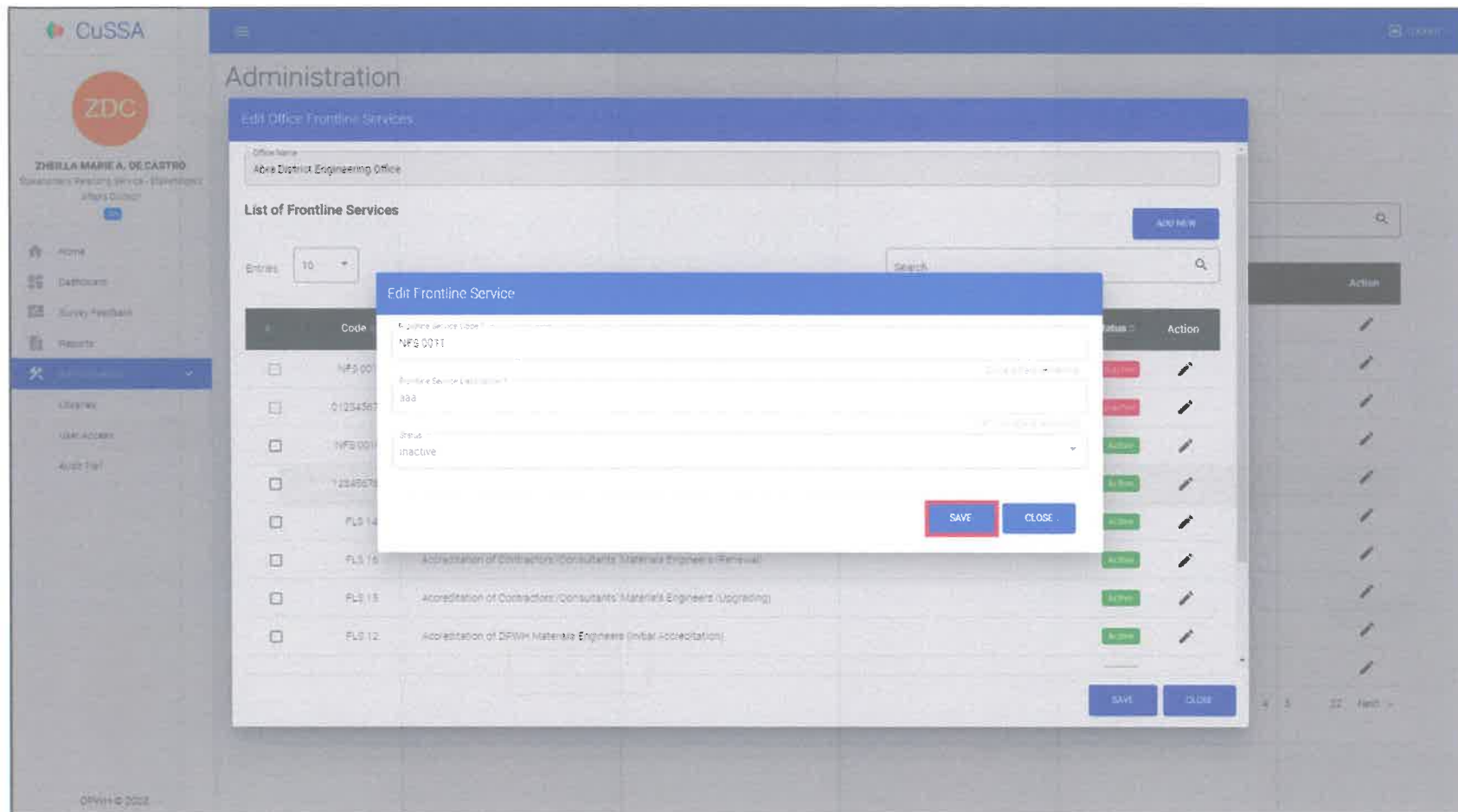
**Edit Frontline Service** popup screen will be displayed.



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



4. Click **Save**.

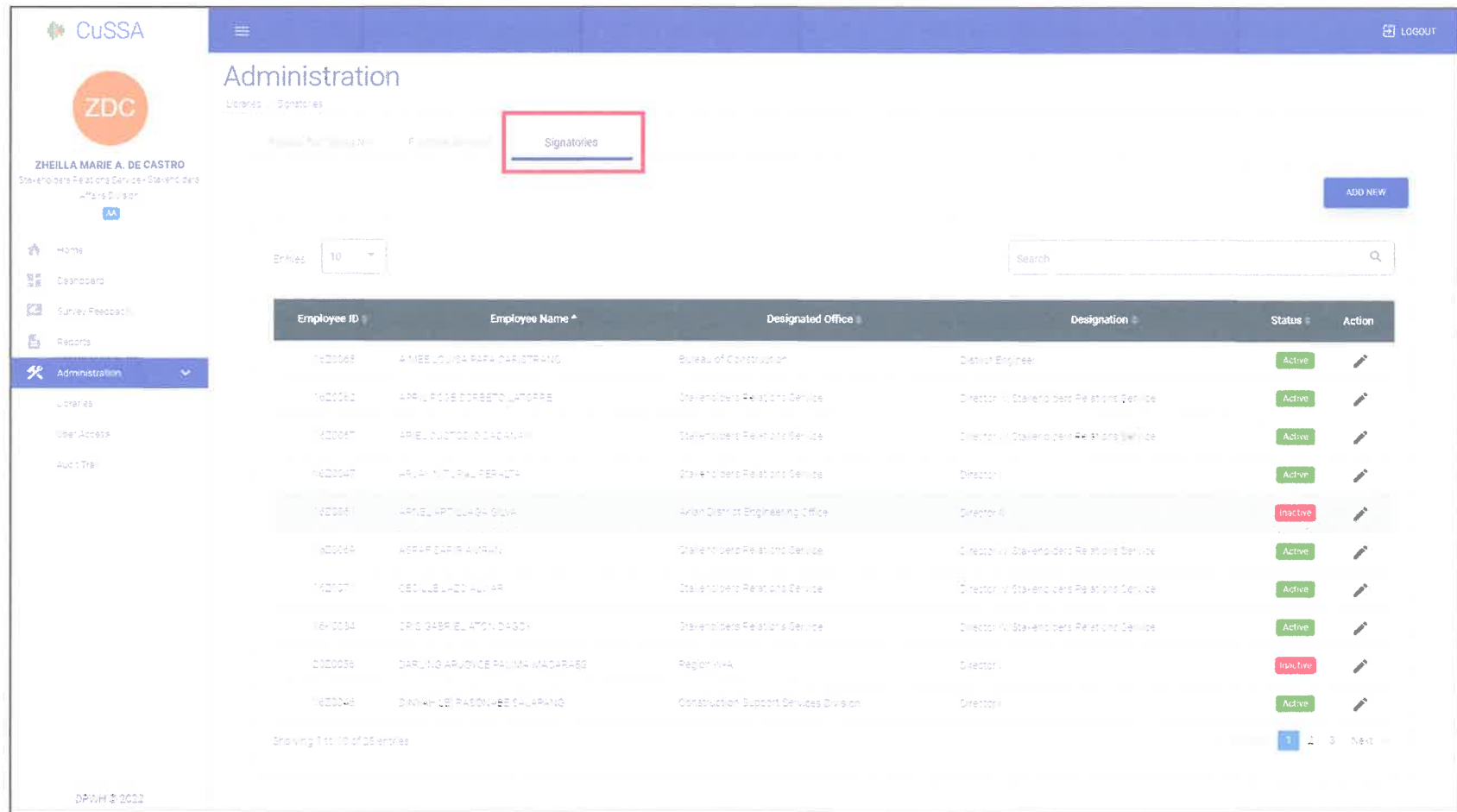


**Note:** If the status is changed to inactive upon successful saving, the selected Frontline Service will be automatically unavailable in the feedback form.



### 7.1.5. Adding Signatories

1. Click **Signatories** tab.



The screenshot displays the CuSSA Administration interface. The left sidebar shows the user profile for ZHEILLA MARIE A. DE CASTRO and a navigation menu with options like Home, Dashboard, Survey Feedback, Reports, and Administration (selected). The main content area is titled 'Administration' and features a 'Signatories' tab highlighted with a red box. Below the tab, there is a search bar and a table listing employees. The table has columns for Employee ID, Employee Name, Designated Office, Designation, Status, and Action. The status of each employee is indicated by a green 'Active' button or a red 'Inactive' button. The table shows 10 employees, with the first 9 being active and the 10th being inactive. The bottom of the table indicates 'Showing 1 to 10 of 10 entries'.

Employee ID	Employee Name	Designated Office	Designation	Status	Action
1620068	AMEE LOUISE PAPA-DARISTRANG	Bureau of Construction	District Engineer	Active	
1620060	APRIL ROSE DORRIS LATORRE	Stakeholders Relations Service	Director IV Stakeholders Relations Service	Active	
1620067	ARIEL JUSTINO LACAYAN	Stakeholders Relations Service	Director IV Stakeholders Relations Service	Active	
1620047	ARUN K. T. PAL-REPLITA	Stakeholders Relations Service	Director	Active	
1620061	ARNEL APRILO AGA-SILVA	Asian District Engineering Office	Director II	Inactive	
1620069	ARPA CARIS AURAY	Stakeholders Relations Service	Director IV Stakeholders Relations Service	Active	
1620071	CEDILLE LACAYAN	Stakeholders Relations Service	Director IV Stakeholders Relations Service	Active	
1620034	CRISTOPHER L. ATON-DAGAN	Stakeholders Relations Service	Director IV Stakeholders Relations Service	Active	
1620036	DARUNG ARJOYCE PALMA MADARAG	Region IV-A	Director	Inactive	
1620046	DANIEL L. RASOBBE CALARANG	Construction Support Services Division	Director	Active	

## 2. Click **Add New**.

The screenshot shows the CuSSA Administration interface. On the left is a sidebar with the CuSSA logo, a ZDC logo, and a user profile for ZHEILLA MARIE A. DE CASTRO. The main content area is titled 'Administration' and has tabs for 'Libraries' and 'Signatories'. The 'Signatories' tab is active, displaying a table of employees. A red 'ADD NEW' button is located in the top right corner of the table area. The table has columns for Employee ID, Employee Name, Designated Office, Designation, Status, and Action. The table shows 10 entries, with the first 9 visible. The status of each entry is indicated by a green 'Active' button or a red 'Inactive' button. The bottom of the table shows 'Showing 1 to 10 of 19 entries' and a pagination control with '1', '2', '3', and 'Next'.

Employee ID	Employee Name	Designated Office	Designation	Status	Action
620068	ANNE LOUISA PAPA CARISTRANO	Bureau of Construction	District Engineer	Active	
620062	APRIL ROSE SOBBETO LATORRE	Stakeholders Relations Service	Director IV Stakeholders Relations Service	Active	
1620067	ARIEL CUSTODIO DACHAYAN	Stakeholders Relations Service	Director IV Stakeholders Relations Service	Active	
620067	ARLYN NATURAL PEROLTA	Stakeholders Relations Service	Director I	Active	
620061	ARNEL ESTILLO-LOSA	High District Engineering Office	Director II	Inactive	
620069	ARNEP CARP ALIBAN	Stakeholders Relations Service	Director IV Stakeholders Relations Service	Active	
620071	CECILLE LACD ALVAR	Stakeholders Relations Service	Director IV Stakeholders Relations Service	Active	
1620054	CRIS SHARIEL ATON DA GOV	Stakeholders Relations Service	Director IV Stakeholders Relations Service	Active	
2020055	DARLING ARUDYCE RALDINA MACARBERG	Region IV-4	Director I	Inactive	
1620048	DANIELA LEONARDO GALARRANC	Construction Support Services Division	Director I	Active	

Add New Signatory popup screen will be displayed.

The screenshot shows the CuSSA Administration interface. The 'Signatories' tab is selected. A popup form titled 'Add New Signatory' is open, containing the following fields:

- Employee ID \*
- First Name
- Middle Name
- Last Name
- Suffix
- Previous Office \*
- Designated Office \*
- Designation \*
- Status (Active)

Buttons for 'SAVE' and 'CLOSE' are at the bottom right of the popup. The background table lists existing signatories:

Employee ID	First Name	Middle Name	Last Name	Suffix	Status	Action		
1000034	CRIS	GABRIEL	ATON	DAGAOY	Director of Stakeholders Relations Service	Active		
2000058	DARLUS	ARLOYS	PAULINA	MACARAEG	Region IV-A	Director I	Active	
1000048	DIANAH	LEIRASO	NABE	SALASINS	Construction Support Services Division	Director I	Active	

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

The screenshot displays the CuSSA Administration interface. The left sidebar contains the CuSSA logo, ZDC logo, and user information for ZHEILLA MARIE A. DE CASTRO. The main content area is titled 'Administration' and has a 'Signatories' tab selected. A modal window titled 'Add New Signatory' is open, featuring a search field for 'Employee ID' (highlighted with a red box and a magnifying glass icon). Below the search field are input fields for 'First Name', 'Middle Name', 'Last Name', and 'Suffix'. Further down are dropdown menus for 'Plantilla Office', 'Designated Office', and 'Designation', followed by a 'Status' dropdown currently set to 'Active'. 'SAVE' and 'CLOSE' buttons are at the bottom right of the modal. In the background, a table lists existing signatories with columns for ID, Name, Position, and Status.

ID	First Name	Middle Name	Last Name	Position	Status
1510034	DRIS	GABRIEL	ATON	Director IV Stakeholders Relations Service	Active
2020058	DARLINS	ARJOYCE	PALIXA	Director I Region IV-4	Inactive
1520046	DINNAH	LE	RAISONABE	Director I Construction Support Services Division	Active

**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).

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

The screenshot displays the CuSSA Administration interface. On the left, a sidebar contains navigation links: Home, Dashboard, Survey Feedback, Reports, Administration (selected), Libraries, User Access, and Audit Trail. The main header shows the CuSSA logo and a 'Logout' button. The 'Administration' section is active, with sub-tabs for 'Requests for Signing Req.', 'Endpoint Services', and 'Signatories'. The 'Add New Signatory' form is open, featuring fields for Employee ID (1520162), First Name (KRISTOPHER), Middle Name (GAILANG), Last Name (BANDY), Suffix, Parent Office (User Support Division), Designated Office (highlighted with a red box), and Designation (Active). The form includes 'SAVE' and 'CLOSE' buttons. Below the form, a table lists existing signatories with columns for ID, Name, Department, and Position. The table shows three entries: CRIS GABRIEL ATON DARAY, DARLING ARJOICE PAULMA MACARAED, and DARWIN LEE RASQUABE SALAPANG. The interface also includes a pagination bar at the bottom right showing 'Showing 1 to 10 of 36 entries' and a footer with 'DPWH © 2022'.

ID	Name	Department	Position
1600054	CRIS GABRIEL ATON DARAY	Stakeholders Relations Service	Director IV, Stakeholders Relations Service
2000056	DARLING ARJOICE PAULMA MACARAED	Region IV-A	Director I
1600046	DARWIN LEE RASQUABE SALAPANG	Construction Support Services Division	Director I

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

**CuSSA**

**Administration**

Signatories

**Add New Signatory**

Employee ID: 1520162

First Name: KRISTOPHER

Middle Name: GALANG

Last Name: SANDY

Suffix:

Home Office: User Support Division

Designated Office: Bureau of Construction

Designation: **Designation \***

Active

SAVE CLOSE

Employee ID	First Name	Middle Name	Last Name	Home Office	Designated Office	Status	Action	
1620034	CRIG	GABRIEL	ATON	DAAOY	Stakeholders Relations Service	Director IV Stakeholders Relations Service	Active	
2020066	DARLING	ARJOYCE	FALIMA	MACARABO	Region IV-A	Director I	Inactive	
1620046	DINWAH	LE	RASHABE	SALAPANG	Construction Support Services Division	Director I	Active	

Showing 1 to 10 of 28 entries

DPWH © 2022

6. Click **Save**.

The screenshot shows the CuSSA Administration interface. The 'Add New Signatory' form is open, displaying the following fields:

- Employee ID: 1520162
- First Name: KRISTOPHER
- Middle Name: GALANG
- Last Name: SANDY
- Suffix:
- Work Office: User Support Division
- Designated Office: Bureau of Construction
- Designation: Director I
- Status: Active

The 'Save' button is highlighted with a red box. Below the form, a table lists existing signatories:











ID	Name	Office	Designation	Status	Action
1000004	CRIS GABRIEL ATON DAGAY	Stakeholders Relations Service	Director II, Stakeholders Relations Service	Active	
2020056	DARLING ARJOVIDE PALMIA MACARAED	Region IV-A	Director I	Inactive	
1620048	CRIVAH (E) RAGONABEE BALAPANG	Construction Support Services Division	Director I	Active	

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

### 7.1.6. Edit Signatories

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

The screenshot displays the CuSSA Administration interface. The top navigation bar includes the CuSSA logo, a menu icon, and a LOGOUT button. The main header shows 'Administration' with a sub-header 'Signatories'. A sidebar on the left contains navigation links: HOME, Dashboard, Survey Feedback, Reports, Administration (selected), LOCATIONS, USER ACCESS, and AUDIT LOG. The main content area features a table of signatories. The first row is highlighted, and the Edit icon (pencil) in the Action column is circled in red. The table has columns for Employee ID, Employee Name, Designated Office, Designation, Status, and Action. The status of the first row is 'Active'.

Employee ID	Employee Name	Designated Office	Designation	Status	Action
620045	RAMSE LOUISE PAPA CRISTIANO	Bureau of Construction	District Engineer	Active	
620061	APRIL ROSE SORRETO LATORRE	Stakeholders Relations Service	Director IV Stakeholders Relations Service	Active	
620067	ARIEL GUSTODIO DAQUILA	Stakeholders Relations Service	Director IV Stakeholders Relations Service	Active	
620047	ARLYN TUTORAL PERALTA	Stakeholders Relations Service	Director I	Active	
620061	ARNEL ARTILLAGA OLIVA	Allian District Engineering Office	Director II	Inactive	
620049	AGRAH SARIP AMRANI	Stakeholders Relations Service	Director IV Stakeholders Relations Service	Active	
620071	CECILLE LACDO ALVIER	Stakeholders Relations Service	Director IV Stakeholders Relations Service	Active	
620034	CRIS GABRIEL ATON DAQUI	Stakeholders Relations Service	Director IV Stakeholders Relations Service	Active	
620056	DARLING ARJOYE PALMA MACARBER	Region IV-A	Director I	Inactive	
620043	DINAH LUS RABONABE GALAPANG	Construction Support Services Division	Director I	Active	

Showing 1 to 10 of 19 entries

1 2 3 Next



**Edit Signatory** popup screen will be displayed.

The screenshot shows the CuSSA Administration interface. The left sidebar contains the CuSSA logo, a ZDC logo, and the name ZHEILA MARIE A. DE CASTRO, Stakeholders Relations Service - Stakeholders Affairs Division. The main content area is titled 'Administration' and has tabs for 'Signatories' and 'Signatories'. The 'Signatories' tab is active, showing a table of signatories. A red box highlights the 'Edit Signatory' popup form, which is open over the table. The form contains the following fields:

- Employee ID: 1620068
- First Name: AIMEE LOUISA
- Middle Name: PAPA
- Last Name: CAPISTRANO
- Suffix: (empty)
- Parent's Office: Accounting Division
- Designated Office: Bureau of Construction
- Designation: District Engineer
- Status: Active

At the bottom right of the form are 'SAVE' and 'CLOSE' buttons. The background table shows the following data:

Employee ID	First Name	Middle Name	Last Name	Parent's Office	Designated Office	Designation	Status	Action
1620068	AIMEE LOUISA	PAPA	CAPISTRANO	Accounting Division	Bureau of Construction	District Engineer	Active	
1620068	CRIS GABRIEL ATON DAGDY			Stakeholders Relations Service	Director IV Stakeholders Relations Service		Active	
1620068	DARLING ARJOYCE PALMA MACARAES			Region IVA	Director I		Active	
1620068	DIWAH LE RAGONABE SALARANG			Construction Support Services Division	Director I		Active	

Showing 1 to 10 of 29 entries

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

**CuSSA** Administration

Signatories

**Edit Signatory**

Employee ID: 16Z0068

First Name: AIMEE LOUISA Middle Name: PAPA Last Name: CAPISTRANO

Branch Office: Accounting Division

Designated Office: Bureau of Construction

Designation: District Engineer

Status: Active

SAVE CLOSE

Employee ID	First Name	Middle Name	Last Name	Branch Office	Designated Office	Designation	Status	Action
16X0084	CRIS GABRIEL ATON DAGOY			Stakeholders Relations Service	Director IV Stakeholders Relations Service		Active	
16Z0086	DARLINO ARUYOS PALMA MACATEO			Region IV-A	Director I		Inactive	
18Z0046	SINIAH LEI RASOMAE SALAPWIS			Construction Support Services Division	Director I		Active	

Showing 1 to 10 of 29 entries

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### 3. Click **Save**.

The screenshot displays the CuSSA Administration interface. The left sidebar shows the user profile of ZHEILA MARIE A. DE CASTRO, Stakeholders Relations Service - Stakeholders Affairs Division. The main content area is titled 'Administration' and includes tabs for 'Libraries', 'Signatories', 'Reason for Delaying RQ', 'Frontline Services', and 'Signatories'. The 'Signatories' tab is active, showing an 'Edit Signatory' form and a table of existing signatories.

**Edit Signatory Form:**

- Employee ID: 1620068
- First Name: AIMEE LOUISA
- Middle Name: PAPA
- Last Name: CAPISTRANO
- Suffix: (empty)
- Position/Office: Accounting Division
- Designation/Role: Bureau of Construction
- Designation: Default Engineer
- Phone: (empty)
- Mobile: (empty)

**Signatories Table:**

Employee ID	First Name	Middle Name	Last Name	Position/Office	Designation/Role	Designation	Status	Action
1620034	CRIS GABRIEL	ATON	DAGOF	Stakeholders Relations Service	Director II, Stakeholders Relations Service		Active	
2020056	DARLING ARJOYCE	PAULINA	MACARAG	Region IV-A	Director I		Inactive	
1620046	DARHAN CEI	RASONABE	SALANG	Construction Support Services Division	Director I		Active	

Showing 1 to 10 of 25 entries

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

## 7.2. User Access

### 7.2.1. Adding New User

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

The screenshot displays the CuSSA Administration module. The sidebar on the left contains the following navigation items: Home, Dashboard, Survey Feedback, Reports, Administration (selected), Licenses, User Access (highlighted with a red box), and Audit Trail. The main content area shows the 'Administration' module with a sub-module 'User Access'. A table lists users with columns: Employee ID, Network ID, Employee Name, Designated Office, User Group, and Action. The table contains 10 entries. The bottom of the page shows 'Showing 1 to 10 of 10 entries' and a footer with 'DPWH © 2022'.

Employee ID	Network ID	Employee Name	Designated Office	User Group	Action
	WIAU22pg		Bureau of Construction - Claims Review Division	SRS	
1420145	makaxia	ABDEL HAMDI STALLA	Regional Office (Region 11) - Equipment Management Division (Region 11)	AA, FDO, RPD	
2020056	makaregdao	DARLING ARDORCE FLOREZARDO	Stakeholders Relations Service - Stakeholders Affairs Division	AA	
0320005	kantoka	CORRATAYAN K. KAREZ	Information Management Service - User Support Division	FDO, CPD	
	nkavtortile		Stakeholders Relations Service - Office of the Service Chief (SRG)	AA, RPD, DPO, CPD, SRS	
1820113	enidreaf	ABEGAIL R. BRIDPE	Regional Office (Region 13) - Legal Division (Region 8)	RPD	
1820009	capistrano3	DEXTER P. CAPISTRANO	Stakeholders Relations Service - Stakeholders Affairs Division	AA	
1820075	gullamtop	GINA C. GULLARIO	Regional Office (Region 6) - Area Equipment Section (Region 6)	FDO, RPD	
0520020	conner	JEFFERSON L. CONDES	Regional Office (Region 4A) - Office of the Regional Director (Region 4A)	DPO	
1820060	amazarhym	KIM RAINIER M. ALVAZAN	101st District Engineering Office	FDO	

## 2. Click **Add New**.

The screenshot shows the CuSSA Administration interface. The top navigation bar is blue with the CuSSA logo on the left and a 'LOGOUT' button on the right. Below the navigation bar, the page title 'Administration' is displayed. On the left side, there is a sidebar with a 'ZDC' logo and the name 'ZHEILLA MARIE A. DE CASTRO'. The sidebar also contains a list of navigation items: Home, Dashboard, Survey Feedback, Reports, Administration (selected), Licenses, User Access, and Audit Trail. The main content area displays a table of employees. The table has columns for Employee ID, Network ID, Employee Name, Designated Office, User Group, and Action. The 'ADD NEW' button is highlighted in a red box in the top right corner of the main content area. Below the table, there is a pagination bar showing 'Showing 1 to 10 of 19 entries' and a 'Next' button.

Employee ID	Network ID	Employee Name	Designated Office	User Group	Action
	vilaluzdeg		Bureau of Construction - Claims Review Division	SRS	
1420145	maleana	ABDEL HAMID E. MALA	Regional Office (Region 1) - Equipment Management Division (Region 1)	AA FDO RPO	
2020058	macarabegao	DARLING ARJUNICE R. MACARABES	Stakeholders Relations Service - Stakeholders Affairs Division	AA	
0520005	kahimqa	OURPAT KUNIKI KARIJA	Information Management Service - User Support Division	FDO CPO	
	nkakromme		Stakeholders Relations Service - Office of the Service Chief (SRSC)	AA RPO CPO CPO SRS	
1820113	eriscoef	ABEGAIL P. ERISPE	Regional Office (Region 1) - Legal Division (Region 1)	RPO	
1820209	capistrano00	CENTER P. CAPISTRANO	Stakeholders Relations Service - Stakeholders Affairs Division	AA	
1820076	gujalmog	GINA C. GUJARINO	Regional Office (Region 6) - Area Equipment Section (Region 6)	FDO RPO	
0520020	condoy	JEFFERSON L. CONDE	Regional Office (Region 44) - Office of the Regional Director (Region 44)	CPO	
1820062	almezanxm	WIL RANIER M. ALMAZAN	Honolulu District Engineering Office	FDO	

Showing 1 to 10 of 19 entries

1 2 Next

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

The screenshot displays the CuSSA Administration interface. A sidebar on the left contains navigation links: Home, Dashboard, Survey Feedback, Reports, Administration (selected), Logins, User Access, and Audit Trail. The main header shows the CuSSA logo, a user profile for ZHEILLA MARIE A. DE CASTRO, and a Logout button. The 'Administration' section is active, showing a table of users. A red-bordered 'Add New User' popup is centered on the screen, containing the following fields:

- Employee ID \* (with a search icon)
- Employee ID and Network ID \*
- First Name, Middle Name, Last Name, and Suffix
- Plantilla Office
- Designated Office \*
- User Group \* and User Status (set to Active)

At the bottom right of the popup are 'SAVE' and 'CLOSE' buttons. The background table lists users like JEFFERSON L. COJUE and NIM RAHBER M. ALMAZAN, with columns for Employee ID, Name, Office, and Action.

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

The screenshot displays the CuSSA Administration interface. A modal window titled 'Add New User' is open, featuring a search field for 'Employee ID' with a magnifying glass icon. Below the search field are input fields for 'Employee ID', 'Network ID', 'First Name', 'Middle Name', 'Last Name', and 'Suffix'. There is also a 'Plantilla Office' dropdown menu and a 'Designated Office' dropdown menu. At the bottom of the modal, there is a 'User Status' dropdown menu set to 'Active' and buttons for 'SAVE' and 'CLOSE'. The background shows the main administration page with a sidebar menu, a top navigation bar, and a table of users.

Employee ID	Network ID	First Name	Middle Name	Last Name	Suffix	Plantilla Office	Designated Office	User Status
0520000	condell	JEFFERSON L.	COND	JEFFERSON L. COND			Regional Office (Region 4A) - Office of the Regional Director (Region 4A)	Active
1620001	almazan	JOSE RAFAEL M.	ALMAZAN	JOSE RAFAEL M. ALMAZAN			Volvo 1st District Engineering Office	Active

**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).

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

The screenshot displays the 'Add New User' form in the CuSSA Administration system. The form is a modal window with a blue header. It contains the following fields:

- Employee ID:** A text input field with the value '2020069' and a search icon.
- First Name:** A text input field with the value 'ZAIDA JOY'.
- Middle Name:** A text input field with the value 'DE LEON'.
- Last Name:** A text input field with the value 'AGDUYENG'.
- Suffix:** A text input field.
- Designated Office:** A dropdown menu with a red border, currently showing 'User Support Division'.
- User Group:** A dropdown menu with a red border, currently showing 'Active'.
- User Status:** A dropdown menu with a red border, currently showing 'Active'.

At the bottom right of the form are two buttons: 'SAVE' and 'CLOSE'. The background shows a list of users and a sidebar with navigation options.



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

The screenshot displays the CuSSA Administration interface. On the left, a sidebar contains the CuSSA logo, a ZDC logo, the name ZHEILA MARIE A. DE CASTRO, and a list of navigation items: Home, Dashboard, Survey Feedback, Reports, Administration (selected), Users, User Access, and Audit Trail. The main content area is titled 'Administration' and shows a table of users. An 'Add New User' modal form is open in the center. The form includes fields for Employee ID (2020069), Network ID (agouyengzjd), First Name (ZAIDA JOY), Middle Name (DE LEON), Last Name (AGDUYENG), Suffix, Plantilla Office (User Support Division), Designated Office (Human Resource and Administrative Service - Capacity Development Division), and User Status (Active). The 'User Group' dropdown is highlighted with a red box. The background table shows a list of users with columns for Employee ID, Name, Position, and Action.

Employee ID	First Name	Middle Name	Last Name	Suffix	Plantilla Office	Designated Office	User Status	Action
2020069	ZAIDA JOY	DE LEON	AGDUYENG		User Support Division	Human Resource and Administrative Service - Capacity Development Division	Active	

6. Click **Save**.

The screenshot displays the CuSSA Administration interface. On the left, a sidebar shows the user profile of ZHEILLA MARIE A. DE CASTRO and a navigation menu with options like Home, Dashboard, Survey/Feedback, Reports, Administration (selected), Libraries, User Access, and Audit Trail. The main content area is titled 'Administration' and 'User Access'. A modal window titled 'Add New User' is open, containing the following fields:

- Employee ID: 2020060
- Network ID: agduyengzjd
- First Name: ZAIDA JOY
- Last Name: DE LEON
- Suffix: AGDUYENG
- Password: (empty)
- Confirm Password: (empty)
- Designated Office: Human Resource and Administrative Service - Capacity Development Division
- User Group: Central Office Public Information Office
- User Status: Active

At the bottom right of the modal, there are two buttons: 'SAVE' (highlighted with a red box) and 'CLOSE'. The background shows a table of existing users with columns for Name, Email, and Action.

## 7.2.2. Editing User Account

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

The screenshot shows the CuSSA Administration interface. On the left is a sidebar with navigation links: Home, Dashboard, Survey Feedback, Reports, Administration (selected), Profiles, User Access, and Audit Trail. The main header includes the CuSSA logo, a menu icon, the title 'Administration', the user 'ZHEILLA MARIE A. DE CASTRO', and a 'LOGOUT' button. Below the header, there's a search bar and an 'ADD NEW' button. The main content area displays a table of user accounts with columns: Employee ID, Network ID, Employee Name, Designated Office, User Group, and Action. The table lists 10 entries. The entry for 'madarsagasp' (Employee ID: 1120056) has its 'Edit' icon highlighted with a red box. At the bottom, it says 'Showing 1 to 10 of 10 entries'.

Employee ID	Network ID	Employee Name	Designated Office	User Group	Action
			Bureau of Construction - Claims Review Division	SRS	
1420145	nialkane	HEDEL HIRAL B. MALA	Regional Office - Region III - Equipment Management Division - Region	AA, FDO, RPD	
1020118	eliseoef	ABERAU P. EPICRE	Regional Office - Region I - Legal Division - Region I	RPD	
1120056	madarsagasp	CARLOS RAJIVIE P. MACARAB	Stakeholders Relations Service - Stakeholders Affairs Division	AA	
1020201	caostranous	DESTER A. CAPSTRANUS	Stakeholders Relations Service - Stakeholders Affairs Division	AA	
1020061	arnoldanorm	ARNOLD ANTONIO - LUNA - C	RPD - RPD District Engineering Office	FDO	
020144	prestone	RECTOR E. PRESTON	Stakeholders Relations Service - Stakeholders Affairs Division	AA, FDO, NRD, RPD	
1020003	kanimok	CORRATONIA K. KANIMOK	Information Management Service - User Support Division	FDO, CPIO	
1020069	epayengasp	CHEN JON CHOWENGASP	Human Resource and Administrative Service - Capacity Development Division	CPIO	
	naibarrone		Stakeholders Relations Service - Office of the Service Chief (OPS)	AA, RPD, DPO, CPIO, SRS	

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

The screenshot displays the CuSSA Administration interface. A sidebar on the left contains navigation links: Home, Dashboard, Survey Feedback, Reports, Administration (selected), Copies, User Access, and Audit Trail. The main content area is titled 'Administration' and includes a search bar, a table of users, and an 'ADD NEW' button. A red-bordered 'Edit User' popup is centered on the screen, containing the following fields:

- Employee ID: 2020056
- Network ID: macaraegdap
- First Name: DARLING ARJUYCE
- Middle Name: PALIMA
- Last Name: MACARAEG
- Plantilla Office: (empty)
- Designated Office: Stakeholders Relations Service - Stakeholders Affairs Division
- User Group: Application Administrator
- User Status: Active

At the bottom right of the popup are 'SAVE' and 'CLOSE' buttons. The background table shows a list of users with columns for Employee ID, Name, and Designation. The footer of the page reads 'OPINH © 2021'.

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

**CuSSA**

**ZDC**

**ZHEILLA MARIE A. DE CASTRO**  
Stakeholders Relations Service - Stakeholders Affairs Division

Home  
Dashboard  
Survey Feedback  
Reports  
Administration  
Utilities  
User Access  
Audit Trail

**Administration**

User Access

Entries: 10

Search

**Edit User**

Employee ID: 2020056 Network ID: macaraegoad

First Name: DARLING ARJOYE Middle Name: PALIMA Last Name: MACARAEG Suffix:

Planilla Office:

Designated Office: Stakeholders Relations Service - Stakeholders Affairs Division

User Group: Application Administrator User Status: Active

SAVE CLOSE

Employee ID	First Name	Middle Name	Last Name	Planilla Office	User Group	User Status	Action
0820005	KARMA	OURRATA-AYRA	KARMA	Information Management Service - User Support Division	USER	ACTIVE	
2020069	AGUIYENGZIO	ZAIDA JOY D-AGUIYENO		Human Resource and Administrative Service - Capacity Development Division	ADMIN	ACTIVE	
2020078	NEVENSTARR			Stakeholders Relations Service - Office of the Service Chief (SR3)	AA	ACTIVE	

Showing 1 to 10 of 20 entries

CPWH © 2022

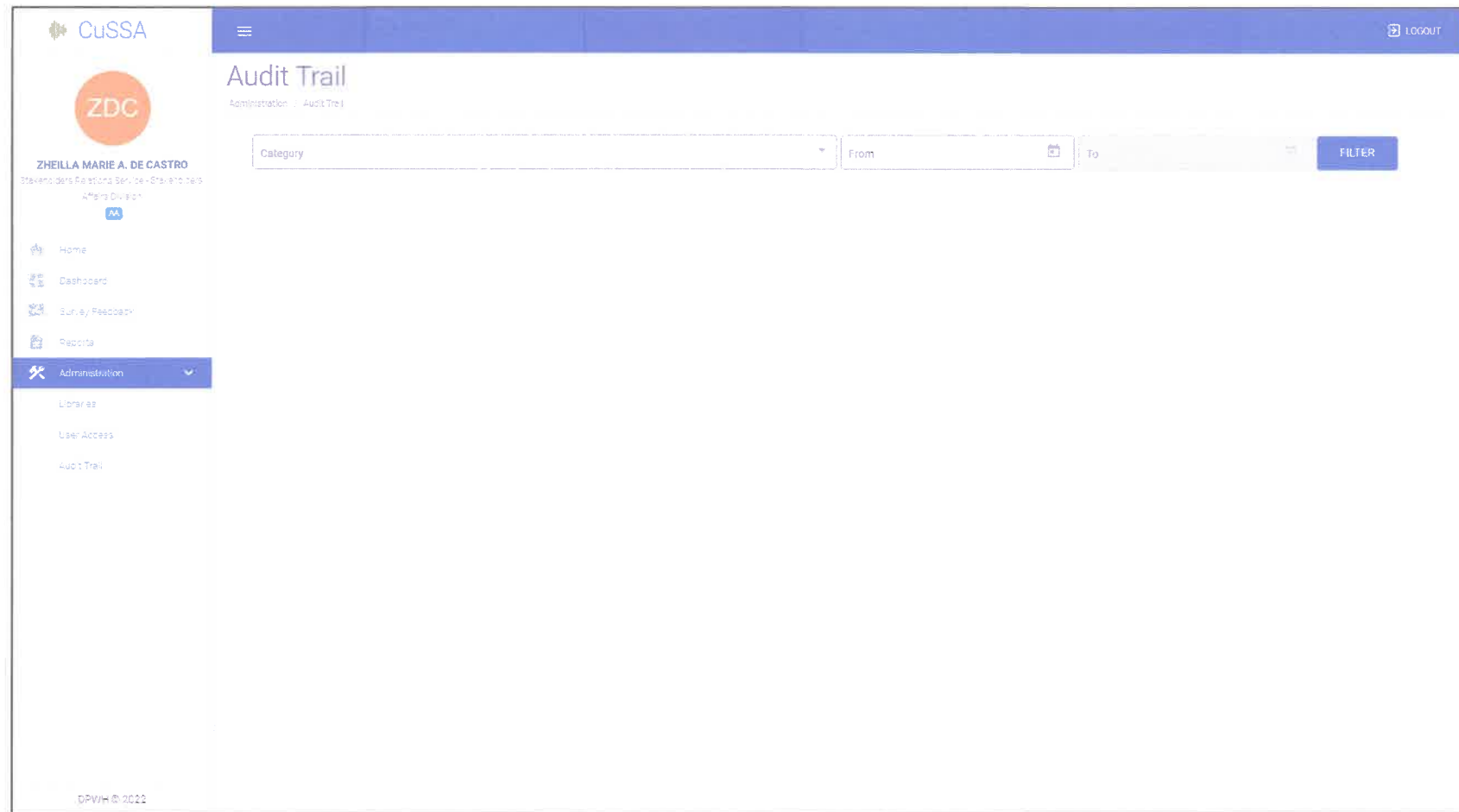
3. Click **Save**.

The screenshot displays the CuSSA Administration interface. On the left, a sidebar contains the CuSSA logo, a ZDC logo, and the name ZHEILLA MARIE A. DE CASTRO. Below this are navigation links: Home, Dashboard, Survey Feedback, Reports, Administration (selected), Licenses, User Access, and Audit Trail. The main header area shows 'Administration' and a 'User Access' dropdown. A search bar and an 'ADD NEW' button are in the top right. The 'Edit User' modal is open, showing the following fields: Employee ID (2020059), Network ID (macaraegdap), First Name (DARLING ARJOYE), Middle Name (PALIMA), Last Name (MACARAEG), Suffix, Plantilla Office (Information Management Service - Application Support Division), Designated Office (Information Management Service - Application Support Division), User Group (Front Desk Officer), and User Status (Active). The 'SAVE' button is highlighted with a red box. Below the modal, a table lists users with columns for Employee ID, Last Name, First Name, Middle Name, Designated Office, User Group, and User Status. The table shows two entries: one for 'macaraegdap' and another for 'agduyengzid'. The 'macaraegdap' entry is highlighted. The table footer indicates 'Showing 1 to 10 of 20 entries'.

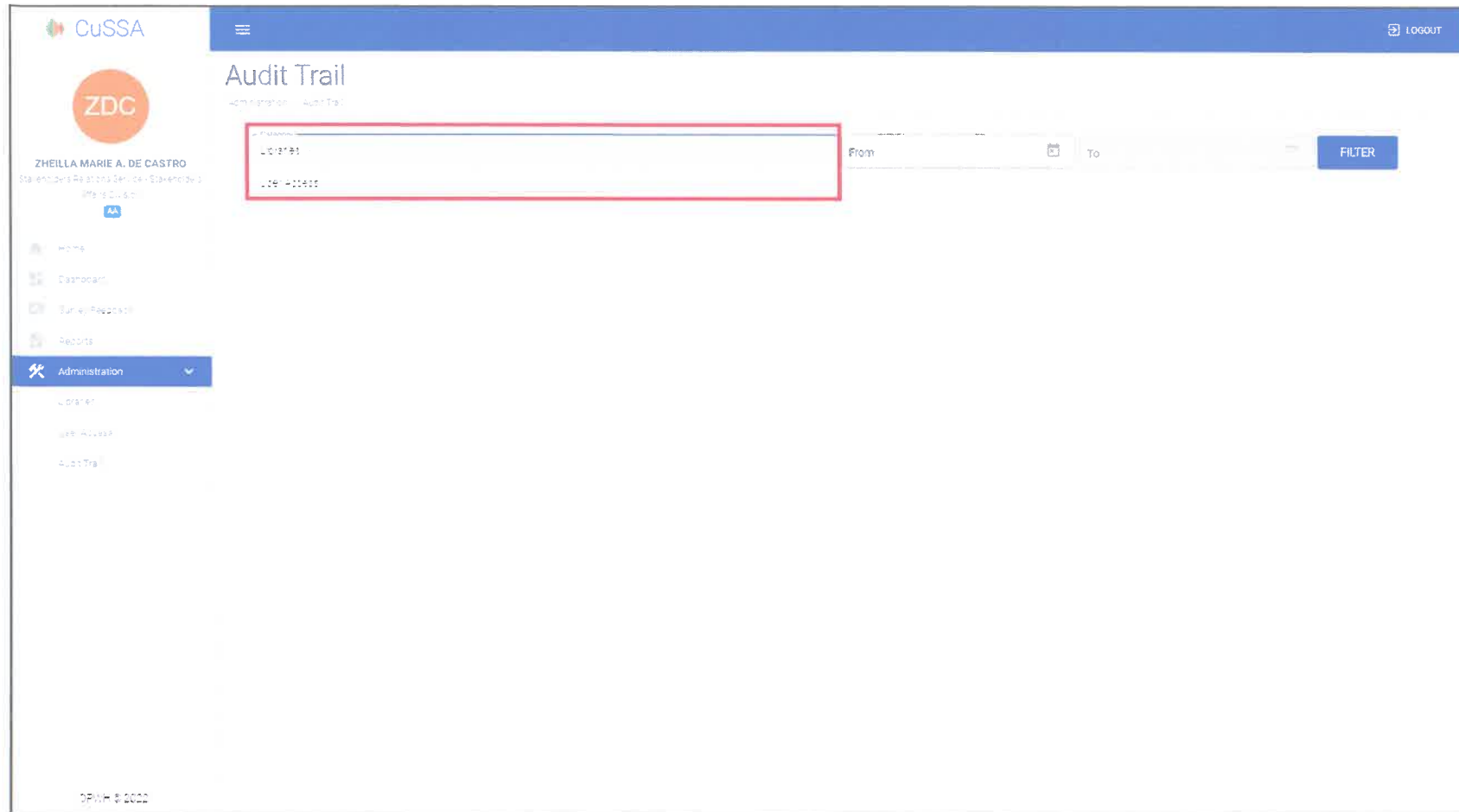
Employee ID	Last Name	First Name	Middle Name	Designated Office	User Group	User Status
2020059	macaraegdap	DARLING ARJOYE	PALIMA	Information Management Service - Application Support Division	Front Desk Officer	Active
2020059	agduyengzid					

### 7.3. Audit Trail

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

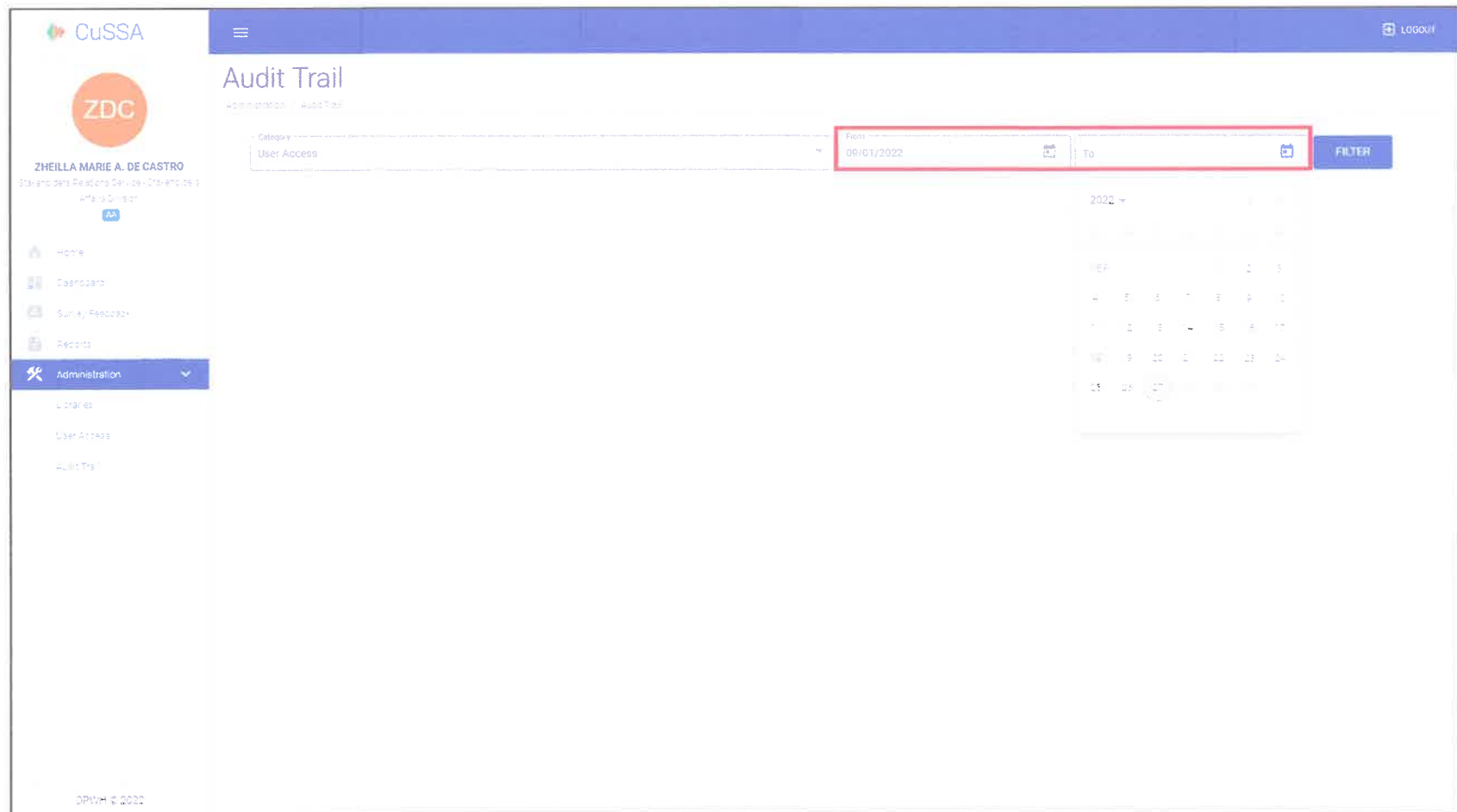


1. Select Library or User Access from the category dropdown list.

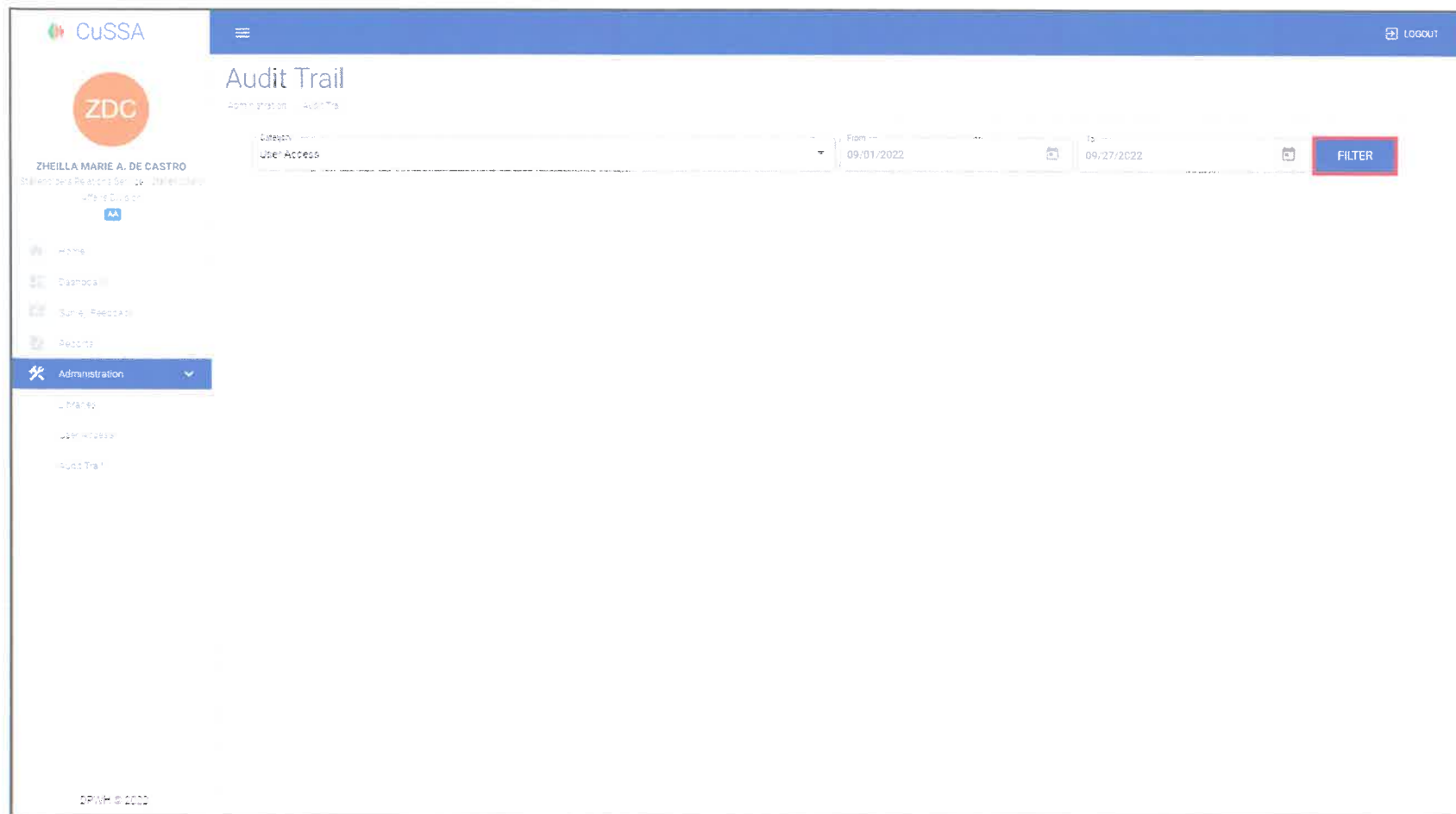




1. Select the date range from the calendar icon.



2. Click the **Filter** button.



---

# **Customer Satisfaction Survey Application (CuSSA)**

## **Client - User Manual**

version 2.0

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**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 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.

<b>Service/Personnel</b>	<b>Responsibilities</b>	<b>Application User</b>
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

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](mailto: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



## **2.3. CuSSA Modules**

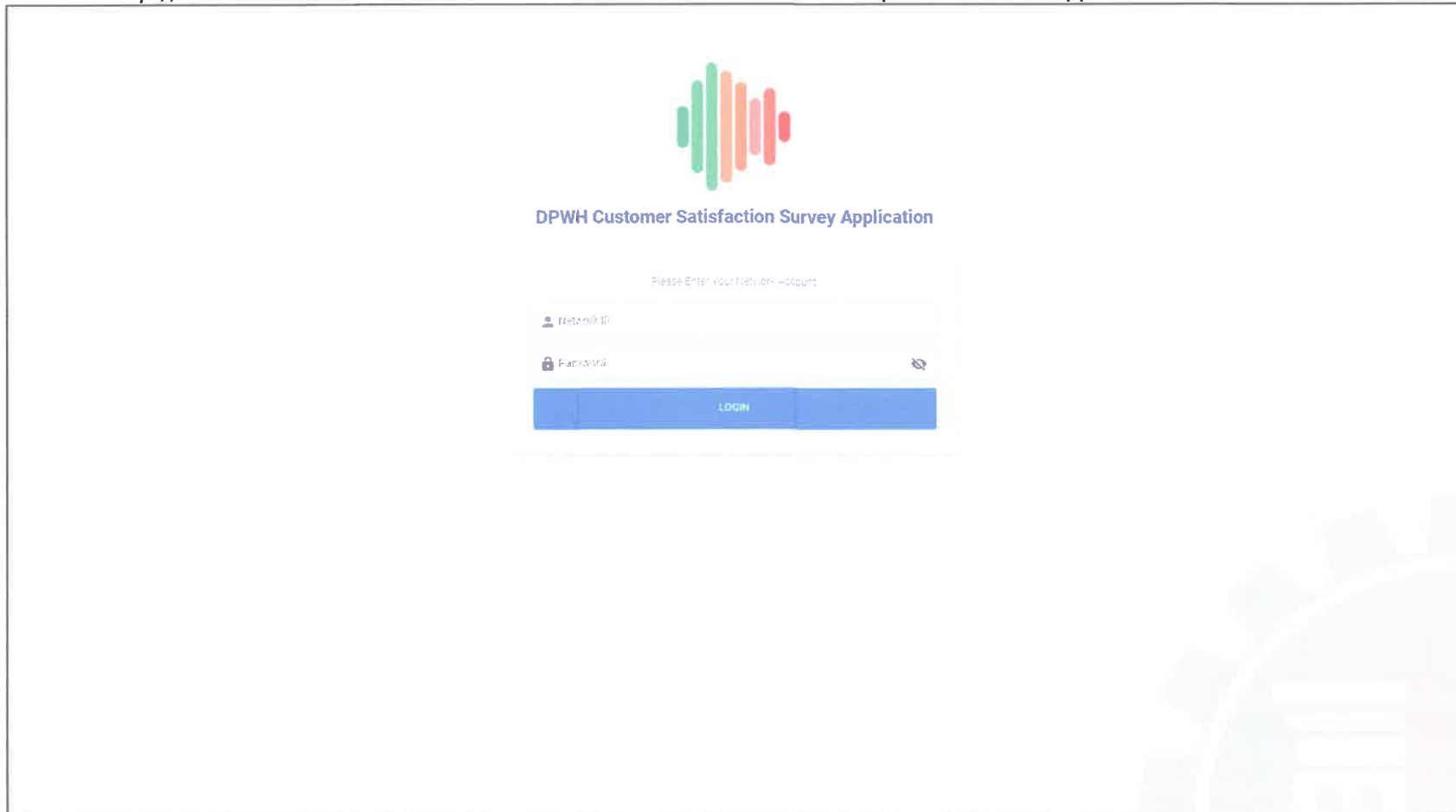
### **2.3.1. Customer Satisfaction Survey**

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

### 3. Getting Started

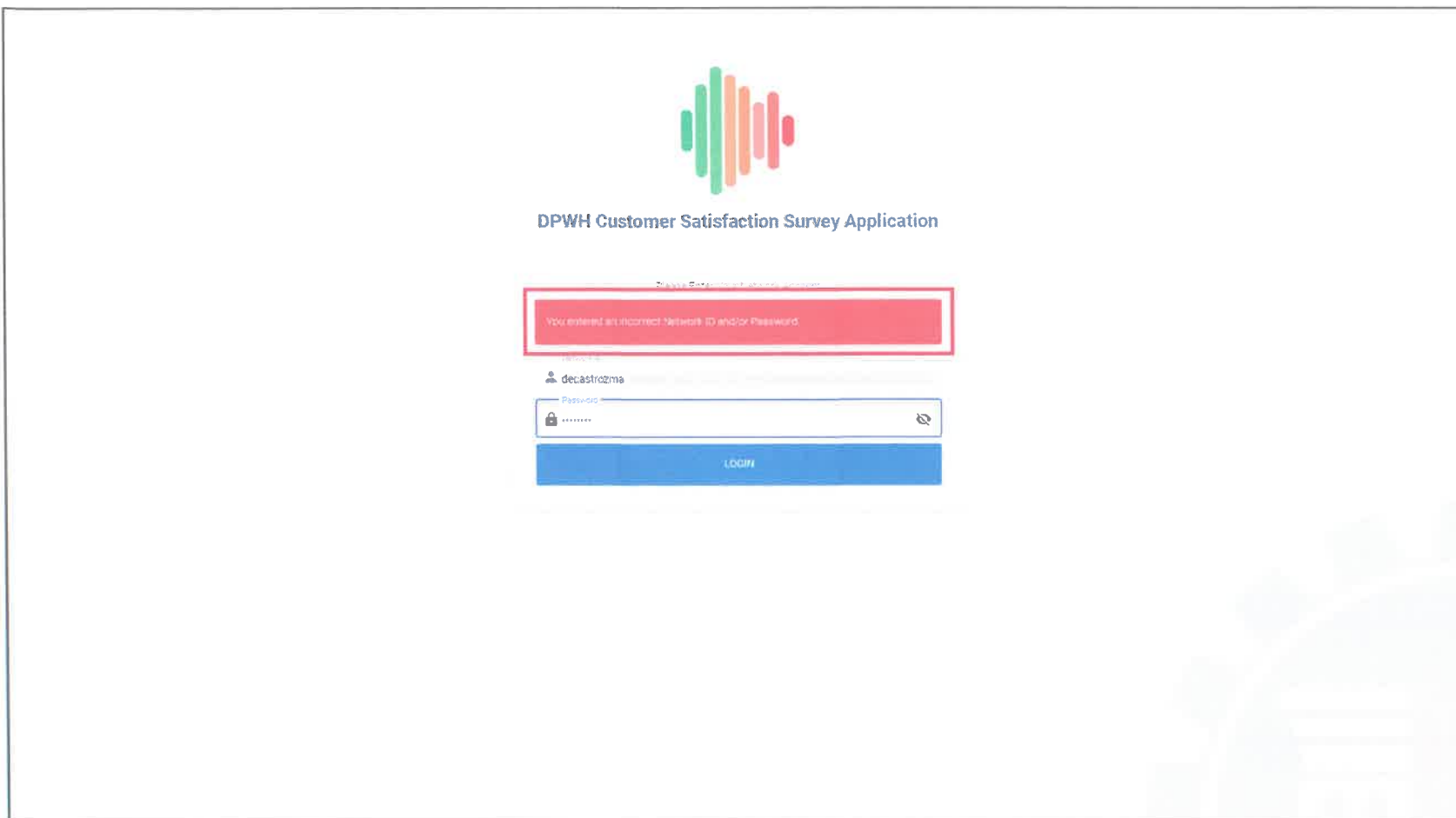
#### 3.1. Logging On

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



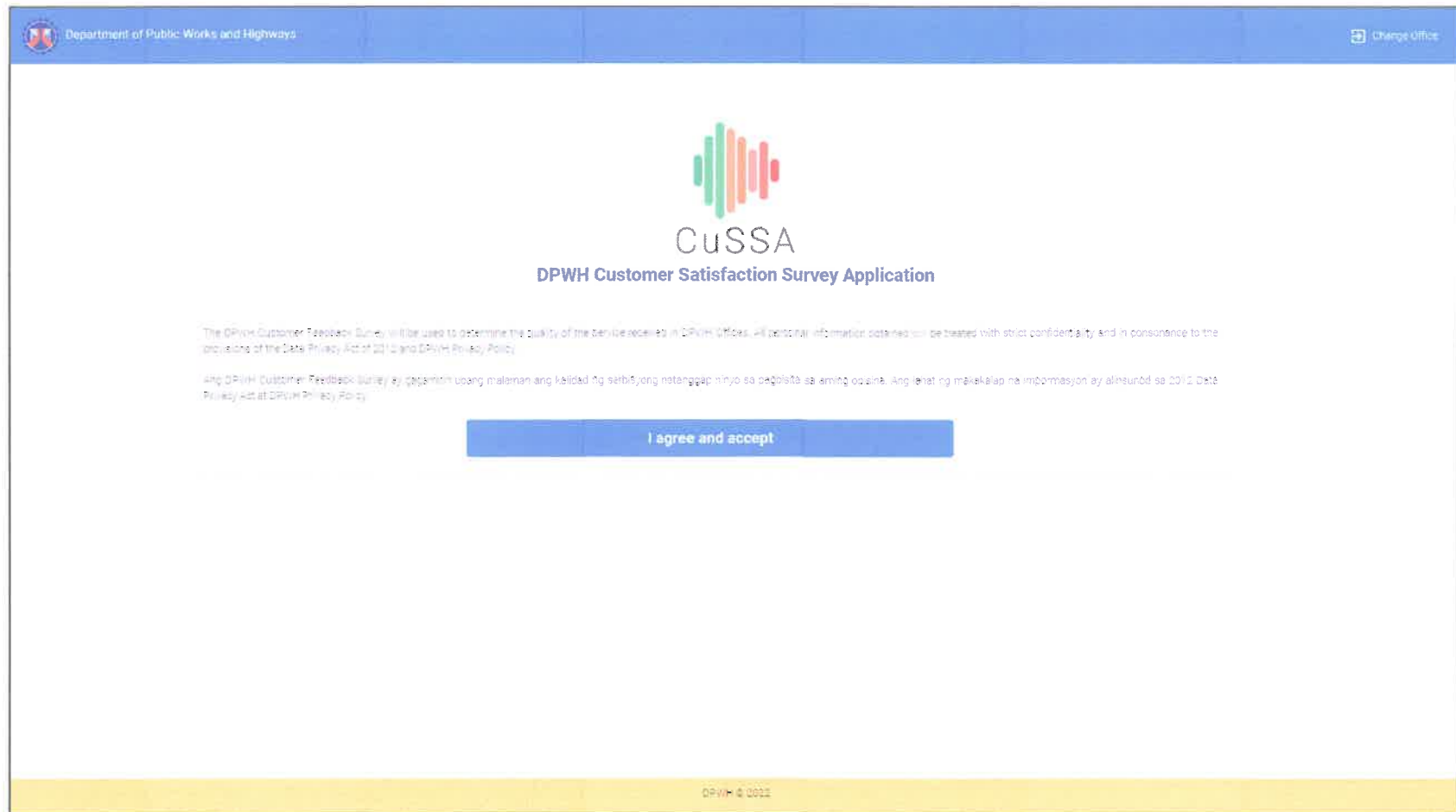
The screenshot displays the login interface for the DPWH Customer Satisfaction Survey Application. At the top center is a logo consisting of seven vertical bars of varying heights in shades of green, yellow, and red. Below the logo, the title "DPWH Customer Satisfaction Survey Application" is centered in a dark blue font. Underneath the title, the instruction "Please Enter Your Network Account" is displayed in a smaller, light gray font. The login form contains two input fields: the first is labeled "Network ID" with a user icon on the left, and the second is labeled "Password" with a lock icon on the left and a toggle icon on the right. A blue "LOGIN" button is positioned below the password field. The entire form is enclosed in a light gray border. The background of the page is white, with a faint, stylized graphic of a road and trees visible in the bottom right corner.

An error message will be displayed for incorrect login credentials.



The screenshot displays the login interface of the DPWH Customer Satisfaction Survey Application. At the top center is a logo consisting of seven vertical bars of varying heights in shades of green, yellow, and red. Below the logo, the text "DPWH Customer Satisfaction Survey Application" is centered. A red-bordered box highlights an error message: "You entered an incorrect Network ID and/or Password". Below this message, the "Network ID" field contains the text "decastro2ms". The "Password" field is masked with dots and includes a toggle icon on the right. A blue "LOGIN" button is positioned below the password field. The background of the application window shows a faint, stylized image of a person.

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



Department of Public Works and Highways

Change Office

**CuSSA**  
DPWH Customer Satisfaction Survey Application

The DPWH Customer Feedback Survey will be used to determine the quality of the service received in DPWH Offices. All personal information obtained will be treated with strict confidentiality and in consonance to the provisions of the Data Privacy Act of 2012 and DPWH Privacy Policy.

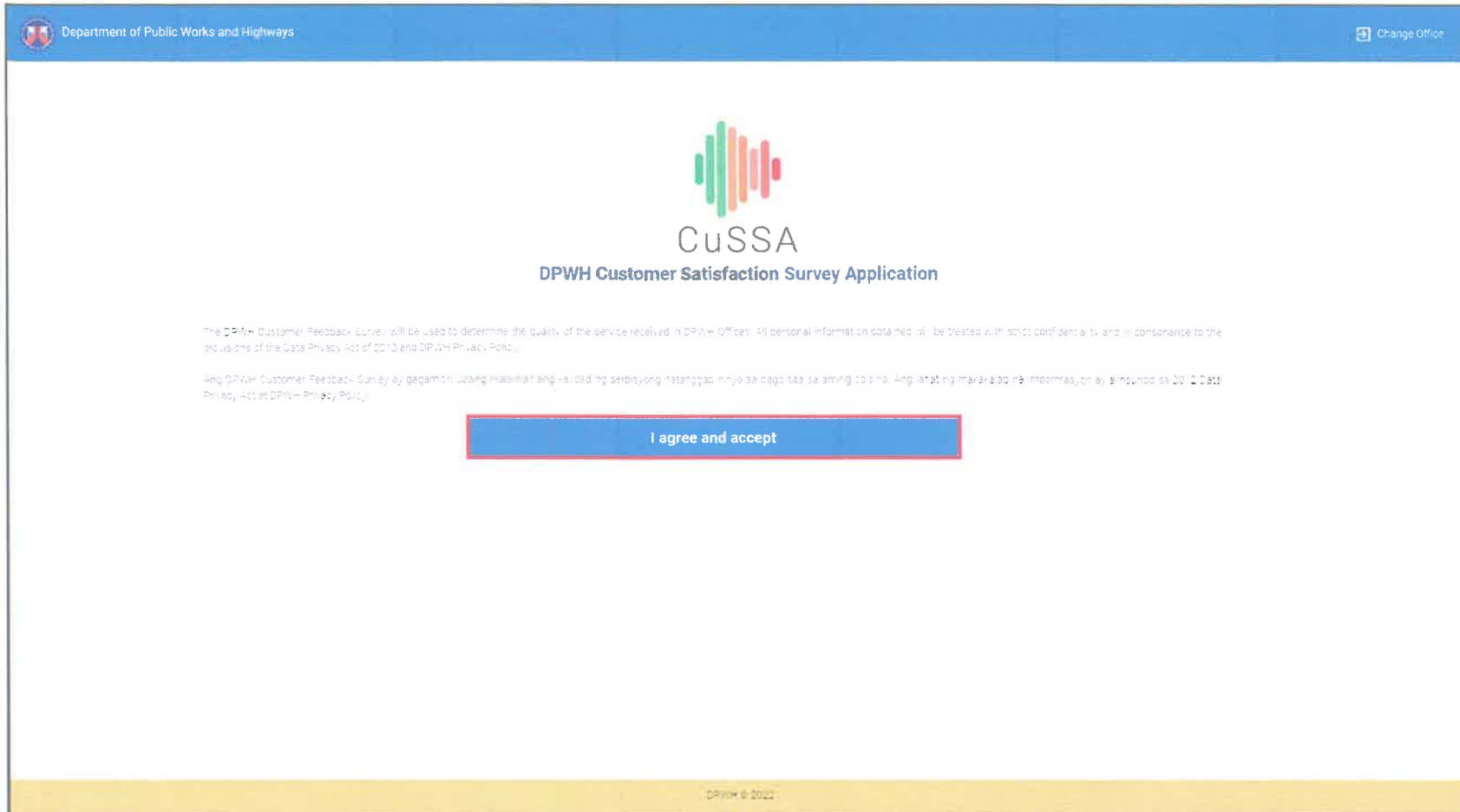
Ang DPWH Customer Feedback Survey ay gagamitin upang mataman ang kalidad ng serbisyo ng nangangap ninyo sa pagbisita sa aming opisina. Ang lahat ng makakalap na impormasyon ay ainsurdo sa 2012 Data Privacy Act at DPWH Privacy Policy.

I agree and accept

DPWH © 2022

### 3.2. Agreeing to Terms of Use

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



The screenshot shows the DPWH Customer Satisfaction Survey Application (CuSSA) interface. At the top, there is a blue header bar with the DPWH logo and the text "Department of Public Works and Highways" on the left, and a "Change Office" button on the right. The main content area is white and features the CuSSA logo, which consists of a stylized bar chart with green and red bars, and the text "CuSSA" below it. Underneath the logo is the title "DPWH Customer Satisfaction Survey Application". Two paragraphs of text in English and Filipino explain the purpose of the survey and the confidentiality of the data. A prominent blue button with a red border and the text "I agree and accept" is centered on the screen. At the bottom, there is a yellow footer bar with the text "DPWH © 2023".

Department of Public Works and Highways

Change Office

**CuSSA**  
DPWH Customer Satisfaction Survey Application

The DPWH Customer Feedback Survey will be used to determine the quality of the service received in DPWH Offices. All personal information obtained will be treated with strict confidentiality and in accordance to the provisions of the Data Privacy Act of 2012 and DPWH Privacy Policy.

Ang DPWH Customer Feedback Survey ay gagamitin upang malaman ang kahalid ng serbisyo ng ating mga opisina sa pag-iisa sa aming opisina. Ang lahat ng mayabang na impormasyon ay sinunod sa D.O. 2 Data Privacy Act and DPWH Privacy Policy.

**I agree and accept**

DPWH © 2023

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

Department of Public Works and Highways

change office

**CuSSA**  
DPWH Customer Satisfaction Survey Application

The DPWH Customer Feedback Survey will be used to determine the quality of the service received in DPWH Offices. All personal information obtained will be treated with strict confidentiality and in consonance to the provisions of the Data Privacy Act of 2012 and DPWH Privacy Policy.

Ang DPWH Customer Feedback Survey ay gagamitin upang malaman ang kalidad ng serbisyo na binigay ng mga opisina ng DPWH. Ang lahat ng makalapag na impormasyon ay aalisin sa 2012 Data Privacy Act at DPWH Privacy Policy.

Please select the language you would like to take this survey in.

ENGLISH FILIPINO

DPWH © 2022

### 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.

The screenshot shows a web form titled "Department of Public Works and Highways". At the top, it states "Required fields are marked with asterisk". The form contains the following fields and sections:

- Date of Visit:** 08/30/2022
- Area of Visit:** A dropdown menu with "City" selected.
- Frontline Service is Awarded:** A dropdown menu with "Service" selected.
- Section - Unit / Person Visited:** A dropdown menu with "Section" selected.
- Type of Transaction:** Three radio buttons: ☒ Business Owner/Representative, ☐ Government Representative, and ☐ General Public.
- Personal Information:** A section containing:
  - Surname:** A text input field.
  - First Name:** A text input field.
  - Age:** A text input field.
  - Sex:** Two radio buttons: ☐ Male and ☐ Female.
- Address:** A section containing:
  - Address:** A text input field.

The footer of the form displays "OPWH © 2022".

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

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

Department of Public Works and Highways

Required fields are marked with asterisk \*

Date of Visit: 08/30/2022

Time of Visit \*

Frontline Service is Available?

Section / Unit / Person Visited

Type of Transaction

☐ Business/Government Representative ☐ Government Representative ☐ General Public

Personal Information

Surname

First Name

Age

Sex

☐ Male ☐ Female

Address

Address

DPWH © 2022



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

The screenshot displays the Customer Satisfaction Survey Application (CuSSA) interface. At the top, a blue header bar contains the Department of Public Works and Highways logo and name. Below the header, a light gray background contains the survey form. The form includes sections for Date of Visit, Time of Visit, Personal Information, and Address. A red rectangular box highlights the 'Time of Visit' input field. A modal window is open over the form, displaying a digital clock set to 1:43 AM. The modal has a blue header with the time and 'AM/PM' indicators, and a white body with a circular clock face showing the time. At the bottom of the modal are 'CANCEL' and 'OK' buttons. The form fields are labeled with asterisks to indicate required fields. The footer of the page is a yellow bar with the text 'DPWH © 2023'.

Department of Public Works and Highways

Required fields are marked with asterisks (\*)

Date of Visit: 08/30/2022

Time of Visit \*

1:43 AM

Personal Information

Address

DPWH © 2023

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

The screenshot shows a web form titled "Department of Public Works and Highways". At the top, it says "Required fields are marked with asterisk (\*)". Below this, there are fields for "Date of Visit: 08/30/2022" and "Time of visit: 1:43 PM". A section titled "Frontline Service/s Available" contains a list of services with checkboxes. The first two services, "Accreditation of DPWH Materials Engineers (Upgrading)" and "Accreditation of External Stakeholders and other Relevant Interested Parties (RIPs)", are checked. The other three services are unchecked. Below the service selection, there are fields for "Surname", "First Name", "Age", and "Sex" (with radio buttons for Male and Female). At the bottom, there is an "Address" field. The footer of the form says "DPWH © 2022".

Department of Public Works and Highways

Required fields are marked with asterisk (\*)

Date of Visit: 08/30/2022

Time of visit: 1:43 PM

Frontline Service/s Available

- ☒ Accreditation of DPWH Materials Engineers (Upgrading)
- ☒ Accreditation of External Stakeholders and other Relevant Interested Parties (RIPs)
- ☐ Accreditation of Government and Private Testing Laboratory
- ☐ Accreditation of Private Asphalt and Portland Cement Concrete Batching Plants
- ☐ Application for issuance of Excavation Permit for Utility Companies Along National Roads

Surname

First Name

Age

Sex

☐ Male ☐ Female

Address

Address

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

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

Department of Public Works and Highways

**Personal Information**

Surname

First Name

Age

Sex

☐ Male ☐ Female

**Address**

Address

Municipality

Province

**Contact Details**

Telephone/Mobile Number

Email Address

Please check the appropriate box that best describes your answer

What is the nature of your feedback? ☐ Praise ☐ Complaint ☐ Suggestion ☐ Comment

DRVM © 2022

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

Department of Public Works and Highways

Name: Juan  
Age: 30  
Sex: ☒ Male ☐ Female

Address:  
Sampaloc, Manila  
City:  Municipality:   
Manila/Manila  
Metropolitan Manila

Contact Details:  
Telephone (For Highways): 09123456789  
Email Address:  juan.delacruz@gmail.com

Please check the appropriate box that best describes your answer  
What is the nature of your feedback? ☐ Praise ☐ Complaint ☐ Suggestion ☐ Comment

Back Next

DPWH © 2022

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

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

The screenshot shows the registration page of the DPWH CuSSA. The header is blue with the DPWH logo and name. The form is divided into several sections:   
1. **Personal Information:** Includes fields for Name (Juan), Age (30), and Gender (Male selected, Female unselected).   
2. **Address:** Includes fields for City (Sampaloc, Manila), District (Manila/Mania), and Province (Metropolitan Manila).   
3. **Contact Details:** Includes fields for Mobile Number (09123456789), Email Address (juan.delacruz@gmail.com), and a Password field.   
4. **Feedback Nature:** A section asking the user to check the appropriate box for the nature of their feedback. The options are:   
- ☒ Praise   
- ☒ Complaint   
- ☒ Suggestion   
- ☐ Comment   
5. **Navigation:** At the bottom, there are two blue buttons: 'Back' and 'Next'. The 'Next' button is highlighted with a red border.   
6. **Footer:** A yellow bar at the bottom contains the text 'DPWH © 2022'.

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

The screenshot displays the CuSSA application interface. At the top, a blue header bar contains the Department of Public Works and Highways logo and name. Below the header, the user's gender is set to 'Male'. The 'Address' section shows 'Sanpalo, Manila' for the address, 'Manila/Manila' for the city/municipality, and 'Metropolitan Manila' for the province. The 'Contact Details' section shows a telephone number '09123456789' and an email address 'juan.delacruz@gmail.com'. A confirmation popup is centered on the screen, asking 'You will lose all data entered. Do you really want to continue?' with 'YES' and 'NO' buttons. Below the popup, there is a section for feedback with radio buttons for 'Praise', 'Complaint', 'Suggestion', and 'Comment'. At the bottom, there are 'Back' and 'Next' buttons. The footer of the application shows 'DPWH © 2022'.

Department of Public Works and Highways

Gender: ☒ Male ☐ Female

**Address**

Address: Sanpalo, Manila  
City / Municipality: Manila/Manila  
Province: Metropolitan Manila

**Contact Details**

Telephone/ Mobile Number: 09123456789  
Email Address: juan.delacruz@gmail.com

You will lose all data entered. Do you really want to continue?

YES NO

Please check the appropriate box that best describes your answer

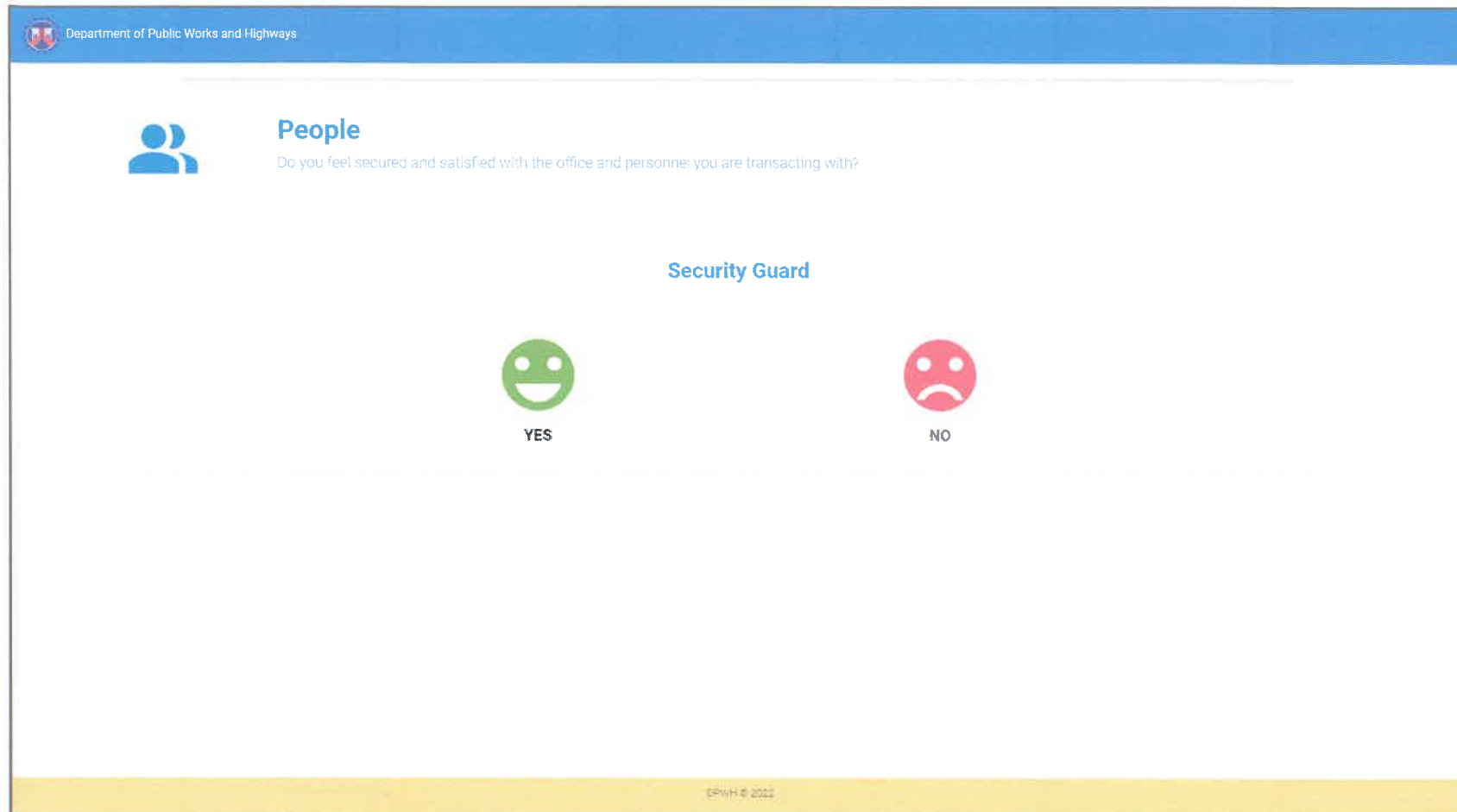
What is the nature of your feedback? ☒ Praise ☐ Complaint ☐ Suggestion ☐ Comment

Back Next

DPWH © 2022

### 3.4. Answering the Survey Form

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



The screenshot displays the 'People' section of the survey. At the top, a blue header bar contains the Department of Public Works and Highways logo and name. Below this, the 'People' section is titled with a blue icon of two people. The question asks, 'Do you feel secured and satisfied with the office and personnel you are transacting with?'. The 'Security Guard' role is highlighted in blue. Two response options are available: 'YES' with a green smiley face icon and 'NO' with a red frowny face icon. A yellow footer bar at the bottom contains the copyright notice '© PWH © 2022'.

Department of Public Works and Highways

**People**

Do you feel secure and satisfied with the officer and personnel you are transacting with?

**Security Guard**

YES

NO

DPWH © 2022

1	Survey Category
2	Survey Subcategory
3	Survey Item



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.

The screenshot displays the CuSSA interface. At the top, a blue header bar contains the Department of Public Works and Highways logo and name. Below the header, a section titled 'People' with a blue icon of two people is shown. The survey question is 'Do you feel secured and satisfied with the office and personnel you are transacting with?'. A red box highlights the 'Security Guard' survey item, which includes a green smiley face icon labeled 'YES' and a red frowny face icon labeled 'NO'. The bottom of the screen features a yellow footer bar with the text 'DPWH © 2022'.

### 3.5. Providing Reason for Saying No

1. Select reason from the dropdown list.

The screenshot displays the CuSSA interface. At the top, a blue header bar contains the Department of Public Works and Highways logo and name. Below this, the 'People' section is active, featuring a person icon and the question: 'Do you feel secured and satisfied with the office and personnel you are transacting with?'. A 'Security Guard' survey item is shown with a green 'YES' button and a red 'NO' button. A modal box is open over the 'NO' button, prompting the user to 'Please provide the reason(s) for saying no'. The modal includes a text input field labeled 'Reason for saying no \*', two checkboxes labeled 'Impolite' and 'Rude', and a blue 'Submit' button. The footer of the interface is yellow and contains the text 'DPWH © 2022'.

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

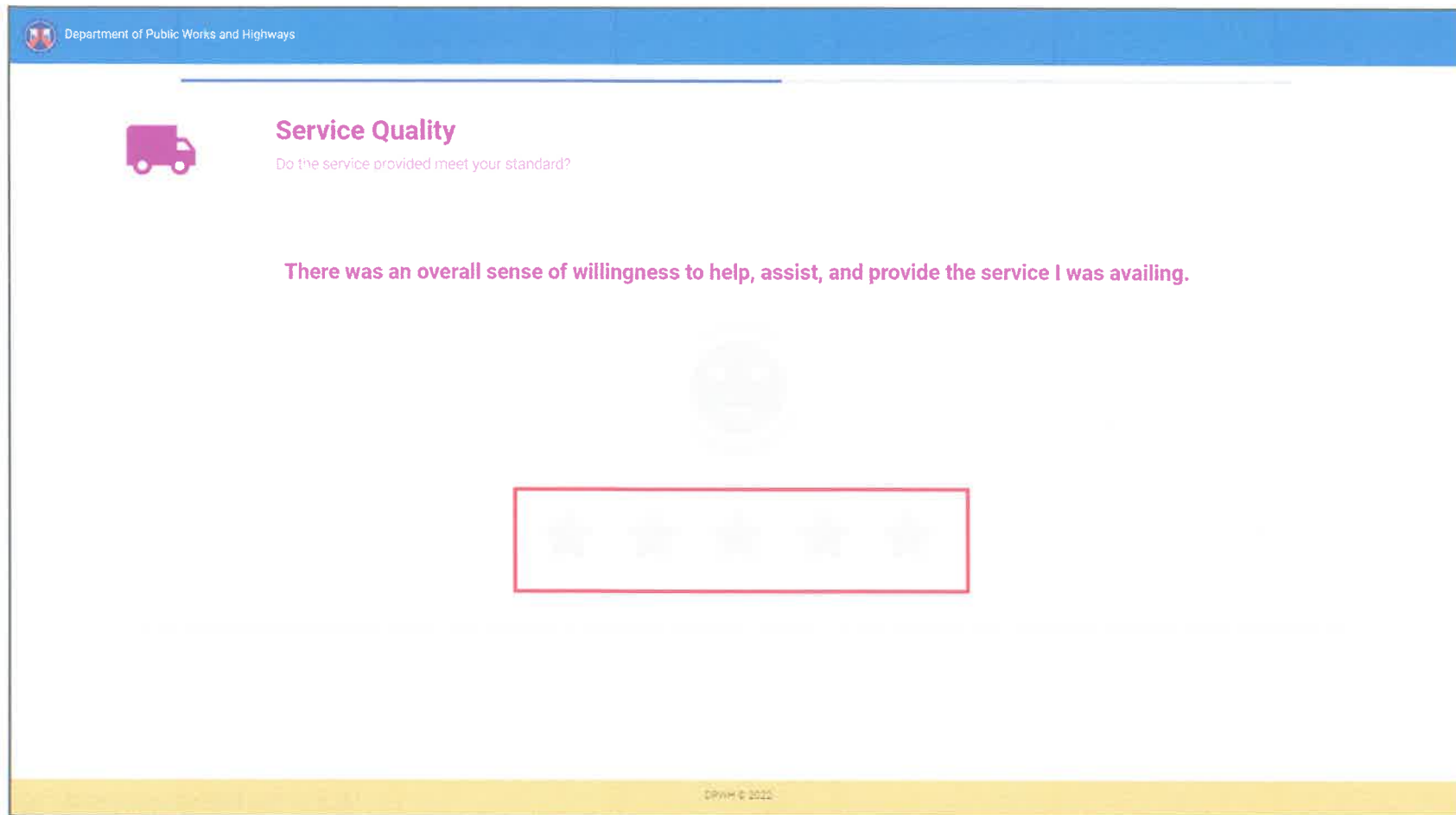
When **'Others'** option is selected, an additional field will be displayed. The user can input other reason, which is not included on the list.

The screenshot displays the 'People' section of the Customer Satisfaction Survey Application (CuSSA). The header bar is blue with the Department of Public Works and Highways logo and name. The main content area is light gray with a grid pattern. A blue icon of two people is next to the title 'People'. Below the title is the question: 'Do you feel secured and satisfied with the office and personnel you are transacting with?'. A modal titled 'Competence of Staff' is open in the center. It has three radio button options: 'Yes', 'Incompetent', and 'Others'. The 'Others' option is selected, and a text input field is visible below it. The modal also has 'SUBMIT' and 'CANCEL' buttons. In the background, there are large green and red smiley face icons labeled 'YES' and 'NO' respectively. The footer is yellow with the text 'DPWH © 2022'.

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

The screenshot displays the CuSSA interface. At the top, a blue header bar contains the Department of Public Works and Highways logo and name. Below this, a section titled 'People' with a person icon asks, 'Do you feel secured and satisfied with the office and personnel you are transacting with?'. A large green smiley face icon is on the left, labeled 'YES', and a red frowny face icon is on the right, labeled 'NO'. A central popup titled 'Competence of Staff' is overlaid. It contains the text 'Please provide the reason(s) for rating:'. Below this is a dropdown menu with 'Incompetent' selected and 'Others:' as an option. A text input field contains the word 'Incompetent'. At the bottom of the popup are 'SUBMIT' and 'CANCEL' buttons. The footer of the page is yellow and contains the text 'DPPWH © 2022'.

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.



The screenshot displays a web-based survey interface for the 'Service Quality' category. At the top, a blue header bar contains the Department of Public Works and Highways logo and name. Below the header, a purple truck icon is positioned to the left of the 'Service Quality' title. Underneath the title, the question 'Do the service provided meet your standard?' is displayed. A purple text prompt reads: 'There was an overall sense of willingness to help, assist, and provide the service I was availing.' Below this text is a large, faint, light-blue star icon. At the bottom of the survey area, a horizontal row of five white stars is enclosed in a red rectangular border, indicating the rating scale. The footer of the page is a yellow bar with the text 'DPWH © 2020'.

### 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.

Department of Public Works and Highways

### Feedback Summary

Click on the corresponding item if you wish to change your response.

People	
Security Guard	☹️
Competence of Staff	☹️
Behavior of Staff	😊

Process	
Quality	😊
Efficiency of Systems / Procedures	😊
Timeliness	😊

Facilities / Amenities	
Office / Work Environment	😊
Restroom	😊
Parking Area	😊

DPWH © 2022

### 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.

Department of Public Works and Highways

### Feedback Summary

Click on the corresponding item if you wish to change your response

People	
Security Guard	
Competence of Staff	
Behavior of Staff	

Process	
Quality	
Efficiency of Systems / Procedures	
Timeliness	

Facilities / Amenities	
Office / Work Environment	
Restroom	
Parking Area	












DPWH © 2022

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

Department of Public Works and Highways

### Feedback Summary

Click on the corresponding item if you wish to change your response

People	
Security Guard	
Competence of Staff	
Behavior of Staff	
Do you feel secured and satisfied with the office and personnel you are transacting with?	
 YES	 NO
Quality	
Efficiency of Systems / Procedures	
Timeliness	
Facilities / Amenities	
Office / Work Environment	
Restroom	
Parking Area	

DPWH © 2022



- 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).

The screenshot displays the 'Feedback Summary' interface for the Department of Public Works and Highways. The interface is organized into sections: 'People' and 'Facilities / Amenities'. The 'People' section includes items like 'Security Guard', 'Competence of Staff', and 'Behavior of Staff'. The 'Facilities / Amenities' section includes 'Office / Work Environment', 'Restroom', and 'Parking Area'. Each item has a corresponding smiley face icon (green for 'Yes', red for 'No'). A modal dialog is currently open, asking 'Do you feel secured and satisfied with the office and personnel you are transacting with?' and 'Security Guard'. The dialog has two buttons: 'YES' (green smiley face) and 'NO' (red frowny face).

Department of Public Works and Highways

### Feedback Summary

Click on the corresponding item if you wish to change your response

**People**

Item	Response
Security Guard	No (Red Frowny Face)
Competence of Staff	No (Red Frowny Face)
Behavior of Staff	Yes (Green Smiley Face)

**Facilities / Amenities**

Item	Response
Quality	Yes (Green Smiley Face)
Efficiency of Systems / Procedures	Yes (Green Smiley Face)
Timeliness	Yes (Green Smiley Face)
Office / Work Environment	Yes (Green Smiley Face)
Restroom	Yes (Green Smiley Face)
Parking Area	Yes (Green Smiley Face)

Do you feel secured and satisfied with the office and personnel you are transacting with?

**Security Guard**

YES NO

DPWH © 2022

### 3.6.2. Completing the Survey

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

The screenshot displays the final step of the survey, titled "How was your overall experience visiting DPWH?". It features a row of five stars, with the first four stars highlighted in yellow and the fifth star in grey. A red rectangular box is drawn around the four yellow stars. To the right of the stars, there are seven green smiley face icons, each corresponding to a statement. The statements are:

- 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.

Below the stars, there is a "Comments" section with a text input field. At the bottom right, there are two buttons: "Submit" and "Reset". The footer of the page reads "DPWH © 2022".

## 2. Enter comments in the field provided.

The screenshot displays the DPWH CuSSA form. At the top, a blue header bar contains the DPWH logo and the text "Department of Public Works and Highways". Below this, a list of seven statements is presented, each with a corresponding smiley face icon to its right. The statements are: "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.", and "The frontline staff who assisted me was capable in doing his/her job, understanding and helpful." The seventh statement, "The service I availed is essential to my business/personal goals.", is followed by a row of five yellow stars, with the fourth star from the left being filled, indicating a 4-star rating. Below the stars is a large text input field labeled "Comments". To the right of the input field, there is a small text "150 Characters max". At the bottom right of the form, there are two buttons: "Submit" and "Reset". The footer of the page is a yellow bar with the text "DPWH © 2022".

Department of Public Works and Highways

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

150 Characters max

Submit Reset

DPWH © 2022

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

The screenshot displays the DPWH CuSSA form. At the top, a blue header bar contains the DPWH logo and the text "Department of Public Works and Highways". The main content area is white and contains eight survey questions, each followed by a vertical column of five smiley face icons (neutral, sad, and happy) for rating. The questions are:

- 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.

Below the questions is a section titled "How was your overall experience in visiting DPWH?" followed by five yellow stars. The first four stars are filled, and the fifth is outlined. Below the stars is a text input field labeled "Comments" with a placeholder "I have nothing to say". To the right of the input field, it says "60 characters remaining". At the bottom right, there are two buttons: "Submit" (with a checkmark icon) and "Reset" (with a circular arrow icon). The footer of the page is a yellow bar with the text "DPWH © 2021".

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

The screenshot displays the 'Department of Public Works and Highways' feedback form. The form contains several statements for rating, each with a corresponding smiley face icon (green for positive, yellow for neutral, and red for negative). The statements are:

- 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.

A modal popup titled 'Submit Feedback?' is centered on the screen, featuring two buttons: 'YES' (highlighted with a red border) and 'NO'.

Below the statements, there is a star rating section with five stars (the first four are yellow, the fifth is grey) and a 'Comments' section with a text area and a '150 characters remaining' indicator. At the bottom right, there are 'Submit' and 'Reset' buttons. The footer indicates 'DPAH © 2022'.

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

The screenshot displays the Customer Satisfaction Survey Application (CuSSA) interface. At the top, a blue header bar contains the Department of Public Works and Highways logo and name. The main survey area features a grid of statements with corresponding smiley face rating icons (green for positive, yellow for neutral, red for negative). The statements include:

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

A central confirmation popup is highlighted with a red border. It features a green checkmark icon and the text "Thank you for your feedback". Below this, it lists contact information under the heading "Connect with us":

- Facebook: @dpwhon
- Twitter: @DPWHon
- Mobile: 096 16847154
- Phone: 165-02
- Website: dpwh.gov.ph
- Email: orders\_feedback@dpwh.gov.ph

The popup includes an "OK" button. At the bottom of the survey form, there is a "Comments" section with a text input field and a "Submit" button. A character count "120 characters remaining" is visible next to the input field. The footer of the page shows "DPWH © 2022".

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

The screenshot displays the CuSSA form interface. At the top, a blue header bar contains the DPWH logo and the text "Department of Public Works and Highways". The main content area is a white box with a light gray border. It contains seven survey items, each with a text description and a corresponding green smiley face icon to its right. The items are: "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.", and "The frontline staff who assisted me was capable in doing his/her job, understanding and helpful." Below these items is a section for "How was your overall experience in visiting DPWH?" with five gray star icons. A "Comments" section with a text input field is located below the stars. At the bottom right of the form, there are two buttons: a blue "Submit" button with a checkmark icon and a red "Reset" button with a circular arrow icon. The footer of the page is a yellow bar with the text "DPWH © 2012".

Department of Public Works and Highways

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

Submit Reset

DPWH © 2012

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

Department of Public Works and Highways

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, under

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

How was your overall experience in visiting DPWH? \*

Comments

130 characters remaining

Submit Reset

DPWH © 2022

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