

AN ASSESSMENT OF CLIENT SATISFACTION IN OFFICE SERVICES IN BARANGAY 173 IN CALOOCAN CITY

ABSTRACT

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This study assesses client perceptions of office service quality in Barangay 173, Caloocan City, focusing on document processing, staff courtesy, waiting time, clarity of information, and overall service efficiency. It evaluates which aspects meet public expectations and identifies areas requiring improvement to enhance satisfaction and strengthen local service delivery. A descriptive research design is employed using convenience sampling to select fifty clients aged 18 and above who recently accessed Barangay 173 office services. A structured survey questionnaire measures satisfaction across five service dimensions. Collected data are analyzed using percentage distributions, weighted means, and ranking to determine levels of client satisfaction and prioritize improvement areas. Clients reported overall satisfaction with Barangay 173 office services, highlighting staff professionalism, friendliness, and efficient response times. However, respondents also identified excessively long waiting times, slow processing, occasional system failures, and unclear service information as key concerns. Weighted mean scores ranged from 3.2 to 4.1 on a five-point scale, with waiting time receiving the lowest rating. Suggested improvements included enhanced staff training, better queue management, and clearer communication strategies. The findings indicated that prompt and effective municipal services are critical to client satisfaction. While most residents expressed confidence in staff competence, service delays and reliance on manual procedures undermined efficiency. As a result, implementing targeted staff capacity building, digitalizing workflows, and expanding public information campaigns were recommended to improve operational performance, foster trust in local governance, and elevate overall satisfaction.

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