



Republic of the Philippines
Department of Education
REGION X
SCHOOLS DIVISION OF LANAO DEL NORTE

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October 7, 2025

Division Memorandum
No. 593, s. 2025

CONDUCT OF DIVISION OFFICE PERSONNEL PERFORMANCE SURVEY

To: Assistant Schools Division Superintendent
Education Program Supervisors
Public Schools District Supervisors/ District In-Charge
Elementary and Secondary School Heads
All Others Concerned
This Division

1. Pursuant to DepEd Order No. 009, s. 2021, titled "Institutionalization of a Quality Management System (QMS)," which mandates all governance levels of the Department of Education to establish and sustain a quality management system aligned with the National Quality Management System (NQMS) in the Department of Education, and in adherence to the Division's commitment to uphold the principles of continuous improvement, customer satisfaction, and process efficiency, this Office shall conduct the Division Office Personnel Performance Survey.
2. The purpose of this survey is to assess the level of satisfaction of our internal customers school heads and teachers, on the performance of Division Office personnel. The gathered data will serve as a basis for identifying strengths, addressing areas for improvement, and enhancing efficiency, responsiveness, and professionalism in the Division's operations with the standards and objectives of the NQMS.
3. All concerned are enjoined to accomplish the attached survey tool with honesty and objectivity. The instrument includes both quantitative indicators and open-ended questions intended to capture specific feedback, experiences, and suggestions for improvement.
4. All responses shall be treated with utmost confidentiality and will be used solely for developmental and quality enhancement purposes.



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Accomplished survey forms shall be submitted to the Public Schools District Supervisors (PSDSSs)

5. Attached to this Memorandum is the Survey Tool.
6. Immediate dissemination of this Memorandum is immensely desired.

EDWIN R. MANIBOJOC EdD, CESO V
Schools Division Superintendent



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DIVISION OFFICE PERSONNEL PERFORMANCE SURVEY

(To be accomplished by School Heads and Teachers)

Name (Optional): _____

Position: _____

District: _____

Instruction: Please encircle your answer on the performance of the Division Office Personnel based on the following indicators.

5 – Excellent | 4 – Very Satisfactory | 3 – Satisfactory | 2 – Fair | 1 – Needs Improvement

FOR SCHOOL HEADS	1	2	3	4	5
1. The Division Office provides timely and relevant technical assistance to schools.	1	2	3	4	5
2. Communications, memoranda, and directives are clear and understandable.	1	2	3	4	5
3. The Division Office is responsive to the needs and concerns raised by school heads.	1	2	3	4	5
4. Division personnel demonstrate professionalism and courtesy in dealings with school leaders.	1	2	3	4	5
5. Division-led programs and initiatives contribute to the improvement of school performance.	1	2	3	4	5
6. Feedback and suggestions from schools are acknowledged and considered.	1	2	3	4	5
7. Overall satisfaction with the services of the Division Office.	1	2	3	4	5

FOR TEACHERS	1	2	3	4	5
1. The Division Office provides sufficient support in instructional and professional development.	1	2	3	4	5
2. Communications from the Division Office are timely and easy to understand.	1	2	3	4	5
3. Division personnel are approachable and respectful in addressing teachers' concerns.	1	2	3	4	5
4. Opportunities for capacity-building and training are provided fairly and equitably.	1	2	3	4	5
5. Division programs have a positive impact on classroom instruction and student learning.	1	2	3	4	5
6. Feedback mechanisms for teachers are in place and functional.	1	2	3	4	5
7. Overall satisfaction with the services of the Division Office.	1	2	3	4	5



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OPEN-ENDED QUESTIONS (For All Respondents)

Instructions: Please answer the following questions as honestly and clearly as possible. Your responses will provide valuable insights into the strengths and areas for improvement of the Division Office personnel. Be specific when sharing examples or experiences. All responses will be treated with utmost confidentiality, and your answers will remain strictly confidential. The information gathered will be used solely for developmental purposes.

1. Who among the Division Office Personnel did you have a bad and frustrating experience on their visits in your school? What did he/she do?
2. Who among the Division Office Personnel is very suspicious and vindictive? In what way?
3. Have you experienced or observed any Division Office personnel exerting unnecessary pressure or intimidation when dealing with school personnel during their visit? Please explain.
4. Have you encountered any instances where Division Office personnel asked for money, goods, or solicitation from school heads, teachers, or staff? If yes, kindly describe.
5. Do you feel that all transactions with Division Office personnel are conducted fairly and without favoritism? Please elaborate.
6. Have you noticed any behavior from Division Office personnel that you consider unprofessional or disrespectful toward school personnel? Please give examples.
7. In your opinion, are Division Office personnel consistently demonstrating integrity and ethical standards in their work? Why or why not?