

**Department of Science and Technology - Philippine Science High School System**  
**Client Satisfaction Measurement Report 2023**

**Sample Size Calculator**

**Notes:**

1. First, download the file
2. Please fill in **Column B to D**
3. The CSM is conducted all year round, so agencies are encouraged to go beyond the minimum number of respondents.
4. **Column B** should have the actual name of the service listed in the Citizen's Charter.
5. **Column C** shall only have an input of 'Internal' or 'External'
6. The Confidence Interval and Margin of Error are always fixed
6. The computation for the '384.16' number is similar to the formula found on the bottom of this [webpage](#)

384.16

Service No.	Service Name	Internal or	Number of transactions	Confidence	Margin of	Minimum number
1	Application Procedure for Incoming Grade 7 Students	External	24,738	95%	5%	<b>378</b>
2	Application for Incoming Grade 8 and Grade 9 Transfer Student	External	547	95%	5%	<b>226</b>
3	Freshmen Enrollment	External	1,876	95%	5%	<b>319</b>
4	Processing of Requests for School Credentials (alumni)	External	1,051	95%	5%	<b>282</b>
5	Others (External)	External	4,021	95%	5%	<b>351</b>
6	Availment of School Facilities	Internal	5,957	95%	5%	<b>361</b>
7	Processing of Requests for Personnel Documents	Internal	3,769	95%	5%	<b>349</b>
8	Processing of Requests for School Credentials (students of the	Internal	3,475	95%	5%	<b>346</b>
9	Others (Internal)	Internal	8,037	95%	5%	<b>367</b>
	*Nothing Follows					