

# LLFC

# LBP LEASING AND FINANCE CORPORATION

Harmonized CSM Report 2023 (1st Edition)



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#### I. Overview

- a. Pursuant to Section 20 of the Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, which amended and renumbered Section 10 of RA No. 9485 or the Anti Red Tape Act of 2007 to Section 20, a feedback mechanism shall be established in all government agencies covered under Section 3 of the R.A. No. 11032.
- b. Section 3 (b), Rule IV of the Implementing Rules and Regulations (IRR) of RA No. 11032, provides that "(a)ll agencies shall embed feedback mechanisms and client satisfaction measurement in their process improvement efforts.
- c. The Anti Red Tape Authority (ARTA) issued Memorandum Circular (MC) No. 2022-05 dated 20 September 2022 (on the Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement; as amended by ARTA MC No. 2023-05, dated 8 June 2023), which requires the conduct of Client Satisfaction Measurement (CSM) through the collection of client satisfaction feedback involving all clients with completed transaction/s, for all service offered by the government agency.
- d. Recently, the Governance Commission for Government-owned or controlled Corporations (GG) and ARTA issued Joint Memorandum Circular (JMC) No. 1, series of 2023, to provide supplemental guidance to GOCCs regarding compliance with GG MC No. 2023-01 and ARTA M.C. No. 2022-05. It also aimed to reduce the cost and burden of compliance of GOCCs with the CSM and Client Satisfaction Survey (CSS) requirements.

Section 4.1 of the said IMC directed all GOCCs to conduct their respective CSS as required by the GCG-approved Performance Scorecard, using the prescribed CSM methodology in the Guidelines provided in ARTA MC No. 2022-05.



- e. The CSM serves as one of the monitoring tools to measure how GOCCs relate with their customers as this provides tangible and verifiable data on how they deliver their services. Strategic Measure No. 7: Percentage of Satisfied Customers, in the LLFC Performance Scorecard for CY 2023, targets a 95% overall score from its stakeholders.
- f. In compliance with the abovementioned, there is a need to engage the services of an independent third-party provider, capable of administering, generating, interpreting and reporting the Client Satisfaction Survey/Measurement results for CY 2023 considering that these tasks are of such magnitude and scope as would require a high level of technical and professional expertise coming from relevant education and experience that are beyond the capability and/or capacity of the LLFC to undertake.

#### II. Scope of Work:

- The Consulting Company shall strictly adhere to the guidelines and requirements under all applicable laws, rules and regulations, and all related issuances of the ARTA, GCG or other regulators. It shall conduct/administer the LLFC 2023 CSS/CSM in accordance with the following issuances, which shall form part of this Terms of Reference:
- a. ARTA MC No. 2022-05 dated 20 September 2022 on the Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement; (Annex "A")
- GG and ARTA IMC No. 1 dated 12 April 2023 on the Supplemental Guidelines on ARTA Memorandum Circular No. 2022-05 or the Guidelines on the Implementation of The Harmonized Client Satisfaction Measurement Specific for GOCCs covered by Republic Act No. 10149; (Annex "B")
- c. ARTA MC No. 2023-05 dated 8 June 2023 on the Amendment to ARTA Memorandum Circular No. 2022-005 or the Guidelines on the Implementation of the Client Satisfaction Measurement. (Annex "C")
- 2. The Consulting Company shall administer the Client Satisfaction Measurement for all external business processes/services of the



LLFC pursuant to its Citizens Charter, at LLFC's Head Office in Makati City,

- 3. The Consulting Company shall administer the CSM to all clients with completed transactions. The clients who have completed multiple transactions shall have the opportunity to accomplish the CSM for each availed service. A transaction is considered complete when the final step of the service was availed of per the LLFC Citizen's Charter is accomplished;
- 4. The CSM shall be conducted after each completed transaction. It shall be administered between January December 2023; However, due to the delayed release of memorandum regarding the new implementation process, completed transactions from January to July were backtracked and reached out to again via phone interviews.
- 5. The Consulting Company shall determine the minimum number of responses per service based on the LLFC Citizen's Charter for the list of business processes (see Annex "D\*) using the calculator on this link: https://tinyurl.com/CSMsamplesize. However, it shall continue to conduct the CSM, even if the minimum has been reached;
- 6. The Consulting Company shall administer the CSM through the following data gathering methods:
- a On Site Conduct may be done through a paper survey questionnaire or electronic platforms in providing questionnaire to respondents;
- b Remote Conduct to remote respondents through electronic mail, website, social media, QR Code, or other similar modes.
- 7. The Consulting Company in consultation with LLFC shall be in charge of the manner and time interval of the collection of paper and electronic survey questionnaires. It shall be brief to maximize the responses and shall maintain the confidentiality of clients;
- 8. The Consulting Company shall use the CSM Questionnaire prescribed in Annex "A" (Client Satisfaction Measurement Questionnaire) of ARTA MC No. 2023-05 dated 8 June 2023. Aside from the English and Filipino versions of the said CSM Questionnaire, the questionnaire shall be translated to and provided in the local dialect/languages for easier understanding, provided that the revised version will still be able to capture the required



### Service Quality Dimensions (SQDs);

- 9. The Consulting Company shall generate the CSM report using the CSM Report template prescribed in Annex "B" of ARTA MC No. 2023-05 dated 8 June 2023 (Client Satisfaction Measurement Report Outline). The CSM Report shall be a unified report that would contain the survey results.
- 10. The Consulting Company shall use the Five (5) Point Likert Scale to measure the Service Quality Dimensions (SQDs) or may utilize the smileys/emoticons corresponding to the scale for better visualization to prevent confusion on the corresponding rating:

Scale	Rating				
1	Strongly Disagree				
2	Disagree				
3	Neither Agree nor Disagree				
4	Agree				
5	Strongly Agree				

- 11. The percentage of respondents that rated "Agree" and "Strongly Agree" shall be used to get SQD's score. A question that was answered within two (2) or more check marks shall be considered as invalid.
- 12. The percentage of respondents that rated "Agree" and "Strongly Agree for all eight (8) SQDs shall be used to compute the Overall Score. The interpretation of the results shall be as follows:

Percentage	Rating
Below 60.0%	Poor
60.0% - 79.9%	Fair
80.0% - 89.9%	Satisfactory
90.0% - 94.9%	Very Satisfactory
95.0% - 100%	Outstanding

13. The Consulting Company shall conduct data gathering for all completed transactions of LLFC stakeholders from January to December 2023. The Consulting Company shall backtrack the respondents with completed transactions availed.



The services of LLFC surveyed were the following external services listed under the Citizen's Charter. The response rate is computed at 57.48%. This met the universe of per transaction versus the sampling computation set by ARTA.

External Services	Responses	Total Transactions	
Credit Approval	37	41	
Credit Implementation	95	125	
Account Restructuring	8	8	
Restructured Accounts	8	8	
Release Collateral Full PMT	25	27	
Sold ROPA	24	26	
Disbursements	239	582	
Asset Procurement – Admin	22	23	
Asset Procurement – IT	33	36	
Asset Disposal – Admin	35	39	



#### III. Methodology

For remote clients, surveys were conducted via phone interviews by interviewers from Market Relevance Corp. The list of all customers that completed each listed service was provided to MRC by LLFC.

The 8 SQD questions were scored using a 5-point Likert Scale. The simple average of the questions was used to get the Overall score. The interpretation of the results are as follows:

Scale	Average	Rating
1	1.00 - 1.49	Very Unsatisfied
2	1.50 - 2.49	Unsatisfied
3	2.50 - 3.49	Neither Unsatisfied nor
		Satisfied
4	3.50 - 4.49	Satisfied
5	4.50 - 5.00	Very Satisfied

#### IV. Data and Interpretation

#### A. Demographic Profile

Bulk of the respondents are in the 35-49 age range, with an equal split between male and female customers, mostly residing in NCR, and are classified under businesses.

D1. Age	Percentage
1. 19 or lower	0%
2. 20-34	28%
3. 35-49	50%
4. 50-64	21%
5. 65 or higher	3%
6. Did not Specify	1%

D2. S	ex	Percentage
1.	Male	50%
2.	Female	50%
3.	Did not Specify	



D3. Region	Percentage
1. Region I	1%
2. Region II	1%
3. Region III	3%
4. Region IV-A	8%
5. MIMAROPA	1%
6. Region V	_
7. Region VI	1%
8. Region VII	1%
9. Region VIII	1%
10. Region IX	1%
11. Region X	1%
12. Region XI	1%
13. Region XII	3%
14. Region XIII	1%
15. NCR	78%
16. CAR	-
17. BARMM	-
18. Did not Specify	

D3. Customer Type	Percentage
1. Citizen	15%
2. Business	84%
3. Government	1%
4. Did not Specify	-



## **B.** Count of CC and SQD Results

More than half of the respondents do not know what a CC is and did not see one in LBP-LFC's office. This may not be a function of visibility but more on recognition of a Citizen's Chapter.

Among those who are aware of what a Citizen's Charter is, nine out of ten are saying that it's easy to see and that is has helped them very much with their transaction.

External Services	Responses	Percentage
Remote/ Online Version		
CC1. Which of the following describes the awareness of the CC?		
1. I know what a CC is and I saw this CC's office	210	40%
<ol><li>I know what a CC is but I did NOT see this office's CC</li></ol>	28	5%
<ol><li>I learned of the CC only when I saw this Offices CC</li></ol>	-	-
4. I do not know what a CC is and I did not see one in this office	288	55%
CC2. If aware of CC, would you say that the CC of this office was?		
1. Easy to see	212	90%
2. Somewhat easy to see	5	2%
3. Difficult to see	-	-
4. Not Visible at all	18	8%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	210	89%
2. Somewhat helped	20	9%
3. Did not helped	5	2%



Everyone, except for one customer, agreed that they were satisfied with the services that they received from LLFC. The agency received an overall agreement rating on satisfaction of 99.81%, with 525 out of 526 respondents agreeing with the particular statement.

Service Quality Dimensions	Strongly Disagree	Disagree	Neither agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	0	0	1	19	506	0	526	99.81%

With the exception of 3 respondents disagreeing with the statement under responsiveness, everyone agreed with all the statements presented under the rest of the dimensions – reliability, access and facilities, communication, costs, integrity, assurance, and outcome.

Service Quality Dimensions	Strongly Disagree	Disagree	Neither agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	3	52	471	0	526	99.43%
Reliability	0	0	0	29	497	0	526	100%
Access and Facilities	0	0	0	36	489	1	526	100%
Communication	0	0	0	31	492	3	526	100%
Costs	0	0	0	29	439	58	526	100%
Integrity	0	0	0	35	484	7	526	100%
Assurance	0	0	0	27	493	6	526	100%
Outcome	0	0	0	34	492	0	526	100%
Overall	0	0	3	273	3857	75	4208	99.93%



## C. Overall Score per Service

The agency received a perfect agreement score on the satisfaction metric on almost all the external services, except for credit approval, which still received a high satisfaction score of 97.30%.

External Services	SQ0
Credit Approval	97.30%
Credit Implementation	100%
Account Restructuring	100%
Restructured Accounts	100%
Release Collateral Full PMT	100%
Sold ROPA	100%
Disbursements	100%
Asset Procurement – Admin	100%
Asset Procurement – IT	100%
Asset Disposal – Admin	100%
Overall	99.43%



Computing for the averages of the agreement rating per external service, LLFC received an almost perfect agreement score on all eight service dimensions.

External Services	SQ1-8
Credit Approval	99.66%
Credit Implementation	99.74%
Account Restructuring	100%
Restructured Accounts	100%
Release Collateral Full PMT	100%
Sold ROPA	100%
Disbursements	100%
Asset Procurement – Admin	100%
Asset Procurement – IT	100%
Asset Disposal – Admin	100%
Overall	99.94%



Some of the verbatim responses that the customers gave that they consider as LLFC's strengths are:

- Very Accommodating (Lahat ng queries namin sinasagot nila kahit thru website lang or online)
- Madali silang kausap kasi kahit sa phone call lang sumasagot sila (2 ring lang) at madali lang mag-inquire kasi kahit thru phone lang mag inquire sa kanila nasasagot nila lahat ng inquiry ko
- Yung mga request na gragrant agad (tulad ng loan grant agad within a month)
- Approachable sila (kasi kahit nga sa phone ko lang maginquire sinasagot nila mga tanong ko)
- Tinutulungan nila kami regarding sa mga need na requirement.

  Halimbawa may kami pag nag ask kami ng requirement binibigay nila
  in advance ang requirements para pag need ipasa kumpleto na ang
  requirements namin
- Mababait at maasikaso sila tuwing pupunta kami (pag pasok pa lang igreet ka nang good morning then ituturo na saan teller pupunta)
- Timeline is namimeet naman (kung ano yung napagkasunduan ng both parties ay nasusunod); very professional sila katransaksyon. Very consistent sila kasi magbayad, laging on time.
- Kung ano iniexpect namin sa isang ISO coimpany since ISO company rin kami - naususunod naman yun ( sumusunod sila sa rules and regulations
- Very detailed ang pag explain ng mga programs specially sa credit loan, sa mga requirements na mga kakailanganin

The only negative comment that the agency received is from one customer who experienced delays in processing and considers the interest as high.

"May time na matagal (sa process 3 months umaabot), Malaki ang interest kesa sa ibang bank (5% ang difference ng interest nila sa ibang banko)."



#### V. Continuous Agency Improvement Plan for FY 2024:

The agency has consistently been receiving good feedback from its customers despite the change in methodology. Their main strength lies on the customer service of their frontline staff.

Some of the minor suggestions for improvement include the following:

- Sana lang magdagdag sila ng tao (mahaba ang pila sa Landbank 2 hours pila sa teller lalo na sabay sabay magbayad ng BIR sa isang teller or two teller lang gumagana meron kasing magdedeposit may mga magwiwithdraw, may mga magbabayad sa BIR makikita mo sa isang teller lang gumagana kahit apat na cubicle meron sila isang tao lang na dapat lahat may tao sana sa cubicle.
- Interest rate dapat same lang sa ibang financing agency at least 9% ang interest rate per annum
- Dapat magkaroon ng passbook para nakikita ang mga transaction
- Mas mababang interest per annum atleast 4\$, Low interest rate 4%, waived all the penalty in restructuring
- Sana wag na sila mag accept ng payment ng BIR dito sa landbank very crowded na kasi
- Sana may seminar sila tungkol sa sinasabing citizen charter nila para aware kami tungkol diyan (pwede thru zoom or personal seminar)
- Yung sa collection sana pabilisan kasi dapat upon received nila mga documents from us, 1 week lang dapat may collection na kami kaso inaabot ng 1-2 months
- Sana pag release ng award sana may mahaba pang oras para sa production (para mas maganda ang output ng production 30 days sana)

Approved by:

RÍZA M. HERNANDEZ LLFC CART Chairperson



# Annex A. Survey Questionnaire/s Used

Control	No:						
(Online	Version)	HO CEDY	E VOLL DE	TTER			
on your	ent Satisfaction Measurement (CSM) t recently concluded transaction will hel confidential and you always have the c	p this office	ustomer ex	perience of go better service.	vernmen Persona	t offices. \	our feedback on shared wil
Client ty	ype: □ Citizen □ Business □ Governmen	nt (Employee	or another as	gency)			
Date: _	Sex: □ Male □	Female	Age: _				
Region	of residence:	Service Av	railed:				
is an of	JCTIONS: Check mark ( ) your ar ficial document that reflects the servi cessing times among others.						
CC1	Which of the following best describ-  1. I know what a CC is and I saw this oft  2. I know what a CC is but I did NOT set  3. I learned of the CC only when I saw the  4. I do not know what a CC is and I did not the CC only when I saw the CC is and I did not know what a CC is and I did	fice's CC. e this office's his office's CC	cc.		CC2 and C	C3)	
CC2		01), would ☐ 4. Not visi ☐ 5. N/A	you say tha ble at all	at the CC of th	nis office	was?	
CC3	If aware of CC (answered codes 1- ☐ 1. Helped very much ☐ 2. Somewhat helped ☐ 4. N/A	not help	how much	did the CC he	elp you in	your tran	saction?
INSTRU	JCTIONS: For SQD 1-8, please check	mark ( )	on the colu	mn that best	correspor	nds to you	
		Strongly Disagree	Disagree	Neither Agree	Agree	Strongly Agree	N/A Not Applicable
SQD0.	I am satisfied with the service that I	Disagree		Tior Disagree		Agico	
	I spent a reasonable amount of time for associon.						
SQD2.							
	The office followed the transaction's ments and steps based on the						
informa SQD3.	The office followed the transaction's ments and steps based on the ation provided.  The steps (including payment) I needed						
sQD3. to do fo	The office followed the transaction's ments and steps based on the ation provided.						
sQD3. to do fo sQD4. transac sQD5. my tran the 'N//	The office followed the transaction's ments and steps based on the atton provided.  The steps (including payment) I needed or my transaction were easy and simple.  I easily found information about my tion from the office or its website.  I paid a reasonable amount of fees for neaction. (If the service was free, mark A" column)						
informa SQD3. to do for SQD4. transac SQD5. my tran the 'N// SQD6. Was se SQD7. availab	The office followed the transaction's ments and steps based on the atton provided.  The steps (including payment) I needed or my transaction were easy and simple.  I easily found information about mystion from the office or its website.  I paid a reasonable amount of fees for neaction. (If the service was free, mark A" column)  I am confident my online transaction cure  The office's online support was ble, or (if asked questions) online support						
informal SQD3, to do for SQD4, transact SQD5, my train the 'N// SQD6, was see SQD7, available was que SQD8, govern	The office followed the transaction's ments and steps based on the atton provided.  The steps (including payment) I needed or my transaction were easy and simple.  I easily found information about my ction from the office or its website.  I paid a reasonable amount of fees for neaction. (If the service was free, mark A" column)  I am confident my online transaction cure  The office's online support was						

THANK YOU!

Control	No:	

CORPORATE	ACCOUNTS
MILLAND	CINDON

#### (Online Version)

#### HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your <u>recently concluded transaction</u> will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type: ☐ Citizen ☑ Business ☐ Government (Employee or another agency)

Date:	Sex:   Male Female Age: 29
Region	of residence: NCN Service Availed: DIS BUNGEMENT
is an of	JCTIONS: Check mark () your answer to the Citizen's Charter (CC) questions. The Citizen's Charter ficial document that reflects the services of a government agency/office including its requirements, fees, accessing times among others.
CC1	Which of the following best describes your awareness of a CC?  ☐ 1. I know what a CC is and I saw this office's CC.  ☐ 2. I know what a CC is but I did NOT see this office's CC.  ☐ 3. I learned of the CC only when I saw this office's CC.  ☐ 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)
CC2	If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was?  ☐ 1. Easy to see ☐ 4. Not visible at all  ☐ 2. Somewhat easy to see ☐ 5. N/A  ☐ 3. Difficult to see
CC3	If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?  ☐ 1. Helped very much ☐ 3. Did not help ☐ 3. Somewhat helped

INSTRUCTIONS: For SQD 1-8, please check mark () on the column that best corresponds to your answer.

	600	60	60	60	60	N/A
		6		(		Not
	Strongly	Disagree	Neither Agree	Agree	Strongly	Applicable
	Disagree		nor Disagree		Agree	
SQD0. I am satisfied with the service that I					/	
availed.						
SQD1. I spent a reasonable amount of time					/	
for my transaction.						
SQD2. The office followed the transaction's						
requirements and steps based on the						
information provided.						
SQD3. The steps (including payment) I						
needed to do for my transaction were easy					/	
and simple.						
SQD4. I easily found information about my					,	
transaction from the office or its website.						
SQD5. I paid a reasonable amount of fees for						
my transaction. (If the service was free, mark					/	
the 'N/A" column)					/	
SQD6. I am confident my online transaction					/	
was secure						
SQD7. The office's online support was						
available, or (if asked questions) online					/	
support was quick to respond						
SQD8. I got what I needed from the						
government office, or (if denied) denial of					,	
request was sufficiently explained to me.						

Suggestions on how we can further improve our services (optional):

Control	No:						
(Online	Version)						· ·
	HEL	P US SER	EVE YOU E	BETTER!			
on your	ient Satisfaction Measurement (CSM) recently concluded transaction will he confidential and you always have the	elp this offi	ice provide	a better service			
Client t	ype: ☐ Citizen ☑ Business ☐ Governm	ent (Employe	ee or another	agency)			
Date: _	Sex: □ Male	Female	Age:	43			
Region	of residence: Pacia City	Service A	Availed:	Account	north	chirin	10
	13479 3.79	00171007		NC COUNTY	100110	Conji	9
is an of	UCTIONS: Check mark ( ) your artificial document that reflects the servecessing times among others.						
CC1	Which of the following best descri  ☐ 1. I know what a CC is and I saw this c ☐ 2. I know what a CC is but I did NOT s ☐ 3. I learned of the CC only when I saw ☐ 4. I do not know what a CC is and I did	office's CC. ee this office this office's	's CC. CC.		n CC2 and	CC3)	
CC2	If aware of CC (answered 1-3 in C  ☐ 1. Easy to see ☐ 2. Somewhat easy to see ☐ 3. Difficult to see	CC1), would 4. Not vi		hat the CC of	this office	e was?	
CC3	If aware of CC (answered codes 1 ☐ 1. Helped very much ☐ 3. Di ☐ 2. Somewhat helped ☐ 4. N/	d not help	), how muc	h did the CC h	ielp you	in your tra	nsaction?
INSTRU	JCTIONS: For SQD 1-8, please check	mark (🗸)	on the colu	mn that best of	orrespor	nds to your	answer.
		Strongly Disagree	Disagree	Neither Agree	Agree	Strongly Agree	N/A Not Applicable
SQD0. I	am satisfied with the service that I			nor Bloagree	/	Agree	
SQD1. I	spent a reasonable amount of time ansaction.						
	The office followed the transaction's				/		
	nents and steps based on the ion provided.				V		
SQD3.	The steps (including payment) I						
	to do for my transaction were easy				/		
and simp	l easily found information about my				/		

Remarks (optional):

support was quick to respond

the 'N/A" column)

was secure

transaction from the office or its website.

SQD5. I paid a reasonable amount of fees for my transaction. (If the service was free, mark

SQD6. I am confident my online transaction

SQD7. The office's online support was available, or (if asked questions) online

**SQD8.** I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.

Control N	No:
(Online	Version) HELP US SERVE YOU BETTER!
on your	ent Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback recently concluded transaction will help this office provide a better service. Personal information shared will confidential and you always have the option to not answer this form.
Client ty	/pe: ☐ Citizen ☐ Business ☐ Government (Employee or another agency)
Date:	2 15 173 Sex: → Male □ Female Age:
Region	of residence: Paranaque (NCR) Service Availed: Approval of Cralit Faulity
is an off	JCTIONS: <b>Check mark (</b> ) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter icial document that reflects the services of a government agency/office including its requirements, fees, cessing times among others.
CC1	Which of the following best describes your awareness of a CC?  ☑ 1. I know what a CC is and I saw this office's CC.  □ 2. I know what a CC is but I did NOT see this office's CC.  □ 3. I learned of the CC only when I saw this office's CC.  □ 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)
CC2	If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was?  1. Easy to see
CC3	If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?  ☑ 1. Helped very much ☐ 3. Did not help ☐ 2. Somewhat helped ☐ 4. N/A

INSTRUCTIONS: For SQD 1-8, please check mark ( ) on the column that best corresponds to your answer.

	(00)	(00)	(0.0)	(0.0)	(00)	N/A
						Not Applicable
	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	7 приносьно
SQD0. I am satisfied with the service that I	Dioagroo		nor bloagico		719100	
availed.						
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.						
SQD2. The office followed the transaction's						
requirements and steps based on the				/		
information provided.				V		
SQD3. The steps (including payment) I				1		
needed to do for my transaction were easy				/		
and simple.						
SQD4. I easily found information about my						
transaction from the office or its website.				V		
SQD5. I paid a reasonable amount of fees for					1	
my transaction. (If the service was free, mark the 'N/A" column)					V	
SQD6. I am confident my online transaction				1		
was secure				V		
SQD7. The office's online support was				,		
available, or (if asked questions) online				/		
support was quick to respond				V		
SQD8. I got what I needed from the				1		
government office, or (if denied) denial of				V		
request was sufficiently explained to me.						

Suggestions on how we can further improve our services (optional):

Control	No:						A.
(Online	Version)	P US SER	VE YOU B	ETTER!			
on your	ient Satisfaction Measurement (CSM) recently concluded transaction will he confidential and you always have the	elp this offic	ce provide a	a better service			
Client t	rype: □ Citizen ฮ Business □ Governme	ent (Employe	e or another	agency)			
Date:	7						
-					PC-100	E DE	
Region	of residence: TAGUIG CITY	Service A	valled: 100	NET BANG	WITH	SENTIL	15
is an of	UCTIONS: Check mark ( ) your ar fficial document that reflects the servocessing times among others.	iswer to th	e Citizen's overnment	Charter (CC) agency/office	question	ns. The Cing its requi	tizen's Charte rements, fee
CC1	Which of the following best described.  □ 1. I know what a CC is and I saw this occupied.  □ 2. I know what a CC is but I did NOT soccupied.  □ 3. I learned of the CC only when I saw.  □ 4. I do not know what a CC is and I did	office's CC. ee this office' this office's (	s CC.		ı CC2 and	CC3)	
CC2	If aware of CC (answered 1-3 in C  1. Easy to see  2. Somewhat easy to see  3. Difficult to see	C1), would ☐ 4. Not vi ☐ 5. N/A		hat the CC of t	this office	e was?	
CC3	☐ 2. Somewhat helped ☐ 4. N/	d not help A	Acct	Pro-Adn	un.		
INSTRU	UCTIONS: For SQD 1-8, please check	mark ()	on the colu	mn that best of	orrespor	nds to your	
		Strongly	Disagree	Neither Agree	Agree	Strongly	N/A Not Applicable
SQD0.	I am satisfied with the service that I	Disagree		nor Disagree		Agree	
	I spent a reasonable amount of time					1	
SQD2. requirer	The office followed the transaction's ments and steps based on the attion provided.					/	
SQD3.	The steps (including payment) I to do for my transaction were easy					/	
SQD4. transac	I easily found information about my tion from the office or its website.					/	
my tran	I paid a reasonable amount of fees for a paction. (If the service was free, mark A" column)					_	
SQD6. was see	I am confident my online transaction cure					1	
availab	The office's online support was le, or (if asked questions) online t was quick to respond					/	
SQD8. governi	I got what I needed from the ment office, or (if denied) denial of t was sufficiently explained to me.					1	

							V
Control	No:						
(Online	Version)						
	HEL	.P US SER	VE YOU E	ETTER!			
on your	ent Satisfaction Measurement (CSM) recently concluded transaction will h confidential and you always have the	elp this offi	ce provide	a better service	governme e. Persor	ent offices. nal informa	Your feedback tion shared wil
Client ty	ype: ☐ Citizen ☐ Business ☐ Governm	ent (Employe	ee or another	agency)			
Date: _	0 -3 -2024 Sex: ☑ Male	☐ Female	Age:	32			
Region	of residence: Nan a	Service A	Availed:	p 15 burs	emelt		
is an of	JCTIONS: Check mark ( ) your a ficial document that reflects the services ing times among others.	nswer to th	ne Citizen's governmen	Charter (CC)	question includir	ns. The Ci	tizen's Charte irements, fees
CC1	Which of the following best descri  ☐ 1. I know what a CC is and I saw this of ☐ 2. I know what a CC is but I did NOT s ☐ 3. I learned of the CC only when I saw ☐ 4. I do not know what a CC is and I did	office's CC. see this office this office's	's CC.		ı CC2 and	CC3)	
CC2	If aware of CC (answered 1-3 in C ☐ 1. Easy to see ☐ 2. Somewhat easy to see ☐ 3. Difficult to see	CC1), would □ 4. Not vi □ 5. N/A		hat the CC of	this office	e was?	
CC3	If aware of CC (answered codes 1 ☐ 1. Helped very much ☐ 2. Somewhat helped ☐ 4. No	id not help	, how muc	h did the CC h	elp you	in your tra	nsaction?
INSTRU	CTIONS: For SQD 1-8, please check	k mark (🖊)	on the colu	mn that best	orrespor	nds to vour	answer.
		Strongly	Disagree	Neither Agree	Agree	Strongly	N/A Not Applicable
SODO	am satisfied with the service that I	Disagree		nor Disagree		Agree	
availed.						V	
	spent a reasonable amount of time ansaction.					V	
SQD2.	The office followed the transaction's						
	ents and steps based on the on provided.					V	
SQD3.	The steps (including payment) I					/	
	to do for my transaction were easy						
and simp	easily found information about my						
transacti	on from the office or its website.						
	paid a reasonable amount of fees for action. (If the service was free, mark					1	
the 'N/A"	column)					/	
SQD6. I was secu	am confident my online transaction are					/	
	The office's online support was						
avallable	, or (if asked questions) online						

Remarks (optional):

support was quick to respond

**SQD8.** I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.

Control	No:	

INDIVIDUAL ACCOUNTS

☐ 1. Helped very much

(Online	Version) HELP US SERVE YOU BETTER!
on your	recently concluded transaction will help this office provide a better service. Personal information confidential and you always have the option to not answer this form.
Client ty	rpe: ☑ Citizen ☐ Business ☐ Government (Employee or another agency)
Date: <u>D</u>	ex 15 - 2023 Sex: □ Male □ Female Age: <u>45</u>
Region	of residence: MCR Service Availed: heleased WILATERALS as
	artault OF Full Payment
is an off	ICTIONS: Check mark ( ) your answer to the Citizen's Charter (CC) questions. The Citizen's Charte icial document that reflects the services of a government agency/office including its requirements, fees cessing times among others.
CC1	Which of the following best describes your awareness of a CC?  ☐ 1. I know what a CC is and I saw this office's CC.  ☐ 2. I know what a CC is but I did NOT see this office's CC.  ☐ 3. I learned of the CC only when I saw this office's CC.  ☐ 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)
CC2	If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was?  □ 1. Easy to see □ 4. Not visible at all □ 2. Somewhat easy to see □ 5. N/A □ 3. Difficult to see
CC3	If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

INSTRUCTIONS: For SQD 1-8, please check mark ( or on the column that best corresponds to your answer.

☐ 3. Did not help

	(°°)		(-)	(0)	(-)	N/A Not
	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.				/	/	
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.					/	
<b>SQD2.</b> The office followed the transaction's requirements and steps based on the information provided.					. /	
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.					/	
<b>SQD4.</b> I easily found information about my transaction from the office or its website.					/	
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction. (If the service was free, mark the 'N/A" column)					/	
<b>SQD6.</b> I am confident my online transaction was secure					/	
<b>SQD7.</b> The office's online support was available, or (if asked questions) online support was quick to respond					/	
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					/	

Suggestions on how we can further improve our services (optional):

	Control No:									
	(Online Version)						The same of the sa			
	HELP US SERVE YOU BETTER!									
	This Client Satisfaction Measurement (CSM on your recently concluded transaction will have kept confidential and you always have the	nelp this off	ce provide	a better servic	governme e. Persor	ent offices. nal informa	Your feed	lback d will		
	Client type: ☐ Citizen ☐ Business ☐ Governm	nent (Employe	ee or another	agency)						
	Date: DECT Sex: □ Male	Female	Age:	40						
	Region of residence: MMILA Service Availed: 14111 2016 17474 HHR MB I VAN									
	Region of residence: William Service Availed: Mill Will 1200 NFF VID 1 VAI									
	INSTRUCTIONS: Check mark ( ) your a is an official document that reflects the ser and processing times among others.	nswer to the vices of a g	ne Citizen's governmen	Charter (CC)	question e includir	ns. The Ci ng its requ	tizen's Ch irements, f	arter fees,		
	CC1 Which of the following best descri  ☐ 1. I know what a CC is and I saw this a ☐ 2. I know what a CC is but I did NOT s ☐ 3. I learned of the CC only when I saw ☐ 4. I do not know what a CC is and I did	office's CC. see this office this office's	's CC.		n CC2 and	cc3)				
	CC2 If aware of CC (answered 1-3 in C  1. Easy to see  2. Somewhat easy to see  3. Difficult to see	CC1), would □ 4. Not vi □ 5. N/A		hat the CC of	this office	e was?				
	CC3 If aware of CC (answered codes ?  □ 1. Helped very much □ 3. D  □ 2. Somewhat helped □ 4. N	id not help	, how muc	h did the CC h	nelp you	in your tra	nsaction?			
_	INSTRUCTIONS: For SQD 1-8, please check	k mark (🖊)	on the colu	mn that best	correspor	ds to your	answer.			
		60	60	(2)	60	60	N/A			
			6	(-)	(3)		Not			
		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly	Applicable			
r	SQD0. I am satisfied with the service that I	Disagree		nor bisagree		Agree				
-	availed.  SQD1. I spent a reasonable amount of time									
	for my transaction.					/				
	SQD2. The office followed the transaction's									
	requirements and steps based on the information provided.					-				
	SQD3. The steps (including payment) I									
	needed to do for my transaction were easy					/				
	and simple.  SQD4. I easily found information about my									
	transaction from the office or its website.					/				
	SQD5. I paid a reasonable amount of fees for									
	my transaction. (If the service was free, mark the 'N/A" column)					_				
	SQD6. I am confident my online transaction									
	was secure									
	SQD7. The office's online support was									
	available, or (if asked questions) online support was quick to respond									
	SQD8. I got what I needed from the									
	government office, or (if denied) denial of request was sufficiently explained to me.					_				
_										

Control	No:					1				
(Online	Version)	P US SER	VE YOU B	ETTER!						
on your	ent Satisfaction Measurement (CSM) recently concluded transaction will he confidential and you always have the	elp this offic	ce provide a	a better service						
Client t	ype: ☐ Citizen □ Business □ Governme	ent (Employe	e or another	agency)						
Date:	DEU IS Sex: Male	☐ Female	Age:	50						
	of residence: CASI6WAN, AUKINA	A Service A	wailed. At	TALAT LAN	FRATHR	(LOT	GASIFIER			
rtegion	or residence.	) OCTVICE /	walledD				<u> </u>			
				ABUIL PMET	VŤ					
is an of	UCTIONS: Check mark (✔) your are ficial document that reflects the servencessing times among others.									
CC1	Which of the following best describes your awareness of a CC?  ☐ 1. I know what a CC is and I saw this office's CC.  ☐ 2. I know what a CC is but I did NOT see this office's CC.  ☐ 3. I learned of the CC only when I saw this office's CC.  ☐ 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)									
CC2	If aware of CC (answered 1-3 in C  ☐ 1. Easy to see ☐ 2. Somewhat easy to see ☐ 3. Difficult to see	CC1), would 4. Not vi 5. N/A		nat the CC of t	his office	e was?				
CC3	If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?  □ 1. Helped very much □ 2. Somewhat helped □ 4. N/A									
INSTRU	JCTIONS: For SQD 1-8, please check	mark (🗸)	on the colu	mn that best	orrespor	nds to your	answer.			
	10	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable			
	I am satisfied with the service that I					,				
availed.	I spent a reasonable amount of time									
for my tr	ransaction.					1				
requiren	The office followed the transaction's nents and steps based on the tion provided.					_				
needed and sim						/				
	I easily found information about my ion from the office or its website.					/				

SQD5. I paid a reasonable amount of fees for my transaction. (If the service was free, mark

SQD6. I am confident my online transaction

SQD7. The office's online support was available, or (if asked questions) online

SQD8. I got what I needed from the government office, or (if denied) denial of

request was sufficiently explained to me.

Remarks (optional):

support was quick to respond

the 'N/A" column)

was secure

Control N	No:									
(Online Version) HELP US SERVE YOU BETTER!										
This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your <u>recently concluded transaction</u> will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.										
Client type: ☑ Citizen ☐ Business ☐ Government (Employee or another agency)										
Date: _	Date: DEL Sex:   Male   Female Age: 66									
Region	of residence: BULACAN	Service A	vailed:	ne Lot LA	RGT FO	RMAT PI	UNTINE			
				nothines						
INSTRUCTIONS: Check mark ( ) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.										
CC1										
CC2	If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was?  □ 1. Easy to see □ 4. Not visible at all □ 2. Somewhat easy to see □ 5. N/A □ 3. Difficult to see									
CC3	If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?  1. Helped very much 2. Somewhat helped 4. N/A									
INSTRU	CTIONS: For SQD 1-8, please check	mark (🗸)	on the colu	mn that best	orrespon	ds to your	answer.			
	Strongly Disagree Disagree Neither Agree nor Disagree Nor									
SQD0. I availed.	am satisfied with the service that I					_				
SQD1. I	spent a reasonable amount of time ansaction.					/				
SQD2.	for my transaction.  SQD2. The office followed the transaction's requirements and steps based on the									

	Strongly Disagree	Disagree	Neither Agree	Agree	Strongly Agree	Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.					1	
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.					/	
<b>SQD2.</b> The office followed the transaction's requirements and steps based on the information provided.					/	
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.					/	
<b>SQD4.</b> I easily found information about my transaction from the office or its website.					/	
SQD5. I paid a reasonable amount of fees for my transaction. (If the service was free, mark the 'N/A" column)						
SQD6. I am confident my online transaction was secure					/	
<b>SQD7</b> . The office's online support was available, or (if asked questions) online support was quick to respond					/	
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					/	

Contro	I No:										
(Online	e Version)	IDIIGGE	DVE VOU	BETTER			1	1			
This C	HELP US SERVE YOU BETTER!  This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback										
on you	be kept confidential and you always have the option to not answer this form.										
Client	type: □ Citizen □ Business □ Government	ment (Employ	ee or anothe	r agency)							
Date:	Dec - 19 - 2073 Sex: □ Male	Female	Age.	(11							
Region	of residence: Celay	Service	Availed: 1	relegita	1 (0	llater	-615				
	n of residence: Celay			as 9	hesi	1/ U	F F Ull Pa	ym			
INSTR is an o	SUCTIONS: <b>Check mark (</b> ) your a fficial document that reflects the ser ocessing times among others.	answer to t	he Citizen'	s Charter (CC	) auestic	ns The C	itizen's Char	tor			
CC1	Which of the following best descri ☐ 1. I know what a CC is and I saw this ☐ 2. I know what a CC is but I did NOT s ☐ 3. I learned of the CC only when I saw ☐ 4. I do not know what a CC is and I did	office's CC. see this office this office's	e's CC.		n CC2 and	1 CC3)					
CC2	If aware of CC (answered 1-3 in C ☐ 1. Easy to see ☐ 2. Somewhat easy to see ☐ 3. Difficult to see	CC1), woul 4. Not v 5. N/A	d you say t risible at all	hat the CC of	this offic	e was?					
CC3	If aware of CC (answered codes 1 □ 1. Helped very much □ 3. D□ 2. Somewhat helped □ 4. N	id not help /A									
INSTRU	JCTIONS: For SQD 1-8, please check	k mark (🗸)	on the colu	ımn that best	correspor	nds to your	answer.				
		(00)	(00)	(00)	(00)	(0.0)	N/A				
		Strongly Disagree	Disagree	Neither Agree	Agree	Strongly	Not Applicable				
SQD0. I availed.	am satisfied with the service that I	Disagree		nor Disagree		Agree					
	spent a reasonable amount of time				,\$						
for my tr	ansaction.										
requirem	The office followed the transaction's nents and steps based on the										
informati	ion provided.				/						
SQD3.	The steps (including payment) I										
and simp	to do for my transaction were easy										
	easily found information about my										
transacti	on from the office or its website.				/						
SQD5. I	paid a reasonable amount of fees for										
the 'N/A"	action. (If the service was free, mark										
SQD6. I	am confident my online transaction										
was secu	ure				/						
SQD7.	The office's online support was										
support v	, or (if asked questions) online was quick to respond										
SQD8.	I got what I needed from the										
governm	ent office, or (if denied) denial of										
request v	vas sufficiently explained to me.										