DOST-PCAARRD

Department of Science and Technology

PHILIPPINE COUNCIL FOR AGRICULTURE, AQUATIC AND NATURAL RESOURCES RESEARCH AND DEVELOPMENT

ISO 9001:2015

CITIZEN/CLIENT SATISFACTION REPORT
As of December 31, 2022

a. **Description of the Methodology of the CCSS Used for each reported service**

1. Respondents' Criteria

    DOST-PCAARRD's clients/customers are mostly from state universities and colleges (SUCs), local government units (LGUs), national government agencies (NGAs), business/investors groups, non-government organizations (NGOs), and international organizations, among others.

    DOST-PCAARRD's customer satisfaction survey forms include information on customers' profile, the various types of services availed in the Council, the customers' assessment and degree of satisfaction to the services provided to them; and recommendations/suggestions on how PCAARRD can improve its services. Specifically, DOST-PCAARRD's respondents are categorized per service availed:

NO	SERVICE	RESPONDENTS
1	Walk-in/Online Platform	External customers availing services through walking-in the DOST-PCAARRD premises or via online platforms (e.g. e-mail, zoom, etc). The services availed included attending meetings, inquiry/consultation, request for publications, job application, and research.
2	Grants-in-Aid	External customers availing all services related to the Grants-in-Aid Program. The services included inquiry on the program, submission of new proposal, project renewal, and project review.
3	Non-Degree Training	External customers who participated in non-degree trainings conducted by DOST-PCAARRD.
4	Facilities Improvement Program	External customers, usually the members of the National Agriculture, Aquatic and Natural Resources Research and Development Network (NAARRDN), availing DOST-PCAARRD's Facilities Improvement Program. It includes inquiry on the program, submission of new proposal, project renewal, and project review/monitoring and evaluation.
5	Thesis/Dissertation Program	External customers availing DOST-PCAARRD's Thesis/Dissertation Assistance Program particularly on inquiry about the program and submission of application.
6	Exhibits	External customers who have attended DOST-PCAARRD-organized exhibits, both physical and virtual.

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NO	SERVICE	RESPONDENTS
	Repair and Maintenance of PCAARRD Facilities	DOST-PCAARRD staff availing the services of the Institution Development Division (IDD) which includes carpentry, electrical repair, plumbing, and equipment repair.
8	ICT Services	DOST-PCAARRD staff availing the services of the Information and Communications Technology (ICT) through the Management Information System Division. This includes installation of antivirus, software problem, hardware repair, PC assembly & installation of software, network problems, LAN cabling, account requests, equipment borrowing, database services, and web publishing.
9	Audio-Visual Services	DOST-PCAARRD staff availing the services of the Applied Communication Division which includes setting up of sound system, projector, microphone, TV, led wall, video/webcam; request for video and photoshoots; and editing/rendering of videos.
10	Seminar/Workshop/ Forum/ Conference	DOST-PCAARRD and non- DOST-PCAARRD who participated in seminars/workshop/forum /conference conducted by PCAARRD.
11	Disbursement Services	DOST-PCAARRD and non- DOST-PCAARRD customers availing the following services: cash advances, petty cash fund replenishment, reimbursement of expenses, payment of salary and other benefits, funds transfer to implementing agencies, and fund transfer to Non-Government Organizations/People's Organizations.
12	Personnel-related Services	DOST-PCAARRD and non- DOST-PCAARRD staff availing the services provide by the Finance and Administrative (FAD)-Personnel section which include issuance of service record, IDs/name tags, and different forms of certifications.

2. Survey Sampling Coverage

For all the services, DOST-PCAARRD encourages all its clients/customers to provide responses.

3. Sampling Procedure

For all the services, DOST-PCAARRD encourages all its clients/customers to provide responses.

4. Survey Instrument/Questionnaire

The Council used the revised Customer Satisfaction Feedback (CSF) forms in capturing the feedback of its clients/customers. The revised forms incorporated the service quality dimensions indicated in the MC 2020-1 dated June 2, 2020. The following were captured: responsiveness, reliability (quality), access and facilities,

communication, integrity, assurance, and outcome. The cost was excluded as DOST-PCAARRD services do not require monetary amounts from its clients/customers.

The data captured in the CSF forms are embedded in the Customer Satisfaction Management System (formerly Customer Satisfaction Feedback Information System), an online system that aims to aid in the real-time monitoring of CSF results. In 2022, while printed forms were allowed to be used, the CSFMS served as the main tool in gathering customers' feedback for the following services:

External:
- Walk-in/Online Platforms
- Grants-in-Aid
- Non-Degree Training
- Thesis/Dissertation Assistance
- Facilities Improvement Program
- Exhibits

Internal:
- Repair and Maintenance of PCAARRD Facilities
- ICT Services

External/Internal:
- Seminars/Forums/Workshops/Conference
- Disbursement Services
- Personnel-related Services

The CSF for Publications, on the other hand, is embedded in the DOST-PCAARRD Science Library Integrated Management System (SLIMS) eLibrary, the Council's digital library used to efficiently and promptly disseminate and share Agriculture, Aquatic and Natural Resources (AANR) and other science and technology (S&T) information 24/7 to the grassroots of the society. Since the SLIMS is still undergoing enhancement, DOST-PCAARRD used the previous criteria in capturing its CSF for publications – Content, Overall Layout/Design, Response and Delivery Time, and Usefulness/Significance.

The results were analyzed by respective units for each frontline service using descriptive statistics such as frequency counts, and percentage proportions only. Responses were organized and presented in appropriate tables and figures. Results of analysis are presented to the Directors' Council for management review and appropriate action.

b. **Results of the CCSS for FY 2022**

External Services

Walk-in/Online Platforms

DOST-PCAARRD received a total of 316 responses from walk-in customers and those who availed of services via online platforms. For the year, the Council was given a 4.94

rating for responsiveness, 4.93 for reliability (quality), 4.91 for access and facilities, 4.93 for communication, 4.94 for integrity, 4.94 for assurance, and 4.94 for outcome. DOST-PCAARRD's overall rating for the service is **4.93.**

Comments/Remarks received include:

- Thank you very much.
- Very accommodating.
- The personnel is very approachable and supportive.
- Great Service. Keep it up!
- Very responsive and helpful.
- Thank you for helping farmers like us. May you able to reach out to other farmers.

Grants-in-Aid (GIA)

DOST-PCAARRD received a total of 298 responses for GIA-related services. During the year, the Council was given a 4.76 rating for responsiveness, 4.74 for reliability (quality), 4.69 for access and facilities, 4.76 for communication, 4.80 for integrity, 4.78 for assurance, and 4.77 for outcome. DOST-PCAARRD's overall rating for GIA is **4.76.**

Comments/Remarks received include:

- Excellent implementation.
- Smooth sailing activity, very attentive organizers
- Very willing to help even outside office hours
- PCAARRD is doing a good job.
- Keep up the good work *po. Sana may mga susunod pang mga gawain na kasama kayo!*

The Council also noted some customers' suggestion to improve internet connection.

Non-Degree Training

DOST-PCAARRD received a total of 944 responses for the Non-Degree Training Service. During the year, the Council was given a 4.83 rating for responsiveness, 4.78 for reliability (quality), 4.71 for access and facilities, 4.79 for communication, 4.84 for integrity, 4.83 for assurance, and 4.79 for outcome. DOST-PCAARRD's overall rating for the service is **4.79.**

The following are the things appreciated by the respondents for the trainings:

- Responsive organizers, engaging speaker and active participants.
- Experienced and Responsive RPs.
- Despite the limited time, the training was able to deliver its objectives and the training management team was immensely helpful throughout the duration of the training even if it was online.

Facilities Improvement for the NAARRDN

DOST-PCAARRD received a total of 21 responses for the service. During the year, the Council was given a 4.95 rating for responsiveness, 4.81 for reliability (quality), 4.81 for access and facilities, 4.95 for communication, 5.00 for integrity, 4.95 for

assurance, and 4.81 for outcome. DOST-PCAARRD's overall rating for the service is **4.90.**

Comments/Remarks received include:

- We always have a pleasant communication experience with IDD. The staff are very attentive, helpful, and are always taking project concerns as a top priority.
- Keep up the excellent work and service.
- The IDD Director and staff are supportive in the implementation of the project; accommodating in responding to queries; and generous in providing technical guidance.

Thesis/Dissertation Program

DOST-PCAARRD received a total of 25 responses for the service. During the year, the Council was given a 4.72 rating for responsiveness, 4.76 for reliability (quality), 4.60 for access and facilities, 4.67 for communication, 4.86 for integrity, 4.84 for assurance, and 4.76 for outcome. DOST-PCAARRD's overall rating for the service is **4.74.**

Comments/Remarks received include:

- The Thesis Assistance Program of DOST-PCAARRD is considerably a great program for helping students financially. I commend the agency's support to the young researchers to finish their studies and contribute themselves to forward science and technology in the country. Overall, the agency delivered what it aimed and promised.
- I commend the services rendered by DOST-PCAARRD amidst the pandemic. Please continue helping my fellow Graduate students. Your support is highly valuable. Thank you and keep safe.
- Fast response to inquiries and release of monetary grants.

Exhibits

DOST-PCAARRD received a total of 1,608 responses for the service. During the year, the Council was given a 4.84 rating for responsiveness, 4.80 for reliability (quality), 4.80 for access and facilities, 4.81 for communication, 4.84 for integrity, 4.82 for assurance, and 4.83 for outcome. DOST-PCAARRD's overall rating for the service is **4.82.**

Comments/Remarks received include:

- The exhibit was great! Having an elibrary is very helpful.
- Excellent.
- Very interesting.
- The whole activity itself was enjoyable.
- The contents were really helpful.
- Good event for young Filipinos.
- Display more robotics-related booths.
- Reach out to more scope of science.

Internal Services

Repair and Maintenance of DOST-PCAARRD Facilities

DOST-PCAARRD received a total of 312 responses for the service. During the year, the Council was given a 4.88 rating for responsiveness, 4.87 for reliability (quality), 4.88 for access and facilities, 4.88 for communication, 4.88 for integrity, 4.88 for assurance, and 4.85 for outcome. DOST-PCAARRD's overall rating for the service is **4.87**.

No comments/suggestions were received for the service during the period.

Information and Communications Technology (ICT) Services

DOST-PCAARRD received a total of 1,467 responses for ICT services. During the year, the Council was given a 4.84 rating for responsiveness, 4.85 for reliability (quality), 4.85 for communication, 4.85 for integrity, and 4.85 for assurance. DOST-PCAARRD's overall rating for the service is **4.85.**

Comments/Remarks received include:

- Thanks for being prompt and responsive!
- Thanks, Kuya Chat (staff) sa mabilis na action.
- All good!
- Staff concerned promptly accommodated our request and immediately proceeded with the set-up. Thank you very much.

Audio-Visual Services

DOST-PCAARRD received a total of 305 responses for the service. During the year, the Council was given a 4.95 rating for responsiveness, 5.00 for reliability (quality), 5.00 for access and facilities, 4.94 for communication, 4.94 for integrity, 5.00 for assurance, and 5.00 for outcome. DOST-PCAARRD's overall rating for the service is **4.97.**

Comments/Remarks received include:

- Thank you very much for the assistance.
- Good job! Thank you *po.*

External/Internal

Seminars/ /Workshops/Forums/Conference

DOST-PCAARRD received a total of 1,130 responses for the seminars/workshops/forums/conference. During the year, the Council was given a 4.73 rating for responsiveness, 4.73 for reliability (quality), 4.69 for access and facilities, 4.72 for communication, 4.75 for integrity, 4.74 for assurance, and 4.75 for outcome. DOST-PCAARRD's overall rating for the service is **4.73.**

Comments/Remarks received include:

- Outstanding!
- Everything is clear and understandable
- Keep up the good work. Thank you
- The webinar was great!
- The webinar is very informative to students like me and helpful to farmers.
- Kudos to DOST-PCAARRD and the speakers for this very informative event. Hope you'll continue to organize forums like this that feature topics very relevant today.

The Council also noted the following suggestions:

- Promote your webinar early and often.
- I am pleased with how this webinar is well organized but the audio level in each presentation is low compared to the host.

Disbursement Services

DOST-PCAARRD received a total of 179 responses for disbursement services. During the year, the Council was given a 4.84 rating for responsiveness, 4.85 for reliability (quality), 4.82 for access and facilities, 4.82 for communication, 4.85 for integrity, 4.85 for assurance, and 4.83 for outcome. DOST-PCAARRD's overall rating for the service is **4.84.**

Comments/Remarks received include:

- Very fast processing.
- Very accommodating
- Keep up the good work
- Thank you for the prompt and timely processing of the request.

Personnel-related Services

DOST-PCAARRD received a total of 174 responses for the service. During the year, the Council was given a 4.98 rating for responsiveness, 4.99 for reliability (quality), 4.98 for access and facilities, 4.98 for communication, 4.98 for integrity, 4.98 for assurance, and 4.99 for outcome. DOST-PCAARRD's overall rating for the service is **4.98.**

Comments/Remarks received include:

- Thank you for the very prompt response/action to my requests.
- Very accommodating and fast service. Thank you.
- Thank you for attending to my request
- Tina (staff) was very responsive to my request. Excellent service. Thank you!

Publications

DOST-PCAARRD received a total of 5,893 responses for the year. For Content, it received 4,895 (83.08%) Outstanding, 687 (11.66%) Very Satisfactory, 168 (2.85%) Satisfactory, 72 (1.22%) Unsatisfactory, and 71 (0.02%) Poor. In terms of Overall Layout/Design, 4,801 (81.47%) customers rated the Council with O, 704 (11.95%) with VS, 219 (3.72%) with S, 86 (1.46%) with US, and 83 (0.02%) with Poor. For Response and Delivery Time, 4,854 (82.37%) rated the Council with O, 676 (11.47%) with VS, 209 (3.55%) with S, 79 (1.34%) with US, and 75 (0.02%) with P. Lastly, for usefulness/significance, 4,878 (82.78%) rated the Council with O, 682 (11.57%) with VS, 189 (3.21%) with S, 60 (1.02%) with US, and 84 (0.02%) with P.

Positive comments included:
- Very informative.
- Excellent.
- It is very helpful and useful especially during the COVID-19 pandemic.
- Great/Great reference/great effort of DOST-PCAARRD/great resource/great source of information/great work/great opportunity/great help for my study.
- I like the illustrations on the book. It helps people understand it better and it helps visual learners and kids. If printed it can also be colored to make it a fun experience while learning.
- Easy to understand/because *tagalog*/easy to use.
- Short but very well written.
- This eLibrary platform was very helpful for me every time I'm looking for a reliable information.

While the Council received mostly Outstanding and Very Satisfactory ratings, a few Unsatisfactory and Poor ratings were given. The Council relied on the comments from customers and arrived at the following analysis:

1. More users' comments and suggestions were based not only on the downloaded publications but also on the overall use of the eLibrary on its effectiveness and usefulness/relevance to their research needs.
2. Negative comments/suggestions were received on the manner on how they downloaded the publications which focused on the following:
   a. repetitive CSF (i.e., *annoying, disruptive, and inefficient feedback mechanism*) – this issue has been addressed by the enhanced version;
   b. incomplete downloads (*only abstracts of thesis/dissertations and terminal/technical reports can be downloaded due to copyright and IP issues*);
   c. outdated publications (*archives are included in the database*);
   d. website interface (downloading and registration problems [*speed depends on the file size and internet connectivity of the users*], inaccessible to mobile devices).

PCAARRD Summary of Service Quality Dimensions for 2022

Service Quality Dimensions	Walk-in/ Online Platform	Grants-in-Aid	Non-Degree Training	Facilities Improvement	Thesis/ Dissertation	Exhibits	Repair and Maintenance of PCAARRD Facilities	ICT Services	Audio-Visual Services	Seminar/ Workshop/ Forum/ Conference	Disbursement Services	Personnel-related Services	Score in All Services
No. of Responses	316	298	944	21	25	1,608	312	1,467	305	1,130	179	174	6,779
Responsiveness	4.94	4.76	4.83	4.95	4.72	4.84	4.88	4.84	4.95	4.73	4.84	4.98	4.85
Reliability (Quality)	4.93	4.74	4.78	4.81	4.76	4.80	4.87	4.85	5.00	4.73	4.85	4.99	4.84
Access and Facilities	4.91	4.69	4.71	4.81	4.60	4.80	4.88	NA	5.00	4.69	4.82	4.98	4.81
Communication	4.93	4.76	4.79	4.95	4.67	4.81	4.88	4.85	4.94	4.72	4.82	4.98	4.84
Integrity	4.94	4.80	4.84	5.00	4.86	4.84	4.88	4.85	4.94	4.75	4.85	4.98	4.88
Assurance	4.94	4.78	4.83	4.95	4.84	4.82	4.88	4.85	5.00	4.74	4.85	4.98	4.87
Outcome	4.94	4.77	4.79	4.81	4.76	4.83	4.85	NA	5.00	4.75	4.83	4.99	4.85
Overall Score	4.93	4.76	4.79	4.90	4.74	4.82	4.87	4.85	4.97	4.73	4.84	4.98	4.85

Notes:
1. CSF for Publications not included since a different set of criteria is still being used.
2. Did not include other criteria for Non-degree training and Seminars/Workshops/Forums/Conference.

From a total of 6,779 responses gathered for the Council's external and internal services, DOST-PCAARRD received a rating of 4.85 in terms of responsiveness, 4.84 for reliability (quality), 4.81 for access and facilities, 4.84 for communication, 4.88 for integrity, 4.87 for assurance, and 4.85 for outcome; hence, a **4.85** overall score for 2022.

(Please see attached sample forms used. Also, you may access the CSFMS via the DOST-PCAARRD website [http://www.pcaarrd.dost.gov.ph/home/portal/] Homepage>Other Systems>CSFMS Direct Link)

c. **Results of Agency Action Plan Reported in FY 2021 PBB**

Online Information Systems

In 2022, the Council changed the name of the online system to CSF Management System (CSFMS) after further review of its function. For institutionalization, the change was incorporated in the Council's documented Quality Management System (QMS) process on Customer Satisfaction Management i.e. QMSP-QMR-09-01 effective May 17, 2022. The CSFMS was continuously enhanced to accommodate the concerns raised regarding the efficient capture of CSF. During the year, a direct link for each service was created in response to the user's request for a more accessible CSFMS.

With regards to the enhancement of the SLIMS eLibrary, the structure of SLIMS database has been enhanced during the year but has not yet been fully implemented. Migration of data from the old database to the enhanced version is still ongoing. Due to the number of modules i.e. Administration & Security, Acquisitions, Holdings, Circulation, OPAC, and Patron, which require tedious content migration, the scheduled implementation was deferred.

Capacity-Building

In terms of capacity building, the Council conducted its first face-to-face training on Customer Satisfaction Management last October 14. A total of 42 DOST-PCAARRD staff participants – both with permanent and Institutional Contract of Service (ICOS) appointments – successfully completed the requirements of the said capability-building activity. The training enabled the participants to:

1) Understand the basic principles of customer satisfaction vis-à-vis the ISO 9001:2015 Standard;
2) Learn strategies and best practices for customer satisfaction in the public sector; and
3) Walkthrough of DOST-PCAARRD's Customer Satisfaction Management process and CSFMS.

The participants expressed their appreciation noting that the training was informative and very useful. Specifically, they cited the following as their takeaways:

- Customer satisfaction is very vital to any organization.
- We must always maintain a positive attitude.
- Communication is the key to better customer service.
- To address the customer's expectations, we must go the extra mile in providing customer service.
- Learn to listen: The only rule for being a good talker.

d. Continuous Agency Improvement Plan for FY 2023

The Council plans to fully implement the enhanced SLIMS in 2023, capturing the service quality dimensions as well as comments and suggestions from users.

Seeing the positive response of the participants to the conducted training on customer satisfaction, the Council plans to enhance its provision of capacity-building activities. In 2023, two types of customer satisfaction training will be conducted among DOST-PCAARRD staff. The Level 1 basic training on customer satisfaction management (CSM) will still be conducted among newly hires as well as those who were not able to participate during the previous training. In addition, Level 2 CSM training will be provided to staff who have already completed Level 1 basic training during the previous years.

In general, DOST-PCAARRD plans to improve its customer satisfaction management by developing strategies to address the issues and concerns of its customers by looking intently at the remarks/recommendations/suggestions indicated in the different tools used in capturing their feedback.

Prepared by:

LILIAN G. BONDOC   01/27/23
Chief Science Research Specialist   **Date**
Policy Coordination and Monitoring Division

Approved by:

REYNALDO V. EBORA   01/27/23
Executive Director   **Date**

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I have read this form and understand its content and voluntarily give my consent for the collection, use, and disclosure of my personal data in accordance with DOST-PCAARRD's Data Privacy Policy.

Date Accomplished: _____ Control No.: _____

Name of Customer: _____ Agency Affiliation: _____

Contact No. _____ Email Address: _____ Address: _____

Customer Type: (Please select all that apply)
- ☐ Government
- ☐ Private
- ☐ Researcher/Academe
- ☐ Student
- ☐ Farmer
- ☐ Policymaker
- ☐ Others (Pls. specify) _____

Age Bracket:
- ☐ 20 and below
- ☐ 31 to 40
- ☐ 51 to 60
- ☐ 21 to 30
- ☐ 41 to 50
- ☐ Above 60

Sex:
- ☐ Male
- ☐ Female

Training Title:

Training Duration: Training Venue/Platform Used (if applicable):

Name of staff/division who rendered service (if applicable):

How well did we serve you? Please check (O-Outstanding; VS-Very Satisfactory; S-Satisfactory; US-Unsatisfactory; P-Poor)

SERVICE QUALITY DIMENSION*	O (5)	VS (4)	S (3)	US (2)	P (1)
Responsiveness – the willingness to help, assist, and provide prompt service to citizens/clients and/or businesses					
Reliability (Quality) – the provision of what is needed and what was promised, in accordance with the policy and standards, with zero to a minimal error rate					
Access & Facilities – the convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology					
Communication – the act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to their feedback					
Integrity – the assurance that there is honesty, justice, fairness, and trust in each service while dealing with the citizens/clients and businesses					
Assurance – the capability of frontline staff/s to perform their duties, product and service knowledge, understanding citizen/client needs, helpfulness, and good work relationships					
Outcome – the rate in terms of achieving outcomes or realizing the intended benefits of government services.					
Other Criteria for Training:					
Program Content – provision of new information/ knowledge/skills, relevance to present work/ function					
Methods/Processes – effectiveness in attaining program objectives, suitability/appropriateness					
Adequacy of Training Materials					
Resource Person – knowledge of subject matter, clarity/effectiveness of presentation, ability to arouse and sustain interest					

Were the objectives of the training attained? ( ) Yes ( ) No
If NO, why?

Your most significant learnings/insights from this training?

Things that you appreciate the most about the training program:

Would you recommend that other staff/officials attend the same program? ( ) Yes ( ) No
If YES, who should attend?

I have read this form and understand its content and voluntarily give my consent for the collection, use, and disclosure of my personal data in accordance with DOST-PCAARRD's Data Privacy Policy.

I. SPEAKER	O (5)	VS (4)	S (3)	US (2)	P (1)
A. Achievement of Session Objectives					
B. Subject Matter					
• Level of Content					
• Appropriateness					
• Applicability					
• Level of coverage					
C. Speaker					
• Mastery of Subject Matter					
• Presentation Skills					
• Teacher-related Personality Traits					
• Acceptability as Resource Person					

Suggestions for Improvement:

Remark/s (especially for 'Unsatisfactory' and 'Poor' rating):

Please give us specific comments/suggestions on how we can further improve our services:

General comments:

Signature of Customer (optional):

*Memo Circular 2020-1 dated June 2, 2020 - Guidelines on the Grant of the PBB for FY 2020 under EO No. 80 s 2012 and EO 201. s 2016

THANK YOU VERY MUCH FOR YOUR FEEDBACK!

I have read this form and understand its content and voluntarily give my consent for the collection, use, and disclosure of my personal data in accordance with DOST-PCAARRD's Data Privacy Policy.

Date Accomplished:	Control No.
Name of Customer:	Agency Affiliation:
Contact No.	Email Address:

Address:

Customer Type: (Please select all that apply)
- ☐ Government
- ☐ Private
- ☐ Researcher/ Academe
- ☐ Policymaker
- ☐ Others (Pls. specify) _____
- ☐ Farmer

Age Bracket:
- ☐ 20 and below
- ☐ 21 to 30
- ☐ 31 to 40
- ☐ 41 to 50
- ☐ 51 to 60
- ☐ Above 60

Sex:
- ☐ Male
- ☐ Female

Type of Services:
- ☐ Inquiry on PCAARRD-GIA Program
- ☐ Submission of New Proposal
- ☐ Project Renewal
- ☐ Project Review
- ☐ Others (please specify) _____

Project Title (if applicable):

Project ID (if applicable):	Project Duration (if applicable):	Budget (if applicable):

Name of staff and division who rendered service (if applicable):

How well did we serve you? Please check (O-Outstanding; VS-Very Satisfactory; S-Satisfactory; US-Unsatisfactory; P-Poor)

SERVICE QUALITY DIMENSION*	O (5)	VS (4)	S (3)	US (2)	P (1)
Responsiveness – the willingness to help, assist, and provide prompt service to citizens/clients and/or businesses					
Reliability (Quality) – the provision of what is needed and what was promised, in accordance with the policy and standards, with zero to a minimal error rate					
Access & Facilities – the convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology					
Communication – the act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to their feedback					
Integrity – the assurance that there is honesty, justice, fairness, and trust in each service while dealing with the citizens/clients and businesses					
Assurance – the capability of frontline staff/s to perform their duties, product and service knowledge, understanding citizen/client needs, helpfulness, and good work relationships					
Outcome – the rate in terms of achieving outcomes or realizing the intended benefits of government services.					

Remark/s (especially for 'Unsatisfactory' and 'Poor' rating):

Please give us specific comments/suggestions on how we can further improve our services:

General comments:

Signature of Customer (optional):

*Memo Circular 2020-1 dated June 2, 2020 - Guidelines on the Grant of the PBB for FY 2020 under EO No. 80 s 2012 and EO 201. s 2016

THANK YOU VERY MUCH FOR YOUR FEEDBACK!