



LLFC

LBP LEASING AND FINANCE
CORPORATION

Harmonized CSM Report

2023 (1st Edition)



TABLE OF CONTENTS

I. Overview	3-4
II. Scope	4-7
III. Methodology	8
IV. Data and Interpretation	8-14
V. Results of the Agency Action Plan	15
Annex A. Survey Questionnaire Used	16



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:

1. 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")
 - b. 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 available.



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. Sex	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 Charter.

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 it 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%
2. I know what a CC is but I did NOT see this office's CC	28	5%
3. I learned of the CC only when I saw this Offices CC	-	-
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	SQO
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 - nausunod 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:

RIZA M. HERNANDEZ
LLFC CART Chairperson



Annex A. Survey Questionnaire/s Used

Control No: _____

(Online Version)

HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction 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: _____

Region of residence: _____ Service Availed: _____

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** 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
 2. Somewhat helped 4. N/A

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

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
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):

Remarks (optional):

THANK YOU!

Control No: _____

(Online Version)

HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction 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: 11/31/24 Sex: Male Female Age: 29

Region of residence: NCN Service Aailed: DISBURSEMENT

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 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
 2. Somewhat helped 4. N/A

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

						N/A Not Applicable
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):

Remarks (optional):

Control No: _____

(Online Version)

HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction 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: 12/15/23 Sex: Male Female Age: 43

Region of residence: Parig City Service Availed: Account Restructuring






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. 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
 - 2. Somewhat easy to see
 - 3. Difficult to see
 - 4. Not visible at all
 - 5. N/A

- 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
 - 3. Did not help
 - 4. N/A

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

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
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):

Remarks (optional):

Control No: ____

(Online Version)

HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction 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: 12/15/23 Sex: Male Female Age: 99

Region of residence: Paranaque (NCR) Service Availed: Approval of Credit Facility

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 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
2. Somewhat easy to see
3. Difficult to see
4. Not visible at all
5. N/A

- 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
3. Did not help
4. N/A

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

Table with 7 columns: Strongly Disagree, Disagree, Neither Agree nor Disagree, Agree, Strongly Agree, N/A Not Applicable. Rows include SQD0 through SQD8 with satisfaction statements and corresponding checkmarks.

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

Remarks (optional):

Control No: _____

(Online Version)

HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction 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: 12/21 Sex: Male Female Age: 45

Region of residence: TAGUIG CITY Service Aailed: RENEWAL UPGRADE OF INTERNET BAND WITH SERVICES

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 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
 2. Somewhat helped 4. N/A

Accet Pro - Admin

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

						N/A Not Applicable
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):

Remarks (optional):

Control No: _____

(Online Version)

HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction 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: 01-31-2024 Sex: Male Female Age: 32

Region of residence: N/A Service Availed: Disbursement

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 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
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

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
- 3. Did not help
- 4. N/A

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

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
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):

Remarks (optional):

Control No: _____

(Online Version)

HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your response on your recently concluded transaction will help this office provide a better service. Personal information 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: Dec-15-2023 Sex: Male Female Age: 45

Region of residence: NCR Service Availed: released collaterals as a result of full payment

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 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
 2. Somewhat helped 4. N/A

Released Coll. Full Pmt

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

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
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):

Remarks (optional):

Control No: _____

(Online Version)

HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction 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: DEC 15 Sex: Male Female Age: 40

Region of residence: MANILA Service Aailed: UNIT 2016 IZUMI NARR MB I VAN






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 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
 2. Somewhat helped 4. N/A

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

						N/A Not Applicable
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):

Remarks (optional):

Control No: _____

(Online Version)

HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared here 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: DEC 15 Sex: Male Female Age: 50

Region of residence: CASIBUKAN, ANURAH Service Aailed: BUGHT GENERATOR (LPG GASIFIER EQUIPMENT)

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 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
 2. Somewhat helped 4. N/A

Edgar

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

						N/A Not Applicable
<u>10</u>						
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):

Remarks (optional):

Control No: _____

(Online Version)

HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction 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: DEC 16 Sex: Male Female Age: 66

Region of residence: BULACAN Service Availed: one LOT LARGE FORMAT PRINTING MACHINES

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 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
 2. Somewhat helped 4. N/A

KOPA

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

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
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):

Remarks (optional):

Control No: _____

(Online Version)

HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction 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: Dec - 19 - 2023 Sex: Male Female Age: 41

Region of residence: Cebu Service Availed: released collaterals as a result of Full payment

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** 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
 2. Somewhat helped 4. N/A

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

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
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):

Remarks (optional):