



**PORO POINT MANAGEMENT CORPORATION**

**Client Satisfaction Measurement Report**

Consolidated

2023 (1<sup>st</sup> Edition)



## TABLE OF CONTENTS

I. Overview	2
II. Scope	3
III. Methodology	16
IV. Data and Interpretation	19
V. Results of the Agency Action Plan	25
VI. Continuous Agency Improvement Plan	25
Annex A. Survey Questionnaire Used	28
Annex B. List of Regional and Satellite Office (If Consolidated Report)	41
Annex C. CSM Results Per Office (If Consolidated Report)	41
Attachments	
Annexes D-M	



## I. Overview:

Poros Point Management Corporation (PPMC) is a government owned and controlled corporation and wholly-owned subsidiary of the Bases Conversion and Development Authority (BCDA). It was authorized to be created pursuant to Executive Order No. 132, dated October 3, 2002. It was registered with the Securities and Exchange Commission (SEC) as the operating and implementing arm of BCDA with the mandate to “*develop and manage the Poros Point Freeport Zone (PPFZ)*” into a self-sustaining and environmentally sound investment center in order “*to promote the economic and social development of Northern Luzon in particular, and the country in general,*” while ensuring “*the conservation and protection of the environmental and natural resources*” and “*promote a Culture of Organizational Excellence anchored on Strategic and Equitable partnerships and collaboration.*” It encourages and accepts both foreign and domestic investments through long-term leases or joint venture agreements. The PPMC monitors and regulates the locators inside the PPFZ to ensure that they are in accordance with the applicable laws, rules, and regulations. Furthermore, PPMC serves as an active partner of the government in national development by delivering public services, and creating revenue and employment which supports key government initiatives. The PPMC’s office is located at the Governor Joaquin L. Ortega Avenue, Poros Point Freeport Zone, San Fernando City, La Union.

To effectively and efficiently address the requirements and expectations of customers, and pursuant to the ARTA-GCG Joint Memorandum Circular (JMC) No. 1, Series of 2023, dated April 12, 2023, entitled “Supplemental Guidelines to 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,” PPMC conducted Client Satisfaction Measurement (CSM) survey to clients who have completed transactions with the Agency. Per 4.1, 4.4, and 5.1 of ARTA-GCG JMC No. 1, Series of 2023, pertinent portion of which states that, to wit:

*“4.1. All GOCCs shall conduct their respective CSS as required by the GCG approved Performance Scorecard. The CSS methodology shall be in accordance with the prescribed Guidelines of the ARTA M.C. No. 2022-05.*”



4.4. GOCCs shall submit their respective CSM report to the Authority not later than April 15 of each year.

5.1.3. All covered GOCCs shall submit their CSM Report duly approved and signed by the Head of the Committee on Anti-Red Tape (CART) to attest that the report is accurate and compliant with the applicable guidelines.”

Furthermore, as stated in the Anti-Red Tape Authority (ARTA) Memorandum Circular No. 2022-05 as amended by Memorandum Circular No. 2023-05, all government agencies and offices covered under Section 3 of R.A No. 11032 including Local Government Units (LGUs), Government-Owned or-Controlled Corporations (GOCCs), Local Water Districts, State Universities and Colleges (SUCs), and other Government Instrumentalities shall administer the Harmonized Client Satisfaction Measurement (CSM) survey to all clients with completed transactions. Hence, this report.

The following is the summary of the CSM Results:

	<b>Score</b>
<b>CC Awareness:</b>	<b>99.62%</b>
<b>CC Visibility:</b>	<b>72.89%</b>
<b>CC Helpfulness:</b>	<b>73.73%</b>
<b>Response Rate:</b>	<b>81.92%</b>
<b>Overall Score:</b>	<b>98.81%</b>

## **II. Scope:**

- a. Period Covered.** The survey covered the transactions from January to December 2023.
- b. Geographic and Office Coverage.** PPMC used the standard harmonized CSM survey form and administered it directly to all clients who availed of PPMC’s external services with completed transactions in the Fiscal year 2023, whether onsite or online. As such, clients were given the opportunity to accomplish the CSM for each service they availed



of. A total of **3,212** clients responded to the CSM Survey.

This survey covers the following Offices: Office of the President and CEO, Community Development, Office for Business Development, Office for Regulatory Services: Enterprise Regulations, Environmental Management and Health Services, Zone Security and Public Safety, Office for Airport Management, Office for HR and Administration, Office of the Legal Counsel, Office for Finance, Office for Infrastructure Management, Seaport Office (concurrent under Office for Airport Management).

- c. List of services surveyed, responses, and total number of transacting clients.** To ensure clarity and accurate answers, the CSM survey form was translated into English and Filipino using the prescribed questionnaire that is affixed to ARTA Memorandum Circular No. 2023-05. The survey form contained questions that solicited information about the clients' demographic background; external services availed from PPMC; three (3) questions related to Citizen's Charter; eight (8) questions about the Service Quality Dimensions (SQD): 1) Responsiveness; 2) Reliability; 3) Access and Facilities; 4) Communication; 5) Costs; 6) Integrity; 7) Assurance; and 8 ) Outcome; one (1) question related to the client's overall satisfaction with the service availed of (SQD0); and one (1) open-ended question, which provide clients an opportunity to share their suggestions on how the agency can improve its services.

Following PPMC's Citizens Charter 5<sup>th</sup> Edition, the table below shows the PPMC's external services covered in the CSM, the number of clients that completed the survey, and the total number of transactions during the year:

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
<b>Office of the President and CEO</b>		
Request for Information	7	13
<b>Community Development</b>		
Approval of Community Projects	15	15
<b>Office for Business Development</b>		
Application for Lease or Sublease of Areas and Approval of the Business Proposals and Projects	3	3
Granting of Request for Events at the Poro Point Baywalk Events Center and other areas inside the Poro Point Freeport Zone	30	32



Granting of Requests for Partnerships, Sponsorships and Advertisement	8	8
<b>Office for Regulatory Services</b>		
<b>Enterprise Regulations</b>		
Application for Certificate of Entitlement to Tax Incentives(CETI) using FIRMS	6	6
Renewal of Existing Certificate of Registration	6	6
Granting of New and Renewal of Existing Certificate of Accreditation or Permit to Operate	29	45
Issuance of Permit to Bring-In Local Articles	1545	1547
Issuance of Permit to Bring-In Imported Articles	7	7
Issuance of Permit to Bring-Out Local Articles	1	1
Issuance of Permit to Bring-Out Imported Articles	7	7
Issuance of Import Permit	28	28
Issuance of Gate Pass	648	648
Issuance of Certified True Copy of permit(s) issued at the Customs Clearance Area	1	1
Request for inspection of imported articles procedure	47	47
<b>Environmental Management &amp; Health Services</b>		
Coordination with hospitals and medical specialist to address stakeholders' / employees needs	28	30
Emergency Response to incidents within the Poro Point Freeport Zone	4	5
<b>Zone Security and Public Safety</b>		
Submission of Vessel Status Report to the PNP and Other Government Agencies	12	12
<b>Office for Airport Management</b>		
Approval of Request for Extension of Operating Hours	53	88
Approval of Request to Enter Vehicle at Airside	438	438
Provision of Crash Fire and Rescue at the Aerodrome	2	2
<b>Office for Human Resources and Administration</b>		
Registration in the Labor Center	32	100
<b>Office of the Legal Counsel</b>		
Submission of General Information Sheet (GIS) to Securities and Exchange Commission	0	1
Submission of Government Corporate Information Sheet (GCIS) to GCG	0	1
Submission of Freedom of Information Reports to the Presidential Communications Operations Office (PCOO)	0	1
<b>Office for Finance</b>		
Payment of Goods/Services rendered to Government Suppliers	10	173
Submission of Proposed Corporate Operating Budget to BCDA	1	1
Submission of Financial Reports to COA	11	11



Submission of Supplemental Budget to BCDA	9	9
Payment of Goods/Services rendered to suppliers	112	510
Payment of Services Rendered by Individual	7	18
<b>Office for Infrastructure Management</b>		
Issuance of Building Permit	4	4
Issuance of Occupancy Permit	1	1
Processing of Work Permit for Telecommunication Companies/Individuals	7	7
<b>Seaport Office (concurrent under Office for Airport Management and Office for Business Development)</b>		
Application for Berthing/Anchorage Permit (Vessel Entrance)	46	47
Application for Undocking Permit (Vessel Departure)	47	48
<b>External Services Total</b>	<b>3,212</b>	<b>3,921</b>

The following services had no clients in CY 2023:

1	Granting of Request for Information and Documents of PPMC Board Meetings
2	Application for PPFZ Registration and Grant of Incentives listed in the Strategic Investment Priority Plan (SIPP) using the Fiscal Incentives Registration and Monitoring System (FIRMS)
3	Generation and Issuance of PPFZ Certificate of Registration (COR) using the Fiscal Incentives Registration and Monitoring System (FIRMS)
4	Issuance of Export Clearance
5	Endorsement letter for application of Environmental Compliance Certificate (ECC) or Certificate of Non-coverage (CNC) to DENR-EMB Region I
6	Endorsement letter for application of Tree Cutting Permit to DENR – Region I
7	Assist DOLE Region I in ensuring the compliance of Locators with Occupational Safety and Health Standards
8	Conduct of Incident Investigation
9	Handling of Whistleblowing Reports
10	Handling Data Privacy Breach and Complaints
11	Granting Request for Access or Correction of Personal Information
12	Processing of Land Claims
13	Entry of Cargoes (Payment of Wharfage Dues)
14	Entrance of Tug and Towing Boat
15	Departure of Tug and Towing Boat



There were twenty (21) external services included in the PPMC's Citizen's Charter that were unable to implement the harmonized CSM. The following are the explanations and justifications for each service:

External Services	Explanations and Justifications
<b>Office of the President and CEO</b>	
1. Receipt and endorsement of incoming communications through the Document Tracking	The service is part of PPMC's performance of its function without any need for an application or request.
2. Scheduling of Meetings for the PPMC President and CEO	The service is part of PPMC's performance of its function without any need for an application or request.
<b>Corporate Planning</b>	
3. Preparation and Submission of GCG Requirements pursuant to GCG Memorandum Circular No. 2017-02 dated June 30, 2017	The service is part of PPMC's performance of its function without any need for an application or request.
4. Preparation and Submission of Business Plan	The service is part of PPMC's performance of its function without any need for an application or request.
5. Preparation and Submission of Quarterly Monitoring Reports to GCG	The service is part of PPMC's performance of its function without any need for an application or request.
6. Preparation and Submission of Performance-Based Bonus (PBB) Requirements	The service is part of PPMC's performance of its function without any need for an application or request.
7. Preparation of Annual/Accomplishment Report	The service is part of PPMC's performance of its function without any need for an application or request.
<b>Board Secretariat</b>	
8. Submission of Directors Attendance System (DAS) to Governance Commission for GOCCs	The DAS is an internet-based system of GCG whereby the Appointive Directors' attendance records during Board and Committee Meetings are encoded. This service does not emanate from client





	request but rather an inherent function of the Board Secretariat pursuant to GCG Memorandum Circular No. 2014-03.
9. Submission of Appointive Directors Data Form (ADDF) to Governance Commission for GOCCs	The Appointive Director Data Form (ADDF) is the online application form for candidates, nominees and incumbent Board Members submitted to and processed by the Governance Commission for GOCCs (GCG). This service does not emanate from client request but rather an inherent function of the Board Secretariat to provide assistance for the Appointive Directors of PPMC to comply with GCG's requirement.
10. Submission of Directors Performance Review (DPR) Forms for the Internet-Based Performance Evaluation for the Directors (IPED) of Governance Commission for GOCCs	This service does not emanate from client request but rather an inherent function of board secretariat pursuant to GCG Memorandum Circular no. 2014-03. The DPR is an internet-based evaluation system accomplished by the appointive directors.
<b>Office for Business Development</b>	
11. Provision of Marketing and Promotion Services to Prospective Locators, PPFZ Guests and Visitors	The service is part of PPMC's performance of its function without any need for an application or request. This service only involves answering inquiries from walk-in clients and inquiries received through telephone calls, providing briefing/presentation as well as providing assistance to site visits and ocular inspections of prospective locators which is only part of the pre-application activities of a prospective locator, thus, no completed transaction yet.
12. Granting of Requests for Data/Information and Reports	This service is already covered by the <b>Request for Information</b> under the External Services of the Office of the President and CEO.
13. Provision of Aftercare Services to Locators	The service is part of PPMC's performance of its function without any need for an application or



	request.
<b>Office for Regulatory Services</b>	
<b>Environmental Management &amp; Health Services</b>	
14. Submission of Annual Medical Report to Department of Labor and Employment Region I.	The service is part of PPMC's performance of its function without any need for an application or request.
<b>Zone Security and Public Safety</b>	
15. Provision of Emergency Response	The service provided does not emanate from client request but rather it is an inherent function and duties of the Zone Security and Public Safety Office to provide Emergency Response.
<b>Office for Airport Management</b>	
16. Issuance of Notice to Airmen (NOTAM)	The service provided is being issued by CAAP and not the PPMC Airport.
<b>Office of the Legal Counsel</b>	
17. Submission of Appointive Director's Data Form to GCG	This service is already covered by the <b>Submission of Appointive Directors Data Form (ADDF) to Governance Commission for GOCCs</b> under the External Services of the Board Secretariat.
<b>Office for Finance</b>	
18. Remittance of Dividends to the Department of Finance (DOF)	This report is a mandatory report of finance and not per request.
19. Submission of Financial Reports to BCDA	This report is a mandatory report of finance and not per request.
20. Submission of Financial Reports and Other Related Reports to GCG	This report is a mandatory report of finance and not per request.
21. Payment of Salaries to Laborers	Payment of services is automatically included in the contract and not per request.



#### **d. Sampling**

##### **i. Applied confidence level and margin of error**

PPMC utilized the sample size calculator provided by the ARTA to determine the minimum number of respondents per service. To assure result reliability, a **95%** confidence interval was used, along with a **5%** margin of error.

Service No.	Service Name	Internal or External Service?	Number of transactions annually	Confidence Interval	Margin of Error	Minimum number of respondents	Actual number of respondents
1	Request for Information	External	13	95%	5%	13	7
2	Approval of Community Projects	External	15	95%	5%	14	15
3	Application for Lease or Sublease of Areas and Approval of the Business Proposals and Projects	External	3	95%	5%	3	3
4	Granting of Request for Events at the Poro Point Baywalk Events Center and other areas inside the Poro Point Freeport Zone	External	32	95%	5%	30	30
5	Granting of Requests for Partnerships, Sponsorships and Advertisement	External	8	95%	5%	8	8
6	Application for Certificate of Entitlement to Tax Incentives(CETI) using FIRMS	External	6	95%	5%	6	6
7	Renewal of Existing Certificate of Registration	External	6	95%	5%	6	6
8	Granting of New and Renewal of Existing Certificate of Accreditation or Permit to Operate	External	45	95%	5%	40	29
9	Issuance of Permit to Bring-In Local Articles	External	1,547	95%	5%	308	1545
10	Issuance of Permit to Bring-In Imported Articles	External	7	95%	5%	7	7



11	Issuance of Permit to Bring-Out Local Articles	External	1	95%	5%	<b>1</b>	<b>1</b>
12	Issuance of Permit to Bring-Out Imported Articles	External	7	95%	5%	<b>7</b>	<b>7</b>
13	Issuance of Import Permit	External	28	95%	5%	<b>26</b>	<b>28</b>
14	Issuance of Gate Pass	External	648	95%	5%	<b>241</b>	<b>648</b>
15	Issuance of Certified True Copy of permit(s) issued at the Customs Clearance Area	External	1	95%	5%	<b>1</b>	<b>1</b>
16	Request for inspection of imported articles procedure	External	47	95%	5%	<b>42</b>	<b>47</b>
17	Coordination with hospitals and medical specialist to address stakeholders' / employees needs	External	30	95%	5%	<b>28</b>	<b>28</b>
18	Emergency Response to incidents within the Poro Point Freeport Zone	External	5	95%	5%	<b>5</b>	<b>4</b>
19	Submission of Vessel Status Report to the PNP and Other Government Agencies	External	12	95%	5%	<b>12</b>	<b>12</b>
20	Approval of Request for Extension of Operating Hours	External	88	95%	5%	<b>72</b>	<b>53</b>
21	Approval of Request to Enter Vehicle at Airside	External	438	95%	5%	<b>205</b>	<b>438</b>



22	Provision of Crash Fire and Rescue at the Aerodrome	External	2	95%	5%	2	2
23	Registration in the Labor Center	External	100	95%	5%	80	32
24	Submission of General Information Sheet (GIS) to Securities and Exchange Commission	External	1	95%	5%	1	0
25	Submission of Government Corporate Information Sheet (GCIS) to GCG	External	1	95%	5%	1	0
26	Submission of Freedom of Information Reports to the Presidential Communications Operations Office (PCOO)	External	1	95%	5%	1	0
27	Payment of Goods/Services rendered to Government Suppliers	External	173	95%	5%	119	10
28	Submission of Proposed Corporate Operating Budget to BCDA	External	1	95%	5%	1	1
29	Submission of Financial Reports to COA	External	11	95%	5%	11	11
30	Submission of Supplemental Budget to BCDA	External	9	95%	5%	9	9
31	Payment of Goods/Services rendered to suppliers	External	510	95%	5%	219	112
32	Payment of Services Rendered by Individual	External	18	95%	5%	17	7



33	Issuance of Building Permit	External	4	95%	5%	<b>4</b>	<b>4</b>
34	Issuance of Occupancy Permit	External	1	95%	5%	<b>1</b>	<b>1</b>
35	Processing of Work Permit for Telecommunication Companies/Individuals	External	7	95%	5%	7	7
36	Application for Berthing/Anchorage Permit (Vessel Entrance)	External	47	95%	5%	<b>42</b>	<b>46</b>
37	Application for Undocking Permit (Vessel Departure)	External	48	95%	5%	<b>43</b>	<b>47</b>

**ii. Discussion of response rates**

In aggregate, **3,212** were able to answer the survey, among a population of **3,921**. This resulted to an **81.92%** response rate for CY 2023.

The high response rate is a result of PPMC’s unwavering effort to back track and reach out clients with completed transactions, as well as the continued implementation of harmonized CSM; and the participation of PPMC’s clients to answer the CSM Survey.

External services that fell short of the minimum number required prescribed by the ARTA’s sample size calculator are listed below with the corresponding proof and justification that efforts were made to reach out to the clients.

<b>External Services</b>	<b>Proof and Justification</b>
Request for Information	CSM forms were sent via email. Clients did not respond, hereto marked and attached as Annex “D.”
Granting of New and Renewal of Existing	CSM forms were sent via email. Clients did



Certificate of Accreditation or Permit to Operate	not respond, hereto marked and attached as Annex "E."
Emergency Response to incidents within the Poro Point Freeport Zone	The patient is a seasonal worker at the seaport. Hence, the patient cannot be located during the back tracking.
Approval of Request for Extension of Operating Hours	CSM forms were sent via email. Clients did not respond, hereto marked and attached as Annex "F."
Registration in the Labor Center	CSM forms were sent via email. Clients did not respond, hereto marked and attached as Annex "G."
Submission of General Information Sheet (GIS) to Securities and Exchange Commission	CSM forms were sent via email. Clients did not respond, hereto marked and attached as Annex "H."
Submission of Government Corporate Information Sheet (GCIS) to GCG	CSM forms were sent via email. Clients did not respond, hereto marked and attached as Annex "I."
Submission of Freedom of Information Reports to the Presidential Communications Operations Office (PCOO)	CSM forms were sent via email. Clients did not respond, hereto marked and attached as Annex "J."
Payment of Goods/Services rendered to Government Suppliers	CSM forms were sent via email. Clients did not respond or opted not to answer, hereto marked and attached as Annex "K."
Payment of Goods/Services rendered to suppliers	CSM forms were sent via email. Clients did not respond, hereto marked and attached as Annex "L." Moreover, business already closed during back tracking. Lastly, no email





	address and no contact number found or unreachable.
Payment of Services rendered by Individual	CSM forms were sent via email. Clients did not respond, hereto marked and attached as Annex “M”

### III. Methodology:

- a. Mode of Survey Implementation.** The survey form was strategically distributed across all offices of PPMC to ensure complete coverage. PPMC utilized both paper and electronic surveys, depending on the clients' availability and accessibility.

The CSM form was exclusively administered to all clients who successfully completed their transactions. Clients have the autonomy to decide whether or not to respond to the said form. The survey form was designed to collect quantitative data and was based on the ARTA-prescribed template pursuant to M.C. No. 2022-05 as amended by the M.C No. 2023-05. The CSM questions prescribed by the Authority were not altered or modified by PPMC; hence, ensuring that it captured the Service Quality Dimensions (SQDs) and the Citizen’s Charter awareness.

**b. Feedback and Collection Mechanism:**

On-site conduct of CSM

For physical clients, surveys were handed out and collected by PPMC personnel immediately at the end of every completed transaction. During the survey, verbatim responses to clients' suggestions or compliments were collected as well.

Remote Conduct of CSM

For online clients, emails containing the CSM Google form link or scanned CSM Form were sent to clients after the transactions had been completed.



For past completed transactions within the year without administering the CSM, PPMC used all means and effort to back track and reach out clients through proper and official channels, such as via email, phone call, and even visited their offices/company in order to conduct CSM and document the process accordingly.

The CSM survey form was divided into three main parts:

*Part I* of the questionnaire deals with the demographic profile of the clients: client type, sex, age, region of residence, date, and service availed.

*Part II* covers the Citizen's Charter questions: Awareness, Visibility, and Helpfulness in availing the services.

*Part III* of the questionnaire requires respondents to rate PPMC's Service Quality Dimensions (SQDs): Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, and Strongly Disagree.

All surveys collected were entered into the 2023 CSM External Services Database, as an initiative of PPMC in ensuring accuracy and managing CSM data efficiently. The data collected from the clients were treated with the utmost confidentiality. The CSM database can only be accessed by authorized personnel from the Technical Working Group (TWG)/CSM representatives of each office. Moreover, PPMC monitored, reviewed, and validated the data entered into the database to ensure accuracy.

The TWG is composed to assist the Committee on Anti-Red Tape (CART) for the conduct and preparation of CSM Results. Hence, the TWG performed the data analysis in this report. The generated report was an important part of PPMC's ongoing efforts to monitor its performance in delivering its external services. Further, this serves as a tool for evaluating the efficacy of PPMC's practices and identifying opportunities for improvement.

### **c. Scoring System**

- i. Table of the scale and its equivalent.** PPMC used the 5-point Likert Scale to measure the score of eight (8) SQDs. In order to avoid any



confusion over the rating, PPMC adheres to the ARTA template, which features smileys/emoticons that correlate to the scale for easier visualization. The percentage of respondents that rated “Agree” and “Strongly Agree” were used to compute the Overall Score, as well as to get each SQDs. A question that was answered with two (2) or more check marks were considered invalid.

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

The overall score for the eight (8) SQDs were computed based on the following formula:

$$\text{Overall Score} = \frac{\text{Number of 'Strongly Agree' answers} + \text{Number of 'Agree' answers}}{\text{Total number of Respondents} - \text{Number of 'N/A' answers}}$$

#### d. How numerical results will be interpreted

The interpretation of the results are 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



#### IV. Data and Interpretation

##### A. Client Demographic

D1. Age and D2. Sex	External	Overall
1. 19 or lower	16	0.50%
2. 20-34	1191	37.08%
3. 35-49	1129	35.15%
4. 50-64	354	11.02%
5. 65 or higher	10	0.31%
6. Did not specify	512	15.94%
1. Male	2792	86.92%
2. Female	385	11.99%
3. Did not specify	35	1.09%

The results revealed that majority (86.92%) of respondents were identified as Male. In terms of age category, it is evident that the majority (37.08%) of respondents falls within 20-34 age group, showing a significant proportion of young adults; only 0.31% of the respondents were 65 or higher age and 0.50% were 19 or lower age, indicating a smaller proportion of the senior and younger clientele. Notably, 15.94% of respondents chose not to disclose their age, while 1.09% chose not to disclose their sex.

D3. Region	External	Overall
1. I	2,809	87.45%
2. II	4	0.12%
3. III	34	1.06%
4. IV-A	8	0.25%
5. MIMAROPA	0	0.00%
6. V	0	0.00%
7. VI	0	0.00%
8. VII	4	0.12%
9. VIII	0	0.00%
10. IX	1	0.03%
11. X	0	0.00%
12. XII	0	0.00%
13. XIII	0	0.00%
14. NCR	82	2.55%
15. CAR	11	0.34%
16. BARMM	0	0.00%
17. Did not specify	259	8.06%



*In terms of residence, the results indicate that the majority (87.45%) of respondents reside within Region I, while 2.55% reside in NCR, 1.06% Region III, 0.34% CAR, 0.25% Region IV-A, and both 0.12% reside in Region II and VII; only 0.03% reside in Region IX. Further, it is also evident that none (0%) of the respondents reside in the following region: MIMAROPA, Region V, VI, VIII, X, XII, XIII, BARMM. Notably, about 8.06% of respondents did not specify their residence.*

<b>Customer Type</b>	<b>External</b>	<b>Overall</b>
D4. Citizen	558	17.37%
D4. Business	2218	69.05%
D4. Government	329	10.24%
D4. Did not specify	107	3.33%

*Since PPMC's major clients are locators inside the zone, business enterprises doing business inside the zone, port, airport, and seaport users, it is evident that the majority (69.05%) of respondents are business enterprises. It can be seen that 17.37% of the respondents were citizens, while 10.24% of respondents were government. Notably, a small percentage of 3.33% of respondents did not specify their customer type.*

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

<b>Citizen's Charter Awareness</b>	<b>Responses</b>	<b>Percentage</b>
<b>CC1. Which of the following describes your awareness of the CC?</b>		
1-I know what a CC is and I saw this office's cc	2303	72.47%
2-I Know what a CC is but did not see this office's CC	110	3.46%
3-I learned of the CC only when i saw this Office's CC	753	23.69%
4-I do not know what a CC is and I did not see one in this office	12	0.38%
<i>Note: Not Specify is excluded</i>		
<b>CC2. If aware of CC, would you say that the CC of this office was?</b>		
1-Easy to see	2285	72.89%
2-Somewhat easy to see	694	22.14%
3-Difficult to see	154	4.91%
4-Not visible at all	2	0.06%
<i>Note: Not Applicable/Not Specify is excluded</i>		
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1-Helped very much	2307	73.73%
2-somewhat helped	820	26.21%



3-did not help	2	0.06%
<i>Note: Not Applicable/Not Specify is excluded</i>		

*CC1. The majority (72.47%) of respondents were aware of the Citizen’s Charter (CC) and saw the CC within the Office where the transactions took place. Conversely, 23.69% of respondents gained awareness of CC only when they saw it in the PPMC’s office. This suggests that the CC’s presence in the transactional setting is beneficial for clients to become acquainted with and knowledgeable about CC. Despite being aware of CC, a small number of respondents (3.46%) were not able to recognize/notice its presence in the office. Hence, the right placement of CC in the transactional office is crucial for every agency. Findings showed that only 12 or 0.38% of the respondents do not know about CC and not able to see one in the office during transactions. Consequently, PPMC will strive to improve and develop a strategy to increase clients’ awareness of the Citizen’s Charter.*

*CC2. For the visibility of the Citizen’s Charter, the majority (72.89%) of respondents said that the PPMC’s CC was “easy to see,” indicating that the CC was strategically well-placed in the office. Notably, 22.14% of the respondents said it was “somewhat easy to see.” Only 4.91% of respondents expressed that CC was difficult to see and 2 or 0.06% claimed that the CC is not visible at all. This suggests that CC's visibility needs to be enhanced even further.*

*CC3. It is evident that the majority (73.73%) of respondents expressed PPMC’s CC helped very much in their transaction, demonstrating a positive impact to the clients and perception of its effectiveness. Conversely, 26.21% of the respondents found it somewhat helpful. Meanwhile, only 2 or 0.06% of respondents indicate that CC did not help them in their transaction. This clearly shows that the respondents have diverse perspectives on the impact of CC. Hence, it is vital for the agency to identify the diversity in customer experience.*

The data below shows the result of overall satisfaction with the service availed of:

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
<b>SQD0</b>	2,553	594	33	1	4	7	3,192	<b>98.81%</b>

*Note: Not Specify/ Invalid answer is excluded*

*In question SQD0, clients were asked, ‘I am satisfied with the service that I availed.’ The overall satisfaction rating score of PPMC received is **98.81%**, which is equivalent to*



*'Outstanding,' higher than the 90% target rating within the Performance Scorecard for the CSS rating. It is evident that PPMC's performance met and exceeded the clients' expectations for the year 2023. Further, the data shows positive feedback from the clients which can lead to customer retention. A high level of satisfaction indicates that the agency provides outstanding service. Consistently delivering exceptional value, resulted to positive customer experience.*

The data below shows the breakdown of the overall rating of each service quality dimension:

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
SQD1- Responsiveness	2,545	609	36	2	5	11	3208	98.65%
SQD2- Reliability	2,570	590	35	1	0	10	3206	98.87%
SQD3- Access and Facilities	2,553	592	36	1	0	25	3207	98.84%
SQD4- Communication	2,532	601	40	0	1	30	3204	98.71%
SQD5- Costs	2,340	138	36	0	0	691	3205	98.57%
SQD6- Integrity	2,575	586	34	1	0	12	3208	98.90%
SQD7- Assurance	2,584	580	34	0	2	7	3207	98.88%
SQD8- Outcome	2,562	589	34	0	2	14	3201	98.87%
<b>Overall</b>	<b>20,261</b>	<b>4,285</b>	<b>285</b>	<b>5</b>	<b>10</b>	<b>800</b>	<b>25,646</b>	<b>98.79%</b>

*Note: Not Specify/ Invalid answer is excluded*

*The highest rated Service Quality Dimensions (SQDs) is the SQD6- Integrity, with a rating of 98.90%, which is equivalent to 'Outstanding' and corresponds to the statement of "I feel the office was fair to everyone, or "walang palakasan," during my transaction." It is evident that 98.90% of respondents were treated with fairness by PPMC and perceived as trustworthy and a transparent agency. SQD5- Costs received the lowest rating (98.57%) among the service quality dimensions, corresponding to the statement of "I paid a reasonable amount of fees for my transaction," reflecting clients' feedback/perceptions of service fees.*



### C. Overall score per service

The data below shows the Overall rating of each service surveyed:

EXTERNAL SERVICES	Overall Rating
Request for Information	84.44%
Approval of Community Projects	100.00%
Application for Lease or Sublease of Areas and Approval of the Business Proposals and Projects	100.00%
Granting of Request for Events at the Poro Point Baywalk Events Center and other areas inside the Poro Point Freeport Zone	96.94%
Granting of Requests for Partnerships, Sponsorships and Advertisement	100.00%
Application for Certificate of Entitlement to Tax Incentives (CETI) using FIRMS	83.33%
Renewal of Existing Certificate of Registration	100.00%
Granting of New and Renewal of Existing Certificate of Accreditation or Permit to Operate	99.13%
Issuance of Permit to Bring-In Local Articles	98.19%
Issuance of Permit to Bring-In Imported Articles	71.43%
Issuance of Permit to Bring-Out Local Articles	100.00%
Issuance of Permit to Bring-Out Imported Articles	100.00%
Issuance of Import Permit	100.00%
Issuance of Gate Pass	99.69%
Issuance of Certified True Copy of permit(s) issued at the Customs Clearance Area	100.00%
Request for inspection of imported articles procedure	100.00%
Coordination with hospitals and medical specialist to address stakeholders' / employees needs	99.47%
Emergency Response to incidents within the Poro Point Freeport Zone	100.00%
Submission of Vessel Status Report to the PNP and Other Government Agencies	100.00%
Approval of Request for Extension of Operating Hours	100.00%
Approval of Request to Enter Vehicle at Airside	100.00%
Provision of Crash Fire and Rescue at the Aerodrome	100.00%
Registration in the Labor Center	95.07%
Submission of General Information Sheet (GIS) to Securities and Exchange Commission	0%
Submission of Government Corporate Information Sheet (GCIS) to GCG	0%
Submission of Freedom of Information Reports to the Presidential Communications Operations Office (PCOO)	0%
Payment of Goods/Services rendered to Government Suppliers	100.00%
Submission of Proposed Corporate Operating Budget to BCDA	100.00%
Submission of Financial Reports to COA	100.00%





Submission of Supplemental Budget to BCDA	100.00%
Payment of Goods/Services rendered to suppliers	100.00%
Payment of Services Rendered by Individual	93.48%
Issuance of Building Permit	96.88%
Issuance of Occupancy Permit	100.00%
Processing of Work Permit for Telecommunication Companies/Individuals	92.86%
Application for Berthing/Anchorage Permit (Vessel Entrance)	100.00%
Application for Undocking Permit (Vessel Departure)	100.00%
<b>EXTERNAL SERVICES OVERALL TOTAL</b>	<b>98.79%</b>

*Note: Not Specify/ Invalid answer is excluded*

Based on the overall rating per service, majority of the respondents experienced “*Outstanding*” external services with their transactions with PPMC. External services such as: Payment of Services Rendered by Individual (93.48%) and the Processing of Work Permit for Telecommunication Companies/Individuals (92.86%) obtained a rating of “*Very Satisfactory*,” Request for Information (84.44%) and Application for Certificate of Entitlement to Tax Incentives (CETI) using FIRMs (83.33%) earned a “*Satisfactory*” rating. Only the Issuance of Permit to Bring-In Imported Articles (71.43%) received “*Fair*” rating. Notably, no services garnered a “*Poor*” rating.

Furthermore, Submission of General Information Sheet (GIS) to Securities and Exchange, Submission of Government Corporate Information Sheet (GCIS) to GCG, and Submission of Freedom of Information Reports to the Presidential Communication Operations Office (PCOO) did not receive any response from the external clients.

#### **D. Free responses**

The table below presents the summary of the respondents’ comments or suggestions on how PPMC can further improve its services.

<b>Comments or Suggestions</b>	<b>Frequency</b>
<p><b><u>Excellence in the delivery of PPMC services</u></b>  <i>ok naman po ang serbisyo</i>  <i>very good</i>  <i>Very good service</i>  <i>ipagpatuloy ang maganda at maayos na serbisyo.</i>  <i>Ipagpatuloy lang ang magandang pamumuno.</i>  <i>Everything went smoothly. No suggestions</i></p>	<b>6</b>



<i>needed. Job well done.</i>	
<p><b><u>Efficiency and warmth of the PPMC staff and personnel</u></b></p> <p><i>The services needed to conduct our activity was being served with pleasure. Congratulations to your prompt services and courteous staff especially Sir Manuel Ortega.</i></p> <p><i>Personnel are accommodating, friendly.</i></p>	<b>2</b>
<p><b><u>Performance of PPMC meets and exceeds their needs and expectations</u></b></p> <p><i>Accommodate transactions even after 5PM. Keep up the good work.</i></p> <p><i>Mabilis ang kanilang pagasikaso sa akin.</i></p> <p><i>i had a very swift transaction with them job well done</i></p>	<b>3</b>
<p><b><u>For further improvement of facilities</u></b></p> <p><i>Maintain the facilities for long-term use.</i></p>	<b>1</b>
<p><b><u>For further improvement of services through digitalization</u></b></p> <p><i>Post schedule of activities so that our agency can participate.</i></p> <p><i>One Stop Portal of Service</i></p> <p><i>Digitalization</i></p>	<b>3</b>

**V. Results of the Agency Action Plan reported for FY 2022:**

*(NOT APPLICABLE)*

**VI. Continuous Agency Improvement Plan for FY 2024:**

PPMC has set the following improvement plan for the following year as part of its ongoing efforts to align with the mandates of Republic Act No. 11032, also known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018:



<b>ACTION STEPS</b>	<b>RESPONSIBLE UNIT/PERSON</b>	<b>TIMELINE</b>
1. PPMC will continue to provide speedy, accurate, and excellent service to all clients, internal and external.	All Offices	Continuing  (January to December 2024)
2. PPMC will improve its Citizen's Charter to satisfy and meet customer's needs and expectations.	All Concerned Offices	March 2024
3. PPMC will continue to display the Citizen's Charter not only in frontline areas, but also in all offices.	All Offices	Continuing  (January to December 2024)
4. PPMC will provide extensive training sessions for its people such as cascading of Citizen's Charter, reorientation of CSM guidelines, and other trainings related to ARTA and GCG mandates in order to equip its employees with comprehensive knowledge on the	Office for HR and Administration	3 <sup>rd</sup> to 4 <sup>th</sup> Quarter of 2024




provisions of the ARTA and GCG, as well as to consistently deliver effective and high-quality public service.		
5. PPMC will continue to ensure that the CSM is administered after each completed transaction.	All Offices	Continuing  (January to December 2024)
6. PPMC will streamline and improve the digitalization of operations.	All concerned Offices	Attainment of the Information Systems- Strategic Plan (ISSP) 2024 Deliverables  (End of December 2024)
7. PPMC will use the CSM results to enhance customer satisfaction, particularly in areas where services received lower scores.	All concerned Offices	Continuing  (January to December 2024)



## ANNEX A. Survey Questionnaire/s Used

(English Version)

Control No: \_\_\_\_\_


**Poro Point Management Corporation**

**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 0-8, please put a 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
<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 service was free, mark the 'N/A' column)						
<b>SQD6.</b> I feel the office was fair to everyone, or "walang pabalasan", during my transaction.						
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
<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):  
 \_\_\_\_\_  
 \_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**





## Client Satisfaction Measurement (English)

This Client Satisfaction Measurement (CSM) tracks the customer experience of government office. 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.

\* Indicates required question.

### 1. Control Number

\_\_\_\_\_

### 2. Office

*Mark only one oval.*

- Office of the President and CEO
- Office of the Legal Counsel
- Office of the Internal Auditor
- Office for Business Development
- Office for Finance
- Office for Regulatory Services
- Office for Airport Management
- Office for Infrastructure Management
- Office for HR and Administration

### 3. Client Type \*

*Mark only one oval.*

- Citizen
- Business
- Government (Employee or another agency)



4. Date \*

\_\_\_\_\_

*Example: January 7, 2019*

5. Sex \*

*Mark only one oval.*

Male

Female

6. Age \*

\_\_\_\_\_

7. Region of residence \*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

8. Service Aailed \*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**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.**





9. **CC1** - Which of the following best describes your awareness of a CC?

*Check all that apply.*

- 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)

10. **CC2** - If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?

*Check all that apply.*

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

11. **CC3** - If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

*Check all that apply.*

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a **check mark (✓)** on the column that best corresponds to your answer.



	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable
SQD0. I am satisfied with the service that I availed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SQD1. I spent a reasonable amount of time for my transaction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SQD2. The office followed the transaction's requirements and steps based on the information provided.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SQD4. I easily found information about my transaction from the office or its website.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SQD5. I paid a reasonable amount of fees for my transaction. (If service was free, mark the 'N/A' column)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.

SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.

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):

Your answer

Email address (optional)

Your answer

Submit

Clear form



## Client Satisfaction Measurement (Tagalog)

Ang Client Satisfaction Measurement (CSM) ay naglalayong masubaybayan ang karanasan ng taumbayan hinggil sa kanilang pakikitransaksyon sa mga tanggapan ng gobyerno. Makatutulong ang inyong kasagutan ukol sa inyong naging karanasan sa kakatapos lamang na transaksyon, upang mas mapabuti at lalong mapahusay ang aming serbisyo publiko. Ang personal na impormasyon na iyong ibabahagi ay mananatiling kumpidensyal. Maari ring piliin na hindi sagutan ang serbey na ito.

\* Indicates required question.

1. Control Number \*

\_\_\_\_\_

2. Uri ng Kliyente \*

*Mark only one oval.*

- Mamamayan  
 Negosyo  
 Gobyerno (Empleyado o Ahensya)

3. Petsa \*

\_\_\_\_\_

*Example: January 7, 2019*

4. Kasarian \*

*Mark only one oval.*

- Lalaki  
 Babae

5. Edad \*



6. Rehiyon: \*

---

---

---

---

---

7. Uri ng transaksyon o serbisyo \*

---

---

---

---

---

PANUTO: **Lagyan ng tsek (✓)** ang iyong sagot sa mga sumusunod na katanungan tungkol sa Citizen's Charter (CC). Ito ay isang opisyal na dokumento na naglalaman ng mga serbisyo sa isang ahensya/opisina ng gobyerno, makikita rito ang mga kinakailangan na dokumento, kaukulang bayarin, at pangkabuuang oras ng pagproseso.

8. **CC1** - Alin sa mga sumusunod ang naglalarawan sa iyong kaalaman sa CC?

*Check all that apply.*

- 1. Alam ko ang CC at nakita ko ito sa napuntahang opisina
- 2. Alam ko ang CC pero hindi ko ito nakita sa napuntahang opisina
- 3. Nalaman ko ang CC nang makita ko ito sa napuntahang opisina
- 4. Hindi ko alam kung ano ang CC at wala akong nakita sa napuntahang opisina (Lagyan ng tsek ang 'N/A' sa CC2 at CC3 kapag ito ang iyong sagot)



9. **CC2** - Kung alam ang CC (Nag-tsek sa opsyon 1-3 sa CC1), masasabi mo ba na ang CC nang napuntahang opisina ay...

*Check all that apply.*

- 1. Madaling makita
- 2. Medyo madaling makita
- 3. Mahirap makita
- 4. Hindi makita
- 5. N/A

10. **CC3** - Kung alam ang CC (nag-tsek sa opsyon 1-3 sa CC1), gaano nakatulong ang CC sa transaksyon mo?

*Check all that apply.*

- 1. Sobrang nakatulong
- 2. Nakatulong naman
- 3. Hindi nakatulong
- 4. N/A

**INSTRUCTIONS:**

Para sa SQD 0-8, lagyan ng **tsek (✓)** ang hanay na pinakaangkop sa iyong sagot.



11. \*

*Check all that apply.*

	Lubos na hindi sumasang ayon	Hindi sumasang ayon	Walang kinikilingan	Sumasang ayon	Labis na sumasang ayon	Not Applicable
<b>SQD0.</b> Nasiyahan ako sa serbisyo na aking natanggap sa napuntahan na tanggapan.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>SQD1.</b> Makatwiran ang oras na aking ginugol para sa pagproseso ng aking transaksyon.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>SQD2.</b> Ang opisina ay sumusunod sa mga kinakailangang dokumento at mga hakbang batay sa impormasyong ibinigay.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>SQD3.</b> Ang mga hakbang sa pagproseso, kasama na ang pagbayad ay madali at simple lamang.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>SQD4.</b> Mabilis at madali akong nakahanap ng impormasyon tungkol sa aking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



SQD5.

Nagbayad ako ng makatwirang halaga para sa aking transaksyon. (Kung ang sebisyo ay ibinigay ng libre, maglagay ng tsek sa hanay ng N/A.)

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

SQD6.

Pakiramdam ko ay patas ang opisina sa lahat, o "walang palakasan", sa aking transaksyon.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

SQD7.

Magalang akong trinato ng mga tauhan, at (kung sakali ako ay humingi ng tulong) alam ko na sila ay handang tumulong sa akin.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

SQD8. Nakuha ko ang kinakailangan ko mula sa tanggapan ng gobyerno, kung tinanggihan man, ito ay sapat na ipinaliwanag sa akin

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------





Mga suhestiyon kung paano pa mapapabuti pa ang aming mga serbisyo (opsyonal):

Your answer \_\_\_\_\_

Email address ( opsyonal )

Your answer \_\_\_\_\_

**Submit** [Clear form](#)



**ANNEX B. List of Regional and Satellite Offices (if consolidated report)**

*-NOT APPLICABLE*

**ANNEX C. CSM results Per Office (if consolidated report)**

*-NOT APPLICABLE*