

TOURISM PROMOTIONS BOARD

2023 Client Satisfaction Measurement Report



Prepared in cooperation with:

Premier Value Provider, Inc.

<https://www.pvpi.co>

TABLE OF CONTENTS

Table of Contents.....	1
Overview	2
Background	2
Summary of Results	3
Scope.....	5
Methodology	6
Survey Instrument.....	7
Scoring Interpretation.....	7
Data & Interpretation	9
Profile of Respondents.....	9
Citizen's Charter (CC) Results.....	11
Service Quality Dimensions (SQDs) Results	13
Overall	13
Breakdown of Scores by Age Group.....	16
Breakdown of Scores by Sex	17
Analysis of Key Drivers	18
Results of the Agency Action Plan	20
Continuous Agency Improvement Plan	21
Annex A. Survey Instrument Used.....	22

OVERVIEW

BACKGROUND

The Tourism Promotions Board (TPB), an attached agency of the Department of Tourism, is mandated to market and promote the Philippines as a major global tourism destination. TPB envisions to be the leading organization in marketing the Philippines as the preferred destination for sustainable, uniquely diverse and experiential travel.

In TPB's commitment of improving its services to customers and comply with its performance agreement with the Governance Commission for Government-Owned and Controlled Corporations (GCG), the agency has been commissioning the services of a research company every year since 2015 to conduct a transparent and objective Customer Satisfaction Survey. The survey is designed to assess the TPB customers' overall satisfaction and perception on the services rendered to them by the agency during the implementation of its international and domestic projects/events.

However, in 2023, the GCG and the Anti-Red Tape Authority (ARTA) released the Joint Memorandum Circular No. 1, which aims to harmonize the conduct of the GCG-prescribed Customer Satisfaction Survey and the ARTA's Client Satisfaction Measurement (CSM). Now called 'Harmonized CSM', the survey shall be administered to clients who availed TPB's services as defined in the Citizen's Charter.

GOVERNING GUIDELINES IN THE CONDUCT OF CSM:

1. Joint Memorandum Circular No. 1 of the GCG and the Anti-Red Tape Authority (ARTA) about the *Harmonized Client Satisfaction Measurement (CSM)*;
2. ARTA's Memorandum Circular No. 2022-05 with the subject *Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement*;
3. ARTA's Memorandum Circular No. 2023-05 with the subject *Amendment to ARTA Memorandum Circular No. 2022-05*

To help the TPB implement the harmonized Client Satisfaction Measurement accurately and efficiently, the organization sought the expertise and services of a research company, through competitive public bidding, to conduct the survey on its behalf. For this matter, the *Premier Value Provider, Inc. (PVP)* was selected to administer TPB's 2023 Client Satisfaction Measurement.

SUMMARY OF SURVEY RESULTS

The CSM covered a single external service as reflected in TPB Citizen's Charter – the **TPB Membership Program**. Data was collected through an online survey platform from 16 October 2023 to 05 January 2024. A total of 310 respondents completed the survey.

	Score
CC Awareness	72.0%
CC Visibility	64.0%
CC Helpfulness	65.0%
Response Rate	37.44%
SQD0	90.0%
Overall SQD (SQD1-SQD8)	89.9%

Key findings of the survey are as follows:

- Citizen's Charter (CC) Results
 - 72% of the respondents know what a CC is, but only 55% saw the CC in the TPB's office. 45% were not able to see the CC.
 - Among those who were aware of what a CC is, 64% found it easy to see (*CC Visibility*).
 - 65% found the CC very helpful in their transaction (*CC Helpfulness*).
- Service Quality Dimensions (SQDs) Results
 - Overall Satisfaction score (SQD0) is 90.0%
 - Overall score (SQD1-SQD8) is 89.9%
 - Among the specific SQDs, the following attained "Very Satisfactory" scores:
 - Access & Facilities (92.4%)
 - Assurance (92.1%)
 - Reliability (90.8%)
 - Communication (90.4%)
 - All other SQDs received "Satisfactory" scores. The SQD Responsiveness garnered the lowest overall score at 86.0%.

Analysis of Key Drivers (scores in each of the SQDs and their statistical impact on overall satisfaction were mapped out in a scatter plot) indicated the following:

- Core Strength Area – high impact on satisfaction and the organization scored high on this factor:
 - Reliability

- Priority Areas (Areas for Improvement) – high impact on satisfaction but the organization scored relatively low compared to other SQDs on these factors:
 - Outcome
 - Responsiveness
- Areas to Maintain – low impact on satisfaction but the organization scored high on these factors:
 - Access & Facilities
 - Assurance
 - Communication
- Areas to Monitor – low impact on satisfaction and the organization scored relatively low compared to other SQDs on these factors:
 - Cost
 - Integrity

SCOPE

Under ARTA Memorandum Circular 2022-05, government agencies have the option to cover external services only for the 2023 survey implementation. TPB has decided to pursue this option. Under its Citizen's Charter, the TPB only has one external service – the **TPB Membership Program**.

The survey's geographical coverage includes nationwide transactions, covering renewals and new applications, from January to September 2023 only. As informed to clients through *TPB's Circular No. 2023-032A*, applications for registration and renewal for CY 2023 were closed effective 01 October 2023. It should be noted that the TPB does not have Regional or Satellite Offices.

In total, the number of transactions for the year was 828. Using the calculator prescribed in ARTA Memorandum Circular No. 2022-05, to achieve a 95% confidence interval and a 5% margin of error, at least 263 clients should respond to the survey. Data was collected through an online survey platform from 16 October 2023 to 05 January 2024. The total number of actual responses is 310, resulting in a high response rate of 37.44% (95% confidence interval, 4% margin of error).

External Service	Total Transactions	Required Minimum Responses	Total Actual Responses	Response Rate
TPB Membership Program	828	263	310	37.44%

The number of participants who responded to the survey exceeded the required number of responses, with a surplus of 47 responses. Customers who had applied to the TPB Membership Program for 2023 had to be contacted directly for their feedback, which meant reaching out after the application period had already closed. By taking the efforts to backtrack and reach out via several email invitations and reminders, the TPB was able to obtain the responses needed to achieve the target sample size. There were some technical issues related to the survey distribution, as there was a total of 114 bounced emails. This could indicate that these customers may have not been properly informed of the survey or the database may need updating. The timing of the survey may have also played a pivotal role, as external factors such as competing priorities or unfavorable timing may have influenced the participants' availability and willingness to engage with the survey.

METHODOLOGY

The governing guidelines provided by ARTA and GCG were used as the standard methodology for the conduct of the CSM. All the relevant specifications and procedures were adopted as stated in the documents.

A quantitative survey research design was used for the 2023 CSM. Information of eligible respondents was collected from the database of clients who availed TPB's Membership Program. As part of the online application to the TPB Membership Program, clients were required to read and agree with TPB's Data Privacy Policy as included in the TPB Membership Registration Page. The Data Privacy Policy provides an approximation on the collection, use, sharing, disclosure, retention, and disposal of personal and sensitive personal information of data subjects as defined under the Republic Act No. 10173, or the Data Privacy Act of 2012 and its Implementing Rules and Regulations. The database for the TPB Membership Program was provided to Premier Value Provider, Inc. (PVP) after the Non-Disclosure Agreement and Data Outsourcing Agreement between TPB and PVP were finalized and signed.

Data collection was remotely conducted via an online survey platform sent to the emails of the customers. Survey implementation was done purely online since application and submission of documents for the service were done online as well. As such, on-site paper surveys at the TPB office would have been impractical as clients do not visit the office for transactions. In addition, this approach is particularly advantageous given the nationwide distribution of clients. Since the TPB office is located in Manila, this enabled cost-effective engagement with clients across different areas even after all the applications were processed and closed in October 2023.

Before the survey implementation, the TPB disseminated *Circular 2023-035* and *Circular 2023-041* to qualified clients to introduce the conduct of the Client Satisfaction Measurement and its objectives. The circulars also informed the clients about TPB's third-party service provider and encouraged them to participate in the survey.

The official Notice to Proceed was issued to Premier Value Provider, Inc. (PVP) on 13 September 2023. After completing the pre-survey activities from 22 September to 13 October 2023, data collection began from 16 October 2023 and concluded on 05 January 2024. After sending out the initial invite to answer the survey, follow-up email reminders were sent to clients who have not completed the survey.

SURVEY INSTRUMENT

The full CSM questionnaire as provided by ARTA Memorandum Circular 2023-05 was used (See *Annex A*) for the survey implementation. The questionnaire contains four sections. The first section covers demographics and basic information, the second section contains questions on the Citizen's Charter (CC), and the third section contains questions on the Service Quality Dimensions (SQDs). The last part of the survey is an open-ended qualitative portion. Only minor additions were included in the survey. In the first section, an endorsement letter from TPB was included, as well as a question indicating the person, unit, or office that the respondent transacted with. In the last section, TPB's Data Privacy Policy was attached.

The section on SQDs makes use of a 5-point Likert scale, ranging from 1 (Strongly Disagree) to 5 (Strongly Agree).

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

SCORING INTERPRETATION

Results of the CSM were scored and rated according to the ARTA Memorandum Circular 2023-05. On the other hand, responses to the open-ended question were categorized based on the actual answers of the respondents. Internal quality control measures and standards were followed to ensure data quality and integrity.

The Overall score for the SQDs were computed based on the following formula:

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

The interpretation of the results are as follows:

Score	Rating ▼
95.0 to 100%	Outstanding
90.0% to 94.9%	Very Satisfactory
80.0 to 89.9%	Satisfactory
60.0% to 79.9%	Fair
Below 60.0 %	Poor

PROFILE OF RESPONDENTS

The total number of respondents included in the data analysis is 310. A distribution by age, sex, and region of residence is presented below.



Age	No. of Resp.	%
20 to 34	73	24%
35 to 49	155	50%
50 to 64	75	24%
65 or higher	7	2%
Total	310	100%

Sex	No. of Resp.	%
Female	229	74%
Male	81	26%
Total	310	100%

Client type	No. of Resp.	%
Business	273	88%
Citizen	32	10%
Government (Employee or another agency)	5	2%
Total	310	100%

Region of Residence	No. of Resp.	%
NCR	129	41.6%
Region 04A (CALABARZON)	67	21.6%
Region 07 (Central Visayas)	26	8.4%
Region 03 (Central Luzon)	22	7.1%
Region 06 (Western Visayas)	18	5.8%
Region 05 (Bicol Region)	12	3.9%
Region 04B (MIMAROPA)	10	3.2%
Region 01 (Ilocos Region)	6	1.9%
Region 11 (Davao Region)	5	1.6%
CAR	4	1.3%
Region 08 (Eastern Visayas)	4	1.3%
Region 10 (Northern Mindanao)	3	1.0%
Region 09 (Zamboanga Peninsula)	2	0.6%
Region 02 (Cagayan Valley)	1	0.3%
Region 13 (Caraga Region)	1	0.3%
Total	310	100.0%

The age demographic data shows that most responses came from people aged 35-49, accounting for 50% of the total responses. The next largest age group was the 20-34 year olds, making up 24% of responses. People aged 50 and above made up about a quarter of the responses. The data

suggests the survey reached mostly working-age adults. Since the TPB Membership Program is open to tourism service providers, all the respondents should be in the working age group. Also, most of the clients that avail of this service assigns middle managers or senior officers in their mid-30s and above to coordinate with TPB.

In addition, women made up about 74% of total responses, while men comprised 26%. The higher proportion of female respondents compared to males show a significant gender imbalance in the sample. This is consistent with how the tourism sector in the Philippines is dominated by women in terms of workforce. Thus, this should be considered when generating conclusions or recommendations from the data. Overall, results indicate that the survey for the TPB Membership Program received the most participation from women between 35-49 years old.

In terms of region of residence, the bulk of the responses came from NCR, accounting for 41.6% of total responses. This was followed by Region 04A (CALABARZON), with exactly 21.6% of total responses. The majority of the participants in the survey were located in Luzon, as only 15.5% of respondents were from Visayas, and only 3.5% were from Mindanao.

As expected from the nature of the service of the TPB Membership Program, almost all the respondents were businesses (88%). Twelve percent (12%) of the respondents indicated they were either citizens or government employees of another agency. Thus, when analyzing and gaining insights from the data, it should be noted that the demographic profile of the respondents is skewed towards women in their 30s and 40s, most likely located in Luzon.

I. Citizen's Charter (CC) Results

The following tables detail the results from the questions regarding the Citizen's Charter (CC). The total responses included are 310.

CC1: Which of the following best describes your awareness of a CC? ▲	Responses	%
I know what a CC is and I saw this office's CC.	135	44%
I know what a CC is but I did NOT see this office's CC.	52	17%
I learned of the CC only when I saw this office's CC.	35	11%
I do not know what a CC is and I did not see one in this office.	88	28%
Total	310	100%

CC2: If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...? ▲	Responses	%
Easy to see	143	64%
Somewhat easy to see	63	28%
Difficult to see	8	4%
Not visible at all	8	4%
Total	222	100%

CC3: If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction? ▲	Responses	%
Helped very much	144	65%
Somewhat helped	68	31%
Did not help	10	5%
Total	222	100%

Note: Those who answered "I do not know what a CC is and I did not see this office's CC." in CC1 automatically skipped over CC2 & CC3 in the online survey.

The following are the key findings from the CC results:

- 72% of the respondents know what a CC is, but only 55% saw the CC in the TPB's office. 45% were not able to see the CC.
- Among those who were aware of what a CC is, 64% found it easy to see (*CC Visibility*).
- 65% found the CC very helpful in their transaction (*CC Helpfulness*).

These results suggest that the TPB may need to improve the visibility of its Citizen's Charter (either in the office or at their corporate website), as 45% of respondents were not able to see the CC and use it as a reference in completing their transactions with the agency. Since more than 40% of respondents were not aware of TPB's Citizen's Charter, this could imply that some customers had to inquire further with TPB staff about the processing time associated with their transactions as well as the details of the supporting documents needed. Therefore, to improve the efficiency and accuracy of completing the TPB Membership applications, it would be beneficial to raise the awareness of clients about the availability of the TPB Citizen's Charter which includes the list of requirements, steps, processing time, and personnel responsible for the service availed.

II. Service Quality Dimensions (SQDs) Results

A. Overall

- Overall Satisfaction score (SQD0) is 90.0%
- Overall score (SQD1-SQD8) is 89.9%
- Among the specific SQDs, the following attained “Very Satisfactory” scores:
 - Access & Facilities (92.4%)
 - Assurance (92.1%)
 - Reliability (90.8%)
 - Communication (90.4%)
- All other SQDs received “Satisfactory” scores. The SQD Responsiveness garnered the lowest overall score at 86.0%.

Rating Category	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Resp.	Overall (% Positive)
Service Quality Dimensions								
SQD0. Overall Satisfaction								
SQD0. I am satisfied with the service that I availed.	163	116	23	2	6		310	90.0
SQD1. Responsiveness								
SQD1. I spent a reasonable amount of time for my transaction.	134	123	32	5	5	11	310	86.0
SQD2. Reliability								
SQD2. The office followed the transaction's requirements and steps based on the information provided.	163	114	22	4	2	5	310	90.8
SQD3. Access and Facilities								
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.	151	115	15	5	2	22	310	92.4
SQD4. Communication								
SQD4. I easily found information about my transaction from the office or its website.	150	123	20	5	4	8	310	90.4
SQD5. Cost								
SQD5. I paid a reasonable amount of fees for my transaction.	115	97	21	2	3	72	310	89.1
SQD6. Integrity								
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.	157	113	23	6	4	7	310	89.1
SQD7. Assurance								
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.	170	110	19	3	2	6	310	92.1
SQD8. Outcome								
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.	148	119	26	4	3	10	310	89.0
Total (SQD 1 to 8)	1188	914	178	34	25	141	2480	89.9

Note: The overall score represents the percentage of positive ratings, which are either a "Strongly Agree" or "Agree" response. "N/A" responses are excluded from the computation.

Score Interpretation Guide:

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

Many comments praised TPB's excellent customer service and professionalism. Specific comments include "Efficiency and promptness", "TPB is doing a great job", and "Everyone at TPB is helpful and answers all concerns and questions." These show that TPB should keep its high standards of service and the support provided by its staff. This is further supported by the "Very Satisfactory" rating achieved on the SQD of Assurance. Also, several people appreciated the waived membership fees and support during the pandemic. For example, "TPB has been kind to us members esp. waiving

the annual fee since pandemic strikes." TPB should remain responsive and provide support to members when possible.

Some members asked for more training programs and seminars, as seen in comments such as *"Hoping for a yearly training for us to learn new things that would help us grow in our chosen field of business."* TPB could create more educational programs to enrich members' skills. In addition, many requested increased opportunities to join familiarization tours and travel expos. *"I hope they can also give chance to new agencies like us to also broaden our knowledge and to create meaningful tours,"* which was a sentiment shared by a few respondents. Although these comments are not necessarily connected to a specific SQD, TPB may look into creating more opportunities for their members to increase member satisfaction with the service.

Despite many praising TPB's customer service, there were a few suggestions concerning improving their experience with the staff. For example, there were comments such as *"Staff must be on time," "need more patience with the applicants"* and *"be willing to listen"*. This may explain the relatively lower score achieved in the SQD of Responsiveness. TPB could provide additional training to improve staff behavior and maintain the standard and quality of their staff. Aside from this, some commented on the need for better email communication, such as answering inquiries and providing clearer event details further in advance. TPB may want to finetune its communication procedures to ensure timely responses and clear information dissemination. Although the results indicate members were very satisfied with the communication experienced with the service, these improvements could further enhance this. A desire for an online complaints platform and more visible processes was mentioned by some respondents. This ties in with the results regarding the visibility of the Citizen's Charter. TPB could improve the overall satisfaction experienced by its members by finding ways to increase the visibility of the Citizen's Charter, and the corresponding online systems and customer feedback methods associated with the service.

In summary, the analysis shows that TPB should continue maintaining its excellent service and create and promote more opportunities for its members. Further improvements can be made in terms of communication policies and visibility of information and processes related to the TPB Membership Program.

B. Breakdown of Scores by Age Group

- Overall Satisfaction and Total Rating received “Very Satisfactory” scores from younger respondents (Age 49 and below).
- The age group 50 to 64 tend to give “Satisfactory” ratings. They gave “Fair” rating (below satisfactory) for Responsiveness. The TPB can improve the overall experience of older respondents by enhancing communication and support to help alleviate any confusion with the processing time and requirements needed with the service.

	20 to 34	35 to 49	50 to 64	65 or higher	Overall
No. of Respondents	73	155	75	7	310
SQD0. Overall Satisfaction	90.4	91.0	86.7	100.0	90.0
SQD1. Responsiveness	88.4	87.4	79.5	100.0	86.0
SQD2. Reliability	87.5	93.4	87.8	100.0	90.8
SQD3. Access and Facilities	94.3	93.6	87.3	100.0	92.4
SQD4. Communication	90.1	91.3	87.8	100.0	90.4
SQD5. Cost	91.1	89.7	84.9	100.0	89.1
SQD6. Integrity	91.7	90.0	84.0	100.0	89.1
SQD7. Assurance	94.4	92.7	87.8	100.0	92.1
SQD8. Outcome	91.4	90.6	82.7	100.0	89.0
Total Rating (SQD1 to 8)	91.0	91.1	85.4	100.0	89.9

C. Breakdown of Scores by Sex

- In general, male respondents gave higher ratings than female respondents across all SQDs, except for Access & Facilities and Cost.

	Female	Male	Overall
No. of Respondents	229	81	310
SQD0. Overall Satisfaction	89.1	92.6	90.0
SQD1. Responsiveness	84.7	89.6	86.0
SQD2. Reliability	89.8	93.8	90.8
SQD3. Access and Facilities	92.5	92.0	92.4
SQD4. Communication	89.7	92.3	90.4
SQD5. Cost	89.3	88.3	89.1
SQD6. Integrity	86.6	96.2	89.1
SQD7. Assurance	91.1	94.9	92.1
SQD8. Outcome	87.8	92.3	89.0
Total Rating (SQD1 to 8)	88.9	92.6	89.9

D. Analysis of Key Drivers

Scores in each of the SQDs and their statistical impact on overall satisfaction were mapped out in a scatter plot (see diagram in the following page). The analysis indicated the following:

Core Strength Area – high impact on satisfaction and the organization scored high on this factor:

- Reliability

Priority Areas (Areas for Improvement) – high impact on satisfaction but the organization scored relatively low compared to other SQDs on these factors:

- Outcome
- Responsiveness

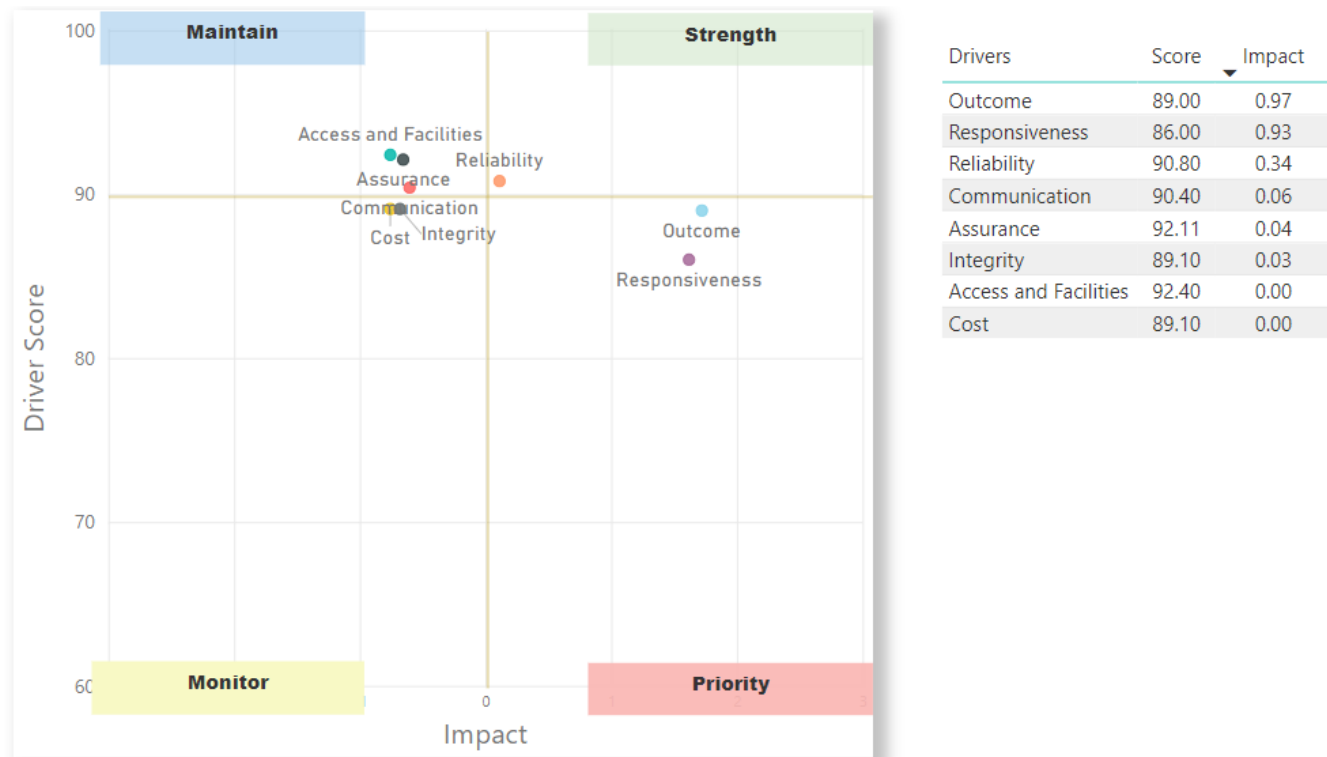
Areas to Maintain – low impact on satisfaction but the organization scored high on these factors:

- Access & Facilities
- Assurance
- Communication

Area to Monitor – low impact on satisfaction and the organization scored relatively low compared to other SQDs on these factors:

- Cost
- Integrity

Relationship of Overall Customer Satisfaction with Specific Service Quality Dimensions



Note: The scatter plot maps out the score of each SQD and its impact on overall satisfaction. Impact is calculated using regression analysis which allows us to see the relative impact of an SQD (e.g. Responsiveness) on overall customer satisfaction. For example, the impact score (regression coefficient) of Responsiveness is .93 -- this means that as Responsiveness scores increase, overall satisfaction score will tend to also increase. More specifically, it is predicted that for every 1 point increase in Responsiveness score, there will be a predicted increase of .93 on Overall Satisfaction scores.

RESULTS OF THE AGENCY ACTION PLAN

20

CY 2023 is the first year that the Tourism Promotions Board (TPB) implemented a Harmonized Client Satisfaction Measurement (CSM). Therefore, the TPB does not have a previous year CSM report that includes an agency improvement plan.


AGENCY IMPROVEMENT PLAN

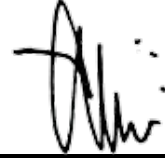
21

To address the findings of the TPB's 2023 Client Satisfaction Measurement (CSM), the agency shall implement the following plans of action:

Action Plan	Responsible Unit / Person	Timeline
Increase the awareness of applicants to the TPB Membership Program about the availability of the TPB Citizen's Charter by including the link to the document in the Registration Page of the TPB Membership Program microsite.	Domestic Promotions Department Management Information Systems (MIS) Department	1 st Semester of 2024
Respond to email inquiries and questions of TPB Members and applicants within 3 working days.	Domestic Promotions Department	Year-round (2024)
Implement learning modules to enhance the skills and knowledge of TPB Members	Domestic Promotions Department	2nd Semester of 2024
Increase opportunities for TPB Members to join familiarization trips and travel expos	Domestic Promotions Department	Year-round (2024)
Send invitations to TPB events (e.g. travel expo, familiarization trips) at least 2 weeks before implementation dates	Domestic Promotions Department	Year-round (2024)
Conduct a customer service-learning session (e.g. courtesy in dealing with clients, responsiveness)	Personnel and Human Resources Development Division	2nd Semester of 2024

2023 TPB CSM Report Approved by:


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Tourism Promotions Board


ATTY. VENANCIO C. MANUEL III
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Tourism Promotions Board

ANNEX A. SURVEY INSTRUMENT USED

**TPB - ANTI-RED TAPE (ARTA) CLIENT SATISFACTION MEASUREMENT
PRESCRIBED FORM (EXTERNAL)**

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.

Click here to see TPB's Endorsement Letter: [TPB Endorsement Letter 2023](#)

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. Maaari ring piliin na hindi sagutan ang sarbey na ito.

Pumindot dito para makita ang Endorsement Letter ng TPB: [TPB Endorsement Letter 2023](#)

*** Client type**

Uri ng Kliyente

☐ Citizen

Mamamayan

☒ Business

Negosyo

☐ Government (Employee or another agency)

Gobyerno (Empleyado o Ahensya)

*** Date**

Petsa

Date

Date

MM/DD/YYYY



*** Sex***Kasarian*

☐ Male
Lalaki

☐ Female
Babae

*** Age***Edad**** Region of residence***Rehiyon**** Service Availed***Uri ng transaksyon o serbisyo*

☐ TPB Membership Program

*** Person / Unit / Office Transacted With*****Tao / Yunit / Tanggapan na Nakipagtransaksyon***

INSTRUCTIONS: Choose 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.

PANUTO: Piliin 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.

* CC1: Which of the following best describes your awareness of a CC?

☐ **I know what a CC is and I saw this office's CC.**

Alam ko ang CC at nakita ko ito sa napuntahang opisina.

☐ **I know what a CC is but I did NOT see this office's CC.**

Alam ko ang CC pero hindi ko ito nakita sa napuntahang opisina.

☐ **I learned of the CC only when I saw this office's CC.**

Nalaman ko ang CC nang makita ko ito sa napuntahang opisina.

☐ **I do not know what a CC is and I did not see one in this office.**

Hindi ko alam kung ano ang CC at wala akong nakita sa napuntahang opisina.

TPB - ANTI-RED TAPE (ARTA) CLIENT SATISFACTION MEASUREMENT PRESCRIBED FORM (EXTERNAL)

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

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

- ☐ **Easy to see**
Madaling makita
- ☐ **Somewhat easy to see**
Medyo madaling makita
- ☐ **Difficult to see**
Mahirap makita
- ☐ **Not visible at all**
Hindi makita

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

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

- ☐ **Helped very much**
Sobrang nakatulong
- ☐ **Somewhat helped**
Nakatulong naman
- ☐ **Did not help**
Hindi nakatulong

SQD4. I easily found information about my transaction from the office or its website.

Mabilis at madali akong nakahanap ng impormasyon tungkol sa aking transaksyon mula sa opisina o sa website nito.

☐ ☐ ☐ ☐ ☐ ☐

SQD5. I paid a reasonable amount of fees for my transaction. (If service was free, mark the 'N/A' column)

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

☐ ☐ ☐ ☐ ☐ ☐

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

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

☐ ☐ ☐ ☐ ☐ ☐

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

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

☐ ☐ ☐ ☐ ☐ ☐

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

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

☐ ☐ ☐ ☐ ☐ ☐

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

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

Email address (optional):

Email address (opsyonal):

*** Privacy Policy**

☐ I agree to [TPB and PVP's Privacy Policy](#).