



# **Quezon Bukidnon Water District**

**CLIENT SATISFACTION  
MEASUREMENT (CSM) REPORT**  
2024 (1<sup>st</sup> Edition)

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## I. Overview:

In line with our commitment to provide exceptional service, the feedback gathered from the Client Satisfaction Measurement (CSM) survey is crucial in guiding our ongoing efforts to enhance and streamline our operations. At Quezon Bukidnon Water District (QBWD), we view customer satisfaction as a cornerstone of our success, and we take pride of utilizing the survey results to identify areas where we excel and areas that may require further attention. Presented below is the **Summary of the Results**:

	Score
CC Awareness:	33.70%
CC Visibility:	30.46%
CC Helpfulness:	33.40%
Overall Score:	95.48%

By actively engaging with our customers through the CSM survey, QBWD is not only fulfilling regulatory requirements set by ARTA but also reinforcing our dedication in providing accessible, efficient, and reliable services. The insights gained empower us to make informed decisions that benefit both the organization and the community we serve, ensuring that our operations align with the evolving needs of our customers and contribute to the broader goals of transparency, accountability, and good governance.

Ultimately, QBWD's focus on client satisfaction underscores our role as a responsible public service provider, committed in building stronger relationships and fostering a positive experience for all stakeholders.

## II. Scope:

QBWD conducted surveys from January 2024 to December 2024, gathering feedback from over 1,600 respondents, surpassing the 543 respondents from the previous year (2023).

The survey utilized both the English version (Annex A) and the Visayan version (Annex B) of the standard harmonized CSM questionnaire. It asked clients demographical questions, three (3) Citizen's Charter questions, and eight (8) questions related to the following Service Quality Dimensions:

- a. Responsiveness
- b. Reliability
- c. Access and Facilities
- d. Communication
- e. Costs
- f. Integrity
- g. Assurance
- h. Outcome



The services QBWD surveyed are the following:

External Services	Responses	Total Transactions
New Water Service Connection	53	357
Change of Account Name	15	26
Billing Details and Other Billing Concerns	144	832
Voluntary Disconnection of Water Service	53	115
Reconnection of Water Service	200	2,299
Report on Leakages Before Water Meter and Water Quality/Supply	248	2,239
Senior Citizen Discount and Person with Disability Discount Privilege	36	138
Repair of Transmission and Distribution Line Leak	77	1,254
Repair of Service Line Leak	16	58
Inspection of New Water Service Connection	57	493
Installation of New Water Service Connection	30	373
Response to No Water/Low Water Pressure Complaints	62	927
Transfer of Water Meters	38	147
Payment of Water Bill (Walk-in)	317	92,774
Acceptance of Payment Paid Through LBP, LDDAP ADA Online and LBP Link-Biz Portal	84	8,073
Disbursements of Approved Checks	23	727
Issuance of Certification of Employment (For Separated Employees)	3	3
Issuance of Certification of Employment: Clearance from accountabilities and Certification of Good Moral Character (For Separated Employees)	2	2
Issuance of Employment Service Records (For Separated Employees)	2	2
<b>External Services Total</b>	<b>1,460</b>	<b>110,839</b>
Internal Services		
Dissemination of Water Service Interruption Advisory (Emergency)	5	29
Dissemination of Water Service Interruption Advisory (Scheduled)	14	36
Disbursement of Petty Cash to Employees	105	748

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Internal Services		
Processing of Disbursement Voucher (Payment to Suppliers)	38	196
Issuance of Materials to Requisitioning Sections	7	1,761
Preparation and submission of Property Acknowledgement Receipt	0	0
Issuance of Certification of Employment (Employees in the Active Roll)	1	1
Issuance of Employment Service Records (Employees in the Active Roll)	0	0
<b>Internal Services Total</b>	<b>170</b>	<b>2,771</b>
<b>OVERALL TOTAL</b>	<b>1,630</b>	<b>113,610</b>

In aggregate, 1,630 people were able to answer the survey, among a population of 113,610.

The following services had no clients in 2024:

Clustering or Arrange of Water Meters
Preparation and submission of Property Acknowledgement Receipt
Issuance of Employment Service Records (Employees in the Active Roll)

### III. Methodology:

For physical clients, surveys were handed out and collected by the assigned personnel immediately at the end of the transaction.

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



The Overall score for the 8 SQDs were computed based on the following formula:

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

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. Count of CC and SQD results

While the majority of respondents knew the existence of a Citizen's Charter (CC), 1% of customers were still unaware of the CC.

Meanwhile, among those who knew the CC, 30% were able to see the QBWD's CC. However, only 33% of clients were able to use it as a guide for their service.

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1183	29%
2. I know what a CC is but I did not see this office's CC.	4	0%
3. I learned of the CC only when I saw this office's CC.	175	4%
4. I do not know what a CC is and I did not see this office's CC.	40	1%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1231	30%
2. Somewhat easy to see	7	0%
3. Difficult to see	27	1%
4. Not visible at all	1	0%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1350	33%
2. Somewhat helped	3	0%
3. Did not help	21	1%



## B. Service Quality Dimensions (SQD) Results for External & Internal Services

### External Services:

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
<b>SQD0</b>	<b>15</b>	<b>34</b>	<b>45</b>	<b>741</b>	<b>605</b>	<b>4</b>	<b>1444</b>	<b>93.47%</b>

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	15	24	49	826	543	3	1460	93.96%
Reliability	14	22	37	738	644	5	1460	94.98%
Access and Facilities	15	17	39	746	632	11	1460	95.10%
Communication	10	23	49	703	671	3	1459	94.37%
Costs	12	29	31	719	658	11	1460	95.03%
Integrity	15	16	42	721	663	3	1460	94.99%
Assurance	12	16	32	692	704	4	1460	95.88%
Outcome	11	17	35	689	641	4	1397	95.48%
<b>Overall</b>	<b>104</b>	<b>164</b>	<b>314</b>	<b>5834</b>	<b>5156</b>	<b>44</b>	<b>11616</b>	<b>94.97%</b>

### Internal Services:

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
<b>SQD0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>38</b>	<b>132</b>	<b>0</b>	<b>170</b>	<b>100.00%</b>

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	1	0	35	134	0	170	99.41%

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Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Reliability	0	0	0	38	132	0	170	100.00%
Access and Facilities	0	0	0	37	133	0	170	100.00%
Communication	0	0	0	40	130	0	170	100.00%
Costs	0	0	0	35	135	0	170	100.00%
Integrity	0	0	1	35	134	0	170	99.41%
Assurance	0	0	0	37	133	0	170	100.00%
Outcome	0	1	0	36	133	0	170	99.41%
<b>Overall</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>293</b>	<b>1064</b>	<b>0</b>	<b>1360</b>	<b>99.78%</b>

### Overall Result:

Moreover, respondents were highly satisfied with QBWD, scoring all eight service quality dimensions in the '**Very Satisfied**' or '**Outstanding**' rating, with percentage ranges **from 94.53% to 96.31%**.

The data in the next table displays the results breakdown for each service quality dimension.

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
<b>SQD0</b>	<b>15</b>	<b>34</b>	<b>45</b>	<b>779</b>	<b>737</b>	<b>4</b>	<b>1614</b>	<b>94.16%</b>

As a result, QBWD recorded an **Overall score of 95.48%**, which translates to '**Outstanding**'.

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	15	25	49	861	677	3	1630	94.53%
Reliability	14	22	37	776	776	5	1630	95.51%
Access and Facilities	15	17	39	783	765	11	1630	95.61%
Communication	10	23	49	743	801	3	1629	94.96%

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Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Costs	12	29	31	754	793	11	1630	95.55%
Integrity	15	16	43	756	797	3	1630	95.45%
Assurance	12	16	32	729	837	4	1630	96.31%
Outcome	11	18	35	725	774	4	1567	95.91%
<b>Overall</b>	104	166	315	6127	6220	44	12976	95.48%

### C. Average score per service

Looking at the scores per service, respondents were highly satisfied with QBWD, scoring all services in the **'Satisfied', 'Very Satisfied' or 'Outstanding'** rating, with percentage ranges **from 84.42% to 100.00%**. No service garnered a score of 84.41% or lower.

As a result, **QBWD recorded an Overall score of 94.99%**, which translates to **'Very Satisfied'**.

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

External Services	Overall Rating
New Water Service Connection	91.59%
Change of Account Name	96.69%
Billing Details and Other Billing Concerns	97.05%
Voluntary Disconnection of Water Service	92.69%
Reconnection of Water Service	87.58%
Report on Leakages Before Water Meter and Water Quality/Supply	95.03%
Senior Citizen Discount and Person with Disability Discount Privilege	97.22%
Repair of Transmission and Distribution Line Leak	100.00%
Repair of Service Line Leak	100.00%
Inspection of New Water Service Connection	98.68%
Installation of New Water Service Connection	100.00%



Response to No Water/Low Water Pressure Complaints	96.37%
Transfer of Water Meters	84.42%
Payment of Water Bill (Walk-in)	94.45%
Acceptance of Payment Paid Through LBP, LDDAP ADA Online and LBP Link-Biz Portal	99.84%
Disbursements of Approved Checks	87.50%
Issuance of Certification of Employment (For Separated Employees)	100.00%
Issuance of Certification of Employment: Clearance from accountabilities and Certification of Good Moral Character (For Separated Employees)	100.00%
Issuance of Employment Service Records (For Separated Employees)	100.00%
<b>External Services Total</b>	<b>94.43%</b>
<b>Internal Services</b>	
Dissemination of Water Service Interruption Advisory (Emergency)	100.00%
Dissemination of Water Service Interruption Advisory (Scheduled)	99.11%
Disbursement of Petty Cash to Employees	99.76%
Processing of Disbursement Voucher (Payment to Suppliers)	100.00%
Issuance of Materials to Requisitioning Sections	100.00%
Issuance of Certification of Employment (Employees in the Active Roll)	100.00%
<b>Internal Services Total</b>	<b>99.78%</b>
<b>OVERALL TOTAL</b>	<b>94.99%</b>

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## V. Results of the Continuous Agency Improvement Plan for FY 2024:

Presented below are the key initiatives of QBWD for FY 2024, reflecting our continued commitment to enhancing service quality, operational excellence, and customer satisfaction.

Item	Description
<b>Approved Policies</b>	a. Billing Adjustment Policy for Areas with Unstable Water Supply.
	b. Policy on the Use of Booster Pumps.
	c. Policy on Temporary New Water Service Connection.
	d. Reconnect & Save Promo for Accounts Disconnected in 2023 and prior years.
<b>Key Activities to Mitigate the Effects of El Niño</b>	a. Survey of Spring Source at Kipolot, Palacapao.
	b. Survey of New Spring at P-4, San Isidro.
	c. Augmentation of Lanao Creek to Salaysay Sub-system.
	d. Installation of New 20hp Submersible Pump at Luan-luan Pump Station #1.
	e. Installation of New 7.5hp Submersible Pump at Luan-luan Pump Station #3.
<b>Watershed Initiatives</b>	a. Collaboration with CENRO Don Carlos & NAPOCOR to provide seedlings for the Reforestation Project.
	b. Risk Reduction Program through Cash for Training/Cash for Work, a tree planting/growing of 50,000 seedlings at the 50-hectare Mikatin Sub-watershed area.
	c. Stakeholders' Meeting for the Resumption of the Conduct of the Free Prior & Informed Consent (FPIC).
<b>Completed Projects</b>	a. Rehabilitation of the Luan-luan Pump Station Nos. 1 and 3.
	b. Rehabilitation & Improvement for Water Quality of the Intake Structure of Salaysay Sub-system.
	c. Pipe-laying of Parallel lines from Brgy. Dumalama to Mirao Reservoir.

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## **VI. Continuous Agency Improvement Plan for FY 2025:**

For FY 2025, QBWD remains steadfast in its commitment to further enhance our services through a series of strategic initiatives focused on driving continuous improvement. These initiatives underscore our dedication to meet the evolving needs of our stakeholders while ensuring the consistent delivery of high-quality services.

As part of these efforts, QBWD plans to propose and implement several vital developments, including:

1. Improvement and Expansion Project of the Quezon Bukidnon Water District's (QBWD) Water System Comprehensive Water Supply Project (CWSP);
2. Construction of Kipolot Water System Project;
3. Construction of Linabo Water System Project;
4. Construction of QBWD Admin Building, Phase 1.

By concentrating on innovation, operational efficiency, and customer satisfaction, QBWD is set to enhance its performance and solidify its position in the industry. Through these efforts, we aim to not only meet but exceed expectations, ensuring that our services remain effective, reliable, and responsive in an ever-changing environment.

Prepared by:

**BLECELLE MARIE C. MANATAD**  
Administration Services Assistant C  
CART Secretariat

Approved by:

**RAFAEL H. FRANCISCO**  
General Manager  
CART Chairperson

# ANNEX A (ENGLISH VERSION)

Control No: QBWD CSMF 2024- -

ANTI-RED TAPE AUTHORITY  
CLIENT SATISFACTION MEASUREMENT  
FORM  
PSA Approval No.: ARTA-2242-3



Quezon Bukidnon Water District



## 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)

Name: \_\_\_\_\_ Signature: \_\_\_\_\_

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
  - ☐ 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 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.						
<b>SQD6.</b> I feel the office was fair to everyone, or "walang palakasan", 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 VERY MUCH!**

## ANNEX B (VISAYAN VERSION)

Control No: QBWD CSMF 2024- -

ANTI-RED TAPE AUTHORITY  
CLIENT SATISFACTION MEASUREMENT  
FORM  
PSA Approval No.: ARTA-2242-3  
Expires on 31 July 2023



Quezon Bukidnon Water District



### TABANGI KAMI NGA MAS MOLAMBO ANG AMONG PAG-ALAGAD KANIMO!

Kini nga "Client Satisfaction Measurement (CSM)" nagasubay sa kasanatian sa usa ka konsumante sulod sa mga pang-gobyernong opisina. Ang imong pidbak sa imong bag-ohay gitapos nga transaksyon makatabang kini sa opisina nga mas molambo pa ang mahatag nga serbisyo. Ang personal nga impormasyon nga gihatag paga-itago gayod nga kompidensiyal ug ikaw adunay perming opsiyon sa dili pagtubag nianing dokumento.

Tipo sa Kliyente: ☐ Residente ☐ Pribadong Kompanya o Organisasyon ☐ Gobyerno (Empleyado or lahi nga ahensiya)

Pangalan: \_\_\_\_\_ Pirma: \_\_\_\_\_

Petsa: \_\_\_\_\_ Kinatawhan: ☐ Lalaki ☐ Babae Edad: \_\_\_\_\_

Rehiyon sa Pinuy-anan: \_\_\_\_\_ Serbisyong Gipangayo: \_\_\_\_\_

**INSTRUKSIYON: Markahig tsek (✓) ang imong tubag mahitungod sa Citizen's Charter (CC) na mga pangutana. Ang Citizen's Charter mao ang opisyal nga dokumento nga nagapakita sa mga serbisyo sa usa ka pang-gobyernong ahensiya/opisina apil ang mga panginahanglanon, bayronon, ug oras sa pagproseso sama sa uban pa niini.**

**CC1 Hain sa mga nagsunod ang pinakalabing nagsaysay sa imong nabal-an mahitungod sa CC?**

- ☐ 1. Nakabalo ako kung unsa ning CC ug nakita nako ang kaugalingong CC nianing opisina.  
☐ 2. Nakabalo ako kung unsa ning CC pero WALA nako makita ang kaugalingong CC nianing opisina.  
☐ 3. Ayha rako nakabalo nga adunay CC human makita ang kaugalingong CC nianing opisina.  
☐ 4. Wala ko kabalo kung unsa ning CC ug wala nako makita ang kaugalingong CC nianing opisina.. (Itubag ang "Dili Aplikable" sa CC2 ug CC3)

**CC2 Kung nahibalo sa CC (mitubag 1-3 sa CC1), makaingon ba ikaw nga ang CC nianing opisina kay ...?**

- ☐ 1. Dali makit-an ☐ 4. Dili gayod makit-an  
☐ 2. Medyo dali makit-an ☐ 5. Dili Aplikable  
☐ 3. Lisud makit-an

**CC3 Kung nahibalo sa CC (mitubag 1-3 sa CC1), nakatabang ba kining CC sa imohang transaksyon?**

- ☐ 1. Nakatabang kaayo ☐ 3. Wala nakatabang  
☐ 2. Medyo nakatabang ☐ 4. Dili Aplikable

**INSTRUKSIYON: Para sa SQD 0-8, palihog butangi og markang tsek (✓) sa kolum nga pinakalabing mohaum sa imong itubag.**

	 Hugot nga dili Muoyon	 Dili Muoyon	 Ni Muoyon or Dili Muoyon	 Muoyon	 Hugot nga Muoyon	Dili Aplikable
<b>SQD0.</b> Kontento ako sa gihatag nga serbisyo o tabang gikan sa opisina.						
<b>SQD1.</b> Migahin ako sa usa ka makatarunganong panahon sa akong transaksyon sa opisina.						
<b>SQD2.</b> Ang opisina misubay sa mga gikinahanglan ug mga proseso sa usa ka transaksyon base sa gihatag nga impormasyon.						
<b>SQD3.</b> Ang mga proseso (apil ang pagbayad) nga gikinahanglan sa akong transaksyon kay sayon ug simpol.						
<b>SQD4.</b> Dali ra nako makita sa opisina o sa ilang "website" ang impormasyon mahitungod sa akong transaksyon.						
<b>SQD5.</b> Makatarunganon ang kantidad nga gibayaran sa serbisyong nadawatan gikan sa opisina.						
<b>SQD6.</b> Nasinati nako sa opisina ang patas ug walay pinalabi atol sa akong transaksyon.						
<b>SQD7.</b> Matinahuron ang pagtahod sa empleyado sa akong, ug (kung gikinahanglan ang tabang) ang empleyado kay matinabangon.						
<b>SQD8.</b> Nakadawat sa tukmang serbisyong gikinahanglan gikan sa opisina, o (kung gibalibaran) ang rason sa pagbalibad sa gipangayong serbisyo kay klaro ug gipasabot pagayo sa akong.						

**Sugyot para mas mapalambo pa namo ang among pagserbisyo (opsiyonal):**

**Email address (opsiyonal):** \_\_\_\_\_

**DAGHANG SALAMAT!**



# ANNEX C (SAMPLE ACCOMPLISHED CSM SURVEY FORM)

Control No: QBWD CSMF 2024- MPM112 - 0042 - 012-01



Quezon Bukidnon Water District

ANTI-BED TAPE AUTHORITY  
CLIENT SATISFACTION MEASUREMENT  
FORM  
PSA Approval No.: ARTA-2342-B

## 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)

Name: Guadalquivir, Shiclo

Signature: Guadalquivir

Date: Feb. 20 - 24

Sex: ☐ Male ☒ Female

Age: 19

Region of residence: \_\_\_\_\_

Service Availed: change account name

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 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
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.				✓		
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):

\_\_\_\_\_

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

**THANK YOU VERY MUCH!**

