

Annex A



Client/Citizens Satisfaction Survey Form

Control No.: _____

Your experience matters to us!
Ang iyong karanasan ay maaaga sa amin!

I. Client Information/Informasyon ng Klientente:

Name/Nombre: Panganan/Posyona:	Date Visited: Pistaang Pagbisita:
Office visited: Oposyong binisita:	Contact details: _____ ASDS, OASWK
Services received: Serbisyo na nanggap:	FOLLOW UP PROPOSAL (SSG)

II. Client Satisfaction Rating

Kindly rate the quality of service provided by checking the appropriate box. Leave as blank if the criterion is not applicable for the service.
(Lagyan ng tsek ang kahong nagsasaad ng iyong karanasan ukol sa serbisyo na nanggap. Iwanang blanko ang pamantayan kung ito ay hindi angkop sa serbisyo na nanggap.)

CRITERIA					
1. RESPONSIVENESS (PAGTUGON) Willingness to help, assist, and provide prompt service (Hindi tumugon at magbigay na ng mobilisasyon sa serbisyo sa klientente)				<input checked="" type="checkbox"/>	
2. RELIABILITY (MAAASAHAAN) Provision of what was needed and what was promised in accordance with the policy and standards, with zero to a minimal error rate (Mahusay na pagbigay ng serbisyo ayon sa tinaakdang pamantayan)				<input checked="" type="checkbox"/>	
3. ACCESS & FACILITIES (LOKASYON AT PASILIDAD) Convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology (Mahusay ang lokasyon at pasilidad ng lugar at magandang pasilidad para sa pagtuklas ng mga opisyonal na puri)				<input checked="" type="checkbox"/>	
4. COMMUNICATION (PAKIKIPAG-USAP) Act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to their feedback (Pakikipag-usap ayayayangin ay esabara ng malinaw at natunaw na resma ng mga opisyonal na puri)				<input checked="" type="checkbox"/>	
5. COSTS (GASTOS) Satisfaction with the timeliness of the billing, billing processes, preferred methods of payment period, value for money, acceptable range of costs, and qualitative information on the cost of each service (Kontentisyon sa serbisyo na nanggap at sa halagang graging kalumbas o binayaran)				<input checked="" type="checkbox"/>	
6. INTEGRITY (KATAPATAN) Capability of frontline staffs to perform their duties, product and service knowledge, understanding client needs, helpfulness, and good work relationships (Kasiguruhang napapanan ang tungkulin na may kapabilities sa serbisyo na pag-unawa sa pagangalang ng klientente, matulungan, at madinos na ngayon sa trabaho)				<input checked="" type="checkbox"/>	
7. ASSURANCE (PAGTIWIWALA) Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiwala sa serbisyo na may katapatan, hustisya, patas at iwalas na abang na kikipig, uguyanang sukiyento)				<input checked="" type="checkbox"/>	
8. OUTCOME Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiwala sa serbisyo na may katapatan, hustisya, patas at iwalas na abang na kikipig, uguyanang sukiyento)				<input checked="" type="checkbox"/>	

III. Suggestions/Compliments/Comments (Sugestiyon/Papuri/Komento)

Thank you for your valuable input to help us continuously improve our services!
Maraming salamat sa iyong tulong para sa ikauunlad ng among serbisyo!

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Annex A



Client Service Satisfaction Survey Form

Contact No. _____

Your experience matters to us!
Ang pagtugon natin ay maraming salamat!

I. Client Information (Information ng Kliente)

Name (Optional)
Program/Opisyal: _____ Date issued _____
Office visited
Opisyalin kinsila: _____ Person in charge _____
Signature: _____
Contact details: _____
Services received
Serbisyo natanggap: _____
Signature for DV: _____

II. Client Satisfaction Rating

Kindly rate the quality of service provided by checking the appropriate box. Leave as blank if the criterion is not applicable for the service.
(Lagyan ng tsek ang kahong nagsasaad ng iyong karanasan ukol sa serbisyo natanggap. Iwanang blanko ang pamantayan kung ito ay hindi angkop sa serbisyo natanggap.)

CRITERIA	Very Dissatisfied Lubhang nasisiyahan	Dissatisfied Hindi nasisiyahan	Neutral	Satisfied Nasisiyahan	Very Satisfied Lubhang nasisiyahan
1. RESPONSIVENESS (PAGTUGON)					<input checked="" type="checkbox"/>
Willingness to help, assist, and provide prompt service (Ilangdang tumugon at megbigay manggagbilisan sa serbisyo sakilyente)					
2. RELIABILITY (MAASAHAN)					<input checked="" type="checkbox"/>
Provision of what was needed and what was promised in accordance with the policy and standards, with zero to a minimal error rate (Mahusay na pagbigay ng serbisyo ayon sa salin at pangamantayan)					
3. ACCESS & FACILITIES (LOKASYON AT PASILIDAD)					<input checked="" type="checkbox"/>
Convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology (Mabilis na punahan ang lugar at magandang pasilidad sa pamamagitan ng malinaw na makaralat)					
4. COMMUNICATION (PAKIKIPAG-USAP)					<input checked="" type="checkbox"/>
Act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to their feedback (Pakikipag-ugnayan at kahilingan sa paraang malinaw at nauunawaan kasiyahan ang mga opisyal)					
5. COSTS (GASTOS)					<input checked="" type="checkbox"/>
Satisfaction with the timeliness of the billing, billing processes, preferred methods of payment, value for money, acceptable range of costs, and qualitative information on the cost of each service (Kontentos at kahilingan ng natanggap at sahalang-naging kahibbing ng binayaran)					
6. INTEGRITY (KATAPATAN)					<input checked="" type="checkbox"/>
Capability of frontline staff to perform their duties, produce and service knowledge, understanding client needs, helpfulness, and good work relationships (Masiguruhang gampanan ang tungkulin, na may kaalamansubsidy, pag-unawa sa mga klienete, matulungan, at mayos na ugnayan sa trabaho)					
7. ASSURANCE (PAGTITIWALA)					<input checked="" type="checkbox"/>
Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiwala sa serbisyo ng klienete at business na may katapatan, hustisya, patas at malasahaang natukop, ugayansakilyente)					
8. OUTCOME					<input checked="" type="checkbox"/>
Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiwala sa serbisyo ng klienete at business na may katapatan, hustisya, patas at malasahaang natukop, ugayansakilyente)					

III. Suggestions/Compliments/Comments (Suhestiyon/Papuri/Komento)

Thank you for your valuable input to help us continuously improve our services!
Maramingsalamatayong tulong para sa kaunian ng among serbisyo!

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Annex A



Client/Citizens Satisfaction Survey Form

Control No. _____

Your experience matters to us!
Ang iyong karanasan ay mahalaga sa amin.

I. Client Information (Informasyon ng Kliyente)

Name (Optional) <i>Pangalan (Opsiyonal)</i>	Date Visited <i>Petsa ng Pagbisita</i>	11/16/2021
Office visited <i>Opisina ng binisita</i>	Other details <i>Detalye ng iba</i>	19399326178
Service/s received <i>Serbisyong natanggap</i>	<i>Pensiyon Papera</i>	

II. Client Satisfaction Rating

Kindly rate the quality of service provided by checking the appropriate box. Leave as blank if the criterion is not applicable for the service.
(Lagyan ng tsek ang kahong nagsasaad ng iyong karanasan ukol sa serbisyong natanggap. Iwanang blanko ang pamantayan kung ito ay hindi angkop sa serbisyong natanggap.)

CRITERIA					
1. RESPONSIVENESS (PAGTUGON)				<input checked="" type="checkbox"/>	
Willingness to help, assist, and provide prompt service (Ilangdang tumugon at magbigayang-mabilis na serbisyong natanggap)					
2. RELIABILITY (MAAASAHAAN)					
Provision of what was needed and what was promised, in accordance with the policy and standards, with zero to a minimal error rate (Mahusay na pagbibigay ng serbisyong salinak danganan/tayaan)					
3. ACCESS & FACILITIES (LOKASYON AT PASILIDAD)					
Convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology (Mabisang punahan ang lugar at magandang pasilidad para sa transaksiyon na may makarating na resulta)					
4. COMMUNICATION (PAKIKIPAG-USAP)					
Act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to their feedback (Pakikipag-ugnayan ng kliyente sa barangay/kabataan at natunawang kasiyahan ng mga opisina at puno)					
5. COSTS (GASTOS)					
Satisfaction with the timeliness of the billing, billing processes, preferred methods of payment period, value for money, acceptable range of costs, and qualitative information on the cost of each service (Kontentos ng serbisyong natanggap at sahalang-haling katumbas o binayanan)					
6. INTEGRITY (KATAPATAN)					
Capacity of frontline staffs to perform their duties, product and service knowledge, understanding client needs, helpfulness, and good work relationships (Kasiguruan ng ampanahan ang tungkulin, na may kaalamang serbisyono, pag-unawa sa mga kliyente, matutungan, at maayos na pagtanggap)					
7. ASSURANCE (PAGTIWIWALA)					
Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Paglikas ng serbisyong may katapatan, hustisya, patas at tiwala sa bangkukipig-ugnayan ng kliyente)					
8. OUTCOME					
Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Paglikas ng serbisyong may katapatan, hustisya, patas at tiwala sa bangkukipig-ugnayan ng kliyente)					

III. Suggestions/Compliments/Comments (Suhestiyan/Papuri/Komento)

Thank you for your valuable input to help us continuously improve our services!
Maraming salamat sa iyong tulungan para sa kaunlad ng aming serbisyong!

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Client/Citizens Satisfaction Survey Form

Control No.: _____

Your experience matters to us!
Ang iyong karanasan ay mahalaga sa amin

I. Client Information (Informasyon ng Kliyente)

Name (Optional)
Pangalan (Opsyonal) RUEL B. MASAGCA Date Visited
Date Visited 11/17/21
Office visited
Opisina ng binisita ASDS Contact details _____
Service/s received
Serbisyo ng natanggap Approved LCP

II. Client Satisfaction Rating

Kindly rate the quality of service provided by checking the appropriate box. Leave as blank if the criterion is not applicable for the service.
(Lagyan ng tsek ang kahong nagsasaad ng iyong karanasan bago sa serbisyo ng natanggap. Iwanang blanko ang pamantayan kung ito ay hindi angkop sa serbisyo ng natanggap.)

CRITERIA					
1. RESPONSIVENESS (PAGTUGON) <i>Willingness to help, assist, and provide prompt service (Ilangdang tumugon at magbigay ng mabilis na serbisyo sa kliyente)</i>		<input type="checkbox"/> Very Dissatisfied Lubhang hindi nasiyahan	<input type="checkbox"/> Dissatisfied Hindi nasiyahan	<input type="checkbox"/> Neutral	<input type="checkbox"/> Satisfied Nasiyahan
2. RELIABILITY (MAAASAHAAN) <i>Precision of what was needed and what was promised, in accordance with the policy and standards, with zero to a minimal error rate (Mahusay na pagbigay ng serbisyo sa kliyente na makatanggap ng pamantayan)</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Very Satisfied Lubhang nasiyahan
3. ACCESS & FACILITIES (LOKASYON AT PASILIDAD) <i>Convenience of location, ample amenities for a comfortable transaction, and the use of clear signage and modes of technology (Mabilis na punahan ang lugar at magandang pasilidad sa pamigat na malinaw na karuhahan)</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4. COMMUNICATION (PAKIKIPAG-USAP) <i>Act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to their feedback (Pakikipag-tugnayang sa kliyente sa pareng malinaw na unawaan at kasiyahan ng mga opisina)</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5. COSTS (GASTOS) <i>Satisfaction with the timeliness of the billing/billing processes, preferred methods of payment period, value for money, acceptable range of costs, and qualitative information on the cost of each service (Konfidentiasa ng serbisyo ng natanggap at sahalangan ng kahulugan ng kutsina o bisayahan)</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6. INTEGRITY (KATAPATAN) <i>Capability of frontline staffs to perform their duties, product and service knowledge understanding client needs, helpfulness, and good work relationships (Kasiguruhang gampangan ang tungkulin ng may kaalamang serbisyo, pag-unawa sa mga kliyente, at pagtutulungan, at mayoyos na tugnayang trabaho)</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
7. ASSURANCE (PAGTITIWALA) <i>Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Paglikha ng serbisyo ng may katapatan, hustisya, patas at tiwalasahang nakihiyang ug mayayana sa kliyente)</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
8. OUTCOME <i>Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Paglikha ng serbisyo ng may katapatan, hustisya, patas at tiwalasahang nakihiyang ug mayayana sa kliyente)</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

III. Suggestions/Compliments/Comments (Suhestiyon/Papuri/Komento)

Keep up the good work / health protocols.

Thank you for your valuable input to help us continuously improve our services!
Maramingsalamatayong tulong para sa ikauunlad ng aming serbisyo!

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Annex A



Client/Citizens Satisfaction Survey Form

Control No.: _____

Your experience matters to us!
Ang iyong karanasan ay mahalaga sa amin!

I. Client Information (Informasyon ng Kliyente)

Name (Optional) Pangalan (Opsyonal)	<u>ROSE SORHION</u>	Date Visited Pesta ng Pagbisita	<u>OCT 8, 2021</u>
Office visited Opisina ng binisita	<u>ACCOUNTING</u>	Contact details	<u>09818944678</u>
Service/s received Serbisyo/s natanggap			

II. Client Satisfaction Rating

Kindly rate the quality of service provided by checking the appropriate box. Leave as blank if the criterion is not applicable for the service.
(Lagyan ng tsek ang kahong nagsasaad ng iyong karanasan ukol sa serbisyo natanggap. Iwanang blanko ang pamantayan kung ito ay hindi angkop sa serbisyo natanggap.)

CRITERIA					
1. RESPONSIVENESS (PAGTUGON) Willingness to help, assist, and provide prompt service (Hindi tanggap na magbigay ng responsibilidad sa serbisyo sakliyente)					<input checked="" type="checkbox"/>
2. RELIABILITY (MAASAHAN) Provision of what was needed and what was promised, in accordance with the policy and standards, with zero to a minimal error rate (Matuusay na pagbibigay ng serbisyo ayon sa standar at pamantayan)					<input checked="" type="checkbox"/>
3. ACCESS & FACILITIES (LOKASYON AT PASILIDAD) Convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology (Mabilis na puntaan ang lugar at magamit ang pasilidad sa paraan ng transaksyon at makarating)				<input checked="" type="checkbox"/>	
4. COMMUNICATION (PAKIKIPAG-USAP) Act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to their feedback (Pakikipag-ugnayan sa kliyente at bisnes para makiusapan ang mga opinon at puno)				<input checked="" type="checkbox"/>	
5. COSTS (GASTOS) Satisfaction with the timeliness of the billing, billing processes, preferred methods of payment period, value for money, acceptable range of costs, and qualitative information on the cost of each service (Kontentos sa serbisyo ng natanggap at sa halagang naging kahulugan o binayarin)					
6. INTEGRITY (KATAPATAN) Capability of frontline staff to perform their duties, product and service knowledge, understanding client needs, helpfulness, and good work relationships (Kasiguruhang ampanan ang tungkulin, na may kaalaman sa serbisyo, pag-unawa sa kliyente, matutungan, at maayos na ugnayan sa kliyente)					<input checked="" type="checkbox"/>
7. ASSURANCE (PAGTIWALA) Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyak sa serbisyo ng may katapatan, hustisya, patas at tiwalasahabang kikipig, ugntayon sa kliyente)				<input checked="" type="checkbox"/>	
8. OUTCOME Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyak sa serbisyo ng may katapatan, hustisya, patas at tiwalasahabang kikipig, ugntayon sa kliyente)			<input checked="" type="checkbox"/>	.	

III. Suggestions/Compliments/Comments (Suhesiyon/Papuri/Komento)

Thank you for your valuable input to help us continuously improve our services!
Maramingsalamatayong tulong para sa kaunlad ng aming serbisyo!

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Annex A



Client/Citizens Satisfaction Survey Form

Control No.: _____

Your experience matters to us!
Ang iyong karanasan ay mahalaga sa amin!

I. Client Information (Informasyon ng Kliyente)

Name (Optional) Pangalan (Opsiyonal)	<i>Nikko Tres</i>	Date Visited Petsa ng Pagbisita	<i>11/13/2021</i>
Office visited Opisina ng binisita	<i>Records Sector</i>	Contact details	<i>09121474566</i>
Service/s received Serbisyo/s natanggap	<i>Received documents</i>		

II. Client Satisfaction Rating

Kindly rate the quality of service provided by checking the appropriate box. Leave as blank if the criterion is not applicable for the service.
(Lagyan ng tsek ang kahong nagsasaad ng iyong karanasan ukol sa serbisyo natanggap. Iwanang blanko ang pamantayan kung ito ay hindi angkop sa serbisyo natanggap.)

CRITERIA					
	Very Dissatisfied Lumangas na parin	Dissatisfied Hindi nasiyahan	Neutral	Satisfied Nasiyahan	Very Satisfied Lubhang nasiyahan
1. RESPONSIVENESS (PAGTUGON)					<input checked="" type="checkbox"/>
Willingness to help, assist, and provide prompt service (Lumangas na parin ang pagtugon at pagbibigay-nangmabilis ng serbisyo/sakiyente.)					
2. RELIABILITY (MAAASAHAAN)					<input checked="" type="checkbox"/>
Provision of what was needed and what was promised (Ang gastos na ibinabuhay at ibinabatay sa standarts, with zero to a minimum error. Maaasaahan ang pagbibigay ng serbisyo/sakiyente sangkapanan.)					
3. ACCESS & FACILITIES (LOKASYON AT PASILIDAD)					<input checked="" type="checkbox"/>
Convenience of location, ample amenities for a comfortable transaction, and the use of clear signage and modes of technology (Mabilis na lokasyon at pasilidad, ugayaan sa mga amensiyon para sa transaksiyon at paggamit ng teknolohiya)					
4. COMMUNICATION (PAKIKIPAG-USAP)					<input checked="" type="checkbox"/>
Act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to their feedback (Pakikipag-ugnayan sa mga kliyente at bisnes sa kahulugan ng kahulugan ng mga opisyal at puno)					
5. COSTS (GASTOS)					<input checked="" type="checkbox"/>
Satisfaction with the timeliness of the billing, billing processes, preferred methods of payment period, value for money, acceptable range of costs, and qualitative information on the cost of each service (Kontentos sa serbisyo natanggap at sahalegang trahing kalumbas o binayad)					
6. INTEGRITY (KATAPATAN)					<input checked="" type="checkbox"/>
Capability of frontline staff/s to perform their duties, product and service knowledge, understanding client needs, helpfulness, and good work relationships (Kasiguruhang sangkapanan ang tungkulin, na may kaalaman sa serbisyo, pag-unawa sa mga kliyente, matutulin, at mayayos na ugnayan sa trabaho)					
7. ASSURANCE (PAGTITIWALA)					<input checked="" type="checkbox"/>
Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyak sa serbisyo may katapatan, hustisya, patas at tiwala sa kliyente at bisnes)					
8. OUTCOME					<input checked="" type="checkbox"/>
Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyak sa serbisyo may katapatan, hustisya, patas at tiwala sa kliyente at bisnes)					

III. Suggestions/Compliments/Comments (Suhestiyon/Papuri/Komento)

Thank you for your valuable input to help us continuously improve our services!
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Annex A



Client/Citizens Satisfaction Survey Form

Control No.: 2021-2022

Your experience matters to us!

Ang iyong karanasan ay mahalaga sa amin!

I. Client Information (Informasyon ng Kliyente)

Name (Optional)
Pangalan (Opsiyonal) Emelita Alcantara Date Visited
Petsa ng Pagbisita 1/5/2021

Office visited
Opisinang binisita Records Contact details _____

Service/s received
Serbisyo/s natanggap Submission of documents

II. Client Satisfaction Rating

Kindly rate the quality of service provided by checking the appropriate box. Leave as blank if the criterion is not applicable for the service.
(Lagyan ng tsek ang kahong nagsasaad ng iyong karanasan ukol sa serbisyo natanggap. Iwanang blanko ang pamantayan kung ito ay hindi angkop sa serbisyo natanggap.)

CRITERIA					
	Very Dissatisfied Lubhang nasisyahan	Dissatisfied Hindi nisyahan	Neutral	Satisfied Nisyahan	Very Satisfied Lubhang nisyahan
1. RESPONSIVENESS (PAGTUGON)					<input checked="" type="checkbox"/>
Willingness to help, assist, and provide prompt service (Handang tumugon at magbigay nang mabilis na serbisyo sa kliyente)					
2. RELIABILITY (MAAASAHAAN)					<input checked="" type="checkbox"/>
Provision of what was needed and what was promised in accordance with the policy and standards, with zero to a minimal error rate (Mahusay na pagtugoy ng serbisyo sa kliyente at dalo ng pamantayan)					
3. ACCESS & FACILITIES (LOKASYON AT PASILIDAD)					<input checked="" type="checkbox"/>
Convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology (Mabilis na pamantayan ang lugar at magamit ang pasilidad sa pamamagitan ng tawag na awtomata)					
4. COMMUNICATION (PAKIKAPAG-USAP)					<input checked="" type="checkbox"/>
Act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to their feedback (Pakikapag-ugnayan sa kliyente at paraan ng malinaw at nauwala na kesama ang mga opiniyon at punjali)					
5. COSTS (GASTOS)					
Satisfaction with the timeliness of the billing, billing processes, preferred methods of payment period, value for money, acceptable range of costs, and qualitative information on the cost of each service (Kontentado sa serbisyo natanggap at sahagang tanging kumbas o binayaran)					
6. INTEGRITY (KATAPATAN)					<input checked="" type="checkbox"/>
Capability of frontline staff/s to perform their duties, product and service knowledge, understanding client needs, helpfulness, and good work relationships (Kasiguruhang gampanan ang tungkulin, na may kasalaman sa serbisyo, pag-unawa sa kliyente, matutulin, at maayos na ugnayan sa trabaho)					
7. ASSURANCE (PAGTIWALA)					<input checked="" type="checkbox"/>
Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyak sa serbisyo may katapatan, hustisya, patas at tiwalasahan bang nukipig, ugayansakilyente)					
8. OUTCOME					<input checked="" type="checkbox"/>
Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyak sa serbisyo may katapatan, hustisya, patas at tiwalasahan bang nukipig, ugayansakilyente)					

III. Suggestions/Compliments/Comments (Suhestiyon/Papuri/Komento)

Thank you for your valuable input to help us continuously improve our services!

Maramingsalamatsaiyongtulong para saikauuniad ng among serbisyo!

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Annex A



Client/Citizens Satisfaction Survey Form

Control No.: _____

Your experience matters to us!
Ang iyong karanasan ay mahalaga sa amin!

I. Client Information (Informasyon ng Kliyente)

Name (Optional)
Pangalan (Opsyonal) _____ Date Visited
Pesta ng Pagbisita 8.3.2021

Office visited
Opisina ng binisita _____ PERSENSE (record) Contact details
SUBMISSION OF PERSENSE 0945 721 6869

Service/s received
Serbisyo/s na nanggap _____

II. Client Satisfaction Rating

Kindly rate the quality of service provided by checking the appropriate box. Leave as blank if the criterion is not applicable for the service.
(Lagyan ng isek ang kahong nagsasaad ng iyong karanasan ukol sa serbisyo ng natanggap. Iwanang blanko ang pamantayan kung ito ay hindi angkop sa serbisyo ng natanggap.)

CRITERIA				
1. RESPONSIVENESS (PAGTUGON) <i>Willingness to help, assist, and provide prompt service (Ilangdeng tumugon at magbigay ng malibis na serbisyo sa kliyente)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
2. RELIABILITY (MAAASAHAHAN) <i>Provision of what was needed and what was promised, in accordance with the policy and standards, with zero to a minimal error rate (Mahusay na pagbibigay ng serbisyo ayon sa tama at pagtakas ng pamantayan)</i>			<input checked="" type="checkbox"/>	
3. ACCESS & FACILITIES (LOKASYON AT PASILIDAD) <i>Convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology (Mabilis na puntahan ang lugar at magandang pasilidad sa pamamagitan ng malinaw na karatula)</i>			<input checked="" type="checkbox"/>	
4. COMMUNICATION (PAKIKIPAG-USAP) <i>Act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to their feedback (Pakikipag-ugnayan sa kliyente para sa pagmulin ng karamihan ng mga opisyal o puno)</i>				<input checked="" type="checkbox"/>
5. COSTS (GASTOS) <i>Satisfaction with the timeliness of the billing, billing processes, preferred methods of payment period, value for money, acceptable range of costs, and qualitative information on the cost of each service (Kontentus sa serbisyo ng natanggap at sa halagang naengkumis na binubuo ng binalyan)</i>			<input checked="" type="checkbox"/>	
6. INTEGRITY (KATAPATAN) <i>Capability of frontline staff to perform their duties, product and service knowledge understanding client needs, helpfulness, and good work relationships (Kasiguruanan ng kapanganan ng tungkol sa may kaalaman sa serbisyo, pag-unawa sa amgangan ng kliyente, matulungan at may usab na may salabihin)</i>			<input checked="" type="checkbox"/>	
7. ASSURANCE (PACTITIWALA) <i>Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyak sa serbisyo may katapatan, hustisya, patas at halwasahabang kikipig-ugnayan sa kliyente)</i>			<input checked="" type="checkbox"/>	
8. OUTCOME <i>Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyak sa serbisyo may katapatan, hustisya, patas at halwasahabang kikipig-ugnayan sa kliyente)</i>			<input checked="" type="checkbox"/>	

III. Suggestions/Compliments/Comments (Suhesiyon/Papuri/Komento)

Thank you for your valuable input to help us continuously improve our services!

Maramingsaiamatsa yong fulong para sa ikauunlad ng aming serbisyo!

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Annex A



Client/Citizens Satisfaction Survey Form

Control No.: _____

Your experience matters to us!
Ang iyong karanasan ay mahalaga sa amin!

I. Client Information (Informasyon ng Kliyente)

Name (Optional) Pangalan (Opsyonal)	<u>NEVTON ARAPIDE</u>	Date Visited Petsa ng Pagbisita	<u>08 - 19 - 2021</u>
Office visited Opisina ng binisita	<u>PERSONNEL</u>	Contact details	
Service/s received Serbisyo ng natanggap	<u>SUBMIT PAPERS</u>		

II. Client Satisfaction Rating

Kindly rate the quality of service provided by checking the appropriate box. Leave as blank if the criterion is not applicable for the service.
(Lagyan ng isek ang kahong nagsasaad ng iyong karanasan ukol sa serbisyo ng natanggap. Iwanang blanko ang pamantayan kung ito ay hindi angkop sa serbisyo ng natanggap.)

CRITERIA					
	Very Dissatisfied Lubhang nasisiyahan	Dissatisfied Hindi nasisiyahan	Neutral Nasisiyahan	Satisfied Nasisiyahan	Very Satisfied Lubhang nasisiyahan
1. RESPONSIVENESS (PAGTUGON)					<input checked="" type="checkbox"/>
Willingness to help, assist, and provide prompt service (Handang tumugon at magigayang makibislas ng serbisyo sa kliyente)					
2. RELIABILITY (MAASAHAAN)					<input checked="" type="checkbox"/>
Provision of what was needed and what was promised, in accordance with the policy and standards, with zero to a minimal error rate (Mahusay na pagbibigay ng serbisyo sa kliyente at deng pamantayan)					
3. ACCESS & FACILITIES (LOKASYON AT PASILIDAD)					<input checked="" type="checkbox"/>
Convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology (Mabilis na paglalakad sa lugar at magamit ang pasilidad sa pagtambay at pagbabili)					
4. COMMUNICATION (PAKIKIPAG-USAP)					<input checked="" type="checkbox"/>
Act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to their feedback (Pakikipag-ugnayan sa kliyente para sa pagtambay at pagbabili)					
5. COSTS (GASTOS)					
Satisfaction with the timeliness of the billing, billing processes, preferred methods of payment period, value for money, acceptable range of costs, and qualitative information on the cost of each service (Kontento sa serbisyo ng natanggap at sa halagang hingkawing ng kliyente)					
6. INTEGRITY (KATAPATAN)					<input checked="" type="checkbox"/>
Capability of frontline staffs to perform their duties, product and service knowledge, understanding client needs, helpfulness, and good work relationships (Kasiguruan na pagpamalakad ng tungkulin, na may kaalaman sa serbisyo, pag-unawa sa kliyente, matulungan at maayos na gugnaan sa trabaho)					
7. ASSURANCE (PAGTITIWALA)					<input checked="" type="checkbox"/>
Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyak sa serbisyo may katapatan, hustisya, patas at twalasahabang pakikipag-ugnayan sa kliyente)					
8. OUTCOME					<input checked="" type="checkbox"/>
Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyak sa serbisyo may katapatan, hustisya, patas at twalasahabang pakikipag-ugnayan sa kliyente)					

III. Suggestions/Compliments/Comments (Suhestyon/Papuri/Komento)

Thank you for your valuable input to help us continuously improve our services!

Maraming salamat sa iyong fulong para sa ikauunlad ng aming serbisyo!

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Annex A



Client/Citizens Satisfaction Survey Form

Control No.: _____

Your experience matters to us!
Ang iyong karanasan ay mahalaga sa amin!

I. Client Information (Informasyon ng Kliyente)

Name (Optional) _____ Date Visited _____
Pangalan (Opsyonal) _____ Petsa ng Pagbisita _____
11-27-2021

Office visited _____ Office details _____
Opisina binisita _____ *Personal Section* _____
Contact details _____ *0975 603 7285*

Service/s received _____ Service details _____
Serbisyo natanggap _____ *information regarding retirement process* _____

II. Client Satisfaction Rating

Kindly rate the quality of service provided by checking the appropriate box. Leave as blank if the criterion is not applicable for the service.
(Lagyan ng tsek ang kahong nagsasaad ng iyong karanasan ukol sa serbisyo natanggap. Iwanang blanko ang pamantayan kung ito ay hindi angkop sa serbisyo natanggap.)

CRITERIA					
1. RESPONSIVENESS (PAGTUGON) Willingness to help, assist, and provide prompt service (Handang tumugon at magbigay na mabilis na serbisyo sa kliyente)					<input checked="" type="checkbox"/>
2. RELIABILITY (MAAASAHAAN) Provision of what was needed and what was promised, in accordance with the policy and standards, with zero to a minimal error rate (Mahusay na pagbibigay ng serbisyo ayon sa ilinakdang pamantayan)					<input checked="" type="checkbox"/>
3. ACCESS & FACILITIES (LOKASYON AT PASILIDAD) Convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology (Mabilis na pambili ng lugar at magamit ang pasilid na pamamagitan ng malinaw na teknolohiya)					<input checked="" type="checkbox"/>
4. COMMUNICATION (PAKIKIPAG-USAP) Act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to their feedback (Pakikipag-ugnayan sa kliyente para sa pagmailinaw at nauuna waan kasama ang mga opinion at pura)					<input checked="" type="checkbox"/>
5. COSTS (GASTOS) Satisfaction with the timeliness of the billing, billing processes, preferred methods of payment period, value for money, acceptable range of costs, and qualitative information on the cost of each service (Kontento sa serbisyo natanggap at sa halagang trahing kalumbas o binayanan)					<input checked="" type="checkbox"/>
6. INTEGRITY (KATAPATAN) Capability of frontline staff/s to perform their duties, product and service knowledge, understanding client needs, helpfulness, and good work relationships (Kasiguruhang ampanan ang tungkulin, na may kaalamang serbisyo pag-unawasang gapeng galingan ng kliyente, matulungan, at maayos na ugnayan sa trabaho)					<input checked="" type="checkbox"/>
7. ASSURANCE (PAGTITIWALA) Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtitiwala sa serbisyo may katapatan, hustisa, patas at tiwalasahabang naikipig-ugnayan sa kliyente)					<input checked="" type="checkbox"/>
8. OUTCOME Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtitiwala sa serbisyo may katapatan, hustisa, patas at tiwalasahabang naikipig-ugnayan sa kliyente)					<input checked="" type="checkbox"/>

III. Suggestions/Compliments/Comments (Suhestiyon/Papuri/Komento)

Thank you for your valuable input to help us continuously improve our services!
Maramingsalamatsa iyon tulong para sa ikauunlad ng aming serbisyo!

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Annex A



Client/Citizens Satisfaction Survey Form

Control No. _____

Your experience matters to us!
Ang iyong karanasan ay mahalaga sa amin!

I. Client Information (Informasyon ng Kliyente)

Name (Optional)
Pangalan (Opsyonal)

JONEL A. SARMIENTO

Date Visited
Pesta ng Pagbisita

AUGUST 4, 2021

Office visited
Opisina ng binisita

ADMIN. SECTION

Contact details _____

Service/s received
Serbisyo ng natanggap

SIGNED IP CRF

II. Client Satisfaction Rating

Kindly rate the quality of service provided by checking the appropriate box. Leave as blank if the criterion is not applicable for the service.
(Lagyan ng tsek ang kahong nagsasaad ng iyong karanasan ukol sa serbisyo ng natanggap. Iwanang blanko ang pamantayan kung ito ay hindi angkop sa serbisyo ng natanggap.)

CRITERIA					
1. RESPONSIVENESS (PAGTUGON) <i>Willingness to help, assist, and provide prompt service (Handang tumugon at magbigay na ng mabilis na serbisyo sa kliyente)</i>					<input checked="" type="checkbox"/>
2. RELIABILITY (MAAASAHAAN) <i>Provision of what was needed and what was promised, in accordance with the policy and standards, with zero to a minimal error rate (Mahusay na pagbibigay ng serbisyo ayon sa tilin at pangamantayan)</i>					<input checked="" type="checkbox"/>
3. ACCESS & FACILITIES (LOKASYON AT PASILIDAD) <i>Convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology (Mabilis na puntahan ang lugar at magamit ang pasilidad sa pamamagitan ng malinaw na karatula)</i>					<input checked="" type="checkbox"/>
4. COMMUNICATION (PAKIKIPAG-USAP) <i>Act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to their feedback (Pakikipag-ugnayan sa kliyente para sa pagtuturo at pagtitiwala)</i>					<input checked="" type="checkbox"/>
5. COSTS (GASTOS) <i>Satisfaction with the timeliness of the billing, billing processes, preferred methods of payment period, value for money, acceptable range of costs, and qualitative information on the cost of each service (Kontento sa serbisyo ng natanggap at sa halagang naging katumbas o binayaran)</i>					<input checked="" type="checkbox"/>
6. INTEGRITY (KATAPATAN) <i>Capability of frontline staff to perform their duties, product and service knowledge, understanding client needs, helpfulness, and good work relationships (Kasiguruhang gampanan ang tungkulin, na may kaalamang serbisyo, pag-unawa sa gastos ng kliyente, matulungan, at mayos na ugnyansakilyente)</i>					<input checked="" type="checkbox"/>
7. ASSURANCE (PAGTIWIWALA) <i>Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiakas sa serbisyo may katapatan, hustisa, patas at iwasan habang nakikipig-ugnayan sa kliyente)</i>					<input checked="" type="checkbox"/>
8. OUTCOME <i>Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiakas sa serbisyo may katapatan, hustisa, patas at iwasan habang nakikipig-ugnayan sa kliyente)</i>					<input checked="" type="checkbox"/>

III. Suggestions/Compliments/Comments (Suhesiyon/Papuri/Komento)

Thank you for your valuable input to help us continuously improve our services!
Maramingsalamat sa iyong tulor ng para sa kauunlaan ng aming serbisyo!

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Privacy Notice

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Annex A



Client/Citizens Satisfaction Survey Form

Control No.: _____

Your experience matters to us!
Ang iyong karanasan ay mahalaga sa amin!

I. Client Information (Informasyon ng Kliyente)

Name (Optional)
Pangalan (Opsyonal) Maria Julie Ann Ylga Date Visited
Date Visited
Pesta ng Pagbisita 8-12-21

Office visited
Opisina ang binisita BS/CS/ADMIN Contact details _____

Service/s received
Serbisyo/s ang natanggap COT

II. Client Satisfaction Rating

Kindly rate the quality of service provided by checking the appropriate box. Leave as blank if the criterion is not applicable for the service.
(Lagyan ng tsek ang kahong nagsasaad ng iyong karanasan ukol sa serbisyo ng natanggap. Iwanang blanko ang pamanlayan kung ito ay hindi angkop sa serbisyo ng natanggap.)

CRITERIA				
1. RESPONSIVENESS (PAGTUGON)	Very Dissatisfied Lubhang nasisiyahan	Dissatisfied Hindi nasisiyahan	Neutral	Satisfied Nasisiyahan
2. RELIABILITY (MAASAHAN)				<input checked="" type="checkbox"/>
3. ACCESS & FACILITIES (LOKASYON AT PASILIDAD)				<input checked="" type="checkbox"/>
4. COMMUNICATION (PAKIKIPAG-USAP)				<input checked="" type="checkbox"/>
5. COSTS (GASTOS)				<input checked="" type="checkbox"/>
6. INTEGRITY (KATAPATAN)				<input checked="" type="checkbox"/>
7. ASSURANCE (PAGTIWIWALA)				<input checked="" type="checkbox"/>
8. OUTCOME				<input checked="" type="checkbox"/>

III. Suggestions/Compliments/Comments (Suhestiyon/Papuri/Komento)

Thank you for your valuable input to help us continuously improve our services!

Maraming salamatayong tulong para sa ikaunlad ng among serbisyo!

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Privacy Notice:

Ang personal na informasyon adunay maari lamang gamitin para sa layunin ng survey nailo. Hindi ito maaari inggaminsa ba pang layunin malibansan abanggit.

Annex A



Citizen Satisfaction Survey Form

Control No. _____

Your experience matters to us!
Ang iyong karanasan ay mahalaga sa amin!

I Client Information (Informasyon ng Kliyente)

Name (Optional) Pangalan (Opsyonal)	Date Visited Petsa ng Pagbisita
Office visited Opsiwang binisita	Contact details
Service/s received Serbisyo/s natanggap	Release Copies for Signature

Supply office /ICDS

Release Copies for Signature

II. Client Satisfaction Rating

Kindly rate the quality of service provided by checking the appropriate box. Leave as blank if the criterion is not applicable for the service.
(Lagyan ng tsek ang kahong nagsasaad ng iyong karanasan ukol sa serbisyo ng natanggap. Iwanang blanko ang pamantayan kung ito ay hindi angkop sa serbisyo ng natanggap.)

CRITERIA					
	Very Dissatisfied Lubhang nasisiyahan	Dissatisfied Hindi nasisiyahan	Neutral	Satisfied Nasisiyahan	Very Satisfied Lubhang nasisiyahan
1. RESPONSIVENESS (PAGTUGON) <i>Willingness to help, assist, and provide prompt service (Handang tumugon at magbigay ng mabilis na serbisyo sa kliyente)</i>					<input checked="" type="checkbox"/>
2. RELIABILITY (MAAASAHAAN) <i>Provision of what was needed and what was promised, in accordance with the policy and standards, with zero to a minimal error rate (Mahusay na pagbibigay ng serbisyo sa kliyente na makatanggap ang pamantayan)</i>					<input checked="" type="checkbox"/>
3. ACCESS & FACILITIES (LOKASYON AT PASILIDAD) <i>Convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology (Mabilis na puntahan ang lugar at magamit ang pasilidet na pamagat na nang malinaw na karauna)</i>					<input checked="" type="checkbox"/>
4. COMMUNICATION (PAKIKIPAG-USAP) <i>Act of keeping citizens and businesses informed in a language they can easily understand as well as listening to their feedback (Pakikipag-ugnayansakilyenteng para sa kliyente at naunawaan kashima ang mga opisyal at puno)</i>					<input checked="" type="checkbox"/>
5. COSTS (GASTOS) <i>Satisfaction with the timeliness of the billing, billing processes, preferred methods of payment period, value for money, acceptable range of costs, and qualitative information on the cost of each service (Kontento sa serbisyo ng natanggap at sa halagang nagkakumbas o binayanan)</i>					<input checked="" type="checkbox"/>
6. INTEGRITY (KATAPATAN) <i>Capacity of frontline staff to perform their duties, product and service knowledge, understanding client needs, helpfulness, and good work relationships (Kasiguruhang gampanan ang tungkulin na may kaalamang serbisyo, pag-unawa sa amg pangangailangan ng kliyente, matutungan, at maayos na ugnayansakilyento)</i>					<input checked="" type="checkbox"/>
7. ASSURANCE (PAGTITIWALA) <i>Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Paghiyak sa serbisyo may katapatan, hustisya, patas at tiwalasahang makikipig-ugnayansakilyente)</i>					<input checked="" type="checkbox"/>
8. OUTCOME <i>Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Paghiyak sa serbisyo may katapatan, hustisya, patas at tiwalasahang makikipig-ugnayansakilyente)</i>					<input checked="" type="checkbox"/>

III. Suggestions/Compliments/Comments (Suhestiyon/Papuri/Komento)

Thank you for your valuable input to help us continuously improve our services!

Mararaming salamat sa iyo tulog para sa ikauunlad ng aming serbisyo!

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Annex A



Client/Citizens Satisfaction Survey Form

Control No.: _____

Your experience matters to us!
Ang iyong karanasan ay mahalaga sa amin!

I. Client Information (Informasyon ng Kliyente)

Name (Optional)
Pangalan (Opsiyonal)

Neil Barinoz

Date Visited
Petsa ng Pagbisita

6/25/2021

Office visited
Opisina ng binisita

Supply Office

Contact details

Service/s received
Serbisyo/s na natanggap

II. Client Satisfaction Rating

Kindly rate the quality of service provided by checking the appropriate box. Leave as blank if the criterion is not applicable for the service.
(Lagyan ng tsek ang kahong nagsasaad ng iyong karanasan ukol sa serbisyo na natanggap. Iwanang blisko ang pamantayan kung ito ay hindi angkop sa serbisyo na natanggap.)

CRITERIA					
1. RESPONSIVENESS (PAGTUGON)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Willingness to help, assist, and provide prompt service (Handang tumugon at mabigay ang mabilis na serbisyo sa kliyente)					
2. RELIABILITY (MAASAHAN)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Provision of what was needed and what was promised, in accordance with the policy and standards, with zero to a minimal error rate (Mahusay na pagbibigay ng serbisyo ayon sa standar at pamantayan)					
3. ACCESS & FACILITIES (LOKASYON AT PASILIDAD)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology (Matibignap na lugar at magandang pasilidad sa pagtukoy at paggamit ng teknolohiya)					
4. COMMUNICATION (PAKIKIPAG-USAP)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to their feedback (Pakikipag-ugnayan ay naiintindihan at makikita ang mga opinyon at puri)					
5. COSTS (GASTOS)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Satisfaction with the timeliness of the billing, billing process/es, preferred methods of payment period, value for money, acceptable range of costs, and qualitative information on the cost of each service (Kontento sa serbisyo na natanggap at sa hakbang na naging karambahan o binayaran)					
6. INTEGRITY (KATAPATAN)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Capability of frontline staff/s to perform their duties, product and service knowledge, understanding client needs, helpfulness, and good work relationships (Kaugnayang kapanganan ang tungkulin, na may kaalamang serbisyo, pag-unawa sa kliyente, matulungan, at mayayana ang trabaho)					
7. ASSURANCE (PAGTIWIWALA)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyak sa serbisyo may katapatan, hukasya, patas at tawasahabang kikig-ugnayan sa kliyente)					
8. OUTCOME	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyak sa serbisyo may katapatan, hukasya, patas at tawasahabang kikig-ugnayan sa kliyente)					

III. Suggestions/Compliments/Comments (Suhestyon/Papuri/Komento)

Keep up the good service!

Thank you for your valuable input to help us continuously improve our services!
Maraming salamat sa iyon tulong para sa kauunlad ng among serbisyo!

Index A**Client/Citizens Satisfaction Survey Form**

Control No.: _____

Your experience matters to us!
Ang iyong karanasan ay mahalaga sa amin!

I. Client Information (Informasyon ng Kliyente)

Name (Optional)
Pangalan (Opsiyonal) RANTI, ROCHELLE V. Date Visited
Date Visited Petsa ng Pagbisita 7/28/2021

Office visited
Opisina ng binisita SDO Personnel Contact details 09682919491

Services received
Serbisyong natanggap Submit Workweek Plan

II. Client Satisfaction Rating

Kindly rate the quality of service provided by checking the appropriate box. Leave as blank if the criterion is not applicable for the service.
(Lagyan ng tsek ang kahong nagsasaad ng iyong karanasan ukol sa serbisyong natanggap. Iwanang blanko ang pamantayan kung ito ay hindi angkop sa serbisyong natanggap.)

CRITERIA				
1. RESPONSIVENESS (PAGTUGON)	 Very Dissatisfied Lubhang nasisiyahan	 Dissatisfied Hindi nasisiyahan	 Neutral	 Satisfied Nasisiyahan
2. RELIABILITY (MAASAHAAN)	 Provision of what was needed and what was promised, in accordance with the policy and standards, with zero to a minimal error rate (Mahusay na pagtibay ng serbisyong natanggap)	 Very Satisfied Lubhang nasisiyahan	 Satisfied Nasisiyahan	 Very Satisfied Lubhang nasisiyahan
3. ACCESS & FACILITIES (LOKASYON AT PASILIDAD)	 Convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology (Mabilis na pamantayan ang lugar at magamit ang pasilidad sa pamamanig ng malinaw na karatula)	 Dissatisfied Hindi nasisiyahan	 Satisfied Nasisiyahan	 Very Satisfied Lubhang nasisiyahan
4. COMMUNICATION (PAKIKIPAG-USAP)	 Act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to their feedback (Pakikipag-ugnayan sa kliyente at paraan ng makikita ng mga opisina at puno)	 Dissatisfied Hindi nasisiyahan	 Satisfied Nasisiyahan	 Very Satisfied Lubhang nasisiyahan
5. COSTS (GASTOS)	 Satisfaction with the timeliness of the billing, billing processes, preferred methods of payment period, value for money, acceptable range of costs, and quantitative information on the cost of each service (Kontentos sa serbisyong natanggap at sahugang naging kelumbus o bingyabri)	 Dissatisfied Hindi nasisiyahan	 Satisfied Nasisiyahan	 Very Satisfied Lubhang nasisiyahan
6. INTEGRITY (KATAPATAN)	 Capability of frontline staffs to perform their duties, product and service knowledge, understanding client needs, helpfulness, and good work relationships (Kasiguruhang gapanan ng tungkulin, na may kaalaman sa serbisyong natanggap, na may unawa sa kliyente, matulungan, at maayos na ugnayan sa kliyente)	 Dissatisfied Hindi nasisiyahan	 Satisfied Nasisiyahan	 Very Satisfied Lubhang nasisiyahan
7. ASSURANCE (PAGTITIWALA)	 Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiwala sa serbisyong may katapatan, hustisya, patas at tiwalasahabang ng kliyente, ugnyayaan sa kliyente)	 Dissatisfied Hindi nasisiyahan	 Satisfied Nasisiyahan	 Very Satisfied Lubhang nasisiyahan
8. OUTCOME	 Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiwala sa serbisyong may katapatan, hustisya, patas at tiwalasahabang ng kliyente, ugnyayaan sa kliyente)	 Dissatisfied Hindi nasisiyahan	 Satisfied Nasisiyahan	 Very Satisfied Lubhang nasisiyahan

III. Suggestions/Compliments/Comments (Suhestyon/Papuri/Komento)

Thank you for your valuable input to help us continuously improve our services!

Maramingsalamatsa iyang tulong para sa kaunlata ng aming serbisyos!

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Annex A



Client/Citizens Satisfaction Survey Form

Control No. _____

Your experience matters to us!
Ang iyong karanasan ay mahalaga sa amin!

I. Client Information (Informasyon ng Kliyente)

Name (Optional) Pangalan (Opsyonal)	Date Visited Petsa ng Pagbisita	09/18/2021
Office visited Opisina ng binisita	Contact details	09659881662
Service/s received Serbisyo/s na nanggap	Follow up of Action Research	

II. Client Satisfaction Rating

Kindly rate the quality of service provided by checking the appropriate box. Leave as blank if the criterion is not applicable for the service.
(Lagyan ng isek ang kahong nagsasaad ng iyong karanasan ukol sa serbisyo na nanggap. Iwanang blanko ang pamantayan kung ito ay hindi angkop sa serbisyo na nanggap.)

CRITERIA					
	Very Dissatisfied Lubhang nasisiyahan	Dissatisfied Hindi nasisiyahan	Neutral	Satisfied Nasisiyahan	Very Satisfied Lubhang nasisiyahan
1. RESPONSIVENESS (PAGTUGON)					<input checked="" type="checkbox"/>
Willingness to help, assist, and provide prompt service (Handang tumugon at magbigay ng malibisna serbisyo sa kliyente)					
2. RELIABILITY (MAASAHAN)					<input checked="" type="checkbox"/>
Provision of what was needed and what was promised, in accordance with the policy and standards, with zero to a minimal error rate (Mahusay na pagbibigay ng serbisyo ayon sa standar at pamamayahan)					
3. ACCESS & FACILITIES (LOKASYON AT PASILIDAD)					<input checked="" type="checkbox"/>
Convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology (Mabilis na pumuntahan ang lugar at magamit ang pasilidadsapani ng agihan ng malinaw na karatula)					
4. COMMUNICATION (PAKIKIPAG-USAP)					<input checked="" type="checkbox"/>
Act of keeping citizens and businesses informed in a language they can easily understand as well as listening to their feedback (Pakikipag-ugnayan sa kliyente at business para mapanatili ang kanilang mga opinyon at punta)					
5. COSTS (GASTOS)					<input checked="" type="checkbox"/>
Satisfaction with the timeliness of the billing, billing processes, preferred methods of payment period, value for money, acceptable range of costs and qualitative information on the cost of each service (Kontentos ng serbisyo na nanggap at sahagang naging kalumbas o binayaran)					
6. INTEGRITY (KATAPATAN)					<input checked="" type="checkbox"/>
Capability of frontline staff/s to perform their duties, product and service knowledge, understanding client needs, helpfulness, and good work relationships (Kasigurang nangangapanan ang tungkulin, na may kaalaman sa serbisyo, na-unawaan ng aking kliyente, matulungan, at maayos na ugnayan sa trabaho)					
7. ASSURANCE (PAGTIWIWALA)					<input checked="" type="checkbox"/>
Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyak sa serbisyo na may katapatan, hustisya, patas at iwalas na bangsa ng kliyente at business)					
8. OUTCOME					<input checked="" type="checkbox"/>
Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyak sa serbisyo na may katapatan, hustisya, patas at iwalas na bangsa ng kliyente at business)					

III. Suggestions/Compliments/Comments (Sugestiyon/Papuri/Komento)

I had a smooth transaction regarding my Action Research!
Thank you SGOD! Special mention to Sir Arjo Tugay!

Thank you for your valuable input to help us continuously improve our services!
Maraming salamat sa iyo tulog para sa kaunlad ng aming serbisyo!

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Annex A



Client/Citizens Satisfaction Survey Form

Control No.: _____

Your experience matters to us!
Ang iyong karanasan ay mahalaga sa amin!

I. Client Information (Informasyon ng Kliyente)

Name (Optional)
Pangalan (Opsiyonal) _____ Date Visited
Pesta ng Pagbisita 11-25-2021

Office visited
Opisina ng binisita CIO (CYNTHIA VONEJA) Contact details _____

Services received
Serbisyo ng natanggap CLARIFICATION OF SPEED REPORT

II. Client Satisfaction Rating

Kindly rate the quality of service provided by checking the appropriate box. Leave as blank if the criterion is not applicable for the service.
(Lagyan ng tsek ang kahong nagsasaad ng iyong karanasan ukol sa serbisyo ng natanggap. Wanang blanko ang pamantayan kung ito ay hindi angkop sa serbisyo ng natanggap.)

CRITERIA		Dissatisfied Dilagang nasiyahan	Neutral		Satisfied Nasiyahan		Very Satisfied Lubhang nasiyahan
1. RESPONSIVENESS (PAGTUGON)							
Willingness to help, assist, and provide prompt service (Ilangang tumugon at magbigay na ng mabilis na serbisyo sa kliyente)							
2. RELIABILITY (MAAASAHAAN)							
Provision of what was needed and what was promised in accordance with the standards, with zero to a minimal error rate (Mabilis na pagbabagong sa serbisyo ayon sa laki ng pangangamutan)							
3. ACCESS & FACILITIES (LOKASYON AT PASILIDAD)							
Convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology. (Magandang lokasyon at mabuhay na mga facilites para sa transaksiyon at magandang paggamit ng teknolohiya)							
4. COMMUNICATION (PAKUKIPAG-USAP)							
Act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to their feedback. (Pakukipag-usap na may ugnayan sa kliyente at naturunang respektar ang mga opinyon ni punta)							
5. COSTS (GASTOS)							
Satisfaction with the timeliness of the billing, billing processes, preferred methods of payment period, value for money, acceptable range of costs, and qualitative information on the cost of each service (Kontentos sa serbisyo ng natanggap at sa halagang pagkakalumbas o binayaran)							
6. INTEGRITY (KATAPATAN)							
Capacity of frontliners to perform their duties, product and service knowledge, understanding client needs, helpfulness, and good work relationships (Kasiguruhang gampanan ang tungkulin, na may kaaluman sa serbisyo, pag-unawa sa paggaganap ng kliyente, matutulungan, at mayayo na ugnayon sa trabaho)							
7. ASSURANCE (PAGTITIWALA)							
Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtitiwala sa serbisyo ng may katapatan, hustisya, patas at twalasahabang makikibig, ugriyansakliyente)							
8. OUTCOME							
Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtitiwala sa serbisyo ng may katapatan, hustisya, patas at twalasahabang makikibig, ugriyansakliyento)							

III. Suggestions/Compliments/Comments (Suhestiyan/Papuri/Komento)

Thank you for your valuable input to help us continuously improve our services!
Maramingsalamatayong tulong para sa ikauunlad ng aming serbisyo!

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