



LOCAL GOVERNMENT UNIT OF MARAMAG

Harmonized CSM Report 2022 (2nd Edition)



Republic of the Philippines
Province of Bukidnon
Local Government Unit of Maramag

CLIENT SATISFACTION MEASUREMENT RESULT CY 2022 (CSMR)

I. Overview

Under the provisions of Republic Act No. 9485, otherwise known as "An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft, and Corruption, and Providing Penalties Thereof, otherwise known as the Anti-Red Tape Act of 2007, the Local Government Unit of Maramag conducted a client satisfaction survey to all frontline services of the LGU.

As stated in the ARTA Memorandum Circular (MC) No. 2022-02, government agencies shall provide the harmonized CSM survey to clients who have completed a transaction. Per 673 of ARTA MC no 2019-002, the client satisfaction measurement detailing the scope and period covered by the measurement, the methodology used, the results of the measurement, and the interpretation of the data shall be reported to the Authority.

The Client Satisfaction Measurement (CSM) is a feedback mechanism that is implemented by all government agencies and LGUs for their services. It aims to measure the specific and overall satisfaction of the transacting public with every government service.

Hence, LGU Maramag has crafted the Citizens Charter containing 192 frontline services. The agency has conducted the Client Satisfaction survey of all frontline services to measure efficiency based on the service dimension.

II. Scope

LGU Maramag conducted surveys throughout the year from January 2022 – December 2022.

LGU Maramag surveyed every client that visited each offices, as well as those that contacted LGU Maramag via email.

The survey used the standard harmonized CSM questionnaire. It asked clients demographic questions, three (3) Citizens Charter Question, and (8) questions related to the following Service Quality Dimensions:

1. Responsiveness
2. Reliability
3. Access and Facilities
4. Communication
5. Costs
6. Integrity
7. Assurance
8. Outcome



III. Methodology

Surveys were handed out and collected by LGU Maramag Offices personnel immediately at the end of every transaction. Surveys questionnaires and survey and or suggestion box were also available near the office entrance for dropping of accomplished survey questionnaires.

For online clients, emails containing the CSM portal link were sent one (1) week after the last correspondence.

The 8 Service Quality Dimension (SQD) questions were scored using a 5-point Likert Scale. The simple average of the questions was used to get the Overall score. The interpretation of the results are as follows:

Scale	Average	Rating
1	1.00-1.49	Very Unsatisfied
2	1.50-2.49	Unsatisfied
3	2.50-3.49	Neither Unsatisfied nor Satisfied
4	3.50-4.49	Satisfied
5	4.50-5.00	Very Satisfied

IV. SUMMARY RESULT OF HARMONIZED CSM 2022 PER OFFICE

1. OFFICE OF THE MUNICIPAL ENGINEER

The services MEO surveyed are the following:

External Services	Responses	Total Transaction
Certification for existing lot abutting access/ Barangay/ Municipal/ Provincial/ National road	3	3
Certification for subdivision plan application	1	1
Certification for lot titling application	2	6
Program of Works (POW) and detailed Engineering design (DED) for Barangay projects	475	655
Internal Services	Responses	Total Transaction
Repair and maintenance of motor vehicle	18	18
TOTAL	499	683



In aggregate, 499 people were able to answer the survey, among a population of 683. This resulted in a 73.06% response rate for 2022.

Scale	Average	Rating
1	1.00-1.49	Very Unsatisfied
2	1.50-2.49	Unsatisfied
3	2.50-3.49	Neither Unsatisfied nor Satisfied
4	3.50-4.49	Satisfied
5	4.50-5.00	Very Satisfied

IV. Results of the harmonized CSM for FY 2022:

A. Count of CC and SQD results

72.30% of respondents in external services and 100% respondents in internal services learned the existence of Citizen's Charter only when they saw the office's Citizen's Charter, 81.56% and 100% of respondents in external and internal services know what a CC is and saw the existence of a Citizen's Charter (CC).

Meanwhile, among those that knew the CC, 54.9% and 100% of external and internal were able to see office's Citizen's Charter and 84.17% and 100% of external and internal were able to use it as a guide for their service.

External Services	Responses	Percentage
CC1. I know what a CC is and I saw this office's CC.	274	54.9
CC1. I learned of the CC only when I saw this office's CC.	225	45.1
CC2. Easy to see	407	81.56
CC2. Somewhat easy to see	92	18.44
CC3. Helped very much	420	84.17
CC3. Somewhat helped	79	15.83
Internal Services	Responses	Percentage
CC1. I know what a CC is and I saw this office's CC.	18	100
CC2. Easy to see	18	100
CC3. Helped very much	18	100

Meanwhile, most respondents were 'Very Satisfied' and some were 'Satisfied' with MEO in terms of the 8 service quality dimensions, recording a score range of 4.38-4.60%.



The data below shows the breakdown of the results per service quality dimension.

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	0	0	0	246	253	499	4.51
Reliability	0	0	65	153	281	499	4.43
Access and Facilities	0	0	41	166	292	499	4.5
Communication	0	0	0	102	397	499	4.8
Costs	0	0	0	51	448	499	4.9
Integrity	0	0	0	0	499	499	5
Assurance	0	0	52	78	369	499	4.6
Outcome	0	0	0	237	262	499	4.3
Responsiveness	0	0	0	236	263	499	4.53
OVERALL	0	0	158	1269	3064	4491	4.65

B. Average score per service

Looking at the scores per service, respondents were either 'Satisfied' or 'Very Satisfied' with their transactions, recording a score range of 4.00-4.99. No service garnered a score of 3.99 or lower.

As a result, MEO recorded an Overall score of 4.65, which translates to 'Satisfied'.

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

External Services	Overall Rating
Certification for existing lot abutting access/ Barangay/ Municipal/ Provincial/ National road	4
Certification for subdivision plan application	5
Certification for lot titling application	3.5
Program of Works (POW) and detailed Engineering design (DED) for Barangay projects	4.6
External Service Overall	4.3
Internal Services	Overall Rating
Repair and maintenance of motor vehicle	5
Internal Service Overall	5
OVERALL TOTAL	4.65



2. OFFICE OF THE MUNICIPAL HEALTH OFFICER

The services MHO surveyed are the following:

List of Frontline Services	Responses	Total Transactions
Issuance of Burial, Exhumation and Cadaver Transfer Permits	440	650
Issuance of Certification (Certification of Potability of Water Supply)	28	30
Sanitary Certification; Food Handler's Seminar Certification;	316	700
Health Certificate for Local Employment	2896	4,000
Issuance of Sanitary Permit	758	1,500
Conduct Bloodletting activity	630	1,309
Conduct of Expanded Newborn Screening Test	296	530
Point of Service Enrollment	176	280
Conduct of Expanded Program of Immunization	943	1,600
Facility based Normal Spontaneous Delivery attended by skilled-birth attendant	273	530
Conduct of Anti-Drug Abuse Program	96	120
Enrollment of Philhealth benefits	154	200
Conduct HIV/AIDS Primary Care Service Integration of Maramag	95	102
Conduct HIV/STI Prevention Program	352	700
Conduct of National Leprosy Control Program	45	50
Conduct of National Tuberculosis Control Program	85	102
Conduct of School Based Immunization	550	1,200
Conduct of Garantisadong Pambata	550	1,200
Conduct of Prenatal Services	383	853
Issuance of Death certificate for clients who died at home	147	199
Conduct of Post-mortem examination and Issuance of Death certificate of the dead person	140	200
Attendance to Court Calls	10	10
Issuance of Medicolegal Certificates	45	50
Conduct Consultation and Treatment of Patients	7,759	9,393
TOTAL	17,167	25,508

In aggregate, **17,167** of people were able to answer the survey, among the population of **25,508**. This resulted in a 67% response rate for 2022.



Services that had no clients in 2022 are the following:

- I. Conduct of Newborn Hearing Test
- II. Results of the harmonized CSM for FY 2022
 - A. Count of CC and SQD results

While the majority of respondents only knew the existence of the Citizen's Charter (CC) when they saw it in the office, only 3 % of clients were still unaware of the CC. Meanwhile, among those that knew the CC, 56% were able to see MHO's CC, and 68% agreed that it helped them process their transactions with ease.

External Services	Respondents	Percentage
CC1. I know what a CC is and I saw this office's CC	6,771	39%
CC1. I know what a CC is but I did NOT see this office's CC	1,805	11%
CC1. I learned of the CC only when I saw this office's CC	8,079	47%
CC1. I do not know what a CC is and I did not see one in this office	512	3%
CC2. Easy to see	9,576	56%
CC2. Somewhat easy to see	5,060	29%
CC2. Difficult to see	1,204	7%
CC2. Not visible at all	815	5%
CC2. N/A	512	3%
CC3. Helped very much	11,626	68%
CC3. Somewhat helped	3,594	21%
CC3. Did not help	1,435	8%
CC3. N/A	512	3%

On the other hand, most respondents were "Satisfied" with MHO in terms of the 8 service quality dimensions, recording a score range of 4.21-4.26.



The data below shows the breakdown of the results per service quality dimension.

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Respondents	Rating
Responsiveness	425	738	1,910	5,487	8,616	17,167	4.23
Reliability	411	747	1,875	5,556	8,572	17,167	4.23
Access and Facilities	418	747	1,841	5,148	9,011	17,167	4.26
Communication	412	746	2,198	5,470	8,332	17,167	4.21
Costs	408	742	1,884	5,257	8,864	17,167	4.24
Integrity	406	747	1,890	5,224	8,883	17,167	4.25
Assurance	407	749	1,933	5,367	8,699	17,167	4.23
Outcome	465	735	1,821	5,231	8,964	17,167	4.26
Overall	3,352	5,951	15,352	42,740	69,941	137,336	4.24

B. Average score per service

Looking at the scores per service, respondents were either “Satisfied” or “Very Satisfied” with their transactions, recording a score range of 4.00-4.45. No service garnered a score of 3.99 or lower.

As a result, MHO recorded an Overall score of 4.24 which translates to “Satisfied”.

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

List of Frontline Services:	Overall Rating
Issuance of Burial, Exhumation and Cadaver Transfer Permits	4.29
Issuance of Certification (Certification of Potability of Water Supply)	4.28
Sanitary Certification; Food Handler’s Seminar Certification;	4.21
Health Certificate for Local Employment	4.18
Issuance of Sanitary Permit	4.85
Conduct Bloodletting activity	4.28
Conduct of Newborn Hearing Test	4.22
Conduct of Expanded Newborn Screening Test	4.27
Point of Service Enrollment	4.04
Conduct of Expanded Program of Immunization	4.07
Facility based Normal Spontaneous Delivery attended by skilled-birth attendant	4.09
Conduct of Anti-Drug Abuse Program	4.32
Enrollment of Philhealth benefits	4.22
Conduct HIV/AIDS Primary Care Service Integration of Maramag	4.24



Conduct HIV/STI Prevention Program	4.26
Conduct of National Leprosy Control Program	4.29
Conduct of National Tuberculosis Control Program	4.22
Conduct of School Based Immunization	4.19
Conduct of Garantisadong Pambata	4.25
Conduct of Prenatal Services	4.21
Issuance of Death certificate for clients who died at home	4.26
Conduct of Post-mortem examination and Issuance of Death certificate of the dead person	4.18
Attendance to Court Calls	4.35
Issuance of Medicolegal Certificates	4.45

3. OFFICE OF THE GENERAL SERVICE OFFICER

The services GSO surveyed are the following:

External Services	Responses	Total Transaction
Provision on the usage of Municipal Gymnasium, Sound System Heavy Duty Tents, Wooden Tables, Table Cloth and Monoblock Chairs	288	499
Reproduction of Documents (Photocopying and Risograph Printing)	170	262
Scheduling of Vehicle Usage	375	880
Internal Services	Responses	Total Transaction
Repair and Maintenance of Office Equipment and Municipal Building	114	265
TOTAL	947	1,906

In aggregate, 947 people were able to answer the survey, among a population of 1,906. This resulted in a 49.69% response rate for 2022.

V. Results of the harmonized CSM for FY 2022:

C. Count of CC and SQD results

53.42% of respondents in external services and 50.79% respondents in internal services learned the existence of Citizen's Charter only when they saw the office's Citizen's Charter, 46.58% and 48.57% of respondents in external and internal services know what a CC is and saw the existence of a Citizen's Charter (CC).

Meanwhile, among those that knew the CC, 63.99% and 68.42% of external and internal were able to see General Services Citizen's Charter and 89.56% and 84.21% of external and internal were able to use it as a guide for their service.



External Services	Responses	Percentage
CC1. I know what a CC is and I saw this office's CC.	388	46.58
CC1. I learned of the CC only when I saw this office's CC.	445	53.42
CC2. Easy to see	533	63.99
CC2. Somewhat easy to see	300	36.01
CC3. Helped very much	746	89.56
CC3. Somewhat helped	87	10.44
Internal Services	Responses	Percentage
CC1. I know what a CC is and I saw this office's CC.	72	48.57
CC1. I know what a CC is but I did not see this office's CC.	6	0.64
CC1. I learned of the CC only when I saw this office's CC.	36	50.79
CC2. Easy to see	78	68.42
CC2. Somewhat easy to see	36	31.58
CC3. Helped very much	96	84.21
CC3. Somewhat helped	18	15.79

Meanwhile, most respondents were 'Very Satisfied' and some were 'Satisfied' with GSO in terms of the 8 service quality dimensions, recording a score range of 4.38-4.60%.

The data below shows the breakdown of the results per service quality dimension.

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
SQD0. I am satisfied with the service that I availed.	0	0	0	508	439	947	4.46
SQD1. I spent a reasonable amount of time for my transaction.	0	0	134	303	510	947	4.40
SQD2. The office followed the transaction's requirements and steps based on the	0	0	109	215	623	947	4.54



information provided.							
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.	0	0	104	246	597	947	4.52
SQD4. I easily found information about my transaction from the office or its website.	0	0	166	230	551	947	4.41
SQD5. I paid a reasonable amount of fees for my transaction.	0	0	48	377	522	947	4.50
SQD6. I feel the office was fair to everyone, or “ <i>walang palakasan</i> ”, during my transaction.	0	0	44	364	539	947	4.52
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.	0	0	41	502	404	947	4.38
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.	0	0	10	355	582	947	4.60
OVERALL	0	0	656	3,100	4,767	8,523	4.48

D. Average score per service

Looking at the scores per service, respondents were either ‘Satisfied’ or ‘Very Satisfied’ with their transactions, recording a score range of 4.00-4.99. No service garnered a score of 3.99 or lower.

As a result, GSO recorded an Overall score of 4.48, which translates to ‘Satisfied’.



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

External Services	Overall Rating
Provision on the usage of Municipal Gymnasium, Sound System Heavy Duty Tents, Wooden Tables, Table Cloth and Monoblock Chairs	4.66
Reproduction of Documents (Photocopying and Risograph Printing)	4.50
Scheduling of Vehicle Usage	4.58
External Service Overall	4.58
Internal Services	Overall Rating
Repair and Maintenance of Office Equipment and Municipal Building	4.38
Internal Service Overall	4.38
OVERALL TOTAL	4.48

4. OFFICE OF THE MUNICIPAL MAYOR- REAL ESTATE AND HOUSING DEVELOPMENT DIVISION

The services REHDD surveyed are the following:

External Services	Responses	Total Transaction
Availment of Socialized Housing Residential Lot (Relocation & Socialized)	801	1, 131
Availment of Employees Housing Project (Lot only)	31	45
Amortization Payment	40	52
Issuance of certificate of full payment	7	7
Request for individual account balances/Statement of Account)	22	22
Issuance of certification for electrification program	15	15
Provide assistance to community associations/individual, landowners or other sectors of society/government institutions in accordance with R.A 7279	12	20
TOTAL	928	1, 292



In aggregate, 928 people were able to answer the survey, among a population of 1, 292. This resulted in a 71.82 % response rate for 2022.

IV. Results of the harmonized CSM for FY 2022:

A.Count of CC and SQD results

62.17% of respondents in external services learned the existence of Citizen's Charter only when they saw the office's Citizen's Charter, 37.82% of respondents in external services know what a CC is and saw the existence of a Citizen's Charter (CC).

Meanwhile, among those that knew the CC, 59.26% of external were able to see Real Estate and Housing Development Division Citizen's Charter and 84.48% of external were able to use it as a guide for their service.

External Services	Responses	Percentage
CC1. I know what a CC is and I saw this office's CC.	351	37.82
CC1. I learned of the CC only when I saw this office's CC.	577	62.17
CC2. Easy to see	550	59.26
CC2. Somewhat easy to see	378	39.9
CC3. Helped very much	784	84.48
CC3. Somewhat helped	144	15.20

Meanwhile, most respondents were 'Very Satisfied' and some were 'Satisfied' with REHDD in terms of the 8 service quality dimensions, recording a score range of 4.96- 5%.

The data below shows the breakdown of the results per service quality dimension.

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
SQD0. I am satisfied with the service that I availed.	0	0	0	33	895	928	4.96
SQD1. I spent a reasonable amount of time	0	0	0	29	899	928	4.97



for my transaction.							
SQD2. The office followed the transaction's requirements and steps based on the information provided.	0	0	0	18	910	928	4.98
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.	0	0	0	25	903	928	4.97
SQD4. I easily found information about my transaction from the office or its website.	0	0	0	38	890	928	4.96
SQD5. I paid a reasonable amount of fees for my transaction.	0	0	0	0	0	0	0.00
SQD6. I feel the office was fair to everyone, or " <i>walang palakasan</i> ", during my transaction.	0	0	0	21	907	928	4.98
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.	0	0	0	11	917	928	4.99
SQD8. I got what I needed from the government office, or (if	0	0	0	23	905	928	4.98



denied) denial of request was sufficiently explained to me.							
OVERALL	0	0	0	198	7,226	7,424	4.97

B. Average score per service

Looking at the scores per service, respondents were either 'Satisfied' or 'Very Satisfied' with their transactions, recording a score range of 4.98-5.

As a result, REHDD recorded an Overall score of 4.97, which translates to 'Very Satisfied'.

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

External Services	Overall Rating
Availment of Socialized Housing Residential Lot (Relocation & Socialized)	4.98
Availment of Employees Housing Project (Lot only)	4.90
Amortization Payment	5.00
Issuance of certificate of full payment	5.00
Request for individual account balances/Statement of Account)	5.00
Issuance of certification for electrification program	5.00
Provide assistance to community associations/individual, landowners or other sectors of society/government institutions in accordance with R.A 7279	4.92
OVERALL TOTAL	4.97

5. OFFICE OF THE MUNICIPAL BUDGET OFFICER

The services MBO surveyed are the following:

Internal Services	Responses	Total Transaction
Issuance of Certificate of Availability of Funds	12	15
Preparation and Submission of Manpower Report	4	4
Preparation and submission of Fund Utilization of Municipal Nutrition Program Allocation	1	1
TOTAL	17	20



In aggregate, 17 people were able to answer the survey, among a population of 20. This resulted in a 85% response rate for 2022.

Scale	Average	Rating
1	1.00-1.49	Very Unsatisfied
2	1.50-2.49	Unsatisfied
3	2.50-3.49	Neither Unsatisfied nor Satisfied
4	3.50-4.49	Satisfied
5	4.50-5.00	Very Satisfied

VI. Results of the harmonized CSM for FY 2022:

E. Count of CC and SQD results

58.82% respondents in internal services learned the existence of Citizen's Charter only when they saw the office's Citizen's Charter, 35.29% of respondents in internal services know what a CC is and saw the existence of a Citizen's Charter (CC).

Meanwhile, among those that knew the CC, 88.23% of internal were able to see Budget Office Citizen's Charter and 94.11% of internal were able to use it as a guide for their service.

Internal Services	Responses	Percentage
CC1. I know what a CC is and I saw this office's CC.	6	35.29
CC1. I know what a CC is but I did not see this office's CC.	1	5.88
CC1. I learned of the CC only when I saw this office's CC.	10	58.82
CC2. Easy to see	15	88.23
CC2. Somewhat easy to see	2	11.76
CC3. Helped very much	16	94.11
CC3. Somewhat helped	1	5.88

Meanwhile, most respondents were 'Very Satisfied' and some were 'Satisfied' with MBO in terms of the 8 service quality dimensions, recording a score range of 4.65-4.4.82%.



The data below shows the breakdown of the results per service quality dimension.

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
SQD0. I am satisfied with the service that I availed.	0	0	0	4	13	17	4.76
SQD1. I spent a reasonable amount of time for my transaction.	0	0	1	5	11	17	4.58
SQD2. The office followed the transaction's requirements and steps based on the information provided.	0	0	0	2	15	17	4.88
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.	0	0	0	6	11	17	4.64
SQD4. I easily found information about my transaction from the office or its website.	0	0	2	4	11	17	4.52
SQD5. I paid a reasonable amount of fees for my transaction.	0	0	0	0	0	0	0



SQD6. I feel the office was fair to everyone, or “ <i>walang palakasan</i> ”, during my transaction.	0	0	0	1	16	17	
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.	0	0	0	3	14	17	4.82
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.	0	0	0	2	15	17	4.88
OVERALL	0	0	3	27	106	136	4.75

F. Average score per service

Looking at the scores per service, respondents were either ‘Satisfied’ or ‘Very Satisfied’ with their transactions, recording a score range of 4.00-4.99. No service garnered a score of 3.99 or lower.

As a result, MBO recorded an Overall score of 4.75, which translates to ‘Very Satisfied’.

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

Internal Services	Overall Rating
Issuance of Certificate of Availability of Funds	4.75
Preparation and Submission of Manpower Report	4.77
Preparation and submission of Fund Utilization of Municipal Nutrition Program Allocation	4.73
Internal Service Overall	4.75
OVERALL TOTAL	4.75



6. OFFICE OF THE SECRETARY TO THE SANGGUNIAN

The services ARTA surveyed are the following:

External Services	Responses	Total Transactions
Facilitates in the review of requirements for accreditation	28	65
Retrieval and issuance of records	104	252
Receipt of Barangay Ordinances for Sangguniang Bayan review	28	45
Receipt of Letter request and Draft Ordinances	71	152
Internal Services	Responses	Total Transactions
Facilitation in the drafting of committee reports	78	197
Facilitation in the drafting of resolutions	9	21
Facilitation in the drafting of ordinances	8	8
TOTAL	298	675

In aggregate, 298 people were able to answer the survey, among a population of 675. This result in a 44% response rate for 2022.

No.	External Services	Responses	Percentage
CC1	I know what a CC is and I saw this office's CC	33	69%
CC1	I know what a CC is but I did NOT see this office's CC	3	6%
CC1	I learned of the CC only when I saw this office's CC.	12	25%
CC1	I do not know what a CC is and I did not see one in this office	0	0%
CC2	Easy to see	24	81%
CC2	Somewhat easy to see	4	11%
CC2	Difficult to see	3	8%
CC2	Not visible at all	0	0%
CC3	Helped very much	27	75%
CC3	Somewhat helped	7	19%
CC3	Did not help	2	6%
		0	0%



A. Count of CC and SQD results

No.	Internal Services	Responses	Percentage
CC1	I know what a CC is and I saw this office's CC	16	94%
CC1	I know what a CC is but I did NOT see this office's CC	1	6%
CC1	I learned of the CC only when I saw this office's CC.	0	0%
CC1	I do not know what a CC is and I did not see one in this office	0	0%
CC2	Easy to see	16	94%
CC2	Somewhat easy to see	0	0%
CC2	Difficult to see	1	6%
CC2	Not visible at all	0	0%
CC3	Helped very much	16	94%
CC3	Somewhat helped	1	6%
CC3	Did not help	0	0%

The data below shows the breakdown of the results per service quality Facilitates in the review of requirements for accreditation

Service Quality Dimensions	Strongly Disagree	Dis Agree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	1	9	18	0	28	4.61
Reliability	0	0	0	10	18	0	28	4.64
Access & Facilities	0	0	0	10	18	0	28	4.64
Communication	0	0	1	11	16	0	28	4.54
Costs	0	0	2	10	12	4	28	3.79
Integrity	0	0	1	5	22	0	28	4.75
Assurance	0	0	3	5	20	0	28	4.61
Outcome	0	0	1	4	23	0	28	4.79
Overall	0	0	9	64	73	4	150	4.55



Retrieval and issuance of records

Service Quality Dimensions	Strongly Disagree	Dis Agree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	0	0	0	30	74	104	4.71
Reliability	0	0	3	34	67	104	4.61
Access & Facilities	0	0	2	28	74	104	4.69
Communication	0	0	2	34	68	104	4.63
Costs	0	0	3	25	76	104	4.70
Integrity	0	0	1	22	81	104	4.77
Assurance	0	0	1	25	78	104	4.74
Outcome	0	0	1	26	77	104	4.73
Overall	0	0	13	224	595	832	4.70

Receipt of Barangay Ordinances for Sangguniang Bayan review

Service Quality Dimensions	Strongly Disagree	Dis Agree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	0	0	0	14	14	28	4.50
Reliability	0	0	0	15	13	28	4.46
Access & Facilities	0	0	0	14	14	28	4.50
Communication	0	0	0	13	15	28	4.53
Costs	0	0	0	10	18	28	4.64
Integrity	0	0	0	11	17	28	4.60
Assurance	0	0	0	12	16	28	4.57
Outcome	0	0	0	13	15	28	4.53
Overall	0	0	0	102	122	224	4.54

Receipt of Letter request and Draft Ordinances

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	0	0	1	53	17	71	4.23
Reliability	0	0	0	55	16	71	4.23
Access & Facilities	0	0	2	45	24	71	4.31
Communication	0	0	2	45	24	71	4.31
Costs	0	0	10	40	21	71	4.15
Integrity	0	0	1	50	20	71	4.27
Assurance	0	0	0	50	21	71	4.30
Outcome	0	0	0	50	21	71	4.30
Overall	0	0	16	388	164	568	4.26



Facilitation in the drafting of committee reports

Service Quality Dimensions	Strongly Disagree	Dis Agree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	19	57	2	78	4.63
Reliability	0	0	1	18	59	0	78	4.70
Access & Facilities	0	0	8	9	55	6	78	4.29
Communication	0	0	1	15	62	0	78	4.78
Costs	0	0	10	7	55	6	78	4.27
Integrity	0	0	4	15	59	0	78	4.70
Assurance	0	0	9	8	61	0	78	4.67
Outcome	0	0	0	19	59	0	78	4.76
Overall	0	0	33	110	467	14	624	4.60

Facilitation in the drafting of resolutions

Service Quality Dimensions	Strongly Disagree	Dis Agree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	1	6	2	9	3.78
Reliability	0	0	0	0	9	0	9	5.00
Access & Facilities	0	0	0	0	7	2	9	3.89
Communication	0	0	0	0	9	0	9	5.00
Costs	0	0	0	0	6	3	9	3.33
Integrity	0	0	0	0	9	0	9	5.00
Assurance	0	0	0	0	9	0	9	5.00
Outcome	0	0	0	0	9	0	9	5.00
Overall	0	0	0	1	64	7	72	4.50

Facilitation in the drafting of ordinances

Service Quality Dimensions	Strongly Disagree	Dis Agree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	3	5	0	8	4.63
Reliability	0	0	0	3	5	0	8	4.63
Access & Facilities	0	0	1	2	5	0	8	4.50
Communication	0	0	0	3	5	0	8	4.63
Costs	0	0	1	2	4	1	8	3.88



Integrity	0	0	0	3	5	0	8	4.63
Assurance	0	0	1	2	5	0	8	4.50
Outcome	0	0	0	3	5	0	8	4.63
Overall	0	0	3	21	39	1	64	4.50

B. Average score per service

External Services		Overall Rating
Facilitates in the review of requirements for accreditation		4.55
Retrieval and issuance of records		4.70
Receipt of Barangay Ordinances for Sangguniang Bayan review		4.54
Receipt of Letter request and Draft Ordinances		4.26
Internal Services		Overall Rating
Facilitation in the drafting of committee reports		4.60
Facilitation in the drafting of resolutions		4.50
Facilitation in the drafting of ordinances		4.50
Overall		4.52
Overall rating		VERY SATISFIED

7. OFFICE OF THE MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICER

MENRO conducted surveys throughout the year from January 2022 to December 2022 in every client that were officially transacting the office.

The survey uses 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:

- | | |
|--------------------------|--------------|
| 1. Responsiveness | 5. Costs |
| 2. Reliability | 6. Integrity |
| 3. Access and Facilities | 7. Assurance |
| 4. Communication | 8. Outcome |

The services MENRO surveyed were the following:

External Services	Responses	Total Transaction
Issuance of Tree Cutting Certification	6	6
Issuance of Solid Waste Certification	1,504	4,019
Issuance of Environmental Clearance	124	130
Withdrawal/Release Form for Planting Materials/Seedlings	28	28
TOTAL	1,662	4,183



In aggregate, 1,662 respondents or clients were able to answer the survey questionnaires, out from the total transactions of 4,183. This resulted to a response rate of 39.73% for CY 2022.

III. Methodology:

Surveys were handed out and collected by MENRO personnel immediately at the end of every transaction. Surveys questionnaires and survey and or suggestion box were also available near the office entrance for dropping of accomplished survey questionnaires.

The 8 Service Quality Dimension (SQD) questions were scored using a 5-point Likert Scale. The simple average of the questions was used to get the Overall score. The interpretation of the results are as follows:

Scale	Average	Rating
1	1.00-1.49	Very Unsatisfied
2	1.50-2.49	Unsatisfied
3	2.50-3.49	Neither Unsatisfied nor Satisfied
4	3.50-4.49	Satisfied
5	4.50-5.00	Very Satisfied

VII. Results of the harmonized CSM for FY 2022:

G. Count of CC and SQD results

59.99% of respondents in external services learned the existence of Citizen's Charter only when they saw the office's Citizen's Charter.

Meanwhile, among those that knew the CC, 53.97% were able to see Municipal Environment and Natural Resources Office Citizen's Charter and 53.97% were able to use it as a guide for their service.

External Services	Responses	Percentage
CC1. I know what a CC is and I saw this office's CC.	332	19.98
CC1. I learned of the CC only when I saw this office's CC.	997	59.99
CC2. Easy to see	897	53.97
CC2. Somewhat easy to see	100	6.02
CC3. Helped very much	897	53.97
CC3. Somewhat helped	100	6.02

Meanwhile, most respondents were 'Very Satisfied' and some were 'Satisfied' with MENRO services in terms of the 8 service quality dimensions, recorded a score range of 4.58-5.00%.



The data below shows the breakdown of the results per service quality dimension.

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	0	0	0	0	1662	1662	5.00
Reliability	0	0	0	1	1661	1662	4.99
Access and Facilities	0	0	0	164	1498	1662	4.90
Communication	0	0	0	164	1498	1662	4.90
Costs	0	0	0	0	1662	1662	5.00
Integrity	0	0	0	2	1660	1662	5.00
Assurance	0	0	166	358	1138	1662	4.58
Outcome	0	0	164	348	1150	1662	4.59
Responsiveness	0	0	0	232	1430	1662	4.86
OVERALL	0	0	330	1,269	13,359	14,958	4.87

H. Average score per service

Looking at the scores per service, respondents were either ‘Satisfied’ or ‘Very Satisfied’ with their transactions, recording a score range of 4.00-4.99. No service garnered a score of 3.99 or lower.

As a result, MENRO recorded an Overall score of 4.87, which translates to “Very Satisfied”.

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

External Services	Overall Rating
Issuance of Tree Cutting Certification	4.65
Issuance of Solid Waste Certification	4.85
Issuance of Environmental Clearance	4.86
Withdrawal/Release Form for Planting Materials/Seedlings	4.87
OVERALL TOTAL	4.81



8. OFFICE OF THE MUNICIPAL ACCOUNTANT

The services MACCO surveyed are the following:

No.	External Services	Responses	Total Transactions
1	Issuance of BIR Form #2307	305	550
	Internal Services		
1	Issuance of Certificate of Appearance	250	720
2	Issuance of Request Slip of AF 51 and CTC	280	480
3	Processing, Pre-auditing of Disbursement Vouchers and verification of Punong Barangay Certification	580	8100
4	Issuance of Certificate of Net Take Home Pay	420	1320
	Total	1835	11170
	Response Rate	16%	

In aggregate, 1,835 people were able to answer the survey, among a population of 11,170. This resulted in a 16% response rate for 2022.

IV. Methodology:

For physical clients, surveys were handed out and collected by MACCO personnel immediately at the end of the transaction. Surveys and survey boxes were also available near the office's entrance.

The 8 SQD questions were scored using a 5-point Likert Scale. The simple average of the questions was used to get the Overall score. The interpretation of the results are as follows:

Scale	Average	Rating
1	1.00-1.49	Very Unsatisfied
2	1.50-2.49	Unsatisfied
3	2.50-3.49	Neither Unsatisfied nor Satisfied
4	3.50-4.49	Satisfied
5	4.50-5.00	Very Satisfied



VIII. Results of the harmonized CSM for FY 2022:

I. Count of CC and SQD results

76% and 78% of respondents in external and internal services know what a CC is and saw the existence of a Citizen's Charter (CC). 7% and 18% of respondents in external and internal services know what a CC is but did not see it in the office.

10% of respondents in external services and 3% respondents in internal services learned the existence of Citizen's Charter only when they saw the office's Citizen's Charter. And only 7% and 1% of respondents in external and internal services doesn't know what a cc and did not see one in the office.

Meanwhile, among those that knew the CC, 74% and 69% of external and internal were able to see accounting office Charter and 65% and 67% of external and internal were able to use it as a guide for their service.

No.	External Services	Responses	Percentage
CC1	I know what a CC is and I saw this office's CC	275	76%
CC1	I know what a CC is but I did NOT see this office's CC	27	7%
CC1	I learned of the CC only when I saw this office's CC.	35	10%
CC1	I do not know what a CC is and I did not see one in this office	24	7%
CC2	Easy to see	222	74%
CC2	Somewhat easy to see	63	21%
CC2	Difficult to see	13	4%
CC2	Not visible at all	4	1%
CC3	Helped very much	196	65%
CC3	Somewhat helped	95	31%
CC3	Did not help	11	4%



No.	Internal Services	Responses	Percentage
CC1	I know what a CC is and I saw this office's CC	338	78%
CC1	I know what a CC is but I did NOT see this office's CC	78	18%
CC1	I learned of the CC only when I saw this office's CC.	15	3%
CC1	I do not know what a CC is and I did not see one in this office	4	1%
CC2	Easy to see	289	69%
CC2	Somewhat easy to see	117	28%
CC2	Difficult to see	7	2%
CC2	Not visible at all	3	1%
CC3	Helped very much	278	67%
CC3	Somewhat helped	128	31%
CC3	Did not help	10	2%

Meanwhile, most respondents were 'Very Satisfied' with MACCO in terms of the 8 service quality dimensions.

The data below shows the breakdown of the results per service quality dimension.

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
SQD0. I am satisfied with the service that I availed.	0	0	46	557	1232	1835	4.65
SQD1. I spent a reasonable amount of time for my transaction.	0	0	47	535	1253	1835	4.66
SQD2. The office followed the transaction's requirements and steps based	0	0	51	485	1299	1835	4.68



on the information provided.							
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.	0	0	67	502	1266	1835	4.65
SQD4. I easily found information about my transaction from the office or its website.	0	0	99	515	1221	1835	4.61
SQD5. I paid a reasonable amount of fees for my transaction.	0	0	37	123	500	660	4.70
SQD6. I feel the office was fair to everyone, or “ <i>walang palakasan</i> ”, during my transaction.	0	0	79	476	1280	1835	4.65
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.	0	0	73	427	1335	1835	4.69
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.	0	0	31	471	1333	1835	4.71
OVERALL	0	0	530	4,091	10,719	15,340	4.67



J. Average score per service

Looking at the scores per service, respondents was 'Very Satisfied' with their transactions, recording a score range of 4.61-4.71. No service garnered a score of 4.60 or lower.

As a result, MACCO recorded an Overall score of 4.67, which translates to 'Very Satisfied'.

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

No.	External Service	Rating
1	Issuance of BIR Form #2307	4.84
	Internal Services	
1	Issuance of Certificate of Appearance	4.54
2	Issuance of Request Slip of AF 51 and CTC	4.75
3	Processing, Pre-auditing of Disbursement Vouchers and verification of Punong Barangay Certification	4.62
4	Issuance of Certificate of Net Take Home Pay	4.58
	Overall Score	4.67
	Overall Rating	VERY SATISFIED

9. OFFICE OF THE HUMAN RESOURCE MANAGEMENT OFFICER

I. Scope:

HRMO conducted surveys throughout the year from Jan. 2022 to Dec. 2022.

HRMO surveyed every client that visited the office.

The survey used 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:

- | | |
|--------------------------|--------------|
| 1. Responsiveness | 5. Costs |
| 2. Reliability | 6. Integrity |
| 3. Access and Facilities | 7. Assurance |
| 4. Communication | 8. Outcome |



The services HRMO surveyed are the following:

Internal Services	Responses	Total Transaction
Control and Processing of Leave of Absence Application	1,026	2,120
Control and Processing of Overtime Request, Passlip and Travel Order	2,561	3,128
Issuance of Authority to Travel for Travel Abroad	2	3
Issuance of Certification (Certificate of Employment, Employment and Compensation, Employment and Leave Credits and Service Record	281	317
Issuance of Certificate of Good Moral Character and Certificate of No Pending Administrative Case	3	3
Issuance of Clearance from Money and Property Liability	29	33
Monitoring of Blood Glucose and Blood Pressure	1,825	2,040
Printing and Verification of Daily Time Records (DTR)	698	1,968
Processing of Monetization of Leave Credits Application	53	108
Processing of Terminal Leave Benefit Application	16	25
Provision of First Aid and Massage Services	6	10
TOTAL	6,500	9,755

In aggregate, 6,500 people were able to answer the survey, among a population of 9,755. This resulted in a 66.63% response rate for 2022.

V. Methodology:

For physical clients, surveys were handed out and collected by HRMO personnel immediately at the end of the transaction. Surveys and survey boxes were also available near the office's entrance.



The 8 SQD questions were scored using a 5-point Likert Scale. The simple average of the questions was used to get the Overall score. The interpretation of the results are as follows:

Scale	Average	Rating
1	1.00-1.49	Very Unsatisfied
2	1.50-2.49	Unsatisfied
3	2.50-3.49	Neither Unsatisfied nor Satisfied
4	3.50-4.49	Satisfied
5	4.50-5.00	Very Satisfied

IX. Results of the harmonized CSM for FY 2022:

K. Count of CC and SQD results

While the majority of respondents easily seen the CC, 12.52% of clients learned the CC only In the office.

Meanwhile, 9.31% somewhat seen the CC, 6.33% know the CC, 1.73 helped very much and 1.39% somewhat helped in availing their services.

Internal Services	Responses	Percentage
CC1. I know what a CC is and I saw this office's CC.	219	6.33
CC1. I learned of the CC only when I saw this office's CC.	433	12.52
CC2. Easy to see	469	13.56
CC2. Somewhat easy to see	322	9.31
CC3. Helped very much	60	1.73
CC3. Somewhat helped	48	1.39

Meanwhile, most respondents were 'Very Satisfied' and some were 'Satisfied' with HRMO in terms of the 8 service quality dimensions, recording a score range of 4.35-4.64%.



The data below shows the breakdown of the results per service quality dimension.

Service Quality Dimensions	Strongly Disagree	Dis Agree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
SQD0. I am satisfied with the service that I availed.	0	0	41	3,873	2,586	6,500	4.65
SQD1. I spent a reasonable amount of time for my transaction.	0	0	23	3,457	3,020	6,500	4.66
SQD2. The office followed the transaction's requirements and steps based on the information provided.	0	0	0	4,231	2,269	6,500	4.68
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.	0	0	0	2,501	3,999	6,500	4.65
SQD4. I easily found information about my transaction from the office or its website.	0	0	126	3,421	2,953	6,500	4.61
SQD5. I paid a reasonable amount of fees for my transaction.	0	0	5	2,683	3,812	6,500	4.58
SQD6. I feel the office was fair to	0	0	52	2,836	3,612	6,500	4.54



everyone, or “ <i>walang palakasan</i> ”, during my transaction.							
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.	0	0	0	3,866	2,634	6,500	4.40
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.	0	0	0	3,750	2,750	6,500	4.42
OVERALL	0	0	247	30,618	27,635	58,500	4.49

L. Average score per service

Looking at the scores per service, respondents were either ‘Satisfied’ or ‘Very Satisfied’ with their transactions, recording a score range of 4.35-4.64. No service garnered a score of 4.34 or lower.

As a result, HRMO recorded an Overall score of 4.49, which translates to ‘Satisfied’. The data below shows the Overall rating of each service surveyed.

Internal Services	Overall Rating
Control and Processing of Leave of Absence Application	4.41
Control and Processing of Overtime Request, Passlip and Travel Order	3.50
Issuance of Authority to Travel for Travel Abroad	4.00
Issuance of Certification (Certificate of Employment, Employment and Compensation, Employment and Leave Credits and Service Record	4.66
Issuance of Certificate of Good Moral Character and Certificate of No Pending Administrative Case	4.44
Issuance of Clearance from Money and Property Liability	4.63
Monitoring of Blood Glucose and Blood Pressure	4.65
Printing and Verification of Daily Time Records (DTR)	4.52
Processing of Monetization of Leave Credits Application	4.57



Processing of Terminal Leave Benefit Application	4.32
Provision of First Aid and Massage Services	4.28
Internal Service Overall	4.40
OVERALL TOTAL	4.40

10. OFFICE OF THE MUNICIPAL BUILDING

I. Overview

The Anti-Red Tape Authority (ARTA) is a national government agency created under R.A 11032 to monitor and ensure compliance with the national policy on anti-red tape and ease of doing business in the Philippines.

As stated in the ARTA Memorandum Circular (M.C.) No. 2022-02, government agencies shall provide the harmonized CSM survey to clients who have completed a transaction. Per 6.7.3 of ARTA M.C. No. 2019-002, the client satisfaction measurement detailing the scope and period covered by the measurement, the methodology used, the results of the measurement, and the interpretation of the data shall be reported to the Authority.

II. Scope:

Office of the Building Official (OBO) conducted surveys throughout the year from January 2022 to December 2022.

Office of the Building Official (OBO) surveyed every client that visited the office that wish to avail any of the services offered.

The survey used 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:

- | | |
|--------------------------|--------------|
| 1. Responsiveness | 5. Costs |
| 2. Reliability | 6. Integrity |
| 3. Access and Facilities | 7. Assurance |
| 4. Communication | 8. Outcome |

The Services Office of the Building Official (OBO) surveyed are the following:

External Services	Responses	Total Transactions
Issuance of Building Permit	83	100
Issuance of Certificate of Annual Inspection	76	79
Issuance of Certificate for electrical Connection for On-going Construction but with Building Permit	13	17
Issuance of Certificate of electrical Connection for Old/New structures constructed using light/indigenous materials	734	803
Issuance of Certificate of final electrical inspection for New Structures with Building Permit	25	48
Issuance of Demolition Permit	2	2
Issuance of Excavation and Ground Preparation Permit	7	7



Issuance of Fencing Permit	25	2
Issuance of Occupancy Permit	32	4
Issuance of Sign Permit	5	5
TOTAL	1,002	1,134

In aggregate, 1,002 clients were able to answer the survey among a population of 1,134. This resulted in a 88.36% response rate for the year 2022.

III. Methodology:

For physical clients, surveys were handed out and collected by OBO personnel immediately at the end of every transaction. Surveys and survey boxes were available at office's counter near the entrance.

The 8 SQD questions were scored using a 5-point Likert Scale. The simple average of the questions was used to get the Overall score. The interpretation of the results are as follows:

Scale	Average	Rating
1	1.00 - 1.49	Very Satisfied
2	1.50 - 2.49	Unsatisfied
3	2.50 - 3.49	Neither Unsatisfied nor Satisfied
4	3.50 - 4.49	Satisfied
5	4.50 - 5.00	Very Satisfied

IV. Results of the harmonized CSM for FY 2022:

A. Count of CC and SQD results

While the majority of respondents (70.12%) know the existence of a Citizen's Charter (CC), 28.66% of the respondents learned the existence of Citizen's Charter only when they saw the office's Citizen's Charter and of the total respondents, 1.22% were still unaware of the CC.

Meanwhile, among those that knew the CC, 56.71% were able to see office's Citizen's Charter. However, 79.27% of clients were able to use it as a guide for their service.

External Services	Responses	Percentage
CC1. I know what a CC is and I saw this Office's CC	115	70.12
CC1. I learned of the CC only when I saw this office's CC	47	28.66
CC1. I do not know what a CC is and I did not see one in this office.	2	1.22
CC2. Easy to see	93	56.71
CC2. Somewhat easy to see	69	42.07
CC2. N/A	2	1.22
CC3. Helped very much	130	79.27
CC3. Somewhat helped	32	19.51
CC3. N/A	2	1.22



Meanwhile, most respondents were ‘Very Satisfied’ with Office of the Building Official (OBO) in terms of the 8 service quality dimensions, recording a score range of 4.60-4.83%.

The data below shows the breakdown of the results per service quality dimension.

Service Quality Dimensions	Strongly Disagree	Dis Agree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
SQDO. I am satisfied with the service that I availed.	0	0	12	253	737	1,002	4.65
SQD1. I spent a reasonable amount of time for my transaction	0	0	5	256	741	1,002	4.69
SQD2.The office followed the transaction’s requirements and steps based on the information provided	0	0	5	298	699	1,002	4.72
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.	0	0	13	359	630	1,002	4.61
SQD4. I easily found information about my transaction from the office or its website.	0	0	7	367	628	1,002	4.60
SQD5. I paid a reasonable amount of fees for my transaction.	0	0	10	327	665	1,002	4.73



SQD6. I feel the office was fair to everyone, or “walang palakasan”, during my transaction	0	0	2	328	672	1,002	4.67
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.	0	0	2	285	715	1,002	4.77
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.	0	0	0	278	724	1,002	4.83
OVERALL	0	0	56	2,751	6,211	9,018	4.69

B. Average score per service

Looking at the scores per service, respondents were either “Satisfied” or ‘Very Satisfied’ with their transactions, recording a score range of 4.00-4.72. No service garnered a score of 3.99 or lower.

As a result, OBO recorded an Overall score 4.69, which translates to ‘Very Satisfied’. The data below shows the Overall rating of each service surveyed.

External Services	Overall Rating
Issuance of Building Permit	4.69
Issuance of Certificate of Annual Inspection	4.62
Issuance of Certificate of Electrical Connection for On-going Construction but with Building Permit	4.72
Issuance of Certificate of Electrical Connection for Old/New Structures Constructed using light/indigenous Materials	4.69
Issuance of Certificate of Final Electrical Inspection for New Structures with Building Permit	4.72
Issuance of Demolition Permit	4.72
Issuance of Excavation and Ground Preparation Permit	4.68
Issuance of Fencing Permit	4.71
Issuance of Occupancy Permit	4.70
Issuance of Sign Permit	4.71
External Service Overall	4.69



11. OFFICE OF THE MUNICIPAL TREASURER

I. Overview:

All offices and agencies providing government services shall be subjected to a Report Card Survey to be initiated by the Authority, in coordination with the CSC, and the Philippine Statistics Authority (PSA), which shall be used to obtain feedback on the following: (*Section 1, Rule XII, IRR of R.A. 11032*)

- a. Compliance with the provisions in the Citizen's Charter, of the Act and its Rules; and
- b. Agency performance (*Section 1, Rule XII, IRR of R.A. 11032*)

The Report Card Survey shall be holistic tool that will measure effectiveness of the Citizen's Charter in reducing regulatory burdens and the impact of the human resource systems and programs in delivering efficient government service. It shall be used to obtain information and/or estimates of hidden costs incurred by applicants or requesting parties to access government services which may include, but is not limited to, bribes and payment to fixers. (*Section 2, Rule XII, IRR of R.A. 11032*)

The Report Card Survey shall be part of the Monitoring and Evaluation Plan of all agencies. Results of the survey shall also be incorporated in their annual reports. (*Section 3, Rule XII, IRR of R.A. 11032*)

The result of the survey shall also become the basis for the grant of agency, local, national, and internal awards, recognition and incentives for excellent delivery of services in all government agencies. (*Section 4, Rule XII, IRR of R.A. 11032*)

II. Scope:

Office of the Municipal Treasurer frontline service provider/responsible person conducted surveys to clients/customers who avail office Frontline Services throughout the year from January 3, 2022 to December 29, 2022.

The survey used the Client Satisfaction Survey/feedback form for each response in availing Office Frontline Services in every single transaction. It asked the name of Office Frontline Service base from the Office Citizen's Charter; the full name and position of the responsible person; impressions in eight Service Quality Dimensions (SQD); client suggestion for improvement; and personal information as optional.

The Service Quality Dimensions survey are the following:

1. I easily found the Office Citizen's Charter poster posted at conspicuous place.
2. The Officer-of-the-Day explain to me the Office Citizen's Charter and processing of transactions commences only upon submission of complete requirements/documents.
3. I have spent and paid reasonable amount of time and money for the following
 - a. Agency action,
 - b. Fees, and
 - c. Processing time.



4. I am satisfied with the services of the following:
 - a. Officer-of-the-Day
 - b. Responsible Person (1)
 - c. Responsible Person (2) if available
5. I was treated courteously by the
 - a. Officer-of-the-Day
 - b. Responsible Person (1)
 - c. Responsible Person (2) if available

The rating or feedback that corresponds to the Service Quality Dimensions satisfaction levels are the following:

1. Strongly disagree
2. Disagree
3. Neutral
4. Agree
5. Strongly agree

The frontline services where the Office of the Municipal Treasurer surveyed are the following:

Internal and External Frontline Services		Responses	Total Transaction
1	Collection of Tax, Other Fees and Charges	3,577	4,471
2	Disbursements for Petty Cash Voucher or Payrolls	1,545	1,931
3	Issuance of Community Tax Certificate (Cedula) for Individual or Corporation	1,018	1,273
4	Issuance of Statement of Account for Real Property Tax	2,226	2,782
5	Issuance of Certificate of Ownership of Large Cattle, Certificate of Transfer of Ownership of Large Cattle (Out of Office)	451	563
6	Issuance of Certificate of Ownership of Large Cattle, Certificate of Transfer of Ownership of Large Cattle (On-site)	202	252
7	Issuance of Checks for General Fund, Special Education Fund, and Trust Fund	1,126	1,408
8	Releasing of check issued for General Fund, Special Education Fund, and Trust Fund for various suppliers	1,127	1,408
9	Issuance of Real Property Tax Clearance Certificate	450	562
TOTAL		11,722	14,650

Eleven thousand seven hundred twenty-two or 11,722 clients/customer per single transaction were able to answer the Client Satisfaction Survey/Feedback Form with overall total of Fourteen thousand six hundred fifty or 14,650 transactions for internal and external Frontline Services. This was resulted in 80.00% response rate for the calendar year 2022. The remaining 20% were not able to participate the survey due to their personal reasons and data privacy.



VI. Methodology:

All client satisfaction survey/feedback forms were handed out by office frontline services' responsible person and collected immediately at the end of each single transaction by dropping at the official MTO CLIENT SATISFACTION SURVEY/FEEDBACK Box.

The eight Service Quality Dimension questions were scored using a 5-point Likert Scale. The simple average of the questions was used to get the Overall score. The interpretation of the results are as follows:

Scale	Average	Rating
1	1.00-1.49	Strongly Disagree
2	1.50-2.49	Disagree
3	2.50-3.49	Neutral
4	3.50-4.49	Agree
5	4.50-5.00	Strongly Agree

X. Results of the Report Card Survey for FY 2022:

Fifty three percent or 53% of external and internal clients/survey responses were able to see, knew and answered mostly “Strongly Agree” Office of the Municipal Treasurer Citizen’s Charter poster posted at conspicuous place and were able to use it as a guide for availing Office Frontline Service.

Fifty three percent or 53% of external and internal clients/survey responses were able to know the existence of Office Citizen’s Charter and answered “Strongly Agree”.

Clients/customers know about Office Citizen’s Charter	Number of responses		Percentage of client/survey responses answered “Strongly Agree”	
	External frontline services clients	Internal frontline services clients	External frontline services clients	Internal frontline services clients
I easily found the Office Citizen’s Charter poster posted at conspicuous place. (From CLIENT SATISFACTION SURVEY/FEEDBACK FORM item D1)	6,975	4,747	53%	53%
The Officer-of-the-Day explain to me the Office Citizen’s Charter and processing of transactions commences only upon submission of complete requirements/documents. (From CLIENT SATISFACTION SURVEY/FEEDBACK FORM item D2)	6,975	4,747	53%	53%



Most respondents answered ‘Strongly Agree’ and some answered ‘Agree’ in the 5 Service Quality Dimensions per office staff service delivery, recording a score range of 3.50-5.00 score using a 5-point Likert Scale.

The data below shows the breakdown of the results per service quality dimension.

Service Quality Dimensions	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	Total Responses
1. I easily found the Office Citizen’s Charter poster posted at conspicuous place.	0	0	0	5,490	6,232	11,722
2. The Officer-of-the-Day explain to me the Office Citizen’s Charter and processing of transactions commences only upon submission of complete requirements/documents.	0	0	0	5,495	6,227	11,722
3. I have spent and paid reasonable amount of time and money for the following a. Agency action,	0	0	0	5,390	6,332	11,722
b. Fees, and	0	0	0	5,533	6,189	11,722
c. Processing time.	0	0	0	5,624	6,098	11,722
4. I am satisfied with the services of the following: a. Officer-of-the-Day	0	0	0	5,448	6,274	11,722
b. Responsible Person (1)	0	0	0	5,360	6,362	11,722
c. Responsible Person (2) if available	0	0	0	5,358	6,364	11,722
5. I was treated courteously by the a. Officer-of-the-Day	0	0	0	5,363	6,359	11,722



b. Responsible Person (1)	0	0	0	5,368	6,354	11,722
c. Responsible Person (2) if available	0	0	0	5,350	6,372	11,722
Step 1. Calculate the total number of responses for each sentiment level)				59,779	69,163	
Step 2. Add the totals, and divide by the total number of respondents				239,116	345,815	128,942
4.53 or “Strongly Agree”						

XI. Results of the Agency Action Plan reported in FY 2021:

Action Plan	Person/unit Responsible	Target implementation	Status of implementation	Reasons for partial/non-implementation	Action taken/action to be taken
Compliance to the Ease of Doing Business and Efficient Government Service Delivery Act	All Office Frontline Services provider	Jan to December 2022	Implemented	1. Some of the clients are not cooperating with the survey.	1. Augment add additional workforce. 2. Conduct Monthly meeting regarding the implementation of the Law.
Offering free clean drinking water for clients	Admin. Section	Jan to December 2022	Implemented		

XII. Continuous Agency Improvement Plan for FY 2023:

Action Plan	Person/unit Responsible	Target implementation	Status of implementation	Reasons for partial/non-implementation	Action taken/action to be taken
Compliance to the Ease of Doing Business and Efficient Government Service Delivery Act	All Office Frontline Services provider	Jan to December 2023			
Revise Office Citizen Charter for	All Office Frontline	January to June 2023			

additional frontline services	Services provider				
Offering free clean drinking water for clients	Admin. Section	Jan to December 2023			



Annexes 1 (Sample Client Satisfaction Survey Form)



**REPUBLIC OF THE PHILIPPINES
PROVINCE OF BUKIDNON
MUNICIPALITY OF MARAMAG**

**OFFICE OF THE MUNICIPAL TREASURER
CLIENT SATISFACTION SURVEY / FEEDBACK FORM
For internal and external Frontline Services**

A. Transaction date & time (Required): _____

B. Name of Frontline Service provided (Required)

Please choose only one transaction with check mark (/)	Internal and External Frontline Services
	1. Collection of Tax, Other Fees and Charges
	2. Disbursements for Petty Cash Voucher or Payrolls
	3. Issuance of Community Tax Certificate (Cedula) for Individual or Corporation
	4. Issuance of Statement of Account for Real Property Tax
	5. Issuance of Certificate of Ownership of Large Cattle, Certificate of Transfer of Ownership of Large Cattle (Out of Office)
	6. Issuance of Certificate of Ownership of Large Cattle, Certificate of Transfer of Ownership of Large Cattle (On-site)
	7. Issuance of Checks for General Fund, Special Education Fund, and Trust Fund
	8. Releasing of check issued for General Fund, Special Education Fund, and Trust Fund for various suppliers
	9. Issuance of Real Property Tax Clearance Certificate

C. Name and position of the following:

Officer-of-the-Day : _____

Responsible Person (1) : _____

Responsible Person (2) : _____



D. Kindly fill-up the survey form and reflect your impressions about our services and let us know your experience while transacting official business with us. Check (/) the rating that corresponds to your satisfaction level and/or write your observations/comments. (Required)

Service Quality Dimensions	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)
1. I easily found the Office Citizen's Charter poster posted at conspicuous place.					
2. The Officer-of-the-Day explain to me the Office Citizen's Charter and processing of transactions commences only upon submission of complete requirements/documents.					
3. I have spent and paid reasonable amount of time and money for the following					
a. Agency action,					
b. Fees, and					
c. Processing time.					
4. I am satisfied with the services of the following:					
a. Officer-of-the-Day					
b. Responsible Person (1)					
c. Responsible Person (2)					
5. I was treated courteously by the					
a. Officer-of-the-Day					
b. Responsible Person (1)					
c. Responsible Person (2)					

E. What can we do better? Suggestions or comments for the improvement of service delivery and responsible person:



F. Personal Information (Required):

Name of client/customer: _____

Email/Contact Number: _____

Sex: ___ Male ___ Female

Note: Contents of this form shall be for internal use and evaluation only.

-----*Nothing follows*-----