



Republic of the Philippines
Department of Education
REGION VII – CENTRAL VISAYAS
SCHOOLS DIVISION OF NEGROS ORIENTAL

Office of the Schools Division Superintendent

DIVISION MEMORANDUM

No. 911, s. 2023

29 DEC 2023

**Affirmation of Truth, Accuracy, and Completeness of Client Satisfaction
Measurement Results**

To: Assistant Schools Division Superintendent
Chiefs, CID and SGOD
Public Schools District Supervisor/District-In-Charge
Elementary and Secondary School Heads
All Others Concerned

1. In compliance with Memorandum Circular No. 2019-002-A, which mandates the annual submission of the Client Satisfaction Measurement report, this office hereby attests to the truth, accuracy, and completeness of the attached Client Satisfaction Measurement report obtained from the survey conducted by our team this year 2023.
2. To uphold the standards of research methodology, ensuring that the information obtained is reliable and reflective of our clients' sentiments, we have diligently examined the survey responses. The analysis process adhered to established protocols, and statistical measures were applied to derive meaningful insights from the collected data.
3. Thus, this Office confirms that the Client Satisfaction Measurement results presented in the Harmonized CSM report (FY 2023) are truthful and complete to the best of our knowledge. We are committed to upholding the highest standards of quality and transparency in our assessments.

By Authority of the Schools Division Superintendent:

DR. NILITA L. RAGAY

OIC, Office of the Schools Division Superintendent
Officer-In-Charge

SPP/JAD/



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Republic of the Philippines
Department of Education
REGION VII – CENTRAL VISAYAS
SCHOOLS DIVISION OF NEGROS ORIENTAL

CLIENT SATISFACTION MEASUREMENT REPORT
(FY 2023)

Harmonized CSM Report
2023 (1st Edition)



I. Overview

Section 17 of Republic Act No. 11032 delineates the Anti-Red Tape Act, which serves as the regulatory framework for overseeing and enforcing the stipulations outlined in the said law and its Implementing Rules and Regulations. Consequently, each government agency is entrusted with the responsibility of not only implementing these rules but also actively monitoring and ensuring adherence to the national policy on anti-red tape, thereby facilitating smoother business operations in the country. Essentially, the Anti-Red Tape Act plays a pivotal role in advancing efficiency, transparency, and the overall ease of conducting business within governmental processes.

DepEd, Division of Negros Oriental actively endorses and implements the principles of the Ease of Doing Business Law for the benefit of its clients. To achieve this, the institution is committed to gathering feedback from its clients, aligning with the laws mandated by the central office. This commitment involves adhering to the provisions of Republic Act No. 11032, commonly known as the Anti-Red Tape Act. By embracing these regulations, the division aims to enhance efficiency, transparency, and client satisfaction in its operations.

This report presents comprehensive and specific data derived from surveys conducted and collated from **January to December FY 2023**. The results outlined herein will serve as the foundation for further enhancements within our Division, guiding our efforts toward continuous improvement.

II. Scope and Methodology

a. Period Covered

The surveys were conducted from January-December 12, 2023.

b. Geographic and Office Coverage

Survey forms were distributed randomly to clients visiting the Division Office, encompassing both internal and external clients as respondents.

The SDO initially utilized the Old CSC Form **from January to October 25, 2023**, and subsequently transitioned to the ARTA-prescribed CSM Form **from October 26 to December 12, 2023**.

The Old and New CSM Forms exhibit differences. Consequently, results from the previous form were converted based on the provided conversion table in the Memo. For a detailed comparison, please refer to the accompanying table.



Old CCSS Form	New Form (ARTA-prescribed CSM Form)
Demographical Questions	
No	Yes
Citizen's Charter Questions	
No	Yes
Service Quality Dimensions	
1. Responsiveness	SDQ0. Satisfaction
2. Reliability	SDQ1. Responsiveness
3. Access and Facilities	SDQ2. Reliability
4. Communication	SDQ3. Access and Facilities
5. Costs	SDQ4. Communication
6. Integrity	SDQ5. Costs
7. Assurance	SDQ6. Integrity
	SDQ7. Assurance
	SDQ8. Outcome

c. List of Services Surveyed

The services are listed as follows:

Please be aware that survey results for **Nos. 1-8** are only available for the period between **October 26 and December 12, 2023**, exclusively obtained through the use of the ARTA-prescribed CSM Form. The lower number of responses during this period is due to this specific form. However, additional responses can be observed in **No. 9**, which is based on the use of the OLD CCSS Form.

Service Name	Type of Service	Total Transactions	Responses
1. ASDS			
Other requests/inquiries (Online)	Internal	16	15
2. General Services ADMIN			
<ul style="list-style-type: none"> • Payroll & Cash • HRMU • Records • Supply • Procurement 			
CASH			
Cash Advance (Online)	Internal	1	1
General Services-related (Walk-in)	Internal & External	4	4
General Services-related (Online)	Internal & External	8	8



Other requests/inquiries (Walk-in)	Internal	4	4
Other requests/inquiries (Online)	Internal	6	6
ADMIN			
Other requests/inquiries (Walk-in)	Internal & External	10	10
Other requests/inquiries (Online)	Internal	7	7
Feedback/Complaint (Walk-In)	Internal	1	1
HRMU			
Appointment (New, Promotion, Transfer, etc.) (Walk-In)	Internal & External	23	22
ERF-Equivalent Record Form (Walk-In)	Internal	1	1
Leave Application (Online)	Internal	1	1
Loan Approval and Verification	Internal	3	3
Service Record (Online)	Internal	1	1
Other requests/inquiries (Walk-in)	Internal & External	3	3
Other requests/inquiries (Online)	Internal	4	4
RECORDS			
Certified True Copy (CTC)/Photocopy of documents (Online)	Internal	1	1
Receiving and releasing of documents (Walk-In)	Internal & External	15	14
Other requests/inquiries (Online)	Internal	2	2
3. CID - Curriculum Implementation Division			
ALS Enrollment (LRMS) (Online)	External	2	2
Access to LR Portal-Instructional Mngt. Section (Online)	External	4	4
Instructional Supervision (PSDS) (Online)	Internal	2	2
Other requests/inquiries (Walk-In)	Internal & External	5	5
4. Finance (Accounting, Budget)			
Accounting-related (Online)	Internal	1	1
Other requests/inquiries (Walk-In)	External	1	1
Other requests/inquiries (Online)	Internal	2	2
5. SGOD			
HRD - Human Resource Development (Online)	Internal	4	4
Planning & Research (Online)	Internal & External	3	3
School Health (Walk-In)	Internal	2	2
School Health (Online)	Internal	1	1
SMME - School Management Monitoring and Evaluation Section (Online)	Internal	2	2
6. ICT			



Create/delete/rename/reset user accounts (Online)	Internal	1	1
Troubleshooting of ICT equipment (Online)	Internal & External	5	5
Uploading of publications (Online)	Internal	1	1
Other requests/inquiries (Online)	Internal	2	2
7. Legal			
Certificate of No Pending Case (Online)	Internal	6	6
Legal advice/opinion (Online)	Internal & External	6	6
8. Service Aailed Portion Unanswered	Internal & External	148	107
9. Survey Results from Old CSC Form (most of the accomplished forms were not answered to what type of Service Aailed from January to October 25, 2023)	Internal & External	1,285	296
	TOTAL	1578	546

In total, **546** individuals participated in the survey out of a population of **1,578**, yielding a response rate of **34.58%** for the year 2023.

Services that had no record of answered survey forms are the following:

1. SDS
Travel Authority
2. ASDS
BAC
3. General Services ADMIN (Payroll & Cash, HRMU, Records, Supply & Procurement)
CASH
Procurement-related
ADMIN
Application - Teaching Position
Application - Non-Teaching/Teaching-related
HRMU
COE-Certificate of Employment
Correction of Name/Status
Retirement
Terminal Leave
RECORDS
CAV - Certification, Authentication, and Verification
Non-certified True Copy of documents
SUPPLY
Inspection/Acceptance/Distribution of LRs, Supplies, Equipment
Property and Equipment Clearance
Request/Issuance of Supplies
4. CID - Curriculum Implementation Division



Contextualized Learning Resources
Quality Assurance of Supplementary Learning
Technical assistance
5. Finance (Accounting, Budget)
ORS-Obligation Request and Status
Posting/Updating of Disbursement
4. SGOD
Education Facilities
SocMob - Social Mobilization and Networking
6. Legal
Correction of Entries in School Record
Sites titling

d. Sampling

i. Applied Confidence level and margin of error

The survey results were tabulated by counting the number of clients who successfully completed the survey and determining the total number of transactions throughout the year 2023. This calculation was performed using a sampling calculator with a 95% confidence interval and a 5% margin of error.

ii. Mode of Survey Implementation

The survey was administered using printed CSM survey forms distributed randomly to clients. Additionally, an online version of the survey was made available. Clients could either scan a QR code leading to the survey link or opt to respond to the survey using the laptop provided in the designated PACD area.

e. Feedback and Collection Mechanism

Completed survey forms were gathered and tallied on a weekly basis to promptly assess the efficiency of the survey conduct. The results are subsequently consolidated on a monthly basis.

f. Scoring System

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



g. How numerical results will be interpreted

The 8 SQD questions were evaluated using a **5-point Likert scale**. The Overall Score was determined by calculating the simple average of the responses to these questions.

V. Result

a. Response rate (per service)

Count of CC Results

The results presented are derived exclusively from the data collected during the period from **October 26, 2023** to **December 12, 2023**, coinciding with the implementation of the new form. It is important to note that the Old Form did not include survey questions related to the Citizen's Charter; hence, it has been omitted from the analysis.

Result from Hard Copies:

External Services	Responses	Percentage
C1. I know what a CC is and I saw this Office's CC	134	60.91%
C1. I know what a CC is but I did not see this office's CC	5	2.27
C1. I learned of the CC only when I saw this office's CC	8	3.64
C1. I do not know what a CC is and did not see one in this office	8	3.64
CC1. UNANSWERED	65	29.54
TOTAL RESPONSES	220	100%
CC2. Easy to See	123	55.91%
CC2. Somewhat easy to see	18	8.18%
CC2. Difficult to see	2	0.91%
CC2. Not visible at all	1	0.45%
CC2. N/A	3	1.36%
CC2. UNANSWERED	73	33.18%
TOTAL RESPONSES	220	100%
CC3. Helped very much	134	60.91%
CC3. Somewhat helped	4	1.82%
CC3. Did not help	1	0.45%
CC3. N/A	3	1.36%
CC3. UNANSWERED	78	35.45%
TOTAL RESPONSES	220	100%



Result from Online Version:

External Services	Responses	Percentage
Are you aware of the Citizen's Charter - document of the SDO services and requirements?		
Yes	19	22.62%
No	1	1.19%
Blank	64	76.19%
TOTAL RESPONSES	84	100%
Did you see the SDO Citizen's Charter (online or posted in the office)?		
Yes, it was easy to find	18	21.43%
No	1	1.19%
Blank	65	77.38%
TOTAL RESPONSES	84	100%
Did you use the SDO Citizen's Charter as a guide for the service you availed		
Yes	18	21.43%
No		0%
Blanks	66	78.57%
TOTAL RESPONSES	84	100%

Consolidated Result with highest percentage from Hard & Soft Copies (Online)

External Services	Total No. of Surveyed Clients	Responses	Percentage
C1. I know what a CC is and I saw this Office's CC (Hard copies)	220	134	60.91%
CC2. Easy to See (Hard copies)		123	55.91%
CC3. Helped very much (Hard copies)		134	60.91%
(Online) Yes, I am aware of the CC	84	19	22.62%
(Online) Yes, It was easy to find		18	21.43%
(Online) Yes (CC as a charter guide)		18	21.43%

Based on the results, it is evident that the surveyed clients are well-acquainted with the Citizen's Charter with highest satisfaction rating of **60.91%** on one survey question. They have expressed that it is easily accessible for reading and has markedly facilitated their transactions at the office.



h. Number of clients surveyed

CONSOLIDATED RESULTS per SERVICE QUALITY DIMENSION									
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	No Answer	Total Responses	Rating
Results from Old Form Converted (January-October 25, 2023)									
Responsiveness	21	1	7	135	1119	0	2	1285	4.81
Reliability	20	1	9	124	1126	0	5	1285	4.81
Access and Facilities	22	0	8	131	1116	0	8	1285	4.79
Communication	21	3	7	121	1120	0	13	1285	4.77
Costs	21	9	15	148	1035	0	57	1285	4.55
Integrity	19	0	11	125	1122	0	8	1285	4.80
Assurance	20	0	8	124	1117	0	16	1285	4.77
Results from New Form (October 26-December 12, 2023)									
SDQ0. Satisfaction	2	0	1	46	170	1	0	220	4.72
SDQ1. Responsiveness	5	0	1	57	156	1	0	220	4.62
SDQ2. Reliability	3	0	1	45	171			220	4.73
SDQ3. Access and Facilities	10	0	1	43	156	1	9	211	4.39
SDQ4. Communication	1	0	1	25	192	1		220	4.84
SDQ5. Costs	1	2	1	20	176	1	19	201	4.40
SDQ6. Integrity	0	0	1	63	155	1		220	4.69
SDQ7. Assurance	9		1	32	172	5	1	219	4.55
SDQ8. Outcome	0	1	0	29	190		0	220	4.85
Results from Online Responses (September 05-December 04, 2023)									
SDQ1. Responsiveness	0	0	0	5	75	4	0	84	4.70
SDQ2. Reliability	0	0	0	5	79		0	84	4.94
SDQ3. Access and Facilities	0	0	0	5	75	4	0	84	4.70
SDQ4. Communication	0	0	0	4	80		0	84	4.95
SDQ5. Costs	0	0	2	7	60	15	0	84	3.98
SDQ6. Integrity	0	0	0	3	81		0	84	4.96
SDQ7. Assurance	0	0	0	3	81		0	84	4.96
SDQ8. Outcome	0	0	0	5	79		0	84	4.94
OVERALL	175	17	75	1305	9903	34	138	11618	4.72



The table illustrates ratings for each service quality dimension, ranging from **3.98 to 4.94**, corresponding to "Satisfied" and "Very Satisfied" classifications. The findings unmistakably indicate high satisfaction among SDO clients, evidenced by an overall rating of **4.72** within a scale range of **4.5-5.0**, equivalent to a "Very Satisfied" rating.

VII. Continuous Agency Improvement Plan

The results indicate a high level of satisfaction among SDO clients; however, recognizing the need for continuous improvement is essential. It's worth noting that some surveyed clients did not fully complete the survey form, potentially affecting the comprehensive performance assessment of the Division. To address this and further enhance service delivery, the following suggestions for a continuous improvement plan are provided:

Identify Areas of Excellence:

Analyze the service quality dimensions with the highest ratings to understand what is working exceptionally well and recognize and reinforce practices that contribute to high satisfaction.

Address Lower-Rated Dimensions:

Identify service quality dimensions with ratings on the lower end of the scale, conduct root-cause analysis to understand the reasons behind lower satisfaction, and develop action plans to address and improve these specific dimensions.

Enhance Communication:

Improve communication channels both internally and externally and ensure that clients are well-informed about services, processes, and any changes that may affect them.

Promote a Culture of Continuous Improvement:

Foster a culture within the division that values continuous improvement and encourage employees to contribute ideas for enhancing service quality and efficiency.

Monitor and Measure Progress:

Establish key performance indicators (KPIs) to monitor progress over time and regularly review and assess the effectiveness of implemented improvement initiatives.

Continuous Improvement Plan	Responsible Unit/Person	Timeline
Identify Areas of Excellence	Quality Assurance Personnel	Quarterly Assessment
Address Lower-Rated Dimensions	Service Improvement Team Lead	3 months
Enhance Communication	Communication & Engagement Officer	2 months & regular reviews
Promote a Culture of Continuous Improvement	Human Resource Head	Ongoing initiative
Monitor and Measure Progress	Performance & Analytics Personnel	Regular reviews monthly & quarterly



VIII. Index

Online Version incorporated in online survey



Republic of the Philippines
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SCHOOLS DIVISION OF NEGROS ORIENTAL

This short Client Satisfaction Measurement (CSM) survey aims to track the customer experience of government offices. Your answers will enable this office to provide a better service.

Age: Sex: Region:

Agency visited:

Service availed:

Customer type (Citizen, Business, or Government?):

INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions.

- CC1 Do you know about the Citizen's Charter (document of an agency's services and requirements)?
1. Yes, aware before my transaction with this office
2. Yes, but aware only when I saw the CC of this office
3. No, not aware of the CC (Skip questions CC2 and CC3)
CC2 If Yes to the previous question, did you see this office's Citizen's Charter?
1. Yes, the CC was easy to find
2. Yes, but the CC was hard to find
3. No, I did not see this office's CC (Skip question CC3)
CC3 If Yes to the previous question, did you use the Citizen's Charter as a guide for the service/s you availed?
1. Yes, I was able to use the CC
2. No, I was not able to use the CC because

INSTRUCTIONS: For SQD 1-8, please encircle the number that corresponds to your answer:

Table with 5 columns: Strongly Disagree (SD), Disagree (D), Neither Agree nor Disagree (NAD), Agree (A), Strongly Agree (SA). Values 1, 2, 3, 4, 5.

Table with 6 columns: Likert scale icons (Strongly Disagree, Disagree, Neither Agree nor Disagree, Agree, Strongly Agree) and 8 rows of survey questions (SQD1-SQD8) with corresponding numerical ratings.

Remarks (optional):



Hard Copy randomly given used from October 26-December 12, 2023

Control No: _____



Republic of the Philippines
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 REGION VII, CENTRAL VISAYAS
SCHOOLS DIVISION OF NEGROS ORIENTAL
 HILIG UON SERBE TUO DE IYER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type: Citizen Business Government (Employee or another agency)






Date: _____ Sex: Male Female Age: _____

Region of residence: _____ Service Availed: _____

INSTRUCTIONS: **Check mark (✓)** your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and process times among others.

- CC1 Which of the following best describes your awareness of a CC?
 1. I know what a CC is and I saw this office's CC.
 2. I know what a CC is but I did NOT see this office's CC.
 3. I learned of the CC only when I saw this office's CC.
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)
- CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was...?
 1. Easy to see 4. Not visible at all
 2. Somewhat easy to see 5. N/A
 3. Difficult to see
- CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help in your transaction?
 1. Helped very much 3. Did not help
 2. Somewhat helped 4. N/A

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

						N/A
	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable
SQD0. I am satisfied with the service that I availed.						
SQD1. I spent a reasonable amount of time for my transaction.						
SQD2. The office followed the transaction's requirements and steps based on the information provided.						
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4. I easily found information about my transaction from the office or its website.						
SQD5. I paid a reasonable amount of fees for my transaction.						
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.						
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

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

Email address (optional): _____

THANK YOU!



Old CCSS Form used from January-October 25, 2023

Republic of the Philippines Department of Education Client/Citizens Satisfaction Survey Form Your experience matters to us! Ang ating karamalan matuturingan natin!					
I. Client Information (Impormasyon sa Kliyente) Name (Optional) Pangalan (Opsyonal) ☐ _____ Personnel Attended: (Please indicate the name) Service/s received Serbisyonang natanggap _____					
II. Client Satisfaction Rating Kindly rate the quality of service provided by checking the appropriate box. Leave it blank if the criterion is not applicable for the service. (Irate (I) ang kalidad ng nagpapalagay sa imong nasagutan sa imong nasaadong mga serbisyo. (Ilaghatin ang walong (blank) kung hindi applicable.)					
CRITERIA					
1. RESPONSIVENESS (PAGKATUBAG) Willingness to help, assist, and provide prompt service (Andam motabang ug mohatag og pagpapalagay nga serbisyo.)					
2. RELIABILITY (MASALIGAN) Provision of what was needed and what was promised, in accordance with the policy and standards, with zero to a minimal error rate. (Mayo ang serbisyo, kin nagtubag sa paghiya.)					
3. ACCESS & FACILITIES (LOKASYON UG PASALAD) Convenience of location, ample amenities for a comfortable transaction, and the use of clear signage and mode of technology. (Dayon dumotomon ang mga lugar, adunay pakidad ug klaro ang mga karatula.)					
4. COMMUNICATION (PAGOHINAB) Act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to their feedback. (Klaro nga pagpahinab sa imong nasagutan sa kliyente ang maraming larap na ang opinyon ug feedback.)					
5. COSTS (GASTO) 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, wala'y naukit nga panahon, ug bilhin ang serbisyo.)					
6. INTEGRITY (PAGKAMATINUD-ANON) Capacity of frontline staffs to perform their duties, product and service knowledge, understanding client needs, helpfulness, and good work relationships. (Sigurado ang pangserbisyo, maingatnahan ug maab-ahon.)					
7. ASSURANCE (PAGSALIG) Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses. (Pagsiguro sa kinahangyahan, ug masaganan nga serbisyo.)					
III. Suggestions/Compliments/Comments (Saghiyon/Pagdayag/Komento) _____ _____					
IV. Explain why dissatisfied and suggest how to improve our services (padayag nganong nadiinaya ug unmay paagi nga makahatag og kalipay nga serbisyo) _____ _____					
Thank you for your valuable input to help us continuously improve our services! Maraming salamat sa imong hatag na larap sa nagpapalagay ng imong karamalan! _____ _____ This general information included in this document should only be used for the purpose of enhancing the quality of our services. Information included herein may not be used for other purposes without prior written consent. Ang pangkalahatong impormasyon sa dokumentong ito ay kinahangyahan lamang para sa pagpapaligay sa kalidad ng imong serbisyo. Ang impormasyon sa dokumentong ito ay hindi dapat gamitin para sa ibang mga layunin nang walang pahintulot.					

Republic of the Philippines Department of Education Client/Citizens Satisfaction Survey Form Your experience matters to us! Ang ating karamalan matuturingan natin!					
I. Client Information (Impormasyon sa Kliyente) Name (Optional) Pangalan (Opsyonal) ☐ _____ Personnel Attended: (Please indicate the name) Service/s received Serbisyonang natanggap _____					
II. Client Satisfaction Rating Kindly rate the quality of service provided by checking the appropriate box. Leave it blank if the criterion is not applicable for the service. (Irate (I) ang kalidad ng nagpapalagay sa imong nasagutan sa imong nasaadong mga serbisyo. (Ilaghatin ang walong (blank) kung hindi applicable.)					
CRITERIA					
1. RESPONSIVENESS (PAGKATUBAG) Willingness to help, assist, and provide prompt service (Andam motabang ug mohatag og pagpapalagay nga serbisyo.)					
2. RELIABILITY (MASALIGAN) Provision of what was needed and what was promised, in accordance with the policy and standards, with zero to a minimal error rate. (Mayo ang serbisyo, kin nagtubag sa paghiya.)					
3. ACCESS & FACILITIES (LOKASYON UG PASALAD) Convenience of location, ample amenities for a comfortable transaction, and the use of clear signage and mode of technology. (Dayon dumotomon ang mga lugar, adunay pakidad ug klaro ang mga karatula.)					
4. COMMUNICATION (PAGOHINAB) Act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to their feedback. (Klaro nga pagpahinab sa imong nasagutan sa kliyente ang maraming larap na ang opinyon ug feedback.)					
5. COSTS (GASTO) 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, wala'y naukit nga panahon, ug bilhin ang serbisyo.)					
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Thank you for your valuable input to help us continuously improve our services! Maraming salamat sa imong hatag na larap sa nagpapalagay ng imong karamalan! _____ _____ This general information included in this document should only be used for the purpose of enhancing the quality of our services. Information included herein may not be used for other purposes without prior written consent. Ang pangkalahatong impormasyon sa dokumentong ito ay kinahangyahan lamang para sa pagpapaligay sa kalidad ng imong serbisyo. Ang impormasyon sa dokumentong ito ay hindi dapat gamitin para sa ibang mga layunin nang walang pahintulot.					