



15 April 2024

SECRETARY ERNESTO V. PEREZ
DIRECTOR GENERAL
ANTI-RED TAPE AUTHORITY
4th & 5th Floor, NFA Building,
NFA Compound, Visayas Avenue,
Brgy. Vasra, Diliman, Quezon City

**RE: TRANSMITTAL OF THE FY 2023 HARMONIZED CLIENT
SATISFACTION MEASUREMENT (CSM) REPORT**

Dear Secretary Perez:

Greetings from the Employees' Compensation Commission!

We are pleased to submit our FY 2023 Harmonized Client Satisfaction Measurement (CSM) Report in accordance with the Governance Commission for GOCCs (GCG) and the Anti-Red Tape Authority (ARTA) Joint Memorandum Circular No. 1, series of 2023.

This Office attests the truth and accuracy of the Report.

For your perusal.

Respectfully yours,


ATTY. KAIMA VIA B. VELASQUEZ
Executive Director



Employees' Compensation Commission

Harmonized Client Satisfaction Measurement Report

Consolidated
2023 (1st Edition)

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I. OVERVIEW:

The Employees' Compensation Commission (ECC) is a government corporation attached to the Department of Labor and Employment for policy coordination and guidance and a quasi-judicial corporate identity created to implement the Employees' Compensation Program (ECP), with the vision of promoting social security and well-being among the labor force. As its mandate, ECC assists workers by providing them with meaningful and appropriate compensation should they experience work-related injuries, sickness, disability, or death.

ECC acknowledges the importance of client feedback to inform its policies and efforts. Since FY 2015, the Commission has administered a Client Satisfaction Survey (CSS) prescribed by the Governance Commission for GOCCs (GCG) where the agency consistently received a "*very satisfactory*" rating from its clients. A third-party service provider was hired to implement the CSS, including result consolidation, data interpretation, and report creation.

Following the GCG and the Anti-Red Tape Authority (ARTA) Joint Memorandum Circular (JMC) No. 1, series of 2023, or the supplemental guidance to GOCCs regarding compliance to GCG Memorandum Circular (MC) No. 2023-05 and ARTA MC No. 2022-05 which aims to reduce the cost and burden of compliance of GOCCs with the Client Satisfaction Measurement (CSM) and CSS requirements, the agency conducted a harmonized CSM survey of its external clients who have completed a transaction within the year 2023. This report details the process of the said survey, from the scope and period, methodology, results, and data interpretation.

The Harmonized CSM is an after-service availment survey that assesses the overall satisfaction and perception of clients on the government service they availed.

The table below summarizes the most pertinent findings of the survey. There were 3 out of 4 respondents who knew what a Citizen's Charter (CC) is and were able to see one in the office. Among these respondents, about 87% easily saw the document while almost all of them found the agency's CC very helpful (93.23%).

Respondents were asked about the agency's responsiveness, reliability, access and facilities, communication, costs, integrity, assurance, and outcome to measure service quality. The combined scores of applicable dimensions show an outstanding result of 97.12%.

	Score
CC Awareness:	78.06%
CC Visibility:	87.01%
CC Helpfulness:	93.23%
Response Rate:	55.81%
Overall Score:	97.12%

II. SCOPE:

ECC conducted its Customer Satisfaction Measurement (CSM) survey from January to December 2023 and was administered primarily on paper. However, the ECC was only able to implement the CSM survey in full as prescribed by ARTA Memorandum Circular (M.C.) No. 2022-05 as amended, starting August 2023. Thus the ECC contacted clients and offered them the opportunity to provide feedback in accordance with ARTA Memorandum Circular (M.C.) No. 2022-05 as amended via paper, email, and online platforms.

The ECC offered the opportunity for feedback to clients who visited the Central and Regional Extension Unit Offices and availed of the ECC's Frontline Services contained in the ECC Citizen's Charter 2023. A total of 4,349 clients responded to the CSM Survey.

The external services covered in the report are those requested by external clients or those who do not form part of or belong to the government agency or office providing the service.

Table 1: Table of Geographical Coverage of ECC Services

Office/Station	Provinces Covered
Central Office – Makati	NCR- Metro Manila
CAR – Baquio City	Abra; Apayao; Benguet; Ifugao; Kalinga; Mountain Province
REU 1 – San Fernando City, La Union	Ilocos Norte; Ilocos Sur; La Union; Pangasinan
REU 2 – Tuguegarao City	Batanes; Cagayan; Isabela; Nueva Vizcaya; Quirino
REU 3 – San Fernando, Pampanga	Pampanga; Tarlac; Nueva Ecija; Bulacan; Zambales; Bataan, Aurora
REU 4A – Calamba, Laguna	Cavite; Laguna; Batangas; Rizal
REU 4B	Oriental Mindoro; Occidental Mindoro; Marinduque; Romblon; Palawan
REU 5 – Legazpi City Albay	Albay; Camarines Norte; Camarines Sur; Catanduanes; Masbate; Sorsogon
REU 6 – Iloilo City	Iloilo; Negros Occ.; Antique; Guimaras; Aklan; Capiz
REU 7 – Cebu City	Cebu; Bohol; Siquijor; Negros Oriental
REU 8 – Tacloban City	Leyte; Southern Leyte; Samar; Eastern Samar; Northern Samar; Biliran
REU 9 – Zamboanga City	Zamboanga Sibugay; Zamboanga del Norte; Zamboanga del Sur; Zamboanga City
REU 10 – Cagayan de Oro City	Misamis Oriental; Misamis Occidental; Lanao del Norte, Bukidnon, Camiguin
REU 11 – Davao City	Davao City; Davao del Sur; Davao del Norte; Davao de Oro; Davao Oriental; Davao Occidental
REU 12 – Gen. Santos City	South Cotabato; North Cotabato; Sultan Kudarat; Gen. Santos; Sarangani
CARAGA – Butuan City	Agusan del Norte; Agusan del Sur; Surigao del Norte; Surigao del Sur; Dinagat Island

The survey adopted elements from its Citizen/Client Satisfaction Survey feedback mechanism and integrated the CSM tool provided by ARTA. The CSM form included questions that solicited information about the clients' 1) demographic background; 2) external service availed from ECC; 3) awareness of the Citizen's Charter; 4) overall satisfaction and rating of ECC's services according to the prescribed Service Quality Dimensions; 5) likelihood of repeat engagement and recommendation; and 6) suggestions to improve ECC's services. For ease of facilitation. Images of the physical survey instrument appear in this report as Annex A. Following the ECC's Citizen's Charter 2023, the Agency's external services covered in the CSM were the following:

Table 2: List of ECC Services Surveyed, Responses and Total Transactions

External Services		Responses	Total Transactions
Central Office	Regional Office		
Applying for Availment of Entrepreneurship Training	Applying for Availment of Entrepreneurship Training	142	171
Applying for Availment of Physical Restoration (PT/OT)	Applying for Availment of Physical Restoration (PT/OT)	122	124
Applying for Availment of Prosthesis and Assistive Devices	Applying for Availment of Prosthesis and Assistive Devices	56	57
Applying for Availment of Skills Training	Applying for Availment of Skills Training	0	0
Applying for Cash Assistance (Manual)	Applying for Cash Assistance (Manual)	386	552
Applying for Starter / Complementary Kits	Applying for Starter / Complementary Kits	176	164
Electronic Freedom of Information (eFOI) Request	n/a	9	95
Filing of EC Appealed Case	n/a	0	38
Public Assistance – Walk-in	Public Assistance – Walk-in	1,066	4,603
Releasing of Cash Assistance	Releasing of Cash Assistance	2,180	1,146
Requesting for Conduct of On-Site ECP Seminar	Requesting for Conduct of On-Site ECP Seminar	193	329
Public Assistance - 8888 Referral	Public Assistance - 8888 Referral	0	94
Disposition of EC Appealed Case	n/a	0	41
Release of Commission Decision on Appealed Case	n/a	0	35
<i>Not specified</i>		19	0
OVERALL TOTAL		4,349	7,793

A total of 4,349 clients responded to the Harmonized CSM for FY 2023. These responses cover the various services of the agency nationwide.

There were differences between the number of transactions and the number of responses, particularly on the Releasing of Cash Assistance, for a single respondent may be authorized to represent a group of ECC beneficiaries in claiming their cash assistance. There were instances where the Cash Assistance applied in previous years was approved only in FY 2023.

For the application for starter/complementary kit (SK/CK), there were records that would show that clients applied in previous years but were awarded only in FY 2023.

Lastly, it is always possible that some entries were encoded twice by mistake since encoding was done by AOs, IOs, and their staff. Although we conducted some Quality Control, there may be instances that such feedback was erroneously counted.

Table 3: List of ECC services that had no clients in FY 2023

1. Applying for Cash Assistance (Online)
2. Freedom of Information (FOI) Request (Manual)
3. Applying for Availment of Skills Training

There were zero clients on the Application for Cash Assistance (online) because it was suspended due to a lack of available funds for FY 2023. There was no FOI request (manual), it is observed that clients opted to utilize eFOI for ease and convenience. There were zero takers for the availment of skills training due to difficulty in coming up with the minimum prescribed number of participants who will attend the skills training from ECC's partner institution i.e. TESDA or Department of Agriculture.

Meanwhile for the ECC services Filing of EC Appealed Case and Disposition of EC Cases out of the 41 cases resolved, we were only able to contact 31 clients. Out of the 31 clients, there were only about 12 clients that we were able to send the Customer Satisfaction Survey. Then out of the 12 clients, only one (1) client who accomplished and sent back the survey via email. However, the one accomplished feedback form was received in 2024, hence will be reflected for the 2024 CSM report. Attached as annexes are a more detailed explanation of the 2023 CSM survey for ECC services for Appealed cases, the CSM monitoring sheet for Appealed cases, and the sample email sent to clients.

III. METHODOLOGY:

The number of clients served per service in each region varied. As such, some over-representation or under-representation was expected. Administration of the CSM was offered to all clients with completed transactions of the ECC Services contained in the ECC Citizen's Charter 2023. Clients who completed multiple transactions were allowed to accomplish the CSM for each availed service or one CSM to cover multiple services availed. A transaction is considered complete when the final step of the service availed of per the Citizen's Charter of the government agency is accomplished.

The administration of the survey to all the clients served by the Central Office and each Regional Extension Unit office was highly encouraged. Clients were invited to answer the feedback form voluntarily. This method was expected to result in an uneven distribution of respondents.

Clients were primarily given the opportunity to accomplish the CSM feedback using the print version of the CSM forms (English and Tagalog versions) which the ECC made available at every Public Assistance Center Table. Alternatively, some clients were also provided the opportunity to accomplish the CSM feedback via email and via online platform, particularly the eFOI service, through the shared link:

https://docs.google.com/forms/d/e/1FAIpQLSc4KxZLKjMuSyGsTYs8TqUe4KJngWWVG_ALkt_GjUDGHqphPBw/viewform

A third-party service provider performed the data analysis in this report.

The Harmonized CSM form was administered only from August to December 2023 to its external clients after the issuance of GCG-ARTA JMC No. 1 dated 12 April 2023 and ARTA MC No. 2023-05 dated 08 June 2023 or the amendments to ARTA MC No. 2022-05.

Several efforts were undertaken to backtrack clients who responded using the old CSM form from January to July 2023 to wit: via phone call, SMS, or email; during monitoring or home visits to clients who availed the various rehabilitation services; or during awarding of complementary kits.

Other measures and efforts undertaken in administering the Harmonized CSM right after the service/s has been rendered and completed include verbal and assisted accomplishment or the forms were filled out by the client's authorized representative. Since many of the ECC clients are physically disabled due to work-related contingencies or persons with work-related disabilities (PWRDs), the ECC officers who administered the CSM survey form assisted and guided these PWRDs in accomplishing the survey form.

The number of clients served per service in the ECC Central Office (CO) and its Regional Extension Units (REUs) varied. The data collected from external clients/customers were conveniently available to participate and provide feedback. Clients were invited to answer the feedback form voluntarily.

The 4,349 clients who responded include those who were administered using the old version of the CSM form from January to July 2023. The respondents were backtracked and reached either through their email, cellular phone numbers, short messaging system (SMS), or Viber and were requested to fill out the revised form (Harmonized CSM form) after availing and completing transaction/s in ECC.

Multiple transactions and only one response were allowed to accommodate the volume of transactions particularly in the releasing of cash assistance in the REUs.

On the other hand, the majority of the clients who availed the Public Assistance – Walk-in service commonly inquired about the ECC's programs and benefits, how it can be availed, what are the requirements, where they can file/submit their claim, among others. Meanwhile, some were endorsements from the Office of Senator Raffy

Tulfo and were not ECC-related. Most of the walk-ins thought ECC is an office under the Department of Labor and Employment (DOLE) that is in charge of compensation or wage computation (e.g., prevailing wage rate, underpaid, non-payment of government-prescribed benefits).

The Harmonized CSM used a Five-Point Likert Scale to measure the 8 Service Quality Dimensions (SQDs): responsiveness, reliability, access and facilities, communication, costs, integrity, assurance, and outcome.

The 8 SQD questions were scored using a 5-point Likert Scale.

Table 4: 5-point Likert scale with a ranking of 5 being the highest.

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

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

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

Table 5: Interpretation of the Results

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

IV. Data and Interpretation

A. Demographic Profile

Respondents belonging to the age groups of 20 to 34 (33%) and 35 to 49 (33%) comprise the majority of the respondents. This is followed by 15% of respondents who came from the older age group of 50 to 64. Meanwhile, a big majority of respondents were male while there were about 30% of female respondents who availed of the agency's services.

Table 6: Age and Sex Profile

D1. Age and D2. Sex	ECC External
1. 19 or lower	.02%
2. 20-34	33%
3. 35-49	33%
4. 50-64	15%

5. 65 or higher	1%
6. Did not specify	18%
1. Male	61%
2. Female	39%
3. LGBTQIA+	1%
4. Did not specify	0%

The biggest group of respondents resides in the National Capital Region (NCR) (16%) followed by those living in REU 3 (10%), REU 10 (10%), and REU 13 (10%). Meanwhile, the regions with the least number of respondents were REU 2 and REU 4-B.

Table 7: Geographic Profile

D3. Region	External
1. Region I	5%
2. Region II	0.2%
3. Region III	10%
4. Region IV-A	9%
5. Region IV-B	0.2%
6. Region V	2%
7. Region VI	8%
8. Region VII	5%
9. Region VIII	6%
10. Region IX	4%
11. Region X	10%
12. Region XI	9%
13. Region XII	4%
14. Region XIII	10%
15. NCR	16%
16. CAR	1%

In terms of client type, the majority of respondents were citizens (56%), followed by those working in the government (30%). Business clients comprised 15% of the total survey clients.

Table 8: Client Type Profile

Customer Type	External
D4. Citizen	56%
D4. Business	15%
D4. Government	30%

B. Count of CC and SQD results

As mentioned earlier, 78% of respondents were already familiar with the Citizen's Charter (CC) and were able to recognize one in the office. This is followed by 13% of respondents who learned of the CC when they saw it posted in the agency's office. Meanwhile, only 5% of them knew what a CC was but did not see one in ECC, while 3% did not know it nor had seen one in the office.

Among those who knew the CC, 8 out of 10 acknowledged the easy visibility of ECC's CC. An even bigger percentage of them found the CC very helpful (93%).

Table 9: Citizen's Charter Count

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3395	78%
2. I know what a CC is but I did not see this office's CC.	228	5%
3. I learned of the CC only when I saw this office's CC.	574	13%
4. I do not know what a CC is and I did not see this office's CC.	152	3%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3603	87%
2. Somewhat easy to see	459	11%
3. Difficult to see	69	2%
4. Not visible at all	10	0.2%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3853	93%
2. Somewhat helped	272	7%
3. Did not help	8	0.2%

As an additional question, ECC asked the respondents whether they found the service helpful. This similarly garnered positive results with 96% of them noting that the service helped them very much, compared to only 0.2% who did not find the service not helpful.

Table 10: Additional SQD: Helpfulness

Service Helpfulness	Responses	Percentage
1. Helped very much	3749	96%
2. Somewhat helped	144	4%
3. Did not help	6	0.2%

Next, respondents were asked about their overall satisfaction with the service they have availed. The combination of respondents who strongly agreed and agreed shows an overall outstanding result of 97.12%.

Table 11: Clients' Overall Satisfaction

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
SQD0	3689	527	17	5	103	8	4349	97.12%

ECC similarly garnered outstanding results across also service quality dimensions (SQDs), with scores ranging from 96.32% in responsiveness up to 97.62% when it comes to assurance. Assurance is about respondents agreeing to have been treated courteously by ECC's representatives. This score is further corroborated by free responses where respondents commended the agency's staff for being helpful, knowledgeable, and polite.

The data below shows the breakdown of the result per SQD.

Table 12: Service Quality Dimension

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	3547	615	33	20	106	28	4349	96.32%
Reliability	3619	597	17	4	97	15	4349	97.28%
Access and Facilities	3493	644	28	15	95	74	4349	96.77%
Communication	3604	588	25	6	98	28	4349	97.01%
Costs	0	0	0	0	0	4349	4349	N/A
Integrity	3724	492	17	3	94	19	4349	97.37%
Assurance	3814	419	8	2	93	13	4349	97.62%
Outcome	3747	476	13	4	92	17	4349	97.48%
Overall	25548	3831	141	54	675	4543	34792	97.12%

C. Overall score per service

Almost all ECC services garnered an outstanding score from the respondents. For overall satisfaction with the service (SQD0), Applying for Availment of Prosthesis and Assistive Devices got the highest rating at 100%. Meanwhile, Requesting for Conduct of On-Site ECP Seminar was the highest rated when it comes to the combined service quality dimensions (99.69%).

Meanwhile, only the service Electronic Freedom of Information (eFOI) Request (Manual) garnered a poor rating (44.44%). This may be attributed to a small number of respondents (9) and dissatisfaction with the outcome as the majority of these respondents did not agree to have been granted their requests.

The data below shows the Overall rating of each service for SQD 0 and composite SQDs 1-8.

Table 13. Overall score per service

External Services	Overall Rating (SQD 0)	Overall Rating (SQDs 1-8)
Applying for Availment of Entrepreneurship Training	99.29%	99.09%
Applying for Availment of Physical Restoration (PT/OT)	99.18%	99.30%
Applying for Availment of Prosthesis and Assistive Devices	100.00%	99.49%
Applying for Cash Assistance (Manual)	98.70%	98.56%
Applying for Starter / Complementary Kits	99.43%	99.10%
Electronic Freedom of Information (eFOI) Request (Manual)	44.44%	44.44%
Public Assistance – Walk-in	95.77%	96.09%
Releasing of Cash Assistance	97.06%	96.87%
Requesting for Conduct of On-Site ECP Seminar	98.45%	99.69%
OVERALL TOTAL	97.11%	97.11%

As stated in Table 3, there was no CSM survey feedback received for 2023 EC services on Appealed cases and will be reflected in the 2024 CSM report.

D. Free Responses

At the end of the survey, respondents were given the option to provide suggestions on how to improve ECC's services. The majority (57%) of these free responses expressed satisfaction with their transactions by commending the staff and the efficient process they went through.

Following this are suggestions on how to improve the communication of the agency, particularly in promoting its services so that more can benefit from them (24%).

Other suggestions, albeit few, include faster service and improving the system, facilities, and staff demeanor, as well as striving to improve work.

Table 14: Summary of Commendable Findings

Free Response Code	Responses	Percentage	Example Statements/Suggestions
Happy	139	57%	<p><i>SALAMAT ECC, MAHUSAY!</i></p> <p><i>MAGALING ECC</i></p> <p><i>SALAMAT ECC, MAHUSAY ANG SERBISYO NIYO</i></p> <p><i>THANK YOU ECC</i></p> <p><i>MAHUSAY</i></p> <p><i>THANKYOU ECC, MAAM BERNADETTE AND SIR LAWRENCE. MABUBUTI PO KAYO GOD BLESS!</i></p> <p><i>MAGALING</i></p>

			<p>MAHUSAY SOBRANG NASISIYAHAN AKO DAHIL SA GINAWANG TULONG SA AKIN. SOBRANG MASAYA SA PAKIRAMDAM. THANK YOU VERY MUCH EEC GOD BLESS! VERY GOOD ok po ang serbisyo big help po sa family ko salamat ECC lalo na sa napakabait at napakagandang si mam claire. Mabuti po ang pagkakapaliwanag, malinaw at maayos po na serbisyo po sa akin, God bless po maraming salamat sa tulong ng ecc sobrang ako masaya tulong sa aking ng ecc Nagpapasalamat po kaming mag asawa sa aming natanggap mula sa tanggapan ng ECC mula sa PT at kabuhayan malaking tulong po sa aming mag asawa MABILIS ANG SERBISYONG IBINIGAY MARAMING SALAMAT ECC. MALAKING TULONG PO ITO SA AKING PAMILYA OK MAGANDA ANG PAGPAPALIWANAG SAKIN. MARAMING SALAMAT. SANA MARAMI PA PO KAYONG MATULUNGAN NG KATULAD KO SALAMAT PO. OK NAMAN ANG KANILANG SERBISYO OKAY ANG PALIWANAG CONVENIENCE AND ACCOMODATING maraming salamat po sa ecc maraming salamat po maraming salamat po sa inyong lahat maraming salamat maraming salamat maraming salamat ecc. sana ay marami pa kayong matulungan maraming salamat po kay Maam Ann maayos po ang serbisyo nag papasalamat po ako SAPAT PO ANG AKING NARANASAN SA ECC OFFICE. WALA NA AKONG MAHIHILING PA. SALAMAT PO SA MASAYANG PAGTANGGAP SAKING ISSUE. MARAMING SALAMAT SA PROSTHESIS. OK PO LAHAT NG SERBISYO SA AKIN NG BUONG DEPARTMENT NG ECC MAGDAGDAG NG PARAAN PARA MALAMAN NG MGA TAO ANG PROGRAM NG ECC</p>
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			<p>UPANG MARAMI PANG MATULUNGAN NA TAO.</p> <p>MORE POWER</p> <p>ALL IS WELL</p> <p><i>salamat</i></p> <p>IPAGPATULOY LAMANG ANG MAGANDANG NASIMULA. MARAMING SALAMAT PO</p> <p>CONVINIECE AND ACCOMODATING</p> <p><i>mas madali pang lapitan sobrang nakakatulong</i></p> <p>SALAMAT</p> <p>LUBOS PO AKO NG NAGPAPASALAMAT SA ECC. GODBLESS YOU ALL!</p> <p>KEEP UP THE GOOD WORK AND SERVICE</p> <p><i>malaking tulong</i></p> <p>THANKYOU!</p> <p>MABUTI PO ANG PAGKAKAPALIWANAG, MALINAW AT MAAYOS PO NA SERBISYO PARA PO SAKIN. GOD BLESS PO!</p> <p>MAGANDA AT MAGALING ANG SERBISYO</p> <p>ALL GOOD, EXCELLENT SERVICE.</p> <p><i>keep up the good work</i></p> <p>MORE POWER</p> <p>SALAMAT</p> <p>MAGANDA AT SERBISYONG TAPAT</p> <p>SERBISYO VERY APPROACHABLE</p> <p>OK PO ANG SERBISYO.</p> <p>VERY GOOD EMPLOYEES</p> <p>SANA PO AY ALAM NG MGA EMPLEYADO NG KAHIT ANO MAN KUMpanya ANG ECC</p> <p>SALAMAT PO ULIT.</p> <p>KEEP IT UP! THANK YOU SO MUCH</p> <p>VERY APPROACHABLE</p> <p><i>Mabait sila at magaling magpaliwanag</i></p> <p>VERY GOOD</p> <p>VERY WELL</p> <p>GOOD SERVICE ACCOMODATING</p> <p>EMPLOYEE</p> <p>VERY ACCOMODATING, PERSONNEL ARE CALM AND KIND, VERY SNAPPY</p> <p>THAK YOU & GOD BLESS</p> <p>JUST KEEP UP THE GOOD WORK. GOD BLESS</p> <p>EXCELLENT GOVT SERVICE</p> <p>KEEP Up</p> <p>NO COMMENT JOB WELL DONE</p> <p>THANK YOU SIR KEN</p>
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			<p> SALAMAT PO SIR KEN ANG SAYA PO NG NGITI NIYO PO EXCELLENT KEEP UP THE GOOD WORK ALL IS WELL MARAMING SALAMAT PO IPAGPATULOY LANG ANG SERBESYO NG MARAMING MATULUNGAN MARAMING SALAMAT SIR KEN PAGTULONG PAGSAGOT SA AKING KATANUNGAN MARAMING SALAMT SIR KEN GOOD SERVICE HAPPY & APPROACHABLE EMPLOYEES VERRY WELL <i>employ more employees. employees are knowledgeable!</i> IPAALAM SA LAHAT, CONTINUE DOING APPROACHABLE & FRIENDLY IPAPAALAM SA LAHAT, CONTINUE DOING APPROACHABLE AND FRIENDLY KEEP UP THE GOOD WORK AND THANKYOU FOR ASSISTING ME AND HELPING ME <i>Lubos na naipaliwanag.</i> <i>Maayos at mababait naman sila makipag-usap.</i> IPAG PATULOY NIYO LANG ANG GANITONG PROSESO NAPAKABILIS NG TRANSAKSIYON BIGGER SIGNAGE. THANK YOU FOR GREAT RESPONSE KUDOS! <i>Thank you for quick and nice employees. Good service</i> <i>very accommodating</i> <i>Keep up the good service. All personnel are polite and accommodating.</i> <i>maraming salamat po!</i> <i>good job!</i> <i>none the service is okay</i> <i>thank you for the assistance. great/big help</i> ALL YOUR SERVICES WAS GOOD AND I'M SATISFIED <i>na appreciate ko talaga binigay na serbisyo, malaking tulong talaga, maraming salamat</i> KEEP UP THE GOOD WORK! THE SERVICE IS OKAY KEEP UP THE GOOD WORK! Verry Good KEEP UP THE EXCELLENT JOB! </p>
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			<p>A SATISFYING SERVICE FOR CLIENTS <i>THE SERVICE IS VERRY GOOD SO FAR SO GOOD, COULDNT THINK OF ANYTHING AT THE MOMENT</i></p> <p><i>Good serve and excellent workers! Thank you! Thank you ma'am! Merry Christmas po and God Bless!</i></p> <p><i>GOD BLESS.</i></p> <p><i>Nothing to say they are helpful. They are taking care of their applicants</i></p> <p><i>thank you for your assistance.</i></p> <p><i>Maraming Salamat sa inyong tulong at maayos na serbisyo.</i></p> <p><i>Staffs are very accommodating. Keep it up, thanks.</i></p> <p><i>Ipagpatuloy ang magandang serbisyo, respeto, at kababaang loob sa pagpapaliwanag sa gaya naming taong dumarating. God bless!! Thank you!!</i></p> <p><i>Maraming salamat po sa inyo. Nawa ay madami pa po kayong matulungan na mga empleyado ng iba't-ibang kumpanya.</i></p> <p><i>Maganda ang service. Keep it up!</i></p> <p><i>Maayos ang serbisyo kahit medyo matagal ang proseso bago ko nakuha ang compensation.</i></p> <p><i>None - Good service</i></p> <p><i>Maraming Salamat po</i></p> <p><i>Maging malawak pa ang kabutihan sa mga tao.</i></p> <p><i>Mapadali ng kaunti ang pagbigay service</i></p> <p><i>Pagpatuloy ang iba't-ibang programa/serbisyo.</i></p> <p><i>Maganda at maayos ang kanilang transaction at magalang ang mga taong nagtatrabaho sa opisina na ito. Ipagpatuloy lang ang magandang transaction sa lahat.</i></p> <p><i>GOOD JOB</i></p> <p><i>GOOD JOB</i></p> <p><i>Good job...</i></p> <p><i>KEEP UP THE EXCELLENT ACCOMMODATION TO THE CLIENT</i></p> <p><i>Thank you ECC sa pagtulong sa amin.</i></p> <p><i>Nothing more I can suggest</i></p> <p><i>Thank you Ma'am Leanne</i></p> <p><i>Service was all good and very accomodating</i></p> <p><i>Satisfied, no need to improve</i></p> <p><i>Continue good service</i></p> <p><i>keep up</i></p> <p><i>They were very good on their services.</i></p> <p><i>Keep it up</i></p>
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			<p><i>Have an orientation for services offered</i></p> <p><i>Explanation was clear understand co hospitable & friendly</i></p> <p><i>keep it up</i></p>
More promotions	59	24%	<p><i>Client suggest/recommend to promote FACEbook</i></p> <p><i>Client suggest/recommend to promote TV</i></p> <p><i>Client suggest/ recommend to promote FACEbook</i></p> <p><i>Client suggest/recommend to promote TV</i></p> <p><i>Client suggest/ recommend to promote FACEbook</i></p> <p><i>Client suggest/ recommend to promote FACEbook</i></p> <p><i>Client suggest/ recommend to promote TV</i></p> <p><i>Client suggested/recommended to promote ECC through FB</i></p> <p><i>Client suggest/ recommend to promote TV</i></p> <p><i>Client suggest/ recommend to promote RADIO</i></p> <p><i>Client suggest/ recommend to promote RADIO</i></p> <p><i>Client suggested/recommended to promote ECC through FB</i></p> <p><i>Client suggested/recommended to promote ECC through FB</i></p> <p><i>Client suggest/ recommend to promote FB</i></p> <p><i>Client suggest/ recommend to promote TEXT</i></p> <p><i>Client suggest recommend to promote TV</i></p> <p><i>Client suggest/ recommend to promote TV</i></p> <p><i>Client suggest/ recommend to promote FB</i></p> <p><i>Client suggested/recommended to promote ECC through TV/Radio</i></p> <p><i>Client suggest/ recommend to promote TV</i></p> <p><i>Client suggest/ recommend to promote TV/Radio</i></p> <p><i>Client suggest/r recommend to promote FB</i></p> <p><i>Client suggest/ recommend to promote TV</i></p> <p><i>Client suggested/recommended to promote ECC through TV</i></p> <p><i>Client suggest/ recommend to promote TV</i></p> <p><i>Client suggest/recommend to promote TV</i></p> <p><i>Client suggest/ recommend to promote FB</i></p> <p><i>Client suggest/ recommend to promote TV</i></p> <p><i>Client suggest/ recommend to promote FB</i></p> <p><i>Client suggest/ recommend to promote TV</i></p> <p><i>Client suggest/ recommend to promote RADIO</i></p> <p><i>Client suggest/ recommend to promote FB</i></p> <p><i>Client suggest/ recommend to promote FB</i></p>

			<p><i>Client suggest/ recommend to promote LECTURE</i></p> <p><i>Client suggest/ recommend to promote TV/Radio</i></p> <p><i>Client suggest/ recommend to promote TV</i></p> <p><i>MORE ADVERTISEMENT FOR MORE AWARENESS PO SA MGA TAO. SALAMAT</i></p> <p><i>Client suggest/ recommend to promote FB</i></p> <p><i>Client suggest/ recommend to promote FB</i></p> <p><i>Client suggest/ recommend to promote Tv</i></p> <p><i>Client suggest/ recommend to promote TV</i></p> <p><i>Client suggested/recommended to promote ECC through TV/Radio</i></p> <p><i>Client suggest/recommend to promote FB</i></p> <p><i>Client suggest/ recommend to promote Radio</i></p> <p><i>Client suggest/ recommend to promote FB</i></p> <p><i>Client suggest/ recommend to promote FB</i></p> <p><i>Client suggest/ recommend to promote FB</i></p> <p><i>Client suggest/ recommend to promote FB</i></p> <p><i>Client suggest/ recommend to promote FB</i></p> <p><i>Client suggest/ recommend to promote FB</i></p> <p><i>Client suggest/ recommend to promote FB</i></p> <p><i>Client suggest/ recommend to promote FB</i></p> <p><i>Client suggest/ recommend to promote Radio</i></p> <p><i>Client suggest/ recommend to promote FB</i></p> <p><i>Client suggest/ recommend to promote TV</i></p> <p><i>Client suggest/ recommend to promote TV</i></p> <p><i>Client suggest/ recommend to promote FB</i></p> <p><i>Client suggest/ recommend to promote Personal</i></p> <p><i>Client suggest/r recommend to promote FB</i></p>
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Table 15: Summary of Areas for Improvement

Free Response Code	Responses	Percentage	Example Statements/Suggestions
Faster Service	9	4%	<p><i>MABILIS NA SERBISYO</i></p> <p><i>kinakailangan po matatapos po lahat ng aking gagawin sa buwang ito sa lalong madaling panahon.</i></p> <p><i>MAPABILIS PA ANG NARARAPAT NA CLAIMS. MY CLAIM WAS FILLED YEAR 2020. YET IT WAS RELEASED AFTER 3 YEARS...</i></p> <p><i>mabilis na pagtugon</i></p> <p><i>MAINTAIN TO SERVE IMMEDIATELY TO THE PERSON CERTAINLY NEEDED.</i></p> <p><i>Maybe a little more fast track of the process. It took almost two years for this to avail.</i></p>

			<p>DELAYED GIVING OF BENEFITS BUT IT'S BETTER LATE THAN NEVER</p> <p>The Amount of time waited to avail the compensation was a bit long but other than that the services is great</p> <p>ANG PROGRAMA AY LUBOS NA MAKAKATULONG SA KATULAD KONG EMPLEYADO. ANG SUGGESTION KO LAMANG AY SANA MAS LALONG MAPABILIS ANG RELEASE NG CLAIM.</p>
Improve facilities	14	6%	<p>MABABAIT AT MAGAGALANG ANG MGA EMPLEYADO. AYUSIN LANG SIGURO ANG MGA UPUAN.</p> <p>PARKING SPACE ANG KAILANGAN NOT VISIBLE OFFICE</p> <p>More visible signages</p> <p>Sana po may opisina din po kayo sa bawat lugar upang marami pa pong matulungan. Maraming salamat po.</p> <p>Sana payagang magpark sa harap ng building</p> <p>"Improve your office so that it's look clean and fresh"</p> <p>I WAS AMAZED TO ENTER THE BUILDING/ SITE AT THIS TIME THE ELEVATOR WAS ON GOING REPAIR. ANYWAY, YOUR ILOILO REGIONAL BRANCH/ SITE WAS GOOD AND IT IS EASY TO LOCATE AND PERSONNEL ARE ACCOMMODATING.</p> <p>The staff are very accommodating and approachable but the office is not suitable for many clients; needs improvement.</p> <p>NEED RENOVATION</p> <p>Office not visible</p> <p>Should put signage in the front building</p> <p>Need visible office markings</p> <p>Put signage outside the building if possible.</p> <p>Thank you</p>
Improve staff demeanor	5	2%	<p>always smile</p> <p>MASUNGIT SI ATE MAY KULAY BUHOK MAY KASUNGITAN YONG LALAKING MAY SALAMIN MATABA BASTOS!!!</p> <p>MASUNGIT SI ATE HINDI MARUNONG MAKIPAGUSAP</p> <p>Magalang ang pakikipag-usap sa amin.</p>
Improve system	8	3%	<p>alternative assistance should be given to request or applications that was unsuccessful/rejected/not approved by your office maybe they should be given assistance and support help thru giving them just enough amount or donating small amount for financial</p>

			<p>help for expenses and cost that had spent and that will occur from doing another applications to other offices or agencies to be able to find and able to seek for more help, other help. amount for them to provide for their neccessecity</p> <p>MAG BIGAY NG PILA SA MGA PUMAPASOK NG MGA MAG CLAIM</p> <p>DAPAT MAY MAAYOS NA PILA SA BAWAT TRASACTION UPANG MAIWASAN ANG PAG UUNAHAN AT PAGSISIKSIKAN NG MGA CLIENTE</p> <p>for certification purpose in authorization letter and i.d one signature (original) should be enough.</p> <p>CONDUCT ON SITE ORIENTATION, SPECIALLY IN GOVERNMENT AGENCIES</p> <p>IMPROVE THE ONLINE INFORMATION</p> <p>Pls. provide CC information in your office</p> <p>Please provide CC information in your office</p>
Improve work	3	1%	<p>PAG IGIHAN PA ANG TRABAHO</p> <p>PAG-IGIHAN ANG PAGBIBIGAY NANG MAGANDANG SERBISYO</p> <p>FIND WAY TO IMPROVE MORE EARLY PEOPLE.</p>
Others	7	3%	<p>Gawing permanente ang mga empleyado ng ECC sa Bicol</p> <p>open niyo na ulit application for civid 19 assistance ng health care workers</p> <p>You should release the information requested instead of illegally hiding public information.</p> <p>Gawing permanente ang mga empleyado ng ECC sa Bicol</p> <p>to National Office more time</p> <p>NAG UNA ANG 1, PEDE FIRST ANG 5</p> <p>More help to those who need esp. the Health Care Workers</p>

V. Results of the Agency Action Plan Reported for FY 2022

Table 15: Actions Taken FY2022 CSM

Courses of Actions	Actions Taken on FY 2022
Innovation on programs	<ul style="list-style-type: none"> - Implemented EC-OPA, or "On-line Public Assistance" a virtual activity aimed at assisting clients through online, face-to-face, and one-on-one consultations via zoom break out rooms. Clients particularly the disabled persons no longer need to physically visit ECC office to air their concerns - Integrated chatbot system in the website - Assigned live agents to answer complex queries/questions from the public

	<ul style="list-style-type: none"> - Continued SMS blast in the public sector - Crated LinkedIn account targeting the employers and members of the professional community
Liven things up / engaging training	<ul style="list-style-type: none"> - Targeted by sector in-house webinars on the EC Program held four times a week; online activities and games were also included to increase participant engagement and interests - Resumed conduct of face-to-face seminars in the regions
Reaching the less educated clientele	<ul style="list-style-type: none"> - Enhanced digital media presence aimed at Class D and E members who are also active in the digital community - Information materials were translated into Filipino and other local language to ensure that ECC's benefits and services were understood - Partnered with other government agencies and institutions in the conduct of seminars targeting the informal sector such as DOLE, SSS, GSIS, DTI, labor union, DepEd, LGUs, etc. - Advertised using radio and TV
Transition in the next normal	<ul style="list-style-type: none"> - Implemented ECC OPA - Started conducting hybrid seminars
Enrich modes of interaction	<ul style="list-style-type: none"> - Increased digital presence by posting relevant, shareable, and interesting infographics, animated, and cinematic videos - Continuous improvement of the ECC Public Assistance Center - Paid boosting information dissemination posts on FB
Support the staff	<ul style="list-style-type: none"> - Provided capacity trainings to information officers - Conducted refresher lecture series for EC employees on the topics that were discussed during the seminar-workshop with the SSS and the GSIS evaluators and processors, specifically on self-employed workers, the EC logbook, and recent EC Board Resolutions

VI. Continuous Agency Improvement Plan for FY 2024:

Further, the free responses of clients in the CSM showed points needing action (i.e. faster service and improvement of facilities, staff demeanor, system, and work). With this, ECC commits to work on or improve on the following:

- More proactive in instituting landmark policies and programs;
- Expedite the processing of claims;
- Ensure that the concerns of employees with work-related contingencies, both in the public and private sectors, including those who are performing their duties at home, were thoroughly addressed;
- Continue to foster and promote health and safety in the workplace;
- Enhance the compensation packages to fit the needs of the evolving Philippine workforce; and
- Introduce seamless, digitalized, and simplified processing of claims.

ANNEX A. Survey Questionnaire/s Used



Republic of the Philippines
Department of Labor and Employment
EMPLOYEES' COMPENSATION COMMISSION

HELP US SERVE YOU BETTER!

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

Client type:

☐ Citizen ☐ Business ☐ Government ☐ ECC Employee

Date: _____ Gender: ☐ Male ☐ Female ☐ LGBTQIA+ Age: _____ Region: _____ Service Aailed: _____

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

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

- ☐ 1. I know what a CC is and I saw this office's CC.
☐ 2. I know what a CC is but I did NOT see this office's CC.
☐ 3. I learned of the CC only when I saw this office's CC.
☐ 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

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

- ☐ 1. Easy to see ☐ 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 you in your transaction?

- ☐ 1. Helped very much ☐ 3. Did not help
☐ 2. Somewhat helped ☐ 4. N/A

CC4 How much did the service help you?

- ☐ 1. Helped very much ☐ 3. Did not help
☐ 2. Somewhat helped ☐ 4. N/A

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

						N/A
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 (if service was free, mark the N/A column).						N/A
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.						

Control No:

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

Email address (optional): _____

THANK YOU!

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Upang mapabuti ang aming serbisyo, nais naming marinig ang inyong opinyon.

Ang Client Satisfaction Measurement (CSM) ay naglalayong masubaybayan ang karanasan ng taumbayan hinggil sa kanilang pakikitransaksyon sa mga tanggapan ng gobyerno. Makatutulong ang inyong kasagutan ukol sa inyong naging karanasan sa kakatapos lamang na transaksyon, upang mas mapabuti at lalong mapahusay ang aming serbisyo publiko. Ang personal na impormasyon na iyong ibabahagi ay mananatiling kumpidensyal. Maaari ring piliin na hindi sagutan ang sarbey na ito. Lagyan ng tsek (✓) ang nararapat na sagot.

Uri ng Kliyente:

☐ Mamamayan ☐ Negosyo ☐ Gobyerno ☐ Empleyado ng ECC

Petsa: _____ Kasarian: ☐ Lalaki ☐ Babae ☐ LGBTQIA+ Edad: _____ Rehiyon: _____ Uri ng transaksyon o serbisyo: _____

PANUTO: Lagyan ng tsek (✓) ang iyong sagot sa mga sumusunod na katanungan tungkol sa Citizen's Charter (CC). Ito ay isang opisyal na dokumento na naglalaman ng mga serbisyo sa isang ahensya/opisina ng gobyerno, makikita rito ang mga kinakailangan na dokumento, kaukulang bayarin, at pangkabuuang oras ng pagproseso.

CC1 Alin sa mga sumusunod ang naglalarawan sa iyong kaalaman sa CC?

- ☐ 1. Alam ko ang CC at nakita ko ito sa mga opisina.
☐ 2. Alam ko ang CC pero hindi ko ito nakita sa opisina ng ito.
☐ 3. Nalaman ko ang CC nang makita ko ito sa opisina ng ito.
☐ 4. Hindi ko alam kung ano ang CC at wala akong nakita sa napuntahang opisina (Lagyan ng tsek ang 'N/A' sa CC2 at CC3 kapag ito ang iyong sagot)

CC2 Kung alam ang CC (Nag-tsek sa opsyon 1-3 sa CC1), masasabi mo ba na ang CC nang opisina ng ito ay...

- ☐ 1. Madaling makita ☐ 4. Hindi makita ☐ 5. N/A
☐ 2. Medyo madaling makita ☐ 3. Mahirap makita






CC3 Kung alam ang CC (nag-tsek sa opsyon 1-3 sa CC1), gaano nakatulong ang CC sa transaksyon mo?

- ☐ 1. Sobrang nakatulong ☐ 2. Nakatulong naman ☐ 3. Hindi nakatulong ☐ 4. N/A

CC4 Gaano nakatulong sa iyo ang serbisyo?

- ☐ 1. Sobrang nakatulong ☐ 2. Nakatulong naman ☐ 3. Hindi nakatulong ☐ 4. N/A

PANUTO: Para sa SQD 0-8, lagyan ng tsek (✓) pinakaangkop sa iyong sagot.

	 Lubos na hindi sumasang- ayon	 Hindi sumasang- ayon	 Walang Kinikilingan	 Sumasang- ayon	 Lubos na sumasang-ayon	N/A
SQD0. Nasiyahan ako sa serbisyo na aking natanggap sa tanggapan na ito.						
SQD1. Makatwiran ang oras ng aking ginugol para sa pagproseso ng aking transaksyon.						
SQD2. Ang opisina ay sumusunod sa mga kinakailangang dokumento at mga hakbang batay sa impormasyong ibinigay.						
SQD3. Ang mga hakbang sa pagproseso kasama na ang pagbayad ay madali at simple lamang.						
SQD4. Mabilis at madali akong nakahanap ng impormasyon tungkol sa aking transaksyon mula sa opisina o website nito						
SQD5. Nagbayad ako ng makatwirang halaga para sa aking transaksyon. (Kung ang serbisyo ay ibinigay ng libre, maglagay ng tsek sa hanay ng N/A).						N/A
SQD6. Pakiramdam ko ay patas ang opisina sa lahat, o "walang palakasan", sa aking transaksyon.						
SQD7. Magalang akong trinato ng mga tauhan, at (kung sakali ako ay humingi ng tulong) alam ko na sila ay handing tumulong sa akin.						
SQD8. Nakuha ko ang kinakailangan ko mula sa tanggapan ng gobyerno, kung tinanggihan man, ito ay sapat na ipinaliwanag sa akin.						

Control No:

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

Email address (opsyonal): _____

MARAMING SALAMAT!

ECC-DI-03-CSM-011-008-09052023-v1

ECC Client Satisfaction Measurement

Freedom of Information

* Indicates required question

1. Client Type *

Mark only one oval.

- ☐ Citizen
- ☐ Business
- ☐ Government

2. Date of FOI Request (Pre-Filled) *

Example: January 7, 2019

3. Sex / Gender *

Mark only one oval.

- ☐ Male
- ☐ Female
- ☐ LGBTQIA+

4. Age

5. Region of Residence *

Mark only one oval.

- ☐ NCR
- ☐ Region 1
- ☐ Region 2
- ☐ CAR
- ☐ Region 3
- ☐ Region 4-A
- ☐ Region 4-B
- ☐ Region 5
- ☐ Region 6
- ☐ Region 7
- ☐ Region 8
- ☐ Region 9
- ☐ Region 10
- ☐ Region 11
- ☐ Region 12
- ☐ Region 13
- ☐ ARMM - Bangsamoro

6. Service Availled *

Mark only one oval.

- ☐ Electronic Freedom of Information (eFOI) Request (Manual) *Skip to question 8*

7. eFOI Tracking No. (Pre-Filled)

Citizen's Charter Question 1

8. CC1: Which of the following best describes your awareness of a Citizen's Charter (CC) *

Mark only one oval.

- ☐ I know what a CC is and I saw this office's CC. *Skip to question 9*
- ☐ I know what a CC is but I did not see this office's CC. *Skip to question 9*
- ☐ I learned of the CC only when I saw this office's CC. *Skip to question 9*
- ☐ I do not know what a CC is and I did not see one in this office *Skip to question 12*

Citizen's Charter Question 2

9. If aware of CC, would you say that the CC in this office was... *

Mark only one oval.

- ☐ Easy to see
- ☐ Somewhat easy to see
- ☐ Difficult to see
- ☐ Not visible at all
- ☐ N/A

Citizen's Charter Question 3

10. If aware of CC, how much did the CC help you in your transaction? *

Mark only one oval.

- ☐ Helped very much
- ☐ Somewhat helped
- ☐ Did not help
- ☐ N/A

Citizen's Charter Question 4

11. How much did the service help you? *

Mark only one oval.

- ☐ Helped very much
☐ Somewhat helped
☐ Did not help
☐ N/A

Feedback

12. I am satisfied with the service that I availed *

Mark only one oval.

- ☐ Strongly disagree
☐ Disagree
☐ Neither Agree nor Disagree
☐ Agree
☐ Strongly agree
☐ N/A

13. I spent a reasonable amount of time for my transaction *

Mark only one oval.

- ☐ Strongly disagree
☐ Disagree
☐ Neither Agree nor Disagree
☐ Agree
☐ Strongly agree
☐ N/A

14. The office followed the transaction's requirements and steps based on the information provided *

Mark only one oval.

- ☐ Strongly disagree
☐ Disagree
☐ Neither Agree nor Disagree
☐ Agree
☐ Strongly agree
☐ N/A

15. The steps I needed to do for my transaction were easy and simple *

Mark only one oval.

- ☐ Strongly disagree
☐ Disagree
☐ Neither Agree nor Disagree
☐ Agree
☐ Strongly agree
☐ N/A

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

Mark only one oval.

- ☐ Strongly disagree
☐ Disagree
☐ Neither Agree nor Disagree
☐ Agree
☐ Strongly agree
☐ N/A

17. I paid a reasonable amount of fees for my transaction *

Mark only one oval.

☐ Not Applicable

18. I am confident my online transaction was secure. *

Mark only one oval.

- ☐ Strongly disagree
☐ Disagree
☐ Neither Agree nor Disagree
☐ Agree
☐ Strongly agree
☐ N/A

19. The office's online support was available, and (if asked questions) online support was quick to respond. *

Mark only one oval.

- ☐ Strongly disagree
☐ Disagree
☐ Neither Agree nor Disagree
☐ Agree
☐ Strongly agree
☐ N/A

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

Mark only one oval.

- ☐ Strongly disagree
☐ Disagree
☐ Neither Agree nor Disagree
☐ Agree
☐ Strongly agree
☐ N/A

21. Suggestions on we can further improve our services

22. Email address

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ANNEX B. List of Regional and Satellite Offices (If Consolidated Report)

Office	Responses	Total Population
Central Office	770	3,745
Regional Office 1	227	86
Regional Office CAR	45	71
Regional Office 2	6	8
Regional Office 3	429	291
Regional Office 4A	360	726
Regional Office 4B	7	21
Regional Office 5	70	90
Regional Office 6	325	340
Regional Office 7	224	685
Regional Office 8	247	436
Regional Office 9	157	264
Regional Office 10	431	280
Regional Office 11	408	237
Regional Office 12	184	355
Regional Office 13	443	158
TOTAL	4,333	7,793

ANNEX C. CSM Results Per Office

1. Central Office

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	583	76%
2. I know what a CC is but I did not see this office's CC.	47	6%
3. I learned of the CC only when I saw this office's CC.	124	16%
4. I do not know what a CC is and I did not see this office's CC.	16	2%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	643	87%
2. Somewhat easy to see	85	12%
3. Difficult to see	7	1%
4. Not visible at all	1	0.1%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	672	92%
2. Somewhat helped	60	8%
3. Did not help	2	0.3%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	561	168	9	2	29	1	770	94.80%
Reliability	578	153	8	0	28	3	770	95.31%
Access and Facilities	572	158	9	2	28	1	770	94.93%
Communication	574	154	9	0	29	4	770	95.04%
Costs	0	0	0	0	0	770	770	N/A
Integrity	583	149	8	1	27	2	770	95.31%
Assurance	595	140	6	0	27	2	770	95.70%
Outcome	590	145	5	1	27	2	770	95.70%
Overall	4053	1067	54	6	195	785	6160	95.26%

External Services	Responses	Total Transactions
Public Assistance - 8888 Referral	0	94
Public Assistance – Walk-in	401	2,819
Filing of EC Appealed Case	0	38
Disposition of EC Appealed Case	0	41
Release of Commission Decision on Appealed Case	0	35
Applying for Availment of Physical Restoration (PT/OT)	48	55
Applying for Availment of Prosthesis and Assistive Devices	20	22

Applying for Availment of Skills Training	0	0
Applying for Availment of Entrepreneurship Training	71	81
Applying for Starter / Complementary Kits	48	54
Applying for Cash Assistance (Online)	0	0
Applying for Cash Assistance (Manual)	171	309
Releasing of Cash Assistance	2	-
Requesting for Conduct of On-Site ECP Seminar	0	102
Freedom of Information (FOI) Request (Manual)	0	0
Freedom of Information (FOI) Request (eFOI)	9	95
OVERALL TOTAL	770	3,745

2. Regional Extension Unit 1

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	192	86%
2. I know what a CC is but I did not see this office's CC.	15	7%
3. I learned of the CC only when I saw this office's CC.	20	9%
4. I do not know what a CC is and I did not see this office's CC.	0	0%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	191	84%
2. Somewhat easy to see	30	13%
3. Difficult to see	6	3%
4. Not visible at all	0	0%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	213	94%
2. Somewhat helped	14	6%
3. Did not help	0	0%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	197	20	0	3	5	2	227	96.44%
Reliability	201	21	0	1	4	0	227	97.80%
Access and Facilities	203	17	2	0	3	2	227	97.78%
Communication	199	21	0	1	4	2	227	97.78%
Costs	0	0	0	0	0	227	227	N/A
Integrity	206	15	0	0	4	2	227	98.22%
Assurance	209	13	0	0	4	1	227	98.23%
Outcome	207	13	1	1	4	1	227	97.35%
Overall	1422	120	3	6	28	237	1816	97.66%

External Services	Responses	Total Transactions
Public Assistance - Walk-in	37	31
Applying for Availment of Physical Restoration (PT/OT)	0	0
Applying for Availment of Prosthesis and Assistive Devices	0	0
Applying for Availment of Skills Training	0	0
Applying for Availment of Entrepreneurship Training	0	0
Applying for Starter / Complementary Kits	6	5
Applying for Cash Assistance (Manual)	0	0
Releasing of Cash Assistance	180	48
Requesting for Conduct of On-Site ECP Seminar	4	2
OVERALL TOTAL	227	86

3. Regional Extension Unit CAR

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	27	60%
2. I know what a CC is but I did not see this office's CC.	1	2%
3. I learned of the CC only when I saw this office's CC.	15	33%
4. I do not know what a CC is and I did not see this office's CC.	2	4%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	28	65%
2. Somewhat easy to see	8	19%
3. Difficult to see	6	14%
4. Not visible at all	1	2%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	31	74%
2. Somewhat helped	10	24%
3. Did not help	1	2%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	26	9	2	1	6	1	45	79.55%
Reliability	28	9	1	0	6	1	45	84.09%
Access and Facilities	27	10	1	0	6	1	45	84.09%
Communication	31	7	1	0	6	0	45	84.44%
Costs	0	0	0	0	0	45	45	N/A
Integrity	28	9	1	0	7	0	45	82.22%
Assurance	33	5	1	0	6	0	45	84.44%
Outcome	32	6	1	0	6	0	45	84.44%

Overall	205	55	8	1	43	48	360	83.33%
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External Services	Responses	Total Transactions
Public Assistance - Walk-in	1	17
Applying for Availment of Physical Restoration (PT/OT)	1	2
Applying for Availment of Prosthesis and Assistive Devices	0	1
Applying for Availment of Skills Training	0	0
Applying for Availment of Entrepreneurship Training	1	3
Applying for Starter / Complementary Kits	2	3
Applying for Cash Assistance (Manual)	19	23
Releasing of Cash Assistance	21	22
Requesting for Conduct of On-Site ECP Seminar	0	-
OVERALL TOTAL	45	71

4. Regional Extension Unit 2

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	6	0%
2. I know what a CC is but I did not see this office's CC.	0	0%
3. I learned of the CC only when I saw this office's CC.	0	0%
4. I do not know what a CC is and I did not see this office's CC.	0	0%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	6	100%
2. Somewhat easy to see	0	0%
3. Difficult to see	0	0%
4. Not visible at all	0	0%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	6	100%
2. Somewhat helped	0	0%
3. Did not help	0	0%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	6	0	0	0	0	0	6	100%
Reliability	6	0	0	0	0	0	6	100%
Access and Facilities	6	0	0	0	0	0	6	100%
Communication	6	0	0	0	0	0	6	100%
Costs	0	0	0	0	0	6	6	N/A
Integrity	6	0	0	0	0	0	6	100%
Assurance	6	0	0	0	0	0	6	100%

Outcome	6	0	0	0	0	0	6	100%
Overall	42	0	0	0	0	6	48	100%

External Services	Responses	Total Transactions
Public Assistance - Walk-in	0	0
Applying for Availment of Physical Restoration (PT/OT)	0	0
Applying for Availment of Prosthesis and Assistive Devices	0	0
Applying for Availment of Skills Training	0	0
Applying for Availment of Entrepreneurship Training	0	0
Applying for Starter / Complementary Kits	0	0
Applying for Cash Assistance (Manual)	0	0
Releasing of Cash Assistance	6	6
Requesting for Conduct of On-Site ECP Seminar	0	2
OVERALL TOTAL	6	8

5. Regional Extension Unit 3

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	292	68.1%
2. I know what a CC is but I did not see this office's CC.	32	7.5%
3. I learned of the CC only when I saw this office's CC.	37	8.6%
4. I do not know what a CC is and I did not see this office's CC.	68	15.9%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	319	89%
2. Somewhat easy to see	31	9%
3. Difficult to see	7	2%
4. Not visible at all	1	0.3%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	344	96%
2. Somewhat helped	14	4%
3. Did not help	1	0.3%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	351	42	4	4	24	4	429	92.47%
Reliability	359	43	0	0	25	2	429	94.15%
Access and Facilities	350	46	1	3	25	4	429	93.18%
Communication	355	40	3	3	23	5	429	93.16%
Costs	0	0	0	0	0	429	429	N/A
Integrity	374	29	0	1	23	2	429	94.38%

Assurance	383	18	0	1	25	2	429	93.91%
Outcome	373	29	0	1	24	2	429	94.15%
Overall	2545	247	8	13	169	450	3432	93.63%

External Services	Responses	Total Transactions
Public Assistance - Walk-in	57	61
Applying for Availment of Physical Restoration (PT/OT)	9	7
Applying for Availment of Prosthesis and Assistive Devices	3	3
Applying for Availment of Skills Training	0	0
Applying for Availment of Entrepreneurship Training	6	5
Applying for Starter / Complementary Kits	11	8
Applying for Cash Assistance (Manual)	17	15
Releasing of Cash Assistance	287	170
Requesting for Conduct of On-Site ECP Seminar	39	22
OVERALL TOTAL	429	291

6. Regional Extension Unit 4A

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	283	79%
2. I know what a CC is but I did not see this office's CC.	20	6%
3. I learned of the CC only when I saw this office's CC.	39	11%
4. I do not know what a CC is and I did not see this office's CC.	18	5%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	287	85%
2. Somewhat easy to see	46	14%
3. Difficult to see	3	1%
4. Not visible at all	0	0%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	309	93%
2. Somewhat helped	24	7%
3. Did not help	0	0%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	300	37	5	0	18		360	93.61%
Reliability	292	45	2	0	18	3	360	94.40%
Access and Facilities	263	59	4	1	17	16	360	93.60%
Communication	274	59	2	1	19	5	360	93.80%
Costs	0	0	0	0	0	360	360	N/A

Integrity	297	41	2	0	16	4	360	94.94%
Assurance	317	24	0	0	16	3	360	95.52%
Outcome	296	42	0	0	16	6	360	95.48%
Overall	2039	307	15	2	120	397	2880	94.48%

External Services	Responses	Total Transactions
Public Assistance - Walk-in	22	24
Applying for Availment of Physical Restoration (PT/OT)	5	22
Applying for Availment of Prosthesis and Assistive Devices	0	1
Applying for Availment of Skills Training	0	0
Applying for Availment of Entrepreneurship Training	0	26
Applying for Starter / Complementary Kits	1	1
Applying for Cash Assistance (Manual)	13	13
Releasing of Cash Assistance	319	398
Requesting for Conduct of On-Site ECP Seminar	0	51
OVERALL TOTAL	360	536

7. Regional Extension Unit 4B

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	4	57%
2. I know what a CC is but I did not see this office's CC.	0	0%
3. I learned of the CC only when I saw this office's CC.	3	43%
4. I do not know what a CC is and I did not see this office's CC.	0	0%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	7	100%
2. Somewhat easy to see	0	0%
3. Difficult to see	0	0%
4. Not visible at all	0	0%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	6	86%
2. Somewhat helped	1	14%
3. Did not help	0	0%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	4	0	0	0	3	0	7	57.14%
Reliability	4	0	0	0	3	0	7	57.14%
Access and Facilities	4	0	0	0	3	0	7	57.14%
Communication	4	0	0	0	3	0	7	57.14%

Costs		0	0	0		7	7	N/A
Integrity	4	0	0	0	3	0	7	57.14%
Assurance	4	0	0	0	3	0	7	57.14%
Outcome	3	1	0	0	3	0	7	57.14%
Overall	27	1	0	0	21	7	56	57.14%

External Services	Responses	Total Transactions
Public Assistance - Walk-in	5	12
Applying for Availment of Physical Restoration (PT/OT)	0	1
Applying for Availment of Prosthesis and Assistive Devices	0	0
Applying for Availment of Skills Training	0	0
Applying for Availment of Entrepreneurship Training	0	0
Applying for Starter / Complementary Kits	0	2
Applying for Cash Assistance (Manual)	1	0
Releasing of Cash Assistance	0	6
Requesting for Conduct of On-Site ECP Seminar	0	0
<i>Not specified</i>	1	
OVERALL TOTAL	7	21

8. Regional Extension Unit 5

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	54	77%
2. I know what a CC is but I did not see this office's CC.	3	4%
3. I learned of the CC only when I saw this office's CC.	13	19%
4. I do not know what a CC is and I did not see this office's CC.	0	0%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	66	94%
2. Somewhat easy to see	4	6%
3. Difficult to see	0	0%
4. Not visible at all	0	0%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	68	97%
2. Somewhat helped	1	1%
3. Did not help	1	1%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	62	8	0	0	0	0	70	100%
Reliability	61	8	1	0	0	0	70	98.57%
Access and Facilities	58	11	0	1	0	0	70	98.57%

Communication	65	4	1	0	0	0	70	98.57%
Costs	0	0	0	0	0	70	70	N/A
Integrity	64	4	0	0	0	2	70	100%
Assurance	67	2	1	0	0	0	70	98.57%
Outcome	64	5	1	0	0	0	70	98.57%
Overall	441	42	4	1	0	72	560	98.98%

External Services	Responses	Total Transactions
Public Assistance - Walk-in	4	4
Applying for Availment of Physical Restoration (PT/OT)	4	5
Applying for Availment of Prosthesis and Assistive Devices	4	3
Applying for Availment of Skills Training	0	0
Applying for Availment of Entrepreneurship Training	5	5
Applying for Starter / Complementary Kits	6	6
Applying for Cash Assistance (Manual)	1	45
Releasing of Cash Assistance	43	21
Requesting for Conduct of On-Site ECP Seminar	1	1
<i>Not specified</i>	2	
OVERALL TOTAL	70	90

9. Regional Extension Unit 6

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	312	96%
2. I know what a CC is but I did not see this office's CC.	2	1%
3. I learned of the CC only when I saw this office's CC.	11	3%
4. I do not know what a CC is and I did not see this office's CC.	0	0%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	311	96%
2. Somewhat easy to see	14	4%
3. Difficult to see	0	0%
4. Not visible at all	0	0%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	319	98%
2. Somewhat helped	6	2%
3. Did not help	0	0%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	304	18	1	1	1	0	325	99.08%

Reliability	310	15	0	0	0	0	325	100%
Access and Facilities	300	25	0	0	0	0	325	100%
Communication	309	16	0	0	0	0	325	100%
Costs			0	0	0	325	325	N/A
Integrity	312	13	0	0	0	0	325	100%
Assurance	312	13	0	0	0	0	325	100%
Outcome	309	16	0	0	0	0	325	100%
Overall	2156	116	1	1	1	325	2600	99.87%

External Services	Responses	Total Transactions
Public Assistance - Walk-in	148	219
Applying for Availment of Physical Restoration (PT/OT)	10	10
Applying for Availment of Prosthesis and Assistive Devices	4	5
Applying for Availment of Skills Training	0	0
Applying for Availment of Entrepreneurship Training	5	5
Applying for Starter / Complementary Kits	12	12
Applying for Cash Assistance (Manual)	21	21
Releasing of Cash Assistance	80	19
Requesting for Conduct of On-Site ECP Seminar	45	49
OVERALL TOTAL	325	340

10. Regional Extension Unit 7

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	124	55%
2. I know what a CC is but I did not see this office's CC.	16	7%
3. I learned of the CC only when I saw this office's CC.	59	26%
4. I do not know what a CC is and I did not see this office's CC.	25	11%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	103	53%
2. Somewhat easy to see	69	35%
3. Difficult to see	18	9%
4. Not visible at all	6	3%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	177	91%
2. Somewhat helped	16	8%
3. Did not help	2	1%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
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Service Quality Dimensions								
Responsiveness	145	60	5	5	9	0	224	91.52%
Reliability	159	57	1	2	5	0	224	96.43%
Access and Facilities	155	58	2	3	4	2	224	95.95%
Communication	160	57	2	0	5	0	224	96.88%
Costs	0	0	0	0	0	224	224	N/A
Integrity	168	49	1	0	6	0	224	96.88%
Assurance	175	44	0	0	5	0	224	97.77%
Outcome	170	46	3	0	5	0	224	96.43%
Overall	1132	371	14	10	39	226	1792	95.98%

External Services	Responses	Total Transactions
Public Assistance - Walk-in	21	470
Applying for Availment of Physical Restoration (PT/OT)	10	8
Applying for Availment of Prosthesis and Assistive Devices	3	3
Applying for Availment of Skills Training	0	0
Applying for Availment of Entrepreneurship Training	7	7
Applying for Starter / Complementary Kits	6	6
Applying for Cash Assistance (Manual)	7	7
Releasing of Cash Assistance	170	173
Requesting for Conduct of On-Site ECP Seminar	0	11
OVERALL TOTAL	224	685

11. Regional Extension Unit 8

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	166	67%
2. I know what a CC is but I did not see this office's CC.	54	22%
3. I learned of the CC only when I saw this office's CC.	18	7%
4. I do not know what a CC is and I did not see this office's CC.	9	4%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	130	55
2. Somewhat easy to see	90	38
3. Difficult to see	17	7%
4. Not visible at all	0	55%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	180	76%
2. Somewhat helped	57	24%
3. Did not help	0	0%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	177	53	0	0	2	15	247	99.14%
Reliability	208	37	0	0	2	0	247	99.19%
Access and Facilities	181	45	1	0	2	18	247	98.69%
Communication	220	24	0	0	2	1	247	99.19%
Costs	0	0	0	0	0	247	247	N/A
Integrity	219	25	1	0	2	0	247	98.79%
Assurance	219	26	0	0	2	0	247	99.19%
Outcome	221	24	0	0	2	0	247	99.19%
Overall	1445	234	2	0	14	281	1976	99.06%

External Services	Responses	Total Transactions
Public Assistance - Walk-in	15	15
Applying for Availment of Physical Restoration (PT/OT)	0	0
Applying for Availment of Prosthesis and Assistive Devices	0	0
Applying for Availment of Skills Training	0	0
Applying for Availment of Entrepreneurship Training	0	0
Applying for Starter / Complementary Kits	8	7
Applying for Cash Assistance (Manual)	6	6
Releasing of Cash Assistance	200	394
Requesting for Conduct of On-Site ECP Seminar	18	14
OVERALL TOTAL	247	436

12. Regional Extension Unit 9

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	157	100%
2. I know what a CC is but I did not see this office's CC.	0	0%
3. I learned of the CC only when I saw this office's CC.	0	0%
4. I do not know what a CC is and I did not see this office's CC.	0	0%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	157	100%
2. Somewhat easy to see	0	0%
3. Difficult to see	0	0%
4. Not visible at all	0	0%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	131	83%
2. Somewhat helped	26	17%
3. Did not help	0	0%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	155	0	0	0	2	0	157	98.73%
Reliability	124	32	0	1	0	0	157	99.36%
Access and Facilities	135	0	0	0	1	21	157	99.26%
Communication	155	1	0	0	1	0	157	99.36%
Costs	0	0	0	0	0	157	157	N/A
Integrity	157	0	0	0	0	0	157	100%
Assurance	156	0	0	0	0	1	157	100%
Outcome	157	0	0	0	0	0	157	100%
Overall	1039	33	0	1	4	179	1256	99.54%

External Services	Responses	Total Transactions
Public Assistance - Walk-in	0	96
Applying for Availment of Physical Restoration (PT/OT)	7	11
Applying for Availment of Prosthesis and Assistive Devices	7	7
Applying for Availment of Skills Training	0	0
Applying for Availment of Entrepreneurship Training	0	18
Applying for Starter / Complementary Kits	35	16
Applying for Cash Assistance (Manual)	22	16
Releasing of Cash Assistance	35	65
Requesting for Conduct of On-Site ECP Seminar	35	35
<i>Not specified</i>	16	
OVERALL TOTAL	157	264

13. Regional Extension Unit 10

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	307	71%
2. I know what a CC is but I did not see this office's CC.	9	2%
3. I learned of the CC only when I saw this office's CC.	115	27%
4. I do not know what a CC is and I did not see this office's CC.	0	0%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	370	90%
2. Somewhat easy to see	40	10%
3. Difficult to see	2	0%
4. Not visible at all	0	0%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	392	96%

2. Somewhat helped	18	4%
3. Did not help	0	0%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	340	89	1	0	0	1	431	99.77%
Reliability	355	73	1	0	0	2	431	99.77%
Access and Facilities	333	90	4	3	0	1	431	98.37%
Communication	335	91	2	0	0	3	431	99.53%
Costs	0	0	0	0	0	431	431	N/A
Integrity	357	70	1	0	0	3	431	99.77%
Assurance	372	57	0	0	0	2	431	100%
Outcome	362	66	0	1	0	2	431	99.77%
Overall	2454	536	9	4	0	445	3448	99.57%

External Services	Responses	Total Transactions
Public Assistance - Walk-in	64	46
Applying for Availment of Physical Restoration (PT/OT)	9	5
Applying for Availment of Prosthesis and Assistive Devices	3	2
Applying for Availment of Skills Training	0	0
Applying for Availment of Entrepreneurship Training	16	15
Applying for Starter / Complementary Kits	1	16
Applying for Cash Assistance (Manual)	48	57
Releasing of Cash Assistance	264	111
Requesting for Conduct of On-Site ECP Seminar	26	28
OVERALL TOTAL	431	280

14. Regional Extension Unit 11

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	345	85%
2. I know what a CC is but I did not see this office's CC.	22	5%
3. I learned of the CC only when I saw this office's CC.	29	7%
4. I do not know what a CC is and I did not see this office's CC.	12	3%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	356	91%
2. Somewhat easy to see	31	8%
3. Difficult to see	2	1%
4. Not visible at all	1	0.3%
CC3. If aware of CC, how much did the CC help you in your transaction?		

1. Helped very much	378	96
2. Somewhat helped	15	4
3. Did not help	1	0.3%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	316	76	5	4	4	3	408	96.79%
Reliability	327	73	3	0	3	2	408	98.52%
Access and Facilities	312	82	4	1	3	6	408	98.01%
Communication	318	76	5	1	3	5	408	97.77%
Costs	0	0	0	0	0	408	408	N/A
Integrity	340	57	3	1	3	4	408	98.27%
Assurance	350	53	0	0	3	2	408	99.26%
Outcome	342	58	2	0	3	3	408	98.77%
Overall	2305	475	22	7	22	433	3264	98.20%

External Services	Responses	Total Transactions
Public Assistance - Walk-in	186	112
Applying for Availment of Physical Restoration (PT/OT)	5	6
Applying for Availment of Prosthesis and Assistive Devices	1	0
Applying for Availment of Skills Training	0	0
Applying for Availment of Entrepreneurship Training	9	8
Applying for Starter / Complementary Kits	9	9
Applying for Cash Assistance (Manual)	19	23
Releasing of Cash Assistance	179	76
Requesting for Conduct of On-Site ECP Seminar	0	3
OVERALL TOTAL	408	237

15. Regional Extension Unit 12

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	161	88%
2. I know what a CC is but I did not see this office's CC.	1	1%
3. I learned of the CC only when I saw this office's CC.	21	11%
4. I do not know what a CC is and I did not see this office's CC.	1	1%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	178	97%
2. Somewhat easy to see	5	3%
3. Difficult to see	0	0%
4. Not visible at all	0	0%

CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	180	99%
2. Somewhat helped	2	1%
3. Did not help	0	0%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	170	11	1	0	1	1	184	98.91%
Reliability	173	8	0	0	1	2	184	99.45%
Access and Facilities	161	20	0	0	1	2	184	99.45%
Communication	166	15	0	0	1	2	184	99.45%
Costs	0	0	0	0	0	184	184	N/A
Integrity	173	9	0	0	2	0	184	98.91%
Assurance	179	3	0	1	1	0	184	98.91%
Outcome	178	5	0	0	1	0	184	99.46%
Overall	1200	71	1	1	8	191	1472	99.22%

External Services	Responses	Total Transactions
Public Assistance - Walk-in	6	177
Applying for Availment of Physical Restoration (PT/OT)	13	13
Applying for Availment of Prosthesis and Assistive Devices	6	6
Applying for Availment of Skills Training	0	0
Applying for Availment of Entrepreneurship Training	15	16
Applying for Starter / Complementary Kits	18	16
Applying for Cash Assistance (Manual)	6	6
Releasing of Cash Assistance	118	117
Requesting for Conduct of On-Site ECP Seminar	2	4
OVERALL TOTAL	184	355

16. Regional Extension Unit 13

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	375	85%
2. I know what a CC is but I did not see this office's CC.	6	1%
3. I learned of the CC only when I saw this office's CC.	62	14%
4. I do not know what a CC is and I did not see this office's CC.	0	0%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	439	99%
2. Somewhat easy to see	3	1%
3. Difficult to see	1	0.2%
4. Not visible at all	0	0%

CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	432	98%
2. Somewhat helped	8	2%
3. Did not help	0	0%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	422	19	0	0	2	0	443	99.55%
Reliability	423	18	0	0	2	0	443	99.55%
Access and Facilities	421	19	0	1	2	0	443	99.32%
Communication	422	18	0	0	2	1	443	99.55%
Costs	0	0	0	0	0	443	443	N/A
Integrity	424	18	0	0	1	0	443	99.77%
Assurance	425	17	0	0	1	0	443	99.77%
Outcome	424	17	0	0	1	1	443	99.77%
Overall	2961	126	0	1	11	445	3544	99.61%

External Services	Responses	Total Transactions
Public Assistance - Walk-in	92	60
Applying for Availment of Physical Restoration (PT/OT)	1	1
Applying for Availment of Prosthesis and Assistive Devices	5	5
Applying for Availment of Skills Training	0	0
Applying for Availment of Entrepreneurship Training	7	8
Applying for Starter / Complementary Kits	12	4
Applying for Cash Assistance (Manual)	35	26
Releasing of Cash Assistance	269	47
Requesting for Conduct of On-Site ECP Seminar	22	7
OVERALL TOTAL	443	158