



MUNICIPAL GOVERNMENT OF MABINAY

Client Satisfaction Measurement Report  
YEAR (2023)

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## I. Overview:

The Harmonized Client Satisfaction Measurement is an after-service availment survey that assesses the overall satisfaction and perception of clients on the government service they availed. The Municipal Government of Mabinay has made it sure that every office must faithfully request its clients to fill out the survey forms in order to get a regular feedback on the day-to-day transactions of the various offices. In order to ensure uniformity of the survey results among all government agencies, the Anti-Red Tape Authority has provided a survey form in which this municipal government is also adopting. However, in order to make it more client-friendly, the ARTA focal person translated the items in the said form into the local dialect of the place. However, the municipal government still used its agency-made survey form in the First to Third Quarter of 2023. It started to use the ARTA-provided survey form in the last quarter of 2023(October-December 2023)

	Score
CC Awareness:	97.56%
CC Visibility:	95.67%
CC Helpfulness:	96.42%
Response Rate:	98.11%
Overall Score:	96.94%

## II. Scope:

The survey covers the clients of all the external and internal offices of this municipal government. Each office assigned a personnel to distribute the survey forms and guide them to drop their accomplished forms into the boxes placed at a visible area in each office or cluster of offices in the case of adjacent offices. This municipal government started to use the harmonized survey form last October to December, 2023. Being a newly-introduced mechanism, not all of the offices have immediately carried out the said undertaking. However, majority of the offices have responded positively to the initiative.

The services of the municipal government of Mabinay being surveyed were the following:

External Services	Responses	Total Transactions
Payment of Business Taxes, Fees & Charges	N/A	
Motorized Tricycle Operator's Permit/MTOP	N/A	
Payment of Real Property Tax	N/A	
Registration of Large Cattle	N/A	
Operation of Mabinay Public Market	N/A	
Cashiering Services/Disbursement of Government Funds	N/A	
Rice Seeds Distribution	0	
Corn seeds and Fertilizer Distribution	2	
Distribution of High Value Commercial Crops	0	
Upland Fisheries Services	0	
Livestock Services	6	
Soil and Water Management	0	
Availment of Tractor Services	0	
Training/Workshop Services	0	
Registration in (RSBSA) Registry System for Basic Sector In Agriculture Services	0	
Philippine Crop Insurance Corporation Services	6	
Processing and Issuance of Tax Declaration	52	
Issuance of Certified True Copy of Tax Declaration	0	

Issuance of Property Certification	21	
Issuance of Certification of History of Real Property	0	
Issuance of Ocular Inspection Report	0	
Drafting and Preparation of Plan and Program of Work	N/A	
Maintenance of Government Buildings and De-Clogging of All Drainage Systems	N/A	
Preparation of Vouchers and Work Accomplishments for Completed Government Projects	N/A	
Issuance of Building Permit for Construction of New Buildings and/or Structure Including Extension, Renovation, Fence and Alteration/Amendatory of Plans	N/A	
Issuance of Other Permits for Renewal, Demolition, Signage, and Excavation or Ground Improvement	N/A	
Issuance of Certificate of Electrical Inspection for Temporary Connection/Electrical Wiring Permit	N/A	
Issuance of Certificate of Occupancy/Use/Operation	N/A	
Issuance of Clearance for New and Renewal of Business	N/A	
Applying for Marriage License	N/A	
Registration of Marriage and Death	N/A	
Registration of Birth Certificate	N/A	
Issuance of Certified Copy of Civil Registry Documents LCR-PSA	N/A	
Registration of Court Decrees and Annotation of The Affected Civil Registry Record/Registration of Legal Instruments And Annotation of the Affected Civil Registry Record	N/A	
Legitimation of a Natural Child	N/A	
Legitimation of a Natural Child (For correction of documents)	N/A	
Issuance of Mayor's Clearance	N/A	
Issuance of Special Permits	N/A	
Issuance of Business License and Mayor's Permits (new/renewal)	50	
Issuance of Motorized Tricycle Operator's Permit/MTOP	N/A	
Issuance of Mayor's Permit for Drivers of Motorcycle for Hire(MCH)	N/A	
Processing of Leave Applications	N/A	
Issuance of Certificate of Employment and Service Record	N/A	
Receipt of Applicants for Employment	N/A	
Issuance of Certification for Other Purposes	N/A	
Screening/Selection of Applicants for Employment	N/A	
Processing of Appointments	N/A	
GSIS Loan Application via Electronic Online	N/A	
Processing of incoming correspondence covering various requests, complaints and proposals	N/A	
Programs/Projects/Activity Coordination and Monitoring	N/A	
Evaluation of Requests for Leave Credits and Travel Order	N/A	
Provide relevant information and materials (photographs, textbooks, and documents) to clients conducting research on the municipal culture and history	N/A	
Accommodate Request on Tour Guiding Services to Historical Places in the Municipality	N/A	
Accommodate Inquiries on Tourism/Cultural Activities of the Municipality	N/A	
Assist Inquiries on Tourism Accreditation	N/A	
Emergency Response	138	
Issuance of Certification for Damaged Properties	N/A	
Request for the Conduct of Safety Drills	N/A	
Issuance of Certification for Approved BDRRM Plan	N/A	
Processing of Application for Scholarship	N/A	
Issuance of Endorsement or Recommendation for Employment	N/A	
Availment of Application Form and List of Requirements	N/A	
Tulong Panghanapbuhay sa Ating Displaced workers (TUPAD)	N/A	
Referral of Application for OWWA Assistance Programs	N/A	
Assistance for the Provision for Career Guidance and Counseling	N/A	
Solemnization of Marriage	N/A	
Referral of Application for DILP components (DOLE Integrated Livelihood	N/A	

Program)		
Assistance in the Conduct of Special Recruitment Activity (SRA)	N/A	
Issuance of Zoning Clearance/Zoning Certificate	0	
Review of Barangay Annual/Supplemental Investment Program	0	
Planning and formulation of comprehensive local economic and development plan	0	
Request copy of maps, and Municipal Profiles and development plans	2	
Consultation / Client Management	8	
Pre-natal Services	0	
Immunization Services	0	
Family Planning Services (First time / New couples)	0	
Family Planning Services (Returning Couples)	0	
TB Infection Control and Management (Free Treatment through TB-DOTS)	0	
Leprosy Control and Management (free treatment)	0	
Laboratory Services	0	
Issuance of Medical Certificate	0	
Issuance of Medico Legal Certificates	0	
Issuance of Sanitary Permits	0	
Issuance of Health Certificate	0	
Patient's on Labor	0	
Postpartum	0	
High Risk Patient	0	
Garbage Collection Services	10	
Endorsement/Recommending Approval for Application of Business Permits	0	
Responding to Complaints Related to Pollution, and Violation of Environmental Laws	0	
Emergency Shelter Assistance/Assistance to Individuals in Crisis Situation	28	
Senior Citizens' ID Distribution and Provision of Purchase Booklets	10	
PWDs ID Distribution and Provision of Purchase Booklets	4	
Family and Community Services	51	
Women, Youth and Children's Welfare	0	
<b>Internal Services</b>		
Numbering of Purchase/Job Requests and Requests for Sealed Quotations	29	
Numbering of Purchase Orders/Job Orders	15	
Signing of the Inspection and Acceptance Report	10	
Numbering and Signing of Requisition and Issue slip, Inventory Custodian Slip Acknowledgment Receipt for Equipment	17	
Issuance of Report of Physical Count of Inventories, Property, Plant, Equipment and Unserviceable Property	1	
Keeping Custody of Accomplished Purchase Request, Purchase Order, Requisition and Issue Slip, Inspection and Acceptance Report, Job Request, Job Order, Inventory Custodian Slip and Property Acknowledgment Receipt	1	
Issuance of Property Clearance	3	
Preparation of Stock Card	1	
Grasscutting/Streetsweeping/Carpentry and Utility Works	5	
Conduct of Human Resource Enhancement Capacity Building	3	
Conduct of Integrity Circle Session	6	
Vehicle LTO Registration/Renewal	21	
Providing Fuel For Government Vehicles	47	
Providing Public Assistance and Accepting Complaints	0	
Consolidating the Client Satisfaction Feedback Forms and Preparing and Submitting the Client Satisfaction Measurement Report	1	
Preparing the Zero Backlog Program Report	1	
Pre-audit Disbursement Vouchers and Payrolls (claims under general fund, special education fund and trust fund)	0	
Issuance of Accountant's Advice for Check Issued	0	
Issuance of Certification	0	

Processing of Claims	4	
Preparation of Annual Procurement Plan	0	
Submission to COA Office all kinds of Registries Every Quarter	0	
Conduct Preliminary Review of All Barangay Annual Budgets and Supplemental Budgets	0	
Conduct Preliminary Review Of All SK Annual Budgets& Supplemental Budgets	0	
Preparation Of Proposed Annual Budget	0	
Preparation of Supplemental Budgets	0	
Preparation of SAOB	0	
Prepare and Submit Statement of Comparison of Budget and actual (SCBA)	0	
Prepares and Submit LDRRM Funds Utilization	0	
Preparing and Uploading of Annual and Quarterly Reports at the FDPP	0	
Uploading of e-SRE report to BLGF	0	
Checking accounting journals to our registries (RAO)to produce a SAAOB	0	
Encoding all OBRs to our registries (RAO)	20	
Encoding of preliminary budget review transmittal and its Submission to the Sanggunian	0	
OVERALL TOTAL	0	

**Note:**

The services with 0 responses and 0 total transactions do not mean that there were no transactions within the quarter but the clients just failed to fill out the part on type of transaction in the survey forms knowing that the undertaking has just been recently introduced. Those with N/A reflect the offices' failure to distribute survey forms to their clients.

**III. Methodology:**

The Municipal Government of Mabinay assigned an ARTA Focal Person who is the General Services Officer and the HRMO-Designate at the same time. The aforementioned personnel translated the Client Satisfaction Feedback forms into the place's local dialect in order to make the survey document more-client friendly. After having printed the forms, a memorandum signed by the Local Chief Executive with the said survey form as an attachment was distributed to the different offices of the Local Government Unit. Each sheet has a corresponding control number in order to easily determine the office where the forms belong upon retrieval especially when mixed with other offices' forms. Each office or a cluster of offices were provided with drop boxes. A personnel from the Office of the General Services is assigned to retrieve the accomplished survey forms every Friday. Another personnel is assigned to consolidate the results of the survey per quarter.

Since this is the first implementation of the Harmonized Client Satisfaction Measurement survey form, there are a lot of issues to iron out. Many offices have not distributed survey forms to their clients due to lack of personnel to take charge of the task. Many clients were also in a hurry to leave the offices. Moreover, they were not yet used to the form. However, the agency is trying to undertake certain measures to resolve the issues. One of the measures implemented is assigning a focal person per office and having all these focal persons get oriented of the forms and how to consolidate the results. Analysis and interpretation of the data will also be discussed in the orientation.

In the preparation of the report, the agency uses the template provided by ARTA as also stipulated in the Harmonized Client Satisfaction Measurement Report guidebook.

This is the table showing the 5-point Liked scale and the survey's scoring system used by this municipal government.

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

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

$$\begin{aligned}
 \text{Overall Score} &= \frac{3759+923}{4900-128} \\
 &= \frac{4682}{4772} \\
 &= 0.9811 (100) \\
 &= 98.11
 \end{aligned}$$

#### IV. Data and Interpretation

The score of 98.11% is qualitatively categorized as Outstanding. However, this rating is only representing 12 out of the 24 offices of this municipal government. The rating may not be representing the agency's actual performance. However, for a start the agency may have an initial picture of how it performs based on the perception of its clients.

##### A. Demographic Profile

D1. Age and D2.Sex	External	Internal	Overall
1. 19 or lower	5	5	10
2. 20-34	150	69	219
3. 35-49	100	70	170
4. 50-64	58	30	88
5. 65 or higher	0	4	4
6. Did not specify	22	18	40
1. Male	105	100	205
2. Female	180	60	240
3. Did not specify	65	21	86

Most of the clients in the last quarter of 2023 are aged 20-34 followed by aged 35-49 and majority are female. However, in the distribution of client feedback forms, the focal person may be tempted to give the forms these age groups.

Customer Type	External	Internal	Overall
D4. Citizen	150	66	216
D4. Business	57	0	57
D4. Government	100	82	182
D4. Did not specify	55	21	76

The clients in the last quarter of 2023 were mostly citizens of this local government unit and internal stakeholders and personnel from other national agencies. Clients with business-related transactions also compose a greater part of the client group in this quarter.

**B. Count of CC and SQD results**

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.	520	97.56
2. I know what a CC is but I did not see this office's CC.	11	2.07
3. I learned of the CC only when I saw this office's CC.	3	.56
4. I do not know what a CC is and I did not see this office's CC.	3	.56
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	508	95.67
2. Somewhat easy to see	16	3.01
3. Difficult to see	1	.19
4. Not visible at all	1	.19
CC3. If aware of CC, how much did the cc help you in your transaction?		
1. Helped very much	512	96.42
2. Somewhat helped	31	5.84
3. Did not help	7	1.32

Most of the offices that faithfully distributed client feedback forms have Citizen's Charters displayed in conspicuous places. The clients generally considered the document very helpful in their transactions. Most of them also are aware of the usefulness and importance of the said document.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
SQD0	3759	923	65	1	24	128	4900	

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	400	145	9	1	3	4	562	97.67%
Reliability	398	90	11	0	3	6	508	97.21%
Access and Facilities	992	123	5	0	1	4	1125	99.46%
Communication	400	131	7	0	4	6	548	97.97%
Costs	376	87	10	0	5	94	572	96.86%
Integrity	403	112	9	0	4	5	533	97.54%
Assurance	393	122	4	0	3	5	527	98.66%
Outcome	397	113	10	0	1	4	525	97.89%
<b>Overall</b>	3759	923	65	1	24	128	4900	

The results show that the offices that have allowed their clients to fill out the survey forms have performed well in the 8 Service Quality Dimensions. Of the 8 SDQs, it is in the Costs that these offices have the least rating. However, the score is still outstanding though numerically it is the SDQ that got the lowest score.



**V. Results of the Agency ACTION Plan reported for FY 2022**

As of 2022, the Client Satisfaction Measurement Report outline was just at the discretion of the agency. The client feedback forms were also agency-made. Still other offices at that time were not able to carry out this program religiously. However, as time went by, it has become a part of their daily routine. In 2022, only 7 out of 24 offices were able to comply. In 2023 there were 12 offices. It is hoped that by this year all the 24 offices will be able to distribute client satisfaction measurement survey forms.

**VI. Continuous Agency Improvement Plan for FY 2024**

The following are the Agency's plan of activities to be undertaken to ensure that all offices will be able to gather feedback of all their services from their clients:

- Conduct reorientation with the focal person per office as participants
- Remind department heads of their responsibility to oversee and monitor the implementation
- Regularly update the offices of the results of the survey per quarter
- Provide the LCE with regular update on the implementation
- Regularly remind offices to update their Citizen's Charter and conduct time and cost analysis in order to ensure that each office is client-friendly, efficient and effective in delivering their services
- Consolidate results of the survey per quarter to facilitate submission on time

**ANNEX A. Survey Questionnaire/s Used**

Client Measurement Report Survey Form (Original from ARTA)

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 (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 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

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

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.						
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.						
<b>SQD2.</b> The office followed the transaction's requirements and steps based on the information provided.						
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.						
<b>SQD4.</b> I easily found information about my transaction from the office's website.						
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction. (If service was free, mark the 'N/A' column)						
<b>SQD6.</b> I am confident my online transaction was secure.						
<b>SQD7.</b> The office's online support was available, and (if asked questions) online support was quick to respond.						
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

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

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

**THANK YOU!**

Client Measurement Report Survey Form (Translated to the local dialect and is used by the LGU)

Control No. \_\_\_\_\_

PANGALAN SA OPISINA: \_\_\_\_\_



Ang **Client Satisfaction Measurement Report** maoy usa ka pamaagi nga mahibaloan ang mga kasinatian sa mga kliyente sa mga nagkalain-laing opisina sa gobyerno. Ang inyong tinud-anay nga tubag sa mga pangutana makatabang aron mapanindot o mapalambo namo ang among serbisyo publiko. Ang mga personal nga impormasyon nga inyong gibutang dinhi magpabiling kumpidensyal o sekreto.

Klasi sa Kliyente:  Katawhan sa komunidad  Negosyo  Gobyerno (Epleyado o Ahensya) Petsa: \_\_\_\_\_  
 Kasarian:  Lalaki  Babaye Edad: \_\_\_\_\_  
 Rehiyon: \_\_\_\_\_ Klasi sa transaksyon o serbisyo: \_\_\_\_\_

Instruksyon: Butangan ug tsek (√) ang inyong tubag sa mga pangutana sa ubos kabahin sa Citizen's Charter. Ang Citizen's Charter usa ka dokumento nga nag lista sa tanang mga serbisyo nga igahatag sa usa ka opisina sa gobyerno, ang mga dokumento nga gikinahanglan sa pagproseso sa mga transaksyon, mga bayranan ug kinatibuk-ang oras sa pagproseso.

CC1 Asa sa mga naa sa ubos ang nagtug-an sa imung kahibalo kabahin sa Citizen's Charter?  
 Kahibalo ko kung unsa ang Citizen's Charter ug nakakita ko niini sa opisina nga akong giadtoan  
 Kahibalo ko kung unsa ang Citizen's Charter apan wala ko kita niini sa naadtoang opisina  
 Kahibalo lang ko kung unsa ang Citizen's Charter sa dihang nakakita ko niini sa naadtoang opisina  
 Wala ko kahibalo kung unsa ang Citizen's Charter ug wala ko makakita niini sa naadtoang opisina  
 (Butangan ug tsek ang N/A sa CC2 at CC3 kung kini ang imong tubag)

CC2 Kung kahibalo ka kung unsa ang Citizen's Charter (Nag tsek sa opsyon 1-3 sa CC1), makaingon ba ka nga ang Citizen's Charter sa naadtoang opisina kay...  
 Daling makita  Dili makita  
 Medyo daling makita  N/A  
 Dili dayon makita

CC3 Kung kahibalo ka sa Citizen's Charter (nag tsek sa opsyon 1-3 sa CC1), nakatabang ba sa imong transaksyon?  
 Nakatabang pag-ayo  Wala makatabang  
 Nakatabang  N/A

Instruksyon: Para sa Service Quality Dimension (SQD) 0-8, butangan ug tsek (√) ang mohaum sa imong tubag.

	Dako ang dili pag-uyon	Dili mouyon	Naas tungatunga	Mouyon	Dako ang pag-uyon	N/A Not Applicable
SQD0. Nalipay ko sa serbisyo nga akong nadawat sa naadtoang opisina.						
SQD1. Makatarunganon ang oras nga akong nagamit sa pagproseso sa akong tuyo/transaksyon.						
SQD2. Nagasunod ang opisina sa mga insaktong dokumento ug mga pamaagi sa pagproseso sa transaksyon pinasikad sa impormasyon nga ilang gihatag.						
SQD3. Simple lang ang mga pamaagi sa pagproseso lakip na sa pagbayad kung naa may mga bayranan.						
SQD4. Dali ra ko nga makakita ug impormasyon kabahin sa akong transaksyon sa opisina nga akong giadtoan.						
SQD5. Makatarunganon ang kantidad nga akong gibayran para sa akong transaksyon. (Kung libre ang serbisyo, palihug ibutang ang (√) tsek ilalom sa N/A)						
SQD6. Gibati nako nga patas ang opisina sa pagtratar sa mga kliyente, "walay palakasay".						
SQD7. Ang mga nagtrabaho sa naadtoan nakong opisina matinahuron nga motagad sa mga kliyente ug nakahibalo ko nga andam silang motabang kung gikinahanglan.						
SQD8. Nakuha nako ang akong gikinahanglan nga transaksyon sa opisina nga akong giadtoan ug kung wala man gihatagan ko ug saktong pagpatin-aw/rason o eksplanasyon.						

Mga suhestiyon kung unsaon paghimong mas mayo ang serbisyo nga among mahatag (opsyonal): \_\_\_\_\_

Email address (opsyonal): \_\_\_\_\_



MUNICIPAL ADMINISTRATOR'S OFFICE  
MONTH OF OCTOBER

Customer Type		Citizen's Charter Answer	
D4. Citizen	3	CC 1. Which of the Following Describes your Awareness og the CC?	
D4. Business	3	1. I know what a CC and I saw this offices CC.	18
D4. Government	1	2. I know what a CC is but I did not see this offices.	
D4. Did Not Specify	11	3. I learned of the CC only when I saw this offices.	
D1. Age And D2. Sex		4. I did not know what CC is and I did not see this Offices CC.	
1. 19 Or Lower	4	CC2. If Aware of CC, would you say that the CC of this office was?	
2. 20 -34	5	1. Easy To See	14
3. 35 - 49	6	2. Somewhat easy to see	4
4. 50 - 64	3	3. Difficult to see	
5. 65 Higher	1	4. Not Visible At All	
6. Did Not Specify	3	CC3. If Aware Of CC, How Much did the CC, did the CC help you in your transaction?	
D2. Sex		1. Helped very much	14
Male	6	2. Somewhat Helped	4
Female	11	3. Did Not help	
Did Not Specify	1		



Province of Negros Oriental									
Municipality of Mabinay									
DATA ANALYSIS OF THE CLIENT SATISFACTION SURVEY RESULT / YEAR 2023									
OCTOBER 2023-ADMINISTRATOR'S OFFICE									
SQD Number	No. of Strongly Agree	No. of Agree Answer	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	No. of Respondents	Percentage
Responsiveness	14	4	0	0	0		18	18	100%
Reliability	14	3	0	0	0		17	18	94%
Access and Facilities	14	3	0	0	0		17	18	94%
Communication	14	3	0	0	0		17	18	94%
Costs	14	3	0	0	0		17	18	94%
Integrity	14	3	0	0	0		17	18	94%
Assurance	14	3	0	0	0		17	18	94%
Outcome	14	3	0	0	0		17	18	94%
9	14	3	0	0	0		17	18	94%
Over all	126	28	0	0	0		154	162	95%
<b>TOTAL PERCENTAGE</b>									<b>856%</b>
<b>Total Average for the Month of October 2023</b>									<b>95%</b>
sample size	154		e	0.051948052					
population size	162		e	0.000320667					
			e	0.017907177					
			e	2%					

MUNICIPAL ADMINISTRATOR'S OFFICE  
MONTH OF NOVEMBER

NOVEMBER 2023-ADMINISTRATOR'S OFFICE

Customer Type	
D4. Citizen	5
D4. Business	2
D4. Government	
D4. Did Not Specify	

D1. Age And D2. Sex	
1. 19 Or Lower	
2. 20 -34	5
3. 35 - 49	1
4. 50 - 64	
5. 65 Higher	
6. Did Not Specify	1
D2. Sex	
Male	2
Female	5
Did Not Specify	

Citizen's Charter Answer	
<b>CC 1. Which of the Following Describes your Awareness og the CC?</b>	
1. I know what a CC and I saw this offices CC.	5
2. I know what a CC is but I did not see this offices.	1
3. I learned of the CC only when I saw this offices.	
4. I did not know what CC is and I did not see this Offices CC.	1
<b>CC2. If Aware of CC, would you say that the CC of this office was?</b>	
1. Easy To See	5
2. Somewhat easy to see	2
3. Difficult to see	
4. Not Visible At All	
<b>CC3. If Aware Of CC, How Much did the CC, did the CC help you in your transaction?</b>	
1. Helped very much	5
2. Somewhat Helped	2
3. Did Not help	



Province of Negros Oriental  
Municipality of Mabinay

DATA ANALYSIS OF THE CLIENT SATISFACTION SURVEY RESULT / YEAR 2023

NOVEMBER 2023-ADMINISTRATOR'S OFFICE

SQD Number	No. of Strongly Agree	No. of Agree Answer	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	No. of Respondents	Percentage
Responsiveness	3	3	1	0	0		6	7	86%
Reliability	3	3	1	0	0		6	7	86%
Access and Facilities	2	4	1	0	0		6	7	86%
Communication	2	4	1	0	0		6	7	86%
Costs	1	5	0	0	0	1	6	7	86%
Integrity	3	4	0	0	0		7	7	100%
Assurance	3	4	0	0	0		7	7	100%
Outcome	3	3	1	0	0		6	7	86%
9	3	3	1	0	0		6	7	86%
Over all	23	33	5	0	0	1	56	63	89%

TOTAL PERCENTAGE

800%

Total Average for the Month of November 2023

89%

sample size	56	e	0.125
population size	63		63
		e	0.001984127
		e	0.04454354
		e	4%



MUNICIPAL ADMINISTRATOR'S OFFICE  
MONTH OF DECEMBER

DECEMBER 2023-ADMINISTRATOR'S OFFICE

Customer Type	
D4. Citizen	13
D4. Business	5
D4. Government	1
D4. Did Not Specify	1

D1. Age And D2. Sex	
1. 19 Or Lower	
2. 20 -34	6
3. 35 - 49	9
4. 50 - 64	2
5. 65 Higher	
6. Did Not Specify	3
D2. Sex	
Male	4
Female	9
Did Not Specify	7

Citizen's Charter Answer	
<b>CC 1. Which of the Following Describes your Awareness of the CC?</b>	
1. I know what a CC and I saw this offices CC.	20
2. I know what a CC is but I did not see this offices.	
3. I learned of the CC only when I saw this offices.	
4. I did not know what CC is and I did not see this Offices CC.	
<b>CC2. If Aware of CC, would you say that the CC of this office was?</b>	
1. Easy To See	20
2. Somewhat easy to see	
3. Difficult to see	
4. Not Visible At All	
<b>CC3. If Aware Of CC, How Much did the CC, did the CC help you in your transaction?</b>	
1. Helped very much	20
2. Somewhat Helped	
3. Did Not help	



Province of Negros Oriental

Municipality of Mabinay

DATA ANALYSIS OF THE CLIENT SATISFACTION SURVEY RESULT / YEAR 2023

DECEMBER 2023-ADMINISTRATOR'S OFFICE

SQD Number	No. of Strongly Agree	No. of Agree Answer	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	No. of Respondents	Over all Percentage
Responsiveness	18	2	1	0	0	0	20	20	100%
Reliability	15	4	1	0	0	1	19	20	95%
Access and Facilities	16	4	1	0	0	0	20	20	100%
Communication	16	4	1	0	0	0	20	20	100%
Costs	10	2	1	0	0	8	12	20	60%
Integrity	16	4	1	0	0	0	20	20	100%
Assurance	15	5		0	0	0	20	20	100%
Outcome	15	5	1	0	0	0	20	20	100%
g	15	5	1	0	0	0	20	20	100%
Over all	136	35	8	0	0	9	171	180	95%

**TOTAL PERCENTAGE**

855%

Total Average for the Month of December 2023

95%

sample size	171	e	0.052631579
sample size	180		180
		e	0.000292398
		e	0.017099639
		e	2%

GENERAL SERVICES OFFICE & MUNICIPAL TRANSFORMATION OFFICE  
MONTH OF OCTOBER

OCTOBER 2023-GSO and Transformation Office

Customer Type	
D4. Citizen	7
D4. Business	
D4. Government	60
D4. Did Not Specify	

D1. Age And D2. Sex	
1. 19 Or Lower	
2. 20 -34	41
3. 35 - 49	24
4. 50 - 64	2
5. 65 Higher	
6. Did Not Specify	
D2. Sex	
Male	30
Female	29
Did Not Specify	8

Citizen's Charter Answer	
<b>CC 1. Which of the Following Describes your Awareness og the CC?</b>	
1. I know what a CC and I saw this offices CC.	67
2. I know what a CC is but I did not see this offices.	
3. I learned of the CC only when I saw this offices.	
4. I did not know what CC is and I did not see this Offices CC?	
<b>CC2. If Aware of CC, would you say that the CC of this office was?</b>	
1. Easy To See	67
2. Somewhat easy to see	
3. Difficult to see	
4. Not Visible At All	
<b>CC3. If Aware Of CC, How Much did the CC, did the CC help you in your transaction?</b>	
1. Helped very much	67
2. Somewhat Helped	
3. Did Not help	



Province of Negros Oriental

Municipality of Mabinay

DATA ANALYSIS OF THE CLIENT SATISFACTION SURVEY RESULT / YEAR 2023

OCTOBER 2023-GSO Office and Transformation Office

SQD Number	No. of Strongly Agree	No. of Agree Answer	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	No. of Respondents	Percentage
Responsiveness	57	9	0	0	0	0	66	67	99%
Reliability	58	8	0	0	0	0	66	67	99%
Access and Facilities	55	12	0	0	0	0	67	67	100%
Communication	55	12	0	0	0	0	67	67	100%
Costs	56	11	0	0	0	60	67	67	100%
Integrity	56	11	0	0	0	0	67	67	100%
Assurance	56	11	0	0	0	0	67	67	100%
Outcome	57	10	0	0	0	0	67	67	100%
g	56	9	0	0	0	0	65	67	97%
Over all	506	93	0	0	0	60	599	603	99%

**TOTAL PERCENTAGE**

894%

Total Average for the Month of March 2024

99%

sample size	599	e	0.006677796
population size	603	e	0.000011
		e	0.003327805
		e	0%



GENERAL SERVICES OFFICE & MUNICIPAL TRANSFORMATION OFFICE  
MONTH OF NOVEMBER

NOVEMBER 2023-GSO and Transformation Office

Customer Type	
D4. Citizen	5
D4. Business	
D4. Government	32
D4. Did Not Specify	

D1. Age And D2. Sex	
1. 19 Or Lower	
2. 20 -34	19
3. 35 - 49	11
4. 50 - 64	6
5. 65 Higher	
6. Did Not Specify	1
D2. Sex	
Male	9
Female	28
Did Not Specify	

Citizen's Charter Answer	
<b>CC 1. Which of the Following Describes your Awareness og the CC?</b>	
1. I know what a CC and I saw this offices CC.	37
2. I know what a CC is but I did not see this offices.	
3. I learned of the CC only when I saw this offices.	
4. I did not know what CC is and I did not see this Offices CC?	
<b>CC2. If Aware Of CC, would you say that the CC of this office was?</b>	
1. Easy To See	37
2. Somewhat easy to see	
3. Difficult to see	
4. Not Visible At All	
<b>CC3. If Aware Of CC, How Much did the CC, did the CC help you in your transaction?</b>	
1. Helped very much	36
2. Somewhat Helped	1
3. Did Not help	



Province of Negros Oriental									
Municipality of Mabinay									
DATA ANALYSIS OF THE CLIENT SATISFACTION SURVEY RESULT / YEAR 2023									
NOVEMBER 2023-GSO and Transformation Office									
SQD Number	No. of Strongly Agree	No. of Agree Answer	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	No. of Respondents	Percentage
Responsiveness	27	10	0	0	0		37	37	100%
Reliability	29	8	0	0	0		37	37	100%
Access and Facilities	29	8	0	0	0		37	37	100%
Communication	26	10	0	0	0	1	36	37	97%
Costs	20	8	0	0	0	9	28	37	76%
Integrity	32	4	0	0	0	1	36	37	97%
Assurance	27	9	0	0	0	1	36	37	97%
Outcome	27	9	1	0	0		36	37	97%
g	27	9	1	0	0		36	37	97%
Over all	244	75	2	0	0	12	319	333	96%
<b>TOTAL PERCENTAGE</b>									862%
Total Average for the Month of March 2024									96%
sample size	319			e	0.043887147				
population size	333				333				
				e	0.000243817				
				e	0.015614656				
				e	2%				



GENERAL SERVICES OFFICE & MUNICIPAL TRANSFORMATION OFFICE  
MONTH OF DECEMBER

DECEMBER 2023-GSO and Transformation Office

Customer Type	
D4. Citizen	6
D4. Business	
D4. Government	11
D4. Did Not Specify	2

D1. Age And D2. Sex	
1. 19 Or Lower	
2. 20 -34	10
3. 35 - 49	9
4. 50 - 64 -	
5. 65 Higher	
6. Did Not Specify	
D2. Sex	
Male	7
Female	10
Did Not Specify	2

Citizen's Charter Answer	
<b>CC 1. Which of the Following Describes your Awareness og the CC?</b>	
1. I know what a CC and I saw this offices CC.	17
2. I know what a CC is but I did not see this offices.	2
3. I learned of the CC only when I saw this offices.	
4. I did not know what CC is and I did not see this Offices CC?	
<b>CC2. If Aware of CC, would you say that the CC of this office was?</b>	
1. Easy To See	19
2. Somewhat easy to see	
3. Difficult to see	
4. Not Visible At All	
<b>CC3. If Aware Of CC, How Much did the CC, did the CC help you in your transaction?</b>	
1. Helped very much	19
2. Somewhat Helped	
3. Did Not help	



Province of Negros Oriental									
Municipality of Mabinay									
DATA ANALYSIS OF THE CLIENT SATISFACTION SURVEY RESULT / YEAR 2023									
DECEMBER 2023-GSO and Transformation Office									
SQD Number	No. of Strongly Agree	No. of Agree Answer	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	No. of Respondents	Percentage
Responsiveness	12	7	0	0	0	0	19	19	100%
Reliability	11	7	0	0	0	1	18	19	95%
Access and Facilities	13	6	0	0	0	0	19	19	100%
Communication	13	6	0	0	0	0	19	19	100%
Costs	11	0	0	0	0	10	11	19	58%
Integrity	16	2	1	0	0	0	18	19	95%
Assurance	13	6	0	0	0	0	19	19	100%
Outcome	14	5	0	0	0	0	19	19	100%
g	11	8	0	0	0	0	19	19	100%
Over all	114	47	1	0	0	11	142	171	83%
<b>TOTAL PERCENTAGE</b>									<b>847%</b>
Total Average for the Month of March 2024									94%
sample size	142			e	0.204225352				
population size	171				171				
				e	0.0011943				
				e	0.03455865				
				e	3%				

MUNICIPAL BUDGET OFFICE  
MONTH OF OCTOBER

OCTOBER 2023-BUDGET Office

Customer Type	
D4. Citizen	
D4. Business	
D4. Government	15
D4. Did Not Specify	

D1. Age And D2. Sex	
1. 19 Or Lower	
2. 20 -34	3
3. 35 - 49	8
4. 50 - 64	4
5. 65 Higher	
6. Did Not Specify	
D2. Sex	
Male	5
Female	10
Did Not Specify	

Citizen's Charter Answer	
<b>CC 1. Which of the Following Describes your Awareness og the CC?</b>	
1. I know what a CC and I saw this offices CC.	15
2. I know what a CC is but I did not see this offices.	
3. I learned of the CC only when I saw this offices.	
4. I did not know what CC is and I did not see this Offices CC?	
<b>CC2. If Aware of CC, would you say that the CC of this office was?</b>	
1. Easy To See	15
2. Somewhat easy to see	
3. Difficult to see	
4. Not Visible At All	
<b>CC3. If Aware Of CC, How Much did the CC, did the CC help you in your transaction?</b>	
1. Helped very much	12
IIK	3
3. Did Not help	



Province of Negros Oriental									
Municipality of Mabinay									
DATA ANALYSIS OF THE CLIENT SATISFACTION SURVEY RESULT / YEAR 2023									
OCTOBER 2023-BUDGET OFFICE									
SQD Number	No. of Strongly Agree	No. of Agree Answer	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	No. of Respondents	Percentage
Responsiveness	12	1	0	0	3	0	13	15	87%
Reliability	12	1	0	0	3	0	13	15	87%
Access and Facilities	12	1	0	0	0	0	13	15	87%
Communication	12	1	0	0	3	0	13	15	87%
Costs	12	1	0	0	5	0	13	15	87%
Integrity	12	1	0	0	0	0	13	15	87%
Assurance	12	1	0	0	2	0	13	15	87%
Outcome	12	1	0	0	0	0	13	15	87%
9	12	1	0	0	2	0	13	15	87%
Over all	108	9	0	0	18	0	117	135	780%
<b>TOTAL PERCENTAGE</b>									780%
<b>Total Average for the Month of March 2024</b>									87%
Sample size	117		e		0.153846154				
population size	135		e		0.001139601				
			e		0.033757979				
			e		3%				



MUNICIPAL BUDGET OFFICE  
MONTH OF NOVEMBER

NOVEMBER 2023-BUDGET Office

Customer Type	
D4. Citizen	
D4. Business	
D4. Government	1
D4. Did Not Specify	

D1. Age And D2. Sex	
1. 19 Or Lower	
2. 20 -34	
3. 35 - 49	
4. 50 - 64	
5. 65 Higher	1
6. Did Not Specify	
D2. Sex	
Male	
Female	1
Did Not Specify	

Citizen's Charter Answer	
<b>CC 1. Which of the Following Describes your Awareness og the CC?</b>	
1. I know what a CC and I saw this offices CC.	1
2. I know what a CC is but I did not see this offices.	
3. I learned of the CC only when I saw this offices.	
4. I did not know what CC is and I did not see this Offices CC?	
<b>CC2. If Aware of CC, would you say that the CC of this office was?</b>	
1. Easy To See	1
2. Somewhat easy to see	
3. Difficult to see	
4. Not Visible At All	
<b>CC3. If Aware Of CC, How Much did the CC, did the CC help you in your transaction?</b>	
1. Helped very much	1
2. Somewhat Helped	
3. Did Not help	



Province of Negros Oriental									
Municipality of Mabinay									
DATA ANALYSIS OF THE CLIENT SATISFACTION SURVEY RESULT / YEAR 2023									
NOVEMBER 2023-BUDGET OFFICE									
SQD Number	No. of Strongly Agree	No. of Agree Answer	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	No. of Respondents	Percentage
Responsiveness	1	0	0	0	0	0	1	1	100%
Reliability	1	0	0	0	0	0	1	1	100%
Access and Facilities	1	0	0	0	0	0	1	1	100%
Communication	1	0	0	0	0	0	1	1	100%
Costs	1	0	0	0	0	0	1	1	100%
Integrity	1	0	0	0	0	0	1	1	100%
Assurance	1	0	0	0	0	0	1	1	100%
Outcome	1	0	0	0	0	0	1	1	100%
9	1	0	0	0	0	0	1	1	100%
Over all	9	0	0	0	0	0	9	9	100%
<b>TOTAL PERCENTAGE</b>									900%
<b>Total Average for the Month of March 2024</b>									100%
Sample size	9								0
population size	9								9
									1
									1
									100%

MUNICIPAL BUDGET OFFICE  
MONTH OF DECEMBER

DECEMBER 2023-BUDGET Office

Customer Type	
D4. Citizen	
D4. Business	
D4. Government	2
D4. Did Not Specify	1

D1. Age And D2. Sex	
1. 19 Or Lower	
2. 20 -34	1
3. 35 - 49	1
4. 50 - 64 -	
5. 65 Higher	
6. Did Not Specify	1
D2. Sex	
Male	
Female	3
Did Not Specify	

Citizen's Charter Answer	
CC 1. Which of the Following Describes your Awareness og the CC?	
1. I know what a CC and I saw this offices CC.	3
2. I know what a CC is but I did not see this offices.	
3. I learned of the CC only when I saw this offices.	
4. I did not know what CC is and I did not see this Offices CC?	
CC2. If Aware of CC, would you say that the CC of this office was?	
1. Easy To See	3
2. Somewhat easy to see	
3. Difficult to see	
4. Not Visible At All	
CC3. If Aware Of CC, How Much did the CC, did the CC help you in your transaction?	
1. Helped very much	3
2. Somewhat Helped	
3. Did Not help	



Province of Negros Oriental

Municipality of Mabinay

DATA ANALYSIS OF THE CLIENT SATISFACTION SURVEY RESULT / YEAR 2023

DECEMBER 2023-BUDGET OFFICE

SQD Number	No. of Strongly Agree	No. of Agree Answer	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	No. of Respondents	Percentage
Responsiveness	3	0	0	0	0	0	3	3	100%
Reliability	3	0	0	0	0	0	3	3	100%
Access and Facilities	3	0	0	0	0	0	3	3	100%
Communication	1	1	0	0	0	1	2	3	67%
Costs	3	0	0	0	0	0	3	3	100%
Integrity	3	0	0	0	0	0	3	3	100%
Assurance	3	0	0	0	0	0	3	3	100%
Outcome	3	0	0	0	0	0	3	3	100%
9	3	0	0	0	0	0	3	3	100%
Over all	25	1	0	0	0	1	26	27	96%
<b>TOTAL PERCENTAGE</b>									867%
<b>Total Average for the Month of March 2024</b>									96%
Sample size	26			e	0.038461538				
population size	27			e	0.001424501				
				e	0.037742568				
				e	4%				



MUNICIPAL PLANNING AND DEVELOPMENT OFFICE  
MONTH OF OCTOBER

OCTOBER 2023-MPDO

Customer Type	Citizen's Charter Answer
D4. Citizen	<b>CC 1. Which of the Following Describes your Awareness og the CC?</b>
D4. Business	1. I know what a CC and I saw this offices CC.
D4. Government	2. I know what a CC is but I did not see this offices.
D4. Did Not Specify	3. I learned of the CC only when I saw this offices.
	4. I did not know what CC is and I did not see this Offices CC?
	<b>CC2. If Aware of CC, would you say that the CC of this office was?</b>
	1. Easy To See
	2. Somewhat easy to see
	3. Difficult to see
	4. Not Visible At All
	<b>CC3. If Aware Of CC, How Much did the CC, did the CC help you in your transaction?</b>
	1. Helped very much
	2. Somewhat Helped
	3. Did Not help

D1. Age And D2. Sex	D2. Sex
1. 19 Or Lower	Male
2. 20 -34	Female
3. 35 - 49	Did Not Specify
4. 50 - 64	
5. 65 Higher	
6. Did Not Specify	

NO FEEDBACK FORM  
MONTH OF  
DECEMBER



Province of Negros Oriental									
Municipality of Mabinay									
DATA ANALYSIS OF THE CLIENT SATISFACTION SURVEY RESULT / YEAR 2023									
OCTOBER 2023-MPDO									
SQD Number	No. of Strongly Agree	No. of Agree Answer	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	No. of Respondents	Percentage
Responsiveness							0	2	0%
Reliability							0	2	0%
Access and Facilities							0	2	0%
Communication							0	2	0%
Costs							0	2	0%
Integrity							0	2	0%
Assurance							0	2	0%
Outcome							0	2	0%
g							0	2	0%
Over all	0	0	0	0	0	0	0	18	0%
<b>TOTAL PERCENTAGE</b>									0%
<b>Total Average for the Month of March 2024</b>									0%

Sample size  
population size

NO FEEDBACK FORM  
MONTH OF  
DECEMBER

MUNICIPAL PLANNING AND DEVELOPMENT OFFICE  
MONTH OF NOVEMBER

NOVEMBER 2023-MPDO

Customer Type	
D4. Citizen	
D4. Business	1
D4. Government	1
D4. Did Not Specify	

D1. Age And D2. Sex	
1. 19 Or Lower	
2. 20 -34	
3. 35 - 49	2
4. 50 - 64	
5. 65 Higher	
6. Did Not Specify	

D2. Sex	
Male	1
Female	1
Did Not Specify	

Citizen's Charter Answer	
<b>CC 1. Which of the Following Describes your Awareness og the CC?</b>	
1. I know what a CC and I saw this offices CC.	2
2. I know what a CC is but I did not see this offices.	
3. I learned of the CC only when I saw this offices.	
4. I did not know what CC is and I did not see this Offices CC?	
<b>CC2. If Aware of CC, would you say that the CC of this office was?</b>	
1. Easy To See	2
2. Somewhat easy to see	
3. Difficult to see	
4. Not Visible At All	
<b>CC3. If Aware Of CC, How Much did the CC, did the CC help you in your transaction?</b>	
1. Helped very much	2
2. Somewhat Helped	
3. Did Not help	



Province of Negros Oriental									
Municipality of Mabinay									
DATA ANALYSIS OF THE CLIENT SATISFACTION SURVEY RESULT / YEAR 2023									
NOVEMBER 2023-MPDO									
SQD Number	No. of Strongly Agree	No. of Agree Answer	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	No. of Respondents	Percentage
Responsiveness	2		0	0	0	0	2	2	100%
Reliability	2		0	0	0	0	2	2	100%
Access and Facilities	2		0	0	0	0	2	2	100%
Communication	2		0	0	0	0	2	2	100%
Costs	2		0	0	0	0	2	2	100%
Integrity	2		0	0	0	0	2	2	100%
Assurance	2		0	0	0	0	2	2	100%
Outcome	2		0	0	0	0	2	2	100%
g	2		0	0	0	0	2	2	100%
Over all	18	0	0	0	0	0	18	18	100%
<b>TOTAL PERCENTAGE</b>									900%
<b>Total Average for the Month of March 2024</b>									100%
Sample size	18								
population size	18								



MUNICIPAL PLANNING AND DEVELOPMENT OFFICE  
MONTH OF DECEMBER

DECEMBER 2023-MPDO

Customer Type	
D4. Citizen	
D4. Business	
D4. Government	1
D4. Did Not Specify	1

D1. Age And D2. Sex	
1. 19 Or Lower	
2. 20 -34	1
3. 35 - 49	1
4. 50 - 64 -	
5. 65 Higher	
6. Did Not Specify	
D2. Sex	
Male	
Female	
Did Not Specify	

Citizen's Charter Answer	
<b>CC 1. Which of the Following Describes your Awareness og the CC?</b>	
1. I know what a CC and I saw this offices CC.	2
2. I know what a CC is but I did not see this offices.	
3. I learned of the CC only when I saw this offices.	
4. I did not know what CC is and I did not see this Offices CC?	
<b>CC2. If Aware of CC, would you say that the CC of this office was?</b>	
1. Easy To See	2
2. Somewhat easy to see	
3. Difficult to see	
4. Not Visible At All	
<b>CC3. If Aware Of CC, How Much did the CC, did the CC help you in your transaction?</b>	
1. Helped very much	2
2. Somewhat Helped	
3. Did Not help	



Province of Negros Oriental  
Municipality of Mabinay  
DATA ANALYSIS OF THE CLIENT SATISFACTION SURVEY RESULT / YEAR 2023

DECEMBER 2023-MPDO

SQD Number	No. of Strongly Agree	No. of Agree Answer	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	No. of Respondents	Percentage
Responsiveness	1	1	0	0	0	0	2	2	100%
Reliability	2		0	0	0	0	2	2	100%
Access and Facilities	2		0	0	0	0	2	2	100%
Communication	2		0	0	0	0	2	2	100%
Costs	2		0	0	0	0	2	2	100%
Integrity	2		0	0	0	0	2	2	100%
Assurance	2		0	0	0	0	2	2	100%
Outcome	2		0	0	0	0	2	2	100%
9	1	1	0	0	0	0	2	2	100%
Over all	16	2	0	0	0	0	18	18	100%
<b>TOTAL PERCENTAGE</b>									900%
<b>Total Average for the Month of March 2024</b>									100%

Sample size	18	e	0
population size	18	e	19
		e	0
		e	0
		e	0%

MUNICIPAL SOCIAL AND WELFARE DEVELOPMENT OFFICE  
MONTH OF OCTOBER

OCTOBER 2023-MSWD OFFICE

Customer Type	
D4. Citizen	20
D4. Business	
D4. Government	5
D4. Did Not Specify	7

D1. Age And D2. Sex	
1. 19 Or Lower	
2. 20 -34	5
3. 35 - 49	20
4. 50 - 64	7
5. 65 Higher	
6. Did Not Specify	
D2. Sex	
Male	17
Female	10
Did Not Specify	5

Citizen's Charter Answer	
<b>CC 1. Which of the Following Describes your Awareness og the CC?</b>	
1. I know what a CC and I saw this offices CC.	30
2. I know what a CC is but I did not see this offices.	2
3. I learned of the CC only when I saw this offices.	
4. I did not know what CC is and I did not see this Offices CC?	
<b>CC2. If Aware of CC, would you say that the CC of this office was?</b>	
1. Easy To See	29
2. Somewhat easy to see	3
3. Difficult to see	
4. Not Visible At All	
<b>CC3. If Aware Of CC, How Much did the CC, did the CC help you in your transaction?</b>	
1. Helped very much	20
2. Somewhat Helped	15
3. Did Not help	7



Province of Negros Oriental

Municipality of Mabinay

DATA ANALYSIS OF THE CLIENT SATISFACTION SURVEY RESULT / YEAR 2023

OCTOBER 2023-MSWD OFFICE

SQD Number	No. of Strongly Agree	No. of Agree Answer	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	No. of Respondents	Percentage
Responsiveness	32	0		0	0	0	32	32	100%
Reliability	31	0	1	0	0	0	31	32	97%
Access and Facilities	31	1		0	0	0	32	32	100%
Communication	31	1		0	0	0	32	32	100%
Costs	30	0	1	0	0	0	30	32	94%
Integrity	30	0	1	0	0	0	30	32	94%
Assurance	31	1		0	0	0	32	32	100%
Outcome	31	1		0	0	0	32	32	100%
9	31	1		0	0	0	32	32	100%
Over all	278	5	3	0	0	0	283	288	98%

**TOTAL PERCENTAGE**

873%

**Total Average for the Month of March 2024**

97%

Sample size	283	e	0.017667845
population size	288		288
		e	6.13467E-05
		e	0.007832412
		e	1%



MUNICIPAL SOCIAL AND WELFARE DEVELOPMENT OFFICE  
MONTH OF NOVEMBER

Customer Type		Citizen's Charter Answer	
D4. Citizen	52	CC 1. Which of the Following Describes your Awareness og the CC?	
D4. Business		1. I know what a CC and I saw this offices CC.	52
D4. Government		2. I know what a CC is but I did not see this offices.	
D4. Did Not Specify		3. I learned of the CC only when I saw this offices.	
D1. Age And D2. Sex		4. I did not know what CC is and I did not see this Offices CC?	
1. 19 Or Lower		CC2. If Aware of CC, would you say that the CC of this office was?	
2. 20 -34	23	1. Easy To See	52
3. 35 - 49	25	2. Somewhat easy to see	
4. 50 - 64		3. Difficult to see	
5. 65 Higher		4. Not Visible At All	
6. Did Not Specify	4	CC3. If Aware Of CC, How Much did the CC, did the CC help you in your transaction?	
D2. Sex		1. Helped very much	52
Male	29	2. Somewhat Helped	
Female	20	3. Did Not help	
Did Not Specify	33		



Province of Negros Oriental									
Municipality of Mabinay									
DATA ANALYSIS OF THE CLIENT SATISFACTION SURVEY RESULT / YEAR 2023									
NOVEMBER 2023-MSWD OFFICE									
SQD Number	No. of Strongly Agree	No. of Agree Answer	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	No. of Respondents	Percentage
Responsiveness	22	26	4	0	0	0	48	52	92%
Reliability	22	26	4	0	0	0	48	52	92%
Access and Facilities	21	31		0	0	0	52	52	100%
Communication	22	30		0	0	0	52	52	100%
Costs	19	30	3	0	0	0	49	52	94%
Integrity	24	28		0	0	0	52	52	100%
Assurance	15	36	1	0	0	0	51	52	98%
Outcome	16	34	2	0	0	0	50	52	96%
9	20	32		0	0	0	52	52	100%
Over all	181	273	14	0	0	0	454	468	97%
<b>TOTAL PERCENTAGE</b>									<b>873%</b>
<b>Total Average for the Month of March 2024</b>									<b>97%</b>
Sample size	454		e		0.030837004				
population size	468					468			
			e		6.5891E-05				
			e		0.008117329				
			e		1%				

MUNICIPAL SOCIAL AND WELFARE DEVELOPMENT OFFICE  
MONTH OF DECEMBER

DECEMBER 2023-MSWD OFFICE

Customer Type	
D4. Citizen	2
D4. Business	
D4. Government	2
D4. Did Not Specify	2

D1. Age And D2. Sex	
1. 19 Or Lower	
2. 20 -34	6
3. 35 - 49	
4. 50 - 64 -	
5. 65 Higher	
6. Did Not Specify	
D2. Sex	
Male	3
Female	3
Did Not Specify	

Citizen's Charter Answer	
<b>CC 1. Which of the Following Describes your Awareness og the CC?</b>	
1. I know what a CC and I saw this offices CC.	3
2. I know what a CC is but I did not see this offices.	2
3. I learned of the CC only when I saw this offices.	1
4. I did not know what CC is and I did not see this Offices CC?	
<b>CC2. If Aware of CC, would you say that the CC of this office was?</b>	
1. Easy To See	2
2. Somewhat easy to see	2
3. Difficult to see	
4. Not Visible At All	1
<b>CC3. If Aware Of CC, How Much did the CC, did the CC help you in your transaction?</b>	
1. Helped very much	5
2. Somewhat Helped	1
3. Did Not help	



Province of Negros Oriental  
Municipality of Mabinay  
DATA ANALYSIS OF THE CLIENT SATISFACTION SURVEY RESULT / YEAR 2023

DECEMBER 2023-MSWD OFFICE

SQD Number	No. of Strongly Agree	No. of Agree Answer	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	No. of Respondents	Percentage
Responsiveness	2	2	2	0	0	4	4	6	67%
Reliability	2	2	2	0	0	4	4	6	67%
Access and Facilities	2	2	2	0	0	4	4	6	67%
Communication	2	2	2	0	0	4	4	6	67%
Costs	2	2	2	0	0	4	4	6	67%
Integrity	2	2	2	0	0	4	4	6	67%
Assurance	2	2	2	0	0	4	4	6	67%
Outcome	2	2	2	0	0	4	4	6	67%
g	2	2	2	0	0	4	4	6	67%
Over all	18	18	18	0	0	36	36	54	67%
<b>TOTAL PERCENTAGE</b>									600%
<b>Total Average for the Month of March 2024</b>									67%

Sample size	36	e	0.5
population size	54	e	54
		e	0.009259259
		e	0.096225045
		e	10%



MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE  
MONTH OF OCTOBER

OCTOBER 2023-MENRO

Customer Type	
D4. Citizen	
D4. Business	
D4. Government	
D4. Did Not Specify	

D1. Age And D2. Sex	
1. 19 Or Lower	
2. 20 -34	
3. 35 - 49	
4. 50 - 64	
5. 65 Higher	
6. Did Not Specify	
D2. Sex	
Male	
Female	
Did Not Specify	

NO FEEDBACK FORM MONTH OF DECEMBER

Citizen's Charter Answer	
<b>CC 1. Which of the Following Describes your Awareness og the CC?</b>	
1. I know what a CC and I saw this offices CC.	
2. I know what a CC is but I did not see this offices.	
3. I learned of the CC only when I saw this offices.	
4. I did not know what CC is and I did not see this Offices CC?	
<b>CC2. If Aware of CC, would you say that the CC of this office was?</b>	
1. Easy To See	
2. Somewhat easy to see	
3. Difficult to see	
4. Not Visible At All	
<b>CC3. If Aware Of CC, How Much did the CC, did the CC help you in your transaction?</b>	
1. Helped very much	
2. Somewhat Helped	
3. Did Not help	



Province of Negros Oriental									
Municipality of Mabinay									
DATA ANALYSIS OF THE CLIENT SATISFACTION SURVEY RESULT / YEAR 2023									
OCTOBER 2023-MENRO									
SQD Number	No. of Strongly Agree	No. of Agree Answer	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	No. of Respondents	Percentage
Responsiveness							0	10	0%
Reliability							0	10	0%
Access and Facilities							0	10	0%
Communication							0	10	0%
Costs							0	10	0%
Integrity							0	10	0%
Assurance							0	10	0%
Outcome							0	10	0%
9							0	10	0%
Over all	0	0	0	0	0	0	0	90	0%
<b>TOTAL PERCENTAGE</b>									0%
Total Average for the Month of March 2024									0%

NO FEEDBACK FORM MONTH OF DECEMBER

Sample size  
population size

MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE  
MONTH OF NOVEMBER

NOVEMBER 2023-MENRO

Customer Type	
D4. Citizen	
D4. Business	
D4. Government	
D4. Did Not Specify	

D1. Age And D2. Sex	
1. 19 Or Lower	
2. 20 -34	
3. 35 - 49	
4. 50 - 64	
5. 65 Higher	
6. Did Not Specify	
D2. Sex	
Male	
Female	
Did Not Specify	

NO FEEDBACK FORM MONTH OF DECEMBER

Citizen's Charter Answer	
<b>CC 1. Which of the Following Describes your Awareness og the CC?</b>	
1. I know what a CC and I saw this offices CC.	
2. I know what a CC is but I did not see this offices.	
3. I learned of the CC only when I saw this offices.	
4. I did not know what CC is and I did not see this Offices CC?	
<b>CC2. If Aware of CC, would you say that the CC of this office was?</b>	
1. Easy To See	
2. Somewhat easy to see	
3. Difficult to see	
4. Not Visible At All	
<b>CC3. If Aware Of CC, How Much did the CC, did the CC help you in your transaction?</b>	
1. Helped very much	
2. Somewhat Helped	
3. Did Not help	



Province of Negros Oriental

Municipality of Mabinay

DATA ANALYSIS OF THE CLIENT SATISFACTION SURVEY RESULT / YEAR 2023

NOVEMBER 2023-MENRO

SQD Number	No. of Strongly Agree	No. of Agree Answer	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	No. of Respondents	Percentage
Responsiveness							0	10	0%
Reliability							0	10	0%
Access and Facilities							0	10	0%
Communication							0	10	0%
Costs							0	10	0%
Integrity							0	10	0%
Assurance							0	10	0%
Outcome							0	10	0%
g							0	10	0%
Over all	0	0	0	0	0	0	0	90	0%
<b>TOTAL PERCENTAGE</b>									0%
<b>Total Average for the Month of March 2024</b>									0%

NO FEEDBACK FORM MONTH OF DECEMBER

Sample size  
population size



MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE  
MONTH OF DECEMBER

DECEMBER 2023-MENRO

Customer Type	
D4. Citizen	4
D4. Business	3
D4. Government	1
D4. Did Not Specify	2

D1. Age And D2. Sex	
1. 19 Or Lower	1
2. 20 -34	6
3. 35 - 49	3
4. 50 - 64 -	
5. 65 Higher	
6. Did Not Specify	

D2. Sex	
Male	4
Female	5
Did Not Specify	1

Citizen's Charter Answer	
<b>CC 1. Which of the Following Describes your Awareness og the CC?</b>	
1. I know what a CC and I saw this offices CC.	10
2. I know what a CC is but I did not see this offices.	
3. I learned of the CC only when I saw this offices.	
4. I did not know what CC is and I did not see this Offices CC?	
<b>CC2. If Aware of CC, would you say that the CC of this office was?</b>	
1. Easy To See	10
2. Somewhat easy to see	
3. Difficult to see	
4. Not Visible At All	
<b>CC3. If Aware Of CC, How Much did the CC, did the CC help you in your transaction?</b>	
1. Helped very much	10
2. Somewhat Helped	
3. Did Not help	



Province of Negros Oriental  
Municipality of Mabinay  
DATA ANALYSIS OF THE CLIENT SATISFACTION SURVEY RESULT / YEAR 2023  
DECEMBER 2023-MENRO

SQD Number	No. of Strongly Agree	No. of Agree Answer	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	No. of Respondents	Percentage
Responsiveness	8	2	0	0	0	0	10	10	100%
Reliability	6	4	0	0	0	0	10	10	100%
Access and Facilities	8	2	0	0	0	0	10	10	100%
Communication	8	2	0	0	0	0	10	10	100%
Costs	8	2	0	0	0	0	10	10	100%
Integrity	9	1	0	0	0	0	10	10	100%
Assurance	9	1	0	0	0	0	10	10	100%
Outcome	9	1	0	0	0	0	10	10	100%
g	9	1	0	0	0	0	10	10	100%
Over all	74	16	0	0	0	0	90	90	100%

<b>TOTAL PERCENTAGE</b>									900%
<b>Total Average for the Month of March 2024</b>									100%

Sample size	90	e	0
population size	90	e	90
		e	0
		e	0
		e	0%

MUNICIPAL ASSESSOR'S OFFICE  
MONTH OF OCTOBER

OCTOBER 2023-ASSESSOR'S OFFICE

N	
D4. Citizen	24
D4. Business	18
D4. Government	10
D4. Did Not Specify	1

D1. Age And D2. Sex	
1. 19 Or Lower	
2. 20 -34	19
3. 35 - 49	22
4. 50 - 64	10
5. 65 Higher	
6. Did Not Specify	2
D2. Sex	
Male	27
Female	26
Did Not Specify	

Citizen's Charter Answer	
<b>CC 1. Which of the Following Describes your Awareness og the CC?</b>	
1. I know what a CC and I saw this offices CC.	51
2. I know what a CC is but I did not see this offices.	2
3. I learned of the CC only when I saw this offices.	
4. I did not know what CC is and I did not see this Offices CC?	
<b>CC2. If Aware of CC, would you say that the CC of this office was?</b>	
1. Easy To See	53
2. Somewhat easy to see	
3. Difficult to see	
4. Not Visible At All	
<b>CC3. If Aware Of CC, How Much did the CC, did the CC help you in your transaction?</b>	
1. Helped very much	53
2. Somewhat Helped	
3. Did Not help	



Province of Negros Oriental  
Municipality of Mabinay  
DATA ANALYSIS OF THE CLIENT SATISFACTION SURVEY RESULT / YEAR 2023

OCTOBER 2023-ASSESSOR'S OFFICE

SQD Number	No. of Strongly Agree	No. of Agree Answer	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	No. of Respondents	Percentage
Responsiveness	42	10	1	0	0	0	52	53	98%
Reliability	41	11	1	0	0	0	52	53	98%
Access and Facilities	39	13	1	0	0	0	52	53	98%
Communication	37	15	1	0	0	0	52	53	98%
Costs	38	14	1	0	0	0	52	53	98%
Integrity	34	15	3	0	0	0	49	53	92%
Assurance	38	14	1	0	0	0	52	53	98%
Outcome	39	12	2	0	0	0	51	53	96%
g	40	12	1	0	0	0	52	53	98%
Over all	348	116	12	0	0	0	464	477	97%

TOTAL PERCENTAGE

875%

Total Average for the Month of March 2024

97%

Sample size	464	e	0.028017241
population size	477		477
		e	5.87364E-05
		e	0.007663965
		e	1%



MUNICIPAL ASSESSOR'S OFFICE  
MONTH OF NOVEMBER

NOVEMBER 2023-ASSESSOR'S OFFICE

Customer Type	
D4. Citizen	13
D4. Business	2
D4. Government	3
D4. Did Not Specify	11

D1. Age And D2. Sex	
1. 19 Or Lower	
2. 20 -34	10
3. 35 - 49	10
4. 50 - 64	5
5. 65 Higher	
6. Did Not Specify	1
D2. Sex	
Male	13
Female	15
Did Not Specify	1

Citizen's Charter Answer	
<b>CC 1. Which of the Following Describes your Awareness og the CC?</b>	
1. I know what a CC and I saw this offices CC.	28
2. I know what a CC is but I did not see this offices.	
3. I learned of the CC only when I saw this offices.	1
4. I did not know what CC is and I did not see this Offices CC?	
<b>CC2. If Aware of CC, would you say that the CC of this office was?</b>	
1. Easy To See	28
2. Somewhat easy to see	
3. Difficult to see	1
4. Not Visible At All	
<b>CC3. If Aware Of CC, How Much did the CC, did the CC help you in your transaction?</b>	
1. Helped very much	29
2. Somewhat Helped	
3. Did Not help	



Province of Negros Oriental

Municipality of Mabinay

DATA ANALYSIS OF THE CLIENT SATISFACTION SURVEY RESULT / YEAR 2023

NOVEMBER 2023-ASSESSOR'S OFFICE

SQD Number	No. of Strongly Agree	No. of Agree Answer	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	No. of Respondents	Percentage
Responsiveness	18	11	0	0	0	0	29	29	100%
Reliability	18	11	0	0	0	0	29	29	100%
Access and Facilities	19	10	0	0	0	0	29	29	100%
Communication	18	11	0	0	0	0	29	29	100%
Costs	18	10	0	0	0	0	28	29	97%
Integrity	19	10	0	0	0	0	29	29	100%
Assurance	19	10	0	0	0	0	29	29	100%
Outcome	19	10	0	0	0	0	29	29	100%
9	19	10	0	0	0	0	29	29	100%
Over all	167	93	0	0	0	0	260	261	100%
<b>TOTAL PERCENTAGE</b>									897%
<b>Total Average for the Month of March 2024</b>									100%

Sample size	260	e	0.003846154
population size	261		261
		e	1.47362E-05
		e	0.003838779
		e	0%

MUNICIPAL ASSESSOR'S OFFICE  
MONTH OF DECEMBER

DECEMBER 2023-ASSESSOR'S OFFICE

Customer Type	
D4. Citizen	10
D4. Business	2
D4. Government	1
D4. Did Not Specify	

D1. Age And D2. Sex	
1. 19 Or Lower	
2. 20 -34	10
3. 35 - 49	3
4. 50 - 64 -	
5. 65 Higher	
6. Did Not Specify	
D2. Sex	
Male	6
Female	7
Did Not Specify	

Citizen's Charter Answer	
<b>CC 1. Which of the Following Describes your Awareness og the CC?</b>	
1. I know what a CC and I saw this offices CC.	13
2. I know what a CC is but I did not see this offices.	
3. I learned of the CC only when I saw this offices.	
4. I did not know what CC is and I did not see this Offices CC?	
<b>CC2. If Aware of CC, would you say that the CC of this office was?</b>	
1. Easy To See	13
2. Somewhat easy to see	
3. Difficult to see	
4. Not Visible At All	
<b>CC3. If Aware Of CC, How Much did the CC, did the CC help you in your transaction?</b>	
1. Helped very much	13
2. Somewhat Helped	
3. Did Not help	



Province of Negros Oriental									
Municipality of Mabinay									
DATA ANALYSIS OF THE CLIENT SATISFACTION SURVEY RESULT / YEAR 2023									
DECEMBER 2023-ASSESSOR'S OFFICE									
SQD Number	No. of Strongly Agree	No. of Agree Answer	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	No. of Respondents	Percentage
Responsiveness	9	4	0	0	0	0	13	13	100%
Reliability	9	4	0	0	0	0	13	13	100%
Access and Facilities	9	4	0	0	0	0	13	13	100%
Communication	9	4	0	0	0	0	13	13	100%
Costs	8	5	0	0	0	0	13	13	100%
Integrity	9	4	0	0	0	0	13	13	100%
Assurance	9	4	0	0	0	0	13	13	100%
Outcome	9	4	0	0	0	0	13	13	100%
g	8	5	0	0	0	0	13	13	100%
Over all	79	38	0	0	0	0	117	117	100%
<b>TOTAL PERCENTAGE</b>									<b>900%</b>
<b>Total Average for the Month of March 2024</b>									<b>100%</b>
Sample size	117			e			0		
population size	117						117		
				e			0		
				e			0		
				e			0%		



BUSINESS PERMIT AND LICENSING OFFICE  
MONTH OF OCTOBER

OCTOBER 2023-BPLO

Customer Type	
D4. Citizen	
D4. Business	
D4. Government	
D4. Did Not Specify	

D1. Age And D2. Sex	
1. 19 Or Lower	
2. 20 -34	
3. 35 - 49	
4. 50 - 64	
5. 65 Higher	
6. Did Not Specify	
D2. Sex	
Male	
Female	
Did Not Specify	

NO FEEDBACK FORM MONTH OF DECEMBER

Citizen's Charter Answer	
<b>CC 1. Which of the Following Describes your Awareness og the CC?</b>	
1. I know what a CC and I saw this offices CC.	
2. I know what a CC is but I did not see this offices.	
3. I learned of the CC only when I saw this offices.	
4. I did not know what CC is and I did not see this Offices CC?	
<b>CC2. If Aware of CC, would you say that the CC of this office was?</b>	
1. Easy To See	
2. Somewhat easy to see	
3. Difficult to see	
4. Not Visible At All	
<b>CC3. If Aware Of CC, How Much did the CC, did the CC help you in your transaction?</b>	
1. Helped very much	
2. Somewhat Helped	
3. Did Not help	



Province of Negros Oriental									
Municipality of Mabinay									
DATA ANALYSIS OF THE CLIENT SATISFACTION SURVEY RESULT / YEAR 2023									
OCTOBER 2023-BPLO									
SQD Number	No. of Strongly Agree	No. of Agree Answer	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	No. of Respondents	Percentage
Responsiveness							0	2	0%
Reliability							0	2	0%
Access and Facilities							0	2	0%
Communication							0	2	0%
Costs							0	2	0%
Integrity							0	2	0%
Assurance							0	2	0%
Outcome							0	2	0%
9							0	2	0%
Over all	0	0	0	0	0	0	0	18	0%
<b>TOTAL PERCENTAGE</b>									0%
<b>Total Average for the Month of March 2024</b>									0%

NO FEEDBACK FORM MONTH OF DECEMBER

Sample size  
population size

BUSINESS PERMIT AND LICENSING OFFICE  
MONTH OF NOVEMBER

NOVEMBER 2023-BPLO

Customer Type	
D4. Citizen	
D4. Business	1
D4. Government	
D4. Did Not Specify	1

D1. Age And D2. Sex	
1. 19 Or Lower	
2. 20 -34	
3. 35 - 49	1
4. 50 - 64	1
5. 65 Higher	
6. Did Not Specify	
D2. Sex	
Male	
Female	1
Did Not Specify	1

Citizen's Charter Answer	
<b>CC 1. Which of the Following Describes your Awareness og the CC?</b>	
1. I know what a CC and I saw this offices CC.	2
2. I know what a CC is but I did not see this offices.	
3. I learned of the CC only when I saw this offices.	
4. I did not know what CC is and I did not see this Offices CC?	
<b>CC2. If Aware of CC, would you say that the CC of this office was?</b>	
1. Easy To See	2
2. Somewhat easy to see	
3. Difficult to see	
4. Not Visible At All	
<b>CC3. If Aware Of CC, How Much did the CC, did the CC help you in your transaction?</b>	
1. Helped very much	2
2. Somewhat Helped	
3. Did Not help	



Province of Negros Oriental									
Municipality of Mabinay									
DATA ANALYSIS OF THE CLIENT SATISFACTION SURVEY RESULT / YEAR 2023									
NOVEMBER 2023-BPLO									
SQD Number	No. of Strongly Agree	No. of Agree Answer	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	No. of Respondents	Percentage
Responsiveness	2		0	0	0	0	2	2	100%
Reliability	2		0	0	0	0	2	2	100%
Access and Facilities	1	1	0	0	0	0	2	2	100%
Communication	2		0	0	0	0	2	2	100%
Costs	2		0	0	0	0	2	2	100%
Integrity	2		0	0	0	0	2	2	100%
Assurance	2		0	0	0	0	2	2	100%
Outcome	2		0	0	0	0	2	2	100%
g	2		0	0	0	0	2	2	100%
Over all	17	1	0	0	0	0	18	18	100%
<b>TOTAL PERCENTAGE</b>									900%
<b>Total Average for the Month of March 2024</b>									100%

Sample size	18	e	0
population size	18	e	0
		e	0
		e	0
		e	0%



BUSINESS PERMIT AND LICENSING OFFICE  
MONTH OF DECEMBER

DECEMBER 2023-BPLO

Customer Type	
D4. Citizen	1
D4. Business	1
D4. Government	1
D4. Did Not Specify	2

D1. Age And D2. Sex	
1. 19 Or Lower	
2. 20 -34	
3. 35 - 49	
4. 50 - 64 -	
5. 65 Higher	
6. Did Not Specify	
D2. Sex	
Male	
Female	
Did Not Specify	

Citizen's Charter Answer	
<b>CC 1. Which of the Following Describes your Awareness og the CC?</b>	
1. I know what a CC and I saw this offices CC.	4
2. I know what a CC is but I did not see this offices.	
3. I learned of the CC only when I saw this offices.	1
4. I did not know what CC is and I did not see this Offices CC?	
<b>CC2. If Aware of CC, would you say that the CC of this office was?</b>	
1. Easy To See	5
2. Somewhat easy to see	
3. Difficult to see	
4. Not Visible At All	
<b>CC3. If Aware Of CC, How Much did the CC, did the CC help you in your transaction?</b>	
1. Helped very much	5
2. Somewhat Helped	
3. Did Not help	



Province of Negros Oriental  
Municipality of Mabinay  
DATA ANALYSIS OF THE CLIENT SATISFACTION SURVEY RESULT / YEAR 2023  
DECEMBER 2023-BPLO

SQD Number	No. of Strongly Agree	No. of Agree Answer	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	No. of Respondents	Percentage
Responsiveness	3	2	0	0	0	0	5	5	100%
Reliability	3	2	0	0	0	0	5	5	100%
Access and Facilities	3	2	0	0	0	0	5	5	100%
Communication	3	2	0	0	0	0	5	5	100%
Costs	3	2	0	0	0	0	5	5	100%
Integrity	3	2	0	0	0	0	5	5	100%
Assurance	3	2	0	0	0	0	5	5	100%
Outcome	3	2	0	0	0	0	5	5	100%
9	3	2	0	0	0	0	5	5	100%
Over all	27	18	0	0	0	0	45	45	100%
<b>TOTAL PERCENTAGE</b>									900%
<b>Total Average for the Month of March 2024</b>									100%

Sample size	45	e	0
population size	45	e	0
		e	0
		e	0%

LOCAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE  
MONTH OF OCTOBER

OCTOBER 2023-LDRRMO

Customer Type	
D4. Citizen	10
D4. Business	8
D4. Government	12
D4. Did Not Specify	12

D1. Age And D2. Sex	
1. 19 Or Lower	
2. 20 -34	22
3. 35 - 49	15
4. 50 - 64	3
5. 65 Higher	
6. Did Not Specify	3
D2. Sex	
Male	8
Female	5
Did Not Specify	30

Citizen's Charter Answer	
<b>CC 1. Which of the Following Describes your Awareness og the CC?</b>	
1. I know what a CC and I saw this offices CC.	43
2. I know what a CC is but I did not see this offices.	
3. I learned of the CC only when I saw this offices.	
4. I did not know what CC is and I did not see this Offices CC?	
<b>CC2. If Aware of CC, would you say that the CC of this office was?</b>	
1. Easy To See	43
2. Somewhat easy to see	
3. Difficult to see	
4. Not Visible At All	
<b>CC3. If Aware Of CC, How Much did the CC, did the CC help you in your transaction?</b>	
1. Helped very much	43
2. Somewhat Helped	
3. Did Not help	



Province of Negros Oriental

Municipality of Mabinay

DATA ANALYSIS OF THE CLIENT SATISFACTION SURVEY RESULT / YEAR 2023

OCTOBER 2023-LDRRMO

SQD Number	No. of Strongly Agree	No. of Agree Answer	Neither Agree nor Disagree	Disagree	Strongly Disagree		Total	No. of Respondents	Percentage
Responsiveness	40	3		0	0	0	43	43	100%
Reliability	38	5		0	0	0	43	43	100%
Access and Facilities	38	5		0	0	0	43	43	100%
Communication	39	3	1	0	0	0	42	43	98%
Costs	38	3	2	0	0	0	41	43	95%
Integrity	36	6	1	0	0	0	42	43	98%
Assurance	39	4		0	0	0	43	43	100%
Outcome	38	4	1	0	0	0	42	43	98%
9	38	4	1	0	0	0	42	43	98%
Over all	344	37	6	0	0	0	381	387	98%
<b>TOTAL PERCENTAGE</b>									886%
Total Average for the Month of March 2024									98%

Sample size	381	e	0.015748031
population size	387		387
		e	4.06926E-05
		e	0.006379074
		e	1%



LOCAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE  
MONTH OF NOVEMBER

NOVEMEBR 2023-LDRRMO

Customer Type	
D4. Citizen	1
D4. Business	
D4. Government	5
D4. Did Not Specify	3

D1. Age And D2. Sex	
1. 19 Or Lower	
2. 20 -34	1
3. 35 - 49	2
4. 50 - 64	
5. 65 Higher	
6. Did Not Specify	6
D2. Sex	
Male	2
Female	3
Did Not Specify	4

Citizen's Charter Answer	
<b>CC 1. Which of the Following Describes your Awareness og the CC?</b>	
1. I know what a CC and I saw this offices CC.	9
2. I know what a CC is but I did not see this offices.	
3. I learned of the CC only when I saw this offices.	
4. I did not know what CC is and I did not see this Offices CC?	
<b>CC2. If Aware of CC, would you say that the CC of this office was?</b>	
1. Easy To See	9
2. Somewhat easy to see	
3. Difficult to see	
4. Not Visible At All	
<b>CC3. If Aware Of CC, How Much did the CC, did the CC help you in your transaction?</b>	
1. Helped very much	9
2. Somewhat Helped	
3. Did Not help	



Province of Negros Oriental									
Municipality of Mabinay									
DATA ANALYSIS OF THE CLIENT SATISFACTION SURVEY RESULT / YEAR 2023									
NOVEMEBR 2023-LDRRMO									
SQD Number	No. of Strongly Agree	No. of Agree Answer	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	No. of Respondents	Percentage
Responsiveness	9		0	0	0	0	9	9	100%
Reliability	9		0	0	0	0	9	9	100%
Access and Facilities	9		0	0	0	0	9	9	100%
Communication	8	1	0	0	0	0	9	9	100%
Costs	9		0	0	0	0	9	9	100%
Integrity	8		0	0	0	0	8	9	89%
Assurance	9		0	0	0	0	9	9	100%
Outcome	9		0	0	0	0	9	9	100%
g	9		0	0	0	0	9	9	100%
Over all	79	1	0	0	0	0	80	81	99%
<b>TOTAL PERCENTAGE</b>									889%
<b>Total Average for the Month of March 2024</b>									99%

Sample size	80	e	0.0125
population size	81	e	0.000154321
		e	0.0124226
		e	1%

LOCAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE  
MONTH OF DECEMBER

DECEMBER 2023-LDRRMO

Customer Type	
D4. Citizen	34
D4. Business	8
D4. Government	10
D4. Did Not Specify	

D1. Age And D2. Sex	
1. 19 Or Lower	
2. 20 -34	7
3. 35 - 49	30
4. 50 - 64 -	8
5. 65 Higher	
6. Did Not Specify	8
D2. Sex	
Male	26
Female	20
Did Not Specify	7

Citizen's Charter Answer	
<b>CC 1. Which of the Following Describes your Awareness og the CC?</b>	
1. I know what a CC and I saw this offices CC.	50
2. I know what a CC is but I did not see this offices.	1
3. I learned of the CC only when I saw this offices.	
4. I did not know what CC is and I did not see this Offices CC?	2
<b>CC2. If Aware of CC, would you say that the CC of this office was?</b>	
1. Easy To See	49
2. Somewhat easy to see	4
3. Difficult to see	
4. Not Visible At All	
<b>CC3. If Aware Of CC, How Much did the CC, did the CC help you in your transaction?</b>	
1. Helped very much	53
2. Somewhat Helped	
3. Did Not help	



Province of Negros Oriental									
Municipality of Mabinay									
DATA ANALYSIS OF THE CLIENT SATISFACTION SURVEY RESULT / YEAR 2023									
DECEMBER 2023-LDRRMO									
SQD Number	No. of Strongly Agree	No. of Agree Answer	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	No. of Respondents	Percentage
Responsiveness	48	5	0	0	0	0	53	53	100%
Reliability	51	2	0	0	0	0	53	53	100%
Access and Facilities	50	3	0	0	0	0	53	53	100%
Communication	51	2	0	0	0	0	53	53	100%
Costs	52	1	0	0	0	0	53	53	100%
Integrity	49	4	0	0	0	0	53	53	100%
Assurance	51	2	0	0	0	0	53	53	100%
Outcome	51	2	0	0	0	0	53	53	100%
g	51	2	0	0	0	0	53	53	100%
Over all	454	23	0	0	0	0	477	477	100%
<b>TOTAL PERCENTAGE</b>									900%
<b>Total Average for the Month of March 2024</b>									100%
Sample size	477		e		0				
population size	477				477				
			e		0				
			e		0				
			e		0%				



RURAL HEALTH UNIT I  
MONTH OF OCTOBER

OCTOBER 2023-RHU I

D4. Citizen	3
D4. Business	3
D4. Government	2
D4. Did Not Specify	

D1. Age And D2. Sex	
1. 19 Or Lower	
2. 20 -34	5
3. 35 - 49	1
4. 50 - 64	
5. 65 Higher	
6. Did Not Specify	2
D2. Sex	
Male	1
Female	7
Did Not Specify	

Citizen's Charter Answer	
CC 1. Which of the Following Describes your Awareness og the CC?	
1. I know what a CC and I saw this offices CC.	8
2. I know what a CC is but I did not see this offices.	
3. I learned of the CC only when I saw this offices.	
4. I did not know what CC is and I did not see this Offices CC?	
CC2. If Aware of CC, would you say that the CC of this office was?	
1. Easy To See	8
2. Somewhat easy to see	
3. Difficult to see	
4. Not Visible At All	
CC3. If Aware Of CC, How Much did the CC, did the CC help you in your transaction?	
1. Helped very much	8
2. Somewhat Helped	
3. Did Not help	



Province of Negros Oriental									
Municipality of Mabinay									
DATA ANALYSIS OF THE CLIENT SATISFACTION SURVEY RESULT / YEAR 2023									
OCTOBER 2023-RHU I									
SQD Number	No. of Strongly Agree	No. of Agree Answer	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	No. of Respondents	Percentage
Responsiveness	1	6		1		0	7	8	88%
Reliability	1	6	1	0		0	7	8	88%
Access and Facilities	1	6		0	1	0	7	8	88%
Communication	1	6		0	1	0	7	8	88%
Costs	1	5		0		2	6	8	75%
Integrity	1	3		0	4	0	4	8	50%
Assurance	2	5		0	1	0	7	8	88%
Outcome	4	3		0	1	0	7	8	88%
9	4	3		0	1	0	7	8	88%
Over all	16	43	1	1	9	2	59	72	82%
<b>TOTAL PERCENTAGE</b>									<b>738%</b>
<b>Total Average for the Month of March 2024</b>									<b>82%</b>
Sample size	59			e	0.220338983				
population size	72								72
				e	0.003060264				
				e	0.05531965				
				e	6%				

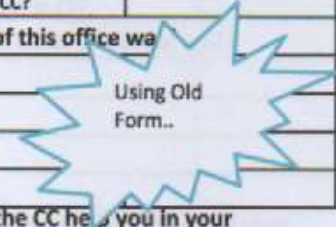
RURAL HEALTH UNIT I  
MONTH OF NOVEMBER

NOVEMBER 2023-RHU I

Customer Type	
D4. Citizen	
D4. Business	
D4. Government	
D4. Did Not Specify	4

D1. Age And D2. Sex	
1. 19 Or Lower	3
2. 20 -34	1
3. 35 - 49	
4. 50 - 64	
5. 65 Higher	
6. Did Not Specify	
D2. Sex	
Male	
Female	4
Did Not Specify	

Citizen's Charter Answer	
CC 1. Which of the Following Describes your Awareness og the CC?	
1. I know what a CC and I saw this offices CC.	
2. I know what a CC is but i did not see this offices.	
3. I learned of the CC only when I saw this offices.	
4. I did not know what CC is and I did not see this Offices CC?	
CC2. If Aware Of CC, would you say that the CC of this office wa	
1. Easy To See	
2. Somewhat easy to see	
3. Difficult to see	
4. Not Visible At All	
CC3. If Aware Of CC, How Much did the CC, did the CC help you in your transaction?	
1. Helped very much	
2. Somewhat Helped	
3. Did Not help	



Province of Negros Oriental									
Municipality of Mabinay									
DATA ANALYSIS OF THE CLIENT SATISFACTION SURVEY RESULT / YEAR 2023									
NOVEMBER 2023-RHU I									
SQD Number	No. of Strongly Agree	No. of Agree Answer	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	No. of Respondents	Percentage
Responsiveness	2	2	0	0	0	0	4	4	100%
Reliability	3	1	0	0	0	0	4	4	100%
Access and Facilities	3	1	0	0	0	0	4	4	100%
Communication	2	2	0	0	0	0	4	4	100%
Costs	3	1	0	0	0	0	4	4	100%
Integrity	4		0	0	0	0	4	4	100%
Assurance	2	2	0	0	0	0	4	4	100%
Outcome	2	2	0	0	0	0	4	4	100%
9	2	2	0	0	0	0	4	4	100%
Over all	23	13	0	0	0	0	36	36	100%
<b>TOTAL PERCENTAGE</b>									900%
Total Average for the Month of March 2024									100%

Sample size	36	e	0
population size	36	e	36
		e	0
		e	0
		e	0%



RURAL HEALTH UNIT I  
MONTH OF DECEMBER

DECEMBER 2023-RHU I

Customer Type	
D4. Citizen	
D4. Business	
D4. Government	
D4. Did Not Specify	

D1. Age And D2. Sex	
1. 19 Or Lower	
2. 20 -34	
3. 35 - 49	
4. 50 - 64 -	
5. 65 Higher	
6. Did Not Specify	
D2. Sex	
Male	
Female	
Did Not Specify	

Citizen's Charter Answer	
<b>CC 1. Which of the Following Describes your Awareness og the CC?</b>	
1. I know what a CC and I saw this offices CC.	
2. I know what a CC is but I did not see this offices.	
3. I learned of the CC only when I saw this offices.	
4. I did not know what CC is and I did not see this Offices CC?	
<b>CC2. If Aware of CC, would you say that the CC of this office was?</b>	
1. Easy To See	
2. Somewhat easy to see	
3. Difficult to see	
4. Not Visible At All	
<b>CC3. If Aware Of CC, How Much did the CC, did the CC help you in your transaction?</b>	
1. Helped very much	
2. Somewhat Helped	
3. Did Not help	



Province of Negros Oriental									
Municipality of Mabinay									
DATA ANALYSIS OF THE CLIENT SATISFACTION SURVEY RESULT / YEAR 2023									
DECEMBER 2023-RHU I									
SQD Number	No. of Strongly Agree	No. of Agree Answer	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	No. of Respondents	Percentage
Responsiveness	0	0					0	4	0%
Reliability	0	0					0	4	0%
Access and Facilities	0	0					0	4	0%
Communication	0	0					0	4	0%
Costs	0	0					0	4	0%
Integrity	0						0	4	0%
Assurance	0	0					0	4	0%
Outcome							0	4	0%
9							0	4	0%
Over all	0	0	0	0	0	0	0	36	0%
<b>TOTAL PERCENTAGE</b>									0%
<b>Total Average for the Month of March 2024</b>									0%

Sample size  
population size

NO FEEDBACK FORM  
MONTH OF  
DECEMBER

MUNICIPAL ACCOUNTING OFFICE  
MONTH OF OCTOBER

Customer Type		Citizen's Charter Answer	
D4. Citizen		CC 1. Which of the Following Describes your Awareness og the CC?	
D4. Business		1. I know what a CC and I saw this offices CC.	4
D4. Government	4	2. I know what a CC is but I did not see this offices.	
D4. Did Not Specify		3. I learned of the CC only when I saw this offices.	
D1. Age And D2. Sex		4. I did not know what CC is and I did not see this Offices CC?	
1. 19 Or Lower		CC2. If Aware of CC, would you say that the CC of this office was?	
2. 20 -34	2	1. Easy To See	4
3. 35 - 49	1	2. Somewhat easy to see	
4. 50 - 64		3. Difficult to see	
5. 65 Higher		4. Not Visible At All	
6. Did Not Specify	1	CC3. If Aware Of CC, How Much did the CC, did the CC help you in your transaction?	
- D2. Sex		1. Helped very much	4
Male		2. Somewhat Helped	
Female	3	3. Did Not help	
Did Not Specify			



Province of Negros Oriental									
Municipality of Mabinay									
DATA ANALYSIS OF THE CLIENT SATISFACTION SURVEY RESULT / YEAR 2023									
OCTOBER 2023-ACCOUNTING OFFICE									
SQD Number	No. of Strongly Agree	No. of Agree Answer	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	No. of Respondents	Percentage
Responsiveness		4		0	0	0	4	4	100%
Reliability	1	3		0	0	0	4	4	100%
Access and Facilities	1	3		0	0	0	4	4	100%
Communication		3	1	0	0	0	3	4	75%
Costs	1	3		0	0	0	4	4	100%
Integrity		4		0	0	0	4	4	100%
Assurance	1	3		0	0	0	4	4	100%
Outcome	1	3		0	0	0	4	4	100%
g	2	2		0	0	0	4	4	100%
Over all	7	28	1	0	0	0	35	36	97%
<b>TOTAL PERCENTAGE</b>									<b>875%</b>
<b>Total Average for the Month of March 2024</b>									<b>97%</b>
Sample size	35		e		0.028571429				
population size	36				36				
			e		0.000793651				
			e		0.028171808				
			e		3%				



MUNICIPAL ACCOUNTING OFFICE  
MONTH OF NOVEMBER

NOVEMBER 2023-ACCOUNTING OFFICE

Customer Type		Citizen's Charter Answer	
D4. Citizen		CC 1. Which of the Following Describes your Awareness og the CC?	
D4. Business		1. I know what a CC and I saw this offices CC.	
D4. Government		2. I know what a CC is but I did not see this offices.	
D4. Did Not Specify		3. I learned of the CC only when I saw this offices.	
		4. I did not know what CC is and I did not see this Offices CC?	
D1. Age And D2. Sex		CC2. If Aware of CC, would you say that the CC of this office was?	
1. 19 Or Lower		1. Easy To See	
2. 20 -34		2. Somewhat easy to see	
3. 35 - 49		3. Difficult to see	
4. 50 - 64		4. Not Visible At All	
5. 65 Higher		CC3. If Aware Of CC, How Much did the CC, did the CC help you in your transaction?	
6. Did Not Specify		1. Helped very much	
D2. Sex		2. Somewhat Helped	
Male		3. Did Not help	
Female			
Did Not Specify			



Province of Negros Oriental									
Municipality of Mabinay									
DATA ANALYSIS OF THE CLIENT SATISFACTION SURVEY RESULT / YEAR 2023									
NOVEMBER 2023-ACCOUNTING OFFICE									
SQD Number	No. of Strongly Agree	No. of Agree Answer	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	No. of Respondents	Percentage
Responsiveness							0	4	0%
Reliability							0	4	0%
Access and Facilities							0	4	0%
Communication							0	4	0%
Costs							0	4	0%
Integrity							0	4	0%
Assurance							0	4	0%
Outcome							0	4	0%
g							0	4	0%
Over all	0	0	0	0	0	0	0	36	0%
<b>TOTAL PERCENTAGE</b>									0%
Total Average for the Month of March 2024									0%

NO FEEDBACK FORM MONTH OF DECEMBER

Sample size  
population size

MUNICIPAL ACCOUNTING OFFICE  
MONTH OF DECEMBER

Customer Type		Citizen's Charter Answer	
D4. Citizen		CC 1. Which of the Following Describes your Awareness og the CC?	
D4. Business		1. I know what a CC and I saw this offices CC.	
D4. Government		2. I know what a CC is but I did not see this offices.	
D4. Did Not Specify		3. I learned of the CC only when I saw this offices.	
		4. I did not know what CC is and I did not see this Offices CC?	
D1. Age And D2. Sex		CC2. If Aware of CC, would you say that the CC of this office was?	
1. 19 Or Lower		1. Easy To See	
2. 20 -34		2. Somewhat easy to see	
3. 35 - 49		3. Difficult to see	
4. 50 - 64 -		4. Not Visible At All	
5. 65 Higher		CC3. If Aware Of CC, How Much did the CC, did the CC help you in your transaction?	
6. Did Not Specify		1. Helped very much	
D2. Sex		2. Somewhat Helped	
Male		3. Did Not help	
Female			
Did Not Specify			



Province of Negros Oriental									
Municipality of Mabinay									
DATA ANALYSIS OF THE CLIENT SATISFACTION SURVEY RESULT / YEAR 2023									
DECEMBER 2023-ACCOUNTING OFFICE									
SQD Number	No. of Strongly Agree	No. of Agree Answer	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	No. of Respondents	Percentage
Responsiveness							0	4	0%
Reliability							0	4	0%
Access and Facilities							0	4	0%
Communication							0	4	0%
Costs							0	4	0%
Integrity							0	4	0%
Assurance							0	4	0%
Outcome							0	4	0%
9							0	4	0%
Over all	0	0	0	0	0	0	0	36	0%
<b>TOTAL PERCENTAGE</b>									0%
Total Average for the Month of March 2024									0%

NO FEEDBACK FORM  
MONTH OF  
DECEMBER

Sample size  
population size



MUNICIPAL AGRICULTURE OFFICE  
MONTH OF OCTOBER

OCTOBER 2023-AGRICULTURE OFFICE

Customer Type	
D4. Citizen	9
D4. Business	
D4. Government	
D4. Did Not Specify	8

D1. Age And D2. Sex	
1. 19 Or Lower	
2. 20 -34	1
3. 35 - 49	9
4. 50 - 64	1
5. 65 Higher	2
6. Did Not Specify	4
D2. Sex	
Male	5
Female	12
Did Not Specify	

Citizen's Charter Answer	
<b>CC 1. Which of the Following Describes your Awareness og the CC?</b>	
1. I know what a CC and I saw this offices CC.	16
2. I know what a CC is but I did not see this offices.	1
3. I learned of the CC only when I saw this offices.	
4. I did not know what CC is and I did not see this Offices CC?	
<b>CC2. If Aware of CC, would you say that the CC of this office was?</b>	
1. Easy To See	16
2. Somewhat easy to see	1
3. Difficult to see	
4. Not Visible At All	
<b>CC3. If Aware Of CC, How Much did the CC, did the CC help you in your transaction?</b>	
1. Helped very much	16
2. Somewhat Helped	1
3. Did Not help	



Province of Negros Oriental  
Municipality of Mabinay  
DATA ANALYSIS OF THE CLIENT SATISFACTION SURVEY RESULT / YEAR 2023

OCTOBER 2023-AGRICULTURE OFFICE

SQD Number	No. of Strongly Agree	No. of Agree Answer	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/a	Total	No. of Respondents	Percentage
Responsiveness	12	5	0	0	0	0	17	17	100%
Reliability	11	6	0	0	0	0	17	17	100%
Access and Facilities	11	6	0	0	0	0	17	17	100%
Communication	11	6	0	0	0	0	17	17	100%
Costs	12	5	0	0	0	0	17	17	100%
Integrity	13	4	0	0	0	0	17	17	100%
Assurance	13	4	0	0	0	0	17	17	100%
Outcome	13	4	0	0	0	0	17	17	100%
9	12	5	0	0	0	0	17	17	100%
Over all	108	45	0	0	0	0	153	153	100%
<b>TOTAL PERCENTAGE</b>									900%
<b>Total Average for the Month of March 2024</b>									100%

Sample size	153	e	0
population size	153		153
		e	0
		e	0
		e	0%

MUNICIPAL AGRICULTURE OFFICE  
MONTH OF NOVEMBER

NOVEMBER 2023-AGRICULTURE OFFICE

Customer Type		Citizen's Charter Answer	
D4. Citizen		CC 1. Which of the Following Describes your Awareness of the CC?	
D4. Business		1. I know what a CC and I saw this offices CC.	
D4. Government		2. I know what a CC is but I did not see this offices.	
D4. Did Not Specify		3. I learned of the CC only when I saw this offices.	
		4. I did not know what CC is and I did not see this Offices CC?	
D1. Age And D2. Sex		CC2. If Aware of CC, would you say that the CC of this office was?	
1. 19 Or Lower		1. Easy To See	
2. 20 -34		2. Somewhat easy to see	
3. 35 - 49		3. Difficult to see	
4. 50 - 64		4. Not Visible At All	
5. 65 Higher		CC3. If Aware Of CC, How Much did the CC, did the CC help you in your transaction?	
6. Did Not Specify		1. Helped very much	
D2. Sex		2. Somewhat Helped	
Male		3. Did Not help	
Female			
Did Not Specify			

NO FEEDBACK FORM MONTH OF DECEMBER



Province of Negros Oriental									
Municipality of Mabinay									
DATA ANALYSIS OF THE CLIENT SATISFACTION SURVEY RESULT / YEAR 2023									
NOVEMBER 2023-AGRICULTURE OFFICE									
SQD Number	No. of Strongly Agree	No. of Agree Answer	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	No. of Respondents	Percentage
Responsiveness							0	1	0%
Reliability							0	1	0%
Access and Facilities							0	1	0%
Communication							0	1	0%
Costs							0	1	0%
Integrity							0	1	0%
Assurance							0	1	0%
Outcome							0	1	0%
9							0	1	0%
Over all	0	0	0	0	0	0	0	9	0%
<b>TOTAL PERCENTAGE</b>									0%
Total Average for the Month of March 2024									0%

NO FEEDBACK FORM MONTH OF DECEMBER



MUNICIPAL AGRICULTURE OFFICE  
MONTH OF DECEMBER

DECEMBER 2023-AGRICULTURE OFFICE

Customer Type	
D4. Citizen	
D4. Business	
D4. Government	
D4. Did Not Specify	

D1. Age And D2. Sex	
1. 19 Or Lower	
2. 20 -34	
3. 35 - 49	
4. 50 - 64 -	
5. 65 Higher	
6. Did Not Specify	
D2. Sex	
Male	
Female	
Did Not Specify	

Citizen's Charter Answer	
<b>CC 1. Which of the Following Describes your Awareness og the CC?</b>	
1. I know what a CC and I saw this offices CC.	
2. I know what a CC is but I did not see this offices.	
3. I learned of the CC only when I saw this offices.	
4. I did not know what CC is and I did not see this Offices CC?	
<b>CC2. If Aware of CC, would you say that the CC of this office was?</b>	
1. Easy To See	
2. Somewhat easy to see	
3. Difficult to see	
4. Not Visible At All	
<b>CC3. If Aware Of CC, How Much did the CC, did the CC help you in your transaction?</b>	
1. Helped very much	
2. Somewhat Helped	
3. Did Not help	



Province of Negros Oriental									
Municipality of Mabinay									
DATA ANALYSIS OF THE CLIENT SATISFACTION SURVEY RESULT / YEAR 2023									
DECEMBER 2023-AGRICULTURE OFFICE									
SQD Number	No. of Strongly Agree	No. of Agree Answer	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	No. of Respondents	Percentage
Responsiveness							0	3	0%
Reliability							0	3	0%
Access and Facilities							0	3	0%
Communication							0	3	0%
Costs							0	3	0%
Integrity							0	3	0%
Assurance							0	3	0%
Outcome							0	3	0%
g							0	3	0%
Over all	0	0	0	0	0	0	0	27	0%
<b>TOTAL PERCENTAGE</b>									0%
Total Average for the Month of March 2024									0%

NO FEEDBACK FORM  
MONTH OF  
DECEMBER