DEVELOPMENT BANK OF THE PHILIPPINES
Head Office: Sen. Gil J. Puyat Avenue corner
Makati Avenue, Makati City, Philippines

BAGONG PILIPINAS

President and Chief Executive Officer

14 April 2026

SECRETARY ERNESTO V. PEREZ
Director General
Anti-Red Tape Authority
4th and 5th Floor, NFA Building,
NFA Compound, Diliman, Quezon City

Dear Secretary Perez:

We are pleased to submit the Development Bank of the Philippines' (DBP) Client Satisfaction Measurement Report for CY 2025.

This further attest that the report is accurate and compliant with the guidelines set forth in the Anti-Red Tape Authority's (ARTA) Memorandum Circular No. 2022-05, as amended by ARTA Memorandum Circular No. 2023-05, and ARTA Advisory No. 2026-007.

We hope the Authority finds the Bank's submission in order.

Thank you.

Sincerely,

SIGNED

MICHAEL O. DE JESUS
Chairperson, DBP Committee on Anti-Red Tape

Att.: as stated

DEVELOPMENT BANK OF THE PHILIPPINES

Harmonized Client Satisfaction Measurement Report
Consolidated
2025 (1st Edition)

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I. Overview

The Development Bank of the Philippines (DBP) stands as the country's premier development financial institution, committed to accelerating sustainable economic growth and ensuring the well-being of the Filipino people. Guided by its charter, DBP operates as a development bank with the capacity to perform thrift banking functions, focusing on medium- and long-term financing for agricultural and industrial enterprises, particularly small and medium-scale industries.

DBP continued to strengthen its role as one of the country's two government-owned financial institutions, building on more than seven decades of service since its origins as the Rehabilitation Finance Corporation (RFC). With a nationwide network of 134 Branches, 17 Branch Lite Units, and 39 Lending Units, DBP reaffirmed its commitment to extending financial services to communities across the Philippines.

To enhance service delivery, DBP implemented its Financial Consumer Protection (FCP) Framework, anchored on quality service and client satisfaction. This framework integrates:

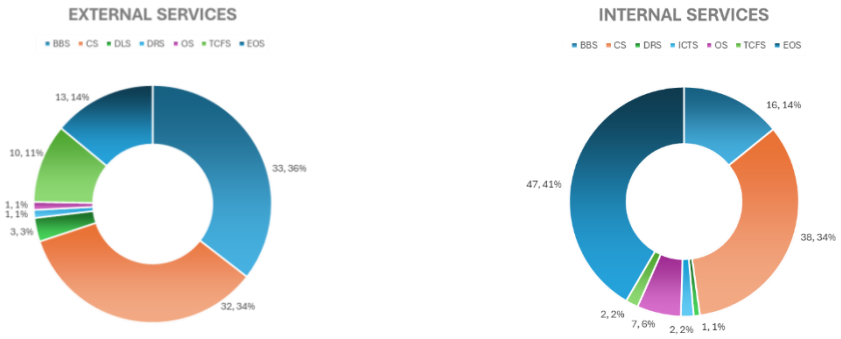
- Complaints Management through the Consumer Assistance Management System (CAMS), handling daily client concerns.
- Feedback Management via in-house and external Customer Satisfaction Surveys (CSS), aligned with Anti-Red Tape Authority (ARTA) and Governance Commission for GOCCs (GCG) requirements.

In compliance with the Harmonized Client Satisfaction Measurement (CSM) mandated by ARTA and GCG in 2023, DBP adopted a cost-effective in-house survey methodology. This required the expansion of the Customer Experience Management Department (CEMD), which now oversees perpetual CSM implementation.

To manage the increased volume of transactions and broaden coverage, DBP launched the Customer Experience (CX) Portal via customized kiosks in 85 branches, one provincial lending center, and four head office units in 2024 and has since expanded its coverage to 135 business units nationwide. This digital platform enables paperless surveys and forms, ensuring accessibility for clients without mobile devices and enhancing transparency in feedback collection.

DBP successfully gathered client satisfaction data across both internal and external services, laying the groundwork for comprehensive measurement in 2025.

For CY 2025, DBP's service portfolio encompasses a total of 206 services, classified into external and internal categories



Graph 1: DBP – CC 2025 Service Classification

EXTERNAL SERVICES		INTERNAL SERVICES	
Service Classification	**Count**	**Service Classification**	**Count**
Branch Banking Services	33	Branch Banking Services	16
Corporate Services	32	Corporate Services	38
Development Lending Services	3	Development & Resiliency	1
Development & Resiliency	1	ICT Services	2
Operations Services	1	Operations Services	7
Treasury & Corporate Finance	10	Treasury & Corporate Finance	2
Executive Offices	13	Executive Offices	47
External Services Total	**93**	**Internal Services Total**	**113**
Overall Services Total			**206**

Table 1: DBP – CC 2025 Service Classification

Building on its strengthened client feedback mechanisms and expanded service portfolio, DBP is poised to deliver enhanced responsiveness and transparency in its operations. The integration and perpetual implementation of the Harmonized CSM framework ensures that DBP remains aligned with regulatory requirements while staying true to its mission of fostering inclusive growth.

Through its 206 services across external and internal classifications, DBP continues to embody its corporate philosophy, which is to provide sustainable financing solutions that empower industries, communities, and the Filipino people.

For CY 2025, client satisfaction survey was collected both for internal and external services.

The following are the summary of results for 2025:

A. Overall Performance

DBP Services	Score
CC Awareness:	94.51%
CC Visibility:	85.77%
CC Helpfulness:	85.58%
Overall Score:	99.20%

Table 2: DBP – CC 2025 Overall Performance

The DBP demonstrated consistently high performance in the Citizen's Charter (CC) indicators of Awareness, Visibility, and Helpfulness, reflecting its adherence to ARTA standards.

Despite inherent challenges in securing a high Response Rate, given its dependence on voluntary client participation, DBP maintained strict compliance with survey administration protocols to ensure integrity of data collection.

Based on the consolidated results of SQD 1-8, DBP achieved an overall performance rating of 99.20%, demonstrating the Bank's outstanding service delivery to customers and stakeholders.

B. Performance for External and Internal Services

External Services	Score
CC Awareness:	94.69%
CC Visibility:	86.16%
CC Helpfulness:	85.73%
Overall Score:	99.20%

Internal Services	Score
CC Awareness:	90.53%
CC Visibility:	77.54%
CC Helpfulness:	82.18%
Overall Score:	98.86%

Table 3: DBP – CC 2025 Performance: External and Internal Services

In the delivery of external services, the DBP attained consistently high ratings in the CC indicators of Awareness, Visibility, and Helpfulness, demonstrating effective communication and accessibility to its clients.

Consolidated results from SQD 1-8 yielded an overall performance rating of 99.20%, affirming DBP's outstanding compliance with ARTA standards in its external operations.

For internal services, DBP recorded moderate performance across the CC dimensions of Awareness, Visibility, and Helpfulness, indicating that while service quality within organizational processes remains functional, there are areas that require further strengthening. The Response Rate continued to be affected by employee participation constraints, which posed limitations on the derived results to provide an accurate

representation of the population. Nevertheless, DBP ensured adherence to survey administration protocols to maintain the integrity of the measurement.

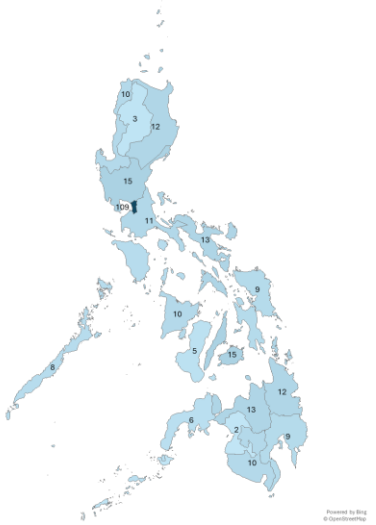
Based on the consolidated SQD 1-8 results, DBP posted an overall score of 98.86%, reflecting service delivery levels that, while compliant in several aspects, may fall below the desired benchmarks in some areas. These outcomes highlight the need to improve compliance with prescribed standards for internal services and strengthen overall service delivery performance.

II. Scope

A. Period Covered

The DBP CSM survey was conducted throughout January to December 2025. The survey covered a wide range of DBP external and internal services from clients with completed transactions from one hundred thirty-four (134) Branches, seventeen (17) Branch Lite Units, thirty-nine (39) Lending Units, and eighty-two (82) Business Units (BU) at the Head Office.

B. Geographic and Office Coverage



Map 1: Distribution of business units according to region nationwide

The survey was conducted across BUs nationwide and is presented by geographical location as follows:

REGION	LOCATION	Count
NCR	National Capital Region	121
Region I	Ilocos Region	10
Region II	Cagayan Valley	12
CAR	Cordillera Administrative Region	4
Region III	Central Luzon	15
Region IV-A	CALABARZON	11
Region IV-B	MIMAROPA	8
Region V	Bicol Region	14
Region VI	Western Visayas	10
Region VII	Central Visayas	15
Region VIII	Eastern Visayas	9
NIR	Negros Island Region	5
Region IX	Zamboanga Peninsula	6
Region X	Northern Mindanao	13
Region XI	Davao Region	9
Region XII	SOCCSKSARGEN	10
Region XIII	Caraga	12
BARMM	Bangsamoro Autonomous Region in Muslim Mindanao	2
TOTAL		286

Table 4: DBP Geographic and Office Coverage

Sector / Office	Group	Department / Branch / Branch Lite Unit / Lending Unit
National Capital Region (NCR)		
Office of the President and CEO	Chief of Staff	
	Corporate Affairs Department	
	Security Services Department	
	Office of the Corporate Secretary	Agenda and Minutes Unit
		Corporate Governance Unit
		Records and Archives Unit
	Compliance Management Group (Chief Compliance Officer)	Anti-Money Laundering Department
		Compliance Testing and Monitoring Department
	Enterprise Risk Management Group	Credit Risk Management Department
		CPS Unit
		Information Security Risk Management Department
		Market Risk Management Department
		Operational Risk Management Department
	Human Resource Management Group	Employee Relations Department
		Employee Relations Department - Health and Wellness Unit
		Human Resource Administration Department
		Compensation and Rewards Management Unit
		Human Resource Information Management Unit
		Organizational Design and Workforce Planning Unit
		Recruitment, Selection and Placement Unit
		Learning and Development Department
		Performance Management Unit

	Internal Audit Group	Credit Review Department
		Information Systems Audit Department
		Operations Review Department
	Legal Services Group	Administrative Legal Department
		Documentation and Opinion and Research Department
		Litigation Department
		Regional Legal Supervision Department
	Strategic Planning Group	Corporate Planning Department
		Knowledge Management Department
		Quality Management Department
	Trust Banking Group	Trust Marketing Department
		Trust Operations Department
		Trust Portfolio Department
Branch Banking Sector	Branch Banking Group (BBG) Metro Manila	Alabang Branch
		Antipolo Branch
		Caloocan Branch
		Commonwealth Branch
		Makati - F Zobel Branch
		Mandaluyong Branch
		Manila Branch
		Manila-Nakpil Branch
		Marikina Branch
		Muntinlupa Branch
		P. Tuazon Branch
		Parañaque Branch
		Pasay Branch
		Pasig Branch
		Quezon City Branch
		Roces Avenue Branch
		San Juan Branch
		Taguig-Tuktukan Branch
		Taguig Branch
	Branch Operations Support Group	Cash Operations Department
		Clearing Department

		E-Channels Operations Department
		E-Channels Monitoring and Support Unit
	Marketing Group	Cards and ATM Department
		Cash Management and Transaction Banking Department
		Consumer Finance Department
		OFW and Remittance Marketing Department
	BBG Central Luzon	Valenzuela Branch
	Branch Banking Support Department	Branch Management Information System Unit
		Report and Monitoring Unit
	DBP Financial Center	
Corporate Services Sector	Procurement and Facilities Management Group	Bank-owned Property Management Unit
		Construction and Facilities Management Department
		Procurement and Inventory Management Department
		Procurement Unit
		Bids and Awards Committee Unit
		Inventory Management Unit
	Customer Experience Management Department	Customer Care Unit
	Property Appraisal and Credit Investigation Department	Integrated Credit Information and Processing Unit
	Corporate Services Support Department	
	Provident Fund Department	
Development and Resiliency Sector	Program Development and Management Group	Program Development and Management I Department
		Program Development and Management II Department
		Program Development and Management III Department
	Special Assets Group	Acquired Assets Department

		Remedial Management Department
		Special Purpose Vehicle Department
	Sustainable Portfolio Group	Resource Mobilization Department
	Development and Resiliency Support Department	
Development Lending Sector	Corporate Banking Group	Corporate Banking I Department
		Corporate Banking II Department
		Financial Institutions Department
		Public Sector Department
	Small and Medium Enterprises (SME) Retail and Middle Market Lending Group	Middle Market I Department
		Middle Market II Department
		SME (NCR) Department
	Development Lending Support Department	
Information and Communications Technology Sector	Chief Technology Officer	
	Officer-In-Charge and Chief Information Officer	
	IT Operations Group	Applications Management and Development Department
		Data Center Management Department
		Network Infrastructure Services Department
		Technical Support Services Department
		Technical Support Services Department (Level 1 Support)
	Technology Innovations Group	Digital Technology and Innovation Department
		Project Management Department
	Enterprise Information Management Department	
	ICT Support Department	
	IT Security Department	

	System and Methods Department	
Operations Sector	Bank Operations Group	Foreign and Domestic Settlement and Operations Department
		Treasury Operations Unit
		Loans Administration Department
	Comptrollership Group	Administrative Accounting Department
		General Disbursement Unit
		Financial Accounting Department
		Financial Planning and Tax Management Department
	Operations Support Department	
Treasury and Corporate Finance Sector	Corporate Finance Group	Capital Markets Department
		Investment Banking Department
	Treasury Group	Asset Liability Management Department
		Equities Trading Department
		Fixed Income Trading
		Foreign Exchange Trading Department
	Treasury and Corporate Finance Marketing Department	
	Treasury and Corporate Finance Support Department	
Cordillera Administrative Region (CAR)		
Branch Banking Sector	BBG Northern Luzon	Baguio Branch
		Tabuk Branch
Development Lending Sector	North and Central Luzon Lending Group	Baguio Lending Center
Ilocos Region (Region I)		
Branch Banking Sector	BBG Northern Luzon	Bangui Branch
		Cabugao Branch
		Dagupan Branch
		Laoag Branch
		San Fernando, La Union Branch
		Naguilian Branch Lite
		Urdaneta Branch

		Pozorrubio Branch Lite
		Vigan Branch
Development Lending Sector	North and Central Luzon Lending Group	Laoag Lending Center
Cagayan Valley (Region II)		
Branch Banking Sector	BBG Northern Luzon	Abulug Branch
		Aparri Branch
		Cabarroguis Branch
		Cauayan Branch
		Ilagan Branch
		Tumauini Branch Lite
		Lal-lo Branch
		Santiago Branch
		Solano Branch
		Tuguegarao Branch
Development Lending Sector	North and Central Luzon Lending Group	Ilagan Lending Center
		Tuguegarao Lending Center
Central Luzon (Region III)		
Branch Banking Sector	BBG Central Luzon	Balanga Branch
		The Bunker, Balanga Branch Lite
		Baler Branch
		Cabanatuan Branch
		Clark Branch
		Guagua Branch
		Malolos Branch
		San Jose Del Monte Branch Lite
		Palayan Branch
		San Fernando, Pampanga Branch
		Subic Branch
		Tarlac Branch
Development Lending Sector	North and Central Luzon Lending Group	Cabanatuan Lending Center
		Malolos Lending Center
		San Fernando (Pampanga) Lending Center
CALABARZON (Region IV-A)		

Branch Banking Sector	BBG Southern Luzon	Bacoor Branch
		Batangas Branch
		Dasmariñas Branch
		Lipa Branch
		Lucena Branch
		Tayabas Branch Lite
		Sta. Cruz, Laguna Branch
		Sta. Rosa, Laguna Branch
Development Lending Sector	South Luzon Lending Group	Dasmariñas Lending Center
		Lipa Lending Center
		Lucena Lending Center
MIMAROPA (Region IV-B)		
Branch Banking Sector	BBG Southern Luzon	Calapan Branch
		Pinamalayan Branch Lite
		Puerto Princesa Branch
		Romblon Branch
		San Jose Branch
		Taytay, Palawan Branch
Development Lending Sector	South Luzon Lending Group	Calapan Lending Center
		Puerto Princesa Lending Center
Bicol Region (Region V)		
Branch Banking Sector	BBG Bicol	Daet Branch
		Jose Panganiban Branch Lite
		Guinobatan Branch
		Iriga Branch
		Legazpi Branch
		Masbate Branch
		Aroroy Branch Lite
		Naga Branch
		Placer Branch
		Sorsogon Branch
		Virac Branch
		Viga Branch Lite
Development Lending Sector	South Luzon Lending Group	Legazpi Lending Center
		Naga Lending Center
Western Visayas (Region VI)		
Branch Banking Sector	BBG Western Visayas	Antique Branch
		Buenavista Branch

		Iloilo Branch
		Jaro Branch
		Kalibo Branch
		Pototan Branch
		Roxas Branch
Development Lending Sector	Visayas Lending Group	Iloilo Lending Center
Central Visayas (Region VII)		
Branch Banking Sector	BBG Central & Eastern Visayas	Bogo Branch
		Carcar Branch
		Cebu Branch
		Mandaue Branch
		Lapu-Lapu Branch Lite
		Tagbilaran Branch
		Talisay Branch
		Naga Branch Lite
		Toledo Branch
		Alegria Branch Lite
		Tubigon Branch
		Ubay Branch
Development Lending Sector	Visayas Lending Group	Cebu North Lending Center
		Cebu South Lending Center
		Tagbilaran Lending Center
Eastern Visayas (Region VIII)		
Branch Banking Sector	BBG Central and Eastern Visayas	Borongan Branch
		Catarman Branch
		Catbalogan Branch
		Dolores Branch
		Maasin Branch
		Ormoc Branch
		Tacloban Branch
Development Lending Sector	Visayas Lending Group	Catbalogan Lending Center
		Tacloban Lending Center
Negros Island Region (NIR)		
Branch Banking Sector	BBG Western Visayas	Bacolod Branch
		Dumaguete Branch
		Siaton Branch Lite
		Kabankalan Branch
		San Carlos Branch

		Siquijor Branch
Development Lending Sector	Visayas Lending Group	Bacolod Lending Center
Zamboanga Peninsula (Region IX)		
Branch Banking Sector	BBG Western Mindanao	Dipolog Branch
		Ipil Branch
		Pagadian Branch
		Zamboanga Branch
		Zamboanga Ecozone Branch
Development Lending Sector	Southern and Western Mindanao Lending Group	Zamboanga Lending Center
Northern Mindanao (Region X)		
Branch Banking Sector	BBG Northern Mindanao	Cagayan de Oro Branch
		Talakag Branch Lite
		Iligan Branch
		Limketkai Branch
		Malaybalay Branch
		Tubod Branch
		Valencia Branch
		Villanueva Branch
	BBG Western Mindanao Group	Oroquieta Branch
		Ozamiz Branch
Development Lending Sector	Northern Mindanao Lending Group	Cagayan de Oro Lending Center
		Iligan Lending Center
		Malaybalay Lending Center
Davao Region (Region XI)		
Branch Banking Sector	BBG Southern Mindanao	Davao Branch
		Digos Branch
		Malita Branch
		Mati Branch
		Sta. Cruz, Davao del Sur Branch
		Tagum Branch
Development Lending Sector	Southern and Western Mindanao Lending Group	Davao Lending Center
		Digos Lending Center
		Tagum Lending Center
SOCCSKSARGEN (Region XII)		
Branch Banking Sector	BBG Southern Mindanao	Cotabato Branch

		Gen. Santos Branch
		Kidapawan Branch
		M'lang Branch Lite
		Marbel Branch
		Banga Branch Lite
		Polomolok Branch
		Tacurong Branch
Development Lending Sector	Southern and Western Mindanao Lending Group	Gen. Santos Lending Center
		Kidapawan Lending Center
Caraga (Region XIII)		
Branch Banking Sector	BBG Northern Mindanao	Butuan Branch
		Claver Branch
		Mangagoy Branch
		San Francisco Branch
		Bayugan Branch Lite
		San Jose, Dinagat Islands Branch
		Siargao Branch
		Surigao Branch
		Tandag Branch
		Trento Branch
Development Lending Sector	Northern Mindanao Lending Group	Butuan Lending Center
		Surigao Lending Center
Bangsamoro Autonomous Region in Muslim Mindanao (BARMM)		
Branch Banking Sector	BBG Western Mindanao	Basilan Branch
		Jolo Branch

Table 5: DBP Business Units Location

C. List of Services Surveyed, Responses, and Total Number of Transacting Clients

DBP surveyed both external and internal services for the 2025 CSM. Based on the total transaction volume of the Bank, the CSM Survey results indicate strong overall engagement from clients availing of DBP services.

For External Services, a total of 71,649 survey responses were gathered out of 4,999,792 transactions, representing a 1.43% response rate. Internal Services, on the other hand, generated 3,317 responses from 216,954 transactions. Taken together, all DBP services

recorded 74,966 responses out of a total transaction volume of 5,216,746, equivalent to a 1.44% overall survey participation rate.

When compared with the Bank's minimum sample size requirement, which is based on ARTA-prescribed calculator, External Services significantly exceeded expectations, achieving 100% compliance with 71,649 responses collected versus the required 14,762. Meanwhile, Internal Services achieved 19.68% of the required sample size, with 3,317 responses against a target of 16,854. Considering the overall total responses, the Bank remained fully compliant with the minimum sample size requirement across all DBP services, reaching 74,966 or 100% of the targeted 31,616 responses. These results demonstrate strong client engagement in External Services and full compliance with institutional survey requirements, while highlighting the need to intensify efforts to increase response rates for Internal Services to ensure broader representation and more robust feedback for service improvement.

DBP SERVICES	TT	MRR	TR	RR (%)
EXTERNAL SERVICES				
BRANCH BANKING SERVICES				
Opening of New Accounts (Peso/Dollar Regular Savings, Current Account, Special Savings, Option Savings, Pesos/ Dollar Time Deposit, EC Card Account)	113,195	383	5,424	100%
Renewal/rollover of Option, Special Savings and Time Deposit	76,610	382	1,187	100%
Application for Replacement of ATM Card and other issued DBP Card	75,966	382	1,589	100%
Filing of ATM Complaints – Manual Filing	11,866	372	0	0%
Filing of ATM Complaints – Phone Filing	2,861	339	0	0%
Cash Deposit (Peso/Foreign Currencies)	1,318,750	384	17,568	100%
Check Deposit (Peso Deposit Transaction)	464,065	384	7,423	100%
Check Deposit (USD Deposit Transaction)	3	3	153	100%
Cash Withdrawal (PHP)	555,932	384	9,472	100%
Cash Withdrawal (USD)	1,410	302	137	45%
Inter-branch Cash Withdrawal	89,549	383	1,303	100%
Check Encashment (On-Us)	1,549,613	384	17,020	100%
Check Encashment (Inter-branch)	74,161	382	2,184	100%
Purchase of Manager's Check	173,558	383	672	100%
Checkbook Request	10,269	370	900	100%
Claim of Remittance Proceeds	138	102	12	12%
Handling of Simple Customer–related Incidents / Complaints	28,878	379	650	100%
Handling of Complex Customer–related Incidents/Complaints	2,698	336	0	0%

Handling of Highly Technical Customer–related Incidents/ Complaints	3,054	341	0	0%
Accreditation to the EC Credit Salary Loan Facility	239	148	10	7%
EC Credit Salary Loan Application	9,429	369	428	100%
EC Credit Salary Loan Release of Proceeds	9,096	369	397	100%
Enrolment to DBP's Bancnet Electronic Government System (Bancnet eGov)	315	173	5	3%
Acceptance of Over the Counter (OTC) BIR Payments	275,221	384	450	100%
Acceptance of Payment	105,655	383	144	38%
Request for Bank Certification	9,965	370	197	53%
Acceptance of Client's Request for Updating of Bancnet Online (BOL) Account	2,055	324	8	2%
Remittance - Onboarding of Foreign and Domestic Tie-ups	1	1	0	0%
Overseas Remittance – Credit to DBP Account for transactions up to Php500,000.00	12,653	373	0	0%
Overseas Remittance – Credit to DBP Account for transactions exceeding Php500,000.00	1,635	311	0	0%
Overseas Remittance - Simple Inquiries, Requests, and Complaints Handling	527	222	10	4%
Overseas Remittance – Complex Inquiries, Requests, and Complaints Handling	0	0	0	N/A
Overseas Remittance – Highly Technical Inquiries, Requests, and Complaints Handling	0	0	0	N/A
BRANCH BANKING SERVICES SUBTOTAL	**4,979,367**	**9,802**	**67,343**	**56.92%**

CORPORATE SERVICES				
Lease of Office and Commercial Spaces in DBP-owned Properties	13	13	0	0%
Payment of Rental and Utilities	313	173	0	0%
Filing and Handling of Simple Complaints Received Via Email	1,817	317	6	2%
Filing and Handling of Complex Complaints Received Via Email	737	253	2	1%
Filing and Handling of Highly Technical Complaints Received Via Email	423	202	1	1%
Filing and Handling of Simple Complaints Filed in Person at the CEMD Premises	0	0	0	N/A
Filing and Handling of Complex Complaints Filed in Person at the CEMD Premises	0	0	0	N/A
Filing and Handling of Highly Technical Complaints Filed in Person at the CEMD Premises	0	0	0	N/A

Filing and Handling of Simple Complaints Received Via Phone	4	4	0	0%
Filing and Handling of Complex Complaints Received Via Phone	53	47	0	0%
Filing and Handling of Highly Technical Complaints Received Via Phone	38	35	0	0%
Handling of Simple Complaints Received from the #8888 Citizens' Complaint Hotline (#8888 Hotline) and Civil Service Commission's Contact Center ng Bayan (CSC-CCB)	3	3	0	0%
Handling of Complex Complaints Received from the #8888 Citizens' Complaint Hotline (#8888 Hotline) and Civil Service Commission's Contact Center ng Bayan (CSC-CCB)	41	37	0	0%
Handling of Highly Technical Complaints Received from the #8888 Citizens' Complaint Hotline (#8888 Hotline) and Civil Service Commission's Contact Center ng Bayan (CSC-CCB)	2	2	0	0%
Handling of Simple Complaints Received from the Bangko Sentral ng Pilipinas (BSP)	4	4	0	0%
Handling of Complex Complaints Received from the Bangko Sentral ng Pilipinas (BSP)	16	15	0	0%
Handling of Highly Technical Complaints Received from the Bangko Sentral ng Pilipinas (BSP)	16	15	0	0%
Handling of Simple Complaints Received from the Office of the Ombudsman	0	0	0	N/A
Handling of Complex Complaints Received from the Office of the Ombudsman	0	0	0	N/A
Handling of Highly Technical Complaints Received from the Office of the Ombudsman	0	0	0	N/A
Handling of Simple Complaints Received from the Governance Commission for GOCCs (GCG)	0	0	0	N/A
Handling of Complex Complaints Received from the Governance Commission for GOCCs (GCG)	0	0	0	N/A
Handling of Highly Technical Complaints Received from the Governance Commission for GOCCs (GCG)	1	1	0	0%
Handling of Simple Complaints Received from Other Regulatory Agencies with No Prescribed Specific Resolution Timeframe	0	0	0	N/A
Handling of Complex Complaints Received from Other Regulatory Agencies with No Prescribed Specific Resolution Timeframe	2	2	0	0%

Handling of Highly Technical Complaints Received from Other Regulatory Agencies with No Prescribed Specific Resolution Timeframe	0	0	0	N/A
Filing and Handling of Simple Complaints Received via DBP's Official Facebook Page	450	207	0	0%
Filing and Handling of Complex Complaints Received Via DBP's Official Facebook Page	46	41	0	0%
Filing and Handling of Highly Technical Complaints Received Via DBP's Official Facebook Page	102	81	0	0%
Filing and Handling of Simple Complaints Received Via DBP Electronic Customer Complaint Record Form (e-CCRF)	129	97	0	0%
Filing and Handling of Complex Complaints Received Via the DBP Electronic Customer Complaint Record Form (e-CCRF)	362	187	0	0%
Filing and Handling of Highly Technical Complaints Received Via the DBP Electronic Customer Complaint Record Form (e-CCRF)	133	99	0	0%
CORPORATE SERVICES SUBTOTAL	**4,705**	**1,834**	**9**	**0.14%**
DEVELOPMENT LENDING SERVICES				
Loan Inquiry and Counseling	1,248	294	754	100%
Evaluation of Documentary Requirements and Loan Application	862	266	600	100%
Release of Loan Proceeds	4,294	353	2,630	100%
DEVELOPMENT LENDING SERVICES SUBTOTAL	**6,404**	**913**	**3,984**	**100.00%**
DEVELOPMENT AND RESILIENCY SERVICES				
Inquiry on Acquired Assets	339	180	53	29%
DEVELOPMENT AND RESILIENCY SERVICES SUBTOTAL	**339**	**180**	**53**	**29.39%**
OPERATIONS SERVICES				
Check releasing for Head Office Suppliers/Clients	3,310	344	189	55%
OPERATIONS SERVICES SUBTOTAL	**3,310**	**344**	**189**	**54.89%**
TREASURY & CORPORATE FINANCE SERVICES				
Purchase of Fixed Income/Government Securities in the	47	42	0	0%
Buy/Sell of Government Securities (Secondary Market – Broker Participants-For the Account of the Clients)	2,527	334	2	1%
Purchase of Unsecured Subordinated Tier 2 Capital Notes /Bank-Issued Notes/ Corporate Notes	0	0	2	N/A

Buy/Sell of Unsecured Subordinated Tier 2 Capital Notes /Bank-Issued Notes (Secondary Market – Banks, FIs, Clients)	0	0	3	N/A
Buy/Sell of Dollar Denominated Bonds/Securities (Secondary Market – Broker Participants/For the Account of Clients)	87	71	10	14%
Purchase/Sale of Foreign Currency Against Pesos (Trade Transactions)	698	248	0	0%
Debt Securities Issue Management and/or Underwriting	2	2	3	100%
Loan Syndication - Corporate Financing	5	5	2	40%
Loan Syndication - Project Financing and Project Finance Structuring	2	2	2	100%
Financial and/or Transaction Advisory	3	3	4	100%
TREASURY & CORPORATE FINANCE SERVICES SUBTOTAL	**3,371**	**707**	**22**	**44.39%**

EXECUTIVE OFFICES SERVICES				
Human Resource Management Services				
Application for Vacant Position	443	206	1	0%
Recruitment, Selection, and Placement of Qualified Candidates	443	206	0	0%
Onboarding/Assumption	443	206	0	0%
Processing of Request for Onsite/Virtual Study Visit	1	1	1	100%
Request for Training Certification	8	8	0	0%
Trust Banking Services				
Inquiry thru Email	12	12	3	26%
Account Opening	30	28	13	47%
Withdrawal or Redemption	864	266	15	6%
Request for Certification	31	29	0	0%
Corporate Affairs Services				
Processing of Freedom of Information (FOI) Requests	9	9	1	11%
Corporate Secretariat Services				
Release of Bank documents to External Parties (Board and Board-level Committee Minutes/Resolutions, Supporting Papers and Other Documents)	7	7	1	15%
Request for Issuance of Complex Secretary's Certificate or Certification	0	0	0	N/A
Request for Issuance of Highly Technical Secretary's Certificate or Certification	5	5	8	100%
EXECUTIVE OFFICES SERVICES SUBTOTAL	**2,296**	**982**	**43**	**25.36%**

EXTERNAL SERVICES TOTAL	**4,999,792**	**14,726**	**71,649**	**36.04%**

INTERNAL SERVICES				
BRANCH BANKING SERVICES				
Processing of Request for Budget Realignment	11	11	6	56%
Request for Branchwide Data/Information – Email Request	54	47	12	25%
Request for Branchwide Data/Information – Memorandum Request	14	14	7	52%
Reporting of ATM Problem	5,521	359	0	0%
ATM On-lining and Cutover to Production	202	133	0	0%
Online approval of e-Gov Enrollment of Corporate Clients processed, endorsed and submitted by Branch to CMTBD	58	51	1	2%
Approval of DBP Digital Banking Portal (DBP2) Enrolment of Corporate Clients processed, endorsed and submitted by Branch to CMTBD	45	40	2	5%
Submission of "Approval of Concept" from Branches for the Availment of Internet Payment Gateway	0	0	0	N/A
Submission of Requirements for the Technical Connection Feasibility Assessment and Testing for Internet Payment Gateway	0	0	0	N/A
Approval of Accreditation of Internet Payment Gateway of Merchants processed, endorsed and submitted by Branch	0	0	0	N/A
Submission of "Approval of Concept" from Branches for the Availment of Point of Sale	0	0	0	N/A
Approval of Accreditation of Point-of-Sale Application of Merchant processed, endorsed and submitted by Branch	0	0	0	N/A
Requisition of EMV ATM ID Supply	320	175	0	0%
ATM Deployment	0	0	0	N/A
ATM Piggybacking Arrangements	1	1	0	0%
ATM Transfer Request	44	40	0	0%
BRANCH BANKING SERVICES SUBTOTAL	**6,270**	**870**	**28**	**13.99%**
CORPORATE SERVICES				
General Purpose Loan	7,693	366	74	20%
Property Appraisal (New)	364	187	5	3%
Property Appraisal (Updating)	2,106	325	6	2%
Property Appraisal (Validation)	182	124	2	2%
Property Appraisal (Verification)	432	204	3	1%
Simple Property Appraisal (Technical Assistance / Others)	216	138	2	1%
Complex Property Appraisal (Technical Assistance / Others)	30	28	0	0%

Property Appraisal (3rd Party Appraisal Services - Outsourcing)	408	198	2	1%
Property Appraisal (3rd Party Appraisal Services - Evaluation)	152	109	2	2%
Property Appraisal (Lease Rates)	117	90	3	3%
11)Credit Investigation on New Loan Applicant/Coborrower/ Surety/ Guarantor/JSS/Third Party Mortgagor/Major Stockholder/Affiliates/ Subsidiaries/Related Firms	1,120	286	3	1%
Credit Checkings on/for Existing Borrowers Client/ Additional Loan/ Term Loan Review/ Reinstatement of Line/ Revalidation/ Restructuring	2,604	335	5	1%
Background Investigation on Job Applicant/Employee/Directly Hired/Prospective Employee of Lending Centers/Security Unit	286	164	1	1%
Credit Investigation on Buyer of Acquired Asset/ Bank -Owned Property	2	2	1	50%
Validation/Verification of Documents/Contract/s of Bidder for Post-Qualification	83	68	1	1%
Background Investigation on Applicant for Accreditation/ Supplier/ Remittance Partner/Third Party Appraiser	90	73	1	1%
Property Search	263	156	1	1%
Skip Tracing	353	184	2	1%
Verification of Specific Information/Other Verification Request	555	227	2	1%
Processing of NFIS Request for Salary Loan Program	3,046	341	2	1%
Processing of NFIS Request for Regular Loan	974	276	3	1%
Processing of LIS Request	885	268	4	1%
Servicing Request for CTEC of Title - PHILARES	64	55	1	2%
Servicing of Request for CTEC of Title – Converted Title	61	53	1	2%
Processing of Request for Public Bidding of Goods, Services, and Infrastructure Projects	42	38	40	100%
Processing of Request for Public Bidding of Consulting Services Projects	2	2	5	100%
Processing of Request for Conduct of Negotiated Procurement after Two Failed Biddings	1	1	0	0%
Processing of Request for the Adoption and Approval of Alternative Modes of Procurement	37	34	23	68%

Processing of Request for Approval of Extension of Contracts	8	8	0	0%
Processing of Request for Posting of Request for Quotation (RFQ) for Small Value Procurement (SVP) to be Awarded Through a Written Contract	45	40	49	100%
Processing of Request for Agency-To-Agency Mode of Procurement of Goods – Accountable Forms	3	3	0	0%
Processing of Request for Agency-To-Agency Mode of Procurement of Goods – Official Receipt	34	31	8	26%
Processing of Request for Agency-To-Agency Mode of Procurement of Goods – Checkbook Requests	19,752	377	10	3%
Processing of Request for Shopping and Small Value Procurement of Goods and Services without site inspection	327	177	2	1%
Processing of Request for Shopping and Small Value Procurement of Goods and Services with site inspection	13	13	21	100%
Issuance of Property Accountability Receipt (PAR) and Inventory Custodian Slip (ICS) formerly Memorandum Receipt (MR)	56	49	8	16%
Issuance of Entry Pass	2,792	338	16	5%
Processing of Request for “Item Code Creation” in the Electronic Requisition, Procurement, Inventory Control and Accounting System (eRPICAS)	193	129	45	35%
CORPORATE SERVICES SUBTOTAL	**45,391**	**5,497**	**354**	**17.22%**

DEVELOPMENT AND RESILIENCY SERVICES				
Issuance of Funding Clearance	84	69	20	29%
DEVELOPMENT AND RESILIENCY SERVICES SUBTOTAL	**84**	**69**	**20**	**28.95%**

INFORMATION AND COMMUNICATIONS TECHNOLOGY SERVICES				
Request for Simple ICT Support	49,617	381	14	4%
Request for Complex ICT Support	15,942	375	0	0%
INFORMATION AND COMMUNICATIONS TECHNOLOGY SERVICES SUBTOTAL	**65,559**	**756**	**14**	**1.84%**

OPERATIONS SERVICES				
Loan Releases	5,246	358	9	3%
Booking of Branch/Business Units Fund Transfer Request	6,139	362	19	5%
Processing and payment of administrative and operating expenses (Simple)	8,183	367	21	6%

Processing and payment of administrative and operating expenses (Complex)	7,089	364	0	0%
Check releasing for Head Office Suppliers/Clients	343	181	2	1%
Certification of AR OE Balances on Disbursement Vouchers for Availment/Liquidation of Cash Advance, Claims for Reimbursement of Expenses, and Clearance of Retired/Resigned Employee	3,559	347	44	13%
Processing of Letters of Credit and Non-Letters of Credits	673	245	13	5%
OPERATIONS SERVICES SUBTOTAL	**31,232**	**2,224**	**108**	**4.66%**

TREASURY & CORPORATE FINANCE SERVICES				
Purchase/Sale of Foreign Currency Against Pesos (Non-Trade Transactions)	0	0	0	N/A
Creation of Securities and Accounts in Guava System	506	219	20	9%
TREASURY & CORPORATE FINANCE SERVICES SUBTOTAL	**506**	**219**	**20**	**9.15%**

EXECUTIVE OFFICES SERVICES				
Enterprise Risk Management Services				
Complex IS Policy Standard Waiver Form Risk Assessment	99	79	26	33%
Highly Technical IS Policy Standard Waiver Form Risk Assessment	12	12	0	0%
Credit Policy Consultation – Written (Simple)	147	107	4	4%
Credit Policy Consultation – Written (Highly Technical)	39	35	0	0%
Credit Policy Consultation – Verbal and Online	240	148	14	9%
Accounts Deliberated by the Credit Committee (CreCom)	1,982	322	335	100%
Human Resource Management Services				
Filling Up of Vacant Positions thru Promotion	865	266	49	18%
Promotion and/or Rank Conferment - Rank & File and Junior Officer	663	243	139	57%
Promotion and/or Rank Conferment - Senior Officer	20	19	1	5%
Onboarding/Assumption - Promotion	683	246	39	16%
Evaluation of Request for Hiring	443	206	2	1%
Issuance of Authority to Travel Abroad	1,320	298	57	19%
Processing of Resignation/Retirement/Transfer to Other Government Agency	327	177	3	2%
Issuance of Certification of Employment with Compensation	1,140	288	131	46%
Request for HR Records and Documents	1,468	305	72	24%

Verification of Employment Information	149	108	6	6%
Request for Certificate of Performance Rating/s	6	6	35	100%
Request for Training Certification	15	14	15	100%
Request for Certificate of No Pending Service Obligation / Nomination to Scholarship	7	7	3	44%
Request for DOF/Malacañang Travel Authority for Foreign Training/Study Abroad on full Scholarship	9	9	2	23%
Processing of Reimbursement per school term for DBP-Professional Advancement and Continuing Education Support Program (DBP-PACES)	33	30	0	0%
Request for Medical Services	4,821	356	13	4%
Request for Emergency Medical Services	15	14	0	0%
Request for Dental Services (Appointment)	3,010	341	7	2%
Request for Emergency Dental Treatment	525	222	1	0%
Processing of Medical Claims	5,998	361	877	100%
Legal Services				
Issuance of Certification/Clearance of No Pending or with Pending Administrative Case	3,572	347	218	63%
Loan Documentation	0	0	0	N/A
Documents-in-Order (DIO) Chopping	0	0	0	N/A
Notarization of Documents	18,935	377	334	89%
Trust Banking Services				
Inquiry	5	5	0	0%
Account opening for UITF	26	24	34	100%
Redemption and/or Termination of Account	863	266	50	19%
Corporate Affairs Services				
Request for Website Content Uploading	488	215	0	0%
Evaluation/Action on Sponsorship Requests	219	140	10	7%
Evaluation of Request for DBP Brand Application	124	94	0	0%
Preparation of Design for Event Collaterals	39	35	0	0%
Evaluation/Action on Requests for Disaster Relief Assistance	9	9	6	68%
Requests for Social Media Monitoring Report	12	12	0	0%
Corporate Secretariat Services				
Request for Copies of Board/Board-level Committee Resolutions and their Supporting Documents, Administrative Issuances, and other documents	276	161	83	52%
Request for Issuance of Complex Secretary's Certificate or Certification	35	32	183	100%
Request for Issuance of Highly Technical Secretary's Certificate or Certification	664	244	0	0%

Request for Accounts Verification/Authentication of Documents	56	49	5	10%
Request for No Gift Policy Clearance	21	20	5	25%
Request for Numbering of DBP Administrative Issuances	6,868	364	4	1%
Request for Numbering of Travel Assignment Order	11,056	371	1	0%
Submission of matters for action of the Board of Directors	608	236	9	4%
EXECUTIVE OFFICES SERVICES SUBTOTAL	**67,912**	**7,219**	**2,773**	**27.76%**
INTERNAL SERVICES TOTAL	**216,954**	**16,854**	**3,317**	**20.37%**
OVERALL TOTAL	**5,216,746**	**31,616**	**74,966**	**27.08%**

Table 6: DBP 2025 Services Transaction Volume
Legend: TT – Total Transactions; MRR – Minimum Response Required; TR – Total Respondents; RR – Response Rate

The following services had no clients in CY 2025:

EXTERNAL SERVICES	
BRANCH BANKING SERVICES	
1	Overseas Remittance – Complex Inquiries, Requests, and Complaints Handling
2	Overseas Remittance – Highly Technical Inquiries, Requests, and Complaints Handling
CORPORATE SERVICES	
3	Filing and Handling of Simple Complaints Filed in Person at the CEMD Premises
4	Filing and Handling of Complex Complaints Filed in Person at the CEMD Premises
5	Filing and Handling of Highly Technical Complaints Filed in Person at the CEMD Premises
6	Handling of Simple Complaints Received from the Office of the Ombudsman
7	Handling of Complex Complaints Received from the Office of the Ombudsman
8	Handling of Highly Technical Complaints Received from the Office of the Ombudsman
9	Handling of Simple Complaints Received from the Governance Commission for GOCCs (GCG)
10	Handling of Complex Complaints Received from the Governance Commission for GOCCs (GCG)
11	Handling of Simple Complaints Received from Other Regulatory Agencies with No Prescribed Specific Resolution Timeframe
12	Handling of Highly Technical Complaints Received from Other Regulatory Agencies with No Prescribed Specific Resolution Timeframe
TREASURY & CORPORATE FINANCE SERVICES	
13	Purchase of Unsecured Subordinated Tier 2 Capital Notes /Bank-Issued Notes/ Corporate Notes

14	Buy/Sell of Unsecured Subordinated Tier 2 Capital Notes /Bank-Issued Notes (Secondary Market – Banks, FIs, Clients)
EXECUTIVE OFFICES	
Corporate Secretariat Services	
15	Request for Issuance of Complex Secretary's Certificate or Certification
INTERNAL SERVICES	
BRANCH BANKING SERVICES	
16	Submission of "Approval of Concept" from Branches for the Availment of Internet Payment Gateway
17	Submission of Requirements for the Technical Connection Feasibility Assessment and Testing for Internet Payment Gateway
18	Approval of Accreditation of Internet Payment Gateway of Merchants processed, endorsed and submitted by Branch
19	Submission of "Approval of Concept" from Branches for the Availment of Point of Sale
20	Approval of Accreditation of Point of Sale Application of Merchant processed, endorsed and submitted by Branch
21	ATM Deployment
TREASURY & CORPORATE FINANCE SERVICES	
22	Purchase/Sale of Foreign Currency Against Pesos (Non-Trade Transactions)
EXECUTIVE OFFICES	
Legal Services	
23	Loan Documentation
24	Documents-in-Order (DIO) Chopping

Table 7: DBP 2025 Services with No Clients

An analysis of service utilization showed that for external services, 15 out of 93 services, or 16%, recorded no transactions, indicating that clients did not avail of these services during the review period. For internal services, 9 out of 113 services, or 8%, likewise registered no client transactions. Overall, a total of 24 out of 206 services, or 24%, were identified as having no utilization in 2025.

D. Sampling Strategy

i. Confidence Level and Margin of Error

Consistent with ARTA Memorandum Circular No. 2025-005, as well as other ARTA-issued Memorandum Circulars, the required sample size per service was determined using the ARTA-specific formula at a 95% confidence level and a 5% margin of error. The computation was carried out through the ARTA-prescribed calculator (https://tinyurl.com/CSMRsamplesize), and the resulting figures served as the official reference for establishing the minimum sample size requirement.

ii. Response Rates

In aggregate, a total of 74,966 responses, or 1.44%, were received from the Bank's external and internal customers. While the response rate remains low relative to total transaction volumes in 2025, it reflects an improvement compared to the previous year. The results indicate opportunities to further strengthen survey participation, particularly given the voluntary nature of the exercise. As with similar customer feedback mechanisms, response levels may be influenced by a combination of operational and respondent-driven factors, which can affect overall participation despite sustained engagement efforts.

In response, the Bank continues to implement enhancement initiatives aimed at improving survey response collection. These include the expansion of digital and real-time feedback channels through the Bank's website; strengthened client-facing prompts designed to encourage participation in a non-coercive manner; the provision of alternative and more accessible survey channels to improve ease of use and data collection; and the deployment of dedicated monitoring tools to identify units with low response rates early and enable targeted interventions.

III. Methodology

DBP operationalized the CSM Survey institutionally across all concerned BUs, covering both external and internal services as stated in the Bank's CC. The survey was managed by the CEMD using both electronic and paper-based forms. Modified CSM questions, in Filipino and English, were utilized based on the ARTA-prescribed questionnaire.

A. Mode of Survey Implementation

Survey forms were distributed and collected by the assigned Customer Service Officer (CSO) of each BU immediately after completion of the transaction. In addition, survey forms and drop boxes were made available at the exit areas of BUs.

For clients transacting online or preferring digital platforms, survey forms were accessible via the DBP website. To facilitate on-site electronic survey completion, 134 digital tablets were deployed in various branches and Head Office BUs. This number is expected to grow until all frontline offices are equipped with digital tablets/kiosks. QR code posters were also displayed in all branches and offices, allowing client-respondents to conveniently access the e-survey. For DBP employees, desktop links to the e-survey were made available on all DBP workstations. Survey participation was likewise integrated into the PCOO's Electronic Freedom of Information (eFOI) portal, accessible upon successful request.

Regular email reminders were sent through relevant Departments, Groups, and Sectors to encourage participation among internal clients with completed transactions.

B. Feedback and Collection Mechanisms

DBP clients are provided with two options for submitting survey forms: electronically through Microsoft (MS) Forms via a QR code and kiosks, or through paper forms. Both options are available at all BUs of the Bank. Electronically accomplished survey forms are transmitted directly to the CEMD upon submission, while paper forms are collected at the BU level and forwarded to CEMD for monthly consolidation.

CEMD launched the CX Portal in 2024 to ensure security and confidentiality of data provided by customers, strengthen operational controls and manage the anticipated increase in survey submissions. The portal streamlined e-survey completion and submission across one hundred thirty-five (135) Branches, thirty-nine (39) Lending Units, and ninety-three (93) Head Office BUs. Kiosks with digital tablets were installed in BU lobbies, allowing clients free access to online submission, while survey forms submitted through this channel were received directly by the CEMD – Customer Engagement Unit (CEU). For internal clients, desktop access to the e-survey link was enabled on all employee and officer workstations, ensuring seamless participation. These measures strengthened the Bank's commitment to safeguarding the confidentiality and integrity of customer data.

Consistent with prior years, QR codes linking to the survey were posted in conspicuous areas within branch lobbies, and paper forms were made available for client convenience. The survey link was also accessible via the DBP website, allowing clients to participate even after they have left the bank premises. For customer-facing BUs conducting offsite business (e.g., sales or marketing), the electronic survey form is sent via email, while paper forms may be hand-carried during client calls.

To safeguard confidentiality, the Bank continued to implement its established guidelines. Paper survey forms are enclosed in sealed envelopes, signed across the flap, and transmitted by BUs to CEMD on or before the fifth (5th) banking day of the succeeding month. Upon receipt, the CEMD – Customer Engagement Unit (CEU) manually processes all submissions from screening, validating, recording, to consolidating the same with e-survey forms on a monthly basis.

Any negative feedback is forwarded individually to the concerned BUs for verification and the formulation of corrective actions or action plans. This process supports continual

improvement and forms part of the Bank's Financial Consumer Protection Assistance Mechanism (FCPAM), which includes monitoring and reviewing responses from BUs.

C. Scoring System

The rating for the 8 SQDs were determined using a 5-point Likert scale.

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

Table 8: 5-point Likert Scale

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

$$\text{Overall Score} = \frac{\text{Number of 'Strongly Agree' answers + Number of 'Agree' answers}}{\text{Total Number of Respondents – Number of 'N/A' answers}} \times 100$$

The rating for the overall satisfaction (SQD 0) was computed based on formula per Section 4.7 of GCG and ARTA's Joint Memorandum Circular No. 1 dated April 12, 2023:

$$\text{Overall Satisfaction} = \frac{\text{Number of 'Strongly Agree' answers + Number of 'Agree' answers}}{\text{Total Number of Respondents}} \times 100$$

D. How Numerical Results will be Interpreted

The interpretation of the results are as follows:

Percentage	Rating
Below 60%	Poor
60.0% - 79.9%	Fair
80.0% - 89.9%	Satisfactory
90.0% - 94.9%	Very Satisfactory
95.0% - 100%	Outstanding

Table 9: Rating Scale

IV. Data and Interpretation

A. Client Demographic

The client demographic profile showed a broad distribution across age, sex, region, and customer type.

D1. Age and D2. Sex	External	%	Internal	%	Overall	%
1. 19 and Below	1,649	2.200%	3	0.004%	**1,652**	**2.20%**
2. 20 – 34	24,990	33.335%	943	1.258%	**25,933**	**34.59%**
3. 35 – 49	21,370	28.506%	990	1.321%	**22,360**	**29.83%**
4. 50 – 64	12,706	16.949%	690	0.920%	**13,396**	**17.87%**
5. 65 and Above	3,513	4.686%	0	0.000%	**3,513**	**4.69%**
6. Not Specified	7,421	9.899%	691	0.922%	**8,112**	**10.82%**
Total	**71,649**	**95.575%**	**3,317**	**4.425%**	**74,966**	**100.00%**
1. Male	27,475	36.65%	957	1.28%	**28,432**	**37.93%**
2. Female	39,322	52.45%	1,929	2.57%	**41,251**	**55.03%**
3. Not Specified	4,852	6.47%	431	0.57%	**5,283**	**7.04%**
Total	**71,649**	**95.57%**	**3,317**	**4.43%**	**74,966**	**100.00%**

Table 10: DBP – CC Client Demographic

A majority of respondents at 34.59% (25,933) were aged 20 – 34, followed by 29.83% (22,360) in the 35 – 49 bracket. About 17.87% (13,396) were aged 50 – 64, 4.69% (3,513) were 65 and Above, and 2.20% (1,652) were 19 and Below. This illustrates that most of the respondents who transacted with BUs services were in the middle age bracket.

Out of the 74,966 responses gathered, the sex distribution reveals that the majority of respondents were female, accounting for 55.03% (41,251), while 37.93% (28,432) were male. The remaining 7.04% (5,283) did not indicate whether they were female or male.

D3. Region	External	Internal	Overall
1. NCR	13.59%	2.92%	16.51%
2. CAR	1.21%	0.03%	1.24%
3. Region I	3.49%	0.05%	3.53%
4. Region II	5.94%	0.09%	6.04%
5. Region III	6.22%	0.18%	6.40%
6. Region IV-A	6.68%	0.17%	6.85%
7. Region IV-B	3.96%	0.06%	4.02%
8. Region V	5.23%	0.12%	5.35%
9. Region VI	4.17%	0.18%	4.35%
10. Region VII	5.76%	0.12%	5.88%
11. Region VIII	6.24%	0.08%	6.32%
12. NIR	3.10%	0.00%	3.10%

13. Region IX	3.63%	0.07%	3.70%
14. Region X	7.45%	0.14%	7.58%
15. Region XI	5.56%	0.07%	5.63%
16. Region XII	5.29%	0.05%	5.35%
17. Region XIII	6.76%	0.09%	6.85%
18. BARMM	1.30%	0.01%	1.31%
19. Not Specified	0.00%	0.00%	0.00%
Total	**95.58%**	**4.42%**	**100.00%**

Table 11: DBP – CC Region

Respondents were drawn from across the Philippines. The largest share came from NCR – National Capital Region (16.51%), followed by Region X – Northern Mindanao Region (7.58%) and Region IV-A – CALABARZON (6.85%) and Region XIII - Caraga (6.85%). Smaller proportions were recorded in other regions, including BARMM - Bangsamoro Autonomous Region in Muslim Mindanao (1.31%) and CAR - Cordillera Administrative Region (1.24%).

D4. Customer Type	External	%	Internal	%	Overall	%
1. Citizen	40,689	54.28%	0	0.00%	40,689	54.28%
2. Business	10,021	13.37%	0	0.00%	10,021	13.37%
3. Government	17,395	23.20%	3,275	4.37%	20,670	27.57%
4. Not Specified	3,544	4.73%	42	0.06%	3,586	4.78%
Total	**71,649**	**95.58%**	**3,317**	**4.37%**	**74,966**	**100.00%**

Table 12: DBP – CC Customer Type

On the type of customer, the data shows that the majority of BU clients served for the year 2025 belonged to various citizens, accounting for 54.28% (40,689) respondents. The remaining percentage represents the following: Government comprising 27.57% (20,670), followed by Business of 13.37% (10,021), while the least figure of 4.78% (3,586) represents those who did not answer. The results showed that the BU services are beneficial to the various citizens given the high rating, while for the rest the group showed a lesser percentage pertaining to their arising needs.

Overall, the demographic distribution reflected participation from diverse groups nationwide.

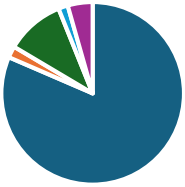
B. Citizen's Charter Results

DBP Services (Overall)		
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.	61,508	82.05%
2. I know what a CC is but I did not see this office's CC.	1,542	2.06%
3. I learned of the CC only when I saw this office's CC.	7,800	10.40%

4. I do not know what a CC is and I did not see this office's CC.	1,261	1.68%
5. Not Specified	2,855	3.81%
Total	**74,966**	**100.00%**
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	64,302	85.77%
2. Somewhat easy to see	4,691	6.26%
3. Difficult to see	162	0.22%
4. Not visible at all	38	0.05%
5. Not Specified	5,773	7.70%
Total	**74,966**	**100.00%**
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	64,153	85.58%
2. Somewhat helped	6,260	8.35%
3. Did not help	225	0.30%
4. Not Specified	4,328	5.77%
Total	**74,966**	**100.00%**

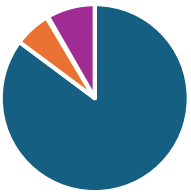
Table 13: Percentages for Each CC-related Question – Overall Services

Graph 2: DBP – CC Awareness



A total of 82.05% of the respondents indicated that they were aware of the existence of the CC before their transaction with the BU. Meanwhile, 10.40% stated that they became aware of the CC only when they saw it in the BU. Another 2.06% reported that they know what a CC is but did not see it in the BU premises, and 1.68% stated that they did not know what a CC is and did not see it in the BU. The remaining 3.81% corresponds to questions that did not receive any response.

In terms of visibility, 85.77% of respondents found the CC easy to locate, 6.26% said it was somewhat easy to see, and 0.22% reported difficulty finding it. Only 0.05% of the respondents stated that they had not seen the CC in the BU, while 7.70% did not specify.



Graph 3: DBP – CC Visibility



Graph 4: DBP – CC Helpfulness

Regarding helpfulness, 85.58% reported that the CC helped them very much, while 8.35% indicated that the CC somewhat helped them. A minimal proportion, 0.30%, stated that the CC did not help them, and 5.77% of respondents did not provide an answer.

External Services		
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.	58,895	82.20%
2. I know what a CC is but I did not see this office's CC.	1,283	1.79%

3. I learned of the CC only when I saw this office's CC.	7,669	10.70%
4. I do not know what a CC is and I did not see this office's CC.	1,216	1.70%
5. Not Specified	2,586	3.61%
Total	**71,649**	**100.00%**
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	61,730	86.16%
2. Somewhat easy to see	4,499	6.28%
3. Difficult to see	156	0.22%
4. Not visible at all	31	0.04%
5. Not Specified	5,233	7.30%
Total	**71,649**	**100.00%**
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	61,427	85.73%
2. Somewhat helped	6,017	8.40%
3. Did not help	180	0.25%
4. Not Specified	4,025	5.62%
Total	**71,649**	**100.00%**

Table 14: Percentages for Each CC-related Question – External Services

Survey results on the CC for external services indicated a high level of awareness and engagement among respondents. A majority (82.20%) reported seeing the CC in bank lobbies or offices, with most describing it as easy to spot (86.16%) and very helpful (85.73%). These findings demonstrate the CC's effectiveness as a visible and accessible public service document.

Conversely, a small portion of respondents (3.49%) reported never having seen the CC. In terms of visibility, only 0.26% found it difficult to locate or not visible at all, suggesting minor opportunities for improvement in placement and signage. Regarding usefulness, 8.40% found the CC somewhat helpful, while only 0.25% deemed it unhelpful, reinforcing its overall effectiveness.

Overall, the results highlight strong awareness, accessibility, and perceived usefulness of the CC, with minor refinements in visibility and engagement offering potential for further enhancement.

Internal Services		
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.	2,613	78.78%
2. I know what a CC is but I did not see this office's CC.	259	7.81%
3. I learned of the CC only when I saw this office's CC.	131	3.95%
4. I do not know what a CC is and I did not see this office's CC.	45	1.36%
5. Not Specified	269	8.11%
Total	**3,317**	**100.00%**

CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	2,572	77.54%
2. Somewhat easy to see	192	5.79%
3. Difficult to see	6	0.18%
4. Not visible at all	7	0.21%
5. Not Specified	540	16.28%
Total	**3,317**	**100.00%**
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,726	82.18%
2. Somewhat helped	243	7.33%
3. Did not help	45	1.36%
4. Not Specified	303	9.13%
Total	**3,317**	**100.00%**

Table 15: Percentages for Each CC-related Question – Internal Services

Survey results for internal services indicated a moderate overall awareness of the CC among respondents. A little over half (78.78%) reported having accessed the CC through the internal survey platform. Additionally, most respondents considered the CC to be highly visible (77.54%) and helpful in facilitating their transactions (82.18%).

However, 89.17% of respondents had not accessed or seen the CC. In terms of visibility, 5.79% found it somewhat easy to locate, while a small fraction (0.39%) reported difficulty finding it or considered it not visible at all. Notably, 16.28% of respondents did not specify their answer, indicating a potential gap in awareness or engagement. Regarding helpfulness, 7.33% found the CC somewhat helpful, while 1.36% felt it did not help.

This suggests that while the CC is generally effective, further efforts could enhance its visibility and reinforce its role in internal transactions. Business units with low ratings were individually informed and reminded to ensure the visibility and availability of the CC within their premises.

Overall, the findings highlight relatively high awareness and utility of the CC, with opportunities to improve accessibility and promotion among internal clients.

C. Service Quality Dimensions (SQD) Results

The survey results demonstrated varying levels of satisfaction across services when measured through SQD 0 (overall satisfaction) and SQD 1-8 (specific service quality dimensions).

SQD 0	SA	A	NAD	D	SD	N/A	TR	Overall
External	60,237	10,913	228	16	49	206	71,649	**99.30%**
Internal	2,766	436	10	3	2	100	3,317	**96.53%**
OVERALL	**63,003**	**11,349**	**238**	**19**	**51**	**306**	**74,966**	**99.18%**

Table 16: SQD 0 Results – External and Internal Services, Overall Services
Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

For the Overall DBP Services, SQD 0 satisfaction stood at 99.18%, indicating an exceptionally favorable perception of the Bank's services among external and internal customers and stakeholders.

DBP Services (Overall)								
SQD 1-8	**SA**	**A**	**NAD**	**D**	**SD**	**N/A**	**TR**	**Overall**
Responsiveness	59,212	14,308	576	140	96	634	74,966	**98.91%**
Reliability	62,074	12,187	262	19	65	359	74,966	**99.54%**
Access and Facilities	60,064	12,815	325	33	65	1,664	74,966	**99.42%**
Communication	59,265	13,866	689	77	55	1,014	74,966	**98.89%**
Costs	38,384	9,906	456	128	106	25,986	74,966	**98.59%**
Integrity	62,483	11,374	392	40	58	619	74,966	**99.34%**
Assurance	63,497	10,546	316	29	65	513	74,966	**99.45%**
Outcome	61,779	12,112	305	40	45	685	74,966	**99.47%**
Overall	**466,758**	**97,114**	**3,321**	**506**	**555**	**31,474**	**599,728**	**99.20%**

Table 17: SQD 1-8 Results – Overall Services
Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Across SQD 1-8, the highest ratings were observed in Reliability (SQD 2 - 99.54%) and Outcome (SQD 8 - 99.47%), while Costs (SQD 5 - 98.59%), while still rated highly, registered the lowest level of satisfaction among the dimensions. These results highlight that while clients value the assurance and reliability of DBP personnel, improvements in service costs remain important to further elevate overall satisfaction.

External Services								
SQD 1-8	**SA**	**A**	**NAD**	**D**	**SD**	**N/A**	**TR**	**Overall**
Responsiveness	56,449	13,793	563	129	93	622	71,649	**98.89%**
Reliability	59,283	11,702	253	18	63	330	71,649	**99.53%**
Access and Facilities	57,264	12,329	318	28	65	1,645	71,649	**99.41%**
Communication	56,633	13,333	653	63	55	912	71,649	**98.91%**
Costs	37,991	9,824	450	119	99	23,166	71,649	**98.62%**
Integrity	59,692	10,965	381	36	57	518	71,649	**99.33%**
Assurance	60,764	10,151	303	21	64	346	71,649	**99.46%**
Outcome	58,968	11,675	300	33	43	630	71,649	**99.47%**
Overall	**447,044**	**93,772**	**3,221**	**447**	**539**	**28,169**	**573,192**	**99.20%**

Table 18: SQD 1-8 Results – External Services
Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

For External Services, overall satisfaction (SQD 0) was rated at 99.30%, with consistently high ratings across SQD 1-8, particularly in Reliability (SQD 2 - 99.53%) and Outcome (SQD 2 - 99.47%). Slightly lower rating was observed in Costs (SQD 5) at 98.62%, suggesting opportunities for improvement in the Bank's products or service costs.

Internal Services								
SQD 1-8	**SA**	**A**	**NAD**	**D**	**SD**	**N/A**	**TR**	**Overall**
Responsiveness	2,763	515	13	11	3	12	3,317	**99.18%**
Reliability	2,791	485	9	1	2	29	3,317	**99.64%**
Access and Facilities	2,800	486	7	5	0	19	3,317	**99.64%**
Communication	2,632	533	36	14	0	102	3,317	**98.44%**
Costs	393	82	6	9	7	2,820	3,317	**95.57%**
Integrity	2,791	409	11	4	1	101	3,317	**99.50%**
Assurance	2,733	395	13	8	1	167	3,317	**99.30%**
Outcome	2,811	437	5	7	2	55	3,317	**99.57%**
Overall	**19,714**	**3,342**	**100**	**59**	**16**	**3,305**	**26,536**	**98.86%**

Table 19: SQD 1-8 Results – Internal Services
Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

For Internal Services, overall satisfaction (SQD 0) reached 96.53%, with an outstanding performance in Responsiveness (SQD 1 - 99.18%), Reliability (SQD 2 - 99.64%), Access and Facilities (SQD 3 - 99.64%), Communication (SQD 4 - 98.44%), Integrity (SQD 6 - 99.50%), Assurance (SQD 7 - 99.30%), and Outcome (SQD 8 - 99.57%). However, the dimension Costs recorded a lower satisfaction level at 95.57%, although still outstanding, indicating areas where services could be enhanced.

D. DBP Services Overall Rating

DBP SERVICES	SQD 0	SQD 1-8
EXTERNAL SERVICES		
BRANCH BANKING SERVICES		
Opening of New Accounts (Peso/Dollar Regular Savings, Current Account, Special Savings, Option Savings, Pesos/ Dollar Time Deposit, EC Card Account)	99%	99%
Renewal/rollover of Option, Special Savings and Time Deposit	100%	100%
Application for Replacement of ATM Card and other issued DBP Card	99%	100%
Cash Deposit (Peso/Foreign Currencies)	100%	99%
Check Deposit (Peso Deposit Transaction)	99%	99%
Check Deposit (USD Deposit Transaction)	99%	99%
Cash Withdrawal (PHP)	99%	99%

Cash Withdrawal (USD)	99%	99%
Inter-branch Cash Withdrawal	100%	99%
Check Encashment (On-Us)	99%	99%
Check Encashment (Inter-branch)	99%	99%
Purchase of Manager's Check	99%	99%
Checkbook Request	99%	99%
Claim of Remittance Proceeds	100%	100%
Handling of Simple Customer–related Incidents / Complaints	95%	95%
Accreditation to the EC Credit Salary Loan Facility	100%	100%
EC Credit Salary Loan Application	99%	99%
EC Credit Salary Loan Release of Proceeds	99%	100%
Enrolment to DBP's Bancnet Electronic Government System (Bancnet eGov)	100%	100%
Acceptance of Over the Counter (OTC) BIR Payments	99%	99%
Acceptance of Payment	99%	98%
Request for Bank Certification	100%	100%
Acceptance of Client's Request for Updating of Bancnet Online (BOL) Account	100%	95%
Overseas Remittance - Simple Inquiries, Requests, and Complaints Handling	100%	100%
BRANCH BANKING SERVICES	**99%**	**99%**

CORPORATE SERVICES		
Filing and Handling of Simple Complaints Received Via Email	0%	100%
Filing and Handling of Complex Complaints Received Via Email	100%	100%
Filing and Handling of Highly Technical Complaints Received Via Email	100%	86%
CORPORATE SERVICES	**89%**	**98%**

DEVELOPMENT LENDING SERVICES		
Loan Inquiry and Counseling	99%	99%
Evaluation of Documentary Requirements and Loan Application	99%	99%
Release of Loan Proceeds	99%	99%
DEVELOPMENT LENDING SERVICES	**99%**	**99%**

DEVELOPMENT AND RESILIENCY SERVICES		
Inquiry on Acquired Assets	100%	100%
DEVELOPMENT AND RESILIENCY SERVICES	**100%**	**100%**

OPERATIONS SERVICES		
Check releasing for Head Office Suppliers/Clients	99%	100%
OPERATIONS SERVICES	**99%**	**100%**

TREASURY & CORPORATE FINANCE SERVICES		
Buy/Sell of Government Securities (Secondary Market – Broker Participants- For the Account of the Clients)	100%	100%
Purchase of Unsecured Subordinated Tier 2 Capital Notes /Bank-Issued Notes/ Corporate Notes	100%	93%
Buy/Sell of Unsecured Subordinated Tier 2 Capital Notes /Bank-Issued Notes (Secondary Market – Banks, FIs, Clients)	100%	100%
Buy/Sell of Dollar Denominated Bonds/Securities (Secondary Market – Broker Participants/For the Account of Clients)	100%	100%
Debt Securities Issue Management and/or Underwriting	100%	100%
Loan Syndication - Corporate Financing	100%	100%
Loan Syndication - Project Financing and Project Finance Structuring	100%	94%
Financial and/or Transaction Advisory	100%	100%
TREASURY & CORPORATE FINANCE SERVICES	**100%**	**99%**

EXECUTIVE OFFICES SERVICES		
Human Resource Management Services	**100%**	**100%**
Application for Vacant Position	100%	100%
Processing of Request for Onsite/Virtual Study Visit	100%	100%
Trust Banking Services	**100%**	**100%**
Inquiry thru Email	100%	100%
Account Opening	100%	100%
Withdrawal or Redemption	100%	100%
Corporate Affairs Services	**100%**	**100%**
Processing of Freedom of Information (FOI) Requests	100%	100%
Corporate Secretariat Services	**100%**	**100%**
Release of Bank documents to External Parties (Board and Board-level Committee Minutes/Resolutions, Supporting Papers and Other Documents)	100%	100%
Request for Issuance of Highly Technical Secretary's Certificate or Certification	100%	100%
EXECUTIVE OFFICES SERVICES	**100%**	**100%**
EXTERNAL SERVICES TOTAL	**99%**	**99%**

INTERNAL SERVICES		
BRANCH BANKING SERVICES		
Processing of Request for Budget Realignment	100%	100%
Request for Branchwide Data/Information – Email Request	100%	100%
Request for Branchwide Data/Information – Memorandum Request	86%	100%
Online approval of e-Gov Enrollment of Corporate Clients processed, endorsed and submitted by Branch to CMTBD	100%	100%
Approval of DBP Digital Banking Portal (DBP2) Enrolment of Corporate Clients processed, endorsed and submitted by Branch to CMTBD	100%	100%
BRANCH BANKING SERVICES	**96%**	**100%**

CORPORATE SERVICES		
General Purpose Loan	100%	100%
Property Appraisal (New)	100%	100%
Property Appraisal (Updating)	100%	100%
Property Appraisal (Validation)	100%	100%
Property Appraisal (Verification)	100%	100%
Simple Property Appraisal (Technical Assistance / Others)	100%	100%
Property Appraisal (3rd Party Appraisal Services - Outsourcing)	100%	100%
Property Appraisal (3rd Party Appraisal Services - Evaluation)	100%	100%
Property Appraisal (Lease Rates)	100%	100%
11)Credit Investigation on New Loan Applicant/Coborrower/ Surety/ Guarantor/JSS/Third Party Mortgagor/Major Stockholder/Affiliates/ Subsidiaries/Related Firms	100%	100%
Credit Checkings on/for Existing Borrowers Client/ Additional Loan/ Term Loan Review/ Reinstatement of Line/ Revalidation/ Restructuring	100%	100%
Background Investigation on Job Applicant/Employee/Directly Hired/Prospective Employee of Lending Centers/Security Unit	100%	100%
Credit Investigation on Buyer of Acquired Asset/ Bank -Owned Property	100%	100%
Validation/Verification of Documents/Contract/s of Bidder for Post-Qualification	100%	100%
Background Investigation on Applicant for Accreditation/ Supplier/ Remittance Partner/Third Party Appraiser	100%	100%
Property Search	100%	100%
Skip Tracing	100%	100%
Verification of Specific Information/Other Verification Request	100%	100%

Processing of NFIS Request for Salary Loan Program	100%	100%
Processing of NFIS Request for Regular Loan	100%	100%
Processing of LIS Request	100%	100%
Servicing Request for CTEC of Title - PHILARES	100%	100%
Servicing of Request for CTEC of Title – Converted Title	100%	100%
Processing of Request for Public Bidding of Goods, Services, and Infrastructure Projects	93%	98%
Processing of Request for Public Bidding of Consulting Services Projects	100%	100%
Processing of Request for the Adoption and Approval of Alternative Modes of Procurement	43%	99%
Processing of Request for Posting of Request for Quotation (RFQ) for Small Value Procurement (SVP) to be Awarded Through a Written Contract	96%	98%
Processing of Request for Agency-To-Agency Mode of Procurement of Goods – Official Receipt	100%	100%
Processing of Request for Agency-To-Agency Mode of Procurement of Goods – Checkbook Requests	100%	100%
Processing of Request for Shopping and Small Value Procurement of Goods and Services without site inspection	100%	100%
Processing of Request for Shopping and Small Value Procurement of Goods and Services with site inspection	100%	100%
Issuance of Property Accountability Receipt (PAR) and Inventory Custodian Slip (ICS) formerly Memorandum Receipt (MR)	100%	100%
Issuance of Entry Pass	100%	99%
Processing of Request for “Item Code Creation” in the Electronic Requisition, Procurement, Inventory Control and Accounting System (eRPICAS)	100%	100%
CORPORATE SERVICES	**95%**	**99%**

DEVELOPMENT AND RESILIENCY SERVICES		
Issuance of Funding Clearance	100%	99%
DEVELOPMENT AND RESILIENCY SERVICES	**100%**	**99%**

INFORMATION AND COMMUNICATIONS TECHNOLOGY SERVICES		
Request for Simple ICT Support	100%	100%
INFORMATION AND COMMUNICATIONS TECHNOLOGY SERVICES	**100%**	**100%**

OPERATIONS SERVICES		
Loan Releases	78%	86%
Booking of Branch/Business Units Fund Transfer Request	100%	100%
Processing and payment of administrative and operating expenses (Simple)	100%	100%
Check releasing for Head Office Suppliers/Clients	100%	100%
Certification of AR OE Balances on Disbursement Vouchers for Availment/Liquidation of Cash Advance, Claims for Reimbursement of Expenses, and Clearance of Retired/Resigned Employee	68%	99%
Processing of Letters of Credit and Non-Letters of Credits	100%	99%
OPERATIONS SERVICES	**85%**	**98%**

TREASURY & CORPORATE FINANCE SERVICES		
Creation of Securities and Accounts in Guava System	100%	100%
TREASURY & CORPORATE FINANCE SERVICES	**100%**	**100%**

EXECUTIVE OFFICES SERVICES		
Enterprise Risk Management Services	**99%**	**99%**
Complex IS Policy Standard Waiver Form Risk Assessment	100%	100%
Credit Policy Consultation – Written (Simple)	100%	97%
Credit Policy Consultation – Verbal and Online	93%	93%
Accounts Deliberated by the Credit Committee (CreCom)	99%	100%
Human Resource Management Services	**100%**	**100%**
Filling Up of Vacant Positions thru Promotion	100%	99%
Promotion and/or Rank Conferment - Rank & File and Junior Officer	100%	99%
Promotion and/or Rank Conferment - Senior Officer	100%	100%
Onboarding/Assumption - Promotion	100%	99%
Evaluation of Request for Hiring	100%	100%
Issuance of Authority to Travel Abroad	100%	98%
Processing of Resignation/Retirement/Transfer to Other Government Agency	100%	100%
Issuance of Certification of Employment with Compensation	99%	99%
Request for HR Records and Documents	100%	99%
Verification of Employment Information	100%	100%
Request for Certificate of Performance Rating/s	100%	100%
Request for Training Certification	100%	100%
Request for Certificate of No Pending Service Obligation / Nomination to Scholarship	100%	100%
Request for DOF/Malacañang Travel Authority for Foreign Training/Study Abroad on full Scholarship	100%	100%

Request for Medical Services	100%	99%
Request for Dental Services (Appointment)	100%	100%
Request for Emergency Dental Treatment	100%	100%
Processing of Medical Claims	99%	99%
Legal Services	**88%**	**100%**
Issuance of Certification/Clearance of No Pending or with Pending Administrative Case	100%	99%
Notarization of Documents	80%	100%
Trust Banking Services		
Account opening for UITF	100%	100%
Redemption and/or Termination of Account	100%	100%
Corporate Affairs Services		
Evaluation/Action on Sponsorship Requests	100%	100%
Evaluation/Action on Requests for Disaster Relief Assistance	100%	100%
Corporate Secretariat Services	**99%**	**99%**
Request for Copies of Board/Board-level Committee Resolutions and their Supporting Documents, Administrative Issuances, and other documents	100%	100%
Request for Issuance of Complex Secretary's Certificate or Certification	99%	99%
Request for Accounts Verification/Authentication of Documents	60%	94%
Request for No Gift Policy Clearance	100%	100%
Request for Numbering of DBP Administrative Issuances	100%	100%
Request for Numbering of Travel Assignment Order	100%	100%
Submission of matters for action of the Board of Directors	100%	100%
EXECUTIVE OFFICES SERVICES	**98%**	**96%**
INTERNAL SERVICES TOTAL	**97%**	**99%**
OVERALL TOTAL	**99%**	**99%**

Table 20: SQD 0 Satisfaction Rating per Service
And SQD 1-8 Satisfaction Rating per Service

The DBP Services Overall Rating results reflect a very strong overall service experience for the Bank, with customers rating for External Services at an average of 99% (Outstanding) and internal customers rating for Internal Services at 99% (Outstanding). These ratings are based on the responses gathered and may or may not represent sufficient sample size for the entire population. This indicates a consistently positive perception across most service areas, reflecting mature front-line execution, dependable support functions, and a service culture that meets or exceeds expectations in routine interactions.

Among external-facing functions, several service groups — such as Branch Banking, Development Lending, Operations, Executive Offices, and Development and Resiliency — cluster tightly around 99-100%, underscoring high reliability and customer confidence in core, day-to-day banking and development services. Internally, the pattern is similar: Branch Banking, ICT, and Treasury and Corporate Finance achieve 100%, while Corporate Services and Development and Resiliency sit at 99%, confirming transacting Bank personnel perceive internal service providers as timely and effective for most needs. The narrow spread of scores at the category level suggests that service delivery is stable, standardized, and well-governed in the majority of touchpoints.

The few areas that underperform relative to this high baseline share characteristics of higher complexity, cross-functional dependencies, or specialized knowledge demands. The 89% satisfaction rating for Corporate Services' handling of highly technical external complaints via email may point to resolution challenges arising from non-standard cases that depend on internal coordination or third-party involvement. In Treasury and Corporate Finance, the 93% rating for unsecured subordinated Tier 2/bank-issued/corporate note purchases and the 94% rating for loan syndication for project financing may reflect the complexity of these services, including extensive documentation, multi-party coordination, disclosure requirements, and extended timelines. As such, proactive customer expectation management remains key to driving satisfaction.

Internally, Operations' loan releases, which registered an 86% satisfaction rating, point to bottlenecks arising from manual administrative processes governing these transactions, including multiple approval levels that are necessary for services involving large monetary disbursements. Meanwhile, Executive Offices' credit policy consultation at 93% and accounts verification or authentication at 94% may suggest that personnel need clearer access channels, stricter, time-bound response commitments, consistent interpretations of policy, and a better understanding of the pre-requisites of the product or service availed to achieve first-pass resolution. In all these cases, the pattern is consistent: time-sensitive, exception-prone processes that rely on precise inputs and coordinated handoffs tend to exhibit longer cycle times and higher variability, which directly affect satisfaction levels of customers.

Given this profile, the path to improvement is a more practical approach of addressing the identified constraints, which may be achieved by publishing SLAs to firm up mutual understanding of the responsibilities and commitments among and between the parties involved in the end-to-end process prior to engagement. A systematic monitoring of the progression of the process will allow necessary interventions to be implemented to ensure timely delivery of results.

In essence, DBP's service experience is already excellent, and the data show that dips are concentrated in a small number of specialized, dependency-heavy activities where predictability, transparency, and first-time completeness matter most. By tightening SLAs, improving intake quality, giving customers and internal users better status visibility, and reducing variability through streamlined handoffs, these noted services can be brought up into a higher satisfaction rating, aligning them with the institution's overall performance and reinforcing confidence in DBP's capability to handle both routine and sophisticated service needs with the same level of excellence.

E. Free Responses

This integrates the classified free responses — separate from the DBP – CC SQD scores — into a coherent view of customer experience drivers, friction points, and operational priorities. It triangulates insights across Commendations, Suggestions, and Negative Feedback as reflected in the below tables:

1. Commendations (Positive Feedback)

Category	Count	Percent
A. DBP Personnel (Frontliner) Courtesy & Professionalism	1,913	42%
B. Speed / Turnaround Time	442	10%
C. Clarity of Information	216	5%
D. Process Simplicity	36	1%
E. Digital Experience	50	1%
F. Facilities & Environment	29	1%
G. Fairness / No "palakasan"	10	0%
H. Uncategorized	1,824	40%
Total	**4,520**	**100%**

Table 21: Free Responses - Commendations

Commendations concentrate on Courtesy and Professionalism of DBP personnel (26%), Clarity of Information (15%), and Speed/Turnaround (10%). This suggests that human interaction quality and clear guidance are DBP's strongest differentiators; when steps are understood upfront, customers perceive processes as faster and more straightforward.

2. Suggestions (Service Improvement Ideas)

Category	Count	Percent
A. Improve Courtesy/Training	231	19%
B. Reduce Steps / Forms	89	7%
C. Speed Up Turnaround	344	28%
D. Enhance Information	53	4%

E. Digital & Omni channel	142	11%
F. Facilities	66	5%
G. Fairness & Transparency	5	0%
H. Uncategorized	309	25%
Total	**1,239**	**100%**

Table 22: Free Responses - Suggestions

3. Negative Feedback

Category	Count	Percent
A. DBP Personnel (Frontliner) Courtesy/Professionalism – Issues	138	37%
B. Speed/Turnaround – Issues	104	28%
C. Information Clarity – Issues	32	9%
D. Process Complexity – Issues	10	3%
E. Digital System – Issues	32	9%
F. Facilities & Environment – Issues	22	6%
G. Fairness/Queueing – Issues	4	1%
H. Uncategorized	27	7%
Total	**466**	**100%**

Table 23: Free Responses – Negative Feedback

Conversely, Suggestions and Negative Feedback cluster around Digital and Omni channel (23%), Facilities (19%), and Speed (23%) — indicating that while DBP personnel/frontliners perform well, structural and tooling constraints (e.g., ATM uptime, temperature/comfort, limited digital self-service, peak-time) continue to shape customer banking experience.

Discussion of Client Feedback: Commendations, Suggestions, and Negative Feedback

1. Digital Services

Digital services consistently show up across all feedback types — positively, as areas for improvement, and as sources of frustration.

Commendations (8%): Clients appreciate the digital options that already exist. When online processes work smoothly, they greatly reduce the need for branch visits.

Suggestions (23%): Most common received from Clients are the need for more online transactions, faster system response times, and simpler digital processes.

Negative Feedback (9%): System downtimes, slow online platforms, and limited digital features continue to cause inconvenience.

Enhancing DBP's digital channels will not only meet a major client expectation but will also help decompress branch foot traffic, improve transparency, and reduce delays especially during peak periods.

2. Facilities and Business Unit Environment

Branch conditions and equipment rarely appear in praise but are a major source of dissatisfaction.

Commendations (1%): A few clients recognize clean and organized branches.

Suggestions (19%): Many request improvements to waiting areas, seating, ventilation, and ATM availability.

Negative Feedback (24%): Complaints focus heavily on long queues, non-functioning ATMs, and uncomfortable waiting spaces.

Facilities are a "basic requirement." When they fall short — such as when ATMs are offline — the overall client experience declines even if staff are courteous and helpful. Addressing these concerns is essential to maintain minimum service standards.

3. Speed of Service / Turnaround Time

Service speed is a top driver of both satisfaction and dissatisfaction.

Commendations (10%): Clients notice when transactions are handled quickly and efficiently.

Suggestions (11%): Many ask for shorter waiting times and faster processing, especially for loan-related transactions.

Negative Feedback (23%): Delays and long queues are among the most frequent complaints.

Improving queue management, assigning staff during high-volume hours, and reviewing process bottlenecks can yield immediate and noticeable improvements in client satisfaction.

4. Information, Guidance, and Communication

Information clarity, both verbal and written, has a direct impact on client satisfaction.

Commendations (15%): Clients appreciate staff who provide clear instructions and updates.
Suggestions (9%): Requests include better guidance on requirements, more visible signages, and clearer process steps.

Negative Feedback (17%): Complaints arise when clients experience inconsistent instructions, unclear requirements, or lack of status updates.

Clients value transparency. Clearly posted procedures, consistent guidance from staff, and proactive status updates help reduce confusion, prevent repeat visits, and avoid perceptions of unfair or unequal treatment.

V. Results of the Agency Action Plan

ANNEX A

Ref. No.	CSAT Finding	CSAT Report Recommendation	2025 RESULTS OF AGENCY ACTION PLAN	
			Action Taken	Forward Action Required
2019-03	Improve Accessibility	Introduce/ offer Mobile/Online Banking	The Fusion Banking with API enablement was deployed in 2023. It will provide clients with more online banking services since it will allow the Bank's deposit system to have new components and functions and have interface with other source systems of the Bank. A shift of plan to connect with some of the systems mentioned below is intended to push through with the decision that the API to Cash Management System can be pursued at a later time. Likewise, in the ITSC-approved ISSP 2025-2027, other relevant projects include: - Enhanced Cash MS - Mobile Banking App (Retail Internet Banking) - DBP Online E-Commerce (DBP-ONE) - Digital Banking Platform The DBP ONE commenced its implementation on December 23, 2025. It is accessible via web and mobile view/user interface which covers basic functionalities such as balance inquiry, bills payment, fund transfers to DBP accounts. Also, it has additional features (as compared to the BancNet Online) which are fund transfers to other bank accounts and viewing of transaction history. It was the bank's first EPFS license secured from/approved by BSP. In addition, the Mobile Banking Application, which is the mobile application version of DBP ONE, will be implemented in 2026. The Mobile Banking App shall serve as the "Mini App" of the Bank, while the Digital Banking Platform (to be undertaken in 2027) shall be the "Super App" covering the full-blown mobile app and other products of the Bank.	2026-2028

			Further, the Digital Platform which is composed of three (3) components namely Cash Management System, Mobile Banking Application (full-blown) and the Retail Internet Banking (RIB) will be undertaken in 2027. Per Board-approved ISSP 2027-2029, Digital Banking Platform will be fully implemented in 2028.	
2020-02	complaints handling & records keeping need continual improvement	Improve complaints handling • Resolution time • Easy and systematic filing of complaints	The DBP Website Enhancement was completed in May 2024. In addition, the procurement of Customer Service (CX) System will commence in 2025 and will be implemented within 2026 (per ITSC-approved ISSP 2025-2027). However, pre-initiating stage took time including the conduct of market study due to manpower constraints. The CX System will be pursued as a project with target completion of TOR in 2026 and implementation in 2027. Further, in the same ISSP as well as in the Board-approved ISSP 2027-2029, a Customer Relationship Management System (CRMS) is targeted to be implemented in 2027.	2026-2027
2021-01	Limited access points	Improve accessibility	ATM Managed Services (also known as ATM-as-a-Service or ATMaaS) will be pursued while ATM Branding Arrangement will be subjected for reassessment in the future. Procurement activities for the ATMaaS are already ongoing as of March 18, 2026, per Cards and ATM Department (CAAD)-BOSG/BBS. Said ATMaaS will replace all existing offsite ATMs (615 functioning ATMs as of February 2026) with additional offsite ATMs within year 5 of the implementation. Target implementation will be Y1-835 ATMs with additional 50 ATMs every year until its 5th year or a total of 1,035 ATMs by end of year 5. Also, per CAAD, there were 100 ATMs (onsite) procured in 2025 with ongoing delivery to replace/to be deployed to new Branches and Branch Lite Units (BLUs) as of March 2026. For the year 2026, procurement of additional 182 ATMs (onsite) was already approved by	2026-2031

			the Board with ongoing pre-procurement activities which will replace all onsite ATMs by end of year. Further, 1,000 new POS is targeted to be delivered/installed for 2026.	
2021-02	Slow transaction processing	Improve transaction time / TAT	Per latest updates (as of Q3 2025) by the Systems and Methods Department (SMD) on the results of the 2023 Branch Banking re-engineering, the ICTS and BBS are actively working to enhance existing processes and procedures of the branches through automation such as the ATM and GL tools for faster resolutions of customer issues and check processing. Also, manual process improvements are ongoing including capturing the client's ID photos and simplifying Account Opening Forms. There were eight (8) recommendations already implemented/completed which resulted in reduction in TAT of more than two (2) hours per day, standardized procedure that is expected to enhance the experience of both the clients and branch personnel, among others. Further, the ongoing resolution/completion of eleven (11) recommendations is also expected to improve TAT and the branch's day-to-day operations. For continual improvement, aside from the abovementioned 2023 initial branch processes re-engineering, the Development Lending Process Re-Engineering spearheaded by the Quality Management Department (QMD) was conducted in 2024. This includes a review of the end-to-end lending process along with the series of Value Stream Mapping (VSM) workshops and consultations/feedback sessions with relevant business units. VSM groups established their proposed solutions on the identified areas for improvement that could enhance the end-to-end lending process including turn-around time (TAT) and considers the adoption of digital solutions. Expected output and its target/commitment dates were established and monitored accordingly. As of December 2025, six (6) recommendations for process improvement/re-engineering were already completed/implemented [e.g., simplified Credit Risk Rating (CRR) approval process and improved TAT on dissemination of all related-Board decisions/directives	Continuing

			and meeting requirements] while there are ongoing resolution/actions being taken on twelve (12) recommendations (e.g., implementation of shorter processing time for MSME loans and for RPNLs, unification of the CRR worksheet, and process improvement relative to appraisal, legal documentation, and loan servicing and processing). Further, other process improvements requiring automation are being considered in the IT plans (e.g., Loan Origination System, Loan Management System and/or End-to-End Loans System) starting 2026. These initiatives are expected to complement both completed and ongoing automation projects, thereby enhancing overall operational efficiency across the Bank. The Bank also adheres/complies with the review of the Citizen's Charter and the required annual submission of certificate of compliance with the ARTA. In this regard, the DBP Citizen's Charter 2025 (1st Edition) was already posted in the DBP website as the latest/updated Citizen's Charter of the Bank (supersedes DBP Citizen's Charter 2024 (1st Edition). Moreover, this will not also preclude any revision of the Citizen's Charter as necessary.	
2023-01	Demand for Seamless Online Connectivity for Electronic / Online Banking Channel	Support seamless transactions and automation/digitalization/technology upgrade	Core Network Refresh (active equipment) and Software Defined - Wide Area Network (SD-WAN) were completed in 2025. Implementation of DBP ONE also commenced in December 2025 as the Bank's initial EPFS license granted by the BSP. Relevant projects in the Board-approved ISSP for 2025-2027 and 2027-2029 which are ongoing/for implementation are as follows: • Digitized Customer Onboarding and Enrolment (DCOBE) • Integrated Payment & Settlement System (IPASS) • Mobile Banking App • Modified Disbursement Scheme (MDS) • IT Operations Management Software • Payment Gateway	2026-2029

			• Digital Platform (Cash MS, RIB and Mobile Banking) • Unification of ATM Switch and Card Management System • End-to-End Loans System • Deposit System Replacement • Computerized Accounting System • General Ledger (GL) System Replacement	
2023-02	Request for Enhanced loan collateral requirements for existing borrowers	Review of credit policies and procedures	In 2025, CRMD issued 5 CP/CGs and 19 MCs on the enhancement of credit policies & procedures related to loan requirements are as follows: • CP 167 dated 01/09/25 – Cooling-off Period on Loans • CP 34 dated 11/05/25 – Appraisal of Properties • CP 65 dated 10/22/25 – Clean Loans • MC 25-08 dated 06/04/25 – Sending of Billing Statements and Collection Letters to Sureties • MC 25-12 dated 09/05/25 – Validation of SALN • MC 25-18 dated 12/05/25 – Standard Naming Convention • MC 25-19 dated 12/23/2025 – Environmental and Social (E&S) Risk Policy on Physical and Transition Risks Likewise, as part of the periodic reviews of the Bank's Development Lending Programs being conducted by the Program Officers from the PDMG, the following programs circulars for the enhancement of its features/designs were issued in 2025: • Cir. 24 – DA-ACPC – DBP AGRINEGOSYO Loan Program • Cir. 23 – Aquaculture Value Chain Financing Program • Cir. 22 - SWINE Repopulation, Rehabilitation, and Recovery (R3) Credit Program • Cir. 21 – DA-ACPC -DBP BuyANIhan Credit Program • Cir. 16 – ESKWELA Program	Continuing

			• Cir. 15 – WATER Program • Cir. 14 – Financing Utilities for Sustainable Energy Development (FUSED) Program • Cir. 13 – ASENSO Program • Cir. 12 – SHIELD Program	
2023-03	Demand for Lower interest rates and fees/charges for loans	Review of interest rates	Latest issuance was CP No. 166 dated June 21, 2023 as a result of the continuous review of loan pricing/interest rates which considered several factors (e.g., currency of applicable reference rates, cost of fund, prevailing market rates, Management/BOD instruction, etc.). No trigger from these factors to revise said CP No. 166 as of 2025. Also, the BBS CASA deposit generated in 2025 was Php369.44B out of the target of Php381.40 reaching a total deposit of Php 798.29B which exceeded its target of Php783.14B. This contributed/had positive impact on the interest rate.	Continuing
2023-04	The bank facilities and equipment shall be improved	Improvement of bank facilities and equipment to be included in the bank wide plans	Part of the Bank's continuing activities are improvement of bank facilities and equipment for the Head Office and all its remote offices. Renovation/construction/repairs and maintenance (including office building/facilities and equipment) were included in the Annual Procurement Plan of the Bank. Completion of said activities are targeted in varying timelines, as applicable. In 2025, the bank completed the improvement of bank facilities and equipment (i.e., fit-out, renovation and relocation) of eleven (11) Branches/Branch Lite Units/Lending Centers. While there are at least ten (10) construction/renovations/relocation/fit out for completion in 2026.	Continuing.

VI. Continuous Agency Improvement Plan

Ref. No.	CSAT Finding	CSAT Report Recommendation	Action Plan	Implementation Date

2019-03	Improve Accessibility *With related feedback/issues/result in the 2024 CSM as follows:* • *Enhance digital banking/online services/digital platforms (branch banking and development lending)* *With related feedback/issues/result in the 2025 CSM as follows:* • *Slow online platforms and limited digital features continue to cause inconvenience*	Introduce/ offer Mobile/Online Banking	The Mobile Banking Application, which is the mobile application version of DBP ONE, will be implemented in 2026. The Mobile Banking App shall serve as the "Mini App" of the Bank, while the Digital Banking Platform (to be undertaken in 2027) shall be the "Super App" covering the full-blown mobile app and other products of the Bank. Further, the Digital Platform which is composed of three (3) components namely Cash Management System, Mobile Banking Application (full-blown) and the Retail Internet Banking (RIB) will be undertaken in 2027. Board-approved ISSP 2027-2029, Digital Banking Platform will be fully implemented in 2028. -	2026-2028
2020-02	complaints handling & records keeping need continual improvement *With related feedback/issue/result in the 2024 CSM as follows:* - *Clearer information on complaint processes and more convenient resolution experience*	Improve complaints handling • Resolution time • Easy and systematic filing of complaints	The procurement of Customer Service (CX) System will commence in 2025 and will be implemented within 2026 (per ITSC-approved ISSP 2025-2027). However, pre-initiating stage took time including the conduct of market study due to manpower constraints. The CX System will be pursued as a project with target completion of TOR in 2026 and implementation in 2027. Further, in the same ISSP as well as in the Board-approved ISSP 2027-2029, a Customer Relationship Management System (CRMS) is targeted to be implemented in 2027.	2026-2027

	- *Improve timeliness of addressing complaints and meeting client expectations for final resolution* - *Faster response time* - *Enhance communication channels* - *Improve complaint resolution mechanisms*			
2021-01	Limited access points *With related feedback/issue/result as follows:* *2023 CSM* - *Wider suite of electronic/online banking channels* *2024 CSM* - *Improve accessibility (e.g., additional branches and ATMs)* *2025 CSM* - *Non-functioning ATMs*	Improve accessibility	ATM Managed Services (also known as ATM-as-a-Service or ATMaaS) will be implemented. Procurement activities for the ATMaaS are already ongoing as of March 18, 2026, per Cards and ATM Department (CAAD)-BOSG/BBS. Said ATMaaS will replace all existing offsite ATMs (615 functioning ATMs as of February 2026) with additional offsite ATMs within year 5 of the implementation. Target implementation will be Y1-835 ATMs with additional 50 ATMs every year until its 5th year or a total of 1,035 ATMs by end of year 5. Also, per CAAD, there were 100 ATMs (onsite) procured in 2025 with ongoing delivery to replace/to be deployed to new Branches and Branch Lite Units (BLUs) as of March 2026. For the year 2026, procurement of additional 182 ATMs (onsite) was already approved by the Board with ongoing pre-procurement activities which will replace all onsite ATMs by end of year. Further, 1,000 new POS are targeted to be delivered/installed for 2026.	2026-2031
2021-02	Slow transaction processing	Improve transaction time / TAT	Continuous implementation/conduct of process re-engineering initiatives. Also, the expected outputs and its target commitments of the VSM groups' established proposed solutions on the identified areas for improvement in the lending process will be monitored	Continuing

	With related feedback/issue/result as follows: *2023 CSM* - *Shorter processing time for transactions* - *There is a need for additional frontline personnel* *2024 CSM* - *Streamline processes (branch banking and development lending)* - *Strengthen customer service responsiveness* - *Faster processing time through additional staff, simplified requirements and digital queueing system* *2025 CSM* - *Delays in processing (loans) and long queues* - *Unclear requirements, inconsistent instructions and lack of status updates*		accordingly. As of Q3 2025, eight (8) recommendations to streamline branch processes were implemented with positive impact on the TAT while resolution/completion of the eleven (11) recommendations to further improve TAT is still ongoing. For the credit process streamlining, as of December 2025, six (6) recommendations for process improvement/re-engineering were already completed/implemented [e.g., simplified Credit Risk Rating (CRR) approval process and improved TAT on dissemination of all related-Board decisions/directives and meeting requirements] while there are ongoing resolution/actions being taken on twelve (12) recommendations (e.g., implementation of shorter processing time for MSME loans and for RPNLs, unification of the CRR worksheet, and process improvement relative to appraisal, legal documentation, and loan servicing and processing). Further, other process improvements requiring automation are being considered in the IT plans (e.g., Loan Origination System, Loan Management System and/or End-to-End Loans System) starting 2026. These initiatives are expected to complement both completed and ongoing automation projects, thereby enhancing overall operational efficiency across the Bank. Shall continuously observe adherence/compliance with the review of the Citizen's Charter and the annual submission of certificate of compliance with the ARTA. The DBP Citizen's Charter 2025 (1st Edition) was already posted in the DBP website as the latest/updated Citizen's Charter of the Bank (supersedes DBP Citizen's Charter 2024 (1st Edition). Moreover, this will not also preclude any revision of the Citizen's Charter as necessary.	

2023-01	Demand for Seamless Online Connectivity for Electronic / Online Banking Channel *With related feedback/issue/result in the 2024 CSM as follows:* - *Stronger internet connectivity to prevent downtime* *2025 CSM* - *System downtimes* - *Slow online platforms*	Support seamless transactions and automation/digitalization/ technology upgrade	Core Network Refresh (active equipment) and Software Defined - Wide Area Network (SD-WAN) were completed in 2025. Implementation of DBP ONE also commenced in December 2025 as the Bank's initial EPFS license granted by the BSP. Relevant projects in the Board-approved ISSP for 2025-2027 and 2027-2029 which are ongoing/for implementation are as follows: • Digitized Customer Onboarding and Enrolment (DCOBE) • Integrated Payment & Settlement System (IPASS) • Mobile Banking App • Modified Disbursement Scheme (MDS) • IT Operations Management Software • Payment Gateway • Digital Platform (Cash MS, RIB and Mobile Banking) • Unification of ATM Switch and Card Management System • End-to-End Loans System • Deposit System Replacement • Computerized Accounting System • General Ledger (GL) System Replacement	2025-2027
2023-02	Request for Enhanced loan collateral requirements for existing borrowers	Review of credit policies and procedures	In 2025, CRMD issued 5 CP/CGs and 19 MCs on the enhancement of credit policies & procedures related to loan requirements are as follows: • CP 167 dated 01/09/25 – Cooling-off Period on Loans • CP 34 dated 11/05/25 – Appraisal of Properties • CP 65 dated 10/22/25 – Clean Loans • MC 25-08 dated 06/04/25 – Sending of Billing Statements and Collection Letters to Sureties • MC 25-12 dated 09/05/25 – Validation of SALN • MC 25-18 dated 12/05/25 – Standard Naming Convention	Continuing

			• MC 25-19 dated 12/23/2025 – Environmental and Social (E&S) Risk Policy on Physical and Transition Risks Likewise, as part of the periodic reviews of the Bank's Development Lending Programs being conducted by the Program Officers from the PDMG, the following programs circulars for the enhancement of its features/designs were issued in 2025: • Cir. 24 – DA-ACPC – DBP AGRINEGOSYO Loan Program • Cir. 23 – Aquaculture Value Chain Financing Program • Cir. 22 - SWINE Repopulation, Rehabilitation, and Recovery (R3) Credit Program • Cir. 21 – DA-ACPC -DBP BuyANIhan Credit Program • Cir. 16 – ESKWELA Program • Cir. 15 – WATER Program • Cir. 14 – Financing Utilities for Sustainable Energy Development (FUSED) Program • Cir. 13 – ASENSO Program • Cir. 12 – SHIELD Program	
2023-03	Demand for Lower interest rates and fees/charges for loans *With related feedback/issue/result in the 2024 CSM (loans, trust banking, acquired assets)*	Review of interest rates	Latest issuance was CP No. 166 dated June 21, 2023 as a result of the continuous review of loan pricing/interest rates which considered several factors (e.g., currency of applicable reference rates, cost of fund, prevailing market rates, Management/BOD instruction, etc.). Said CP will be revised based on these factors, as necessary. Also, the BBS CASA deposit generated in 2025 was Php369.44B out of the target of Php381.40 reaching a total deposit of Php 798.29B which exceeded its target of Php783.14B. This contributed/had positive impact on the interest rate.	Continuing

2023-04	The bank facilities and equipment shall be improved *With related feedback/issue/result in the 2024 CSM* • *Enhance parking spaces* • *-improve physical infrastructure* *2025 CSM* - *Uncomfortable waiting area*	Improvement of bank facilities and equipment to be included in the bank wide plans	Part of the Bank's continuing activities are improvement of bank facilities and equipment for the Head Office and all its remote offices. Renovation/construction/repairs and maintenance (including office building/facilities and equipment) were included in the Annual Procurement Plan of the Bank. Completion of said activities are targeted in varying timelines, as applicable.	Continuing.

ANNEXES

Annex A. Survey Questionnaire Used

Control No: _____

External Services
DBP Client Satisfaction Measurement (CSM) Survey Form

DEVELOPMENT BANK OF THE PHILIPPINES

HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) allows us to know your experience as our Customer. Your feedback on your recent request or transaction will help DBP continue to provide quality service. Personal information shared will be kept confidential and you have the option not to participate in this survey. To proceed, kindly affix a check mark on the box provided below to signify your consent.

IMPORTANT: ☐ **I give my consent to DBP for the collection, processing, and storage of the personal information that I provided in this form.**
DBP is governed by R.A. 10173, the Data Privacy Act of 2012. You may visit https://www.dbp.ph/dbp-data-privacy-notice/ for details.

Date Today: _____ Type of Transaction: ☐ On-Site (OTC/Office Visit) ☐ Online/Electronic
Service/s Availed: _____ *(see back of page to identify specific transaction/s)*
Servicing DBP Branch/Office: _____ Status of Transaction: ☐ Completed ☐ Uncompleted
Date of Transaction: _____ Client type: ☐ Individual ☐ Business ☐ Government (Employee or another agency)
Name *(Individual/Business/Government)*: _____ Age: ____ Region of Residence: _____
Contact No.: _____ Email address: _____ Sex: ☐ Male ☐ Female ☐ Prefer not to say

INSTRUCTIONS: **Check (✓)** 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. *(If this answer is selected, proceed to **CC3**)*
☐ 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. *(If this answer is selected, proceed to **SQD 0-8**)*

CC2 If aware of CC *(answered **1 and 3 in CC1**)*, would you say that the CC of this office was …?
☐ 1. Easy to see ☐ 3. Difficult to see
☐ 2. Somewhat easy to see ☐ 4. Not visible at all

CC3 If aware of CC *(answered **1 to 3 in CC1**)*, how much did the CC help you in your transaction?
☐ 1. Helped very much ☐ 3. Did not help
☐ 2. Somewhat helped

INSTRUCTIONS: For **Service Quality Dimension (SQD) 0-8**, please **check (✓)** the column that best corresponds to your answer.

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

How likely are you to recommend us to your family and friends?

Not at all likely										Extremely likely
0	1	2	3	4	5	6	7	8	9	10

Suggestions on how we can further improve our services *(optional)* :_____
_____
Other feedback or comments *(optional)*:_____
_____

THANK YOU!

CS 0725.r0.2025

EXTERNAL SERVICES

Please **check ☑ the specific transaction/s** and **service/s availed** from the list below:

BRANCHES / BRANCH LITE UNITS / FINANCIAL CENTER

- ☐ Opening of New Accounts (Peso/Dollar Regular Savings, Current Account, Special Savings, Option Savings, Pesos/ Dollar Time Deposit, EC Card Account)
- ☐ Renewal/rollover of Option, Special Savings and Time Deposit
- ☐ Application for Replacement of ATM Card and other issued DBP Card
- ☐ Customer Complaint
- ☐ Cash Deposit (Peso/Foreign Currencies)
- ☐ Check Deposit (Peso)
- ☐ Check Deposit (USD)
- ☐ Cash Withdrawal (PHP)
- ☐ Cash Withdrawal (USD)
- ☐ Inter-branch Cash Withdrawal
- ☐ Check Encashment (On-Us)
- ☐ Check Encashment (Inter-branch)
- ☐ Purchase of Manager's Check
- ☐ Checkbook Request
- ☐ Claim of Remittance Proceeds
- ☐ Accreditation to the EC Credit Salary Loan Facility (for Branches & BLUs only)
- ☐ EC Credit Salary Loan Application (for Branches & BLUs only)
- ☐ EC Credit Salary Loan Release of Proceeds (for Branches & BLUs only)
- ☐ Enrolment to DBP's Bancnet Electronic Government System (Bancnet e-Gov)
- ☐ Acceptance of Over-the-Counter (OTC) BIR Payments
- ☐ Acceptance of Payment
- ☐ Request for Bank Certification
- ☐ Acceptance of Client's Request for Updating of Bancnet Online (BOL) Account
- ☐ Purchase of Fixed Income/Government Securities in the Primary Market
- ☐ Buy/Sell of Government Securities (Secondary Market – Broker Participants-For the Account of the Clients)
- ☐ Purchase of Unsecured Subordinated Tier 2 Capital Notes /Bank-Issued Notes/ Corporate Notes
- ☐ Buy/Sell of Unsecured Subordinated Tier 2 Capital Notes /Bank-Issued Notes (Secondary Market – Banks, FIs, Clients)
- ☐ Buy/Sell of Dollar Denominated Bonds/Securities (Secondary Market – Broker Participants/For the Account of Clients)

CAPITAL MARKETS DEPARTMENT (CMD)

- ☐ Debt Securities Issue Management and/or Underwriting
- ☐ Loan Syndication - Corporate Financing
- ☐ Customer Concerns

INVESTMENT BANKING DEPARTMENT (IBD)

- ☐ Loan Syndication - Project Financing and Project Finance Structuring
- ☐ Financial and/or Transaction Advisory
- ☐ Customer Concerns

TREASURY & CORPORATE FINANCE MARKETING DEPARTMENT (TCFMD)

- ☐ Marketing to Institutional Clients
- ☐ Customer Concerns

LENDING DEPARTMENTS / LENDING CENTERS

- ☐ Loan Inquiry and Counseling
- ☐ Evaluation of Documentary Requirements and Loan Application
- ☐ Release of Loan Proceeds
- ☐ Purchase/Sale of Foreign Currency Against Pesos (Trade Transactions)
- ☐ Trade - Export
- ☐ Trade - Import

CEMD (CUSTOMER SERVICE)

- ☐ Customer Complaint

ACQUIRED ASSETS DEPARTMENT (AAD)

- ☐ Inquiry on Acquired Assets

TRUST BANKING GROUP

- ☐ Inquiry thru Email
- ☐ Account Opening
- ☐ Withdrawal or Redemption
- ☐ Request for Certification

ADMINISTRATIVE ACCOUNTING DEPARTMENT (ADAD)

- ☐ Check releasing for Head Office Suppliers/Clients

PFMG/BANK-OWNED PROPERTY MANAGEMENT UNIT (BPMU)

- ☐ Lease of Office and Commercial Spaces in DBP-owned Properties
- ☐ Payment of Rental and Utilities

OFW & REMITTANCE MARKETING DEPARTMENT (OFWRMD)

- ☐ Remittance - Onboarding of Foreign and Domestic Tie-ups
- ☐ Overseas Remittance – Credit to DBP Account
- ☐ Overseas Remittance - Inquiries, Requests, and Complaints Handling

CONSUMER FINANCE DEPARTMENT (CFD)

- ☐ Salary Loan

CARDS AND ATM DEPARTMENT (CAAD)

- ☐ Automated Teller Machine (ATM)

CASH MANAGEMENT AND TRANSACTION BANKING DEPARTMENT (CMTBD)

- ☐ DBP Digital Banking Portal (DBP2)
- ☐ DBP eGov
- ☐ Internet Payment Gateway for Merchant Clients
- ☐ Point-of-Sale Terminal for Merchant Clients

HUMAN RESOURCE ADMINISTRATION DEPARTMENT (HRAD)

- ☐ Application for Vacant Position
- ☐ Recruitment, Selection, and Placement of Qualified Candidates
- ☐ Onboarding/Assumption

LEARNING AND DEVELOPMENT DEPARTMENT (LDD)

- ☐ Processing of Request for Onsite/Virtual Study Visit
- ☐ Request for Training Certification

CORPORATE AFFAIRS DEPARTMENT (CAD)

- ☐ Processing of Freedom of Information (FOI) Requests

OFFICE OF THE CORPORATE SECRETARY (OCS)

- ☐ Release of Bank documents to External Parties (Board and Board-level Committee Minutes/Resolutions, Supporting Papers and Other Documents)
- ☐ Request for Issuance of Secretary's Certificate or Certification

PROGRAM DEVELOPMENT & MANAGEMENT I DEPARTMENT

- ☐ Program Inquiries
- ☐ Conduct of Program Briefing
- ☐ Project Development & Management Services

PROGRAM DEVELOPMENT & MANAGEMENT II DEPARTMENT

- ☐ Program Inquiries
- ☐ Conduct of Program Briefing
- ☐ Project Development & Management Services

PROGRAM DEVELOPMENT & MANAGEMENT III DEPARTMENT

- ☐ Program Inquiries
- ☐ Conduct of Program Briefing
- ☐ Grants / Corporate Social Responsibility Programs
- ☐ Project Development & Management Services

OTHER SERVICE/S (Please specify)

- ☐ _____
- ☐ _____
- ☐ _____

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Control No: ___

External Services

DBP Client Satisfaction Measurement (CSM) Survey Form

DEVELOPMENT BANK OF THE PHILIPPINES

MALUGOD NA PAANYAYA NA MAGING KAAKIBAT
SA HIGIT NA PAGPAPAHUSAY NG AMING PAGLILINGKOD SA INYO!

Ang *Client Satisfaction Measurement (CSM)* na ito ay naglalayong mapag-alaman ang inyong karanasan sa inyong transaksyon sa aming tanggapan bilang aming *customer*. Ang inyong kasagutan ukol sa huling kahilingan o transaksyon ay makakatulong upang higit na mapagbuti at mapaghusay ang aming serbisyo. Anumang personal na impormasyon na iyong ibabahagi ay mananatiling kumpidensyal. Maari ring piliin na hindi sagutan ang *survey* na ito. Lagyan ng *check mark* ang kahon kasunod ng paalala na ito upang magpatuloy.

IMPORTANT: ☐ **Pinahihintulutan ko ang DBP na kolektahin, iproseso, at itabi ang mga personal na impormasyon na nakasaad sa papel na ito.**
Ang DBP ay sumusunod sa mga alintuntunin ng Data Privacy Act or R.A. 10173. Ang detalye ng DBP Privacy Policy ay maaaring mabasa sa https://www.dbp.ph/dbp-data-privacy-notice/.

Petsa Ngayon: _____ Uri ng Transaksyon: ☐ On-Site (OTC/Office Visit) ☐ Online/Electronic

Uri ng Serbisyo: _____ *(silipin ang likod ng papel para matukoy ang transaksyon)*

Tanggapan ng DBP na nagbigay ng serbisyo: _____ Status ng Transaksyon: ☐ Natapos ☐ Hindi Natapos

Petsa ng Transaksyon: _____ Uri ng Kliyente: ☐ Indibidwal/Mamamayan ☐ Negosyo ☐ Gobyerno (Empleyado o Ahensya)

Pangalan (Indibidwal/Negosyo/Gobyerno): _____ Edad: _____ Rehiyon ng Tirahan: _____

Numero ng Telepono/Mobile: _____ Email address: _____ Kasarian: ☐ Lalaki ☐ Babae ☐ Hindi nais ipaalam

---

DIREKSYON: **Lagyan ng check (✓)** ang inyong 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 ahensiya/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 napuntahang opisina
- ☐ 2. Alam ko ang CC pero hindi ko ito nakita sa napuntahang opisina *(Kapag ito ang iyong sagot, **magtungo sa CC3**)*
- ☐ 3. Nalaman ko ang CC nang makita ko ito sa napuntahang opisina
- ☐ 4. Hindi ko alam kung ano ang CC at wala akong nakita sa napuntahang *opisina (Kapag ito ang iyong sagot, **magtungo sa SQD 0-8**)*

CC2 Kung nakita ang CC ng opisinang ito *(nag-tsek sa opsyon **1 at 3 sa CC1**)*, masasabi mo ba na ang CC ay…
☐ 1. Madaling makita ☐ 2. Medyo madaling makita ☐ 3. Mahirap makita ☐ 4. Hindi makita

CC3 Kung alam ang CC ng opisinang ito *(nag-tsek sa opsyon **1 - 3 sa CC1**)*, gaano nakatulong ang CC sa transaksyon mo?
☐ 1. Sobrang nakatulong ☐ 2. Nakatulong naman ☐ 3. Hindi nakatulong

DIREKSYON: Para sa **Service Quality Dimensions (SQD) 0-8**, **lagyan ng check (✓)** ang hanay na pinakaangkop sa iyong sagot.

		Labis na sumasang-ayon	Sumasang-ayon	Walang kinikilingan	Hindi sumasang-ayon	Lubos na hindi sumasang-ayon	N/A Not Applicable
SQD0.	Nasiyahan ako sa serbisyo na aking natanggap sa opisinang ito.						
SQD1.	Makatwiran ang oras na 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 sa website nito.						
SQD5.	Nagbayad ako ng makatwirang halaga para sa aking transaksyon. *(Kung ang serbisyo ay ibinigay nang libre, maglagay ng tsek sa hanay ng N/A.)*						
SQD6.	***On-Site:*** Pakiramdam ko ay patas ang opisina sa lahat, o "walang palakasan", sa aking transaksyon. ***Online:*** Tiwala ako na protektado ang aking online na transaksyon.						
SQD7.	***On-Site:*** Magalang akong trinato ng mga tauhan, at *(kung sakali ako ay humingi ng tulong)* alam ko na sila ay handang tumulong sa akin. ***Online:*** Available ang online na suporta ng opisina, o kung may tanong, mabilis itong sumasagot.						
SQD8.	Nakuha ko ang kinakailangan ko mula sa tanggapan ng DBP, kung tinanggihan man, ito ay sapat na ipinaliwanag sa akin.						

Irerekomenda mo ba ang DBP sa iyong pamilya at mga kaibigan?

Tiyak na Hindi — Tiyak na Oo

0	1	2	3	4	5	6	7	8	9	10

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

Iba pang reaksyon o komento *(opsyonal)*: _____

MARAMING SALAMAT!

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EXTERNAL SERVICES

Please **check ☑ the specific transaction/s** and **service/s availed** from the list below:

BRANCHES / BRANCH LITE UNITS / FINANCIAL CENTER

- ☐ Opening of New Accounts (Peso/Dollar Regular Savings, Current Account, Special Savings, Option Savings, Pesos/ Dollar Time Deposit, EC Card Account)
- ☐ Renewal/rollover of Option, Special Savings and Time Deposit
- ☐ Application for Replacement of ATM Card and other issued DBP Card
- ☐ Customer Complaint
- ☐ Cash Deposit (Peso/Foreign Currencies)
- ☐ Check Deposit (Peso)
- ☐ Check Deposit (USD)
- ☐ Cash Withdrawal (PHP)
- ☐ Cash Withdrawal (USD)
- ☐ Inter-branch Cash Withdrawal
- ☐ Check Encashment (On-Us)
- ☐ Check Encashment (Inter-branch)
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- ☐ Acceptance of Payment
- ☐ Request for Bank Certification
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- ☐ Customer Concerns

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- ☐ Trade - Import

CEMD (CUSTOMER SERVICE)

- ☐ Customer Complaint

ACQUIRED ASSETS DEPARTMENT (AAD)

- ☐ Inquiry on Acquired Assets

TRUST BANKING GROUP

- ☐ Inquiry thru Email
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- ☐ Withdrawal or Redemption
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ADMINISTRATIVE ACCOUNTING DEPARTMENT (ADAD)

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- ☐ Payment of Rental and Utilities

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- ☐ Overseas Remittance – Credit to DBP Account
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- ☐ Salary Loan

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- ☐ Processing of Request for Onsite/Virtual Study Visit
- ☐ Request for Training Certification

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- ☐ Processing of Freedom of Information (FOI) Requests

OFFICE OF THE CORPORATE SECRETARY (OCS)

- ☐ Release of Bank documents to External Parties (Board and Board-level Committee Minutes/Resolutions, Supporting Papers and Other Documents)
- ☐ Request for Issuance of Secretary's Certificate or Certification

PROGRAM DEVELOPMENT & MANAGEMENT I DEPARTMENT

- ☐ Program Inquiries
- ☐ Conduct of Program Briefing
- ☐ Project Development & Management Services

PROGRAM DEVELOPMENT & MANAGEMENT II DEPARTMENT

- ☐ Program Inquiries
- ☐ Conduct of Program Briefing
- ☐ Project Development & Management Services

PROGRAM DEVELOPMENT & MANAGEMENT III DEPARTMENT

- ☐ Program Inquiries
- ☐ Conduct of Program Briefing
- ☐ Grants / Corporate Social Responsibility Programs
- ☐ Project Development & Management Services

OTHER SERVICE/S (Please specify)

- ☐ _____
- ☐ _____
- ☐ _____

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DBP Internal CSM
HELP US SERVE YOU BETTER!
This Internal Client Satisfaction Measurement (ICSM) allows us to know your experience as our Internal Client. Your feedback on your recent request or transaction will help DBP continue to provide quality service. Personal information shared will be kept confidential and you have the option not to participate in this survey. To proceed, kindly provide your consent below to signify your consent.
Hi, Mark. When you submit this form, the owner will see your name and email address.
* Required
You're on Part 1 of 3
1
DBP is governed by R.A. 10173, the Data Privacy Act of 2012. You may visit https://www.dbp.ph/dbp-data-privacy-notice/ for details.
I give my consent to DBP for the collection, processing, and storage of the personal information that I entered in this form. *
AUTHORIZE
Next
Microsoft 365
This content is created by the owner of the form. The data you submit will be sent to the form owner. Microsoft is not responsible for the privacy or security practices of its customers, including those of this form owner. Never give out your password.
Microsoft Forms | AI-Powered surveys, quizzes and polls Create my own form
Privacy and cookies | Terms of use


INTERNAL
SURVEY
DBP Internal
Client Satisf...

Annex B. CSM Results per Region

NCR (National Capital Region)

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	**Male**	**Total**		
128	108	236	19 and below	2.18%
1,629	1,672	3,301	20 – 34	30.47%
1,531	1,827	3,358	35 – 49	31.00%
982	951	1,933	50 – 64	17.84%
259	149	408	65 and above	3.77%
742	855	1,597	Not Specified	14.74%
5,271	**5,562**	**10,833**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	**Count**	
19 and below	33	2.14%
20 – 34	229	14.82%
35 – 49	111	7.18%
50 – 64	65	4.21%
65 and above	15	0.97%
Not Specified	1,092	70.68%
Total	**1,545**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	100%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	43.65%
Business	22.64%
Government	26.73%
Not Specified	6.98%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	9,571	77.32%
2. I know what a CC is but I did not see this office's CC.	277	2.24%
3. I learned of the CC only when I saw this office's CC.	1,291	10.43%
4. I do not know what a CC is and I did not see this office's CC.	167	1.35%
5. Not Specified	1,072	8.66%

CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	10,097	81.57%
2. Somewhat easy to see	740	5.98%
3. Difficult to see	18	0.15%
4. Not visible at all	15	0.12%
5. Not Specified	1,508	12.18%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	10,091	81.52%
2. Somewhat helped	978	7.90%
3. Did not help	51	0.41%
4. Not Specified	1,258	10.16%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	10,667	1,534	21	6	20	130	12,378	**98.57%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	10,259	1,931	54	30	23	81	12,378	99.13%
Reliability	10,551	1,723	17	2	17	68	12,378	99.71%
Access and Facilities	10,414	1,744	28	4	18	170	12,378	99.59%
Communication	10,089	1,922	85	14	12	256	12,378	99.08%
Costs	6,091	1,286	69	16	20	4,896	12,378	98.60%
Integrity	10,708	1,510	30	6	15	109	12,378	99.58%
Assurance	10,777	1,413	27	5	21	135	12,378	99.57%
Outcome	10,490	1,663	30	10	15	170	12,378	99.55%
Overall	**79,379**	**13,192**	**340**	**87**	**141**	**5,885**	**99,024**	**99.35%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

CAR (Cordillera Administrative Region)

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
1	2	3	19 and below	0.33%
161	71	232	20 – 34	25.58%
124	93	217	35 – 49	23.93%
96	82	178	50 – 64	19.63%
152	116	268	65 and above	29.55%
6	3	9	Not Specified	0.99%
540	**367**	**907**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	4	19.05%
35 – 49	3	14.29%
50 – 64	3	14.29%
65 and above	6	28.57%
Not Specified	5	23.81%
Total	**21**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	100%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	81.57%
Business	5.60%
Government	12.82%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	670	72.20%
2. I know what a CC is but I did not see this office's CC.	83	8.94%
3. I learned of the CC only when I saw this office's CC.	171	18.43%
4. I do not know what a CC is and I did not see this office's CC.	3	0.32%
5. Not Specified	1	0.11%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	523	56.36%

2. Somewhat easy to see	314	33.84%
3. Difficult to see	4	0.43%
4. Not visible at all	0	0.00%
5. Not Specified	87	9.38%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	717	77.26%
2. Somewhat helped	198	21.34%
3. Did not help	9	0.97%
4. Not Specified	4	0.43%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	589	316	22	0	1	0	928	**97.52%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	570	327	28	0	2	1	928	96.76%
Reliability	603	265	55	3	1	1	928	93.64%
Access and Facilities	585	273	54	5	0	11	928	93.57%
Communication	588	262	57	8	0	13	928	92.90%
Costs	260	68	24	10	0	566	928	90.61%
Integrity	622	227	31	6	4	38	928	95.39%
Assurance	635	234	51	5	0	3	928	93.95%
Outcome	643	232	44	6	0	3	928	94.59%
Overall	**4,506**	**1,888**	**344**	**43**	**7**	**636**	**7,424**	**93.93%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

REGION I (Ilocos Region)

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
11	10	21	19 and below	0.84%
421	341	762	20 – 34	30.49%
421	316	737	35 – 49	29.49%
332	197	529	50 – 64	21.17%
175	108	283	65 and above	11.32%
95	72	167	Not Specified	6.68%
1,455	**1,044**	**2,499**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	9	5.96%
20 – 34	24	15.89%
35 – 49	22	14.57%
50 – 64	8	5.30%
65 and above	4	2.65%
Not Specified	84	55.63%
Total	**151**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	100%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	62.04%
Business	7.47%
Government	27.43%
Not Specified	3.06%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	2,486	93.81%
2. I know what a CC is but I did not see this office's CC.	44	1.66%
3. I learned of the CC only when I saw this office's CC.	74	2.79%
4. I do not know what a CC is and I did not see this office's CC.	10	0.38%
5. Not Specified	36	1.36%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	2,356	88.91%

2. Somewhat easy to see	199	7.51%
3. Difficult to see	2	0.08%
4. Not visible at all	0	0.00%
5. Not Specified	93	3.51%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,349	88.64%
2. Somewhat helped	250	9.43%
3. Did not help	3	0.11%
4. Not Specified	48	1.81%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	2,304	336	2	0	1	7	2,650	**99.62%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	2,216	396	19	3	4	12	2,650	99.01%
Reliability	2,301	326	5	1	4	13	2,650	99.62%
Access and Facilities	2,287	331	5	1	1	25	2,650	99.73%
Communication	2,201	382	6	0	3	58	2,650	99.65%
Costs	1,483	257	14	2	1	893	2,650	99.03%
Integrity	2,306	319	11	1	3	10	2,650	99.43%
Assurance	2,348	284	5	0	2	11	2,650	99.73%
Outcome	2,306	329	3	0	2	10	2,650	99.81%
Overall	**17,448**	**2,624**	**68**	**8**	**20**	**1,032**	**21,200**	**99.50%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

REGION II (Cagayan Valley)

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
39	13	52	19 and below	1.29%
880	688	1,568	20 – 34	38.79%
730	714	1,444	35 – 49	35.72%
270	284	554	50 – 64	13.71%
51	60	111	65 and above	2.75%
138	175	313	Not Specified	7.74%
2,108	**1,934**	**4,042**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	9	1.86%
20 – 34	75	15.46%
35 – 49	52	10.72%
50 – 64	34	7.01%
65 and above	14	2.89%
Not Specified	301	62.06%
Total	**485**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	100%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	63.82%
Business	15.31%
Government	20.34%
Not Specified	0.53%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	4,189	92.53%
2. I know what a CC is but I did not see this office's CC.	33	0.73%
3. I learned of the CC only when I saw this office's CC.	292	6.45%
4. I do not know what a CC is and I did not see this office's CC.	6	0.13%
5. Not Specified	7	0.15%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	4,409	97.39%

2. Somewhat easy to see	69	1.52%
3. Difficult to see	3	0.07%
4. Not visible at all	0	0.00%
5. Not Specified	46	1.02%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,427	97.79%
2. Somewhat helped	87	1.92%
3. Did not help	0	0.00%
4. Not Specified	13	0.29%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	4,387	137	3	0	0	0	4,527	**99.93%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	4,310	196	4	0	3	14	4,527	99.84%
Reliability	4,362	165	0	0	0	0	4,527	100.00%
Access and Facilities	4,311	193	3	0	0	20	4,527	99.93%
Communication	4,279	198	7	0	1	42	4,527	99.82%
Costs	1,866	170	4	0	4	2,483	4,527	99.61%
Integrity	4,383	139	4	0	0	1	4,527	99.91%
Assurance	4,394	122	4	1	1	5	4,527	99.87%
Outcome	4,353	166	3	1	0	4	4,527	99.91%
Overall	**32,258**	**1,349**	**29**	**2**	**9**	**2,569**	**36,216**	**99.86%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

REGION III (Central Luzon)

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
23	23	46	19 and below	1.05%
847	528	1,375	20 – 34	31.53%
710	686	1,396	35 – 49	32.01%
579	491	1,070	50 – 64	24.54%
155	139	294	65 and above	6.74%
121	59	180	Not Specified	4.13%
2,435	**1,926**	**4,361**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	5	1.15%
20 – 34	100	22.94%
35 – 49	120	27.52%
50 – 64	70	16.06%
65 and above	11	2.52%
Not Specified	130	29.82%
Total	**436**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	100%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	47.32%
Business	14.70%
Government	28.58%
Not Specified	9.40%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	4,104	85.55%
2. I know what a CC is but I did not see this office's CC.	68	1.42%
3. I learned of the CC only when I saw this office's CC.	540	11.26%
4. I do not know what a CC is and I did not see this office's CC.	18	0.38%
5. Not Specified	67	1.40%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	4,459	92.95%

2. Somewhat easy to see	177	3.69%
3. Difficult to see	3	0.06%
4. Not visible at all	0	0.00%
5. Not Specified	158	3.29%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,479	93.37%
2. Somewhat helped	215	4.48%
3. Did not help	6	0.13%
4. Not Specified	97	2.02%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	4,240	533	2	0	0	22	4,797	**99.50%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	4,016	742	7	2	0	30	4,797	99.81%
Reliability	4,196	569	9	0	1	22	4,797	99.79%
Access and Facilities	4,120	624	12	1	1	39	4,797	99.71%
Communication	4,075	678	10	4	0	30	4,797	99.71%
Costs	2,387	446	6	3	0	1,955	4,797	99.68%
Integrity	4,176	536	14	0	1	70	4,797	99.68%
Assurance	4,264	482	12	0	0	39	4,797	99.75%
Outcome	4,207	549	8	2	0	31	4,797	99.79%
Overall	**31,441**	**4,626**	**78**	**12**	**3**	**2,216**	**38,376**	**99.74%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

REGION IV-A (CALABARZON)

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
25	22	47	19 and below	0.95%
881	584	1,465	20 – 34	29.72%
1,059	629	1,688	35 – 49	34.25%
696	455	1,151	50 – 64	23.35%
244	135	379	65 and above	7.69%
126	73	199	Not Specified	4.04%
3,031	**1,898**	**4,929**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	2	0.97%
20 – 34	43	20.87%
35 – 49	36	17.48%
50 – 64	18	8.74%
65 and above	7	3.40%
Not Specified	100	48.54%
Total	**206**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	100%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	49.68%
Business	14.27%
Government	31.90%
Not Specified	4.15%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	3,970	77.31%
2. I know what a CC is but I did not see this office's CC.	96	1.87%
3. I learned of the CC only when I saw this office's CC.	906	17.64%
4. I do not know what a CC is and I did not see this office's CC.	53	1.03%
5. Not Specified	110	2.14%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	4,534	88.30%

2. Somewhat easy to see	320	6.23%
3. Difficult to see	21	0.41%
4. Not visible at all	1	0.02%
5. Not Specified	259	5.04%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,297	83.68%
2. Somewhat helped	656	12.78%
3. Did not help	16	0.31%
4. Not Specified	166	3.23%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	4,592	506	0	1	1	35	5,135	**99.28%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	4,416	683	6	1	1	28	5,135	99.84%
Reliability	4,532	578	6	0	3	16	5,135	99.82%
Access and Facilities	4,144	612	4	0	7	368	5,135	99.77%
Communication	4,455	602	13	5	4	56	5,135	99.57%
Costs	2,844	384	11	4	5	1,887	5,135	99.38%
Integrity	4,603	501	1	1	4	25	5,135	99.88%
Assurance	4,667	445	2	0	5	16	5,135	99.86%
Outcome	4,551	522	14	1	3	44	5,135	99.65%
Overall	**34,212**	**4,327**	**57**	**12**	**32**	**2,440**	**41,080**	**99.72%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

REGION IV-B (MIMAROPA)

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
25	18	43	19 and below	1.50%
801	448	1,249	20 – 34	43.63%
562	363	925	35 – 49	32.31%
236	194	430	50 – 64	15.02%
62	31	93	65 and above	3.25%
78	45	123	Not Specified	4.30%
1,764	**1,099**	**2,863**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	1	0.66%
20 – 34	44	29.14%
35 – 49	61	40.40%
50 – 64	20	13.25%
65 and above	0	0.00%
Not Specified	25	16.56%
Total	**151**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	100%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	53.12%
Business	8.99%
Government	34.11%
Not Specified	3.78%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	2,508	83.21%
2. I know what a CC is but I did not see this office's CC.	87	2.89%
3. I learned of the CC only when I saw this office's CC.	222	7.37%
4. I do not know what a CC is and I did not see this office's CC.	104	3.45%
5. Not Specified	93	3.09%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	2,513	83.38%

2. Somewhat easy to see	196	6.50%
3. Difficult to see	16	0.53%
4. Not visible at all	3	0.10%
5. Not Specified	286	9.49%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,482	82.35%
2. Somewhat helped	317	10.52%
3. Did not help	15	0.50%
4. Not Specified	200	6.64%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	2,614	377	13	4	4	2	3,014	**99.24%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	2,462	493	21	4	2	32	3,014	99.09%
Reliability	2,593	396	10	0	4	11	3,014	99.53%
Access and Facilities	2,505	426	9	1	3	70	3,014	99.56%
Communication	2,520	453	17	0	4	20	3,014	99.30%
Costs	1,476	281	14	5	4	1,234	3,014	98.71%
Integrity	2,628	359	12	0	1	14	3,014	99.57%
Assurance	2,654	336	9	0	3	12	3,014	99.60%
Outcome	2,566	405	14	2	2	25	3,014	99.40%
Overall	**19,404**	**3,149**	**106**	**12**	**23**	**1,418**	**24,112**	**99.34%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

REGION V (BICOL Region)

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
103	54	157	19 and below	4.09%
1,081	569	1,650	20 – 34	42.98%
751	361	1,112	35 – 49	28.97%
363	217	580	50 – 64	15.11%
104	31	135	65 and above	3.52%
128	77	205	Not Specified	5.34%
2,530	**1,309**	**3,839**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	7	4.14%
20 – 34	66	39.05%
35 – 49	27	15.98%
50 – 64	11	6.51%
65 and above	2	1.18%
Not Specified	56	33.14%
Total	**169**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	100%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	47.43%
Business	9.68%
Government	36.95%
Not Specified	5.94%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	3,349	83.56%
2. I know what a CC is but I did not see this office's CC.	90	2.25%
3. I learned of the CC only when I saw this office's CC.	317	7.91%
4. I do not know what a CC is and I did not see this office's CC.	133	3.32%
5. Not Specified	119	2.97%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	3,285	81.96%

2. Somewhat easy to see	338	8.43%
3. Difficult to see	22	0.55%
4. Not visible at all	3	0.07%
5. Not Specified	360	8.98%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,324	82.93%
2. Somewhat helped	402	10.03%
3. Did not help	12	0.30%
4. Not Specified	270	6.74%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	2,839	1,120	17	0	2	30	4,008	**98.78%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	2,477	1,368	62	14	2	85	4,008	98.01%
Reliability	2,744	1,216	14	1	3	30	4,008	99.55%
Access and Facilities	2,618	1,267	21	1	3	98	4,008	99.36%
Communication	2,552	1,316	42	5	2	91	4,008	98.75%
Costs	1,963	1,072	30	15	6	922	4,008	98.35%
Integrity	2,773	1,143	50	3	2	37	4,008	98.61%
Assurance	2,858	1,079	33	1	3	34	4,008	99.07%
Outcome	2,634	1,218	22	0	4	130	4,008	99.33%
Overall	**20,619**	**9,679**	**274**	**40**	**25**	**1,427**	**32,064**	**98.88%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

REGION VI (Western Visayas)

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
42	18	60	19 and below	1.90%
741	351	1,092	20 – 34	34.50%
569	245	814	35 – 49	25.72%
407	177	584	50 – 64	18.45%
94	58	152	65 and above	4.80%
327	136	463	Not Specified	14.63%
2,180	**985**	**3,165**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	18	18.75%
35 – 49	16	16.67%
50 – 64	12	12.50%
65 and above	3	3.13%
Not Specified	47	48.96%
Total	**96**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	100%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	67.77%
Business	5.55%
Government	24.93%
Not Specified	1.75%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	2,349	72.03%
2. I know what a CC is but I did not see this office's CC.	36	1.10%
3. I learned of the CC only when I saw this office's CC.	818	25.08%
4. I do not know what a CC is and I did not see this office's CC.	15	0.46%
5. Not Specified	43	1.32%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	2,916	89.42%

2. Somewhat easy to see	242	7.42%
3. Difficult to see	3	0.09%
4. Not visible at all	1	0.03%
5. Not Specified	99	3.04%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,915	89.39%
2. Somewhat helped	272	8.34%
3. Did not help	6	0.18%
4. Not Specified	68	2.09%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	2,828	418	10	0	3	2	3,261	**99.54%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	2,684	537	11	5	5	19	3,261	99.35%
Reliability	2,814	424	12	0	3	8	3,261	99.54%
Access and Facilities	2,728	415	16	2	2	98	3,261	99.37%
Communication	2,710	506	19	1	4	21	3,261	99.26%
Costs	1,388	215	5	1	1	1,651	3,261	99.57%
Integrity	2,825	403	16	3	0	14	3,261	99.41%
Assurance	2,853	376	8	4	2	18	3,261	99.57%
Outcome	2,802	434	6	3	1	15	3,261	99.69%
Overall	**20,804**	**3,310**	**93**	**19**	**18**	**1,844**	**26,088**	**99.47%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

REGION VII (Central Visayas)

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
29	11	40	19 and below	0.93%
1,233	718	1,951	20 – 34	45.19%
884	539	1,423	35 – 49	32.96%
412	284	696	50 – 64	16.12%
82	36	118	65 and above	2.73%
60	29	89	Not Specified	2.06%
2,700	**1,617**	**4,317**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	35	38.89%
35 – 49	30	33.33%
50 – 64	16	17.78%
65 and above	2	2.22%
Not Specified	7	7.78%
Total	**90**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	100%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	43.11%
Business	10.82%
Government	44.13%
Not Specified	1.93%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	3,887	88.20%
2. I know what a CC is but I did not see this office's CC.	111	2.52%
3. I learned of the CC only when I saw this office's CC.	226	5.13%
4. I do not know what a CC is and I did not see this office's CC.	128	2.90%
5. Not Specified	55	1.25%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	3,810	86.45%

2. Somewhat easy to see	283	6.42%
3. Difficult to see	11	0.25%
4. Not visible at all	5	0.11%
5. Not Specified	298	6.76%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,796	86.14%
2. Somewhat helped	413	9.37%
3. Did not help	10	0.23%
4. Not Specified	188	4.27%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	3,568	814	19	2	1	3	4,407	**99.43%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	3,282	1,043	52	3	6	21	4,407	98.61%
Reliability	3,395	962	30	1	1	18	4,407	99.27%
Access and Facilities	3,372	971	32	4	1	27	4,407	99.16%
Communication	3,212	1,074	63	8	3	47	4,407	98.30%
Costs	2,868	879	55	10	2	593	4,407	98.24%
Integrity	3,453	876	35	4	2	37	4,407	99.06%
Assurance	3,502	859	22	2	3	19	4,407	99.38%
Outcome	3,431	914	26	3	2	31	4,407	99.29%
Overall	**26,515**	**7,578**	**315**	**35**	**20**	**793**	**35,256**	**98.91%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

REGION VIII (Eastern Visayas)

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
133	34	167	19 and below	3.92%
1,263	656	1,919	20 – 34	45.10%
795	340	1,135	35 – 49	26.67%
465	238	703	50 – 64	16.52%
105	62	167	65 and above	3.92%
127	37	164	Not Specified	3.85%
2,888	**1,367**	**4,255**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	17	3.53%
20 – 34	147	30.56%
35 – 49	131	27.23%
50 – 64	112	23.28%
65 and above	4	0.83%
Not Specified	70	14.55%
Total	**481**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	100%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	33.38%
Business	12.08%
Government	43.31%
Not Specified	11.23%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	3,861	81.52%
2. I know what a CC is but I did not see this office's CC.	142	3.00%
3. I learned of the CC only when I saw this office's CC.	353	7.45%
4. I do not know what a CC is and I did not see this office's CC.	178	3.76%
5. Not Specified	202	4.27%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	3,856	81.42%

2. Somewhat easy to see	296	6.25%
3. Difficult to see	25	0.53%
4. Not visible at all	6	0.13%
5. Not Specified	553	11.68%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,922	82.81%
2. Somewhat helped	391	8.26%
3. Did not help	14	0.30%
4. Not Specified	409	8.64%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	3,573	1,109	28	2	2	22	4,736	**98.86%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	3,067	1,419	93	23	11	123	4,736	97.25%
Reliability	3,530	1,134	19	6	1	46	4,736	99.45%
Access and Facilities	3,351	1,283	32	7	2	61	4,736	99.12%
Communication	3,188	1,344	83	17	3	101	4,736	97.78%
Costs	2,776	1,160	64	21	14	701	4,736	97.55%
Integrity	3,532	1,044	54	6	3	97	4,736	98.64%
Assurance	3,576	1,030	45	7	2	76	4,736	98.84%
Outcome	3,412	1,220	37	4	3	60	4,736	99.06%
Overall	**26,432**	**9,634**	**427**	**91**	**39**	**1,265**	**37,888**	**98.46%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

NIR (Negros Island Region)

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
14	10	24	19 and below	1.15%
627	286	913	20 – 34	43.64%
385	228	613	35 – 49	29.30%
213	126	339	50 – 64	16.20%
56	44	100	65 and above	4.78%
73	30	103	Not Specified	4.92%
1,368	**724**	**2,092**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	20	8.62%
35 – 49	15	6.47%
50 – 64	13	5.60%
65 and above	0	0.00%
Not Specified	184	79.31%
Total	**232**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	100%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	53.27%
Business	10.67%
Government	33.78%
Not Specified	2.28%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	2,001	86.10%
2. I know what a CC is but I did not see this office's CC.	51	2.19%
3. I learned of the CC only when I saw this office's CC.	212	9.12%
4. I do not know what a CC is and I did not see this office's CC.	46	1.98%
5. Not Specified	14	0.60%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	2,063	88.77%

2. Somewhat easy to see	136	5.85%
3. Difficult to see	6	0.26%
4. Not visible at all	3	0.13%
5. Not Specified	116	4.99%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,106	90.62%
2. Somewhat helped	146	6.28%
3. Did not help	9	0.39%
4. Not Specified	63	2.71%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	1,936	363	20	0	4	1	2,324	**98.92%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	1,760	501	39	5	6	13	2,324	97.84%
Reliability	1,922	383	8	0	4	7	2,324	99.48%
Access and Facilities	1,883	407	11	0	5	18	2,324	99.31%
Communication	1,773	483	41	2	5	20	2,324	97.92%
Costs	1,105	290	22	3	7	897	2,324	97.76%
Integrity	1,946	336	23	0	4	15	2,324	98.83%
Assurance	2,012	289	10	0	4	9	2,324	99.40%
Outcome	1,916	374	15	0	4	15	2,324	99.18%
Overall	**14,317**	**3,063**	**169**	**10**	**39**	**994**	**18,592**	**98.71%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

REGION IX (Zamboanga Peninsula)

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
30	9	39	19 and below	0.71%
992	603	1,595	20 – 34	29.02%
1,116	703	1,819	35 – 49	33.10%
635	442	1,077	50 – 64	19.60%
176	128	304	65 and above	5.53%
427	235	662	Not Specified	12.05%
3,376	**2,120**	**5,496**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	57	30.16%
35 – 49	56	29.63%
50 – 64	19	10.05%
65 and above	9	4.76%
Not Specified	48	25.40%
Total	**189**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	100%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	66.47%
Business	16.09%
Government	14.32%
Not Specified	3.11%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	4,738	83.34%
2. I know what a CC is but I did not see this office's CC.	109	1.92%
3. I learned of the CC only when I saw this office's CC.	201	3.54%
4. I do not know what a CC is and I did not see this office's CC.	65	1.14%
5. Not Specified	572	10.06%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	4,565	80.30%

2. Somewhat easy to see	361	6.35%
3. Difficult to see	3	0.05%
4. Not visible at all	0	0.00%
5. Not Specified	756	13.30%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,562	80.25%
2. Somewhat helped	467	8.21%
3. Did not help	10	0.18%
4. Not Specified	646	11.36%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	4,598	1,078	6	1	1	1	5,685	**99.84%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	4,348	1,276	27	7	3	24	5,685	99.35%
Reliability	4,470	1,178	11	0	2	24	5,685	99.77%
Access and Facilities	4,290	1,300	28	2	2	63	5,685	99.43%
Communication	4,263	1,293	43	4	3	79	5,685	99.11%
Costs	3,437	1,190	34	5	4	1,015	5,685	99.08%
Integrity	4,476	1,142	18	1	4	44	5,685	99.59%
Assurance	4,597	1,038	23	3	5	19	5,685	99.45%
Outcome	4,491	1,147	19	4	3	21	5,685	99.54%
Overall	**34,372**	**9,564**	**203**	**26**	**26**	**1,289**	**45,480**	**99.42%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

REGION X (Northern Mindanao)

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
30	9	39	19 and below	0.71%
992	603	1,595	20 – 34	29.02%
1,116	703	1,819	35 – 49	33.10%
635	442	1,077	50 – 64	19.60%
176	128	304	65 and above	5.53%
427	235	662	Not Specified	12.05%
3,376	**2,120**	**5,496**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	57	30.16%
35 – 49	56	29.63%
50 – 64	19	10.05%
65 and above	9	4.76%
Not Specified	48	25.40%
Total	**189**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	100%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	66.47%
Business	16.09%
Government	14.32%
Not Specified	3.11%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	4,738	83.34%
2. I know what a CC is but I did not see this office's CC.	109	1.92%
3. I learned of the CC only when I saw this office's CC.	201	3.54%
4. I do not know what a CC is and I did not see this office's CC.	65	1.14%
5. Not Specified	572	10.06%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	4,565	80.30%

2. Somewhat easy to see	361	6.35%
3. Difficult to see	3	0.05%
4. Not visible at all	0	0.00%
5. Not Specified	756	13.30%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,562	80.25%
2. Somewhat helped	467	8.21%
3. Did not help	10	0.18%
4. Not Specified	646	11.36%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	4,598	1,078	6	1	1	1	5,685	**99.84%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	4,348	1,276	27	7	3	24	5,685	99.35%
Reliability	4,470	1,178	11	0	2	24	5,685	99.77%
Access and Facilities	4,290	1,300	28	2	2	63	5,685	99.43%
Communication	4,263	1,293	43	4	3	79	5,685	99.11%
Costs	3,437	1,190	34	5	4	1,015	5,685	99.08%
Integrity	4,476	1,142	18	1	4	44	5,685	99.59%
Assurance	4,597	1,038	23	3	5	19	5,685	99.45%
Outcome	4,491	1,147	19	4	3	21	5,685	99.54%
Overall	**34,372**	**9,564**	**203**	**26**	**26**	**1,289**	**45,480**	**99.42%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

REGION XI (Davao Region)

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
113	39	152	19 and below	4.02%
921	715	1,636	20 – 34	43.29%
501	367	868	35 – 49	22.97%
294	169	463	50 – 64	12.25%
71	32	103	65 and above	2.73%
322	235	557	Not Specified	14.74%
2,222	**1,557**	**3,779**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	81	18.33%
20 – 34	62	14.03%
35 – 49	172	38.91%
50 – 64	29	6.56%
65 and above	5	1.13%
Not Specified	93	21.04%
Total	**442**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	100%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	61.95%
Business	12.65%
Government	18.67%
Not Specified	6.73%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	3,023	71.62%
2. I know what a CC is but I did not see this office's CC.	131	3.10%
3. I learned of the CC only when I saw this office's CC.	670	15.87%
4. I do not know what a CC is and I did not see this office's CC.	138	3.27%
5. Not Specified	259	6.14%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	3,447	81.66%

2. Somewhat easy to see	234	5.54%
3. Difficult to see	1	0.02%
4. Not visible at all	0	0.00%
5. Not Specified	539	12.77%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,258	77.19%
2. Somewhat helped	534	12.65%
3. Did not help	9	0.21%
4. Not Specified	420	9.95%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	3,176	982	33	0	2	28	4,221	**98.51%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	2,982	1,117	59	12	8	43	4,221	98.11%
Reliability	3,158	998	26	1	0	38	4,221	99.35%
Access and Facilities	3,066	1,075	33	0	0	47	4,221	99.21%
Communication	3,057	1,034	70	7	0	53	4,221	98.15%
Costs	2,591	965	47	11	4	603	4,221	98.29%
Integrity	3,123	1,010	51	4	0	33	4,221	98.69%
Assurance	3,264	891	29	0	0	37	4,221	99.31%
Outcome	3,134	996	31	0	0	60	4,221	99.25%
Overall	**24,375**	**8,086**	**346**	**35**	**12**	**914**	**33,768**	**98.80%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

REGION XII (SOCCSKSARGEN)

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
26	15	41	19 and below	1.11%
744	457	1,201	20 – 34	32.48%
633	482	1,115	35 – 49	30.15%
438	341	779	50 – 64	21.07%
96	56	152	65 and above	4.11%
231	179	410	Not Specified	11.09%
2,168	**1,530**	**3,698**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	29	9.39%
20 – 34	18	5.83%
35 – 49	23	7.44%
50 – 64	20	6.47%
65 and above	4	1.29%
Not Specified	215	69.58%
Total	**309**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	100%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	76.04%
Business	11.70%
Government	9.06%
Not Specified	3.19%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	2,932	73.17%
2. I know what a CC is but I did not see this office's CC.	41	1.02%
3. I learned of the CC only when I saw this office's CC.	973	24.28%
4. I do not know what a CC is and I did not see this office's CC.	10	0.25%
5. Not Specified	51	1.27%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	3,566	88.99%

2. Somewhat easy to see	326	8.14%
3. Difficult to see	9	0.22%
4. Not visible at all	0	0.00%
5. Not Specified	106	2.65%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,522	87.90%
2. Somewhat helped	409	10.21%
3. Did not help	3	0.07%
4. Not Specified	73	1.82%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	3,352	631	16	0	0	8	4,007	**99.40%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	3,102	803	54	13	2	33	4,007	98.26%
Reliability	3,315	656	23	0	3	10	4,007	99.35%
Access and Facilities	3,024	605	21	0	5	352	4,007	99.29%
Communication	3,154	776	56	0	0	21	4,007	98.60%
Costs	2,101	321	22	8	6	1,549	4,007	98.54%
Integrity	3,314	662	17	0	1	13	4,007	99.55%
Assurance	3,374	598	18	0	3	14	4,007	99.47%
Outcome	3,344	635	11	0	0	17	4,007	99.72%
Overall	**24,728**	**5,056**	**222**	**21**	**20**	**2,009**	**32,056**	**99.10%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

REGION XIII (Caraga)

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
45	48	93	19 and below	1.87%
1,055	692	1,747	20 – 34	35.19%
1,045	611	1,656	35 – 49	33.36%
663	406	1,069	50 – 64	21.54%
132	98	230	65 and above	4.63%
106	63	169	Not Specified	3.40%
3,046	**1,918**	**4,964**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	6	3.51%
20 – 34	51	29.82%
35 – 49	24	14.04%
50 – 64	24	14.04%
65 and above	7	4.09%
Not Specified	59	34.50%
Total	**171**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	100%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	61.50%
Business	11.16%
Government	24.93%
Not Specified	2.41%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	4,613	89.83%
2. I know what a CC is but I did not see this office's CC.	90	1.75%
3. I learned of the CC only when I saw this office's CC.	210	4.09%
4. I do not know what a CC is and I did not see this office's CC.	126	2.45%
5. Not Specified	96	1.87%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	4,612	89.81%

2. Somewhat easy to see	196	3.82%
3. Difficult to see	1	0.02%
4. Not visible at all	0	0.00%
5. Not Specified	326	6.35%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,615	89.87%
2. Somewhat helped	240	4.67%
3. Did not help	7	0.14%
4. Not Specified	273	5.32%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	4,588	522	10	2	2	11	5,135	**99.51%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	4,353	727	20	3	4	28	5,135	99.47%
Reliability	4,501	600	6	1	7	20	5,135	99.73%
Access and Facilities	4,331	658	3	3	4	136	5,135	99.80%
Communication	4,244	810	21	1	4	55	5,135	99.49%
Costs	2,140	438	13	4	5	2,535	5,135	99.15%
Integrity	4,502	591	7	2	4	29	5,135	99.75%
Assurance	4,584	515	4	1	2	29	5,135	99.86%
Outcome	4,471	632	7	1	1	23	5,135	99.82%
Overall	**33,126**	**4,971**	**81**	**16**	**31**	**2,855**	**41,080**	**99.63%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

BARMM (Bangsamoro Autonomous Region in Muslim Mindanao)

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
106	96	202	19 and below	20.95%
103	100	203	20 – 34	21.06%
149	80	229	35 – 49	23.76%
111	73	184	50 – 64	19.09%
21	11	32	65 and above	3.32%
61	53	114	Not Specified	11.83%
551	**413**	**964**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	6	35.29%
35 – 49	2	11.76%
50 – 64	4	23.53%
65 and above	0	0.00%
Not Specified	5	29.41%
Total	**17**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	100%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	78.49%
Business	1.12%
Government	19.78%
Not Specified	0.61%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	908	92.56%
2. I know what a CC is but I did not see this office's CC.	10	1.02%
3. I learned of the CC only when I saw this office's CC.	54	5.50%
4. I do not know what a CC is and I did not see this office's CC.	5	0.51%
5. Not Specified	4	0.41%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	923	94.09%

2. Somewhat easy to see	36	3.67%
3. Difficult to see	0	0.00%
4. Not visible at all	1	0.10%
5. Not Specified	21	2.14%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	915	93.27%
2. Somewhat helped	55	5.61%
3. Did not help	1	0.10%
4. Not Specified	10	1.02%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	856	125	0	0	0	0	981	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	797	169	2	3	3	7	981	99.18%
Reliability	826	149	1	0	5	0	981	99.39%
Access and Facilities	823	153	0	0	3	2	981	99.69%
Communication	798	173	6	0	2	2	981	99.18%
Costs	356	87	1	0	6	531	981	98.44%
Integrity	820	143	0	0	4	14	981	99.59%
Assurance	817	141	4	0	3	16	981	99.27%
Outcome	810	164	5	0	1	1	981	99.39%
Overall	**6,047**	**1,179**	**19**	**3**	**27**	**573**	**7,848**	**99.27%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Annex C. CSM Results per Business Unit

NCR (National Capital Region)

Branch

Alabang Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
3	0	3	19 and below	0.73%
6	9	15	20 – 34	3.65%
4	12	16	35 – 49	3.89%
7	38	45	50 – 64	10.95%
3	2	5	65 and above	1.22%
159	168	327	Not Specified	79.56%
182	**229**	**411**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	1	0.53%
35 – 49	0	0.00%
50 – 64	1	0.53%
65 and above	0	0.00%
Not Specified	185	98.93%
Total	**187**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	100%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	30.60%
Business	29.77%
Government	33.61%
Not Specified	6.02%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	150	25.08%
2. I know what a CC is but I did not see this office's CC.	3	0.50%
3. I learned of the CC only when I saw this office's CC.	22	3.68%
4. I do not know what a CC is and I did not see this office's CC.	5	0.84%
5. Not Specified	418	69.90%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	164	27.42%
2. Somewhat easy to see	8	1.34%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	426	71.24%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	161	26.92%
2. Somewhat helped	13	2.17%
3. Did not help	0	0.00%
4. Not Specified	424	70.90%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	425	169	3	0	0	1	598	**99.33%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	389	203	3	0	0	3	598	99.50%
Reliability	395	202	0	0	0	1	598	100.00%
Access and Facilities	403	189	0	0	0	6	598	100.00%
Communication	370	217	3	0	0	8	598	99.49%
Costs	334	203	3	0	0	58	598	99.44%
Integrity	433	163	0	0	0	2	598	100.00%
Assurance	433	160	0	0	0	5	598	100.00%
Outcome	409	178	0	0	0	11	598	100.00%
Overall	**3,166**	**1,515**	**9**	**0**	**0**	**94**	**4,784**	**99.80%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Antipolo Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
7	2	9	19 and below	2.16%
102	61	163	20 – 34	39.09%
65	56	121	35 – 49	29.02%
28	22	50	50 – 64	11.99%
14	6	20	65 and above	4.80%
19	35	54	Not Specified	12.95%
235	**182**	**417**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	3	5.56%
35 – 49	5	9.26%
50 – 64	2	3.70%
65 and above	1	1.85%
Not Specified	43	79.63%
Total	**54**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	100%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	57.75%
Business	23.99%
Government	12.74%
Not Specified	5.52%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	293	62.21%
2. I know what a CC is but I did not see this office's CC.	19	4.03%
3. I learned of the CC only when I saw this office's CC.	120	25.48%
4. I do not know what a CC is and I did not see this office's CC.	25	5.31%
5. Not Specified	14	2.97%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	351	74.52%

2. Somewhat easy to see	48	10.19%
3. Difficult to see	5	1.06%
4. Not visible at all	1	0.21%
5. Not Specified	66	14.01%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	306	64.97%
2. Somewhat helped	117	24.84%
3. Did not help	4	0.85%
4. Not Specified	44	9.34%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	389	78	2	0	0	2	471	**99.15%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	337	116	3	3	0	12	471	98.69%
Reliability	362	96	2	0	0	11	471	99.57%
Access and Facilities	364	94	4	0	0	9	471	99.13%
Communication	326	116	10	0	0	19	471	97.79%
Costs	278	99	7	0	0	87	471	98.18%
Integrity	367	88	3	0	0	13	471	99.34%
Assurance	384	78	2	0	0	7	471	99.57%
Outcome	350	93	3	0	0	25	471	99.33%
Overall	**2,768**	**780**	**34**	**3**	**0**	**183**	**3,768**	**98.95%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Caloocan Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
2	1	3	19 and below	0.76%
72	50	122	20 – 34	30.96%
58	44	102	35 – 49	25.89%
58	40	98	50 – 64	24.87%
13	13	26	65 and above	6.60%
26	17	43	Not Specified	10.91%
229	**165**	**394**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	3	16.67%
35 – 49	6	33.33%
50 – 64	2	11.11%
65 and above	0	0.00%
Not Specified	7	38.89%
Total	**18**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	100%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	83.25%
Business	3.16%
Government	7.52%
Not Specified	6.07%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	385	93.45%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	13	3.16%
4. I do not know what a CC is and I did not see this office's CC.	7	1.70%
5. Not Specified	7	1.70%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	381	92.48%

2. Somewhat easy to see	14	3.40%
3. Difficult to see	1	0.24%
4. Not visible at all	0	0.00%
5. Not Specified	16	3.88%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	388	94.17%
2. Somewhat helped	9	2.18%
3. Did not help	0	0.00%
4. Not Specified	15	3.64%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	355	55	0	0	0	2	412	**99.51%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	354	54	2	0	0	2	412	99.51%
Reliability	355	53	0	0	0	4	412	100.00%
Access and Facilities	327	52	0	0	0	33	412	100.00%
Communication	310	47	3	1	0	51	412	98.89%
Costs	126	32	8	1	0	245	412	94.61%
Integrity	358	51	0	0	0	3	412	100.00%
Assurance	364	48	0	0	0	0	412	100.00%
Outcome	358	53	0	0	0	1	412	100.00%
Overall	**2,552**	**390**	**13**	**2**	**0**	**339**	**3,296**	**99.13%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Commonwealth Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
16	16	32	20 – 34	8.40%
216	42	258	35 – 49	67.72%
22	54	76	50 – 64	19.95%
6	2	8	65 and above	2.10%
5	2	7	Not Specified	1.84%
265	**116**	**381**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	1	9.09%
35 – 49	7	63.64%
50 – 64	3	27.27%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**11**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	100%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	22.70%
Business	64.54%
Government	11.22%
Not Specified	1.53%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	386	98.47%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	5	1.28%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	1	0.26%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	382	97.45%

2. Somewhat easy to see	9	2.30%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	1	0.26%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	375	95.66%
2. Somewhat helped	16	4.08%
3. Did not help	0	0.00%
4. Not Specified	1	0.26%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	363	28	1	0	0	0	392	**99.74%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	355	33	1	0	0	3	392	99.74%
Reliability	362	30	0	0	0	0	392	100.00%
Access and Facilities	365	26	0	0	0	1	392	100.00%
Communication	362	30	0	0	0	0	392	100.00%
Costs	340	22	0	0	0	30	392	100.00%
Integrity	376	14	2	0	0	0	392	99.49%
Assurance	379	11	2	0	0	0	392	99.49%
Outcome	365	25	2	0	0	0	392	99.49%
Overall	**2,904**	**191**	**7**	**0**	**0**	**34**	**3,136**	**99.78%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Makati – F. Zobel Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	2	2	19 and below	0.40%
85	113	198	20 – 34	40.08%
64	124	188	35 – 49	38.06%
29	33	62	50 – 64	12.55%
12	12	24	65 and above	4.86%
12	8	20	Not Specified	4.05%
202	**292**	**494**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	7	36.84%
50 – 64	1	5.26%
65 and above	0	0.00%
Not Specified	11	57.89%
Total	**19**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	100%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	58.48%
Business	27.49%
Government	10.72%
Not Specified	3.31%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	439	85.58%
2. I know what a CC is but I did not see this office's CC.	1	0.19%
3. I learned of the CC only when I saw this office's CC.	25	4.87%
4. I do not know what a CC is and I did not see this office's CC.	12	2.34%
5. Not Specified	36	7.02%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	460	89.67%

2. Somewhat easy to see	2	0.39%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	51	9.94%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	462	90.06%
2. Somewhat helped	2	0.39%
3. Did not help	0	0.00%
4. Not Specified	49	9.55%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	409	104	0	0	0	0	513	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	322	190	0	0	0	1	513	100.00%
Reliability	414	98	0	0	0	1	513	100.00%
Access and Facilities	410	100	0	0	0	3	513	100.00%
Communication	407	102	2	0	0	2	513	99.61%
Costs	94	44	2	0	0	373	513	98.57%
Integrity	429	83	1	0	0	0	513	99.81%
Assurance	427	84	0	0	0	2	513	100.00%
Outcome	398	110	1	0	0	4	513	99.80%
Overall	**2,901**	**811**	**6**	**0**	**0**	**386**	**4,104**	**99.72%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Mandaluyong Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	2	2	19 and below	0.52%
55	73	128	20 – 34	33.33%
57	93	150	35 – 49	39.06%
38	36	74	50 – 64	19.27%
15	5	20	65 and above	5.21%
7	3	10	Not Specified	2.60%
172	**212**	**384**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	11	24.44%
35 – 49	5	11.11%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	29	64.44%
Total	**45**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	100%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	82.05%
Business	17.02%
Government	0.93%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	290	67.60%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	134	31.24%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	5	1.17%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	415	96.74%

2. Somewhat easy to see	9	2.10%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	5	1.17%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	396	92.31%
2. Somewhat helped	28	6.53%
3. Did not help	0	0.00%
4. Not Specified	5	1.17%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	403	26	0	0	0	0	429	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	387	42	0	0	0	0	429	100.00%
Reliability	387	40	0	0	0	2	429	100.00%
Access and Facilities	389	38	0	0	0	2	429	100.00%
Communication	368	51	2	0	0	8	429	99.52%
Costs	283	47	0	0	0	99	429	100.00%
Integrity	396	29	0	0	0	4	429	100.00%
Assurance	391	26	0	0	0	12	429	100.00%
Outcome	391	31	0	0	0	7	429	100.00%
Overall	**2,992**	**304**	**2**	**0**	**0**	**134**	**3,432**	**99.94%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Manila Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
3	2	5	19 and below	0.93%
108	106	214	20 – 34	39.93%
84	80	164	35 – 49	30.60%
56	59	115	50 – 64	21.46%
21	10	31	65 and above	5.78%
6	1	7	Not Specified	1.31%
278	**258**	**536**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	1	20.00%
35 – 49	3	60.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	1	20.00%
Total	**5**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	100%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	95.19%
Business	0.92%
Government	2.77%
Not Specified	1.11%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	527	97.41%
2. I know what a CC is but I did not see this office's CC.	3	0.55%
3. I learned of the CC only when I saw this office's CC.	10	1.85%
4. I do not know what a CC is and I did not see this office's CC.	1	0.18%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	455	84.10%

2. Somewhat easy to see	82	15.16%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	4	0.74%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	468	86.51%
2. Somewhat helped	71	13.12%
3. Did not help	0	0.00%
4. Not Specified	2	0.37%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	494	47	0	0	0	0	541	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	470	68	0	0	0	3	541	100.00%
Reliability	497	43	0	0	0	1	541	100.00%
Access and Facilities	474	64	0	0	0	3	541	100.00%
Communication	443	95	0	0	0	3	541	100.00%
Costs	359	51	1	1	0	129	541	99.51%
Integrity	499	42	0	0	0	0	541	100.00%
Assurance	507	34	0	0	0	0	541	100.00%
Outcome	497	42	0	0	0	2	541	100.00%
Overall	**3,746**	**439**	**1**	**1**	**0**	**141**	**4,328**	**99.94%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Manila-Nakpil Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
7	0	7	19 and below	1.47%
120	84	204	20 – 34	42.86%
44	67	111	35 – 49	23.32%
47	43	90	50 – 64	18.91%
23	8	31	65 and above	6.51%
18	15	33	Not Specified	6.93%
259	**217**	**476**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	2	14.29%
20 – 34	6	42.86%
35 – 49	2	14.29%
50 – 64	1	7.14%
65 and above	0	0.00%
Not Specified	3	21.43%
Total	**14**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	100%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	54.29%
Business	5.10%
Government	39.39%
Not Specified	1.22%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	408	83.27%
2. I know what a CC is but I did not see this office's CC.	3	0.61%
3. I learned of the CC only when I saw this office's CC.	77	15.71%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	2	0.41%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	437	89.18%

2. Somewhat easy to see	47	9.59%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	6	1.22%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	422	86.12%
2. Somewhat helped	62	12.65%
3. Did not help	1	0.20%
4. Not Specified	5	1.02%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	448	42	0	0	0	0	490	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	430	56	2	0	0	2	490	99.59%
Reliability	439	51	0	0	0	0	490	100.00%
Access and Facilities	426	54	1	0	0	9	490	99.79%
Communication	426	55	4	0	0	5	490	99.18%
Costs	116	17	1	0	0	356	490	99.25%
Integrity	436	52	0	0	0	2	490	100.00%
Assurance	442	47	1	0	0	0	490	99.80%
Outcome	436	51	0	0	0	3	490	100.00%
Overall	**3,151**	**383**	**9**	**0**	**0**	**377**	**3,920**	**99.70%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Marikina Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
98	74	172	20 – 34	38.65%
84	85	169	35 – 49	37.98%
35	42	77	50 – 64	17.30%
11	16	27	65 and above	6.07%
0	0	0	Not Specified	0.00%
228	**217**	**445**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	1	5.88%
20 – 34	8	47.06%
35 – 49	5	29.41%
50 – 64	3	17.65%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**17**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	100%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	74.24%
Business	21.43%
Government	4.33%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	459	99.35%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	3	0.65%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	455	98.48%

2. Somewhat easy to see	7	1.52%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	456	98.70%
2. Somewhat helped	6	1.30%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	436	26	0	0	0	0	462	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	426	36	0	0	0	0	462	100.00%
Reliability	417	45	0	0	0	0	462	100.00%
Access and Facilities	419	43	0	0	0	0	462	100.00%
Communication	419	43	0	0	0	0	462	100.00%
Costs	328	31	0	0	0	103	462	100.00%
Integrity	426	36	0	0	0	0	462	100.00%
Assurance	427	35	0	0	0	0	462	100.00%
Outcome	425	37	0	0	0	0	462	100.00%
Overall	**3,287**	**306**	**0**	**0**	**0**	**103**	**3,696**	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Muntinlupa Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
1	0	1	19 and below	0.22%
57	101	158	20 – 34	35.19%
60	64	124	35 – 49	27.62%
44	37	81	50 – 64	18.04%
12	2	14	65 and above	3.12%
41	30	71	Not Specified	15.81%
215	**234**	**449**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	16	15.09%
35 – 49	9	8.49%
50 – 64	18	16.98%
65 and above	3	2.83%
Not Specified	60	56.60%
Total	**106**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	100%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	52.07%
Business	5.23%
Government	15.86%
Not Specified	26.85%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	226	40.72%
2. I know what a CC is but I did not see this office's CC.	12	2.16%
3. I learned of the CC only when I saw this office's CC.	24	4.32%
4. I do not know what a CC is and I did not see this office's CC.	17	3.06%
5. Not Specified	276	49.73%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	216	38.92%

2. Somewhat easy to see	26	4.68%
3. Difficult to see	0	0.00%
4. Not visible at all	2	0.36%
5. Not Specified	311	56.04%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	226	40.72%
2. Somewhat helped	25	4.50%
3. Did not help	3	0.54%
4. Not Specified	301	54.23%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	478	72	0	0	0	5	555	**99.10%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	457	82	3	1	1	11	555	99.08%
Reliability	472	73	2	0	0	8	555	99.63%
Access and Facilities	466	76	1	0	0	12	555	99.82%
Communication	437	85	6	0	0	27	555	98.86%
Costs	364	74	5	0	1	111	555	98.65%
Integrity	478	71	1	0	0	5	555	99.82%
Assurance	479	68	3	0	0	5	555	99.45%
Outcome	455	74	3	0	0	23	555	99.44%
Overall	**3,608**	**603**	**24**	**1**	**2**	**202**	**4,440**	**99.34%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

P. Tuazon Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
7	0	7	19 and below	1.32%
41	164	205	20 – 34	38.61%
33	191	224	35 – 49	42.18%
19	34	53	50 – 64	9.98%
30	7	37	65 and above	6.97%
2	3	5	Not Specified	0.94%
132	**399**	**531**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	4	30.77%
35 – 49	8	61.54%
50 – 64	1	7.69%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**13**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	100%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	51.29%
Business	31.62%
Government	17.10%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	532	97.79%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	8	1.47%
4. I do not know what a CC is and I did not see this office's CC.	4	0.74%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	525	96.51%

2. Somewhat easy to see	14	2.57%
3. Difficult to see	0	0.00%
4. Not visible at all	1	0.18%
5. Not Specified	4	0.74%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	523	96.14%
2. Somewhat helped	17	3.13%
3. Did not help	0	0.00%
4. Not Specified	4	0.74%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	522	20	0	0	0	2	544	**99.63%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	514	28	0	0	0	2	544	100.00%
Reliability	523	20	0	0	0	1	544	100.00%
Access and Facilities	519	23	0	0	0	2	544	100.00%
Communication	517	20	3	0	0	4	544	99.44%
Costs	511	20	0	0	0	13	544	100.00%
Integrity	521	23	0	0	0	0	544	100.00%
Assurance	520	24	0	0	0	0	544	100.00%
Outcome	517	22	0	0	0	5	544	100.00%
Overall	**4,142**	**180**	**3**	**0**	**0**	**27**	**4,352**	**99.93%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Parañaque Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
95	96	191	19 and below	31.21%
139	91	230	20 – 34	37.58%
53	52	105	35 – 49	17.16%
25	27	52	50 – 64	8.50%
5	3	8	65 and above	1.31%
14	12	26	Not Specified	4.25%
331	**281**	**612**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	3	20.00%
35 – 49	4	26.67%
50 – 64	2	13.33%
65 and above	1	6.67%
Not Specified	5	33.33%
Total	**15**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	100%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	85.17%
Business	2.71%
Government	9.57%
Not Specified	2.55%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	310	49.44%
2. I know what a CC is but I did not see this office's CC.	2	0.32%
3. I learned of the CC only when I saw this office's CC.	306	48.80%
4. I do not know what a CC is and I did not see this office's CC.	1	0.16%
5. Not Specified	8	1.28%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	608	96.97%

2. Somewhat easy to see	8	1.28%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	11	1.75%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	608	96.97%
2. Somewhat helped	10	1.59%
3. Did not help	0	0.00%
4. Not Specified	9	1.44%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	594	25	0	0	0	8	627	**98.72%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	594	32	0	0	0	1	627	100.00%
Reliability	597	30	0	0	0	0	627	100.00%
Access and Facilities	602	23	0	0	0	2	627	100.00%
Communication	603	20	0	0	0	4	627	100.00%
Costs	403	29	0	0	0	195	627	100.00%
Integrity	602	23	0	0	0	2	627	100.00%
Assurance	607	18	0	0	0	2	627	100.00%
Outcome	598	25	0	0	0	4	627	100.00%
Overall	**4,606**	**200**	**0**	**0**	**0**	**210**	**5,016**	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Pasay Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
3	1	4	19 and below	1.00%
56	66	122	20 – 34	30.42%
63	120	183	35 – 49	45.64%
35	35	70	50 – 64	17.46%
11	5	16	65 and above	3.99%
3	3	6	Not Specified	1.50%
171	**230**	**401**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	1	12.50%
35 – 49	7	87.50%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**8**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	100%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	51.34%
Business	35.94%
Government	9.54%
Not Specified	3.18%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	354	86.55%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	47	11.49%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	8	1.96%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	395	96.58%

2. Somewhat easy to see	5	1.22%
3. Difficult to see	1	0.24%
4. Not visible at all	0	0.00%
5. Not Specified	8	1.96%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	323	78.97%
2. Somewhat helped	78	19.07%
3. Did not help	0	0.00%
4. Not Specified	8	1.96%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	398	9	0	0	0	2	409	**99.51%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	396	12	0	0	0	1	409	100.00%
Reliability	399	9	0	0	0	1	409	100.00%
Access and Facilities	398	9	0	0	0	2	409	100.00%
Communication	396	8	0	0	0	5	409	100.00%
Costs	94	5	0	0	0	310	409	100.00%
Integrity	401	5	0	0	0	3	409	100.00%
Assurance	405	3	0	0	0	1	409	100.00%
Outcome	401	7	0	0	0	1	409	100.00%
Overall	**2,890**	**58**	**0**	**0**	**0**	**324**	**3,272**	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Pasig Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
26	47	73	20 – 34	20.17%
24	185	209	35 – 49	57.73%
22	29	51	50 – 64	14.09%
5	1	6	65 and above	1.66%
8	15	23	Not Specified	6.35%
85	**277**	**362**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	2	15.38%
35 – 49	8	61.54%
50 – 64	2	15.38%
65 and above	0	0.00%
Not Specified	1	7.69%
Total	**13**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	100%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	30.93%
Business	47.47%
Government	11.73%
Not Specified	9.87%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	332	88.53%
2. I know what a CC is but I did not see this office's CC.	1	0.27%
3. I learned of the CC only when I saw this office's CC.	5	1.33%
4. I do not know what a CC is and I did not see this office's CC.	2	0.53%
5. Not Specified	35	9.33%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	331	88.27%

2. Somewhat easy to see	5	1.33%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	39	10.40%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	324	86.40%
2. Somewhat helped	12	3.20%
3. Did not help	0	0.00%
4. Not Specified	39	10.40%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	363	11	0	0	0	1	375	**99.73%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	352	19	0	0	0	4	375	100.00%
Reliability	358	16	0	0	0	1	375	100.00%
Access and Facilities	359	15	0	0	0	1	375	100.00%
Communication	353	18	1	0	0	3	375	99.73%
Costs	335	13	1	0	0	26	375	99.71%
Integrity	363	11	0	0	0	1	375	100.00%
Assurance	366	8	0	0	0	1	375	100.00%
Outcome	355	13	0	0	0	7	375	100.00%
Overall	**2,841**	**113**	**2**	**0**	**0**	**44**	**3,000**	**99.93%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Quezon City Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
16	17	33	20 – 34	54.10%
2	14	16	35 – 49	26.23%
3	3	6	50 – 64	9.84%
5	0	5	65 and above	8.20%
0	1	1	Not Specified	1.64%
26	**35**	**61**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	1	100.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**1**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	100%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	25.81%
Business	33.87%
Government	24.19%
Not Specified	16.13%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	44	70.97%
2. I know what a CC is but I did not see this office's CC.	3	4.84%
3. I learned of the CC only when I saw this office's CC.	8	12.90%
4. I do not know what a CC is and I did not see this office's CC.	1	1.61%
5. Not Specified	6	9.68%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	39	62.90%

2. Somewhat easy to see	13	20.97%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	10	16.13%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	40	64.52%
2. Somewhat helped	12	19.35%
3. Did not help	2	3.23%
4. Not Specified	8	12.90%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	51	7	0	0	4	0	62	**93.55%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	42	15	1	2	1	1	62	93.44%
Reliability	43	14	0	0	2	3	62	96.61%
Access and Facilities	40	13	3	0	1	5	62	92.98%
Communication	40	18	0	2	0	2	62	96.67%
Costs	38	11	2	0	0	11	62	96.08%
Integrity	48	12	1	0	0	1	62	98.36%
Assurance	49	13	0	0	0	0	62	100.00%
Outcome	42	17	0	0	1	2	62	98.33%
Overall	**342**	**113**	**7**	**4**	**5**	**25**	**496**	**96.56%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Roces Avenue Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
29	106	135	20 – 34	36.89%
26	97	123	35 – 49	33.61%
43	48	91	50 – 64	24.86%
10	3	13	65 and above	3.55%
1	3	4	Not Specified	1.09%
109	**257**	**366**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	1	100.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**1**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	100%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	52.86%
Business	42.51%
Government	4.63%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	316	86.10%
2. I know what a CC is but I did not see this office's CC.	4	1.09%
3. I learned of the CC only when I saw this office's CC.	42	11.44%
4. I do not know what a CC is and I did not see this office's CC.	5	1.36%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	328	89.37%

2. Somewhat easy to see	26	7.08%
3. Difficult to see	4	1.09%
4. Not visible at all	0	0.00%
5. Not Specified	9	2.45%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	325	88.56%
2. Somewhat helped	32	8.72%
3. Did not help	5	1.36%
4. Not Specified	5	1.36%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	324	42	1	0	0	0	367	**99.73%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	320	44	1	2	0	0	367	99.18%
Reliability	329	38	0	0	0	0	367	100.00%
Access and Facilities	321	40	1	0	0	5	367	99.72%
Communication	320	42	2	0	0	3	367	99.45%
Costs	282	35	0	0	0	50	367	100.00%
Integrity	335	31	1	0	0	0	367	99.73%
Assurance	338	27	1	0	0	1	367	99.73%
Outcome	329	31	1	0	0	6	367	99.72%
Overall	**2,574**	**288**	**7**	**2**	**0**	**65**	**2,936**	**99.69%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

San Juan Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
29	31	60	20 – 34	26.43%
13	14	27	35 – 49	11.89%
14	11	25	50 – 64	11.01%
2	4	6	65 and above	2.64%
52	57	109	Not Specified	48.02%
110	**117**	**227**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	4	1.16%
20 – 34	22	6.40%
35 – 49	11	3.20%
50 – 64	9	2.62%
65 and above	2	0.58%
Not Specified	296	86.05%
Total	**344**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	100%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	15.59%
Business	18.74%
Government	7.88%
Not Specified	57.79%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	482	84.41%
2. I know what a CC is but I did not see this office's CC.	2	0.35%
3. I learned of the CC only when I saw this office's CC.	79	13.84%
4. I do not know what a CC is and I did not see this office's CC.	2	0.35%
5. Not Specified	6	1.05%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	533	93.35%

2. Somewhat easy to see	26	4.55%
3. Difficult to see	1	0.18%
4. Not visible at all	0	0.00%
5. Not Specified	11	1.93%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	525	91.94%
2. Somewhat helped	34	5.95%
3. Did not help	3	0.53%
4. Not Specified	9	1.58%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	532	38	0	0	0	1	571	**99.82%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	512	48	6	1	3	1	571	98.25%
Reliability	526	38	0	0	0	7	571	100.00%
Access and Facilities	512	52	0	0	2	5	571	99.65%
Communication	497	61	2	0	0	11	571	99.64%
Costs	418	60	3	0	0	90	571	99.38%
Integrity	523	45	1	0	0	2	571	99.82%
Assurance	532	37	1	0	0	1	571	99.82%
Outcome	506	53	2	0	0	10	571	99.64%
Overall	**4,026**	**394**	**15**	**1**	**5**	**127**	**4,568**	**99.53%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Taguig Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	1	1	19 and below	0.25%
26	60	86	20 – 34	21.08%
20	32	52	35 – 49	12.75%
5	6	11	50 – 64	2.70%
1	1	2	65 and above	0.49%
116	140	256	Not Specified	62.75%
168	**240**	**408**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	3	17.65%
35 – 49	1	5.88%
50 – 64	1	5.88%
65 and above	0	0.00%
Not Specified	12	70.59%
Total	**17**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	100%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	60.24%
Business	35.06%
Government	1.88%
Not Specified	2.82%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	317	74.59%
2. I know what a CC is but I did not see this office's CC.	4	0.94%
3. I learned of the CC only when I saw this office's CC.	97	22.82%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	7	1.65%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	357	84.00%

2. Somewhat easy to see	56	13.18%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	12	2.82%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	357	84.00%
2. Somewhat helped	57	13.41%
3. Did not help	3	0.71%
4. Not Specified	8	1.88%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	263	160	0	0	1	1	425	**99.53%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	266	153	3	0	1	2	425	99.05%
Reliability	270	154	0	0	1	0	425	99.76%
Access and Facilities	272	149	1	0	1	2	425	99.53%
Communication	265	150	3	0	1	6	425	99.05%
Costs	247	119	1	0	0	58	425	99.73%
Integrity	287	136	0	1	0	1	425	99.76%
Assurance	277	144	0	0	1	3	425	99.76%
Outcome	258	159	5	1	0	2	425	98.58%
Overall	**2,142**	**1,164**	**13**	**2**	**5**	**74**	**3,400**	**99.40%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Taguig-Tuktukan Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
19	19	38	20 – 34	10.61%
20	14	34	35 – 49	9.50%
16	14	30	50 – 64	8.38%
17	12	29	65 and above	8.10%
35	192	227	Not Specified	63.41%
107	**251**	**358**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	1	3.45%
35 – 49	1	3.45%
50 – 64	5	17.24%
65 and above	3	10.34%
Not Specified	19	65.52%
Total	**29**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	100%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	40.57%
Business	45.48%
Government	1.29%
Not Specified	12.66%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	290	74.94%
2. I know what a CC is but I did not see this office's CC.	10	2.58%
3. I learned of the CC only when I saw this office's CC.	76	19.64%
4. I do not know what a CC is and I did not see this office's CC.	1	0.26%
5. Not Specified	10	2.58%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	280	72.35%

2. Somewhat easy to see	84	21.71%
3. Difficult to see	0	0.00%
4. Not visible at all	1	0.26%
5. Not Specified	22	5.68%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	285	73.64%
2. Somewhat helped	90	23.26%
3. Did not help	0	0.00%
4. Not Specified	12	3.10%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	289	98	0	0	0	0	387	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	261	120	2	1	0	3	387	99.22%
Reliability	255	127	0	0	0	5	387	100.00%
Access and Facilities	257	125	1	0	0	4	387	99.74%
Communication	238	133	3	0	0	13	387	99.20%
Costs	242	102	3	1	0	39	387	98.85%
Integrity	297	90	0	0	0	0	387	100.00%
Assurance	300	87	0	0	0	0	387	100.00%
Outcome	281	95	1	0	0	10	387	99.73%
Overall	**2,131**	**879**	**10**	**2**	**0**	**74**	**3,096**	**99.59%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Valenzuela Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
24	92	116	20 – 34	26.13%
100	48	148	35 – 49	33.33%
27	123	150	50 – 64	33.78%
19	10	29	65 and above	6.53%
1	0	1	Not Specified	0.23%
171	**273**	**444**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	2	40.00%
20 – 34	1	20.00%
35 – 49	0	0.00%
50 – 64	1	20.00%
65 and above	0	0.00%
Not Specified	1	20.00%
Total	**5**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	100%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	81.29%
Business	16.70%
Government	2.00%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	447	99.55%
2. I know what a CC is but I did not see this office's CC.	2	0.45%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	435	96.88%

2. Somewhat easy to see	12	2.67%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	2	0.45%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	449	100.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	414	35	0	0	0	0	449	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	388	58	3	0	0	0	449	99.33%
Reliability	390	58	1	0	0	0	449	99.78%
Access and Facilities	390	57	2	0	0	0	449	99.55%
Communication	386	60	2	0	0	1	449	99.55%
Costs	47	65	1	0	0	336	449	99.12%
Integrity	383	64	1	0	0	1	449	99.78%
Assurance	382	64	3	0	0	0	449	99.33%
Outcome	387	58	3	0	0	1	449	99.33%
Overall	**2,753**	**484**	**16**	**0**	**0**	**339**	**3,592**	**99.47%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

HO Business Unit

Acquired Assets Department

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	**Male**	**Total**		
0	0	0	19 and below	0.00%
4	0	4	20 – 34	10.00%
8	9	17	35 – 49	42.50%
7	8	15	50 – 64	37.50%
1	2	3	65 and above	7.50%
1	0	1	Not Specified	2.50%
21	**19**	**40**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	**Count**	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**0**	**0.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	100%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	80.00%
Business	10.00%
Government	10.00%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	32	80.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	5	12.50%
4. I do not know what a CC is and I did not see this office's CC.	2	5.00%
5. Not Specified	1	2.50%

CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	35	87.50%
2. Somewhat easy to see	2	5.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	3	7.50%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	36	90.00%
2. Somewhat helped	1	2.50%
3. Did not help	0	0.00%
4. Not Specified	3	7.50%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	38	2	0	0	0	0	40	100%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	28	3	0	0	0	9	40	100.00%
Reliability	38	2	0	0	0	0	40	100.00%
Access and Facilities	32	1	0	0	0	7	40	100.00%
Communication	38	2	0	0	0	0	40	100.00%
Costs	25	1	0	0	0	14	40	100.00%
Integrity	39	0	0	0	0	1	40	100.00%
Assurance	39	1	0	0	0	0	40	100.00%
Outcome	34	4	0	0	0	2	40	100.00%
Overall	**273**	**14**	**0**	**0**	**0**	**33**	**320**	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
1	2	3	20 – 34	25.00%
2	0	2	35 – 49	16.67%
3	2	5	50 – 64	41.67%
0	0	0	65 and above	0.00%
2	0	2	Not Specified	16.67%
8	**4**	**12**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	1	20.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	4	80.00%
Total	**5**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	6%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	6%
4. Region II	12%	14. Region X	0%
5. Region III	0%	15. Region XI	12%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	12%	17. Region XIII	12%
8. Region V	6%	18. BARMM	0%
9. Region VI	18%	19. Not Specified	0%
10. Region VII	18%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	0.00%
Business	0.00%
Government	100.00%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	14	82.35%
2. I know what a CC is but I did not see this office's CC.	1	5.88%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	2	11.76%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	12	70.59%

2. Somewhat easy to see	2	11.76%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	3	17.65%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	11	64.71%
2. Somewhat helped	3	17.65%
3. Did not help	1	5.88%
4. Not Specified	2	11.76%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	13	4	0	0	0	0	17	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	11	6	0	0	0	0	17	100.00%
Reliability	11	6	0	0	0	0	17	100.00%
Access and Facilities	11	5	0	0	0	1	17	100.00%
Communication	10	4	0	0	0	3	17	100.00%
Costs	1	0	0	0	0	16	17	100.00%
Integrity	12	4	0	0	0	1	17	100.00%
Assurance	9	4	0	0	0	4	17	100.00%
Outcome	14	3	0	0	0	0	17	100.00%
Overall	**79**	**32**	**0**	**0**	**0**	**25**	**136**	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Employee Relations Department - Health and Wellness Unit

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
171	36	207	20 – 34	23.08%
227	101	328	35 – 49	36.57%
266	94	360	50 – 64	40.13%
0	0	0	65 and above	0.00%
1	1	2	Not Specified	0.22%
665	**232**	**897**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	1	100.00%
Total	**1**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	61%	11. Region VIII	1%
2. CAR	1%	12. NIR	0%
3. Region I	2%	13. Region IX	2%
4. Region II	2%	14. Region X	3%
5. Region III	5%	15. Region XI	1%
6. Region IV-A	6%	16. Region XII	1%
7. Region IV-B	2%	17. Region XIII	2%
8. Region V	3%	18. BARMM	0%
9. Region VI	5%	19. Not Specified	0%
10. Region VII	4%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	0.00%
Business	0.00%
Government	100.00%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	788	87.75%
2. I know what a CC is but I did not see this office's CC.	78	8.69%
3. I learned of the CC only when I saw this office's CC.	27	3.01%
4. I do not know what a CC is and I did not see this office's CC.	3	0.33%
5. Not Specified	2	0.22%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	756	84.19%

2. Somewhat easy to see	58	6.46%
3. Difficult to see	1	0.11%
4. Not visible at all	0	0.00%
5. Not Specified	83	9.24%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	800	89.09%
2. Somewhat helped	84	9.35%
3. Did not help	9	1.00%
4. Not Specified	5	0.56%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	761	132	4	0	0	1	898	**99.44%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	736	150	5	3	1	3	898	98.99%
Reliability	753	134	6	0	0	5	898	99.33%
Access and Facilities	773	120	1	0	0	4	898	99.89%
Communication	712	151	8	4	0	23	898	98.63%
Costs	125	37	1	3	2	730	898	96.43%
Integrity	754	116	6	0	0	22	898	99.32%
Assurance	741	113	7	1	0	36	898	99.07%
Outcome	748	122	3	2	0	23	898	99.43%
Overall	**5,342**	**943**	**37**	**13**	**3**	**846**	**7,184**	**98.89%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Recruitment, Selection and Placement Unit

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
0	0	0	20 – 34	0.00%
0	0	0	35 – 49	0.00%
1	0	1	50 – 64	100.00 %
0	0	0	65 and above	0.00%
0	0	0	Not Specified	0.00%
1	**0**	**1**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	1	100.00%
Total	**1**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	50%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	50%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	0.00%
Business	0.00%
Government	100.00%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	1	50.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	1	50.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	1	50.00%

2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	1	50.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1	50.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. Not Specified	1	50.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	2	0	0	0	0	0	2	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	2	0	0	0	0	0	2	100.00%
Reliability	2	0	0	0	0	0	2	100.00%
Access and Facilities	2	0	0	0	0	0	2	100.00%
Communication	2	0	0	0	0	0	2	100.00%
Costs	1	0	0	0	0	1	2	100.00%
Integrity	2	0	0	0	0	0	2	100.00%
Assurance	2	0	0	0	0	0	2	100.00%
Outcome	2	0	0	0	0	0	2	100.00%
Overall	**15**	**0**	**0**	**0**	**0**	**1**	**16**	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

OFW and Remittance Marketing Department

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
0	1	1	20 – 34	11.11%
5	0	5	35 – 49	55.56%
2	0	2	50 – 64	22.22%
1	0	1	65 and above	11.11%
0	0	0	Not Specified	0.00%
8	**1**	**9**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	1	100.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**1**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	100%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	70.00%
Business	20.00%
Government	10.00%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	0	0.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	10	100.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	0	0.00%

2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	10	100.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	0	0.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. Not Specified	10	100.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	7	3	0	0	0	0	10	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	6	3	0	0	0	1	10	100.00%
Reliability	7	2	0	0	0	1	10	100.00%
Access and Facilities	6	3	0	0	0	1	10	100.00%
Communication	6	4	0	0	0	0	10	100.00%
Costs	6	3	0	0	0	1	10	100.00%
Integrity	7	3	0	0	0	0	10	100.00%
Assurance	7	3	0	0	0	0	10	100.00%
Outcome	8	2	0	0	0	0	10	100.00%
Overall	**53**	**23**	**0**	**0**	**0**	**4**	**80**	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Organizational Design and Workforce Planning Unit

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
57	23	80	20 – 34	35.40%
48	48	96	35 – 49	42.48%
29	16	45	50 – 64	19.91%
0	0	0	65 and above	0.00%
3	2	5	Not Specified	2.21%
137	**89**	**226**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	1	50.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	1	50.00%
Total	**2**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	59%	11. Region VIII	3%
2. CAR	1%	12. NIR	0%
3. Region I	0%	13. Region IX	2%
4. Region II	1%	14. Region X	3%
5. Region III	6%	15. Region XI	3%
6. Region IV-A	5%	16. Region XII	3%
7. Region IV-B	1%	17. Region XIII	3%
8. Region V	4%	18. BARMM	0%
9. Region VI	5%	19. Not Specified	0%
10. Region VII	2%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	0.00%
Business	0.00%
Government	100.00%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	172	75.44%
2. I know what a CC is but I did not see this office's CC.	16	7.02%
3. I learned of the CC only when I saw this office's CC.	4	1.75%
4. I do not know what a CC is and I did not see this office's CC.	1	0.44%
5. Not Specified	35	15.35%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	163	71.49%

2. Somewhat easy to see	13	5.70%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	52	22.81%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	175	76.75%
2. Somewhat helped	16	7.02%
3. Did not help	1	0.44%
4. Not Specified	36	15.79%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	186	42	0	0	0	0	228	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	182	43	0	3	0	0	228	98.68%
Reliability	187	41	0	0	0	0	228	100.00%
Access and Facilities	170	54	0	3	0	1	228	98.68%
Communication	168	51	1	3	0	5	228	98.21%
Costs	23	6	1	1	2	195	228	87.88%
Integrity	186	35	0	2	0	5	228	99.10%
Assurance	193	32	0	0	0	3	228	100.00%
Outcome	185	37	0	2	0	4	228	99.11%
Overall	**1,294**	**299**	**2**	**14**	**2**	**213**	**1,824**	**97.71%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Compensation and Rewards Management Unit

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
74	19	93	20 – 34	48.69%
48	16	64	35 – 49	33.51%
27	7	34	50 – 64	17.80%
0	0	0	65 and above	0.00%
0	0	0	Not Specified	0.00%
149	**42**	**191**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**0**	**0.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	34%	11. Region VIII	4%
2. CAR	1%	12. NIR	0%
3. Region I	3%	13. Region IX	2%
4. Region II	3%	14. Region X	7%
5. Region III	8%	15. Region XI	4%
6. Region IV-A	6%	16. Region XII	3%
7. Region IV-B	2%	17. Region XIII	6%
8. Region V	5%	18. BARMM	1%
9. Region VI	7%	19. Not Specified	0%
10. Region VII	3%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	0.00%
Business	0.00%
Government	100.00%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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	86.91%
2. I know what a CC is but I did not see this office's CC.	20	10.47%
3. I learned of the CC only when I saw this office's CC.	5	2.62%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	158	82.72%

2. Somewhat easy to see	13	6.81%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	20	10.47%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	169	88.48%
2. Somewhat helped	18	9.42%
3. Did not help	4	2.09%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	169	21	1	0	0	0	191	**99.48%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	166	24	0	0	0	1	191	100.00%
Reliability	160	26	1	1	0	3	191	98.94%
Access and Facilities	166	23	0	0	0	2	191	100.00%
Communication	152	29	2	0	0	8	191	98.91%
Costs	24	2	2	0	0	163	191	92.86%
Integrity	164	19	2	0	0	6	191	98.92%
Assurance	146	22	2	2	0	19	191	97.67%
Outcome	164	21	1	1	0	4	191	98.93%
Overall	**1,142**	**166**	**10**	**4**	**0**	**206**	**1,528**	**98.28%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Human Resource Information Management Unit

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	**Male**	**Total**		
0	0	0	19 and below	0.00%
23	6	29	20 – 34	37.18%
18	8	26	35 – 49	33.33%
13	9	22	50 – 64	28.21%
0	0	0	65 and above	0.00%
0	1	1	Not Specified	1.28%
54	**24**	**78**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	**Count**	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**0**	**0.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	51%	11. Region VIII	1
2. CAR	0%	12. NIR	0
3. Region I	4%	13. Region IX	0
4. Region II	3%	14. Region X	4
5. Region III	4%	15. Region XI	2
6. Region IV-A	6%	16. Region XII	3
7. Region IV-B	4%	17. Region XIII	3
8. Region V	4%	18. BARMM	0
9. Region VI	5%	19. Not Specified	0
10. Region VII	3%	**Total**	**78**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	0.00%
Business	0.00%
Government	100.00%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	66	84.62%
2. I know what a CC is but I did not see this office's CC.	10	12.82%
3. I learned of the CC only when I saw this office's CC.	2	2.56%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	64	82.05%
2. Somewhat easy to see	4	5.13%

3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	10	12.82%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	70	89.74%
2. Somewhat helped	6	7.69%
3. Did not help	2	2.56%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	71	7	0	0	0	0	78	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	62	14	0	1	0	1	78	98.70%
Reliability	61	15	0	0	0	2	78	100.00%
Access and Facilities	66	10	0	0	0	2	78	100.00%
Communication	61	13	0	0	0	4	78	100.00%
Costs	8	0	0	0	1	69	78	88.89%
Integrity	65	9	1	0	0	3	78	98.67%
Assurance	64	10	0	0	0	4	78	100.00%
Outcome	65	10	0	0	0	3	78	100.00%
Overall	**452**	**81**	**1**	**1**	**1**	**88**	**624**	**98.28%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Performance Management Unit

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
10	6	16	20 – 34	45.71%
8	2	10	35 – 49	28.57%
4	3	7	50 – 64	20.00%
0	0	0	65 and above	0.00%
1	1	2	Not Specified	5.71%
23	**12**	**35**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**0**	**0.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	74%	11. Region VIII	3%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	6%
5. Region III	6%	15. Region XI	3%
6. Region IV-A	3%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	3%
8. Region V	3%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	0.00%
Business	0.00%
Government	100.00%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	29	82.86%
2. I know what a CC is but I did not see this office's CC.	2	5.71%
3. I learned of the CC only when I saw this office's CC.	3	8.57%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	1	2.86%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	29	82.86%

2. Somewhat easy to see	3	8.57%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	3	8.57%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	31	88.57%
2. Somewhat helped	2	5.71%
3. Did not help	1	2.86%
4. Not Specified	1	2.86%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	34	1	0	0	0	0	35	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	34	0	0	0	0	1	35	100.00%
Reliability	32	2	0	0	0	1	35	100.00%
Access and Facilities	33	1	0	0	0	1	35	100.00%
Communication	30	2	0	1	0	2	35	96.97%
Costs	2	0	0	0	0	33	35	100.00%
Integrity	35	0	0	0	0	0	35	100.00%
Assurance	31	2	0	0	0	2	35	100.00%
Outcome	35	0	0	0	0	0	35	100.00%
Overall	**232**	**7**	**0**	**1**	**0**	**40**	**280**	**99.62%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Learning and Development Department

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
3	1	4	20 – 34	19.05%
8	1	9	35 – 49	42.86%
4	3	7	50 – 64	33.33%
0	0	0	65 and above	0.00%
1	0	1	Not Specified	4.76%
16	**5**	**21**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**0**	**0.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	71%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	5%	13. Region IX	0%
4. Region II	0%	14. Region X	10%
5. Region III	5%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	10%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	0.00%
Business	4.76%
Government	95.24%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	20	95.24%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	1	4.76%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	18	85.71%
2. Somewhat easy to see	2	9.52%

3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	1	4.76%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	18	85.71%
2. Somewhat helped	2	9.52%
3. Did not help	0	0.00%
4. Not Specified	1	4.76%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	19	2	0	0	0	0	21	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	16	5	0	0	0	0	21	100.00%
Reliability	15	6	0	0	0	0	21	100.00%
Access and Facilities	18	3	0	0	0	0	21	100.00%
Communication	14	6	0	0	0	1	21	100.00%
Costs	2	2	0	0	0	17	21	100.00%
Integrity	16	5	0	0	0	0	21	100.00%
Assurance	15	5	0	0	0	1	21	100.00%
Outcome	16	4	0	0	0	1	21	100.00%
Overall	**112**	**36**	**0**	**0**	**0**	**20**	**168**	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Legal Services Group

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
114	80	194	20 – 34	64.88%
16	17	33	35 – 49	11.04%
6	1	7	50 – 64	2.34%
0	0	0	65 and above	0.00%
41	24	65	Not Specified	21.74%
177	**122**	**299**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	17	48.57%
35 – 49	2	5.71%
50 – 64	1	2.86%
65 and above	0	0.00%
Not Specified	15	42.86%
Total	**35**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	100%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	0.00%
Business	0.00%
Government	99.10%
Not Specified	0.90%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	222	66.47%
2. I know what a CC is but I did not see this office's CC.	33	9.88%
3. I learned of the CC only when I saw this office's CC.	21	6.29%
4. I do not know what a CC is and I did not see this office's CC.	27	8.08%
5. Not Specified	31	9.28%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	222	66.47%

2. Somewhat easy to see	36	10.78%
3. Difficult to see	4	1.20%
4. Not visible at all	6	1.80%
5. Not Specified	66	19.76%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	247	73.95%
2. Somewhat helped	31	9.28%
3. Did not help	7	2.10%
4. Not Specified	49	14.67%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	237	31	0	0	0	66	334	**80.24%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	287	47	0	0	0	0	334	100.00%
Reliability	290	39	0	0	0	5	334	100.00%
Access and Facilities	289	45	0	0	0	0	334	100.00%
Communication	269	55	5	1	0	4	334	98.18%
Costs	13	5	0	1	1	314	334	90.00%
Integrity	292	39	0	0	0	3	334	100.00%
Assurance	294	40	0	0	0	0	334	100.00%
Outcome	292	39	1	0	0	2	334	99.70%
Overall	**2,026**	**309**	**6**	**2**	**1**	**328**	**2,672**	**98.49%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Office of the Corporate Secretary

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
0	0	0	20 – 34	0.00%
0	0	0	35 – 49	0.00%
0	1	1	50 – 64	100.00 %
0	0	0	65 and above	0.00%
0	0	0	Not Specified	0.00%
0	**1**	**1**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**0**	**0.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	100%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	0.00%
Business	0.00%
Government	100.00%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	1	100.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		

1. Easy to see	1	100.00%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1	100.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	1	0	0	0	0	0	1	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	1	0	0	0	0	0	1	100.00%
Reliability	1	0	0	0	0	0	1	100.00%
Access and Facilities	1	0	0	0	0	0	1	100.00%
Communication	1	0	0	0	0	0	1	100.00%
Costs	0	0	0	0	0	1	1	0.00%
Integrity	1	0	0	0	0	0	1	100.00%
Assurance	1	0	0	0	0	0	1	100.00%
Outcome	1	0	0	0	0	0	1	100.00%
Overall	**7**	**0**	**0**	**0**	**0**	**1**	**8**	**87.50%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Records and Archives Unit

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	**Male**	**Total**		
0	0	0	19 and below	0.00%
49	20	69	20 – 34	28.63%
51	26	77	35 – 49	31.95%
23	25	48	50 – 64	19.92%
0	0	0	65 and above	0.00%
40	7	47	Not Specified	19.50%
163	**78**	**241**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	**Count**	
19 and below	0	0.00%
20 – 34	10	28.57%
35 – 49	6	17.14%
50 – 64	3	8.57%
65 and above	0	0.00%
Not Specified	16	45.71%
Total	**35**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	57%	11. Region VIII	3%
2. CAR	0%	12. NIR	0%
3. Region I	1%	13. Region IX	1%
4. Region II	1%	14. Region X	4%
5. Region III	3%	15. Region XI	2%
6. Region IV-A	7%	16. Region XII	3%
7. Region IV-B	1%	17. Region XIII	1%
8. Region V	7%	18. BARMM	0%
9. Region VI	6%	19. Not Specified	0%
10. Region VII	3%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	0.00%
Business	0.00%
Government	100.00%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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	58.33%
2. I know what a CC is but I did not see this office's CC.	19	6.88%
3. I learned of the CC only when I saw this office's CC.	8	2.90%
4. I do not know what a CC is and I did not see this office's CC.	3	1.09%
5. Not Specified	85	30.80%
CC2. If aware of CC, would you say that the CC of this office was…?		

1. Easy to see	152	55.07%
2. Somewhat easy to see	17	6.16%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	107	38.77%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	168	60.87%
2. Somewhat helped	17	6.16%
3. Did not help	3	1.09%
4. Not Specified	88	31.88%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	232	41	2	0	1	0	276	**98.91%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	213	57	1	2	1	2	276	98.54%
Reliability	230	43	0	0	1	2	276	99.64%
Access and Facilities	229	42	0	2	0	3	276	99.27%
Communication	215	50	0	0	0	11	276	100.00%
Costs	42	8	2	0	1	223	276	94.34%
Integrity	228	38	1	1	0	8	276	99.25%
Assurance	220	38	2	1	0	15	276	98.85%
Outcome	231	41	0	0	1	3	276	99.63%
Overall	**1,608**	**317**	**6**	**6**	**4**	**267**	**2,208**	**98.69%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Corporate Governance Unit

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
0	0	0	20 – 34	0.00%
0	1	1	35 – 49	20.00%
2	2	4	50 – 64	80.00%
0	0	0	65 and above	0.00%
0	0	0	Not Specified	0.00%
2	**3**	**5**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**0**	**0.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	100%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	0.00%
Business	0.00%
Government	100.00%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	5	100.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	4	80.00%

2. Somewhat easy to see	1	20.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	5	100.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	5	0	0	0	0	0	5	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	5	0	0	0	0	0	5	100.00%
Reliability	5	0	0	0	0	0	5	100.00%
Access and Facilities	5	0	0	0	0	0	5	100.00%
Communication	5	0	0	0	0	0	5	100.00%
Costs	1	0	0	0	0	4	5	100.00%
Integrity	5	0	0	0	0	0	5	100.00%
Assurance	5	0	0	0	0	0	5	100.00%
Outcome	5	0	0	0	0	0	5	100.00%
Overall	**36**	**0**	**0**	**0**	**0**	**4**	**40**	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Agenda and Minutes Unit

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
1	1	2	20 – 34	33.33%
0	0	0	35 – 49	0.00%
3	1	4	50 – 64	66.67%
0	0	0	65 and above	0.00%
0	0	0	Not Specified	0.00%
4	**2**	**6**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	1	33.33%
20 – 34	1	33.33%
35 – 49	1	33.33%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**3**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	100%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	0.00%
Business	0.00%
Government	100.00%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	7	77.78%
2. I know what a CC is but I did not see this office's CC.	1	11.11%
3. I learned of the CC only when I saw this office's CC.	1	11.11%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	5	55.56%

2. Somewhat easy to see	3	33.33%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	1	11.11%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	6	66.67%
2. Somewhat helped	3	33.33%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	7	2	0	0	0	0	9	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	6	3	0	0	0	0	9	100.00%
Reliability	6	3	0	0	0	0	9	100.00%
Access and Facilities	5	4	0	0	0	0	9	100.00%
Communication	5	4	0	0	0	0	9	100.00%
Costs	0	0	0	0	0	9	9	0.00%
Integrity	6	3	0	0	0	0	9	100.00%
Assurance	6	3	0	0	0	0	9	100.00%
Outcome	5	4	0	0	0	0	9	100.00%
Overall	**39**	**24**	**0**	**0**	**0**	**9**	**72**	**87.50%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Trust Banking Group

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
42	7	49	20 – 34	48.04%
31	9	40	35 – 49	39.22%
10	2	12	50 – 64	11.76%
0	1	1	65 and above	0.98%
0	0	0	Not Specified	0.00%
83	**19**	**102**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**0**	**0.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	42%	11. Region VIII	4%
2. CAR	3%	12. NIR	0%
3. Region I	0%	13. Region IX	8%
4. Region II	0%	14. Region X	2%
5. Region III	15%	15. Region XI	4%
6. Region IV-A	4%	16. Region XII	0%
7. Region IV-B	3%	17. Region XIII	4%
8. Region V	1%	18. BARMM	0%
9. Region VI	7%	19. Not Specified	0%
10. Region VII	4%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	1.96%
Business	1.96%
Government	96.08%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	91	89.22%
2. I know what a CC is but I did not see this office's CC.	10	9.80%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	1	0.98%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	86	84.31%

2. Somewhat easy to see	5	4.90%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	11	10.78%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	95	93.14%
2. Somewhat helped	5	4.90%
3. Did not help	1	0.98%
4. Not Specified	1	0.98%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	93	9	0	0	0	0	102	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	93	9	0	0	0	0	102	100.00%
Reliability	93	8	0	0	0	1	102	100.00%
Access and Facilities	93	7	0	0	0	2	102	100.00%
Communication	87	9	0	1	0	5	102	98.97%
Costs	31	1	0	0	0	70	102	100.00%
Integrity	92	7	0	0	0	3	102	100.00%
Assurance	88	7	0	0	0	7	102	100.00%
Outcome	93	7	0	0	0	2	102	100.00%
Overall	**670**	**55**	**0**	**1**	**0**	**90**	**816**	**99.87%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Customer Experience Management Department-Customer Care Unit

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
4	1	5	20 – 34	55.56%
4	0	4	35 – 49	44.44%
0	0	0	50 – 64	0.00%
0	0	0	65 and above	0.00%
0	0	0	Not Specified	0.00%
8	**1**	**9**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**0**	**0.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	100%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	33.33%
Business	0.00%
Government	66.67%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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	44.44%
2. I know what a CC is but I did not see this office's CC.	2	22.22%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	3	33.33%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	4	44.44%

2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	5	55.56%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3	33.33%
2. Somewhat helped	3	33.33%
3. Did not help	0	0.00%
4. Not Specified	3	33.33%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	7	1	1	0	0	0	9	**88.89%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	7	2	0	0	0	0	9	100.00%
Reliability	8	1	0	0	0	0	9	100.00%
Access and Facilities	5	3	1	0	0	0	9	88.89%
Communication	6	3	0	0	0	0	9	100.00%
Costs	0	0	0	0	0	9	9	0.00%
Integrity	6	3	0	0	0	0	9	100.00%
Assurance	7	2	0	0	0	0	9	100.00%
Outcome	6	3	0	0	0	0	9	100.00%
Overall	**45**	**17**	**1**	**0**	**0**	**9**	**72**	**86.11%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Administrative Accounting Department

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
24	53	77	20 – 34	33.19%
22	68	90	35 – 49	38.79%
11	23	34	50 – 64	14.66%
0	2	2	65 and above	0.86%
10	19	29	Not Specified	12.50%
67	**165**	**232**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	2	28.57%
35 – 49	4	57.14%
50 – 64	1	14.29%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**7**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	99%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	0.42%
Business	69.49%
Government	27.54%
Not Specified	2.54%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	211	89.41%
2. I know what a CC is but I did not see this office's CC.	7	2.97%
3. I learned of the CC only when I saw this office's CC.	5	2.12%
4. I do not know what a CC is and I did not see this office's CC.	1	0.42%
5. Not Specified	12	5.08%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	217	91.95%

2. Somewhat easy to see	5	2.12%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	14	5.93%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	223	94.49%
2. Somewhat helped	3	1.27%
3. Did not help	1	0.42%
4. Not Specified	9	3.81%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	207	13	0	0	0	16	236	**93.22%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	216	17	1	0	1	1	236	99.16%
Reliability	219	16	0	0	0	1	236	100.00%
Access and Facilities	220	14	0	0	0	2	236	100.00%
Communication	214	20	0	0	0	2	236	100.00%
Costs	152	4	0	1	1	78	236	98.74%
Integrity	218	17	0	0	0	1	236	100.00%
Assurance	220	16	0	0	0	0	236	100.00%
Outcome	217	18	0	0	0	1	236	100.00%
Overall	**1,676**	**122**	**1**	**1**	**2**	**86**	**1,888**	**99.74%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

General Disbursement Unit

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
0	1	1	20 – 34	50.00%
0	0	0	35 – 49	0.00%
0	0	0	50 – 64	0.00%
0	0	0	65 and above	0.00%
0	1	1	Not Specified	50.00%
0	**2**	**2**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**0**	**0.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	100%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	0.00%
Business	0.00%
Government	100.00%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	0	0.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	2	100.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	0	0.00%

2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	2	100.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	0	0.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. Not Specified	2	100.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	1	1	0	0	0	0	2	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	1	1	0	0	0	0	2	100.00%
Reliability	1	1	0	0	0	0	2	100.00%
Access and Facilities	1	1	0	0	0	0	2	100.00%
Communication	1	1	0	0	0	0	2	100.00%
Costs	0	0	0	0	0	2	2	0.00%
Integrity	1	1	0	0	0	0	2	100.00%
Assurance	1	1	0	0	0	0	2	100.00%
Outcome	1	1	0	0	0	0	2	100.00%
Overall	**7**	**7**	**0**	**0**	**0**	**2**	**16**	**87.50%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Administrative Legal Department

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
54	10	64	20 – 34	29.77%
43	42	85	35 – 49	39.53%
38	21	59	50 – 64	27.44%
0	0	0	65 and above	0.00%
7	0	7	Not Specified	3.26%
142	**73**	**215**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	2	66.67%
35 – 49	0	0.00%
50 – 64	1	33.33%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**3**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	39%	11. Region VIII	4%
2. CAR	1%	12. NIR	0%
3. Region I	3%	13. Region IX	3%
4. Region II	6%	14. Region X	8%
5. Region III	8%	15. Region XI	3%
6. Region IV-A	6%	16. Region XII	2%
7. Region IV-B	2%	17. Region XIII	3%
8. Region V	3%	18. BARMM	0%
9. Region VI	4%	19. Not Specified	0%
10. Region VII	3%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	0.00%
Business	0.00%
Government	100.00%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	182	83.49%
2. I know what a CC is but I did not see this office's CC.	25	11.47%
3. I learned of the CC only when I saw this office's CC.	3	1.38%
4. I do not know what a CC is and I did not see this office's CC.	2	0.92%
5. Not Specified	6	2.75%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	182	83.49%

2. Somewhat easy to see	2	0.92%
3. Difficult to see	1	0.46%
4. Not visible at all	0	0.00%
5. Not Specified	33	15.14%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	195	89.45%
2. Somewhat helped	9	4.13%
3. Did not help	6	2.75%
4. Not Specified	8	3.67%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	208	9	0	0	0	1	218	**99.54%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	207	8	1	0	0	2	218	99.54%
Reliability	201	8	2	0	0	7	218	99.05%
Access and Facilities	205	10	1	0	0	2	218	99.54%
Communication	190	11	4	0	0	13	218	98.05%
Costs	32	2	0	0	0	184	218	100.00%
Integrity	194	11	0	0	0	13	218	100.00%
Assurance	166	13	1	0	0	38	218	99.44%
Outcome	203	10	0	0	0	5	218	100.00%
Overall	**1,398**	**73**	**9**	**0**	**0**	**264**	**1,744**	**99.45%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Branch Management Information System Unit

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
2	0	2	20 – 34	33.33%
3	1	4	35 – 49	66.67%
0	0	0	50 – 64	0.00%
0	0	0	65 and above	0.00%
0	0	0	Not Specified	0.00%
5	**1**	**6**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**0**	**0.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	33%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	17%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	50%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	0.00%
Business	0.00%
Government	100.00%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	5	83.33%
2. I know what a CC is but I did not see this office's CC.	1	16.67%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	5	83.33%

2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	1	16.67%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	6	100.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	4	2	0	0	0	0	6	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	4	2	0	0	0	0	6	100.00%
Reliability	5	1	0	0	0	0	6	100.00%
Access and Facilities	4	2	0	0	0	0	6	100.00%
Communication	3	2	0	0	0	1	6	100.00%
Costs	0	0	0	0	0	6	6	0.00%
Integrity	4	2	0	0	0	0	6	100.00%
Assurance	5	0	0	0	0	1	6	100.00%
Outcome	6	0	0	0	0	0	6	100.00%
Overall	**31**	**9**	**0**	**0**	**0**	**8**	**48**	**87.50%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Report and Monitoring Unit

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
5	0	5	20 – 34	26.32%
4	7	11	35 – 49	57.89%
2	0	2	50 – 64	10.53%
0	0	0	65 and above	0.00%
1	0	1	Not Specified	5.26%
12	**7**	**19**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**0**	**0.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	16%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	11%	16. Region XII	5%
7. Region IV-B	11%	17. Region XIII	5%
8. Region V	16%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	37%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	0.00%
Business	0.00%
Government	100.00%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	13	68.42%
2. I know what a CC is but I did not see this office's CC.	5	26.32%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	1	5.26%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	13	68.42%

2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	6	31.58%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	16	84.21%
2. Somewhat helped	0	0.00%
3. Did not help	2	10.53%
4. Not Specified	1	5.26%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	14	4	0	1	0	0	19	**94.74%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall							
Responsiveness						3		0	0	0	0	0	0	3	100.00%
Reliability						3		0	0	0	0	0	0	3	100.00%
Access and Facilities						3		0	0	0	0	0	0	3	100.00%
Communication						3		0	0	0	0	0	0	3	100.00%
Costs						0		0	0	0	0	0	3	3	100.00%
Integrity						3		0	0	0	0	0	0	3	100.00%
Assurance						3		0	0	0	0	0	0	3	100.00%
Outcome						3		0	0	0	0	0	0	3	100.00%
Overall						**21**		**0**	**0**	**0**	**0**	**0**	**3**	**24**	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Capital Markets Department

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
0	0	0	20 – 34	0.00%
0	1	1	35 – 49	100.00 %
0	0	0	50 – 64	0.00%
0	0	0	65 and above	0.00%
0	0	0	Not Specified	0.00%
0	**1**	**1**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	2	100.00%
Not Specified	0	0.00%
Total	**2**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	100%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	0.00%
Business	0.00%
Government	100.00%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	3	100.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		

1. Easy to see	3	100.00%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3	100.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	3	0	0	0	0	0	3	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	3	0	0	0	0	0	3	100.00%
Reliability	3	0	0	0	0	0	3	100.00%
Access and Facilities	2	0	0	0	0	1	3	100.00%
Communication	2	0	0	0	0	1	3	100.00%
Costs	2	0	0	0	0	1	3	100.00%
Integrity	3	0	0	0	0	0	3	100.00%
Assurance	2	0	0	0	0	1	3	100.00%
Outcome	3	0	0	0	0	0	3	100.00%
Overall	**20**	**0**	**0**	**0**	**0**	**4**	**24**	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Cards and ATM Department

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
1	0	1	20 – 34	33.33%
1	1	2	35 – 49	66.67%
0	0	0	50 – 64	0.00%
0	0	0	65 and above	0.00%
0	0	0	Not Specified	0.00%
2	**1**	**3**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	1	100.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**1**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	100%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	75.00%
Business	0.00%
Government	25.00%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	3	75.00%
2. I know what a CC is but I did not see this office's CC.	1	25.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	2	50.00%

2. Somewhat easy to see	1	25.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	1	25.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1	25.00%
2. Somewhat helped	3	75.00%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	2	0	0	1	0	1	4	**50.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	2	0	0	1	0	1	4	66.67%
Reliability	2	0	0	0	1	1	4	66.67%
Access and Facilities	2	1	0	0	0	1	4	100.00%
Communication	2	1	0	0	0	1	4	100.00%
Costs	2	0	1	0	0	1	4	66.67%
Integrity	2	0	0	1	0	1	4	66.67%
Assurance	2	0	0	0	1	1	4	66.67%
Outcome	2	1	0	0	0	1	4	100.00%
Overall	**16**	**3**	**1**	**2**	**2**	**8**	**32**	**79.17%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Cash Management and Transaction Banking Department

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
2	0	2	20 – 34	20.00%
6	1	7	35 – 49	70.00%
0	0	0	50 – 64	0.00%
0	0	0	65 and above	0.00%
1	0	1	Not Specified	10.00%
9	**1**	**10**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**0**	**0.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	100%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	30.00%
Business	20.00%
Government	50.00%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	8	80.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	1	10.00%
5. Not Specified	1	10.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	8	80.00%

2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	2	20.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	7	70.00%
2. Somewhat helped	1	10.00%
3. Did not help	0	0.00%
4. Not Specified	2	20.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	10	0	0	0	0	0	10	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	10	0	0	0	0	0	10	100.00%
Reliability	10	0	0	0	0	0	10	100.00%
Access and Facilities	10	0	0	0	0	0	10	100.00%
Communication	9	1	0	0	0	0	10	100.00%
Costs	8	0	1	0	0	1	10	88.89%
Integrity	10	0	0	0	0	0	10	100.00%
Assurance	10	0	0	0	0	0	10	100.00%
Outcome	10	0	0	0	0	0	10	100.00%
Overall	**77**	**1**	**1**	**0**	**0**	**1**	**80**	**98.61%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

CPS Unit

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
5	0	5	20 – 34	7.94%
5	2	7	35 – 49	11.11%
4	2	6	50 – 64	9.52%
0	0	0	65 and above	0.00%
11	34	45	Not Specified	71.43%
25	**38**	**63**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	290	100.00%
Total	**290**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	97%	11. Region VIII	1%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	1%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	0.00%
Business	0.00%
Government	97.73%
Not Specified	2.27%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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	97.73%
2. I know what a CC is but I did not see this office's CC.	3	0.85%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	5	1.42%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	345	97.73%

2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	8	2.27%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	345	97.73%
2. Somewhat helped	3	0.85%
3. Did not help	0	0.00%
4. Not Specified	5	1.42%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	327	22	3	1	0	0	353	**98.87%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	322	28	1	2	0	0	353	99.15%
Reliability	331	22	0	0	0	0	353	100.00%
Access and Facilities	328	20	4	0	0	1	353	98.86%
Communication	329	20	2	1	0	1	353	99.15%
Costs	1	0	0	2	0	350	353	33.33%
Integrity	300	21	0	1	0	31	353	99.69%
Assurance	299	19	1	3	0	31	353	98.76%
Outcome	331	21	0	1	0	0	353	99.72%
Overall	**2,241**	**151**	**8**	**10**	**0**	**414**	**2,824**	**91.08%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Documentation and Opinion and Research Department

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
0	0	0	20 – 34	0.00%
0	0	0	35 – 49	0.00%
0	0	0	50 – 64	0.00%
0	0	0	65 and above	0.00%
0	0	0	Not Specified	0.00%
0	**0**	**0**	**Total**	**0.00%**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**0**	**0.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**0%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	0.00%
Business	0.00%
Government	0.00%
Not Specified	0.00%
Total	**0.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	0	0.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	0	0.00%

2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	0	0.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	0	0	0	0	0	0	0	**0.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	0	0	0	0	0	0	0	0.00%
Reliability	0	0	0	0	0	0	0	0.00%
Access and Facilities	0	0	0	0	0	0	0	0.00%
Communication	0	0	0	0	0	0	0	0.00%
Costs	0	0	0	0	0	0	0	0.00%
Integrity	0	0	0	0	0	0	0	0.00%
Assurance	0	0	0	0	0	0	0	0.00%
Outcome	0	0	0	0	0	0	0	0.00%
Overall	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

E-Channels Monitoring and Support Unit

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
0	0	0	20 – 34	0.00%
0	0	0	35 – 49	0.00%
0	0	0	50 – 64	0.00%
0	0	0	65 and above	0.00%
0	0	0	Not Specified	0.00%
0	**0**	**0**	**Total**	**0.00%**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**0**	**0.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**0%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	0.00%
Business	0.00%
Government	0.00%
Not Specified	0.00%
Total	**0.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	0	0.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	0	0.00%

2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	0	0.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	0	0	0	0	0	0	0	**0.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	0	0	0	0	0	0	0	0.00%
Reliability	0	0	0	0	0	0	0	0.00%
Access and Facilities	0	0	0	0	0	0	0	0.00%
Communication	0	0	0	0	0	0	0	0.00%
Costs	0	0	0	0	0	0	0	0.00%
Integrity	0	0	0	0	0	0	0	0.00%
Assurance	0	0	0	0	0	0	0	0.00%
Outcome	0	0	0	0	0	0	0	0.00%
Overall	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Treasury Operations Unit

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
1	2	3	20 – 34	23.08%
6	1	7	35 – 49	53.85%
0	0	0	50 – 64	0.00%
0	0	0	65 and above	0.00%
3	0	3	Not Specified	23.08%
10	**3**	**13**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	2	33.33%
35 – 49	1	16.67%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	3	50.00%
Total	**6**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	68%	11. Region VIII	5%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	5%	14. Region X	5%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	11%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	5%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	0.00%
Business	0.00%
Government	100.00%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	13	68.42%
2. I know what a CC is but I did not see this office's CC.	1	5.26%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	5	26.32%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	13	68.42%

2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	6	31.58%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	13	68.42%
2. Somewhat helped	0	0.00%
3. Did not help	1	5.26%
4. Not Specified	5	26.32%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	19	0	0	0	0	0	19	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	19	0	0	0	0	0	19	100.00%
Reliability	19	0	0	0	0	0	19	100.00%
Access and Facilities	18	1	0	0	0	0	19	100.00%
Communication	17	1	0	0	0	1	19	100.00%
Costs	10	0	0	0	0	9	19	100.00%
Integrity	19	0	0	0	0	0	19	100.00%
Assurance	18	0	0	0	0	1	19	100.00%
Outcome	19	0	0	0	0	0	19	100.00%
Overall	**139**	**2**	**0**	**0**	**0**	**11**	**152**	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

ICT Support Department

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
0	4	4	20 – 34	30.77%
2	2	4	35 – 49	30.77%
4	0	4	50 – 64	30.77%
0	0	0	65 and above	0.00%
1	0	1	Not Specified	7.69%
7	**6**	**13**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	1	100.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**1**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	57%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	7%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	14%
8. Region V	0%	18. BARMM	0%
9. Region VI	14%	19. Not Specified	0%
10. Region VII	7%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	0.00%
Business	0.00%
Government	100.00%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	9	64.29%
2. I know what a CC is but I did not see this office's CC.	1	7.14%
3. I learned of the CC only when I saw this office's CC.	1	7.14%
4. I do not know what a CC is and I did not see this office's CC.	2	14.29%
5. Not Specified	1	7.14%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	5	35.71%

2. Somewhat easy to see	5	35.71%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	4	28.57%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	8	57.14%
2. Somewhat helped	3	21.43%
3. Did not help	0	0.00%
4. Not Specified	3	21.43%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	9	5	0	0	0	0	14	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	9	5	0	0	0	0	14	100.00%
Reliability	8	6	0	0	0	0	14	100.00%
Access and Facilities	9	5	0	0	0	0	14	100.00%
Communication	7	7	0	0	0	0	14	100.00%
Costs	1	1	0	0	0	12	14	100.00%
Integrity	9	4	0	0	0	1	14	100.00%
Assurance	10	4	0	0	0	0	14	100.00%
Outcome	8	6	0	0	0	0	14	100.00%
Overall	**61**	**38**	**0**	**0**	**0**	**13**	**112**	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Information Security Risk Management Department

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	1	1	19 and below	4.17%
2	1	3	20 – 34	12.50%
3	7	10	35 – 49	41.67%
4	6	10	50 – 64	41.67%
0	0	0	65 and above	0.00%
0	0	0	Not Specified	0.00%
9	**15**	**24**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	1	50.00%
50 – 64	1	50.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**2**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	92%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	4%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	4%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	0.00%
Business	0.00%
Government	100.00%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	22	84.62%
2. I know what a CC is but I did not see this office's CC.	3	11.54%
3. I learned of the CC only when I saw this office's CC.	1	3.85%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	21	80.77%

2. Somewhat easy to see	2	7.69%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	3	11.54%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	22	84.62%
2. Somewhat helped	4	15.38%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	18	8	0	0	0	0	26	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	19	7	0	0	0	0	26	100.00%
Reliability	18	8	0	0	0	0	26	100.00%
Access and Facilities	19	7	0	0	0	0	26	100.00%
Communication	18	7	0	0	0	1	26	100.00%
Costs	7	0	0	0	0	19	26	100.00%
Integrity	24	2	0	0	0	0	26	100.00%
Assurance	24	2	0	0	0	0	26	100.00%
Outcome	22	4	0	0	0	0	26	100.00%
Overall	**151**	**37**	**0**	**0**	**0**	**20**	**208**	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Investment Banking Department

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
2	0	2	20 – 34	33.33%
0	2	2	35 – 49	33.33%
1	1	2	50 – 64	33.33%
0	0	0	65 and above	0.00%
0	0	0	Not Specified	0.00%
3	**3**	**6**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**0**	**0.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	100%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	0.00%
Business	66.67%
Government	33.33%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	0	0.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	6	100.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	0	0.00%

2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	0	0.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	5	1	0	0	0	0	6	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	4	1	0	1	0	0	6	83.33%
Reliability	5	1	0	0	0	0	6	100.00%
Access and Facilities	6	0	0	0	0	0	6	100.00%
Communication	5	1	0	0	0	0	6	100.00%
Costs	3	2	0	0	0	1	6	100.00%
Integrity	4	2	0	0	0	0	6	100.00%
Assurance	4	2	0	0	0	0	6	100.00%
Outcome	5	1	0	0	0	0	6	100.00%
Overall	**36**	**10**	**0**	**1**	**0**	**1**	**48**	**97.92%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Loans Administration Department

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
5	0	5	20 – 34	23.81%
10	0	10	35 – 49	47.62%
2	0	2	50 – 64	9.52%
0	0	0	65 and above	0.00%
4	0	4	Not Specified	19.05%
21	**0**	**21**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	1	100.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**1**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	64%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	5%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	5%	17. Region XIII	23%
8. Region V	0%	18. BARMM	0%
9. Region VI	5%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	0.00%
Business	0.00%
Government	100.00%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	16	72.73%
2. I know what a CC is but I did not see this office's CC.	1	4.55%
3. I learned of the CC only when I saw this office's CC.	1	4.55%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	4	18.18%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	17	77.27%

2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	5	22.73%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	16	72.73%
2. Somewhat helped	1	4.55%
3. Did not help	1	4.55%
4. Not Specified	4	18.18%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	17	3	0	1	1	0	22	**90.91%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	18	3	0	0	1	0	22	95.45%
Reliability	18	3	0	0	1	0	22	95.45%
Access and Facilities	17	5	0	0	0	0	22	100.00%
Communication	16	3	2	0	0	1	22	90.48%
Costs	4	0	0	0	0	18	22	100.00%
Integrity	18	2	1	0	1	0	22	90.91%
Assurance	19	1	0	1	1	0	22	90.91%
Outcome	17	3	0	1	1	0	22	90.91%
Overall	**127**	**20**	**3**	**2**	**5**	**19**	**176**	**94.26%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Bank-owned Property Management Unit

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
0	0	0	20 – 34	0.00%
0	0	0	35 – 49	0.00%
0	0	0	50 – 64	0.00%
0	0	0	65 and above	0.00%
0	0	0	Not Specified	0.00%
0	**0**	**0**	**Total**	**0.00%**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**0**	**0.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**0%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	0.00%
Business	0.00%
Government	0.00%
Not Specified	0.00%
Total	**0.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	0	0.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	0	0.00%

2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	0	0.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	0	0	0	0	0	0	0	**0.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	0	0	0	0	0	0	0	0.00%
Reliability	0	0	0	0	0	0	0	0.00%
Access and Facilities	0	0	0	0	0	0	0	0.00%
Communication	0	0	0	0	0	0	0	0.00%
Costs	0	0	0	0	0	0	0	0.00%
Integrity	0	0	0	0	0	0	0	0.00%
Assurance	0	0	0	0	0	0	0	0.00%
Outcome	0	0	0	0	0	0	0	0.00%
Overall	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Bids and Awards Committee Unit

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
0	1	1	20 – 34	1.12%
0	8	8	35 – 49	8.99%
0	0	0	50 – 64	0.00%
0	0	0	65 and above	0.00%
59	21	80	Not Specified	89.89%
59	**30**	**89**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	28	100.00%
Total	**28**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	100%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	0.00%
Business	0.00%
Government	74.36%
Not Specified	25.64%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	55	47.01%
2. I know what a CC is but I did not see this office's CC.	6	5.13%
3. I learned of the CC only when I saw this office's CC.	3	2.56%
4. I do not know what a CC is and I did not see this office's CC.	4	3.42%
5. Not Specified	49	41.88%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	55	47.01%

2. Somewhat easy to see	5	4.27%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	57	48.72%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	46	39.32%
2. Somewhat helped	16	13.68%
3. Did not help	0	0.00%
4. Not Specified	55	47.01%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	45	54	0	0	0	18	117	**84.62%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	50	63	4	0	0	0	117	96.58%
Reliability	54	63	0	0	0	0	117	100.00%
Access and Facilities	41	75	1	0	0	0	117	99.15%
Communication	39	59	11	1	0	7	117	89.09%
Costs	2	5	0	0	0	110	117	100.00%
Integrity	62	54	0	0	0	1	117	100.00%
Assurance	72	45	0	0	0	0	117	100.00%
Outcome	47	66	0	0	0	4	117	100.00%
Overall	**367**	**430**	**16**	**1**	**0**	**122**	**936**	**98.10%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Procurement Unit

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
9	3	12	20 – 34	46.15%
4	5	9	35 – 49	34.62%
4	1	5	50 – 64	19.23%
0	0	0	65 and above	0.00%
0	0	0	Not Specified	0.00%
17	**9**	**26**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	1	20.00%
20 – 34	1	20.00%
35 – 49	2	40.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	1	20.00%
Total	**5**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	61%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	3%	13. Region IX	6%
4. Region II	0%	14. Region X	3%
5. Region III	13%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	3%
8. Region V	3%	18. BARMM	0%
9. Region VI	3%	19. Not Specified	0%
10. Region VII	3%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	0.00%
Business	0.00%
Government	100.00%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	24	77.42%
2. I know what a CC is but I did not see this office's CC.	4	12.90%
3. I learned of the CC only when I saw this office's CC.	1	3.23%
4. I do not know what a CC is and I did not see this office's CC.	2	6.45%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	21	67.74%

2. Somewhat easy to see	4	12.90%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	6	19.35%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	23	74.19%
2. Somewhat helped	5	16.13%
3. Did not help	1	3.23%
4. Not Specified	2	6.45%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	11	8	0	0	0	0	19	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	21	9	0	0	0	1	31	100.00%
Reliability	19	12	0	0	0	0	31	100.00%
Access and Facilities	21	10	0	0	0	0	31	100.00%
Communication	19	8	0	0	0	4	31	100.00%
Costs	5	1	0	0	0	25	31	100.00%
Integrity	20	10	0	0	0	1	31	100.00%
Assurance	22	9	0	0	0	0	31	100.00%
Outcome	21	9	0	0	0	1	31	100.00%
Overall	**148**	**68**	**0**	**0**	**0**	**32**	**248**	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Inventory Management Unit

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
14	2	16	20 – 34	21.05%
7	49	56	35 – 49	73.68%
2	2	4	50 – 64	5.26%
0	0	0	65 and above	0.00%
0	0	0	Not Specified	0.00%
23	**53**	**76**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	1	33.33%
35 – 49	2	66.67%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**3**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	82%	11. Region VIII	1%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	3%
4. Region II	1%	14. Region X	0%
5. Region III	3%	15. Region XI	0%
6. Region IV-A	4%	16. Region XII	1%
7. Region IV-B	1%	17. Region XIII	1%
8. Region V	0%	18. BARMM	0%
9. Region VI	3%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	0.00%
Business	0.00%
Government	100.00%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	33	41.77%
2. I know what a CC is but I did not see this office's CC.	2	2.53%
3. I learned of the CC only when I saw this office's CC.	44	55.70%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	70	88.61%

2. Somewhat easy to see	7	8.86%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	2	2.53%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	69	87.34%
2. Somewhat helped	10	12.66%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	65	14	0	0	0	0	79	100.00%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	70	9	0	0	0	0	79	100.00%
Reliability	64	15	0	0	0	0	79	100.00%
Access and Facilities	64	14	0	0	0	1	79	100.00%
Communication	61	15	0	1	0	2	79	98.70%
Costs	9	4	0	0	0	66	79	100.00%
Integrity	73	6	0	0	0	0	79	100.00%
Assurance	73	6	0	0	0	0	79	100.00%
Outcome	71	8	0	0	0	0	79	100.00%
Overall	**485**	**77**	**0**	**1**	**0**	**69**	**632**	**99.84%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Property Appraisal and Credit Investigation Department

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
5	0	5	20 – 34	12.82%
8	17	25	35 – 49	64.10%
0	0	0	50 – 64	0.00%
0	0	0	65 and above	0.00%
8	1	9	Not Specified	23.08%
21	**18**	**39**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	3	100.00%
Total	**3**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	7%	11. Region VIII	5%
2. CAR	2%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	43%	14. Region X	10%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	7%	16. Region XII	5%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	5%	18. BARMM	0%
9. Region VI	17%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100.0%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	0.00%
Business	0.00%
Government	100.00%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	30	71.43%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	12	28.57%
CC2. If aware of CC, would you say that the CC of this office was…?		

1. Easy to see	30	71.43%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	12	28.57%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	30	71.43%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. Not Specified	12	28.57%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	42	0	0	0	0	0	42	100.00%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	42	0	0	0	0	0	42	100.00%
Reliability	42	0	0	0	0	0	42	100.00%
Access and Facilities	42	0	0	0	0	0	42	100.00%
Communication	42	0	0	0	0	0	42	100.00%
Costs	12	0	0	0	0	30	42	100.00%
Integrity	42	0	0	0	0	0	42	100.00%
Assurance	42	0	0	0	0	0	42	100.00%
Outcome	42	0	0	0	0	0	42	100.00%
Overall	**306**	**0**	**0**	**0**	**0**	**30**	**336**	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Integrated Credit Information and Processing Unit

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
0	0	0	20 – 34	0.00%
0	5	5	35 – 49	50.00%
0	0	0	50 – 64	0.00%
0	0	0	65 and above	0.00%
4	1	5	Not Specified	50.00%
4	**6**	**10**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	1	100.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**1**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	55%	14. Region X	18%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	9%
8. Region V	18%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	0.00%
Business	0.00%
Government	100.00%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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	54.55%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	5	45.45%
CC2. If aware of CC, would you say that the CC of this office was…?		

1. Easy to see	6	54.55%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	5	45.45%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	6	54.55%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. Not Specified	5	45.45%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	11	0	0	0	0	0	11	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	11	0	0	0	0	0	11	100.00%
Reliability	11	0	0	0	0	0	11	100.00%
Access and Facilities	11	0	0	0	0	0	11	100.00%
Communication	11	0	0	0	0	0	11	100.00%
Costs	0	0	0	0	0	11	11	0.00%
Integrity	11	0	0	0	0	0	11	100.00%
Assurance	11	0	0	0	0	0	11	100.00%
Outcome	11	0	0	0	0	0	11	100.00%
Overall	**77**	**0**	**0**	**0**	**0**	**11**	**88**	**87.50%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Provident Fund Department

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	**Male**	**Total**		
0	0	0	19 and below	0.00%
6	4	10	20 – 34	13.70%
15	9	24	35 – 49	32.88%
28	9	37	50 – 64	50.68%
0	0	0	65 and above	0.00%
2	0	2	Not Specified	2.74%
51	**22**	**73**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	**Count**	
19 and below	0	0.00%
20 – 34	1	100.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**1**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	57%	11. Region VIII	4%
2. CAR	3%	12. NIR	0%
3. Region I	0%	13. Region IX	1%
4. Region II	0%	14. Region X	12%
5. Region III	3%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	1%
7. Region IV-B	4%	17. Region XIII	7%
8. Region V	1%	18. BARMM	0%
9. Region VI	5%	19. Not Specified	0%
10. Region VII	1%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	0.00%
Business	0.00%
Government	100.00%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	63	85.14%
2. I know what a CC is but I did not see this office's CC.	8	10.81%
3. I learned of the CC only when I saw this office's CC.	1	1.35%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	2	2.70%
CC2. If aware of CC, would you say that the CC of this office was…?		

1. Easy to see	57	77.03%
2. Somewhat easy to see	6	8.11%
3. Difficult to see	0	0.00%
4. Not visible at all	1	1.35%
5. Not Specified	10	13.51%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	66	89.19%
2. Somewhat helped	3	4.05%
3. Did not help	3	4.05%
4. Not Specified	2	2.70%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	71	3	0	0	0	0	74	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	70	3	0	0	0	1	74	100.00%
Reliability	67	6	0	0	0	1	74	100.00%
Access and Facilities	70	4	0	0	0	0	74	100.00%
Communication	68	3	0	1	0	2	74	98.61%
Costs	36	5	0	1	0	32	74	97.62%
Integrity	70	3	0	0	0	1	74	100.00%
Assurance	67	3	0	0	0	4	74	100.00%
Outcome	68	4	0	0	0	2	74	100.00%
Overall	**516**	**31**	**0**	**2**	**0**	**43**	**592**	**99.53%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Resource Mobilization Department

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	**Male**	**Total**		
0	0	0	19 and below	0.00%
5	2	7	20 – 34	41.18%
3	3	6	35 – 49	35.29%
0	1	1	50 – 64	5.88%
0	0	0	65 and above	0.00%
3	0	3	Not Specified	17.65%
11	**6**	**17**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	**Count**	
19 and below	0	0.00%
20 – 34	2	66.67%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	1	33.33%
Total	**3**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	25%	11. Region VIII	15%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	10%
4. Region II	5%	14. Region X	0%
5. Region III	15%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	10%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	10%	18. BARMM	0%
9. Region VI	5%	19. Not Specified	0%
10. Region VII	5%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	0.00%
Business	0.00%
Government	100.00%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	13	65.00%
2. I know what a CC is but I did not see this office's CC.	3	15.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	4	20.00%
CC2. If aware of CC, would you say that the CC of this office was…?		

1. Easy to see	13	65.00%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	7	35.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	14	70.00%
2. Somewhat helped	1	5.00%
3. Did not help	1	5.00%
4. Not Specified	4	20.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	20	0	0	0	0	0	20	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	20	0	0	0	0	0	20	100.00%
Reliability	20	0	0	0	0	0	20	100.00%
Access and Facilities	19	1	0	0	0	0	20	100.00%
Communication	18	1	1	0	0	0	20	95.00%
Costs	4	0	0	0	0	16	20	100.00%
Integrity	19	0	0	0	0	1	20	100.00%
Assurance	19	1	0	0	0	0	20	100.00%
Outcome	19	0	0	0	0	1	20	100.00%
Overall	**138**	**3**	**1**	**0**	**0**	**18**	**160**	**99.38%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Treasury and Corporate Finance Marketing Department

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
0	0	0	20 – 34	0.00%
0	0	0	35 – 49	0.00%
0	0	0	50 – 64	0.00%
0	0	0	65 and above	0.00%
0	0	0	Not Specified	0.00%
0	**0**	**0**	**Total**	**0.00%**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**0**	**0.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**0%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	0.00%
Business	0.00%
Government	0.00%
Not Specified	0.00%
Total	**0.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	0	0.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		

1. Easy to see	0	0.00%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	0	0.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	0	0	0	0	0	0	0	**0.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	0	0	0	0	0	0	0	0.00%
Reliability	0	0	0	0	0	0	0	0.00%
Access and Facilities	0	0	0	0	0	0	0	0.00%
Communication	0	0	0	0	0	0	0	0.00%
Costs	0	0	0	0	0	0	0	0.00%
Integrity	0	0	0	0	0	0	0	0.00%
Assurance	0	0	0	0	0	0	0	0.00%
Outcome	0	0	0	0	0	0	0	0.00%
Overall	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

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A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	**Male**	**Total**		
0	0	0	19 and below	0.00%
0	0	0	20 – 34	0.00%
0	0	0	35 – 49	0.00%
0	0	0	50 – 64	0.00%
0	0	0	65 and above	0.00%
18	2	20	Not Specified	100.00 %
18	**2**	**20**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	**Count**	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**0**	**0.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	100%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	0.00%
Business	0.00%
Government	100.00%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	18	90.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	2	10.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	18	90.00%
2. Somewhat easy to see	0	0.00%

3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	2	10.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	18	90.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. Not Specified	2	10.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	18	2	0	0	0	0	20	100.00%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	18	2	0	0	0	0	20	100.00%
Reliability	18	2	0	0	0	0	20	100.00%
Access and Facilities	18	2	0	0	0	0	20	100.00%
Communication	16	2	0	0	0	2	20	100.00%
Costs	1	2	0	0	0	17	20	100.00%
Integrity	16	2	0	0	0	2	20	100.00%
Assurance	16	2	0	0	0	2	20	100.00%
Outcome	18	2	0	0	0	0	20	100.00%
Overall	**121**	**16**	**0**	**0**	**0**	**23**	**160**	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Corporate Banking I Department

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
0	0	0	20 – 34	0.00%
0	0	0	35 – 49	0.00%
0	0	0	50 – 64	0.00%
0	1	1	65 and above	100.00 %
0	0	0	Not Specified	0.00%
0	**1**	**1**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**0**	**0.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	100%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	0.00%
Business	100.00%
Government	0.00%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	1	100.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	1	100.00%

2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1	100.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	0	1	0	0	0	0	1	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	0	1	0	0	0	0	1	100.00%
Reliability	0	1	0	0	0	0	1	100.00%
Access and Facilities	0	1	0	0	0	0	1	100.00%
Communication	0	1	0	0	0	0	1	100.00%
Costs	0	1	0	0	0	0	1	100.00%
Integrity	0	1	0	0	0	0	1	100.00%
Assurance	1	0	0	0	0	0	1	100.00%
Outcome	0	0	0	0	0	1	1	0.00%
Overall	**1**	**6**	**0**	**0**	**0**	**1**	**8**	**87.50%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Corporate Banking II Department

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
7	0	7	20 – 34	100.00 %
0	0	0	35 – 49	0.00%
0	0	0	50 – 64	0.00%
0	0	0	65 and above	0.00%
0	0	0	Not Specified	0.00%
7	**0**	**7**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**0**	**0.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	100%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	0.00%
Business	100.00%
Government	0.00%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	7	100.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		

1. Easy to see	0	0.00%
2. Somewhat easy to see	7	100.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	6	85.71%
2. Somewhat helped	1	14.29%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	7	0	0	0	0	0	7	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	7	0	0	0	0	0	7	100.00%
Reliability	1	6	0	0	0	0	7	100.00%
Access and Facilities	1	6	0	0	0	0	7	100.00%
Communication	0	7	0	0	0	0	7	100.00%
Costs	1	6	0	0	0	0	7	100.00%
Integrity	1	6	0	0	0	0	7	100.00%
Assurance	7	0	0	0	0	0	7	100.00%
Outcome	1	6	0	0	0	0	7	100.00%
Overall	**19**	**37**	**0**	**0**	**0**	**0**	**56**	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Financial Institutions Department

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
1	0	1	20 – 34	20.00%
3	0	3	35 – 49	60.00%
1	0	1	50 – 64	20.00%
0	0	0	65 and above	0.00%
0	0	0	Not Specified	0.00%
5	**0**	**5**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	15	83.33%
35 – 49	0	0.00%
50 – 64	2	11.11%
65 and above	0	0.00%
Not Specified	1	5.56%
Total	**18**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	91%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	9%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	0.00%
Business	100.00%
Government	0.00%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	18	78.26%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	2	8.70%
4. I do not know what a CC is and I did not see this office's CC.	3	13.04%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	17	73.91%

2. Somewhat easy to see	3	13.04%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	3	13.04%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	17	73.91%
2. Somewhat helped	1	4.35%
3. Did not help	2	8.70%
4. Not Specified	3	13.04%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	18	3	1	0	0	1	23	**91.30%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	19	2	2	0	0	0	23	91.30%
Reliability	19	3	1	0	0	0	23	95.65%
Access and Facilities	19	1	2	0	0	1	23	90.91%
Communication	17	2	2	0	0	2	23	90.48%
Costs	16	0	3	0	0	4	23	84.21%
Integrity	20	2	1	0	0	0	23	95.65%
Assurance	21	1	1	0	0	0	23	95.65%
Outcome	20	2	1	0	0	0	23	95.65%
Overall	**151**	**13**	**13**	**0**	**0**	**7**	**184**	**92.44%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Public Sector Department

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
9	0	9	20 – 34	60.00%
3	3	6	35 – 49	40.00%
0	0	0	50 – 64	0.00%
0	0	0	65 and above	0.00%
0	0	0	Not Specified	0.00%
12	**3**	**15**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	2	100.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**2**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	53%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	29%	15. Region XI	0%
6. Region IV-A	18%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	0.00%
Business	0.00%
Government	100.00%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	14	82.35%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	3	17.65%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	12	70.59%

2. Somewhat easy to see	2	11.76%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	3	17.65%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	12	70.59%
2. Somewhat helped	2	11.76%
3. Did not help	0	0.00%
4. Not Specified	3	17.65%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	17	0	0	0	0	0	17	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	14	3	0	0	0	0	17	100.00%
Reliability	16	1	0	0	0	0	17	100.00%
Access and Facilities	13	3	0	0	0	1	17	100.00%
Communication	13	3	0	0	0	1	17	100.00%
Costs	3	0	0	0	0	14	17	100.00%
Integrity	15	1	0	0	0	1	17	100.00%
Assurance	16	0	0	0	0	1	17	100.00%
Outcome	16	1	0	0	0	0	17	100.00%
Overall	**106**	**12**	**0**	**0**	**0**	**18**	**136**	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Middle Market I Department

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
8	27	35	20 – 34	42.68%
35	1	36	35 – 49	43.90%
4	0	4	50 – 64	4.88%
0	2	2	65 and above	2.44%
5	0	5	Not Specified	6.10%
52	**30**	**82**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	1	3.13%
20 – 34	20	62.50%
35 – 49	0	0.00%
50 – 64	2	6.25%
65 and above	0	0.00%
Not Specified	9	28.13%
Total	**32**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	97%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	3%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	0.00%
Business	98.20%
Government	0.00%
Not Specified	1.80%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	102	89.47%
2. I know what a CC is but I did not see this office's CC.	1	0.88%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	8	7.02%
5. Not Specified	3	2.63%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	102	89.47%

2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	12	10.53%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	100	87.72%
2. Somewhat helped	3	2.63%
3. Did not help	0	0.00%
4. Not Specified	11	9.65%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	99	13	1	1	0	0	114	**98.25%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	94	15	2	3	0	0	114	95.61%
Reliability	98	16	0	0	0	0	114	100.00%
Access and Facilities	96	16	1	0	0	1	114	99.12%
Communication	97	14	2	1	0	0	114	97.37%
Costs	67	22	8	0	0	17	114	91.75%
Integrity	99	10	4	0	0	1	114	96.46%
Assurance	102	9	2	0	0	1	114	98.23%
Outcome	100	13	0	1	0	0	114	99.12%
Overall	**753**	**115**	**19**	**5**	**0**	**20**	**912**	**97.21%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Middle Market II Department

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
11	0	11	20 – 34	27.50%
9	0	9	35 – 49	22.50%
2	12	14	50 – 64	35.00%
0	2	2	65 and above	5.00%
3	1	4	Not Specified	10.00%
25	**15**	**40**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	2	25.00%
20 – 34	6	75.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**8**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	94%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	6%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	2.08%
Business	95.83%
Government	0.00%
Not Specified	2.08%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	38	79.17%
2. I know what a CC is but I did not see this office's CC.	1	2.08%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	9	18.75%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	28	58.33%

2. Somewhat easy to see	10	20.83%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	10	20.83%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	30	62.50%
2. Somewhat helped	9	18.75%
3. Did not help	0	0.00%
4. Not Specified	9	18.75%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	22	20	0	0	6	0	48	**87.50%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	23	15	3	1	6	0	48	79.17%
Reliability	29	13	0	0	6	0	48	87.50%
Access and Facilities	27	15	0	0	6	0	48	87.50%
Communication	22	20	0	0	6	0	48	87.50%
Costs	24	12	1	3	6	2	48	78.26%
Integrity	27	13	2	0	6	0	48	83.33%
Assurance	29	13	0	0	6	0	48	87.50%
Outcome	22	20	0	0	6	0	48	87.50%
Overall	**203**	**121**	**6**	**4**	**48**	**2**	**384**	**84.78%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

SME (NCR) Department

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
16	11	27	20 – 34	11.74%
32	48	80	35 – 49	34.78%
14	22	36	50 – 64	15.65%
4	15	19	65 and above	8.26%
33	35	68	Not Specified	29.57%
99	**131**	**230**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	20	11.90%
20 – 34	64	38.10%
35 – 49	11	6.55%
50 – 64	3	1.79%
65 and above	2	1.19%
Not Specified	68	40.48%
Total	**168**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	87%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	13%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	3.02%
Business	79.40%
Government	0.00%
Not Specified	17.59%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	293	73.62%
2. I know what a CC is but I did not see this office's CC.	24	6.03%
3. I learned of the CC only when I saw this office's CC.	31	7.79%
4. I do not know what a CC is and I did not see this office's CC.	12	3.02%
5. Not Specified	38	9.55%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	280	70.35%

2. Somewhat easy to see	42	10.55%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	76	19.10%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	297	74.62%
2. Somewhat helped	46	11.56%
3. Did not help	1	0.25%
4. Not Specified	54	13.57%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	339	55	1	0	1	2	398	**98.99%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	316	74	1	0	2	5	398	99.24%
Reliability	320	69	2	0	1	6	398	99.23%
Access and Facilities	315	76	0	0	1	6	398	99.74%
Communication	314	74	2	0	1	7	398	99.23%
Costs	268	80	9	2	1	38	398	96.67%
Integrity	323	69	0	1	1	4	398	99.49%
Assurance	332	57	0	0	5	4	398	98.73%
Outcome	307	86	0	0	1	4	398	99.75%
Overall	**2,495**	**585**	**14**	**3**	**13**	**74**	**3,184**	**99.01%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Response

CAR (Cordillera Administrative Region)

Branch

Baguio Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	**Male**	**Total**		
0	1	1	19 and below	0.16%
66	39	105	20 – 34	16.64%
66	62	128	35 – 49	20.29%
73	65	138	50 – 64	21.87%
144	114	258	65 and above	40.89%
0	1	1	Not Specified	0.16%
349	**282**	**631**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	**Count**	
19 and below	0	0.00%
20 – 34	4	20.00%
35 – 49	3	15.00%
50 – 64	3	15.00%
65 and above	6	30.00%
Not Specified	4	20.00%
Total	**20**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	100%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	95.24%
Business	1.23%
Government	3.53%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	444	68.20%
2. I know what a CC is but I did not see this office's CC.	80	12.29%

3. I learned of the CC only when I saw this office's CC.	125	19.20%
4. I do not know what a CC is and I did not see this office's CC.	2	0.31%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	305	46.85%
2. Somewhat easy to see	305	46.85%
3. Difficult to see	261	40.09%
4. Not visible at all	3	0.46%
5. Not Specified		
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	492	75.58%
2. Somewhat helped	148	22.73%
3. Did not help	9	1.38%
4. Not Specified	2	0.31%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	344	284	22	0	1	0	651	**96.47%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	327	294	28	0	2	0	651	95.39%
Reliability	348	244	55	3	1	0	651	90.94%
Access and Facilities	340	249	53	5	0	4	651	91.04%
Communication	352	230	55	8	0	6	651	90.23%
Costs	62	47	24	10	0	508	651	76.22%
Integrity	370	206	31	6	4	34	651	93.35%
Assurance	379	216	51	5	0	0	651	91.40%
Outcome	392	210	43	6	0	0	651	92.47%
Overall	**2,570**	**1,696**	**340**	**43**	**7**	**552**	**5,208**	**90.13%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Tabuk Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
1	1	2	19 and below	0.93%
85	21	106	20 – 34	49.07%
39	28	67	35 – 49	31.02%
15	10	25	50 – 64	11.57%
7	2	9	65 and above	4.17%
5	2	7	Not Specified	3.24%
152	**64**	**216**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**0**	0.00%

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	100%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	62.50%
Business	8.80%
Government	28.70%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	172	79.63%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	43	19.91%
4. I do not know what a CC is and I did not see this office's CC.	1	0.46%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	166	76.85%

2. Somewhat easy to see	48	22.22%
3. Difficult to see	1	0.46%
4. Not visible at all	0	0.00%
5. Not Specified	1	0.46%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	172	79.63%
2. Somewhat helped	0	0.00%
3. Did not help	43	19.91%
4. Not Specified	1	0.46%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	194	22	0	0	0	0	216	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	194	22	0	0	0	0	216	100.00%
Reliability	205	11	0	0	0	0	216	100.00%
Access and Facilities	198	16	0	0	0	2	216	100.00%
Communication	190	23	1	0	0	2	216	99.53%
Costs	177	16	0	0	0	23	216	100.00%
Integrity	203	13	0	0	0	0	216	100.00%
Assurance	210	6	0	0	0	0	216	100.00%
Outcome	203	12	1	0	0	0	216	99.54%
Overall	**1,580**	**119**	**2**	**0**	**0**	**27**	**1,728**	**99.88%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Lending Center

Baguio Lending Center

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	**Male**	**Total**		
0	0	0	19 and below	0.00%
9	8	17	20 – 34	43.59%
5	2	7	35 – 49	17.95%
7	6	13	50 – 64	33.33%
1	0	1	65 and above	2.56%
1	0	1	Not Specified	2.56%
23	**16**	**39**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	**Count**	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**0**	0.00%

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	100%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	5.13%
Business	61.54%
Government	33.33%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	35	89.74%
2. I know what a CC is but I did not see this office's CC.	2	5.13%
3. I learned of the CC only when I saw this office's CC.	2	5.13%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%

CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	34	87.18%
2. Somewhat easy to see	3	7.69%
3. Difficult to see	0	0.00%
4. Not visible at all	34	87.18%
5. Not Specified	3	7.69%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	34	87.18%
2. Somewhat helped	5	12.82%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	31	8	0	0	0	0	39	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	32	6	0	0	0	1	39	100.00%
Reliability	33	5	0	0	0	1	39	100.00%
Access and Facilities	28	5	1	0	0	5	39	97.06%
Communication	33	5	0	0	0	1	39	100.00%
Costs	18	2	0	0	0	19	39	100.00%
Integrity	33	4	0	0	0	2	39	100.00%
Assurance	32	7	0	0	0	0	39	100.00%
Outcome	31	6	0	0	0	2	39	100.00%
Overall	**240**	**40**	**1**	**0**	**0**	**31**	**312**	**99.63%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Region I (Ilocos Region)

Branch

Bangui Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
2	0	2	19 and below	0.47%
64	58	122	20 – 34	28.77%
87	73	160	35 – 49	37.74%
66	28	94	50 – 64	22.17%
25	21	46	65 and above	10.85%
0	0	0	Not Specified	0.00%
244	**180**	**424**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**0**	**0.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	100%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	51.65%
Business	12.03%
Government	36.32%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	422	99.53%
2. I know what a CC is but I did not see this office's CC.	2	0.47%

3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	422	99.53%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	2	0.47%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	419	98.82%
2. Somewhat helped	5	1.18%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	423	1	0	0	0	0	424	100.00%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	419	1	0	0	0	4	424	100.00%
Reliability	424	0	0	0	0	0	424	100.00%
Access and Facilities	424	0	0	0	0	0	424	100.00%
Communication	422	2	0	0	0	0	424	100.00%
Costs	268	0	0	0	0	156	424	100.00%
Integrity	424	0	0	0	0	0	424	100.00%
Assurance	424	0	0	0	0	0	424	100.00%
Outcome	423	1	0	0	0	0	424	100.00%
Overall	**3,228**	**4**	**0**	**0**	**0**	**160**	**3,392**	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Dagupan Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
1	0	1	19 and below	0.18%
71	49	120	20 – 34	21.54%
94	39	133	35 – 49	23.88%
79	51	130	50 – 64	23.34%
112	60	172	65 and above	30.88%
1	0	1	Not Specified	0.18%
358	**199**	**557**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	10	62.50%
35 – 49	4	25.00%
50 – 64	2	12.50%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**16**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	100%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	88.48%
Business	2.79%
Government	8.73%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	564	98.43%
2. I know what a CC is but I did not see this office's CC.	1	0.17%
3. I learned of the CC only when I saw this office's CC.	8	1.40%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	563	98.25%

2. Somewhat easy to see	9	1.57%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	1	0.17%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	564	98.43%
2. Somewhat helped	9	1.57%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	564	9	0	0	0	0	573	100.00%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	561	11	0	0	0	1	573	100.00%
Reliability	563	7	1	1	1	0	573	99.48%
Access and Facilities	563	9	0	1	0	0	573	99.83%
Communication	560	11	0	0	2	0	573	99.65%
Costs	270	3	1	0	0	299	573	99.64%
Integrity	564	7	0	0	2	0	573	99.65%
Assurance	565	8	0	0	0	0	573	100.00%
Outcome	563	10	0	0	0	0	573	100.00%
Overall	**4,209**	**66**	**2**	**2**	**5**	**300**	**4,584**	**99.78%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Laoag Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
4	3	7	19 and below	1.88%
94	47	141	20 – 34	37.80%
76	49	125	35 – 49	33.51%
51	22	73	50 – 64	19.57%
11	6	17	65 and above	4.56%
9	1	10	Not Specified	2.68%
245	**128**	**373**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	2	11.11%
35 – 49	4	22.22%
50 – 64	3	16.67%
65 and above	0	0.00%
Not Specified	9	50.00%
Total	**18**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	100%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	44.76%
Business	3.32%
Government	44.50%
Not Specified	7.42%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	338	86.45%
2. I know what a CC is but I did not see this office's CC.	14	3.58%
3. I learned of the CC only when I saw this office's CC.	22	5.63%
4. I do not know what a CC is and I did not see this office's CC.	6	1.53%
5. Not Specified	11	2.81%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	332	84.91%

2. Somewhat easy to see	25	6.39%
3. Difficult to see	1	0.26%
4. Not visible at all	0	0.00%
5. Not Specified	33	8.44%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	316	80.82%
2. Somewhat helped	55	14.07%
3. Did not help	1	0.26%
4. Not Specified	19	4.86%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	292	90	1	0	1	7	391	97.70%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	272	102	13	0	1	3	391	96.39%
Reliability	310	71	2	0	1	7	391	99.22%
Access and Facilities	302	81	2	0	1	5	391	99.22%
Communication	295	86	3	0	1	6	391	98.96%
Costs	211	51	4	2	1	122	391	97.40%
Integrity	293	89	6	0	1	2	391	98.20%
Assurance	330	59	0	0	1	1	391	99.74%
Outcome	307	77	0	0	1	6	391	99.74%
Overall	**2,320**	**616**	**30**	**2**	**8**	**152**	**3,128**	**98.61%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

San Fernando, La Union Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	1	1	19 and below	1.00%
33	22	55	20 – 34	55.00%
7	11	18	35 – 49	18.00%
8	7	15	50 – 64	15.00%
4	3	7	65 and above	7.00%
4	0	4	Not Specified	4.00%
56	**44**	**100**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	1	50.00%
Not Specified	1	50.00%
Total	**2**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	100%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	46.08%
Business	10.78%
Government	42.16%
Not Specified	0.98%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	101	99.02%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	1	0.98%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	101	99.02%

2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	1	0.98%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	101	99.02%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. Not Specified	1	0.98%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	100	2	0	0	0	0	102	100.00%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	94	6	0	0	0	2	102	100.00%
Reliability	101	1	0	0	0	0	102	100.00%
Access and Facilities	99	1	0	0	0	2	102	100.00%
Communication	96	6	0	0	0	0	102	100.00%
Costs	80	2	0	0	0	20	102	100.00%
Integrity	100	2	0	0	0	0	102	100.00%
Assurance	100	2	0	0	0	0	102	100.00%
Outcome	98	4	0	0	0	0	102	100.00%
Overall	**768**	**24**	**0**	**0**	**0**	**24**	**816**	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Urdaneta Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	1	1	19 and below	0.19%
48	69	117	20 – 34	22.41%
117	102	219	35 – 49	41.95%
90	71	161	50 – 64	30.84%
12	12	24	65 and above	4.60%
0	0	0	Not Specified	0.00%
267	**255**	**522**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	8	33.33%
20 – 34	1	4.17%
35 – 49	9	37.50%
50 – 64	0	0.00%
65 and above	3	12.50%
Not Specified	3	12.50%
Total	**24**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	100%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	54.03%
Business	10.07%
Government	35.90%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	530	97.07%
2. I know what a CC is but I did not see this office's CC.	16	2.93%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	422	77.29%

2. Somewhat easy to see	107	19.60%
3. Difficult to see	1	0.18%
4. Not visible at all	0	0.00%
5. Not Specified	16	2.93%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	413	75.64%
2. Somewhat helped	133	24.36%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	395	150	1	0	0	0	546	99.82%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	392	151	3	0	0	0	546	99.45%
Reliability	392	152	0	0	2	0	546	99.63%
Access and Facilities	394	151	0	0	0	1	546	100.00%
Communication	351	149	2	0	0	44	546	99.60%
Costs	347	148	3	0	0	48	546	99.40%
Integrity	392	152	1	1	0	0	546	99.63%
Assurance	392	151	2	0	1	0	546	99.45%
Outcome	392	152	1	0	1	0	546	99.63%
Overall	**3,052**	**1,206**	**12**	**1**	**4**	**93**	**4,368**	**99.60%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Vigan Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
4	4	8	19 and below	2.06%
86	81	167	20 – 34	43.04%
23	27	50	35 – 49	12.89%
19	15	34	50 – 64	8.76%
9	5	14	65 and above	3.61%
54	61	115	Not Specified	29.64%
195	**193**	**388**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	9	45.00%
35 – 49	0	0.00%
50 – 64	1	5.00%
65 and above	0	0.00%
Not Specified	10	50.00%
Total	**20**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	100%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	77.70%
Business	6.13%
Government	12.75%
Not Specified	3.43%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	395	96.81%
2. I know what a CC is but I did not see this office's CC.	1	0.25%
3. I learned of the CC only when I saw this office's CC.	6	1.47%
4. I do not know what a CC is and I did not see this office's CC.	2	0.49%
5. Not Specified	4	0.98%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	381	93.38%

2. Somewhat easy to see	20	4.90%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	7	1.72%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	394	96.57%
2. Somewhat helped	8	1.96%
3. Did not help	0	0.00%
4. Not Specified	6	1.47%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	342	66	0	0	0	0	408	100.00%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	306	96	3	2	0	1	408	98.77%
Reliability	335	67	2	0	0	4	408	99.50%
Access and Facilities	329	60	3	0	0	16	408	99.23%
Communication	312	92	1	0	0	3	408	99.75%
Costs	197	39	3	0	0	169	408	98.74%
Integrity	356	48	2	0	0	2	408	99.51%
Assurance	360	46	0	0	0	2	408	100.00%
Outcome	342	62	2	0	0	2	408	99.51%
Overall	**2,537**	**510**	**16**	**2**	**0**	**199**	**3,264**	**99.38%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Cabugao Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	1	1	19 and below	1.11%
13	14	27	20 – 34	30.00%
11	9	20	35 – 49	22.22%
6	2	8	50 – 64	8.89%
2	1	3	65 and above	3.33%
21	10	31	Not Specified	34.44%
53	**37**	**90**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	1	1.79%
20 – 34	2	3.57%
35 – 49	5	8.93%
50 – 64	2	3.57%
65 and above	0	0.00%
Not Specified	46	82.14%
Total	**56**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	100%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	54.79%
Business	15.75%
Government	15.07%
Not Specified	14.38%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	91	62.33%
2. I know what a CC is but I did not see this office's CC.	10	6.85%
3. I learned of the CC only when I saw this office's CC.	35	23.97%
4. I do not know what a CC is and I did not see this office's CC.	1	0.68%
5. Not Specified	9	6.16%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	89	60.96%

2. Somewhat easy to see	36	24.66%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	21	14.38%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	95	65.07%
2. Somewhat helped	39	26.71%
3. Did not help	2	1.37%
4. Not Specified	10	6.85%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	136	10	0	0	0	0	146	100.00%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	124	22	0	0	0	0	146	100.00%
Reliability	125	20	0	0	0	1	146	100.00%
Access and Facilities	126	20	0	0	0	0	146	100.00%
Communication	120	25	0	0	0	1	146	100.00%
Costs	93	11	0	0	0	42	146	100.00%
Integrity	130	14	0	0	0	2	146	100.00%
Assurance	132	14	0	0	0	0	146	100.00%
Outcome	130	15	0	0	0	1	146	100.00%
Overall	**980**	**141**	**0**	**0**	**0**	**47**	**1,168**	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Lending Center

Laoag Lending Center

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	**Male**	**Total**		
0	0	0	19 and below	0.00%
3	0	3	20 – 34	33.33%
1	0	1	35 – 49	11.11%
1	1	2	50 – 64	22.22%
0	0	0	65 and above	0.00%
3	0	3	Not Specified	33.33%
8	**1**	**9**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	**Count**	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	15	100.00%
Total	**15**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	100%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	12.50%
Business	16.67%
Government	4.17%
Not Specified	66.67%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	14	58.33%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	1	4.17%
4. I do not know what a CC is and I did not see this office's CC.	1	4.17%
5. Not Specified	8	33.33%

CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	15	62.50%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	9	37.50%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	15	62.50%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. Not Specified	9	37.50%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	19	5	0	0	0	0	24	100.00%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	17	3	0	1	2	1	24	86.96%
Reliability	20	4	0	0	0	0	24	100.00%
Access and Facilities	18	6	0	0	0	0	24	100.00%
Communication	16	8	0	0	0	0	24	100.00%
Costs	12	2	3	0	0	7	24	82.35%
Integrity	16	4	2	0	0	2	24	90.91%
Assurance	14	2	2	0	0	6	24	88.89%
Outcome	20	4	0	0	0	0	24	100.00%
Overall	**133**	**33**	**7**	**1**	**2**	**16**	**192**	**93.64%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Region II (Cagayan Valley)

Branch

Abulug Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
2	2	4	19 and below	0.82%
156	69	225	20 – 34	46.20%
139	86	225	35 – 49	46.20%
16	9	25	50 – 64	5.13%
4	4	8	65 and above	1.64%
0	0	0	Not Specified	0.00%
317	**170**	**487**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	2	66.67%
35 – 49	0	0.00%
50 – 64	1	33.33%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**3**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	100%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	95.92%
Business	2.24%
Government	1.84%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	487	99.39%
2. I know what a CC is but I did not see this office's CC.	0	0.00%

3. I learned of the CC only when I saw this office's CC.	3	0.61%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	486	99.18%
2. Somewhat easy to see	3	0.61%
3. Difficult to see	1	0.20%
4. Not visible at all	0	0.00%
5. Not Specified	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	489	99.80%
2. Somewhat helped	1	0.20%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	485	5	0	0	0	0	490	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	485	5	0	0	0	0	490	100.00%
Reliability	484	6	0	0	0	0	490	100.00%
Access and Facilities	483	7	0	0	0	0	490	100.00%
Communication	482	8	0	0	0	0	490	100.00%
Costs	236	3	0	0	0	251	490	100.00%
Integrity	484	6	0	0	0	0	490	100.00%
Assurance	484	6	0	0	0	0	490	100.00%
Outcome	482	7	0	0	0	1	490	100.00%
Overall	**3,620**	**48**	**0**	**0**	**0**	**252**	**3,920**	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Aparri Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
10	2	12	19 and below	3.09%
78	41	119	20 – 34	30.67%
67	40	107	35 – 49	27.58%
39	40	79	50 – 64	20.36%
8	6	14	65 and above	3.61%
30	27	57	Not Specified	14.69%
232	**156**	**388**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	4	5.06%
20 – 34	5	6.33%
35 – 49	6	7.59%
50 – 64	22	27.85%
65 and above	0	0.00%
Not Specified	42	53.16%
Total	**79**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	100%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	68.95%
Business	7.28%
Government	23.77%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	464	99.36%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	3	0.64%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	456	97.64%

2. Somewhat easy to see	8	1.71%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	3	0.64%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	459	98.29%
2. Somewhat helped	5	1.07%
3. Did not help	0	0.00%
4. Not Specified	3	0.64%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	453	14	0	0	0	0	467	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	425	41	0	0	1	0	467	99.79%
Reliability	436	31	0	0	0	0	467	100.00%
Access and Facilities	428	39	0	0	0	0	467	100.00%
Communication	430	33	3	0	1	0	467	99.14%
Costs	431	28	3	0	0	5	467	99.35%
Integrity	448	19	0	0	0	0	467	100.00%
Assurance	452	14	0	0	1	0	467	99.79%
Outcome	447	17	3	0	0	0	467	99.36%
Overall	**3,497**	**222**	**9**	**0**	**3**	**5**	**3,736**	**99.68%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Cabarroguis Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
3	3	6	19 and below	1.37%
138	55	193	20 – 34	44.16%
100	54	154	35 – 49	35.24%
58	22	80	50 – 64	18.31%
1	3	4	65 and above	0.92%
0	0	0	Not Specified	0.00%
300	**137**	**437**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	1	100.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**1**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	100%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	35.16%
Business	15.53%
Government	49.32%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	438	100.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	438	100.00%

2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	437	99.77%
2. Somewhat helped	1	0.23%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	438	0	0	0	0	0	438	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	435	2	0	0	0	1	438	100.00%
Reliability	438	0	0	0	0	0	438	100.00%
Access and Facilities	438	0	0	0	0	0	438	100.00%
Communication	434	4	0	0	0	0	438	100.00%
Costs	17	2	0	0	0	419	438	100.00%
Integrity	437	1	0	0	0	0	438	100.00%
Assurance	438	0	0	0	0	0	438	100.00%
Outcome	434	4	0	0	0	0	438	100.00%
Overall	**3,071**	**13**	**0**	**0**	**0**	**420**	**3,504**	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Cauayan Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
2	0	2	19 and below	0.20%
199	246	445	20 – 34	44.50%
99	184	283	35 – 49	28.30%
20	26	46	50 – 64	4.60%
2	2	4	65 and above	0.40%
92	128	220	Not Specified	22.00%
414	**586**	**1,000**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	45	32.61%
35 – 49	16	11.59%
50 – 64	3	2.17%
65 and above	0	0.00%
Not Specified	74	53.62%
Total	**138**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	100%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	71.44%
Business	19.86%
Government	8.70%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	1,136	99.82%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	2	0.18%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	1,136	99.82%

2. Somewhat easy to see	2	0.18%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,136	99.82%
2. Somewhat helped	2	0.18%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	1,137	1	0	0	0	0	1,138	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	1,129	0	0	0	0	9	1,138	100.00%
Reliability	1,138	0	0	0	0	0	1,138	100.00%
Access and Facilities	1,121	2	0	0	0	15	1,138	100.00%
Communication	1,136	1	0	0	0	1	1,138	100.00%
Costs	75	1	0	0	3	1,059	1,138	96.20%
Integrity	1,137	1	0	0	0	0	1,138	100.00%
Assurance	1,138	0	0	0	0	0	1,138	100.00%
Outcome	1,135	2	0	1	0	0	1,138	99.91%
Overall	**8,009**	**7**	**0**	**1**	**3**	**1,084**	**9,104**	**99.51%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Ilagan Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
5	2	7	19 and below	1.68%
90	40	130	20 – 34	31.18%
95	48	143	35 – 49	34.29%
70	41	111	50 – 64	26.62%
18	6	24	65 and above	5.76%
1	1	2	Not Specified	0.48%
279	**138**	**417**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	9	37.50%
35 – 49	6	25.00%
50 – 64	5	20.83%
65 and above	4	16.67%
Not Specified	0	0.00%
Total	**24**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	100%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	38.32%
Business	11.11%
Government	40.82%
Not Specified	9.75%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	425	96.37%
2. I know what a CC is but I did not see this office's CC.	6	1.36%
3. I learned of the CC only when I saw this office's CC.	9	2.04%
4. I do not know what a CC is and I did not see this office's CC.	1	0.23%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	417	94.56%

2. Somewhat easy to see	17	3.85%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	7	1.59%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	420	95.24%
2. Somewhat helped	19	4.31%
3. Did not help	1	0.23%
4. Not Specified	1	0.23%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	304	136	1	0	0	0	441	**99.77%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	276	158	2	1	0	4	441	99.31%
Reliability	307	130	1	0	0	3	441	99.77%
Access and Facilities	276	163	1	0	0	1	441	99.77%
Communication	298	137	3	0	0	3	441	99.32%
Costs	273	146	4	0	0	18	441	99.05%
Integrity	326	113	1	0	0	1	441	99.77%
Assurance	344	96	1	0	0	0	441	99.77%
Outcome	305	133	3	0	0	0	441	99.32%
Overall	**2,405**	**1,076**	**16**	**1**	**0**	**30**	**3,528**	**99.51%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Lal-lo Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
1	0	1	19 and below	0.95%
26	22	48	20 – 34	45.71%
17	21	38	35 – 49	36.19%
3	10	13	50 – 64	12.38%
1	4	5	65 and above	4.76%
0	0	0	Not Specified	0.00%
48	**57**	**105**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	1	100.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**1**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	100%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	62.26%
Business	23.58%
Government	14.15%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	47	44.34%
2. I know what a CC is but I did not see this office's CC.	1	0.94%
3. I learned of the CC only when I saw this office's CC.	57	53.77%
4. I do not know what a CC is and I did not see this office's CC.	1	0.94%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	58	54.72%

2. Somewhat easy to see	44	41.51%
3. Difficult to see	2	1.89%
4. Not visible at all	0	0.00%
5. Not Specified	2	1.89%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	48	45.28%
2. Somewhat helped	57	53.77%
3. Did not help	0	0.00%
4. Not Specified	1	0.94%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	97	7	2	0	0	0	106	**98.11%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	89	15	1	0	0	1	106	99.05%
Reliability	96	10	0	0	0	0	106	100.00%
Access and Facilities	84	16	2	0	0	4	106	98.04%
Communication	67	10	4	0	0	25	106	95.06%
Costs	49	11	0	0	1	45	106	98.36%
Integrity	96	9	1	0	0	0	106	99.06%
Assurance	99	7	0	0	0	0	106	100.00%
Outcome	93	13	0	0	0	0	106	100.00%
Overall	**673**	**91**	**8**	**0**	**1**	**75**	**848**	**98.70%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Santiago Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
17	5	22	19 and below	4.92%
92	95	187	20 – 34	41.83%
59	98	157	35 – 49	35.12%
23	39	62	50 – 64	13.87%
8	10	18	65 and above	4.03%
1	0	1	Not Specified	0.22%
200	**247**	**447**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	2	50.00%
20 – 34	0	0.00%
35 – 49	1	25.00%
50 – 64	0	0.00%
65 and above	1	25.00%
Not Specified	0	0.00%
Total	**4**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	100%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	53.22%
Business	5.54%
Government	41.24%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	440	97.56%
2. I know what a CC is but I did not see this office's CC.	4	0.89%
3. I learned of the CC only when I saw this office's CC.	6	1.33%
4. I do not know what a CC is and I did not see this office's CC.	1	0.22%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	446	98.89%

2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	5	1.11%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	436	96.67%
2. Somewhat helped	14	3.10%
3. Did not help	0	0.00%
4. Not Specified	1	0.22%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	433	18	0	0	0	0	451	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	423	27	0	0	1	0	451	99.78%
Reliability	432	19	0	0	0	0	451	100.00%
Access and Facilities	430	21	0	0	0	0	451	100.00%
Communication	406	30	0	0	0	15	451	100.00%
Costs	358	27	0	0	0	66	451	100.00%
Integrity	435	16	0	0	0	0	451	100.00%
Assurance	447	4	0	0	0	0	451	100.00%
Outcome	433	17	0	0	0	1	451	100.00%
Overall	**3,364**	**161**	**0**	**0**	**1**	**82**	**3,608**	**99.97%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Solano Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
1	0	1	19 and below	0.24%
76	45	121	20 – 34	28.47%
125	93	218	35 – 49	51.29%
40	36	76	50 – 64	17.88%
7	2	9	65 and above	2.12%
0	0	0	Not Specified	0.00%
249	**176**	**425**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	4	80.00%
50 – 64	0	0.00%
65 and above	1	20.00%
Not Specified	0	0.00%
Total	**5**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	100%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	86.74%
Business	6.74%
Government	6.51%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	358	83.26%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	72	16.74%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	423	98.37%

2. Somewhat easy to see	7	1.63%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	429	99.77%
2. Somewhat helped	1	0.23%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	427	3	0	0	0	0	430	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	424	6	0	0	0	0	430	100.00%
Reliability	425	5	0	0	0	0	430	100.00%
Access and Facilities	425	5	0	0	0	0	430	100.00%
Communication	424	6	0	0	0	0	430	100.00%
Costs	338	8	0	0	0	84	430	100.00%
Integrity	429	1	0	0	0	0	430	100.00%
Assurance	426	4	0	0	0	0	430	100.00%
Outcome	426	4	0	0	0	0	430	100.00%
Overall	**3,317**	**39**	**0**	**0**	**0**	**84**	**3,440**	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Tuguegarao Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
22	24	46	20 – 34	33.82%
31	16	47	35 – 49	34.56%
11	13	24	50 – 64	17.65%
1	1	2	65 and above	1.47%
6	11	17	Not Specified	12.50%
71	**65**	**136**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	2	20.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	8	80.00%
Total	**10**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	100%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	89.04%
Business	4.79%
Government	3.42%
Not Specified	2.74%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	141	96.58%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	4	2.74%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	1	0.68%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	143	97.95%

2. Somewhat easy to see	2	1.37%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	1	0.68%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	144	98.63%
2. Somewhat helped	1	0.68%
3. Did not help	0	0.00%
4. Not Specified	1	0.68%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	77	69	0	0	0	0	146	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	69	76	1	0	0	0	146	99.32%
Reliability	73	73	0	0	0	0	146	100.00%
Access and Facilities	69	76	1	0	0	0	146	99.32%
Communication	66	80	0	0	0	0	146	100.00%
Costs	64	73	0	0	0	9	146	100.00%
Integrity	74	71	1	0	0	0	146	99.32%
Assurance	72	71	2	0	0	1	146	98.62%
Outcome	71	74	0	0	0	1	146	100.00%
Overall	**558**	**594**	**5**	**0**	**0**	**11**	**1,168**	**99.57%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Lending Center

Ilagan Lending Center

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	**Male**	**Total**		
0	0	0	19 and below	0.00%
3	7	10	20 – 34	14.29%
8	11	19	35 – 49	27.14%
13	18	31	50 – 64	44.29%
3	6	9	65 and above	12.86%
1	0	1	Not Specified	1.43%
28	**42**	**70**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	**Count**	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	2	100.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**2**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	100%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	61.11%
Business	30.56%
Government	5.56%
Not Specified	2.78%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	69	95.83%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	2	2.78%
4. I do not know what a CC is and I did not see this office's CC.	1	1.39%
5. Not Specified	0	0.00%

CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	70	97.22%
2. Somewhat easy to see	1	1.39%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	1	1.39%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	69	95.83%
2. Somewhat helped	2	2.78%
3. Did not help	0	0.00%
4. Not Specified	1	1.39%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	66	5	1	0	0	0	72	**98.61%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	65	4	1	0	0	2	72	98.57%
Reliability	70	2	0	0	0	0	72	100.00%
Access and Facilities	65	6	0	0	0	1	72	100.00%
Communication	64	8	0	0	0	0	72	100.00%
Costs	40	2	1	0	0	29	72	97.67%
Integrity	67	4	1	0	0	0	72	98.61%
Assurance	68	4	0	0	0	0	72	100.00%
Outcome	65	7	0	0	0	0	72	100.00%
Overall	**504**	**37**	**3**	**0**	**0**	**32**	**576**	**99.36%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Tuguegarao Lending Center

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
0	0	0	20 – 34	0.00%
3	19	22	35 – 49	31.88%
6	31	37	50 – 64	53.62%
1	1	2	65 and above	2.90%
4	4	8	Not Specified	11.59%
14	**55**	**69**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	2	1.15%
50 – 64	1	0.57%
65 and above	0	0.00%
Not Specified	171	98.28%
Total	**174**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	100%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	1.65%
Business	93.83%
Government	4.53%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	80	32.92%
2. I know what a CC is but I did not see this office's CC.	27	11.11%
3. I learned of the CC only when I saw this office's CC.	136	55.97%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	216	88.89%

2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	27	11.11%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	243	100.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	237	6	0	0	0	0	243	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	234	9	0	0	0	0	243	100.00%
Reliability	238	5	0	0	0	0	243	100.00%
Access and Facilities	234	9	0	0	0	0	243	100.00%
Communication	237	6	0	0	0	0	243	100.00%
Costs	230	13	0	0	0	0	243	100.00%
Integrity	241	2	0	0	0	0	243	100.00%
Assurance	241	2	0	0	0	0	243	100.00%
Outcome	235	8	0	0	0	0	243	100.00%
Overall	**1,890**	**54**	**0**	**0**	**0**	**0**	**1,944**	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Region III (Central Luzon)

Branch

Balanga Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	**Male**	**Total**		
0	0	0	19 and below	0.00%
11	3	14	20 – 34	22.22%
13	12	25	35 – 49	39.68%
16	7	23	50 – 64	36.51%
1	0	1	65 and above	1.59%
0	0	0	Not Specified	0.00%
41	**22**	**63**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	**Count**	
19 and below	0	0.00%
20 – 34	4	100.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**4**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	100%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	11.94%
Business	16.42%
Government	71.64%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	65	97.01%
2. I know what a CC is but I did not see this office's CC.	0	0.00%

3. I learned of the CC only when I saw this office's CC.	2	2.99%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	67	100.00%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	67	100.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	67	0	0	0	0	0	67	100.00%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	67	0	0	0	0	0	67	100.00%
Reliability	67	0	0	0	0	0	67	100.00%
Access and Facilities	67	0	0	0	0	0	67	100.00%
Communication	67	0	0	0	0	0	67	100.00%
Costs	60	0	0	0	0	7	67	100.00%
Integrity	67	0	0	0	0	0	67	100.00%
Assurance	67	0	0	0	0	0	67	100.00%
Outcome	66	1	0	0	0	0	67	100.00%
Overall	**528**	**1**	**0**	**0**	**0**	**7**	**536**	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Baler Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
4	2	6	19 and below	1.19%
97	74	171	20 – 34	33.93%
117	84	201	35 – 49	39.88%
55	40	95	50 – 64	18.85%
16	6	22	65 and above	4.37%
7	2	9	Not Specified	1.79%
296	**208**	**504**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	3	50.00%
35 – 49	1	16.67%
50 – 64	1	16.67%
65 and above	0	0.00%
Not Specified	1	16.67%
Total	**6**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	100%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	68.63%
Business	9.61%
Government	21.76%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	441	86.47%
2. I know what a CC is but I did not see this office's CC.	7	1.37%
3. I learned of the CC only when I saw this office's CC.	47	9.22%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	15	2.94%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	441	86.47%

2. Somewhat easy to see	7	1.37%
3. Difficult to see	47	9.22%
4. Not visible at all	0	0.00%
5. Not Specified	15	2.94%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	433	84.90%
2. Somewhat helped	62	12.16%
3. Did not help	0	0.00%
4. Not Specified	15	2.94%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	461	49	0	0	0	0	510	100.00%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	424	85	1	0	0	0	510	99.80%
Reliability	466	42	2	0	0	0	510	99.61%
Access and Facilities	442	64	0	0	1	3	510	99.80%
Communication	430	77	1	0	0	2	510	99.80%
Costs	124	26	1	0	0	359	510	99.34%
Integrity	466	40	3	0	0	1	510	99.41%
Assurance	481	29	0	0	0	0	510	100.00%
Outcome	471	39	0	0	0	0	510	100.00%
Overall	**3,304**	**402**	**8**	**0**	**1**	**365**	**4,080**	**99.72%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Cabanatuan Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	2	2	19 and below	0.44%
66	47	113	20 – 34	24.62%
73	69	142	35 – 49	30.94%
97	47	144	50 – 64	31.37%
23	29	52	65 and above	11.33%
6	0	6	Not Specified	1.31%
265	**194**	**459**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	4	12.50%
35 – 49	2	6.25%
50 – 64	6	18.75%
65 and above	1	3.13%
Not Specified	19	59.38%
Total	**32**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	100%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	78.62%
Business	8.96%
Government	9.78%
Not Specified	2.65%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	309	62.93%
2. I know what a CC is but I did not see this office's CC.	3	0.61%
3. I learned of the CC only when I saw this office's CC.	179	36.46%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	483	98.37%

2. Somewhat easy to see	5	1.02%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	3	0.61%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	474	96.54%
2. Somewhat helped	17	3.46%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	479	10	0	0	0	2	491	99.59%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	457	31	0	0	0	3	491	100.00%
Reliability	473	18	0	0	0	0	491	100.00%
Access and Facilities	465	23	0	0	0	3	491	100.00%
Communication	463	27	0	0	0	1	491	100.00%
Costs	214	6	0	0	0	271	491	100.00%
Integrity	463	23	0	0	0	5	491	100.00%
Assurance	483	8	0	0	0	0	491	100.00%
Outcome	476	15	0	0	0	0	491	100.00%
Overall	**3,494**	**151**	**0**	**0**	**0**	**283**	**3,928**	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Clark Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
2	0	2	19 and below	0.89%
26	7	33	20 – 34	14.67%
23	25	48	35 – 49	21.33%
46	54	100	50 – 64	44.44%
1	1	2	65 and above	0.89%
39	1	40	Not Specified	17.78%
137	**88**	**225**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	1	2.33%
50 – 64	1	2.33%
65 and above	0	0.00%
Not Specified	41	95.35%
Total	**43**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	100%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	16.79%
Business	10.07%
Government	70.52%
Not Specified	2.61%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	239	89.18%
2. I know what a CC is but I did not see this office's CC.	2	0.75%
3. I learned of the CC only when I saw this office's CC.	10	3.73%
4. I do not know what a CC is and I did not see this office's CC.	1	0.37%
5. Not Specified	16	5.97%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	232	86.57%

2. Somewhat easy to see	17	6.34%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	19	7.09%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	230	85.82%
2. Somewhat helped	21	7.84%
3. Did not help	0	0.00%
4. Not Specified	17	6.34%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	260	8	0	0	0	0	268	100.00%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	198	70	0	0	0	0	268	100.00%
Reliability	252	6	0	0	0	10	268	100.00%
Access and Facilities	253	8	0	0	0	7	268	100.00%
Communication	259	9	0	0	0	0	268	100.00%
Costs	54	5	0	0	0	209	268	100.00%
Integrity	242	12	0	0	0	14	268	100.00%
Assurance	261	7	0	0	0	0	268	100.00%
Outcome	252	12	0	0	0	4	268	100.00%
Overall	**1,771**	**129**	**0**	**0**	**0**	**244**	**2,144**	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Guagua Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
5	2	7	19 and below	1.58%
143	22	165	20 – 34	37.25%
61	77	138	35 – 49	31.15%
80	33	113	50 – 64	25.51%
12	8	20	65 and above	4.51%
0	0	0	Not Specified	0.00%
301	**142**	**443**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	1	100.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**1**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	100%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	21.85%
Business	18.69%
Government	59.46%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	410	92.34%
2. I know what a CC is but I did not see this office's CC.	1	0.23%
3. I learned of the CC only when I saw this office's CC.	33	7.43%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	424	95.50%

2. Somewhat easy to see	19	4.28%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	1	0.23%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	419	94.37%
2. Somewhat helped	25	5.63%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	360	84	0	0	0	0	444	100.00%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	327	117	0	0	0	0	444	100.00%
Reliability	360	84	0	0	0	0	444	100.00%
Access and Facilities	338	106	0	0	0	0	444	100.00%
Communication	332	112	0	0	0	0	444	100.00%
Costs	216	61	0	0	0	167	444	100.00%
Integrity	384	60	0	0	0	0	444	100.00%
Assurance	385	58	0	0	0	1	444	100.00%
Outcome	358	86	0	0	0	0	444	100.00%
Overall	**2,700**	**684**	**0**	**0**	**0**	**168**	**3,552**	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Malolos Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	**Male**	**Total**		
0	0	0	19 and below	0.00%
86	36	122	20 – 34	24.45%
70	82	152	35 – 49	30.46%
61	59	120	50 – 64	24.05%
43	59	102	65 and above	20.44%
2	1	3	Not Specified	0.60%
262	**237**	**499**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	**Count**	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	1	100.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**1**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	100%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	68.60%
Business	11.80%
Government	19.60%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	269	53.80%
2. I know what a CC is but I did not see this office's CC.	23	4.60%
3. I learned of the CC only when I saw this office's CC.	208	41.60%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		

1. Easy to see	432	86.40%
2. Somewhat easy to see	42	8.40%
3. Difficult to see	3	0.60%
4. Not visible at all	0	0.00%
5. Not Specified	23	4.60%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	478	95.60%
2. Somewhat helped	22	4.40%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	499	1	0	0	0	0	500	100.00%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	499	1	0	0	0	0	500	100.00%
Reliability	498	1	0	0	0	1	500	100.00%
Access and Facilities	494	3	0	0	0	3	500	100.00%
Communication	480	17	0	3	0	0	500	99.40%
Costs	399	1	0	0	0	100	500	100.00%
Integrity	498	1	0	0	0	1	500	100.00%
Assurance	500	0	0	0	0	0	500	100.00%
Outcome	500	0	0	0	0	0	500	100.00%
Overall	**3,868**	**24**	**0**	**3**	**0**	**105**	**4,000**	**99.93%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Palayan Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
3	5	8	19 and below	1.36%
129	136	265	20 – 34	45.07%
80	85	165	35 – 49	28.06%
51	58	109	50 – 64	18.54%
8	4	12	65 and above	2.04%
16	13	29	Not Specified	4.93%
287	**301**	**588**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	4	2.80%
20 – 34	34	23.78%
35 – 49	50	34.97%
50 – 64	27	18.88%
65 and above	4	2.80%
Not Specified	24	16.78%
Total	**143**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	100%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	52.53%
Business	2.87%
Government	14.77%
Not Specified	29.82%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	678	92.75%
2. I know what a CC is but I did not see this office's CC.	13	1.78%
3. I learned of the CC only when I saw this office's CC.	15	2.05%
4. I do not know what a CC is and I did not see this office's CC.	7	0.96%
5. Not Specified	18	2.46%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	671	91.79%

2. Somewhat easy to see	20	2.74%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	40	5.47%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	680	93.02%
2. Somewhat helped	21	2.87%
3. Did not help	0	0.00%
4. Not Specified	30	4.10%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	437	278	1	0	0	15	731	97.81%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	428	294	2	2	0	5	731	99.45%
Reliability	430	295	2	0	0	4	731	99.72%
Access and Facilities	431	290	1	1	0	8	731	99.72%
Communication	420	300	3	0	0	8	731	99.59%
Costs	329	243	1	1	0	157	731	99.65%
Integrity	429	297	1	0	0	4	731	99.86%
Assurance	453	273	2	0	0	3	731	99.73%
Outcome	435	288	2	0	0	6	731	99.72%
Overall	**3,355**	**2,280**	**14**	**4**	**0**	**195**	**5,848**	**99.68%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

San Fernando, Pampanga Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
30	17	47	20 – 34	32.64%
31	36	67	35 – 49	46.53%
16	11	27	50 – 64	18.75%
2	1	3	65 and above	2.08%
0	0	0	Not Specified	0.00%
79	**65**	**144**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	1	100.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**1**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	100%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	55.17%
Business	13.79%
Government	31.03%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	131	90.34%
2. I know what a CC is but I did not see this office's CC.	1	0.69%
3. I learned of the CC only when I saw this office's CC.	7	4.83%
4. I do not know what a CC is and I did not see this office's CC.	6	4.14%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	128	88.28%

2. Somewhat easy to see	10	6.90%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	7	4.83%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	123	84.83%
2. Somewhat helped	12	8.28%
3. Did not help	4	2.76%
4. Not Specified	6	4.14%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	128	17	0	0	0	0	145	100.00%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	121	23	1	0	0	0	145	99.31%
Reliability	120	23	1	0	1	0	145	98.62%
Access and Facilities	122	21	1	0	0	1	145	99.31%
Communication	120	24	1	0	0	0	145	99.31%
Costs	114	20	2	1	0	8	145	97.81%
Integrity	122	21	1	0	0	1	145	99.31%
Assurance	120	25	0	0	0	0	145	100.00%
Outcome	121	22	2	0	0	0	145	98.62%
Overall	**960**	**179**	**9**	**1**	**1**	**10**	**1,160**	**99.04%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Subic Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
5	4	9	19 and below	2.41%
78	82	160	20 – 34	42.78%
42	65	107	35 – 49	28.61%
22	31	53	50 – 64	14.17%
2	0	2	65 and above	0.53%
22	21	43	Not Specified	11.50%
171	**203**	**374**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	1	0.81%
20 – 34	43	34.96%
35 – 49	39	31.71%
50 – 64	20	16.26%
65 and above	4	3.25%
Not Specified	16	13.01%
Total	**123**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	100%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	36.02%
Business	5.43%
Government	31.19%
Not Specified	27.36%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	477	95.98%
2. I know what a CC is but I did not see this office's CC.	2	0.40%
3. I learned of the CC only when I saw this office's CC.	8	1.61%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	10	2.01%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	479	96.38%

2. Somewhat easy to see	4	0.80%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	14	2.82%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	475	95.57%
2. Somewhat helped	7	1.41%
3. Did not help	0	0.00%
4. Not Specified	15	3.02%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	476	18	0	0	0	3	497	99.40%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	457	27	0	0	0	13	497	100.00%
Reliability	481	14	0	0	0	2	497	100.00%
Access and Facilities	483	14	0	0	0	0	497	100.00%
Communication	480	17	0	0	0	0	497	100.00%
Costs	221	12	0	0	0	264	497	100.00%
Integrity	484	13	0	0	0	0	497	100.00%
Assurance	484	10	0	0	0	3	497	100.00%
Outcome	482	13	1	0	0	1	497	99.80%
Overall	**3,572**	**120**	**1**	**0**	**0**	**283**	**3,976**	**99.97%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Tarlac Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
4	8	12	19 and below	2.32%
93	70	163	20 – 34	31.53%
53	80	133	35 – 49	25.73%
69	60	129	50 – 64	24.95%
40	18	58	65 and above	11.22%
14	8	22	Not Specified	4.26%
273	**244**	**517**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	6	19.35%
35 – 49	10	32.26%
50 – 64	3	9.68%
65 and above	2	6.45%
Not Specified	10	32.26%
Total	**31**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	100%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	67.34%
Business	11.50%
Government	11.13%
Not Specified	10.04%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	517	94.34%
2. I know what a CC is but I did not see this office's CC.	2	0.36%
3. I learned of the CC only when I saw this office's CC.	22	4.01%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	7	1.28%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	532	97.08%

2. Somewhat easy to see	7	1.28%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	9	1.64%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	537	97.99%
2. Somewhat helped	4	0.73%
3. Did not help	0	0.00%
4. Not Specified	7	1.28%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	519	27	0	0	0	2	548	99.64%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	503	38	2	0	0	5	548	99.63%
Reliability	513	33	2	0	0	0	548	99.64%
Access and Facilities	504	37	3	0	0	4	548	99.45%
Communication	504	36	1	0	0	7	548	99.82%
Costs	329	34	0	0	0	185	548	100.00%
Integrity	493	24	2	0	1	28	548	99.42%
Assurance	495	32	2	0	0	19	548	99.62%
Outcome	505	32	1	2	0	8	548	99.44%
Overall	**3,846**	**266**	**13**	**2**	**1**	**256**	**4,384**	**99.63%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Lending Center

Cabanatuan Lending Center

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	**Male**	**Total**		
0	0	0	19 and below	0.00%
3	12	15	20 – 34	12.61%
11	18	29	35 – 49	24.37%
16	44	60	50 – 64	50.42%
3	10	13	65 and above	10.92%
2	0	2	Not Specified	1.68%
35	**84**	**119**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	**Count**	
19 and below	0	0.00%
20 – 34	1	33.33%
35 – 49	0	0.00%
50 – 64	2	66.67%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**3**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	100%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	4.10%
Business	56.56%
Government	36.07%
Not Specified	3.28%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	118	96.72%
2. I know what a CC is but I did not see this office's CC.	1	0.82%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	3	2.46%
5. Not Specified	0	0.00%

CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	113	92.62%
2. Somewhat easy to see	5	4.10%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	4	3.28%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	116	95.08%
2. Somewhat helped	3	2.46%
3. Did not help	0	0.00%
4. Not Specified	3	2.46%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	116	6	0	0	0	0	122	100.00%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	112	9	0	0	0	1	122	100.00%
Reliability	112	10	0	0	0	0	122	100.00%
Access and Facilities	103	14	5	0	0	0	122	95.90%
Communication	106	14	2	0	0	0	122	98.36%
Costs	77	13	0	0	0	32	122	100.00%
Integrity	106	10	6	0	0	0	122	95.08%
Assurance	106	9	6	0	0	1	122	95.04%
Outcome	112	10	0	0	0	0	122	100.00%
Overall	**834**	**89**	**19**	**0**	**0**	**34**	**976**	**98.05%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Malolos Lending Center

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
49	4	53	20 – 34	27.04%
66	22	88	35 – 49	44.90%
18	7	25	50 – 64	12.76%
3	2	5	65 and above	2.55%
12	13	25	Not Specified	12.76%
148	**48**	**196**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	2	15.38%
35 – 49	5	38.46%
50 – 64	1	7.69%
65 and above	0	0.00%
Not Specified	5	38.46%
Total	**13**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	100%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	4.78%
Business	79.90%
Government	11.48%
Not Specified	3.83%
Total	**100.0%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	194	92.82%
2. I know what a CC is but I did not see this office's CC.	10	4.78%
3. I learned of the CC only when I saw this office's CC.	4	1.91%
4. I do not know what a CC is and I did not see this office's CC.	1	0.48%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	194	92.82%

2. Somewhat easy to see	3	1.44%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	12	5.74%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	197	94.26%
2. Somewhat helped	10	4.78%
3. Did not help	0	0.00%
4. Not Specified	2	0.96%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	197	12	0	0	0	0	209	100.00%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	191	18	0	0	0	0	209	100.00%
Reliability	191	17	0	0	0	1	209	100.00%
Access and Facilities	189	15	0	0	0	5	209	100.00%
Communication	189	19	0	0	0	1	209	99.40%
Costs	153	15	1	0	0	40	209	100.00%
Integrity	194	11	0	0	0	4	209	100.00%
Assurance	198	11	0	0	0	0	209	100.00%
Outcome	191	12	0	0	0	6	209	100.00%
Overall	**1,496**	**118**	**1**	**0**	**0**	**57**	**1,672**	**99.93%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

San Fernando (Pampanga) Lending Center

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
5	3	8	20 – 34	11.94%
15	5	20	35 – 49	29.85%
7	29	36	50 – 64	53.73%
1	1	2	65 and above	2.99%
1	0	1	Not Specified	1.49%
29	**38**	**67**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	1	4.17%
35 – 49	5	20.83%
50 – 64	5	20.83%
65 and above	0	0.00%
Not Specified	13	54.17%
Total	**24**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	100%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	3.30%
Business	68.13%
Government	24.18%
Not Specified	4.40%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	91	100.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	91	100.00%

2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	88	96.70%
2. Somewhat helped	2	2.20%
3. Did not help	0	0.00%
4. Not Specified	1	1.10%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	88	3	0	0	0	0	91	100.00%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	87	4	0	0	0	0	91	100.00%
Reliability	88	3	0	0	0	0	91	100.00%
Access and Facilities	85	5	0	0	0	1	91	100.00%
Communication	87	3	0	0	0	1	91	100.00%
Costs	57	4	0	0	0	30	91	100.00%
Integrity	83	5	0	0	0	3	91	100.00%
Assurance	85	4	0	0	0	2	91	100.00%
Outcome	87	4	0	0	0	0	91	100.00%
Overall	**659**	**32**	**0**	**0**	**0**	**37**	**728**	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Region IV-A (CALABARZON)

Branch

Bacoor Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	**Male**	**Total**		
0	0	0	19 and below	0.00%
54	59	113	20 – 34	26.46%
80	72	152	35 – 49	35.60%
82	45	127	50 – 64	29.74%
9	4	13	65 and above	3.04%
16	6	22	Not Specified	5.15%
241	**186**	**427**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	**Count**	
19 and below	1	7.14%
20 – 34	0	0.00%
35 – 49	1	7.14%
50 – 64	1	7.14%
65 and above	0	0.00%
Not Specified	11	78.57%
Total	**14**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	100%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	85.71%
Business	5.67%
Government	8.62%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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	69.61%
2. I know what a CC is but I did not see this office's CC.	9	2.04%

3. I learned of the CC only when I saw this office's CC.	125	28.34%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	342	77.55%
2. Somewhat easy to see	90	20.41%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	9	2.04%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	345	78.23%
2. Somewhat helped	96	21.77%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	275	166	0	0	0	0	441	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	195	245	0	0	0	1	441	100.00%
Reliability	202	234	0	0	0	5	441	100.00%
Access and Facilities	197	235	2	0	0	7	441	99.54%
Communication	191	220	1	0	0	29	441	99.76%
Costs	125	115	0	0	1	200	441	99.59%
Integrity	289	148	0	0	1	3	441	99.77%
Assurance	280	161	0	0	0	0	441	100.00%
Outcome	258	183	0	0	0	0	441	100.00%
Overall	**1,737**	**1,541**	**3**	**0**	**2**	**245**	**3,528**	**99.83%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Batangas Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
4	2	6	19 and below	0.82%
147	85	232	20 – 34	31.78%
144	127	271	35 – 49	37.12%
105	76	181	50 – 64	24.79%
25	14	39	65 and above	5.34%
0	1	1	Not Specified	0.14%
425	**305**	**730**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	5	62.50%
35 – 49	0	0.00%
50 – 64	3	37.50%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**8**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	100%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	74.53%
Business	4.20%
Government	21.27%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	713	96.61%
2. I know what a CC is but I did not see this office's CC.	3	0.41%
3. I learned of the CC only when I saw this office's CC.	22	2.98%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	722	97.83%

2. Somewhat easy to see	13	1.76%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	3	0.41%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	715	96.88%
2. Somewhat helped	23	3.12%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	713	25	0	0	0	0	738	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	707	30	1	0	0	0	738	99.86%
Reliability	710	28	0	0	0	0	738	100.00%
Access and Facilities	706	26	0	0	1	5	738	99.86%
Communication	708	28	0	0	2	0	738	99.73%
Costs	379	22	0	1	0	336	738	99.75%
Integrity	718	20	0	0	0	0	738	100.00%
Assurance	720	18	0	0	0	0	738	100.00%
Outcome	711	26	0	0	0	1	738	100.00%
Overall	**5,359**	**198**	**1**	**1**	**3**	**342**	**5,904**	**99.90%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Dasmariñas Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
1	0	1	19 and below	0.16%
98	122	220	20 – 34	36.12%
127	77	204	35 – 49	33.50%
59	43	102	50 – 64	16.75%
17	12	29	65 and above	4.76%
32	21	53	Not Specified	8.70%
334	**275**	**609**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	22	40.74%
35 – 49	12	22.22%
50 – 64	7	12.96%
65 and above	0	0.00%
Not Specified	13	24.07%
Total	**54**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	100%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	33.79%
Business	14.63%
Government	29.41%
Not Specified	22.17%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	581	87.63%
2. I know what a CC is but I did not see this office's CC.	8	1.21%
3. I learned of the CC only when I saw this office's CC.	22	3.32%
4. I do not know what a CC is and I did not see this office's CC.	13	1.96%
5. Not Specified	39	5.88%
CC2. If aware of CC, would you say that the CC of this office was…?		

1. Easy to see	574	86.58%
2. Somewhat easy to see	29	4.37%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	60	9.05%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	532	80.24%
2. Somewhat helped	78	11.76%
3. Did not help	0	0.00%
4. Not Specified	53	7.99%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	600	44	0	0	0	19	663	**97.13%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	585	68	2	0	0	8	663	99.69%
Reliability	615	45	2	0	0	1	663	99.70%
Access and Facilities	596	50	0	0	0	17	663	100.00%
Communication	603	54	0	0	0	6	663	100.00%
Costs	407	46	0	2	1	207	663	99.34%
Integrity	599	55	0	0	0	9	663	100.00%
Assurance	611	50	0	0	0	2	663	100.00%
Outcome	600	53	0	0	0	10	663	100.00%
Overall	**4,616**	**421**	**4**	**2**	**1**	**260**	**5,304**	**99.84%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Lipa Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
6	5	11	19 and below	2.28%
83	83	166	20 – 34	34.37%
58	38	96	35 – 49	19.88%
60	34	94	50 – 64	19.46%
33	15	48	65 and above	9.94%
54	14	68	Not Specified	14.08%
294	**189**	**483**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	4	10.81%
35 – 49	1	2.70%
50 – 64	1	2.70%
65 and above	2	5.41%
Not Specified	29	78.38%
Total	**37**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	100%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	41.92%
Business	5.77%
Government	49.23%
Not Specified	3.08%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	390	75.00%
2. I know what a CC is but I did not see this office's CC.	7	1.35%
3. I learned of the CC only when I saw this office's CC.	91	17.50%
4. I do not know what a CC is and I did not see this office's CC.	10	1.92%
5. Not Specified	22	4.23%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	464	89.23%

2. Somewhat easy to see	17	3.27%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	39	7.50%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	342	65.77%
2. Somewhat helped	142	27.31%
3. Did not help	4	0.77%
4. Not Specified	32	6.15%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	427	81	0	0	0	12	520	**97.69%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	413	100	0	0	0	7	520	100.00%
Reliability	426	89	2	0	0	3	520	99.61%
Access and Facilities	408	104	0	0	0	8	520	100.00%
Communication	407	101	1	0	0	11	520	99.80%
Costs	279	56	1	0	0	184	520	99.70%
Integrity	421	95	1	0	0	3	520	99.81%
Assurance	441	77	0	0	0	2	520	100.00%
Outcome	424	79	2	0	0	15	520	99.60%
Overall	**3,219**	**701**	**7**	**0**	**0**	**233**	**4,160**	**99.82%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Lucena Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
1	0	1	19 and below	0.07%
269	105	374	20 – 34	27.66%
379	151	530	35 – 49	39.20%
197	114	311	50 – 64	23.00%
101	35	136	65 and above	10.06%
0	0	0	Not Specified	0.00%
947	**405**	**1,352**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	3	16.67%
35 – 49	12	66.67%
50 – 64	2	11.11%
65 and above	1	5.56%
Not Specified	0	0.00%
Total	**18**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	100%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	28.18%
Business	21.31%
Government	50.51%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	962	70.22%
2. I know what a CC is but I did not see this office's CC.	7	0.51%
3. I learned of the CC only when I saw this office's CC.	401	29.27%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	1,270	92.70%

2. Somewhat easy to see	92	6.72%
3. Difficult to see	0	0.00%
4. Not visible at all	1	0.07%
5. Not Specified	7	0.51%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,320	96.35%
2. Somewhat helped	49	3.58%
3. Did not help	1	0.07%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	1,322	47	0	0	1	0	1,370	**99.93%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	1,289	80	0	0	1	0	1,370	99.93%
Reliability	1,315	51	1	0	2	1	1,370	99.78%
Access and Facilities	1,046	73	0	0	6	245	1,370	99.47%
Communication	1,319	50	0	0	1	0	1,370	99.93%
Costs	921	52	1	0	3	393	1,370	99.59%
Integrity	1,301	66	0	0	3	0	1,370	99.78%
Assurance	1,325	40	1	0	4	0	1,370	99.64%
Outcome	1,321	44	2	1	2	0	1,370	99.64%
Overall	**9,837**	**456**	**5**	**1**	**22**	**639**	**10,960**	**99.72%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Sta. Cruz Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
9	4	13	19 and below	2.59%
90	39	129	20 – 34	25.75%
110	61	171	35 – 49	34.13%
77	45	122	50 – 64	24.35%
38	17	55	65 and above	10.98%
5	6	11	Not Specified	2.20%
329	**172**	**501**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	1	4.35%
20 – 34	4	17.39%
35 – 49	0	0.00%
50 – 64	1	4.35%
65 and above	1	4.35%
Not Specified	16	69.57%
Total	**23**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	100%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	76.34%
Business	10.50%
Government	10.31%
Not Specified	2.86%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	275	52.48%
2. I know what a CC is but I did not see this office's CC.	16	3.05%
3. I learned of the CC only when I saw this office's CC.	226	43.13%
4. I do not know what a CC is and I did not see this office's CC.	3	0.57%
5. Not Specified	4	0.76%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	427	81.49%

2. Somewhat easy to see	53	10.11%
3. Difficult to see	21	4.01%
4. Not visible at all	0	0.00%
5. Not Specified	23	4.39%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	268	51.15%
2. Somewhat helped	239	45.61%
3. Did not help	9	1.72%
4. Not Specified	8	1.53%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	455	67	0	1	0	1	524	**99.62%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	450	70	2	1	0	1	524	99.43%
Reliability	467	54	1	0	1	1	524	99.62%
Access and Facilities	406	43	1	0	0	74	524	99.78%
Communication	443	67	9	2	1	2	524	97.70%
Costs	277	36	5	1	0	205	524	98.12%
Integrity	476	47	0	1	0	0	524	99.81%
Assurance	483	38	1	0	1	1	524	99.62%
Outcome	440	65	9	0	1	9	524	98.06%
Overall	**3,442**	**420**	**28**	**5**	**4**	**293**	**4,192**	**99.02%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Sta. Rosa Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
4	11	15	19 and below	3.88%
68	60	128	20 – 34	33.07%
78	30	108	35 – 49	27.91%
65	42	107	50 – 64	27.65%
12	16	28	65 and above	7.24%
1	0	1	Not Specified	0.26%
228	**159**	**387**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	2	13.33%
50 – 64	2	13.33%
65 and above	2	13.33%
Not Specified	9	60.00%
Total	**15**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	100%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	85.82%
Business	3.73%
Government	8.46%
Not Specified	1.99%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	383	95.27%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	19	4.73%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	383	95.27%

2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	19	4.73%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	383	95.27%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. Not Specified	19	4.73%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	396	6	0	0	0	0	402	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	391	10	0	0	0	1	402	100.00%
Reliability	394	8	0	0	0	0	402	100.00%
Access and Facilities	392	9	0	0	0	1	402	100.00%
Communication	393	8	0	0	0	1	402	100.00%
Costs	220	9	0	0	0	173	402	100.00%
Integrity	396	6	0	0	0	0	402	100.00%
Assurance	393	9	0	0	0	0	402	100.00%
Outcome	395	6	0	0	0	1	402	100.00%
Overall	**2,974**	**65**	**0**	**0**	**0**	**177**	**3,216**	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Lending Center

Dasmariñas Lending Center

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	**Male**	**Total**		
0	0	0	19 and below	0.00%
4	1	5	20 – 34	23.81%
1	4	5	35 – 49	23.81%
1	1	2	50 – 64	9.52%
0	0	0	65 and above	0.00%
1	8	9	Not Specified	42.86%
7	**14**	**21**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	**Count**	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	4	100.00%
Total	**4**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	100%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	4.00%
Business	88.00%
Government	4.00%
Not Specified	4.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	10	40.00%
2. I know what a CC is but I did not see this office's CC.	3	12.00%
3. I learned of the CC only when I saw this office's CC.	4	16.00%
4. I do not know what a CC is and I did not see this office's CC.	4	16.00%
5. Not Specified	4	16.00%

CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	5	20.00%
2. Somewhat easy to see	9	36.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	11	44.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	6	24.00%
2. Somewhat helped	10	40.00%
3. Did not help	0	0.00%
4. Not Specified	9	36.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	19	6	0	0	0	0	25	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	18	3	1	0	0	3	25	95.45%
Reliability	18	7	0	0	0	0	25	100.00%
Access and Facilities	17	8	0	0	0	0	25	100.00%
Communication	11	8	1	3	0	2	25	82.61%
Costs	9	7	1	0	0	8	25	94.12%
Integrity	18	6	0	0	0	1	25	100.00%
Assurance	19	6	0	0	0	0	25	100.00%
Outcome	14	7	0	0	0	4	25	100.00%
Overall	**124**	**52**	**3**	**3**	**0**	**18**	**200**	**96.52%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Lipa Lending Center

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
23	13	36	20 – 34	27.48%
23	17	40	35 – 49	30.53%
19	20	39	50 – 64	29.77%
1	10	11	65 and above	8.40%
2	3	5	Not Specified	3.82%
68	**63**	**131**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	3	75.00%
50 – 64	0	0.00%
65 and above	1	25.00%
Not Specified	0	0.00%
Total	**4**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	100%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	26.67%
Business	31.11%
Government	41.48%
Not Specified	0.74%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	132	97.78%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	2	1.48%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	1	0.74%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	134	99.26%

2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	1	0.74%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	133	98.52%
2. Somewhat helped	1	0.74%
3. Did not help	0	0.00%
4. Not Specified	1	0.74%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	123	12	0	0	0	0	135	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	125	9	0	0	0	1	135	100.00%
Reliability	123	12	0	0	0	0	135	100.00%
Access and Facilities	118	13	0	0	0	4	135	100.00%
Communication	123	11	0	0	0	1	135	100.00%
Costs	81	11	0	0	0	43	135	100.00%
Integrity	124	10	0	0	0	1	135	100.00%
Assurance	125	8	0	0	0	2	135	100.00%
Outcome	125	9	0	0	0	1	135	100.00%
Overall	**944**	**83**	**0**	**0**	**0**	**53**	**1,080**	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Lucena Lending Center

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
12	13	25	20 – 34	22.52%
13	18	31	35 – 49	27.93%
9	16	25	50 – 64	22.52%
8	8	16	65 and above	14.41%
8	6	14	Not Specified	12.61%
50	**61**	**111**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	5	26.32%
35 – 49	1	5.26%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	13	68.42%
Total	**19**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	100%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	6.92%
Business	63.08%
Government	19.23%
Not Specified	10.77%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	71	54.62%
2. I know what a CC is but I did not see this office's CC.	34	26.15%
3. I learned of the CC only when I saw this office's CC.	6	4.62%
4. I do not know what a CC is and I did not see this office's CC.	16	12.31%
5. Not Specified	3	2.31%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	71	54.62%

2. Somewhat easy to see	6	4.62%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	53	40.77%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	103	79.23%
2. Somewhat helped	7	5.38%
3. Did not help	1	0.77%
4. Not Specified	19	14.62%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	100	28	0	0	0	2	130	**98.46%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	90	36	0	0	0	4	130	100.00%
Reliability	100	27	0	0	0	3	130	100.00%
Access and Facilities	97	27	1	0	0	5	130	99.20%
Communication	99	28	1	0	0	2	130	99.22%
Costs	81	17	3	0	0	29	130	97.03%
Integrity	99	27	0	0	0	4	130	100.00%
Assurance	105	21	0	0	0	4	130	100.00%
Outcome	101	25	1	0	0	3	130	99.21%
Overall	**772**	**208**	**6**	**0**	**0**	**54**	**1,040**	**99.33%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Region IV-B (MIMAROPA)

Branch

Calapan Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	**Male**	**Total**		
3	2	5	19 and below	0.94%
120	76	196	20 – 34	36.70%
133	46	179	35 – 49	33.52%
84	37	121	50 – 64	22.66%
19	12	31	65 and above	5.81%
2	0	2	Not Specified	0.37%
361	**173**	**534**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	**Count**	
19 and below	0	0.00%
20 – 34	2	18.18%
35 – 49	5	45.45%
50 – 64	4	36.36%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**11**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	100%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	56.70%
Business	7.16%
Government	36.15%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	357	65.50%
2. I know what a CC is but I did not see this office's CC.	9	1.65%

3. I learned of the CC only when I saw this office's CC.	107	19.63%
4. I do not know what a CC is and I did not see this office's CC.	72	13.21%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	430	78.90%
2. Somewhat easy to see	26	4.77%
3. Difficult to see	7	1.28%
4. Not visible at all	1	0.18%
5. Not Specified	81	14.86%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	438	80.37%
2. Somewhat helped	31	5.69%
3. Did not help	4	0.73%
4. Not Specified	72	13.21%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	479	60	3	3	0	0	545	**98.90%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	474	64	6	0	0	1	545	98.90%
Reliability	499	41	1	0	3	1	545	99.26%
Access and Facilities	438	47	4	1	0	55	545	98.98%
Communication	509	32	3	0	0	1	545	99.45%
Costs	26	5	1	0	0	513	545	96.88%
Integrity	505	32	5	0	0	3	545	99.08%
Assurance	499	40	5	0	0	1	545	99.08%
Outcome	490	43	6	1	0	5	545	98.70%
Overall	**3,440**	**304**	**31**	**2**	**3**	**580**	**4,360**	**98.79%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Puerto Princesa Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
2	1	3	19 and below	0.45%
163	105	268	20 – 34	40.00%
129	140	269	35 – 49	40.15%
49	60	109	50 – 64	16.27%
13	8	21	65 and above	3.13%
0	0	0	Not Specified	0.00%
356	**314**	**670**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	25	37.31%
35 – 49	33	49.25%
50 – 64	9	13.43%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**67**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	100%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	57.53%
Business	9.36%
Government	33.11%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	729	98.91%
2. I know what a CC is but I did not see this office's CC.	5	0.68%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	3	0.41%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	687	93.22%

2. Somewhat easy to see	41	5.56%
3. Difficult to see	1	0.14%
4. Not visible at all	0	0.00%
5. Not Specified	8	1.09%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	662	89.82%
2. Somewhat helped	67	9.09%
3. Did not help	5	0.68%
4. Not Specified	3	0.41%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	667	70	0	0	0	0	737	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	646	86	4	0	1	0	737	99.32%
Reliability	640	94	2	0	1	0	737	99.59%
Access and Facilities	642	92	2	0	1	0	737	99.59%
Communication	632	99	3	0	3	0	737	99.19%
Costs	638	95	2	0	1	1	737	99.59%
Integrity	681	53	2	0	1	0	737	99.59%
Assurance	680	52	2	0	3	0	737	99.32%
Outcome	658	75	2	0	2	0	737	99.46%
Overall	**5,217**	**646**	**19**	**0**	**13**	**1**	**5,896**	**99.46%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Romblon Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
5	11	16	19 and below	3.23%
158	69	227	20 – 34	45.86%
86	28	114	35 – 49	23.03%
30	24	54	50 – 64	10.91%
5	1	6	65 and above	1.21%
59	19	78	Not Specified	15.76%
343	**152**	**495**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	1	7.69%
35 – 49	2	15.38%
50 – 64	1	7.69%
65 and above	0	0.00%
Not Specified	9	69.23%
Total	**13**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	100%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	26.77%
Business	2.95%
Government	53.74%
Not Specified	16.54%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	381	75.00%
2. I know what a CC is but I did not see this office's CC.	8	1.57%
3. I learned of the CC only when I saw this office's CC.	28	5.51%
4. I do not know what a CC is and I did not see this office's CC.	6	1.18%
5. Not Specified	85	16.73%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	367	72.24%

2. Somewhat easy to see	37	7.28%
3. Difficult to see	2	0.39%
4. Not visible at all	1	0.20%
5. Not Specified	101	19.88%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	378	74.41%
2. Somewhat helped	35	6.89%
3. Did not help	2	0.39%
4. Not Specified	93	18.31%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	424	75	5	0	4	0	508	**98.23%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	352	116	8	3	0	29	508	97.70%
Reliability	412	86	5	0	0	5	508	99.01%
Access and Facilities	406	91	0	0	1	10	508	99.80%
Communication	382	113	2	0	0	11	508	99.60%
Costs	333	81	5	3	1	85	508	97.87%
Integrity	416	86	0	0	0	6	508	100.00%
Assurance	429	73	1	0	0	5	508	99.80%
Outcome	407	86	2	0	0	13	508	99.60%
Overall	**3,137**	**732**	**23**	**6**	**2**	**164**	**4,064**	**99.17%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

San Jose Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
6	4	10	19 and below	2.73%
110	80	190	20 – 34	51.91%
50	42	92	35 – 49	25.14%
29	21	50	50 – 64	13.66%
13	6	19	65 and above	5.19%
3	2	5	Not Specified	1.37%
211	**155**	**366**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	1	10.00%
20 – 34	3	30.00%
35 – 49	3	30.00%
50 – 64	3	30.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**10**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	100%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	63.03%
Business	9.04%
Government	25.53%
Not Specified	2.39%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	311	82.71%
2. I know what a CC is but I did not see this office's CC.	14	3.72%
3. I learned of the CC only when I saw this office's CC.	34	9.04%
4. I do not know what a CC is and I did not see this office's CC.	15	3.99%
5. Not Specified	2	0.53%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	304	80.85%

2. Somewhat easy to see	34	9.04%
3. Difficult to see	6	1.60%
4. Not visible at all	1	0.27%
5. Not Specified	31	8.24%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	325	86.44%
2. Somewhat helped	32	8.51%
3. Did not help	1	0.27%
4. Not Specified	18	4.79%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	320	54	2	0	0	0	376	**99.47%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	297	76	1	0	0	2	376	99.73%
Reliability	315	59	1	0	0	1	376	99.73%
Access and Facilities	308	66	0	0	0	2	376	100.00%
Communication	300	69	6	0	0	1	376	98.40%
Costs	258	63	2	1	1	51	376	98.77%
Integrity	308	63	2	0	0	3	376	99.46%
Assurance	318	57	0	0	0	1	376	100.00%
Outcome	296	74	1	1	0	4	376	99.46%
Overall	**2,400**	**527**	**13**	**2**	**1**	**65**	**3,008**	**99.45%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Taytay-Palawan Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
9	0	9	19 and below	1.48%
212	103	315	20 – 34	51.89%
122	74	196	35 – 49	32.29%
38	36	74	50 – 64	12.19%
11	2	13	65 and above	2.14%
0	0	0	Not Specified	0.00%
392	**215**	**607**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	11	47.83%
35 – 49	8	34.78%
50 – 64	2	8.70%
65 and above	0	0.00%
Not Specified	2	8.70%
Total	**23**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	100%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	72.86%
Business	7.94%
Government	19.21%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	540	85.71%
2. I know what a CC is but I did not see this office's CC.	39	6.19%
3. I learned of the CC only when I saw this office's CC.	44	6.98%
4. I do not know what a CC is and I did not see this office's CC.	7	1.11%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	537	85.24%

2. Somewhat easy to see	47	7.46%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	46	7.30%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	475	75.40%
2. Somewhat helped	148	23.49%
3. Did not help	0	0.00%
4. Not Specified	7	1.11%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	524	101	3	0	0	2	630	**99.21%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	501	125	2	1	1	0	630	99.37%
Reliability	531	98	1	0	0	0	630	99.84%
Access and Facilities	517	108	3	0	1	1	630	99.36%
Communication	511	113	3	0	1	2	630	99.36%
Costs	87	20	3	1	1	518	630	95.54%
Integrity	524	103	3	0	0	0	630	99.52%
Assurance	531	98	1	0	0	0	630	99.84%
Outcome	514	115	1	0	0	0	630	99.84%
Overall	**3,716**	**780**	**17**	**2**	**4**	**521**	**5,040**	**99.08%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Lending Center

Calapan Lending Center

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	**Male**	**Total**		
0	0	0	19 and below	0.00%
2	1	3	20 – 34	4.76%
21	18	39	35 – 49	61.90%
2	10	12	50 – 64	19.05%
0	2	2	65 and above	3.17%
3	4	7	Not Specified	11.11%
28	**35**	**63**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	**Count**	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	7	77.78%
50 – 64	1	11.11%
65 and above	0	0.00%
Not Specified	1	11.11%
Total	**9**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	100%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	37.50%
Business	52.78%
Government	2.78%
Not Specified	6.94%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	70	97.22%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	1	1.39%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	1	1.39%

CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	70	97.22%
2. Somewhat easy to see	1	1.39%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	1	1.39%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	70	97.22%
2. Somewhat helped	1	1.39%
3. Did not help	0	0.00%
4. Not Specified	1	1.39%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	68	4	0	0	0	0	72	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	69	3	0	0	0	0	72	100.00%
Reliability	69	3	0	0	0	0	72	100.00%
Access and Facilities	68	3	0	0	0	1	72	100.00%
Communication	67	5	0	0	0	0	72	100.00%
Costs	62	7	0	0	0	3	72	100.00%
Integrity	70	2	0	0	0	0	72	100.00%
Assurance	69	3	0	0	0	0	72	100.00%
Outcome	70	2	0	0	0	0	72	100.00%
Overall	**544**	**28**	**0**	**0**	**0**	**4**	**576**	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Puerto Princesa Lending Center

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
6	7	13	20 – 34	20.97%
3	12	15	35 – 49	24.19%
2	3	5	50 – 64	8.06%
0	0	0	65 and above	0.00%
9	20	29	Not Specified	46.77%
20	**42**	**62**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	2	11.76%
35 – 49	2	11.76%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	13	76.47%
Total	**17**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	100%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	7.59%
Business	32.91%
Government	49.37%
Not Specified	10.13%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	77	97.47%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	2	2.53%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	75	94.94%

2. Somewhat easy to see	2	2.53%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	2	2.53%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	77	97.47%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. Not Specified	2	2.53%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	74	5	0	0	0	0	79	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	73	6	0	0	0	0	79	100.00%
Reliability	71	6	0	0	0	2	79	100.00%
Access and Facilities	68	11	0	0	0	0	79	100.00%
Communication	66	13	0	0	0	0	79	100.00%
Costs	54	9	0	0	0	16	79	100.00%
Integrity	76	3	0	0	0	0	79	100.00%
Assurance	75	4	0	0	0	0	79	100.00%
Outcome	76	1	2	0	0	0	79	97.47%
Overall	**559**	**53**	**2**	**0**	**0**	**18**	**632**	**99.68%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Region V (Bicol Region)

Branch

Daet Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	**Male**	**Total**		
60	31	91	19 and below	16.82%
141	79	220	20 – 34	40.67%
93	47	140	35 – 49	25.88%
40	23	63	50 – 64	11.65%
18	9	27	65 and above	4.99%
0	0	0	Not Specified	0.00%
352	**189**	**541**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	**Count**	
19 and below	5	62.50%
20 – 34	2	25.00%
35 – 49	1	12.50%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**8**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	100%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	75.96%
Business	4.01%
Government	20.04%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	434	79.05%
2. I know what a CC is but I did not see this office's CC.	6	1.09%

3. I learned of the CC only when I saw this office's CC.	73	13.30%
4. I do not know what a CC is and I did not see this office's CC.	36	6.56%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	417	75.96%
2. Somewhat easy to see	90	16.39%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	42	7.65%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	414	75.41%
2. Somewhat helped	98	17.85%
3. Did not help	1	0.18%
4. Not Specified	36	6.56%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	489	50	1	0	0	9	549	**98.18%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	482	62	5	0	0	0	549	99.09%
Reliability	482	62	2	1	1	1	549	99.27%
Access and Facilities	469	51	1	0	1	27	549	99.62%
Communication	435	81	3	0	0	30	549	99.42%
Costs	347	63	3	0	1	135	549	99.03%
Integrity	481	64	3	0	0	1	549	99.45%
Assurance	481	62	5	1	0	0	549	98.91%
Outcome	381	69	1	0	1	97	549	99.56%
Overall	**3,558**	**514**	**23**	**2**	**4**	**291**	**4,392**	**99.29%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Guinobatan Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
5	8	13	19 and below	3.01%
149	79	228	20 – 34	52.78%
99	27	126	35 – 49	29.17%
33	7	40	50 – 64	9.26%
13	1	14	65 and above	3.24%
9	2	11	Not Specified	2.55%
308	**124**	**432**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	5	100.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**5**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	100%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	43.48%
Business	25.17%
Government	31.12%
Not Specified	0.23%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	390	89.24%
2. I know what a CC is but I did not see this office's CC.	4	0.92%
3. I learned of the CC only when I saw this office's CC.	27	6.18%
4. I do not know what a CC is and I did not see this office's CC.	6	1.37%
5. Not Specified	10	2.29%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	396	90.62%

2. Somewhat easy to see	18	4.12%
3. Difficult to see	2	0.46%
4. Not visible at all	0	0.00%
5. Not Specified	21	4.81%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	389	89.02%
2. Somewhat helped	30	6.86%
3. Did not help	0	0.00%
4. Not Specified	18	4.12%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	384	51	0	0	1	1	437	**99.54%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	332	82	2	1	1	19	437	99.04%
Reliability	369	59	0	0	1	8	437	99.77%
Access and Facilities	365	58	0	0	1	13	437	99.76%
Communication	348	80	2	0	1	6	437	99.30%
Costs	155	48	3	0	0	231	437	98.54%
Integrity	374	59	1	0	1	2	437	99.54%
Assurance	390	45	0	0	1	1	437	99.77%
Outcome	343	83	0	0	1	10	437	99.77%
Overall	**2,676**	**514**	**8**	**1**	**7**	**290**	**3,496**	**99.44%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Iriga Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
17	9	26	19 and below	8.07%
80	86	166	20 – 34	51.55%
45	22	67	35 – 49	20.81%
16	7	23	50 – 64	7.14%
6	0	6	65 and above	1.86%
18	16	34	Not Specified	10.56%
182	**140**	**322**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	14	33.33%
35 – 49	4	9.52%
50 – 64	2	4.76%
65 and above	0	0.00%
Not Specified	22	52.38%
Total	**42**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	100%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	70.33%
Business	1.37%
Government	10.44%
Not Specified	17.86%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	223	61.26%
2. I know what a CC is but I did not see this office's CC.	19	5.22%
3. I learned of the CC only when I saw this office's CC.	56	15.38%
4. I do not know what a CC is and I did not see this office's CC.	23	6.32%
5. Not Specified	43	11.81%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	229	62.91%

2. Somewhat easy to see	43	11.81%
3. Difficult to see	4	1.10%
4. Not visible at all	0	0.00%
5. Not Specified	88	24.18%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	235	64.56%
2. Somewhat helped	56	15.38%
3. Did not help	3	0.82%
4. Not Specified	70	19.23%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	273	70	4	0	1	16	364	**94.23%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	260	91	5	0	1	7	364	98.32%
Reliability	284	69	6	0	1	4	364	98.06%
Access and Facilities	264	88	3	1	1	7	364	98.60%
Communication	260	82	6	0	1	15	364	97.99%
Costs	199	54	3	1	2	105	364	97.68%
Integrity	284	62	9	0	1	8	364	97.19%
Assurance	299	57	3	0	1	4	364	98.89%
Outcome	301	58	1	0	2	2	364	99.17%
Overall	**2,151**	**561**	**36**	**2**	**10**	**152**	**2,912**	**98.24%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Legazpi Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
2	2	4	19 and below	1.56%
42	24	66	20 – 34	25.78%
60	15	75	35 – 49	29.30%
33	27	60	50 – 64	23.44%
8	3	11	65 and above	4.30%
26	14	40	Not Specified	15.63%
171	**85**	**256**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	4	14.29%
35 – 49	5	17.86%
50 – 64	4	14.29%
65 and above	1	3.57%
Not Specified	14	50.00%
Total	**28**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	100%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	36.62%
Business	9.51%
Government	45.07%
Not Specified	8.80%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	235	82.75%
2. I know what a CC is but I did not see this office's CC.	2	0.70%
3. I learned of the CC only when I saw this office's CC.	39	13.73%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	8	2.82%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	233	82.04%

2. Somewhat easy to see	39	13.73%
3. Difficult to see	2	0.70%
4. Not visible at all	0	0.00%
5. Not Specified	10	3.52%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	221	77.82%
2. Somewhat helped	51	17.96%
3. Did not help	2	0.70%
4. Not Specified	10	3.52%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	224	60	0	0	0	0	284	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	187	88	0	1	0	8	284	99.64%
Reliability	215	64	1	0	0	4	284	99.64%
Access and Facilities	203	75	0	0	0	6	284	100.00%
Communication	194	81	2	2	0	5	284	98.57%
Costs	139	53	1	1	2	88	284	97.96%
Integrity	235	44	1	0	0	4	284	99.64%
Assurance	238	43	0	0	0	3	284	100.00%
Outcome	214	66	2	0	0	2	284	99.29%
Overall	**1,625**	**514**	**7**	**4**	**2**	**120**	**2,272**	**99.34%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Masbate Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
2	1	3	19 and below	0.54%
229	95	324	20 – 34	58.06%
87	57	144	35 – 49	25.81%
28	13	41	50 – 64	7.35%
1	1	2	65 and above	0.36%
28	16	44	Not Specified	7.89%
375	**183**	**558**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	2	5.26%
20 – 34	13	34.21%
35 – 49	10	26.32%
50 – 64	4	10.53%
65 and above	1	2.63%
Not Specified	8	21.05%
Total	**38**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	100%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	25.50%
Business	4.19%
Government	52.18%
Not Specified	18.12%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	493	82.72%
2. I know what a CC is but I did not see this office's CC.	9	1.51%
3. I learned of the CC only when I saw this office's CC.	50	8.39%
4. I do not know what a CC is and I did not see this office's CC.	13	2.18%
5. Not Specified	31	5.20%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	487	81.71%

2. Somewhat easy to see	41	6.88%
3. Difficult to see	4	0.67%
4. Not visible at all	0	0.00%
5. Not Specified	64	10.74%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	501	84.06%
2. Somewhat helped	45	7.55%
3. Did not help	0	0.00%
4. Not Specified	50	8.39%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	368	221	5	0	0	2	596	**98.83%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	289	241	26	6	0	34	596	94.31%
Reliability	389	202	1	0	0	4	596	99.83%
Access and Facilities	347	227	6	0	0	16	596	98.97%
Communication	335	232	8	0	0	21	596	98.61%
Costs	318	174	9	3	0	92	596	97.62%
Integrity	373	197	11	1	0	14	596	97.94%
Assurance	379	195	10	0	0	12	596	98.29%
Outcome	384	192	6	0	0	14	596	98.97%
Overall	**2,814**	**1,660**	**77**	**10**	**0**	**207**	**4,768**	**98.07%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Naga Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
4	1	5	19 and below	1.48%
82	48	130	20 – 34	38.58%
81	25	106	35 – 49	31.45%
54	21	75	50 – 64	22.26%
4	0	4	65 and above	1.19%
12	5	17	Not Specified	5.04%
237	**100**	**337**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	1	25.00%
35 – 49	3	75.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**4**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	100%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	33.43%
Business	6.45%
Government	59.53%
Not Specified	0.59%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	270	79.18%
2. I know what a CC is but I did not see this office's CC.	11	3.23%
3. I learned of the CC only when I saw this office's CC.	32	9.38%
4. I do not know what a CC is and I did not see this office's CC.	18	5.28%
5. Not Specified	10	2.93%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	259	75.95%

2. Somewhat easy to see	34	9.97%
3. Difficult to see	5	1.47%
4. Not visible at all	1	0.29%
5. Not Specified	42	12.32%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	271	79.47%
2. Somewhat helped	37	10.85%
3. Did not help	1	0.29%
4. Not Specified	32	9.38%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	255	84	2	0	0	0	341	**99.41%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	203	121	12	1	0	4	341	96.14%
Reliability	244	92	4	0	0	1	341	98.82%
Access and Facilities	226	107	5	0	0	3	341	98.52%
Communication	221	106	12	0	0	2	341	96.46%
Costs	196	79	5	3	0	58	341	97.17%
Integrity	236	86	16	2	0	1	341	94.71%
Assurance	265	68	8	0	0	0	341	97.65%
Outcome	236	96	7	0	0	2	341	97.94%
Overall	**1,827**	**755**	**69**	**6**	**0**	**71**	**2,728**	**97.18%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Placer Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
4	1	5	19 and below	3.57%
50	31	81	20 – 34	57.86%
28	10	38	35 – 49	27.14%
11	2	13	50 – 64	9.29%
0	1	1	65 and above	0.71%
1	1	2	Not Specified	1.43%
94	**46**	**140**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	3	60.00%
35 – 49	1	20.00%
50 – 64	1	20.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**5**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	100%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	54.48%
Business	2.76%
Government	22.07%
Not Specified	20.69%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	128	88.28%
2. I know what a CC is but I did not see this office's CC.	8	5.52%
3. I learned of the CC only when I saw this office's CC.	6	4.14%
4. I do not know what a CC is and I did not see this office's CC.	2	1.38%
5. Not Specified	1	0.69%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	124	85.52%

2. Somewhat easy to see	8	5.52%
3. Difficult to see	2	1.38%
4. Not visible at all	0	0.00%
5. Not Specified	11	7.59%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	132	91.03%
2. Somewhat helped	10	6.90%
3. Did not help	0	0.00%
4. Not Specified	3	2.07%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	129	15	1	0	0	0	145	**99.31%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	118	27	0	0	0	0	145	100.00%
Reliability	126	17	0	0	0	2	145	100.00%
Access and Facilities	121	22	1	0	0	1	145	99.31%
Communication	117	21	4	0	0	3	145	97.18%
Costs	109	20	1	0	0	15	145	99.23%
Integrity	124	19	0	0	0	2	145	100.00%
Assurance	128	15	0	0	0	2	145	100.00%
Outcome	124	20	0	0	0	1	145	100.00%
Overall	**967**	**161**	**6**	**0**	**0**	**26**	**1,160**	**99.46%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Sorsogon Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
1	1	2	19 and below	0.45%
146	60	206	20 – 34	46.71%
113	34	147	35 – 49	33.33%
61	20	81	50 – 64	18.37%
4	1	5	65 and above	1.13%
0	0	0	Not Specified	0.00%
325	**116**	**441**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	6	85.71%
35 – 49	1	14.29%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**7**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	100%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	30.13%
Business	1.56%
Government	68.30%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	390	87.05%
2. I know what a CC is but I did not see this office's CC.	11	2.46%
3. I learned of the CC only when I saw this office's CC.	16	3.57%
4. I do not know what a CC is and I did not see this office's CC.	31	6.92%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	380	84.82%

2. Somewhat easy to see	21	4.69%
3. Difficult to see	3	0.67%
4. Not visible at all	2	0.45%
5. Not Specified	42	9.38%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	384	85.71%
2. Somewhat helped	32	7.14%
3. Did not help	1	0.22%
4. Not Specified	31	6.92%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	323	121	3	0	0	1	448	**99.11%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	254	180	9	3	0	2	448	97.31%
Reliability	291	157	0	0	0	0	448	100.00%
Access and Facilities	286	159	3	0	0	0	448	99.33%
Communication	296	147	5	0	0	0	448	98.88%
Costs	275	142	1	5	1	24	448	98.35%
Integrity	318	122	8	0	0	0	448	98.21%
Assurance	338	110	0	0	0	0	448	100.00%
Outcome	313	132	2	0	0	1	448	99.55%
Overall	**2,371**	**1,149**	**28**	**8**	**1**	**27**	**3,584**	**98.95%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Virac Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
8	0	8	19 and below	1.77%
109	51	160	20 – 34	35.32%
88	54	142	35 – 49	31.35%
55	54	109	50 – 64	24.06%
20	14	34	65 and above	7.51%
0	0	0	Not Specified	0.00%
280	**173**	**453**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**0**	0.00%

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	100%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	94.48%
Business	1.10%
Government	4.42%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	451	99.56%
2. I know what a CC is but I did not see this office's CC.	2	0.44%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	432	95.36%

2. Somewhat easy to see	19	4.19%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	2	0.44%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	442	97.57%
2. Somewhat helped	11	2.43%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	85	367	1	0	0	0	453	**99.78%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	55	397	1	0	0	0	453	99.78%
Reliability	47	406	0	0	0	0	453	100.00%
Access and Facilities	45	407	1	0	0	0	453	99.78%
Communication	42	411	0	0	0	0	453	100.00%
Costs	41	411	1	0	0	0	453	99.78%
Integrity	34	418	1	0	0	0	453	99.78%
Assurance	35	416	1	0	1	0	453	99.56%
Outcome	30	420	3	0	0	0	453	99.34%
Overall	**329**	**3,286**	**8**	**0**	**1**	**0**	**3,624**	**99.75%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Lending Center

Legazpi Lending Center

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	**Male**	**Total**		
0	0	0	19 and below	0.00%
0	3	3	20 – 34	3.37%
6	13	19	35 – 49	21.35%
5	14	19	50 – 64	21.35%
0	0	0	65 and above	0.00%
26	22	48	Not Specified	53.93%
37	**52**	**89**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	**Count**	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	8	100.00%
Total	**8**	100.00%

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	100%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	11.34%
Business	31.96%
Government	52.58%
Not Specified	4.12%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	83	85.57%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	13	13.40%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	1	1.03%

CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	78	80.41%
2. Somewhat easy to see	18	18.56%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	1	1.03%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	86	88.66%
2. Somewhat helped	10	10.31%
3. Did not help	0	0.00%
4. Not Specified	1	1.03%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	57	40	0	0	0	0	97	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	55	35	0	2	0	5	97	97.83%
Reliability	52	41	0	0	0	4	97	100.00%
Access and Facilities	55	35	0	0	0	7	97	100.00%
Communication	52	39	0	0	0	6	97	100.00%
Costs	50	11	0	2	0	34	97	96.83%
Integrity	53	40	0	0	0	4	97	100.00%
Assurance	57	40	0	0	0	0	97	100.00%
Outcome	56	41	0	0	0	0	97	100.00%
Overall	**430**	**282**	**0**	**4**	**0**	**60**	**776**	**99.33%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Naga Lending Center

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
26	2	28	20 – 34	16.77%
32	49	81	35 – 49	48.50%
13	15	28	50 – 64	16.77%
29	1	30	65 and above	17.96%
0	0	0	Not Specified	0.00%
100	**67**	**167**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	16	88.89%
35 – 49	2	11.11%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**18**	100.00%

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	100%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	1.62%
Business	70.27%
Government	28.11%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	172	92.97%
2. I know what a CC is but I did not see this office's CC.	5	2.70%
3. I learned of the CC only when I saw this office's CC.	5	2.70%
4. I do not know what a CC is and I did not see this office's CC.	3	1.62%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	172	92.97%

2. Somewhat easy to see	5	2.70%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	8	4.32%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	169	91.35%
2. Somewhat helped	10	5.41%
3. Did not help	3	1.62%
4. Not Specified	3	1.62%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	154	31	0	0	0	0	185	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	147	30	2	0	0	6	185	98.88%
Reliability	148	37	0	0	0	0	185	100.00%
Access and Facilities	138	28	1	0	0	18	185	99.40%
Communication	157	25	0	2	0	1	185	98.91%
Costs	111	15	2	0	0	57	185	98.44%
Integrity	164	21	0	0	0	0	185	100.00%
Assurance	160	19	6	0	0	0	185	96.76%
Outcome	155	30	0	0	0	0	185	100.00%
Overall	**1,180**	**205**	**11**	**2**	**0**	**82**	**1,480**	**99.05%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Region VI (Western Visayas)

Branch

Antique Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
6	1	7	19 and below	1.55%
104	67	171	20 – 34	37.83%
95	35	130	35 – 49	28.76%
58	25	83	50 – 64	18.36%
9	1	10	65 and above	2.21%
30	21	51	Not Specified	11.28%
302	**150**	**452**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	3	75.00%
35 – 49	0	0.00%
50 – 64	1	25.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**4**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	100%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	44.96%
Business	10.53%
Government	41.89%
Not Specified	2.63%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	448	98.25%
2. I know what a CC is but I did not see this office's CC.	1	0.22%

3. I learned of the CC only when I saw this office's CC.	1	0.22%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	6	1.32%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	445	97.59%
2. Somewhat easy to see	2	0.44%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	9	1.97%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	447	98.03%
2. Somewhat helped	3	0.66%
3. Did not help	0	0.00%
4. Not Specified	6	1.32%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	424	31	0	0	0	1	456	99.78%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	388	57	1	3	0	7	456	99.11%
Reliability	422	33	0	0	0	1	456	100.00%
Access and Facilities	415	37	0	0	0	4	456	100.00%
Communication	388	55	0	1	0	12	456	99.77%
Costs	156	35	3	0	0	262	456	98.45%
Integrity	413	34	2	1	0	6	456	99.33%
Assurance	430	23	0	1	0	2	456	99.78%
Outcome	410	39	0	1	0	6	456	99.78%
Overall	**3,022**	**313**	**6**	**7**	**0**	**300**	**3,648**	**99.53%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Buenavista Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
29	12	41	19 and below	4.89%
246	83	329	20 – 34	39.26%
160	69	229	35 – 49	27.33%
123	55	178	50 – 64	21.24%
34	26	60	65 and above	7.16%
0	1	1	Not Specified	0.12%
592	**246**	**838**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**0**	**0.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	100%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	95.94%
Business	3.58%
Government	0.48%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	133	15.87%
2. I know what a CC is but I did not see this office's CC.	2	0.24%
3. I learned of the CC only when I saw this office's CC.	700	83.53%
4. I do not know what a CC is and I did not see this office's CC.	3	0.36%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	806	96.18%

2. Somewhat easy to see	27	3.22%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	5	0.60%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	780	93.08%
2. Somewhat helped	55	6.56%
3. Did not help	0	0.00%
4. Not Specified	3	0.36%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	685	149	4	0	0	0	838	99.52%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	676	157	4	0	0	1	838	99.52%
Reliability	681	152	5	0	0	0	838	99.40%
Access and Facilities	680	154	3	0	0	1	838	99.64%
Communication	667	167	4	0	0	0	838	99.52%
Costs	26	10	0	0	0	802	838	100.00%
Integrity	697	137	3	1	0	0	838	99.52%
Assurance	700	134	4	0	0	0	838	99.52%
Outcome	687	147	3	0	0	1	838	99.64%
Overall	**4,814**	**1,058**	**26**	**1**	**0**	**805**	**6,704**	**99.60%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Iloilo Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
4	2	6	19 and below	2.03%
97	34	131	20 – 34	44.26%
54	17	71	35 – 49	23.99%
44	22	66	50 – 64	22.30%
6	10	16	65 and above	5.41%
6	0	6	Not Specified	2.03%
211	**85**	**296**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	4	50.00%
35 – 49	2	25.00%
50 – 64	1	12.50%
65 and above	0	0.00%
Not Specified	1	12.50%
Total	**8**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	100%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	39.80%
Business	7.24%
Government	51.97%
Not Specified	0.99%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	278	91.45%
2. I know what a CC is but I did not see this office's CC.	7	2.30%
3. I learned of the CC only when I saw this office's CC.	7	2.30%
4. I do not know what a CC is and I did not see this office's CC.	7	2.30%
5. Not Specified	5	1.64%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	276	90.79%

2. Somewhat easy to see	8	2.63%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	20	6.58%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	278	91.45%
2. Somewhat helped	8	2.63%
3. Did not help	1	0.33%
4. Not Specified	17	5.59%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	287	16	0	0	1	0	304	99.67%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	283	19	0	0	1	1	304	99.67%
Reliability	291	10	1	0	1	1	304	99.34%
Access and Facilities	286	13	1	0	2	2	304	99.01%
Communication	284	16	1	0	2	1	304	99.01%
Costs	253	7	1	0	0	43	304	99.62%
Integrity	291	12	0	0	0	1	304	100.00%
Assurance	287	15	0	0	2	0	304	99.34%
Outcome	287	15	0	1	0	1	304	99.67%
Overall	**2,262**	**107**	**4**	**1**	**8**	**50**	**2,432**	**99.46%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Jaro Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	**Male**	**Total**		
1	1	2	19 and below	0.43%
97	46	143	20 – 34	30.62%
132	39	171	35 – 49	36.62%
105	23	128	50 – 64	27.41%
16	7	23	65 and above	4.93%
0	0	0	Not Specified	0.00%
351	**116**	**467**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	**Count**	
19 and below	0	0.00%
20 – 34	1	4.76%
35 – 49	11	52.38%
50 – 64	9	42.86%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**21**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	100%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	77.87%
Business	3.69%
Government	18.44%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	483	98.98%
2. I know what a CC is but I did not see this office's CC.	4	0.82%
3. I learned of the CC only when I saw this office's CC.	1	0.20%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	476	97.54%

2. Somewhat easy to see	8	1.64%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	4	0.82%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	478	97.95%
2. Somewhat helped	10	2.05%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	420	63	4	0	1	0	488	98.98%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	412	72	2	1	1	0	488	99.18%
Reliability	420	63	4	0	1	0	488	98.98%
Access and Facilities	410	67	10	1	0	0	488	97.75%
Communication	417	63	7	0	1	0	488	98.36%
Costs	348	65	0	0	0	75	488	100.00%
Integrity	423	62	3	0	0	0	488	99.39%
Assurance	427	58	3	0	0	0	488	99.39%
Outcome	419	68	1	0	0	0	488	99.80%
Overall	**3,276**	**518**	**30**	**2**	**3**	**75**	**3,904**	**99.10%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Kabankalan Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
4	3	7	19 and below	1.16%
112	55	167	20 – 34	27.69%
125	83	208	35 – 49	34.49%
109	61	170	50 – 64	28.19%
29	22	51	65 and above	8.46%
0	0	0	Not Specified	0.00%
379	**224**	**603**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	1	33.33%
35 – 49	1	33.33%
50 – 64	1	33.33%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**3**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	100%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	78.38%
Business	8.75%
Government	12.87%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	559	92.24%
2. I know what a CC is but I did not see this office's CC.	3	0.50%
3. I learned of the CC only when I saw this office's CC.	44	7.26%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	595	98.18%

2. Somewhat easy to see	8	1.32%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	3	0.50%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	600	99.01%
2. Somewhat helped	5	0.83%
3. Did not help	1	0.17%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	470	135	1	0	0	0	606	99.83%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	408	184	10	2	0	2	606	98.01%
Reliability	472	131	3	0	0	0	606	99.50%
Access and Facilities	466	133	6	0	0	1	606	99.01%
Communication	439	158	5	0	1	3	606	99.00%
Costs	162	59	1	0	0	384	606	99.55%
Integrity	488	112	5	0	0	1	606	99.17%
Assurance	511	91	4	0	0	0	606	99.34%
Outcome	473	127	0	0	0	6	606	100.00%
Overall	**3,419**	**995**	**34**	**2**	**1**	**397**	**4,848**	**99.20%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Kalibo Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
1	1	2	19 and below	0.88%
77	49	126	20 – 34	55.75%
32	17	49	35 – 49	21.68%
25	11	36	50 – 64	15.93%
10	1	11	65 and above	4.87%
2	0	2	Not Specified	0.88%
147	**79**	**226**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	3	75.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	1	25.00%
Total	**4**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	100%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	44.35%
Business	2.17%
Government	53.48%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	204	88.70%
2. I know what a CC is but I did not see this office's CC.	4	1.74%
3. I learned of the CC only when I saw this office's CC.	19	8.26%
4. I do not know what a CC is and I did not see this office's CC.	2	0.87%
5. Not Specified	1	0.43%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	202	87.83%

2. Somewhat easy to see	18	7.83%
3. Difficult to see	2	0.87%
4. Not visible at all	1	0.43%
5. Not Specified	7	3.04%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	204	88.70%
2. Somewhat helped	21	9.13%
3. Did not help	2	0.87%
4. Not Specified	3	1.30%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	206	23	1	0	0	0	230	99.57%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	199	27	1	0	1	2	230	99.12%
Reliability	218	10	2	0	0	0	230	99.13%
Access and Facilities	212	16	1	0	0	1	230	99.56%
Communication	204	23	3	0	0	0	230	98.70%
Costs	141	12	0	0	1	76	230	99.35%
Integrity	213	14	2	0	0	1	230	99.13%
Assurance	217	11	0	1	0	1	230	99.56%
Outcome	206	22	0	1	0	1	230	99.56%
Overall	**1,610**	**135**	**9**	**2**	**2**	**82**	**1,840**	**99.26%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Pototan Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
22	7	29	20 – 34	7.16%
13	7	20	35 – 49	4.94%
7	5	12	50 – 64	2.96%
4	1	5	65 and above	1.23%
255	84	339	Not Specified	83.70%
301	**104**	**405**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	8	100.00%
Total	**8**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	100%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	94.19%
Business	0.73%
Government	4.60%
Not Specified	0.48%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	398	96.37%
2. I know what a CC is but I did not see this office's CC.	3	0.73%
3. I learned of the CC only when I saw this office's CC.	9	2.18%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	3	0.73%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	330	79.90%

2. Somewhat easy to see	76	18.40%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	7	1.69%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	326	78.93%
2. Somewhat helped	81	19.61%
3. Did not help	0	0.00%
4. Not Specified	6	1.45%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	365	48	0	0	0	0	413	100.00%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	330	79	0	1	1	2	413	99.51%
Reliability	356	57	0	0	0	0	413	100.00%
Access and Facilities	354	57	0	0	0	2	413	100.00%
Communication	347	63	1	0	1	1	413	99.51%
Costs	302	54	0	1	0	56	413	99.72%
Integrity	361	50	0	0	0	2	413	100.00%
Assurance	359	50	0	0	0	4	413	100.00%
Outcome	355	55	1	0	0	2	413	99.76%
Overall	**2,764**	**465**	**2**	**2**	**2**	**69**	**3,304**	**99.81%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Roxas Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
1	1	2	19 and below	0.61%
61	54	115	20 – 34	34.95%
35	37	72	35 – 49	21.88%
20	32	52	50 – 64	15.81%
15	12	27	65 and above	8.21%
32	29	61	Not Specified	18.54%
164	**165**	**329**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	3	6.98%
35 – 49	3	6.98%
50 – 64	0	0.00%
65 and above	3	6.98%
Not Specified	34	79.07%
Total	**43**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	100%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	55.91%
Business	11.83%
Government	21.51%
Not Specified	10.75%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	270	72.58%
2. I know what a CC is but I did not see this office's CC.	4	1.08%
3. I learned of the CC only when I saw this office's CC.	78	20.97%
4. I do not know what a CC is and I did not see this office's CC.	3	0.81%
5. Not Specified	17	4.57%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	252	67.74%

2. Somewhat easy to see	94	25.27%
3. Difficult to see	1	0.27%
4. Not visible at all	0	0.00%
5. Not Specified	25	6.72%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	270	72.58%
2. Somewhat helped	80	21.51%
3. Did not help	0	0.00%
4. Not Specified	22	5.91%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	291	79	1	0	0	1	372	99.46%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	253	110	3	0	0	6	372	99.18%
Reliability	277	89	0	0	0	6	372	100.00%
Access and Facilities	222	61	1	0	0	88	372	99.65%
Communication	258	106	2	0	0	6	372	99.45%
Costs	100	28	1	0	0	243	372	99.22%
Integrity	275	90	6	0	0	1	372	98.38%
Assurance	293	76	1	0	0	2	372	99.73%
Outcome	288	79	1	0	0	4	372	99.73%
Overall	**1,966**	**639**	**15**	**0**	**0**	**356**	**2,976**	**99.42%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Lending Center

Iloilo Lending Center

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	**Male**	**Total**		
0	0	0	19 and below	0.00%
8	0	8	20 – 34	57.14%
1	3	4	35 – 49	28.57%
2	0	2	50 – 64	14.29%
0	0	0	65 and above	0.00%
0	0	0	Not Specified	0.00%
11	**3**	**14**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	**Count**	
19 and below	0	0.00%
20 – 34	4	80.00%
35 – 49	0	0.00%
50 – 64	1	20.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**5**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	100%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	5.26%
Business	57.89%
Government	36.84%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	16	84.21%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	3	15.79%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%

CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	19	100.00%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	14	73.68%
2. Somewhat helped	5	26.32%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	19	0	0	0	0	0	19	100.00%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	18	1	0	0	0	0	19	100.00%
Reliability	18	1	0	0	0	0	19	100.00%
Access and Facilities	18	1	0	0	0	0	19	100.00%
Communication	18	1	0	0	0	0	19	100.00%
Costs	15	1	0	0	0	3	19	100.00%
Integrity	19	0	0	0	0	0	19	100.00%
Assurance	19	0	0	0	0	0	19	100.00%
Outcome	18	1	0	0	0	0	19	100.00%
Overall	**143**	**6**	**0**	**0**	**0**	**3**	**152**	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Region VII (Central Visayas)

Branch

Bogo Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	**Male**	**Total**		
0	0	0	19 and below	0.00%
73	41	114	20 – 34	42.22%
68	42	110	35 – 49	40.74%
21	24	45	50 – 64	16.67%
0	0	0	65 and above	0.00%
1	0	1	Not Specified	0.37%
163	**107**	**270**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	**Count**	
19 and below	0	0.00%
20 – 34	1	50.00%
35 – 49	1	50.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**2**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	100%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	25.74%
Business	8.09%
Government	64.71%
Not Specified	1.47%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	264	97.06%
2. I know what a CC is but I did not see this office's CC.	1	0.37%

3. I learned of the CC only when I saw this office's CC.	3	1.10%
4. I do not know what a CC is and I did not see this office's CC.	1	0.37%
5. Not Specified	3	1.10%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	263	96.69%
2. Somewhat easy to see	3	1.10%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	6	2.21%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	253	93.01%
2. Somewhat helped	13	4.78%
3. Did not help	0	0.00%
4. Not Specified	6	2.21%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	218	53	1	0	0	0	272	**99.63%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	210	61	1	0	0	0	272	99.63%
Reliability	209	61	1	0	1	0	272	99.26%
Access and Facilities	206	63	1	0	0	2	272	99.63%
Communication	207	62	2	0	1	0	272	98.90%
Costs	194	62	1	0	0	15	272	99.61%
Integrity	212	59	1	0	0	0	272	99.63%
Assurance	208	63	1	0	0	0	272	99.63%
Outcome	208	62	1	0	1	0	272	99.26%
Overall	**1,654**	**493**	**9**	**0**	**3**	**17**	**2,176**	**99.45%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Carcar Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
5	1	6	19 and below	1.25%
136	79	215	20 – 34	44.79%
113	46	159	35 – 49	33.13%
58	17	75	50 – 64	15.63%
16	2	18	65 and above	3.75%
6	1	7	Not Specified	1.46%
334	**146**	**480**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	3	37.50%
35 – 49	4	50.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	1	12.50%
Total	**8**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	100%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	46.31%
Business	11.07%
Government	40.98%
Not Specified	1.64%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	478	97.95%
2. I know what a CC is but I did not see this office's CC.	1	0.20%
3. I learned of the CC only when I saw this office's CC.	4	0.82%
4. I do not know what a CC is and I did not see this office's CC.	1	0.20%
5. Not Specified	4	0.82%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	478	97.95%

2. Somewhat easy to see	3	0.61%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	7	1.43%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	481	98.57%
2. Somewhat helped	1	0.20%
3. Did not help	1	0.20%
4. Not Specified	5	1.02%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	452	36	0	0	0	0	488	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	420	61	2	1	0	4	488	99.38%
Reliability	439	47	1	0	0	1	488	99.79%
Access and Facilities	436	48	1	0	0	3	488	99.79%
Communication	415	67	2	0	0	4	488	99.59%
Costs	371	52	5	3	1	56	488	97.92%
Integrity	418	57	2	0	0	11	488	99.58%
Assurance	419	58	1	0	0	10	488	99.79%
Outcome	431	51	1	0	1	4	488	99.59%
Overall	**3,349**	**441**	**15**	**4**	**2**	**93**	**3,904**	**99.43%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Cebu Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
7	4	11	19 and below	1.46%
220	112	332	20 – 34	44.03%
141	94	235	35 – 49	31.17%
77	56	133	50 – 64	17.64%
28	15	43	65 and above	5.70%
0	0	0	Not Specified	0.00%
473	**281**	**754**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	1	100.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**1**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	100%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	41.06%
Business	5.30%
Government	53.64%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	658	87.15%
2. I know what a CC is but I did not see this office's CC.	36	4.77%
3. I learned of the CC only when I saw this office's CC.	19	2.52%
4. I do not know what a CC is and I did not see this office's CC.	42	5.56%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	553	73.25%

2. Somewhat easy to see	118	15.63%
3. Difficult to see	4	0.53%
4. Not visible at all	2	0.26%
5. Not Specified	78	10.33%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	570	75.50%
2. Somewhat helped	142	18.81%
3. Did not help	1	0.13%
4. Not Specified	42	5.56%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	465	278	10	2	0	0	755	**98.41%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	407	328	17	1	0	2	755	97.61%
Reliability	422	317	15	0	0	1	755	98.01%
Access and Facilities	403	333	16	0	1	2	755	97.74%
Communication	377	348	25	2	0	3	755	96.41%
Costs	357	314	16	0	0	68	755	97.67%
Integrity	431	303	15	1	1	4	755	97.74%
Assurance	420	319	11	1	1	3	755	98.27%
Outcome	416	327	11	0	0	1	755	98.54%
Overall	**3,233**	**2,589**	**126**	**5**	**3**	**84**	**6,040**	**97.75%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Mandaue Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
1	1	2	19 and below	0.34%
204	90	294	20 – 34	49.41%
91	70	161	35 – 49	27.06%
61	39	100	50 – 64	16.81%
14	3	17	65 and above	2.86%
17	4	21	Not Specified	3.53%
388	**207**	**595**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	14	38.89%
35 – 49	10	27.78%
50 – 64	8	22.22%
65 and above	2	5.56%
Not Specified	2	5.56%
Total	**36**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	100%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	40.89%
Business	13.79%
Government	39.30%
Not Specified	6.02%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	505	80.03%
2. I know what a CC is but I did not see this office's CC.	5	0.79%
3. I learned of the CC only when I saw this office's CC.	87	13.79%
4. I do not know what a CC is and I did not see this office's CC.	7	1.11%
5. Not Specified	27	4.28%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	544	86.21%

2. Somewhat easy to see	43	6.81%
3. Difficult to see	4	0.63%
4. Not visible at all	0	0.00%
5. Not Specified	40	6.34%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	524	83.04%
2. Somewhat helped	68	10.78%
3. Did not help	5	0.79%
4. Not Specified	34	5.39%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	541	89	0	0	0	1	631	**99.84%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	496	120	2	0	3	10	631	99.19%
Reliability	528	92	2	0	0	9	631	99.68%
Access and Facilities	531	86	3	0	0	11	631	99.52%
Communication	495	123	1	1	0	11	631	99.68%
Costs	429	91	9	2	1	99	631	97.74%
Integrity	544	78	1	0	1	7	631	99.68%
Assurance	561	67	1	0	0	2	631	99.84%
Outcome	539	73	4	1	0	14	631	99.19%
Overall	**4,123**	**730**	**23**	**4**	**5**	**163**	**5,048**	**99.32%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Tagbilaran Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
1	1	2	19 and below	0.43%
133	118	251	20 – 34	53.52%
121	40	161	35 – 49	34.33%
36	13	49	50 – 64	10.45%
5	1	6	65 and above	1.28%
0	0	0	Not Specified	0.00%
296	**173**	**469**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	1	33.33%
35 – 49	2	66.67%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**3**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	100%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	29.87%
Business	20.97%
Government	49.15%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	361	76.48%
2. I know what a CC is but I did not see this office's CC.	18	3.81%
3. I learned of the CC only when I saw this office's CC.	36	7.63%
4. I do not know what a CC is and I did not see this office's CC.	57	12.08%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	366	77.54%

2. Somewhat easy to see	29	6.14%
3. Difficult to see	2	0.42%
4. Not visible at all	0	0.00%
5. Not Specified	75	15.89%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	359	76.06%
2. Somewhat helped	53	11.23%
3. Did not help	3	0.64%
4. Not Specified	57	12.08%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	326	141	5	0	0	0	472	**98.94%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	287	170	14	0	0	1	472	97.03%
Reliability	300	169	3	0	0	0	472	99.36%
Access and Facilities	302	161	6	3	0	0	472	98.09%
Communication	272	189	9	0	2	0	472	97.67%
Costs	208	131	10	3	0	120	472	96.31%
Integrity	292	166	8	2	0	4	472	97.86%
Assurance	312	155	3	0	2	0	472	98.94%
Outcome	298	171	1	0	0	2	472	99.79%
Overall	**2,271**	**1,312**	**54**	**8**	**4**	**127**	**3,776**	**98.13%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Talisay Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
10	1	11	19 and below	3.63%
51	46	97	20 – 34	32.01%
57	52	109	35 – 49	35.97%
34	35	69	50 – 64	22.77%
1	5	6	65 and above	1.98%
8	3	11	Not Specified	3.63%
161	**142**	**303**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	2	100.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**2**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	100%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	46.23%
Business	14.75%
Government	33.11%
Not Specified	5.90%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	262	85.90%
2. I know what a CC is but I did not see this office's CC.	3	0.98%
3. I learned of the CC only when I saw this office's CC.	30	9.84%
4. I do not know what a CC is and I did not see this office's CC.	2	0.66%
5. Not Specified	8	2.62%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	258	84.59%

2. Somewhat easy to see	33	10.82%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	14	4.59%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	250	81.97%
2. Somewhat helped	45	14.75%
3. Did not help	0	0.00%
4. Not Specified	10	3.28%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	264	39	2	0	0	0	305	**99.34%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	254	46	4	0	1	0	305	98.36%
Reliability	265	36	4	0	0	0	305	98.69%
Access and Facilities	252	50	2	0	0	1	305	99.34%
Communication	231	37	16	1	0	20	305	94.04%
Costs	187	34	3	0	0	81	305	98.66%
Integrity	272	28	2	0	0	3	305	99.34%
Assurance	274	30	1	0	0	0	305	99.67%
Outcome	260	42	2	0	0	1	305	99.34%
Overall	**1,995**	**303**	**34**	**1**	**1**	**106**	**2,440**	**98.43%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Toledo Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
4	2	6	19 and below	1.46%
126	54	180	20 – 34	43.80%
81	36	117	35 – 49	28.47%
31	35	66	50 – 64	16.06%
12	5	17	65 and above	4.14%
14	11	25	Not Specified	6.08%
268	**143**	**411**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	3	75.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	1	25.00%
Total	**4**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	100%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	57.11%
Business	1.45%
Government	37.83%
Not Specified	3.61%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	346	83.37%
2. I know what a CC is but I did not see this office's CC.	29	6.99%
3. I learned of the CC only when I saw this office's CC.	34	8.19%
4. I do not know what a CC is and I did not see this office's CC.	1	0.24%
5. Not Specified	5	1.20%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	341	82.17%

2. Somewhat easy to see	36	8.67%
3. Difficult to see	1	0.24%
4. Not visible at all	2	0.48%
5. Not Specified	35	8.43%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	347	83.61%
2. Somewhat helped	59	14.22%
3. Did not help	0	0.00%
4. Not Specified	9	2.17%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	367	47	0	0	1	0	415	**99.76%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	339	70	4	1	0	1	415	98.79%
Reliability	352	59	1	1	0	2	415	99.52%
Access and Facilities	344	66	2	1	0	2	415	99.27%
Communication	337	71	2	2	0	3	415	99.03%
Costs	300	60	3	1	0	51	415	98.90%
Integrity	366	46	2	1	0	0	415	99.28%
Assurance	364	47	3	1	0	0	415	99.04%
Outcome	356	55	2	2	0	0	415	99.04%
Overall	**2,758**	**474**	**19**	**10**	**0**	**59**	**3,320**	**99.11%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Tubigon Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
1	0	1	19 and below	0.28%
147	77	224	20 – 34	62.75%
68	22	90	35 – 49	25.21%
30	10	40	50 – 64	11.20%
1	0	1	65 and above	0.28%
1	0	1	Not Specified	0.28%
248	**109**	**357**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	6	46.15%
35 – 49	6	46.15%
50 – 64	1	7.69%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**13**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	100%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	41.89%
Business	2.43%
Government	55.68%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	352	95.14%
2. I know what a CC is but I did not see this office's CC.	4	1.08%
3. I learned of the CC only when I saw this office's CC.	5	1.35%
4. I do not know what a CC is and I did not see this office's CC.	9	2.43%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	347	93.78%

2. Somewhat easy to see	9	2.43%
3. Difficult to see	0	0.00%
4. Not visible at all	1	0.27%
5. Not Specified	13	3.51%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	349	94.32%
2. Somewhat helped	12	3.24%
3. Did not help	0	0.00%
4. Not Specified	9	2.43%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	300	69	1	0	0	0	370	**99.73%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	265	96	8	0	1	0	370	97.57%
Reliability	288	79	3	0	0	0	370	99.19%
Access and Facilities	279	90	1	0	0	0	370	99.73%
Communication	269	99	2	0	0	0	370	99.46%
Costs	276	80	3	0	0	11	370	99.16%
Integrity	288	77	4	0	0	1	370	98.92%
Assurance	300	69	1	0	0	0	370	99.73%
Outcome	289	77	3	0	0	1	370	99.19%
Overall	**2,254**	**667**	**25**	**0**	**1**	**13**	**2,960**	**99.12%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Ubay Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	1	1	19 and below	0.23%
96	83	179	20 – 34	41.24%
95	85	180	35 – 49	41.47%
28	44	72	50 – 64	16.59%
1	1	2	65 and above	0.46%
0	0	0	Not Specified	0.00%
220	**214**	**434**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	2	40.00%
35 – 49	3	60.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**5**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	100%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	67.88%
Business	7.06%
Government	25.06%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	435	99.09%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	4	0.91%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	439	100.00%

2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	438	99.77%
2. Somewhat helped	1	0.23%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	421	18	0	0	0	0	439	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	395	43	0	0	1	0	439	99.77%
Reliability	378	59	0	0	0	2	439	100.00%
Access and Facilities	407	32	0	0	0	0	439	100.00%
Communication	407	32	0	0	0	0	439	100.00%
Costs	406	32	0	0	0	1	439	100.00%
Integrity	409	30	0	0	0	0	439	100.00%
Assurance	419	20	0	0	0	0	439	100.00%
Outcome	422	17	0	0	0	0	439	100.00%
Overall	**3,243**	**265**	**0**	**0**	**1**	**3**	**3,512**	**99.97%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Lending Center

Cebu North Lending Center

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	**Male**	**Total**		
0	0	0	19 and below	0.00%
4	1	5	20 – 34	23.81%
8	1	9	35 – 49	42.86%
3	3	6	50 – 64	28.57%
0	1	1	65 and above	4.76%
0	0	0	Not Specified	0.00%
15	**6**	**21**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	**Count**	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	2	50.00%
50 – 64	2	50.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**4**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	100%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	8.00%
Business	88.00%
Government	4.00%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	20	80.00%
2. I know what a CC is but I did not see this office's CC.	1	4.00%
3. I learned of the CC only when I saw this office's CC.	1	4.00%
4. I do not know what a CC is and I did not see this office's CC.	2	8.00%
5. Not Specified	1	4.00%

CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	20	80.00%
2. Somewhat easy to see	1	4.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	4	16.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	20	80.00%
2. Somewhat helped	2	8.00%
3. Did not help	0	0.00%
4. Not Specified	3	12.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	21	3	0	0	0	1	25	**96.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	19	5	0	0	0	1	25	100.00%
Reliability	19	5	0	0	0	1	25	100.00%
Access and Facilities	21	3	0	0	0	1	25	100.00%
Communication	15	7	0	0	0	3	25	100.00%
Costs	19	3	1	0	0	2	25	95.65%
Integrity	21	3	0	0	0	1	25	100.00%
Assurance	22	2	0	0	0	1	25	100.00%
Outcome	19	5	1	0	0	0	25	96.00%
Overall	**155**	**33**	**2**	**0**	**0**	**10**	**200**	**98.96%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Cebu South Lending Center

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
8	2	10	20 – 34	32.26%
4	10	14	35 – 49	45.16%
0	5	5	50 – 64	16.13%
0	0	0	65 and above	0.00%
0	2	2	Not Specified	6.45%
12	**19**	**31**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	5	83.33%
35 – 49	0	0.00%
50 – 64	1	16.67%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**6**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	100%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	8.11%
Business	83.78%
Government	8.11%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	26	70.27%
2. I know what a CC is but I did not see this office's CC.	2	5.41%
3. I learned of the CC only when I saw this office's CC.	3	8.11%
4. I do not know what a CC is and I did not see this office's CC.	6	16.22%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	25	67.57%

2. Somewhat easy to see	4	10.81%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	8	21.62%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	28	75.68%
2. Somewhat helped	3	8.11%
3. Did not help	0	0.00%
4. Not Specified	6	16.22%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	28	9	0	0	0	0	37	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	32	4	0	0	0	1	37	100.00%
Reliability	31	4	0	0	0	2	37	100.00%
Access and Facilities	30	4	0	0	0	3	37	100.00%
Communication	31	5	0	0	0	1	37	100.00%
Costs	25	5	2	0	0	5	37	93.75%
Integrity	33	3	0	0	0	1	37	100.00%
Assurance	35	2	0	0	0	0	37	100.00%
Outcome	27	8	0	0	0	2	37	100.00%
Overall	**244**	**35**	**2**	**0**	**0**	**15**	**296**	**99.22%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Tagbilaran Lending Center

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
1	8	9	20 – 34	9.09%
7	33	40	35 – 49	40.40%
26	2	28	50 – 64	28.28%
4	3	7	65 and above	7.07%
10	5	15	Not Specified	15.15%
48	**51**	**99**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	1	50.00%
65 and above	0	0.00%
Not Specified	1	50.00%
Total	**2**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	100%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	56.44%
Business	30.69%
Government	12.87%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	101	100.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	99	98.02%

2. Somewhat easy to see	2	1.98%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	96	95.05%
2. Somewhat helped	5	4.95%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	91	9	0	0	0	1	101	**99.01%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	87	14	0	0	0	0	101	100.00%
Reliability	89	12	0	0	0	0	101	100.00%
Access and Facilities	87	13	0	0	0	1	101	100.00%
Communication	87	12	2	0	0	0	101	98.02%
Costs	71	10	1	0	0	19	101	98.78%
Integrity	90	10	0	0	0	1	101	100.00%
Assurance	90	11	0	0	0	0	101	100.00%
Outcome	87	12	0	0	0	2	101	100.00%
Overall	**688**	**94**	**3**	**0**	**0**	**23**	**808**	**99.60%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Region VIII (Eastern Visayas)

Branch

Borongan Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	**Male**	**Total**		
93	21	114	19 and below	14.73%
227	122	349	20 – 34	45.09%
147	19	166	35 – 49	21.45%
84	22	106	50 – 64	13.70%
5	1	6	65 and above	0.78%
28	5	33	Not Specified	4.26%
584	**190**	**774**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	**Count**	
19 and below	14	11.02%
20 – 34	36	28.35%
35 – 49	46	36.22%
50 – 64	23	18.11%
65 and above	0	0.00%
Not Specified	8	6.30%
Total	**127**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	100%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	49.28%
Business	1.00%
Government	32.08%
Not Specified	17.65%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	874	97.00%
2. I know what a CC is but I did not see this office's CC.	3	0.33%

3. I learned of the CC only when I saw this office's CC.	1	0.11%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	23	2.55%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	870	96.56%
2. Somewhat easy to see	2	0.22%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	29	3.22%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	878	97.45%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. Not Specified	23	2.55%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	707	191	1	0	0	2	901	**99.67%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	587	293	5	1	1	14	901	99.21%
Reliability	673	220	2	0	0	6	901	99.78%
Access and Facilities	637	251	6	1	0	6	901	99.22%
Communication	620	258	8	0	0	15	901	99.10%
Costs	574	236	7	3	1	80	901	98.66%
Integrity	715	178	2	0	0	6	901	99.78%
Assurance	715	180	1	0	0	5	901	99.89%
Outcome	668	229	3	0	0	1	901	99.67%
Overall	**5,189**	**1,845**	**34**	**5**	**2**	**133**	**7,208**	**99.41%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Catarman Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
20	2	22	19 and below	5.39%
139	65	204	20 – 34	50.00%
54	44	98	35 – 49	24.02%
46	19	65	50 – 64	15.93%
8	3	11	65 and above	2.70%
8	0	8	Not Specified	1.96%
275	**133**	**408**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	19	38.00%
35 – 49	19	38.00%
50 – 64	7	14.00%
65 and above	2	4.00%
Not Specified	3	6.00%
Total	**50**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	100%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	12.66%
Business	9.39%
Government	64.19%
Not Specified	13.76%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	387	84.50%
2. I know what a CC is but I did not see this office's CC.	16	3.49%
3. I learned of the CC only when I saw this office's CC.	30	6.55%
4. I do not know what a CC is and I did not see this office's CC.	6	1.31%
5. Not Specified	19	4.15%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	395	86.24%

2. Somewhat easy to see	21	4.59%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	42	9.17%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	410	89.52%
2. Somewhat helped	21	4.59%
3. Did not help	0	0.00%
4. Not Specified	27	5.90%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	377	75	2	0	0	4	458	**98.69%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	327	93	9	0	0	29	458	97.90%
Reliability	379	73	0	0	0	6	458	100.00%
Access and Facilities	363	83	0	0	0	12	458	100.00%
Communication	344	101	2	0	0	11	458	99.55%
Costs	281	73	4	3	0	97	458	98.06%
Integrity	394	58	2	0	0	4	458	99.56%
Assurance	395	57	1	0	0	5	458	99.78%
Outcome	352	88	2	0	0	16	458	99.55%
Overall	**2,835**	**626**	**20**	**3**	**0**	**180**	**3,664**	**99.30%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Catbalogan Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
6	1	7	19 and below	1.08%
224	112	336	20 – 34	51.77%
108	51	159	35 – 49	24.50%
62	24	86	50 – 64	13.25%
7	4	11	65 and above	1.69%
34	16	50	Not Specified	7.70%
441	**208**	**649**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	1	1.27%
20 – 34	17	21.52%
35 – 49	11	13.92%
50 – 64	32	40.51%
65 and above	0	0.00%
Not Specified	18	22.78%
Total	**79**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	100%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	51.10%
Business	5.77%
Government	30.22%
Not Specified	12.91%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	572	78.57%
2. I know what a CC is but I did not see this office's CC.	23	3.16%
3. I learned of the CC only when I saw this office's CC.	75	10.30%
4. I do not know what a CC is and I did not see this office's CC.	37	5.08%
5. Not Specified	21	2.88%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	579	79.53%

2. Somewhat easy to see	53	7.28%
3. Difficult to see	5	0.69%
4. Not visible at all	4	0.55%
5. Not Specified	87	11.95%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	588	80.77%
2. Somewhat helped	74	10.16%
3. Did not help	2	0.27%
4. Not Specified	64	8.79%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	469	250	4	1	2	2	728	**98.76%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	403	269	24	6	0	26	728	95.73%
Reliability	469	244	6	2	0	7	728	98.89%
Access and Facilities	429	272	11	0	1	15	728	98.32%
Communication	408	251	35	8	0	26	728	93.87%
Costs	335	217	13	5	1	157	728	96.67%
Integrity	403	232	23	4	1	65	728	95.78%
Assurance	397	258	24	6	1	42	728	95.48%
Outcome	438	265	12	2	1	10	728	97.91%
Overall	**3,282**	**2,008**	**148**	**33**	**5**	**348**	**5,824**	**96.58%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Dolores Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
8	2	10	19 and below	1.93%
184	104	288	20 – 34	55.49%
98	44	142	35 – 49	27.36%
40	20	60	50 – 64	11.56%
1	3	4	65 and above	0.77%
13	2	15	Not Specified	2.89%
344	**175**	**519**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	1	2.63%
20 – 34	9	23.68%
35 – 49	11	28.95%
50 – 64	6	15.79%
65 and above	0	0.00%
Not Specified	11	28.95%
Total	**38**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	100%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	21.36%
Business	18.85%
Government	49.37%
Not Specified	10.41%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	393	70.56%
2. I know what a CC is but I did not see this office's CC.	14	2.51%
3. I learned of the CC only when I saw this office's CC.	110	19.75%
4. I do not know what a CC is and I did not see this office's CC.	11	1.97%
5. Not Specified	29	5.21%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	435	78.10%

2. Somewhat easy to see	56	10.05%
3. Difficult to see	6	1.08%
4. Not visible at all	0	0.00%
5. Not Specified	60	10.77%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	429	77.02%
2. Somewhat helped	86	15.44%
3. Did not help	0	0.00%
4. Not Specified	42	7.54%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	430	125	0	0	0	2	557	**99.64%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	362	174	7	0	0	14	557	98.71%
Reliability	432	118	0	0	0	7	557	100.00%
Access and Facilities	424	130	0	0	0	3	557	100.00%
Communication	394	151	4	0	0	8	557	99.27%
Costs	387	111	7	1	0	51	557	98.42%
Integrity	435	110	5	0	0	7	557	99.09%
Assurance	434	117	1	0	0	5	557	99.82%
Outcome	423	126	3	0	0	5	557	99.46%
Overall	**3,291**	**1,037**	**27**	**1**	**0**	**100**	**4,456**	**99.35%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Maasin Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
3	3	6	19 and below	0.82%
250	101	351	20 – 34	47.89%
170	29	199	35 – 49	27.15%
101	30	131	50 – 64	17.87%
29	4	33	65 and above	4.50%
12	1	13	Not Specified	1.77%
565	**168**	**733**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	5	25.00%
35 – 49	4	20.00%
50 – 64	2	10.00%
65 and above	1	5.00%
Not Specified	8	40.00%
Total	**20**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	100%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	21.25%
Business	4.91%
Government	72.24%
Not Specified	1.59%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	625	83.00%
2. I know what a CC is but I did not see this office's CC.	19	2.52%
3. I learned of the CC only when I saw this office's CC.	52	6.91%
4. I do not know what a CC is and I did not see this office's CC.	33	4.38%
5. Not Specified	24	3.19%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	604	80.21%

2. Somewhat easy to see	64	8.50%
3. Difficult to see	7	0.93%
4. Not visible at all	0	0.00%
5. Not Specified	78	10.36%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	618	82.07%
2. Somewhat helped	70	9.30%
3. Did not help	6	0.80%
4. Not Specified	59	7.84%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	577	166	6	0	0	4	753	**98.67%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	520	210	6	3	5	9	753	98.12%
Reliability	586	154	4	2	1	6	753	99.06%
Access and Facilities	550	189	6	3	1	4	753	98.66%
Communication	511	221	8	4	3	6	753	97.99%
Costs	471	195	9	4	4	70	753	97.51%
Integrity	563	175	10	1	2	2	753	98.27%
Assurance	587	152	8	1	1	4	753	98.66%
Outcome	553	182	9	1	2	6	753	98.39%
Overall	**4,341**	**1,478**	**60**	**19**	**19**	**107**	**6,024**	**98.33%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Ormoc Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
1	2	3	19 and below	0.77%
83	47	130	20 – 34	33.33%
101	32	133	35 – 49	34.10%
57	29	86	50 – 64	22.05%
6	3	9	65 and above	2.31%
22	7	29	Not Specified	7.44%
270	**120**	**390**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	9	20.93%
35 – 49	11	25.58%
50 – 64	12	27.91%
65 and above	0	0.00%
Not Specified	11	25.58%
Total	**43**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	100%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	44.80%
Business	7.62%
Government	35.33%
Not Specified	12.24%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	377	87.07%
2. I know what a CC is but I did not see this office's CC.	12	2.77%
3. I learned of the CC only when I saw this office's CC.	11	2.54%
4. I do not know what a CC is and I did not see this office's CC.	5	1.15%
5. Not Specified	28	6.47%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	368	84.99%

2. Somewhat easy to see	14	3.23%
3. Difficult to see	2	0.46%
4. Not visible at all	0	0.00%
5. Not Specified	49	11.32%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	376	86.84%
2. Somewhat helped	21	4.85%
3. Did not help	1	0.23%
4. Not Specified	35	8.08%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	381	46	0	1	0	5	433	**98.61%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	333	81	2	0	3	14	433	98.81%
Reliability	372	58	0	0	0	3	433	100.00%
Access and Facilities	360	63	0	0	0	10	433	100.00%
Communication	346	70	1	0	0	16	433	99.76%
Costs	269	65	1	0	4	94	433	98.53%
Integrity	373	54	0	0	0	6	433	100.00%
Assurance	391	37	0	0	0	5	433	100.00%
Outcome	364	58	0	0	0	11	433	100.00%
Overall	**2,808**	**486**	**4**	**0**	**7**	**159**	**3,464**	**99.64%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Tacloban Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
2	3	5	19 and below	1.36%
130	91	221	20 – 34	59.89%
47	23	70	35 – 49	18.97%
28	18	46	50 – 64	12.47%
12	2	14	65 and above	3.79%
8	5	13	Not Specified	3.52%
227	**142**	**369**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	34	68.00%
35 – 49	4	8.00%
50 – 64	6	12.00%
65 and above	0	0.00%
Not Specified	6	12.00%
Total	**50**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	100%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	29.83%
Business	7.40%
Government	43.44%
Not Specified	19.33%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	224	53.46%
2. I know what a CC is but I did not see this office's CC.	45	10.74%
3. I learned of the CC only when I saw this office's CC.	57	13.60%
4. I do not know what a CC is and I did not see this office's CC.	49	11.69%
5. Not Specified	44	10.50%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	206	49.16%

2. Somewhat easy to see	59	14.08%
3. Difficult to see	5	1.19%
4. Not visible at all	2	0.48%
5. Not Specified	147	35.08%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	233	55.61%
2. Somewhat helped	73	17.42%
3. Did not help	5	1.19%
4. Not Specified	108	25.78%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	235	166	15	0	0	3	419	**95.70%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	178	180	35	7	2	17	419	89.05%
Reliability	253	152	2	1	0	11	419	99.26%
Access and Facilities	231	169	6	3	0	10	419	97.80%
Communication	204	173	22	5	0	15	419	93.32%
Costs	175	158	17	4	4	61	419	93.02%
Integrity	262	145	7	1	0	4	419	98.07%
Assurance	274	133	6	0	0	6	419	98.55%
Outcome	242	162	5	1	0	9	419	98.54%
Overall	**1,819**	**1,272**	**100**	**22**	**6**	**133**	**3,352**	**95.95%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Lending Center

Catbalogan Lending Center

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	**Male**	**Total**		
0	0	0	19 and below	0.00%
5	2	7	20 – 34	6.93%
13	43	56	35 – 49	55.45%
2	30	32	50 – 64	31.68%
0	6	6	65 and above	5.94%
0	0	0	Not Specified	0.00%
20	**81**	**101**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	**Count**	
19 and below	0	0.00%
20 – 34	2	33.33%
35 – 49	2	33.33%
50 – 64	1	16.67%
65 and above	0	0.00%
Not Specified	1	16.67%
Total	**6**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	100%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	17.76%
Business	73.83%
Government	8.41%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	96	89.72%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	4	3.74%
4. I do not know what a CC is and I did not see this office's CC.	6	5.61%
5. Not Specified	1	0.93%

CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	93	86.92%
2. Somewhat easy to see	7	6.54%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	7	6.54%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	94	87.85%
2. Somewhat helped	6	5.61%
3. Did not help	0	0.00%
4. Not Specified	7	6.54%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	90	17	0	0	0	0	107	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	86	18	3	0	0	0	107	97.20%
Reliability	90	14	3	0	0	0	107	97.20%
Access and Facilities	85	19	3	0	0	0	107	97.20%
Communication	86	17	3	0	0	1	107	97.17%
Costs	86	14	3	0	0	4	107	97.09%
Integrity	90	14	3	0	0	0	107	97.20%
Assurance	94	10	3	0	0	0	107	97.20%
Outcome	91	13	3	0	0	0	107	97.20%
Overall	**708**	**119**	**24**	**0**	**0**	**5**	**856**	**97.18%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Tacloban Lending Center

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
7	3	10	20 – 34	4.27%
33	48	81	35 – 49	34.62%
29	40	69	50 – 64	29.49%
37	36	73	65 and above	31.20%
0	1	1	Not Specified	0.43%
106	**128**	**234**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	1	1.79%
20 – 34	12	21.43%
35 – 49	17	30.36%
50 – 64	23	41.07%
65 and above	1	1.79%
Not Specified	2	3.57%
Total	**56**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	100%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	27.59%
Business	66.55%
Government	5.86%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	244	84.14%
2. I know what a CC is but I did not see this office's CC.	7	2.41%
3. I learned of the CC only when I saw this office's CC.	9	3.10%
4. I do not know what a CC is and I did not see this office's CC.	30	10.34%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	236	81.38%

2. Somewhat easy to see	17	5.86%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	37	12.76%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	225	77.59%
2. Somewhat helped	35	12.07%
3. Did not help	0	0.00%
4. Not Specified	30	10.34%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	234	56	0	0	0	0	290	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	211	71	2	6	0	0	290	97.24%
Reliability	210	77	2	1	0	0	290	98.97%
Access and Facilities	206	84	0	0	0	0	290	100.00%
Communication	216	74	0	0	0	0	290	100.00%
Costs	166	74	3	1	0	46	290	98.36%
Integrity	228	59	2	0	0	1	290	99.31%
Assurance	225	64	1	0	0	0	290	99.66%
Outcome	214	75	0	0	0	1	290	100.00%
Overall	**1,676**	**578**	**10**	**8**	**0**	**48**	**2,320**	**99.19%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

NIR (Negros Island Region)

Branch

Bacolod Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
2	1	3	19 and below	0.77%
118	35	153	20 – 34	39.43%
116	52	168	35 – 49	43.30%
22	25	47	50 – 64	12.11%
6	1	7	65 and above	1.80%
6	4	10	Not Specified	2.58%
270	**118**	**388**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	9	28.13%
35 – 49	7	21.88%
50 – 64	9	28.13%
65 and above	0	0.00%
Not Specified	7	21.88%
Total	**32**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	100%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	39.52%
Business	20.24%
Government	36.19%
Not Specified	4.05%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	319	75.95%
2. I know what a CC is but I did not see this office's CC.	29	6.90%

3. I learned of the CC only when I saw this office's CC.	49	11.67%
4. I do not know what a CC is and I did not see this office's CC.	17	4.05%
5. Not Specified	6	1.43%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	293	69.76%
2. Somewhat easy to see	64	15.24%
3. Difficult to see	5	1.19%
4. Not visible at all	2	0.48%
5. Not Specified	56	13.33%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	311	74.05%
2. Somewhat helped	77	18.33%
3. Did not help	7	1.67%
4. Not Specified	25	5.95%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	273	136	7	0	4	0	420	**97.38%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	234	160	17	2	4	3	420	94.48%
Reliability	257	156	1	0	4	2	420	98.80%
Access and Facilities	270	140	3	0	4	3	420	98.32%
Communication	244	146	18	2	4	6	420	94.20%
Costs	224	127	7	3	4	55	420	96.16%
Integrity	271	133	8	0	4	4	420	97.12%
Assurance	290	121	3	0	4	2	420	98.33%
Outcome	263	142	6	0	4	5	420	97.59%
Overall	**2,053**	**1,125**	**63**	**7**	**32**	**80**	**3,360**	**96.88%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Dumaguete Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	**Male**	**Total**		
4	0	4	19 and below	1.25%
211	105	316	20 – 34	98.75%
0	0	0	35 – 49	0.00%
0	0	0	50 – 64	0.00%
0	0	0	65 and above	0.00%
0	0	0	Not Specified	0.00%
215	**105**	**320**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	**Count**	
19 and below	0	0.00%
20 – 34	3	100.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**3**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	100%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	44.58%
Business	0.00%
Government	55.42%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	260	80.50%
2. I know what a CC is but I did not see this office's CC.	7	2.17%
3. I learned of the CC only when I saw this office's CC.	40	12.38%
4. I do not know what a CC is and I did not see this office's CC.	16	4.95%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		

1. Easy to see	276	85.45%
2. Somewhat easy to see	23	7.12%
3. Difficult to see	1	0.31%
4. Not visible at all	0	0.00%
5. Not Specified	23	7.12%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	291	90.09%
2. Somewhat helped	16	4.95%
3. Did not help	0	0.00%
4. Not Specified	16	4.95%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	292	27	4	0	0	0	323	**98.76%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	270	45	6	0	1	1	323	97.83%
Reliability	294	25	3	0	0	1	323	99.07%
Access and Facilities	289	30	2	0	1	1	323	99.07%
Communication	276	38	7	0	0	2	323	97.82%
Costs	258	35	4	0	0	26	323	98.65%
Integrity	291	24	8	0	0	0	323	97.52%
Assurance	306	16	1	0	0	0	323	99.69%
Outcome	292	28	3	0	0	0	323	99.07%
Overall	**2,276**	**241**	**34**	**0**	**2**	**31**	**2,584**	**98.59%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

San Carlos Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
2	0	2	19 and below	0.73%
34	12	46	20 – 34	16.85%
49	32	81	35 – 49	29.67%
31	13	44	50 – 64	16.12%
11	11	22	65 and above	8.06%
56	22	78	Not Specified	28.57%
183	**90**	**273**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	6	3.31%
35 – 49	6	3.31%
50 – 64	3	1.66%
65 and above	0	0.00%
Not Specified	166	91.71%
Total	**181**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	100%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	27.53%
Business	8.15%
Government	57.93%
Not Specified	6.39%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	429	94.49%
2. I know what a CC is but I did not see this office's CC.	1	0.22%
3. I learned of the CC only when I saw this office's CC.	21	4.63%
4. I do not know what a CC is and I did not see this office's CC.	2	0.44%
5. Not Specified	1	0.22%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	446	98.24%

2. Somewhat easy to see	3	0.66%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	5	1.10%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	449	98.90%
2. Somewhat helped	1	0.22%
3. Did not help	0	0.00%
4. Not Specified	4	0.88%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	443	10	0	0	0	1	454	**99.78%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	416	35	0	0	0	3	454	100.00%
Reliability	436	18	0	0	0	0	454	100.00%
Access and Facilities	404	45	0	0	0	5	454	100.00%
Communication	371	78	1	0	0	4	454	99.78%
Costs	47	6	1	0	1	399	454	96.36%
Integrity	439	15	0	0	0	0	454	100.00%
Assurance	439	15	0	0	0	0	454	100.00%
Outcome	431	22	0	0	0	1	454	100.00%
Overall	**2,983**	**234**	**2**	**0**	**1**	**412**	**3,632**	**99.52%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Siquijor Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
2	6	8	19 and below	1.77%
145	78	223	20 – 34	49.23%
84	54	138	35 – 49	30.46%
42	22	64	50 – 64	14.13%
8	10	18	65 and above	3.97%
2	0	2	Not Specified	0.44%
283	**170**	**453**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	1	50.00%
35 – 49	1	50.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**2**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	100%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	70.55%
Business	8.79%
Government	20.66%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	386	84.84%
2. I know what a CC is but I did not see this office's CC.	10	2.20%
3. I learned of the CC only when I saw this office's CC.	49	10.77%
4. I do not know what a CC is and I did not see this office's CC.	10	2.20%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	410	90.11%

2. Somewhat easy to see	24	5.27%
3. Difficult to see	0	0.00%
4. Not visible at all	1	0.22%
5. Not Specified	20	4.40%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	413	90.77%
2. Somewhat helped	31	6.81%
3. Did not help	1	0.22%
4. Not Specified	10	2.20%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	415	38	2	0	0	0	455	**99.56%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	389	61	1	0	1	3	455	99.56%
Reliability	418	37	0	0	0	0	455	100.00%
Access and Facilities	415	40	0	0	0	0	455	100.00%
Communication	407	45	3	0	0	0	455	99.34%
Costs	385	50	5	0	2	13	455	98.42%
Integrity	416	36	2	0	0	1	455	99.56%
Assurance	421	33	1	0	0	0	455	99.78%
Outcome	417	37	1	0	0	0	455	99.78%
Overall	**3,268**	**339**	**13**	**0**	**3**	**17**	**3,640**	**99.55%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Lending Center

Bacolod Lending Center

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	**Male**	**Total**		
0	0	0	19 and below	0.00%
6	0	6	20 – 34	12.00%
11	4	15	35 – 49	30.00%
9	5	14	50 – 64	28.00%
2	0	2	65 and above	4.00%
9	4	13	Not Specified	26.00%
37	**13**	**50**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	**Count**	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	11	100.00%
Total	**11**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	100%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	9.84%
Business	54.10%
Government	26.23%
Not Specified	9.84%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	47	77.05%
2. I know what a CC is but I did not see this office's CC.	1	1.64%
3. I learned of the CC only when I saw this office's CC.	7	11.48%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	6	9.84%

CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	40	65.57%
2. Somewhat easy to see	14	22.95%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	7	11.48%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	39	63.93%
2. Somewhat helped	16	26.23%
3. Did not help	0	0.00%
4. Not Specified	6	9.84%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	38	17	6	0	0	0	61	**90.16%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	38	16	5	1	0	1	61	90.00%
Reliability	40	16	1	0	0	4	61	98.25%
Access and Facilities	34	19	0	0	0	8	61	100.00%
Communication	34	15	7	0	0	5	61	87.50%
Costs	27	10	4	0	0	20	61	90.24%
Integrity	39	13	0	0	0	9	61	100.00%
Assurance	40	13	1	0	0	7	61	98.15%
Outcome	38	15	5	0	0	3	61	91.38%
Overall	**290**	**117**	**23**	**1**	**0**	**57**	**488**	**94.44%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Region IX (Zamboanga Peninsula)

Branch

Dipolog Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	**Male**	**Total**		
2	1	3	19 and below	0.58%
145	66	211	20 – 34	40.50%
115	63	178	35 – 49	34.17%
65	38	103	50 – 64	19.77%
12	10	22	65 and above	4.22%
4	0	4	Not Specified	0.77%
343	**178**	**521**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	**Count**	
19 and below	6	30.00%
20 – 34	11	55.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	3	15.00%
Total	**20**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	100%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	53.42%
Business	6.47%
Government	38.82%
Not Specified	1.29%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	471	87.06%
2. I know what a CC is but I did not see this office's CC.	7	1.29%

3. I learned of the CC only when I saw this office's CC.	35	6.47%
4. I do not know what a CC is and I did not see this office's CC.	27	4.99%
5. Not Specified	1	0.18%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	453	83.73%
2. Somewhat easy to see	48	8.87%
3. Difficult to see	5	0.92%
4. Not visible at all	0	0.00%
5. Not Specified	35	6.47%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	437	80.78%
2. Somewhat helped	66	12.20%
3. Did not help	9	1.66%
4. Not Specified	29	5.36%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	470	67	3	0	0	1	541	99.26%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	447	90	2	1	1	0	541	99.26%
Reliability	474	61	2	3	0	1	541	99.07%
Access and Facilities	471	58	4	1	0	7	541	99.06%
Communication	443	90	5	0	0	3	541	99.07%
Costs	258	67	4	0	2	210	541	98.19%
Integrity	472	63	5	1	0	0	541	98.89%
Assurance	482	49	4	0	1	5	541	99.07%
Outcome	467	69	2	1	0	2	541	99.44%
Overall	**3,514**	**547**	**28**	**7**	**4**	**228**	**4,328**	**99.01%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Ipil Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
146	69	215	20 – 34	43.26%
115	41	156	35 – 49	31.39%
63	26	89	50 – 64	17.91%
6	2	8	65 and above	1.61%
15	14	29	Not Specified	5.84%
345	**152**	**497**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	2	7.41%
35 – 49	12	44.44%
50 – 64	7	25.93%
65 and above	0	0.00%
Not Specified	6	22.22%
Total	**27**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	100%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	44.08%
Business	7.44%
Government	39.31%
Not Specified	9.16%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	440	83.97%
2. I know what a CC is but I did not see this office's CC.	6	1.15%
3. I learned of the CC only when I saw this office's CC.	44	8.40%
4. I do not know what a CC is and I did not see this office's CC.	2	0.38%
5. Not Specified	32	6.11%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	440	83.97%

2. Somewhat easy to see	37	7.06%
3. Difficult to see	1	0.19%
4. Not visible at all	0	0.00%
5. Not Specified	46	8.78%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	451	86.07%
2. Somewhat helped	31	5.92%
3. Did not help	0	0.00%
4. Not Specified	42	8.02%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	433	87	1	0	3	0	524	99.24%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	385	113	2	4	5	15	524	97.84%
Reliability	422	90	2	0	4	6	524	98.84%
Access and Facilities	420	78	3	0	3	20	524	98.81%
Communication	384	113	8	1	3	15	524	97.64%
Costs	290	83	9	5	11	126	524	93.72%
Integrity	429	71	7	1	4	12	524	97.66%
Assurance	433	78	0	0	4	9	524	99.22%
Outcome	408	102	2	1	3	8	524	98.84%
Overall	**3,171**	**728**	**33**	**12**	**37**	**211**	**4,192**	**97.82%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Pagadian Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
1	1	2	19 and below	0.29%
205	94	299	20 – 34	44.04%
123	74	197	35 – 49	29.01%
96	51	147	50 – 64	21.65%
9	4	13	65 and above	1.91%
14	7	21	Not Specified	3.09%
448	**231**	**679**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	2	8.00%
20 – 34	11	44.00%
35 – 49	6	24.00%
50 – 64	5	20.00%
65 and above	0	0.00%
Not Specified	1	4.00%
Total	**25**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	100%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	26.28%
Business	8.38%
Government	51.56%
Not Specified	13.78%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	615	87.36%
2. I know what a CC is but I did not see this office's CC.	15	2.13%
3. I learned of the CC only when I saw this office's CC.	37	5.26%
4. I do not know what a CC is and I did not see this office's CC.	19	2.70%
5. Not Specified	18	2.56%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	584	82.95%

2. Somewhat easy to see	59	8.38%
3. Difficult to see	6	0.85%
4. Not visible at all	0	0.00%
5. Not Specified	55	7.81%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	607	86.22%
2. Somewhat helped	49	6.96%
3. Did not help	8	1.14%
4. Not Specified	40	5.68%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	480	208	9	1	4	2	704	97.73%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	404	254	11	6	5	24	704	96.76%
Reliability	469	207	6	0	2	20	704	98.83%
Access and Facilities	442	225	5	1	5	26	704	98.38%
Communication	434	217	29	0	1	23	704	95.59%
Costs	353	207	5	5	2	132	704	97.90%
Integrity	486	207	5	1	2	3	704	98.86%
Assurance	496	200	6	0	1	1	704	99.00%
Outcome	468	220	4	1	1	10	704	99.14%
Overall	**3,552**	**1,737**	**71**	**14**	**19**	**239**	**5,632**	**98.06%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Zamboanga Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
2	1	3	19 and below	0.93%
43	44	87	20 – 34	27.02%
65	72	137	35 – 49	42.55%
42	31	73	50 – 64	22.67%
13	9	22	65 and above	6.83%
0	0	0	Not Specified	0.00%
165	**157**	**322**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	4	80.00%
35 – 49	1	20.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**5**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	100%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	89.30%
Business	1.83%
Government	8.87%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	237	72.48%
2. I know what a CC is but I did not see this office's CC.	4	1.22%
3. I learned of the CC only when I saw this office's CC.	85	25.99%
4. I do not know what a CC is and I did not see this office's CC.	1	0.31%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	264	80.73%

2. Somewhat easy to see	57	17.43%
3. Difficult to see	1	0.31%
4. Not visible at all	0	0.00%
5. Not Specified	5	1.53%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	250	76.45%
2. Somewhat helped	53	16.21%
3. Did not help	23	7.03%
4. Not Specified	1	0.31%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	316	10	0	0	0	1	327	99.69%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	321	5	0	0	0	1	327	100.00%
Reliability	318	9	0	0	0	0	327	100.00%
Access and Facilities	316	11	0	0	0	0	327	100.00%
Communication	308	16	2	0	1	0	327	99.08%
Costs	158	7	0	0	1	161	327	99.40%
Integrity	313	13	1	0	0	0	327	99.69%
Assurance	318	9	0	0	0	0	327	100.00%
Outcome	308	19	0	0	0	0	327	100.00%
Overall	**2,360**	**89**	**3**	**0**	**2**	**162**	**2,616**	**99.77%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Zamboanga Ecozone Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
3	10	13	19 and below	2.31%
101	113	214	20 – 34	38.01%
83	92	175	35 – 49	31.08%
56	76	132	50 – 64	23.45%
8	18	26	65 and above	4.62%
3	0	3	Not Specified	0.53%
254	**309**	**563**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	1	50.00%
35 – 49	1	50.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**2**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	100%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	66.02%
Business	4.07%
Government	29.91%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	495	87.61%
2. I know what a CC is but I did not see this office's CC.	4	0.71%
3. I learned of the CC only when I saw this office's CC.	59	10.44%
4. I do not know what a CC is and I did not see this office's CC.	7	1.24%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	538	95.22%

2. Somewhat easy to see	16	2.83%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	11	1.95%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	534	94.51%
2. Somewhat helped	24	4.25%
3. Did not help	0	0.00%
4. Not Specified	7	1.24%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	498	66	1	0	0	0	565	99.82%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	458	103	3	1	0	0	565	99.29%
Reliability	478	87	0	0	0	0	565	100.00%
Access and Facilities	470	88	1	0	0	6	565	99.82%
Communication	451	106	5	0	0	3	565	99.11%
Costs	143	23	3	0	1	395	565	97.65%
Integrity	494	70	0	0	0	1	565	100.00%
Assurance	500	65	0	0	0	0	565	100.00%
Outcome	473	89	2	0	0	1	565	99.65%
Overall	**3,467**	**631**	**14**	**1**	**1**	**406**	**4,520**	**99.44%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Lending Center

Zamboanga Lending Center

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	**Male**	**Total**		
0	0	0	19 and below	0.00%
2	2	4	20 – 34	10.26%
10	8	18	35 – 49	46.15%
4	13	17	50 – 64	43.59%
0	0	0	65 and above	0.00%
0	0	0	Not Specified	0.00%
16	**23**	**39**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	**Count**	
19 and below	0	0.00%
20 – 34	5	50.00%
35 – 49	1	10.00%
50 – 64	4	40.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**10**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	100%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	6.12%
Business	71.43%
Government	22.45%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	45	91.84%
2. I know what a CC is but I did not see this office's CC.	1	2.04%
3. I learned of the CC only when I saw this office's CC.	3	6.12%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%

CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	45	91.84%
2. Somewhat easy to see	3	6.12%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	1	2.04%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	48	97.96%
2. Somewhat helped	1	2.04%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	48	1	0	0	0	0	49	100.00%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	47	2	0	0	0	0	49	100.00%
Reliability	47	2	0	0	0	0	49	100.00%
Access and Facilities	43	6	0	0	0	0	49	100.00%
Communication	41	8	0	0	0	0	49	100.00%
Costs	39	4	0	0	0	6	49	100.00%
Integrity	45	4	0	0	0	0	49	100.00%
Assurance	48	1	0	0	0	0	49	100.00%
Outcome	47	2	0	0	0	0	49	100.00%
Overall	**357**	**29**	**0**	**0**	**0**	**6**	**392**	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Region X (Northern Mindanao)

Branch

Cagayan De Oro Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	**Male**	**Total**		
2	1	3	19 and below	0.44%
121	61	182	20 – 34	26.73%
170	117	287	35 – 49	42.14%
100	71	171	50 – 64	25.11%
22	16	38	65 and above	5.58%
0	0	0	Not Specified	0.00%
415	**266**	**681**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	**Count**	
19 and below	0	0.00%
20 – 34	4	28.57%
35 – 49	8	57.14%
50 – 64	2	14.29%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**14**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	100%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	68.49%
Business	9.06%
Government	21.29%
Not Specified	1.15%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	612	88.06%
2. I know what a CC is but I did not see this office's CC.	1	0.14%

3. I learned of the CC only when I saw this office's CC.	37	5.32%
4. I do not know what a CC is and I did not see this office's CC.	45	6.47%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	640	92.09%
2. Somewhat easy to see	8	1.15%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	47	6.76%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	607	87.34%
2. Somewhat helped	42	6.04%
3. Did not help	0	0.00%
4. Not Specified	46	6.62%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	650	45	0	0	0	0	695	100.00%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	626	63	5	1	0	0	695	99.14%
Reliability	645	46	3	0	0	1	695	99.57%
Access and Facilities	651	40	4	0	0	0	695	99.42%
Communication	601	44	6	0	0	44	695	99.08%
Costs	322	14	0	0	0	359	695	100.00%
Integrity	660	33	0	0	0	2	695	100.00%
Assurance	669	25	0	0	0	1	695	100.00%
Outcome	659	34	0	0	0	2	695	100.00%
Overall	**4,833**	**299**	**18**	**1**	**0**	**409**	**5,560**	**99.65%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Iligan Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
5	2	7	19 and below	1.68%
90	40	130	20 – 34	31.18%
95	48	143	35 – 49	34.29%
70	41	111	50 – 64	26.62%
18	6	24	65 and above	5.76%
1	1	2	Not Specified	0.48%
279	**138**	**417**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	9	37.50%
35 – 49	6	25.00%
50 – 64	5	20.83%
65 and above	4	16.67%
Not Specified	0	0.00%
Total	**24**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	100%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	38.32%
Business	11.11%
Government	40.82%
Not Specified	9.75%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	425	96.37%
2. I know what a CC is but I did not see this office's CC.	6	1.36%
3. I learned of the CC only when I saw this office's CC.	9	2.04%
4. I do not know what a CC is and I did not see this office's CC.	1	0.23%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	417	94.56%

2. Somewhat easy to see	17	3.85%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	7	1.59%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	420	95.24%
2. Somewhat helped	19	4.31%
3. Did not help	1	0.23%
4. Not Specified	1	0.23%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	304	136	1	0	0	0	441	99.77%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	276	158	2	1	0	4	441	99.31%
Reliability	307	130	1	0	0	3	441	99.77%
Access and Facilities	276	163	1	0	0	1	441	99.77%
Communication	298	137	3	0	0	3	441	99.32%
Costs	273	146	4	0	0	18	441	99.05%
Integrity	326	113	1	0	0	1	441	99.77%
Assurance	344	96	1	0	0	0	441	99.77%
Outcome	305	133	3	0	0	0	441	99.32%
Overall	**2,405**	**1,076**	**16**	**1**	**0**	**30**	**3,528**	**99.51%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Limketkai Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
5	3	8	19 and below	2.35%
80	48	128	20 – 34	37.65%
60	58	118	35 – 49	34.71%
29	37	66	50 – 64	19.41%
9	7	16	65 and above	4.71%
2	2	4	Not Specified	1.18%
185	**155**	**340**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	21	50.00%
35 – 49	16	38.10%
50 – 64	4	9.52%
65 and above	1	2.38%
Not Specified	0	0.00%
Total	**42**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	100%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	66.23%
Business	17.80%
Government	13.61%
Not Specified	2.36%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	354	92.67%
2. I know what a CC is but I did not see this office's CC.	3	0.79%
3. I learned of the CC only when I saw this office's CC.	21	5.50%
4. I do not know what a CC is and I did not see this office's CC.	1	0.26%
5. Not Specified	3	0.79%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	358	93.72%

2. Somewhat easy to see	17	4.45%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	7	1.83%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	354	92.67%
2. Somewhat helped	22	5.76%
3. Did not help	1	0.26%
4. Not Specified	5	1.31%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	314	68	0	0	0	0	382	100.00%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	286	88	5	2	0	1	382	98.16%
Reliability	312	67	1	0	0	2	382	99.74%
Access and Facilities	310	69	2	0	0	1	382	99.48%
Communication	295	76	3	0	1	7	382	98.93%
Costs	293	72	2	0	1	14	382	99.18%
Integrity	319	60	0	0	2	1	382	99.48%
Assurance	323	58	1	0	0	0	382	99.74%
Outcome	318	62	1	0	0	1	382	99.74%
Overall	**2,456**	**552**	**15**	**2**	**4**	**27**	**3,056**	**99.31%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Malaybalay Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
4	2	6	19 and below	1.33%
108	77	185	20 – 34	40.93%
113	39	152	35 – 49	33.63%
49	24	73	50 – 64	16.15%
8	8	16	65 and above	3.54%
11	9	20	Not Specified	4.42%
293	**159**	**452**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	6	30.00%
35 – 49	4	20.00%
50 – 64	2	10.00%
65 and above	2	10.00%
Not Specified	6	30.00%
Total	**20**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	100%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	54.03%
Business	12.29%
Government	21.19%
Not Specified	12.50%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	401	84.96%
2. I know what a CC is but I did not see this office's CC.	10	2.12%
3. I learned of the CC only when I saw this office's CC.	42	8.90%
4. I do not know what a CC is and I did not see this office's CC.	1	0.21%
5. Not Specified	18	3.81%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	376	79.66%

2. Somewhat easy to see	66	13.98%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	30	6.36%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	375	79.45%
2. Somewhat helped	76	16.10%
3. Did not help	0	0.00%
4. Not Specified	21	4.45%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	330	139	1	0	1	1	472	99.36%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	303	150	9	0	1	9	472	97.84%
Reliability	319	145	0	0	1	7	472	99.78%
Access and Facilities	317	138	1	0	1	15	472	99.56%
Communication	309	154	3	0	1	5	472	99.14%
Costs	285	118	1	1	1	66	472	99.26%
Integrity	340	122	1	0	1	8	472	99.57%
Assurance	376	92	0	0	1	3	472	99.79%
Outcome	353	110	1	0	1	7	472	99.57%
Overall	**2,602**	**1,029**	**16**	**1**	**8**	**120**	**3,776**	**99.31%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Tubod Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
3	0	3	19 and below	0.40%
30	12	42	20 – 34	5.59%
52	13	65	35 – 49	8.64%
48	10	58	50 – 64	7.71%
4	1	5	65 and above	0.66%
374	205	579	Not Specified	76.99%
511	**241**	**752**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	1	5.56%
35 – 49	1	5.56%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	16	88.89%
Total	**18**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	100%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	64.29%
Business	32.47%
Government	2.60%
Not Specified	0.65%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	189	24.55%
2. I know what a CC is but I did not see this office's CC.	57	7.40%
3. I learned of the CC only when I saw this office's CC.	7	0.91%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	517	67.14%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	150	19.48%

2. Somewhat easy to see	41	5.32%
3. Difficult to see	1	0.13%
4. Not visible at all	0	0.00%
5. Not Specified	578	75.06%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	153	19.87%
2. Somewhat helped	94	12.21%
3. Did not help	2	0.26%
4. Not Specified	521	67.66%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	367	401	2	0	0	0	770	99.74%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	371	394	3	0	0	2	770	99.61%
Reliability	369	394	4	0	0	3	770	99.48%
Access and Facilities	378	371	18	2	0	1	770	97.40%
Communication	390	356	18	4	0	2	770	97.14%
Costs	374	368	17	2	0	9	770	97.50%
Integrity	370	383	11	1	0	5	770	98.43%
Assurance	367	383	17	3	0	0	770	97.40%
Outcome	367	383	13	4	0	3	770	97.78%
Overall	**2,986**	**3,032**	**101**	**16**	**0**	**25**	**6,160**	**98.09%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Valencia Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
1	1	2	19 and below	0.46%
114	53	167	20 – 34	38.39%
127	54	181	35 – 49	41.61%
30	33	63	50 – 64	14.48%
7	11	18	65 and above	4.14%
2	2	4	Not Specified	0.92%
281	**154**	**435**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	5	100.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**5**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	100%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	67.50%
Business	17.73%
Government	9.77%
Not Specified	5.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	409	92.95%
2. I know what a CC is but I did not see this office's CC.	2	0.45%
3. I learned of the CC only when I saw this office's CC.	18	4.09%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	11	2.50%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	393	89.32%

2. Somewhat easy to see	34	7.73%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	13	2.95%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	407	92.50%
2. Somewhat helped	21	4.77%
3. Did not help	0	0.00%
4. Not Specified	12	2.73%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	408	32	0	0	0	0	440	100.00%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	382	53	0	0	0	5	440	100.00%
Reliability	399	40	0	0	0	1	440	100.00%
Access and Facilities	392	48	0	0	0	0	440	100.00%
Communication	379	60	1	0	0	0	440	99.77%
Costs	353	59	3	0	0	25	440	99.28%
Integrity	397	43	0	0	0	0	440	100.00%
Assurance	388	50	0	0	0	2	440	100.00%
Outcome	383	55	0	0	0	2	440	100.00%
Overall	**3,073**	**408**	**4**	**0**	**0**	**35**	**3,520**	**99.88%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Villanueva Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
3	0	3	19 and below	0.64%
107	80	187	20 – 34	40.04%
106	99	205	35 – 49	43.90%
28	24	52	50 – 64	11.13%
7	5	12	65 and above	2.57%
5	3	8	Not Specified	1.71%
256	**211**	**467**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	1	25.00%
35 – 49	1	25.00%
50 – 64	2	50.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**4**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	100%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	83.65%
Business	9.77%
Government	1.91%
Not Specified	4.67%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	452	95.97%
2. I know what a CC is but I did not see this office's CC.	7	1.49%
3. I learned of the CC only when I saw this office's CC.	11	2.34%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	1	0.21%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	325	69.00%

2. Somewhat easy to see	135	28.66%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	11	2.34%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	341	72.40%
2. Somewhat helped	129	27.39%
3. Did not help	0	0.00%
4. Not Specified	1	0.21%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	433	38	0	0	0	0	471	100.00%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	422	48	0	0	1	0	471	99.79%
Reliability	397	74	0	0	0	0	471	100.00%
Access and Facilities	283	186	0	0	0	2	471	100.00%
Communication	292	173	1	0	0	5	471	99.79%
Costs	307	159	0	0	0	5	471	100.00%
Integrity	348	120	0	0	0	3	471	100.00%
Assurance	381	89	0	0	0	1	471	100.00%
Outcome	372	99	0	0	0	0	471	100.00%
Overall	**2,802**	**948**	**1**	**0**	**1**	**16**	**3,768**	**99.95%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Oroquieta Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
102	82	184	20 – 34	32.34%
123	89	212	35 – 49	37.26%
72	74	146	50 – 64	25.66%
16	11	27	65 and above	4.75%
0	0	0	Not Specified	0.00%
313	**256**	**569**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	1	16.67%
35 – 49	2	33.33%
50 – 64	0	0.00%
65 and above	1	16.67%
Not Specified	2	33.33%
Total	**6**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	100%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	98.43%
Business	1.39%
Government	0.17%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	572	99.48%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	3	0.52%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	573	99.65%

2. Somewhat easy to see	2	0.35%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	571	99.30%
2. Somewhat helped	4	0.70%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	574	1	0	0	0	0	575	100.00%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	575	0	0	0	0	0	575	100.00%
Reliability	575	0	0	0	0	0	575	100.00%
Access and Facilities	574	0	0	0	1	0	575	99.83%
Communication	574	0	0	0	1	0	575	99.83%
Costs	472	0	0	0	1	102	575	99.79%
Integrity	574	1	0	0	0	0	575	100.00%
Assurance	572	0	0	0	3	0	575	99.48%
Outcome	575	0	0	0	0	0	575	100.00%
Overall	**4,491**	**1**	**0**	**0**	**6**	**102**	**4,600**	**99.86%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Ozamiz Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
6	0	6	19 and below	0.70%
145	101	246	20 – 34	28.84%
160	119	279	35 – 49	32.71%
132	70	202	50 – 64	23.68%
76	37	113	65 and above	13.25%
5	2	7	Not Specified	0.82%
524	**329**	**853**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	8	44.44%
35 – 49	7	38.89%
50 – 64	2	11.11%
65 and above	1	5.56%
Not Specified	0	0.00%
Total	**18**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	100%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	80.37%
Business	7.58%
Government	12.06%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	804	92.31%
2. I know what a CC is but I did not see this office's CC.	11	1.26%
3. I learned of the CC only when I saw this office's CC.	44	5.05%
4. I do not know what a CC is and I did not see this office's CC.	12	1.38%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	819	94.03%

2. Somewhat easy to see	28	3.21%
3. Difficult to see	1	0.11%
4. Not visible at all	0	0.00%
5. Not Specified	23	2.64%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	833	95.64%
2. Somewhat helped	25	2.87%
3. Did not help	1	0.11%
4. Not Specified	12	1.38%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	727	141	2	1	0	0	871	99.66%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	657	207	2	1	1	3	871	99.54%
Reliability	667	201	0	0	1	2	871	99.88%
Access and Facilities	657	209	1	0	0	4	871	99.88%
Communication	656	209	2	0	0	4	871	99.77%
Costs	454	177	4	1	1	234	871	99.06%
Integrity	649	203	3	0	1	15	871	99.53%
Assurance	682	183	3	0	1	2	871	99.54%
Outcome	674	191	0	0	2	4	871	99.77%
Overall	**5,096**	**1,580**	**15**	**2**	**7**	**268**	**6,968**	**99.62%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Lending Center

Cagayan de Oro Lending Center

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	**Male**	**Total**		
0	0	0	19 and below	0.00%
11	1	12	20 – 34	16.22%
9	29	38	35 – 49	51.35%
8	10	18	50 – 64	24.32%
2	0	2	65 and above	2.70%
4	0	4	Not Specified	5.41%
34	**40**	**74**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	**Count**	
19 and below	0	0.00%
20 – 34	3	16.67%
35 – 49	3	16.67%
50 – 64	1	5.56%
65 and above	0	0.00%
Not Specified	11	61.11%
Total	**18**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	100%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	Total	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	29.35%
Business	55.43%
Government	14.13%
Not Specified	1.09%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	78	84.78%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	6	6.52%
4. I do not know what a CC is and I did not see this office's CC.	1	1.09%
5. Not Specified	7	7.61%

CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	79	85.87%
2. Somewhat easy to see	5	5.43%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	8	8.70%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	67	72.83%
2. Somewhat helped	17	18.48%
3. Did not help	0	0.00%
4. Not Specified	8	8.70%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	74	18	0	0	0	0	92	100.00%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	66	25	0	1	0	0	92	98.91%
Reliability	73	18	1	0	0	0	92	98.91%
Access and Facilities	74	15	0	0	0	3	92	100.00%
Communication	69	21	0	0	0	2	92	100.00%
Costs	62	18	1	0	0	11	92	98.77%
Integrity	75	15	1	0	0	1	92	98.90%
Assurance	76	15	1	0	0	0	92	98.91%
Outcome	74	17	1	0	0	0	92	98.91%
Overall	**569**	**144**	**5**	**1**	**0**	**17**	**736**	**99.16%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Iligan Lending Center

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
24	3	27	20 – 34	45.00%
12	5	17	35 – 49	28.33%
3	9	12	50 – 64	20.00%
1	0	1	65 and above	1.67%
3	0	3	Not Specified	5.00%
43	**17**	**60**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	2	66.67%
35 – 49	1	33.33%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**3**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	100%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	31.75%
Business	49.21%
Government	17.46%
Not Specified	1.59%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	58	92.06%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	3	4.76%
4. I do not know what a CC is and I did not see this office's CC.	2	3.17%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	59	93.65%

2. Somewhat easy to see	2	3.17%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	2	3.17%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	56	88.89%
2. Somewhat helped	5	7.94%
3. Did not help	0	0.00%
4. Not Specified	2	3.17%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	54	9	0	0	0	0	63	100.00%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	47	15	1	0	0	0	63	98.41%
Reliability	50	13	0	0	0	0	63	100.00%
Access and Facilities	49	13	0	0	0	1	63	100.00%
Communication	47	10	4	0	0	2	63	93.44%
Costs	40	11	1	1	0	10	63	96.23%
Integrity	54	9	0	0	0	0	63	100.00%
Assurance	54	9	0	0	0	0	63	100.00%
Outcome	52	11	0	0	0	0	63	100.00%
Overall	**393**	**91**	**6**	**1**	**0**	**13**	**504**	**98.51%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Malaybalay Lending Center

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
4	2	6	19 and below	1.33%
108	77	185	20 – 34	40.93%
113	39	152	35 – 49	33.63%
49	24	73	50 – 64	16.15%
8	8	16	65 and above	3.54%
11	9	20	Not Specified	4.42%
293	**159**	**452**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	6	30.00%
35 – 49	4	20.00%
50 – 64	2	10.00%
65 and above	2	10.00%
Not Specified	6	30.00%
Total	**20**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	100%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	54.03%
Business	12.29%
Government	21.19%
Not Specified	12.50%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	401	84.96%
2. I know what a CC is but I did not see this office's CC.	10	2.12%
3. I learned of the CC only when I saw this office's CC.	42	8.90%
4. I do not know what a CC is and I did not see this office's CC.	1	0.21%
5. Not Specified	18	3.81%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	376	79.66%

2. Somewhat easy to see	66	13.98%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	30	6.36%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	375	79.45%
2. Somewhat helped	76	16.10%
3. Did not help	0	0.00%
4. Not Specified	21	4.45%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	330	139	1	0	1	1	472	99.36%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	303	150	9	0	1	9	472	97.84%
Reliability	319	145	0	0	1	7	472	99.78%
Access and Facilities	317	138	1	0	1	15	472	99.56%
Communication	309	154	3	0	1	5	472	99.14%
Costs	285	118	1	1	1	66	472	99.26%
Integrity	340	122	1	0	1	8	472	99.57%
Assurance	376	92	0	0	1	3	472	99.79%
Outcome	353	110	1	0	1	7	472	99.57%
Overall	**2,602**	**1,029**	**16**	**1**	**8**	**120**	**3,776**	**99.31%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Region XI (Davao Region)

Branch

Davao Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	**Male**	**Total**		
1	0	1	19 and below	0.25%
29	10	39	20 – 34	9.90%
31	18	49	35 – 49	12.44%
42	9	51	50 – 64	12.94%
14	8	22	65 and above	5.58%
138	94	232	Not Specified	58.88%
255	**139**	**394**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	**Count**	
19 and below	3	23.08%
20 – 34	1	7.69%
35 – 49	0	0.00%
50 – 64	1	7.69%
65 and above	0	0.00%
Not Specified	8	61.54%
Total	**13**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	100%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	58.72%
Business	19.16%
Government	19.66%
Not Specified	2.46%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	349	85.75%
2. I know what a CC is but I did not see this office's CC.	5	1.23%

3. I learned of the CC only when I saw this office's CC.	26	6.39%
4. I do not know what a CC is and I did not see this office's CC.	20	4.91%
5. Not Specified	7	1.72%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	344	84.52%
2. Somewhat easy to see	30	7.37%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	33	8.11%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	356	87.47%
2. Somewhat helped	24	5.90%
3. Did not help	0	0.00%
4. Not Specified	27	6.63%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	315	91	0	0	0	1	407	99.75%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	282	117	5	0	1	2	407	98.52%
Reliability	325	82	0	0	0	0	407	100.00%
Access and Facilities	316	83	2	0	0	6	407	99.50%
Communication	316	78	6	0	0	7	407	98.50%
Costs	194	58	4	1	0	150	407	98.05%
Integrity	321	83	0	0	0	3	407	100.00%
Assurance	335	65	1	0	0	6	407	99.75%
Outcome	317	83	1	0	0	6	407	99.75%
Overall	**2,406**	**649**	**19**	**1**	**1**	**180**	**3,256**	**99.26%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Digos Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
1	2	3	19 and below	0.57%
83	61	144	20 – 34	27.38%
88	40	128	35 – 49	24.33%
27	13	40	50 – 64	7.60%
15	4	19	65 and above	3.61%
114	78	192	Not Specified	36.50%
328	**198**	**526**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	2	9.09%
35 – 49	1	4.55%
50 – 64	3	13.64%
65 and above	0	0.00%
Not Specified	16	72.73%
Total	**22**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	100%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	34.85%
Business	23.18%
Government	30.11%
Not Specified	11.86%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	464	84.67%
2. I know what a CC is but I did not see this office's CC.	11	2.01%
3. I learned of the CC only when I saw this office's CC.	39	7.12%
4. I do not know what a CC is and I did not see this office's CC.	23	4.20%
5. Not Specified	11	2.01%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	478	87.23%

2. Somewhat easy to see	20	3.65%
3. Difficult to see	1	0.18%
4. Not visible at all	0	0.00%
5. Not Specified	49	8.94%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	491	89.60%
2. Somewhat helped	22	4.01%
3. Did not help	0	0.00%
4. Not Specified	35	6.39%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	379	161	5	0	0	3	548	98.54%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	352	177	4	2	0	13	548	98.88%
Reliability	363	177	2	1	0	5	548	99.45%
Access and Facilities	366	169	4	0	0	9	548	99.26%
Communication	355	161	14	6	0	12	548	96.27%
Costs	343	157	8	4	0	36	548	97.66%
Integrity	373	156	15	0	0	4	548	97.24%
Assurance	377	151	12	0	0	8	548	97.78%
Outcome	348	181	7	0	0	12	548	98.69%
Overall	**2,877**	**1,329**	**66**	**13**	**0**	**99**	**4,384**	**98.15%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Malita Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
4	0	4	19 and below	1.45%
55	61	116	20 – 34	42.03%
64	43	107	35 – 49	38.77%
25	16	41	50 – 64	14.86%
2	6	8	65 and above	2.90%
0	0	0	Not Specified	0.00%
150	**126**	**276**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	4	100.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**4**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	100%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	50.00%
Business	3.21%
Government	46.79%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	273	97.50%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	7	2.50%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	268	95.71%

2. Somewhat easy to see	12	4.29%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	265	94.64%
2. Somewhat helped	15	5.36%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	280	0	0	0	0	0	280	100.00%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	280	0	0	0	0	0	280	100.00%
Reliability	277	3	0	0	0	0	280	100.00%
Access and Facilities	280	0	0	0	0	0	280	100.00%
Communication	273	7	0	0	0	0	280	100.00%
Costs	272	3	0	0	0	5	280	100.00%
Integrity	280	0	0	0	0	0	280	100.00%
Assurance	280	0	0	0	0	0	280	100.00%
Outcome	280	0	0	0	0	0	280	100.00%
Overall	**2,222**	**13**	**0**	**0**	**0**	**5**	**2,240**	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Mati Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
83	24	107	19 and below	8.06%
483	379	862	20 – 34	64.96%
94	96	190	35 – 49	14.32%
76	46	122	50 – 64	9.19%
15	4	19	65 and above	1.43%
23	4	27	Not Specified	2.03%
774	**553**	**1,327**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	27	48.21%
35 – 49	11	19.64%
50 – 64	12	21.43%
65 and above	3	5.36%
Not Specified	3	5.36%
Total	**56**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	100%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	82.21%
Business	2.24%
Government	7.45%
Not Specified	8.10%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	903	65.29%
2. I know what a CC is but I did not see this office's CC.	79	5.71%
3. I learned of the CC only when I saw this office's CC.	290	20.97%
4. I do not know what a CC is and I did not see this office's CC.	67	4.84%
5. Not Specified	44	3.18%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	1,106	79.97%

2. Somewhat easy to see	82	5.93%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	195	14.10%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	894	64.64%
2. Somewhat helped	351	25.38%
3. Did not help	9	0.65%
4. Not Specified	129	9.33%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	1,016	344	19	0	0	4	1,383	98.34%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	948	366	40	10	6	13	1,383	95.91%
Reliability	994	359	17	0	0	13	1,383	98.76%
Access and Facilities	955	401	20	0	0	7	1,383	98.55%
Communication	964	377	37	0	0	5	1,383	97.31%
Costs	898	350	29	6	3	97	1,383	97.05%
Integrity	1,001	337	29	4	0	12	1,383	97.59%
Assurance	1,066	293	14	0	0	10	1,383	98.98%
Outcome	1,005	334	21	0	0	23	1,383	98.46%
Overall	**7,831**	**2,817**	**207**	**20**	**9**	**180**	**11,064**	**97.83%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

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Sta. Cruz, Davao del Sur Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
22	13	35	19 and below	4.79%
179	156	335	20 – 34	45.89%
124	103	227	35 – 49	31.10%
57	47	104	50 – 64	14.25%
12	6	18	65 and above	2.47%
9	2	11	Not Specified	1.51%
403	**327**	**730**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	24	63.16%
35 – 49	8	21.05%
50 – 64	1	2.63%
65 and above	2	5.26%
Not Specified	3	7.89%
Total	**38**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	100%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	80.21%
Business	5.34%
Government	12.63%
Not Specified	1.82%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	544	70.83%
2. I know what a CC is but I did not see this office's CC.	8	1.04%
3. I learned of the CC only when I saw this office's CC.	55	7.16%
4. I do not know what a CC is and I did not see this office's CC.	16	2.08%
5. Not Specified	145	18.88%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	558	72.66%

2. Somewhat easy to see	41	5.34%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	169	22.01%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	541	70.44%
2. Somewhat helped	65	8.46%
3. Did not help	0	0.00%
4. Not Specified	162	21.09%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	689	62	0	0	1	16	768	97.79%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	682	84	0	0	0	2	768	100.00%
Reliability	703	52	4	0	0	9	768	99.47%
Access and Facilities	681	80	1	0	0	6	768	99.87%
Communication	681	77	4	0	0	6	768	99.48%
Costs	533	56	2	0	0	177	768	99.66%
Integrity	699	61	4	0	0	4	768	99.48%
Assurance	710	57	0	0	0	1	768	100.00%
Outcome	696	66	0	0	0	6	768	100.00%
Overall	**5,385**	**533**	**15**	**0**	**0**	**211**	**6,144**	**99.74%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Tagum Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
1	0	1	19 and below	0.37%
62	22	84	20 – 34	31.00%
78	32	110	35 – 49	40.59%
42	16	58	50 – 64	21.40%
6	0	6	65 and above	2.21%
3	9	12	Not Specified	4.43%
192	**79**	**271**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	74	29.72%
20 – 34	7	2.81%
35 – 49	151	60.64%
50 – 64	8	3.21%
65 and above	0	0.00%
Not Specified	9	3.61%
Total	**249**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	100%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	46.54%
Business	27.31%
Government	23.65%
Not Specified	2.50%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	265	50.96%
2. I know what a CC is but I did not see this office's CC.	10	1.92%
3. I learned of the CC only when I saw this office's CC.	235	45.19%
4. I do not know what a CC is and I did not see this office's CC.	10	1.92%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	496	95.38%

2. Somewhat easy to see	4	0.77%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	20	3.85%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	492	94.62%
2. Somewhat helped	16	3.08%
3. Did not help	0	0.00%
4. Not Specified	12	2.31%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	283	229	8	0	0	0	520	98.46%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	254	259	6	0	0	1	520	98.84%
Reliability	297	221	0	0	0	2	520	100.00%
Access and Facilities	283	232	2	0	0	3	520	99.61%
Communication	284	223	8	0	0	5	520	98.45%
Costs	225	266	3	0	1	25	520	99.19%
Integrity	241	277	1	0	0	1	520	99.81%
Assurance	289	231	0	0	0	0	520	100.00%
Outcome	289	225	1	0	0	5	520	99.81%
Overall	**2,162**	**1,934**	**21**	**0**	**1**	**42**	**4,160**	**99.46%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Lending Center

Davao Lending Center

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	**Male**	**Total**		
0	0	0	19 and below	0.00%
2	1	3	20 – 34	4.35%
4	8	12	35 – 49	17.39%
10	3	13	50 – 64	18.84%
3	1	4	65 and above	5.80%
9	28	37	Not Specified	53.62%
28	**41**	**69**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	**Count**	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	1	3.85%
65 and above	0	0.00%
Not Specified	25	96.15%
Total	**26**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	100%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	22.11%
Business	68.42%
Government	2.11%
Not Specified	7.37%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	42	44.21%
2. I know what a CC is but I did not see this office's CC.	7	7.37%
3. I learned of the CC only when I saw this office's CC.	3	3.16%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	43	45.26%

CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	37	38.95%
2. Somewhat easy to see	8	8.42%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified		
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	46	48.42%
2. Somewhat helped	6	6.32%
3. Did not help	0	0.00%
4. Not Specified	43	45.26%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	55	40	0	0	0	0	95	100.00%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	36	55	2	0	1	1	95	96.81%
Reliability	46	47	1	0	0	1	95	98.94%
Access and Facilities	38	53	2	0	0	2	95	97.85%
Communication	41	51	0	0	0	3	95	100.00%
Costs	35	48	0	0	0	12	95	100.00%
Integrity	47	43	0	0	0	5	95	100.00%
Assurance	46	44	0	0	0	5	95	100.00%
Outcome	44	49	1	0	0	1	95	98.94%
Overall	**333**	**390**	**6**	**0**	**1**	**30**	**760**	**99.07%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Digos Lending Center

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
1	0	1	19 and below	2.00%
6	5	11	20 – 34	22.00%
6	15	21	35 – 49	42.00%
3	3	6	50 – 64	12.00%
3	2	5	65 and above	10.00%
3	3	6	Not Specified	12.00%
22	**28**	**50**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	1	10.00%
35 – 49	1	10.00%
50 – 64	2	20.00%
65 and above	0	0.00%
Not Specified	6	60.00%
Total	**10**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	100%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	13.33%
Business	13.33%
Government	23.33%
Not Specified	50.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	46	76.67%
2. I know what a CC is but I did not see this office's CC.	5	8.33%
3. I learned of the CC only when I saw this office's CC.	7	11.67%
4. I do not know what a CC is and I did not see this office's CC.	2	3.33%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	51	85.00%

2. Somewhat easy to see	1	1.67%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	8	13.33%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	54	90.00%
2. Somewhat helped	3	5.00%
3. Did not help	0	0.00%
4. Not Specified	3	5.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	41	14	0	0	1	4	60	91.67%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	36	18	1	0	0	5	60	98.18%
Reliability	39	14	1	0	0	6	60	98.15%
Access and Facilities	35	15	1	0	0	9	60	98.04%
Communication	42	12	0	1	0	5	60	98.18%
Costs	27	9	1	0	0	23	60	97.30%
Integrity	41	13	2	0	0	4	60	96.43%
Assurance	42	13	1	0	0	4	60	98.21%
Outcome	37	18	0	0	0	5	60	100.00%
Overall	**299**	**112**	**7**	**1**	**0**	**61**	**480**	**98.06%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Tagum Lending Center

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
3	9	12	20 – 34	18.46%
6	7	13	35 – 49	20.00%
3	6	9	50 – 64	13.85%
0	0	0	65 and above	0.00%
19	12	31	Not Specified	47.69%
31	**34**	**65**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	19	100.00%
Total	**19**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	100%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	4.76%
Business	36.90%
Government	22.62%
Not Specified	35.71%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	74	88.10%
2. I know what a CC is but I did not see this office's CC.	1	1.19%
3. I learned of the CC only when I saw this office's CC.	5	5.95%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	4	4.76%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	48	57.14%

2. Somewhat easy to see	31	36.90%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	5	5.95%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	53	63.10%
2. Somewhat helped	27	32.14%
3. Did not help	0	0.00%
4. Not Specified	4	4.76%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	57	27	0	0	0	0	84	100.00%

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	53	24	1	0	0	6	84	98.72%
Reliability	57	27	0	0	0	0	84	100.00%
Access and Facilities	53	28	1	0	0	2	84	98.78%
Communication	49	29	0	0	0	6	84	100.00%
Costs	55	16	0	0	0	13	84	100.00%
Integrity	59	25	0	0	0	0	84	100.00%
Assurance	60	24	0	0	0	0	84	100.00%
Outcome	55	27	0	0	0	2	84	100.00%
Overall	**441**	**200**	**2**	**0**	**0**	**29**	**672**	**99.69%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Region XII (SOCCSKSARGEN)

Branch

Cotabato Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
4	3	7	19 and below	1.33%
106	85	191	20 – 34	36.31%
99	51	150	35 – 49	28.52%
76	57	133	50 – 64	25.29%
24	21	45	65 and above	8.56%
0	0	0	Not Specified	0.00%
309	**217**	**526**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	2	40.00%
50 – 64	1	20.00%
65 and above	2	40.00%
Not Specified	0	0.00%
Total	**5**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	100%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	97.93%
Business	0.38%
Government	1.69%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	531	100.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%

3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	530	99.81%
2. Somewhat easy to see	1	0.19%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	531	100.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	465	66	0	0	0	0	531	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	449	82	0	0	0	0	531	100.00%
Reliability	456	75	0	0	0	0	531	100.00%
Access and Facilities	424	107	0	0	0	0	531	100.00%
Communication	417	114	0	0	0	0	531	100.00%
Costs	437	94	0	0	0	0	531	100.00%
Integrity	427	103	1	0	0	0	531	99.81%
Assurance	434	97	0	0	0	0	531	100.00%
Outcome	428	102	1	0	0	0	531	99.81%
Overall	**3,472**	**774**	**2**	**0**	**0**	**0**	**4,248**	**99.95%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

General Santos Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
81	42	123	20 – 34	27.89%
93	97	190	35 – 49	43.08%
65	45	110	50 – 64	24.94%
12	6	18	65 and above	4.08%
0	0	0	Not Specified	0.00%
251	**190**	**441**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	2	18.18%
35 – 49	6	54.55%
50 – 64	2	18.18%
65 and above	0	0.00%
Not Specified	1	9.09%
Total	**11**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	100%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	95.58%
Business	2.65%
Government	1.77%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	452	100.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	451	99.78%

2. Somewhat easy to see	1	0.22%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	452	100.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	433	18	1	0	0	0	452	**99.78%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	425	27	0	0	0	0	452	100.00%
Reliability	426	26	0	0	0	0	452	100.00%
Access and Facilities	425	27	0	0	0	0	452	100.00%
Communication	424	28	0	0	0	0	452	100.00%
Costs	412	3	0	0	0	37	452	100.00%
Integrity	426	26	0	0	0	0	452	100.00%
Assurance	434	18	0	0	0	0	452	100.00%
Outcome	425	27	0	0	0	0	452	100.00%
Overall	**3,397**	**182**	**0**	**0**	**0**	**37**	**3,616**	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Kidapawan Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
2	0	2	19 and below	0.38%
96	62	158	20 – 34	29.92%
61	53	114	35 – 49	21.59%
35	33	68	50 – 64	12.88%
16	2	18	65 and above	3.41%
87	81	168	Not Specified	31.82%
297	**231**	**528**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	12	12.00%
35 – 49	9	9.00%
50 – 64	11	11.00%
65 and above	2	2.00%
Not Specified	66	66.00%
Total	**100**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	100%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	38.22%
Business	10.51%
Government	31.85%
Not Specified	19.43%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	562	89.49%
2. I know what a CC is but I did not see this office's CC.	1	0.16%
3. I learned of the CC only when I saw this office's CC.	22	3.50%
4. I do not know what a CC is and I did not see this office's CC.	8	1.27%
5. Not Specified	35	5.57%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	565	89.97%

2. Somewhat easy to see	15	2.39%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	48	7.64%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	549	87.42%
2. Somewhat helped	25	3.98%
3. Did not help	1	0.16%
4. Not Specified	53	8.44%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	503	113	4	0	0	8	628	**98.09%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	425	148	21	8	2	24	628	94.87%
Reliability	498	115	5	0	0	10	628	99.19%
Access and Facilities	493	117	5	0	0	13	628	99.19%
Communication	479	122	7	0	0	20	628	98.85%
Costs	330	89	17	7	3	182	628	93.95%
Integrity	506	109	5	0	0	8	628	99.19%
Assurance	499	112	8	0	0	9	628	98.71%
Outcome	496	116	2	0	0	14	628	99.67%
Overall	**3,726**	**928**	**70**	**15**	**5**	**280**	**5,024**	**97.95%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Marbel Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
12	7	19	19 and below	2.35%
184	123	307	20 – 34	38.00%
150	104	254	35 – 49	31.44%
103	89	192	50 – 64	23.76%
20	14	34	65 and above	4.21%
2	0	2	Not Specified	0.25%
471	**337**	**808**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	2	33.33%
20 – 34	2	33.33%
35 – 49	1	16.67%
50 – 64	1	16.67%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**6**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	100%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	86.86%
Business	7.62%
Government	5.53%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	548	67.32%
2. I know what a CC is but I did not see this office's CC.	29	3.56%
3. I learned of the CC only when I saw this office's CC.	237	29.12%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	612	75.18%

2. Somewhat easy to see	164	20.15%
3. Difficult to see	9	1.11%
4. Not visible at all	0	0.00%
5. Not Specified	29	3.56%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	617	75.80%
2. Somewhat helped	196	24.08%
3. Did not help	1	0.12%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	622	182	10	0	0	0	814	**98.77%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	592	201	20	0	0	1	814	97.54%
Reliability	644	151	17	0	2	0	814	97.67%
Access and Facilities	464	157	14	0	0	179	814	97.80%
Communication	602	168	44	0	0	0	814	94.59%
Costs	225	75	4	0	0	510	814	98.68%
Integrity	640	162	11	0	0	1	814	98.65%
Assurance	674	129	9	0	1	1	814	98.77%
Outcome	660	149	5	0	0	0	814	99.39%
Overall	**4,501**	**1,192**	**124**	**0**	**3**	**692**	**6,512**	**97.89%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Polomolok Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
1	1	2	19 and below	0.47%
24	14	38	20 – 34	8.94%
31	35	66	35 – 49	15.53%
50	32	82	50 – 64	19.29%
7	4	11	65 and above	2.59%
129	97	226	Not Specified	53.18%
242	**183**	**425**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	26	15.29%
20 – 34	0	0.00%
35 – 49	1	0.59%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	143	84.12%
Total	**170**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	100%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	69.58%
Business	26.22%
Government	4.20%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	59	9.92%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	536	90.08%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	556	93.45%

2. Somewhat easy to see	39	6.55%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	532	89.41%
2. Somewhat helped	63	10.59%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	528	67	0	0	0	0	595	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	542	53	0	0	0	0	595	100.00%
Reliability	531	64	0	0	0	0	595	100.00%
Access and Facilities	471	3	0	0	0	121	595	100.00%
Communication	503	92	0	0	0	0	595	100.00%
Costs	460	0	0	0	0	135	595	100.00%
Integrity	517	78	0	0	0	0	595	100.00%
Assurance	520	75	0	0	0	0	595	100.00%
Outcome	530	65	0	0	0	0	595	100.00%
Overall	**4,074**	**430**	**0**	**0**	**0**	**256**	**4,760**	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Tacurong Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
7	4	11	19 and below	1.50%
206	120	326	20 – 34	44.35%
121	101	222	35 – 49	30.20%
96	57	153	50 – 64	20.82%
15	8	23	65 and above	3.13%
0	0	0	Not Specified	0.00%
445	**290**	**735**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	1	25.00%
20 – 34	0	0.00%
35 – 49	2	50.00%
50 – 64	1	25.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**4**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	100%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	94.45%
Business	4.33%
Government	1.22%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	578	78.21%
2. I know what a CC is but I did not see this office's CC.	4	0.54%
3. I learned of the CC only when I saw this office's CC.	156	21.11%
4. I do not know what a CC is and I did not see this office's CC.	1	0.14%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	645	87.28%

2. Somewhat easy to see	89	12.04%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	5	0.68%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	632	85.52%
2. Somewhat helped	105	14.21%
3. Did not help	1	0.14%
4. Not Specified	1	0.14%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	580	158	1	0	0	0	739	**99.86%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	467	252	12	5	0	3	739	97.69%
Reliability	544	193	1	0	1	0	739	99.73%
Access and Facilities	541	168	2	0	3	25	739	99.30%
Communication	518	216	4	0	0	1	739	99.46%
Costs	114	22	1	0	0	602	739	99.27%
Integrity	579	158	0	0	1	1	739	99.86%
Assurance	586	150	1	0	2	0	739	99.59%
Outcome	589	147	3	0	0	0	739	99.59%
Overall	**3,938**	**1,306**	**24**	**5**	**7**	**632**	**5,912**	**99.31%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Lending Center

General Santos Lending Center

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	**Male**	**Total**		
0	0	0	19 and below	0.00%
5	2	7	20 – 34	6.19%
44	32	76	35 – 49	67.26%
4	24	28	50 – 64	24.78%
2	0	2	65 and above	1.77%
0	0	0	Not Specified	0.00%
55	**58**	**113**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	**Count**	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	2	66.67%
50 – 64	1	33.33%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**3**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	100%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	25.86%
Business	68.97%
Government	1.72%
Not Specified	3.45%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	96	82.76%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	19	16.38%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	1	0.86%

CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	103	88.79%
2. Somewhat easy to see	12	10.34%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	1	0.86%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	100	86.21%
2. Somewhat helped	15	12.93%
3. Did not help	0	0.00%
4. Not Specified	1	0.86%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	102	14	0	0	0	0	116	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	101	15	0	0	0	0	116	100.00%
Reliability	103	13	0	0	0	0	116	100.00%
Access and Facilities	110	6	0	0	0	0	116	100.00%
Communication	96	19	1	0	0	0	116	99.14%
Costs	64	20	0	1	0	31	116	98.82%
Integrity	107	9	0	0	0	0	116	100.00%
Assurance	108	8	0	0	0	0	116	100.00%
Outcome	105	11	0	0	0	0	116	100.00%
Overall	**794**	**101**	**1**	**1**	**0**	**31**	**928**	**99.75%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Kidapawan Lending Center

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
30	6	36	20 – 34	42.86%
29	5	34	35 – 49	40.48%
4	1	5	50 – 64	5.95%
0	1	1	65 and above	1.19%
7	1	8	Not Specified	9.52%
70	**14**	**84**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	1	16.67%
35 – 49	0	0.00%
50 – 64	3	50.00%
65 and above	0	0.00%
Not Specified	2	33.33%
Total	**6**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	100%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	5.56%
Business	65.56%
Government	26.67%
Not Specified	2.22%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	77	85.56%
2. I know what a CC is but I did not see this office's CC.	4	4.44%
3. I learned of the CC only when I saw this office's CC.	2	2.22%
4. I do not know what a CC is and I did not see this office's CC.	1	1.11%
5. Not Specified	6	6.67%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	74	82.22%

2. Somewhat easy to see	5	5.56%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	11	12.22%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	76	84.44%
2. Somewhat helped	5	5.56%
3. Did not help	0	0.00%
4. Not Specified	9	10.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	82	8	0	0	0	0	90	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	68	16	1	0	0	5	90	98.82%
Reliability	78	12	0	0	0	0	90	100.00%
Access and Facilities	60	14	0	0	2	14	90	97.37%
Communication	81	9	0	0	0	0	90	100.00%
Costs	54	16	0	0	3	17	90	95.89%
Integrity	77	12	0	0	0	1	90	100.00%
Assurance	85	3	0	0	0	2	90	100.00%
Outcome	77	12	0	0	0	1	90	100.00%
Overall	**580**	**94**	**1**	**0**	**5**	**40**	**720**	**99.01%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Region XIII (CARAGA)

Branch

Butuan Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	**Male**	**Total**		
2	4	6	19 and below	1.43%
79	54	133	20 – 34	31.74%
113	38	151	35 – 49	36.04%
68	36	104	50 – 64	24.82%
13	5	18	65 and above	4.30%
6	1	7	Not Specified	1.67%
281	**138**	**419**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	**Count**	
19 and below	0	0.00%
20 – 34	6	30.00%
35 – 49	2	10.00%
50 – 64	5	25.00%
65 and above	2	10.00%
Not Specified	5	25.00%
Total	**20**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	100%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	24.83%
Business	10.71%
Government	51.71%
Not Specified	12.76%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	423	96.36%
2. I know what a CC is but I did not see this office's CC.	2	0.46%

3. I learned of the CC only when I saw this office's CC.	5	1.14%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	9	2.05%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	411	93.62%
2. Somewhat easy to see	10	2.28%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	18	4.10%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	407	92.71%
2. Somewhat helped	15	3.42%
3. Did not help	1	0.23%
4. Not Specified	16	3.64%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	338	94	6	0	0	1	439	**98.41%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	293	135	6	0	0	5	439	98.62%
Reliability	329	109	0	0	0	1	439	100.00%
Access and Facilities	317	121	0	0	0	1	439	100.00%
Communication	314	124	1	0	0	0	439	99.77%
Costs	260	114	0	0	0	65	439	100.00%
Integrity	323	106	1	0	0	9	439	99.77%
Assurance	337	99	0	1	0	2	439	99.77%
Outcome	315	123	0	0	0	1	439	100.00%
Overall	**2,488**	**931**	**8**	**1**	**0**	**84**	**3,512**	**99.74%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Claver Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
25	33	58	19 and below	11.53%
73	49	122	20 – 34	24.25%
73	39	112	35 – 49	22.27%
44	23	67	50 – 64	13.32%
4	3	7	65 and above	1.39%
84	53	137	Not Specified	27.24%
303	**200**	**503**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	2	3.77%
20 – 34	3	5.66%
35 – 49	1	1.89%
50 – 64	4	7.55%
65 and above	0	0.00%
Not Specified	43	81.13%
Total	**53**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	100%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	86.69%
Business	8.99%
Government	3.06%
Not Specified	1.26%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	551	99.10%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	4	0.72%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	1	0.18%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	547	98.38%

2. Somewhat easy to see	8	1.44%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	1	0.18%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	543	97.66%
2. Somewhat helped	12	2.16%
3. Did not help	0	0.00%
4. Not Specified	1	0.18%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	492	63	0	0	0	1	556	**99.82%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	475	74	2	1	0	4	556	99.46%
Reliability	477	75	1	0	0	3	556	99.82%
Access and Facilities	479	75	0	0	0	2	556	100.00%
Communication	454	99	1	0	0	2	556	99.82%
Costs	359	53	1	0	0	143	556	99.76%
Integrity	496	59	0	0	0	1	556	100.00%
Assurance	494	59	0	0	0	3	556	100.00%
Outcome	485	67	3	1	0	0	556	99.28%
Overall	**3,719**	**561**	**8**	**2**	**0**	**158**	**4,448**	**99.77%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Mangagoy Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
1	1	2	19 and below	0.30%
161	78	239	20 – 34	35.30%
173	80	253	35 – 49	37.37%
100	59	159	50 – 64	23.49%
13	9	22	65 and above	3.25%
2	0	2	Not Specified	0.30%
450	**227**	**677**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	1	100.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**1**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	100%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	98.08%
Business	1.33%
Government	0.59%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	631	93.07%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	43	6.34%
4. I do not know what a CC is and I did not see this office's CC.	4	0.59%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	641	94.54%

2. Somewhat easy to see	33	4.87%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	4	0.59%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	642	94.69%
2. Somewhat helped	32	4.72%
3. Did not help	0	0.00%
4. Not Specified	4	0.59%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	591	86	0	1	0	0	678	**99.85%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	591	84	2	0	1	0	678	99.56%
Reliability	582	93	3	0	0	0	678	99.56%
Access and Facilities	581	96	0	1	0	0	678	99.85%
Communication	587	90	0	1	0	0	678	99.85%
Costs	554	34	0	0	0	90	678	100.00%
Integrity	587	90	1	0	0	0	678	99.85%
Assurance	601	76	1	0	0	0	678	99.85%
Outcome	590	87	1	0	0	0	678	99.85%
Overall	**4,673**	**650**	**8**	**2**	**1**	**90**	**5,424**	**99.80%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

San Francisco Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
100	76	176	20 – 34	43.46%
83	54	137	35 – 49	33.83%
39	20	59	50 – 64	14.57%
13	5	18	65 and above	4.44%
9	6	15	Not Specified	3.70%
244	**161**	**405**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	27	50.00%
35 – 49	15	27.78%
50 – 64	6	11.11%
65 and above	1	1.85%
Not Specified	5	9.26%
Total	**54**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	100%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	43.36%
Business	20.26%
Government	29.85%
Not Specified	6.54%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	406	88.45%
2. I know what a CC is but I did not see this office's CC.	15	3.27%
3. I learned of the CC only when I saw this office's CC.	17	3.70%
4. I do not know what a CC is and I did not see this office's CC.	2	0.44%
5. Not Specified	19	4.14%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	379	82.57%

2. Somewhat easy to see	39	8.50%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	41	8.93%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	386	84.10%
2. Somewhat helped	47	10.24%
3. Did not help	2	0.44%
4. Not Specified	24	5.23%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	351	102	1	1	2	2	459	**98.69%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	286	153	5	2	2	11	459	97.99%
Reliability	342	110	0	0	1	6	459	99.78%
Access and Facilities	343	110	0	2	0	4	459	99.56%
Communication	321	124	6	0	1	7	459	98.45%
Costs	294	96	5	3	2	59	459	97.50%
Integrity	339	109	4	2	1	4	459	98.46%
Assurance	354	98	2	0	0	5	459	99.56%
Outcome	316	136	2	0	1	4	459	99.34%
Overall	**2,595**	**936**	**24**	**9**	**8**	**100**	**3,672**	**98.83%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

San Jose, Dinagat Islands Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
177	157	334	20 – 34	40.98%
164	135	299	35 – 49	36.69%
95	51	146	50 – 64	17.91%
26	10	36	65 and above	4.42%
0	0	0	Not Specified	0.00%
462	**353**	**815**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	1	50.00%
50 – 64	1	50.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**2**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	100%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	77.60%
Business	9.91%
Government	12.48%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	816	99.88%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	1	0.12%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	816	99.88%

2. Somewhat easy to see	1	0.12%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	816	99.88%
2. Somewhat helped	1	0.12%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	801	16	0	0	0	0	817	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	798	19	0	0	0	0	817	100.00%
Reliability	797	19	0	0	0	1	817	100.00%
Access and Facilities	794	22	0	0	1	0	817	99.88%
Communication	791	25	0	0	1	0	817	99.88%
Costs	57	13	0	0	2	745	817	97.22%
Integrity	794	22	0	0	0	1	817	100.00%
Assurance	794	23	0	0	0	0	817	100.00%
Outcome	792	25	0	0	0	0	817	100.00%
Overall	**5,617**	**168**	**0**	**0**	**4**	**747**	**6,536**	**99.62%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Siargao Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
3	3	6	19 and below	1.32%
144	84	228	20 – 34	50.00%
93	73	166	35 – 49	36.40%
30	18	48	50 – 64	10.53%
3	4	7	65 and above	1.54%
0	1	1	Not Specified	0.22%
273	**183**	**456**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	8	72.73%
35 – 49	1	9.09%
50 – 64	1	9.09%
65 and above	1	9.09%
Not Specified	0	0.00%
Total	**11**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	100%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	50.75%
Business	15.20%
Government	29.98%
Not Specified	4.07%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	433	92.72%
2. I know what a CC is but I did not see this office's CC.	3	0.64%
3. I learned of the CC only when I saw this office's CC.	26	5.57%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	5	1.07%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	405	86.72%

2. Somewhat easy to see	54	11.56%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	8	1.71%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	413	88.44%
2. Somewhat helped	49	10.49%
3. Did not help	0	0.00%
4. Not Specified	5	1.07%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	415	47	0	0	0	5	467	**98.93%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	366	92	2	0	0	7	467	99.57%
Reliability	393	66	1	0	0	7	467	99.78%
Access and Facilities	259	88	1	0	0	119	467	99.71%
Communication	244	182	8	0	0	33	467	98.16%
Costs	209	69	4	0	0	185	467	98.58%
Integrity	393	64	0	0	0	10	467	100.00%
Assurance	407	49	0	0	0	11	467	100.00%
Outcome	403	60	0	0	0	4	467	100.00%
Overall	**2,674**	**670**	**16**	**0**	**0**	**376**	**3,736**	**99.47%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Surigao Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
6	4	10	19 and below	1.62%
94	62	156	20 – 34	25.24%
115	67	182	35 – 49	29.45%
140	83	223	50 – 64	36.08%
23	24	47	65 and above	7.61%
0	0	0	Not Specified	0.00%
378	**240**	**618**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	2	66.67%
35 – 49	0	0.00%
50 – 64	1	33.33%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**3**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	100%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	100%

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	42.51%
Business	7.89%
Government	49.60%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	621	100.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	618	99.52%

2. Somewhat easy to see	3	0.48%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	618	99.52%
2. Somewhat helped	3	0.48%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	594	27	0	0	0	0	621	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	572	49	0	0	0	0	621	100.00%
Reliability	581	40	0	0	0	0	621	100.00%
Access and Facilities	576	45	0	0	0	0	621	100.00%
Communication	577	44	0	0	0	0	621	100.00%
Costs	51	0	0	0	0	570	621	100.00%
Integrity	575	44	0	0	2	0	621	99.68%
Assurance	580	40	1	0	0	0	621	99.84%
Outcome	573	48	0	0	0	0	621	100.00%
Overall	**4,085**	**310**	**1**	**0**	**2**	**570**	**4,968**	**99.94%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Tandag Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
3	2	5	19 and below	1.12%
103	75	178	20 – 34	39.91%
91	50	141	35 – 49	31.61%
54	42	96	50 – 64	21.52%
15	10	25	65 and above	5.61%
0	1	1	Not Specified	0.22%
266	**180**	**446**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	3	30.00%
35 – 49	4	40.00%
50 – 64	2	20.00%
65 and above	1	10.00%
Not Specified	0	0.00%
Total	**10**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	100%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	100%

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	73.03%
Business	2.85%
Government	21.49%
Not Specified	2.63%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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	35.31%
2. I know what a CC is but I did not see this office's CC.	66	14.47%
3. I learned of the CC only when I saw this office's CC.	58	12.72%
4. I do not know what a CC is and I did not see this office's CC.	118	25.88%
5. Not Specified	53	11.62%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	191	41.89%

2. Somewhat easy to see	25	5.48%
3. Difficult to see	1	0.22%
4. Not visible at all	0	0.00%
5. Not Specified	239	52.41%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	193	42.32%
2. Somewhat helped	50	10.96%
3. Did not help	1	0.22%
4. Not Specified	212	46.49%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	404	47	3	0	0	2	456	**98.90%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	377	76	3	0	0	0	456	99.34%
Reliability	409	43	1	1	0	2	456	99.56%
Access and Facilities	399	53	1	0	0	3	456	99.78%
Communication	381	68	2	0	1	4	456	99.34%
Costs	139	31	2	1	0	283	456	98.27%
Integrity	402	52	1	0	0	1	456	99.78%
Assurance	418	35	0	0	0	3	456	100.00%
Outcome	404	46	1	0	0	5	456	99.78%
Overall	**2,929**	**404**	**11**	**2**	**1**	**301**	**3,648**	**99.48%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Trento Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
5	1	6	19 and below	1.48%
78	39	117	20 – 34	28.82%
98	52	150	35 – 49	36.95%
63	39	102	50 – 64	25.12%
18	12	30	65 and above	7.39%
1	0	1	Not Specified	0.25%
263	**143**	**406**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	1	25.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	2	50.00%
Not Specified	1	25.00%
Total	**4**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	100%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	100%

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	45.61%
Business	14.88%
Government	39.51%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	356	86.83%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	52	12.68%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	2	0.49%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	392	95.61%

2. Somewhat easy to see	16	3.90%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	2	0.49%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	389	94.88%
2. Somewhat helped	17	4.15%
3. Did not help	2	0.49%
4. Not Specified	2	0.49%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	387	23	0	0	0	0	410	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	377	32	0	0	0	1	410	100.00%
Reliability	374	30	0	0	6	0	410	98.54%
Access and Facilities	372	30	0	0	3	5	410	99.26%
Communication	373	30	2	0	1	4	410	99.26%
Costs	48	16	0	0	1	345	410	98.46%
Integrity	381	28	0	0	1	0	410	99.76%
Assurance	384	24	0	0	2	0	410	99.51%
Outcome	382	24	0	0	0	4	410	100.00%
Overall	**2,691**	**214**	**2**	**0**	**14**	**359**	**3,280**	**99.35%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Lending Center

Butuan Lending Center

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	**Male**	**Total**		
0	0	0	19 and below	0.00%
13	1	14	20 – 34	19.18%
26	5	31	35 – 49	42.47%
14	11	25	50 – 64	34.25%
2	1	3	65 and above	4.11%
0	0	0	Not Specified	0.00%
55	**18**	**73**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	**Count**	
19 and below	0	0.00%
20 – 34	1	25.00%
35 – 49	0	0.00%
50 – 64	3	75.00%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**4**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	100%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	100%

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	15.58%
Business	74.03%
Government	10.39%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	73	94.81%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	4	5.19%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%

CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	73	94.81%
2. Somewhat easy to see	4	5.19%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	69	89.61%
2. Somewhat helped	8	10.39%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	71	6	0	0	0	0	77	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	73	4	0	0	0	0	77	100.00%
Reliability	73	4	0	0	0	0	77	100.00%
Access and Facilities	71	4	1	0	0	1	77	98.68%
Communication	67	9	1	0	0	0	77	98.70%
Costs	68	5	0	0	0	4	77	100.00%
Integrity	72	4	0	0	0	1	77	100.00%
Assurance	72	4	0	0	0	1	77	100.00%
Outcome	73	4	0	0	0	0	77	100.00%
Overall	**569**	**38**	**2**	**0**	**0**	**7**	**616**	**99.67%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Surigao Lending Center

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
0	0	0	19 and below	0.00%
9	1	10	20 – 34	16.39%
2	1	3	35 – 49	4.92%
10	21	31	50 – 64	50.82%
2	15	17	65 and above	27.87%
0	0	0	Not Specified	0.00%
23	**38**	**61**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	3	37.50%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	5	62.50%
Total	**8**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	100%
8. Region V	0%	18. BARMM	0%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	37.68%
Business	55.07%
Government	7.25%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	69	100.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	68	98.55%

2. Somewhat easy to see	1	1.45%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	69	100.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. Not Specified	0	0.00%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	65	4	0	0	0	0	69	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	64	4	0	0	1	0	69	98.55%
Reliability	67	2	0	0	0	0	69	100.00%
Access and Facilities	64	5	0	0	0	0	69	100.00%
Communication	63	6	0	0	0	0	69	100.00%
Costs	61	6	0	0	0	2	69	100.00%
Integrity	66	3	0	0	0	0	69	100.00%
Assurance	68	1	0	0	0	0	69	100.00%
Outcome	68	1	0	0	0	0	69	100.00%
Overall	**521**	**28**	**0**	**0**	**1**	**2**	**552**	**99.82%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

BARMM (Bangsamoro Autonomous Region in Muslim Mindanao)

Branch

Basilan Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
2	0	2	19 and below	0.40%
82	71	153	20 – 34	30.66%
116	56	172	35 – 49	34.47%
94	50	144	50 – 64	28.86%
19	7	26	65 and above	5.21%
2	0	2	Not Specified	0.40%
315	**184**	**499**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	6	50.00%
35 – 49	2	16.67%
50 – 64	4	33.33%
65 and above	0	0.00%
Not Specified	0	0.00%
Total	**12**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	100%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	74.76%
Business	1.76%
Government	22.31%
Not Specified	1.17%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	450	88.06%
2. I know what a CC is but I did not see this office's CC.	7	1.37%

3. I learned of the CC only when I saw this office's CC.	48	9.39%
4. I do not know what a CC is and I did not see this office's CC.	3	0.59%
5. Not Specified	3	0.59%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	475	92.95%
2. Somewhat easy to see	20	3.91%
3. Difficult to see	0	0.00%
4. Not visible at all	1	0.20%
5. Not Specified	15	2.94%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	473	92.56%
2. Somewhat helped	31	6.07%
3. Did not help	0	0.00%
4. Not Specified	7	1.37%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	452	59	0	0	0	0	511	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	403	95	1	3	2	7	511	98.81%
Reliability	434	73	1	0	3	0	511	99.22%
Access and Facilities	431	77	0	0	2	1	511	99.61%
Communication	413	90	6	0	0	2	511	98.82%
Costs	342	82	1	0	5	81	511	98.60%
Integrity	426	68	0	0	4	13	511	99.20%
Assurance	425	68	4	0	0	14	511	99.20%
Outcome	423	82	5	0	1	0	511	98.83%
Overall	**3,297**	**635**	**18**	**3**	**17**	**118**	**4,088**	**99.03%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Jolo Branch

A. Survey Respondents by Gender (Female and Male) and Age

Gender			Age Range	% to Total
Female	Male	Total		
104	96	200	19 and below	43.48%
19	28	47	20 – 34	10.22%
33	24	57	35 – 49	12.39%
17	21	38	50 – 64	8.26%
2	4	6	65 and above	1.30%
59	53	112	Not Specified	24.35%
234	**226**	**460**	**Total**	**100.00 %**

B. Survey Respondents by Gender (Not Specified) and Age

Gender – Not Specified		% to Total
Age Range	Count	
19 and below	0	0.00%
20 – 34	0	0.00%
35 – 49	0	0.00%
50 – 64	0	0.00%
65 and above	0	0.00%
Not Specified	5	100.00%
Total	**5**	**100.00%**

C. Distribution of Survey Respondents by Region of Residence

Region	Service	Region	Service
1. NCR	0%	11. Region VIII	0%
2. CAR	0%	12. NIR	0%
3. Region I	0%	13. Region IX	0%
4. Region II	0%	14. Region X	0%
5. Region III	0%	15. Region XI	0%
6. Region IV-A	0%	16. Region XII	0%
7. Region IV-B	0%	17. Region XIII	0%
8. Region V	0%	18. BARMM	100%
9. Region VI	0%	19. Not Specified	0%
10. Region VII	0%	**Total**	**100%**

D. Distribution of Survey Respondents by Client Type

Client Type	Service
Citizen	83.44%
Business	0.43%
Government	16.13%
Not Specified	0.00%
Total	**100.00%**

E. Distribution of Raters for the Citizen's Charter Questions

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.	455	97.85%
2. I know what a CC is but I did not see this office's CC.	2	0.43%
3. I learned of the CC only when I saw this office's CC.	6	1.29%
4. I do not know what a CC is and I did not see this office's CC.	2	0.43%
5. Not Specified	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	445	95.70%

2. Somewhat easy to see	16	3.44%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. Not Specified	4	0.86%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	438	94.19%
2. Somewhat helped	24	5.16%
3. Did not help	1	0.22%
4. Not Specified	2	0.43%

F. Distribution of Raters and Overall Rating for the SQD0 Overall Satisfaction

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
SQD0	399	66	0	0	0	0	465	**100.00%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

G. Distribution of Raters and Overall Score for the SQD1 – SQD8

SQD	SA	A	NAD	D	SD	N/A	TR	Overall
Responsiveness	389	74	1	0	1	0	465	99.57%
Reliability	387	76	0	0	2	0	465	99.57%
Access and Facilities	387	76	0	0	1	1	465	99.78%
Communication	380	83	0	0	2	0	465	99.57%
Costs	13	5	0	0	1	446	465	94.74%
Integrity	390	75	0	0	0	0	465	100.00%
Assurance	388	73	0	0	3	1	465	99.35%
Outcome	382	82	0	0	0	1	465	100.00%
Overall	**2,716**	**544**	**1**	**0**	**10**	**449**	**3,720**	**99.07%**

Legend: SA – Strongly agree; A – Agree; NAD – Neither Agree nor Disagree; D – Disagree; SD – Strongly Disagree; TR – Total Responses

Annex D. List of DBP Regional and Satellite Offices

Location	Sector / Office	Group	Department / Branch / Branch Lite Unit / Lending Unit
NCR - National Capital Region	Branch Banking Sector	N/A	FC HO Business Unit
		Marketing Group	OFW and Remittance Marketing Department
		Branch Banking Group (BBG) Metro Manila	Alabang Branch
			Antipolo Branch
			Caloocan Branch
			Commonwealth Branch
			Makati - F Zobel Branch
			Mandaluyong Branch
			Manila Branch
			Manila-Nakpil Branch
			Marikina Branch
			Muntinlupa Branch
			P. Tuazon Branch
			Parañaque Branch
			Pasay Branch
			Pasig Branch
			Quezon City Branch
			Roces Avenue Branch
			San Juan Branch
			Taig Branch
			Taguig-Tuktukan Branch
	Branch Banking Sector	BBG Central Luzon	Valenzuela Branch
	Development and Resiliency Sector	Special Assets Group	Acquired Assets Department
	Office of the President & CEO	N/A	Corporate Affairs Department
		Human Resources Management Group	Employee Relations Department - Health and Wellness Unit
			Human Resource Administration Department
			Learning and Development Department
		Legal Services Group	Legal Services Group
		Office of the Corporate Secretary	Office of the Corporate Secretary
		Trust Banking Group	Trust Banking Group
	Corporate Services Sector	N/A	Customer Experience Management Department-Customer Care Unit

	Operations Sector	Comptrollership Group	Administrative Accounting Department
	Office of the President and CEO	Legal Services Group	Administrative Legal Department
		Compliance Management Group (Chief Compliance Officer)	Anti-Money Laundering Department
	Information and Communications Technology Sector	IT Operations Group	Applications Management and Development Department
	Treasury and Corporate Finance Sector	Treasury Group	Asset Liability Management Department
	Branch Banking Sector	N/A	Branch Banking Support Department
	Treasury and Corporate Finance Sector	Corporate Finance Group	Capital Markets Department
	Branch Banking Sector	Marketing Group	Cards and ATM Department
			Cash Management and Transaction Banking Department
		Branch Operations Support Group	Cash Operations Department
	Office of the President and CEO	N/A	Chief of Staff
	Information and Communications Technology Sector	N/A	Chief Technology Officer
	Branch Banking Sector	Branch Operations Support Group	Clearing Department
	Office of the President and CEO	Compliance Management Group (Chief Compliance Officer)	Compliance Testing and Monitoring Department
	Corporate Services Sector	Procurement and Facilities Management Group	Construction and Facilities Management Department
	Branch Banking Sector	Marketing Group	Consumer Finance Department
	Office of the President and CEO	Strategic Planning Group	Corporate Planning Department
		N/A	Corporate Secretary
	Corporate Services Sector	N/A	Corporate Services Support Department
	Office of the President and CEO	Internal Audit Group	Credit Review Department
		Enterprise Risk Management Group	Credit Risk Management Department

	Corporate Services Sector	N/A	Customer Experience Management Department
	Information and Communications Technology Sector	IT Operations Group	Data Center Management Department
	Development and Resiliency Sector	N/A	Development and Resiliency Support Department
	Development Lending Sector	N/A	Development Lending Support Department
	Information and Communications Technology Sector	Technology Innovations Group	Digital Technology and Innovation Department
	Office of the President and CEO	Legal Services Group	Documentation and Opinion and Research Department
	Branch Banking Sector	Branch Operations Support Group	E-Channel Operations Department
	Office of the President and CEO	Human Resource Management Group	Employee Relations Department – Health and Wellness Unit
	Office of the President and CEO	Human Resource Management Group	Employee Relations Department
	Information and Communications Technology Sector	N/A	Enterprise Information Management Department
	Treasury and Corporate Finance Sector	Treasury Group	Equities Trading Department
	Operations Sector	Comptrollership Group	Financial Accounting Department
	Operations Sector	Comptrollership Group	Financial Planning and Tax Management Department
	Treasury and Corporate Finance Sector	Treasury Group	Fixed Income Trading
	Operations Sector	Bank Operations Group	Foreign and Domestic Settlement and Operations Department
	Information and Communications Technology Sector	N/A	ICT Support Department
	Office of the President and CEO	Enterprise Risk Management Group	Information Security Risk Management Department
		Internal Audit Group	Information Systems Audit Department
	Treasury and Corporate Finance Sector	Corporate Finance Group	Investment Banking Department
	Information and Communications Technology Sector	N/A	IT Security Department
	Office of the President and CEO	Strategic Planning Group	Knowledge Management Department

		Legal Services Group	Litigation Department
	Operations Sector	Bank Operations Group	Loans Administration Department
	Office of the President and CEO	Enterprise Risk Management Group	Market Risk Management Department
	Information and Communications Technology Sector	IT Operations Group	Network Infrastructure Services Department
		N/A	Officer-In-Charge and Chief Information Officer
	Office of the President and CEO	Enterprise Risk Management Group	Operational Risk Management Department
		Internal Audit Group	Operations Review Department
	Operations Sector	N/A	Operations Support Department
	Corporate Services Sector	Procurement and Facilities Management Group	Procurement and Inventory Management Department
	Development and Resiliency Sector	Program Development and Management Group	Program Development and Management I Department
			Program Development and Management II Department
			Program Development and Management III Department
	Information and Communications Technology Sector	Technology Innovations Group	Project Management Department
	Corporate Services Sector	N/A	Property Appraisal and Credit Investigation Department
		N/A	Provident Fund Department
	Office of the President and CEO	Strategic Planning Group	Quality Management Department
		Legal Services Group	Regional Legal Supervision Department
	Development and Resiliency Sector	Special Assets Group	Remedial Management Department
		Sustainable Portfolio Group	Resource Mobilization Department
	Office of the President and CEO	N/A	Security Services Department
	Development and Resiliency Sector	Special Assets Group	Special Purpose Vehicle Department
	Information and Communications Technology Sector	N/A	System and Methods Department
	Information and Communications Technology Sector	IT Operations Group	Technical Support Services Department
			Technical Support Services Department (Level 1 Support)

	Treasury and Corporate Finance Sector	N/A	Treasury and Corporate Finance Marketing Department
		N/A	Treasury and Corporate Finance Support Department
	Office of the President and CEO	Trust Banking Group	Trust Marketing Department
			Trust Operations Department
			Trust Portfolio Department
	Development Lending Sector	Corporate Banking Group	Corporate Banking I Department
			Corporate Banking II Department
			Financial Institutions Department
			Public Sector Department
		Small and Medium Enterprises (SME) Retail and Middle Market Lending Group	Middle Market I Department
			Middle Market II Department
			SME (NCR) Department
Region I - Ilocos Region	Branch Banking Sector	BBG Northern Luzon	Bangui Branch
			Dagupan Branch
			Laoag Branch
			San Fernando, La Union Branch
			Naguilian Branch Lite
			Urdaneta Branch
			Pozorrubio Branch Lite
			Vigan Branch
			Cabugao Branch
	Development Lending Sector	North and Central Luzon Lending Group	Laoag Lending Center
Region II - Cagayan Valley	Branch Banking Sector	BBG Northern Luzon	Abulug Branch
			Aparri Branch
			Cabarroguis Branch
			Cauayan Branch
			Ilagan Branch
			Tumauini Branch Lite
			Lal-lo Branch
			Santiago Branch
			Tuguegarao Branch
			Solano Branch
	Development Lending Sector	North and Central Luzon Lending Group	Ilagan Lending Center
			Tuguegarao Lending Center

CAR - Cordillera Administrative Region	Branch Banking Sector	BBG Northern Luzon	Baguio Branch
			Tabuk Branch
	Development Lending Sector	North and Central Luzon Lending Group	Baguio Lending Center
Region III - Central Luzon	Branch Banking Sector	BBG Central Luzon	Balanga Branch
			The Bunker, Balanga Branch Lite
			Baler Branch
			Cabanatuan Branch
			Clark Branch
			Guagua Branch
			Malolos Branch
			San Jose Del Monte Branch Lite
			Palayan Branch
			San Fernando, Pampanga Branch
			Subic Branch
			Tarlac Branch
	Development Lending Sector	North and Central Luzon Lending Group	Cabanatuan Lending Center
			Malolos Lending Center
			San Fernando (Pampanga) Lending Center
Region IV-A - CALABARZON	Branch Banking Sector	BBG Southern Luzon	Bacoor Branch
			Batangas Branch
			Dasmariñas Branch
			Lipa Branch
			Lucena Branch
			Tayabas Branch Lite
			Sta. Cruz Branch
			Sta. Rosa Branch
	Development Lending Sector	South Luzon Lending Group	Dasmariñas Lending Center
			Lipa Lending Center
			Lucena Lending Center
Region IV-B - MIMAROPA	Branch Banking Sector	BBG Southern Luzon	Calapan Branch
			Pinamalayan Branch Lite
			Puerto Princesa Branch
			Romblon Branch
			San Jose Branch
			Taytay-Palawan Branch
	Development Lending Sector	South Luzon Lending Group	Calapan Lending Center
			Puerto Princesa Lending Center
Region V - Bicol Region	Branch Banking Sector	BBG Bicol	Daet Branch

			Jose Panganiban Branch Lite
			Guinobatan Branch
			Iriga Branch
			Legazpi Branch
			Masbate Branch
			Aroroy Branch Lite
			Naga Branch
			Placer Branch
			Sorsogon Branch
			Virac Branch
	Development Lending Sector	South Luzon Lending Group	Legazpi Lending Center
			Naga Lending Center
Region VI - Western Visayas	Branch Banking Sector	BBG Western Visayas	Antique Branch
			Buenavista Branch
			Siaton Branch Lite
			Iloilo Branch
			Jaro Branch
			Kabankalan Branch
			Kalibo Branch
			Pototan Branch
			Roxas Branch
	Development Lending Sector	Visayas Lending Group	Iloilo Lending Center
Region VII - Central Visayas	Branch Banking Sector	BBG Central & Eastern Visayas	Bogo Branch
			Carcar Branch
			Cebu Branch
			Mandaue Branch
			Lapu-Lapu Branch Lite
			Tagbilaran Branch
			Talisay Branch
			Naga Branch Lite
			Toledo Branch
			Alegria Branch Lite
			Tubigon Branch
			Ubay Branch
	Development Lending Sector	Visayas Lending Group	Cebu North Lending Center
			Cebu South Lending Center
			Tagbilaran Lending Center
Region VIII - Eastern Visayas	Branch Banking Sector	BBG Central and Eastern Visayas	Borongan Branch
			Catarman Branch
			Catbalogan Branch
			Dolores Branch
			Maasin Branch
			Ormoc Branch
			Tacloban Branch

	Development Lending Sector	Visayas Lending Group	Catbalogan Lending Center
			Tacloban Lending Center
NIR - Negros Island Region	Branch Banking Sector	BBG Western Visayas	Bacolod Branch
			Dumaguete Branch
			San Carlos Branch
			Siquijor Branch
	Development Lending Sector	Visayas Lending Group	Bacolod Lending Center
Region IX - Zamboanga Peninsula	Branch Banking Sector	BBG Western Mindanao	Dipolog Branch
			Ipil Branch
			Pagadian Branch
			Zamboanga Branch
			Zamboanga Ecozone Branch
	Development Lending Sector	Southern and Western Mindanao Lending Group	Zamboanga Lending Center
Region X - Northern Mindanao	Branch Banking Sector	BBG Northern Mindanao	Cagayan de Oro Branch
			Talakag Branch Lite
			Iligan Branch
			Limketkai Branch
			Malaybalay Branch
			Tubod Branch
			Valencia Branch
			Villanueva Branch
		BBG Western Mindanao Group	Oroquieta Branch
			Ozamiz Branch
	Development Lending Sector	Northern Mindanao Lending Group	Cagayan de Oro Lending Center
			Iligan Lending Center
			Malaybalay Lending Center
Region XI - Davao Region	Branch Banking Sector	BBG Southern Mindanao	Davao Branch
			Digos Branch
			Malita Branch
			Mati Branch
			Sta. Cruz, Davao del Sur Branch
			Tagum Branch
	Development Lending Sector	Southern and Western Mindanao Lending Group	Davao Lending Center
			Digos Lending Center
			Tagum Lending Center
Region XII - SOCCSKSARGEN	Branch Banking Sector	BBG Southern Mindanao	Cotabato Branch
			Gen. Santos Branch

			Kidapawan Branch
			M'lang Branch Lite
			Marbel Branch
			Banga Branch Lite
			Polomolok Branch
			Tacurong Branch
	Development Lending Sector	Southern and Western Mindanao Lending Group	Gen. Santos Lending Center
			Kidapawan Lending Center
Region XIII - Caraga	Branch Banking Sector	BBG Northern Mindanao	Butuan Branch
			Claver Branch
			Mangagoy Branch
			San Francisco Branch
			Bayugan Branch Lite
			San Jose, Dinagat Islands Branch
			Siargao Branch
			Surigao Branch
			Tandag Branch
			Trento Branch
	Development Lending Sector	Northern Mindanao Lending Group	Butuan Lending Center
			Surigao Lending Center
BARMM - Bangsamoro Autonomous Region in Muslim Mindanao	Branch Banking Sector	BBG Western Mindanao	Basilan Branch
			Jolo Branch

Annex E. Verbatim Commendations / Suggestions / Negative Feedback

1. Commendations

A. DBP Personnel (Frontliner) Courtesy & Professionalism

Very accommodating and respectful / Madali na serbisyo
Good customer service / Good intertend Client
I would like to recommend that DBP improve the timeliness and efficiency of service, particularly in processing transactions involving cheque deposits or clearances from another issuing branch.
…pero mabait ang teller.
10/9 mabait ang empleyado
A compliment for being very accommodating staff
Absolutely satisfied with the services rendered by the staff.
Accomdating teller, Ms. Patricia Umandap
Accommodating
Accommodating
Accommodating & Friendly Staff
Accommodating / Kim Pitogo
Accommodating and approachable and very nice. Good job po! Godbless!
accommodating and friendly
Accommodating and helpful- Mam Joan Angeles
accommodating and polite new accounts clerk
accommodating and polite staff
Accommodating and staff go extra mile
Accommodating customer service staff
Accommodating dbp personnel
Accommodating employee
Accommodating employees, courteous guards
Accommodating lahat ng empleyado
Accommodating po ang empleyado at may malinaw na pagpapaliwanag. Credit to miss Kate recto.Just keep up the good work.
Accommodating SG; Alex Reblando / Accommodating Bank Teller / Well done
Accommodating Staff
accommodating staff
Accommodating staff and good service
Accommodating staff and good transaction. :)
Accommodating staff and very courteous
accommodating staff everytime I visit
accommodating staff, nice and welcoming branch
Accommodating staffs
accommodating teller
Accommodating teller & guards
Accommodating Teller 1 officer/ fast transactions :)
Accommodating, keep up the good work
Accommodating. Smile always
accommodating/approachable staffs, Glenn Villamor and Joyce Santillan
Accomodating & respectful guard
Accomodating and friendly
Accomodating and helpful
accomodating ang mga staff. always smiling.
Accomodating guards. Keep up
ACCOMODATING OFFICERS AND STAFFS
Accomodating staff
Accomodating staff
Accomodating staff & guards
Accomodating Staff and guards
accomodating. continue your good customer service
Additional by customers: Very responsible ng smiling ang mga staff.
Aiko C. Bernales - Mabait, mabilis
Alice Reynon, very approachable
All are accommodating.
All are accomodating, very approachable and always kind to clients
All are approachable
All are polite. Satisfied with all the services
All are very accommodating. Thank you!
All assigned security personnel are always alert and respectful
All bank staff so amazing
All DBP Santiago Branch employees are courteous and reliable
All DBP staff especially Jayson Puyos went beyond and above to assist. I am very satisfied with the excellent customer service.
all duty guards and staff of the day
All employee and guards
ALL EMPLOYEE ARE KIND AND APPROACHABLE, GOD BLESS, YOU ALL
All employees are accommodating. Commendable
All employees are approachable
All employees are approachable & give proper instruction
All employees are approachable and courteous
All employees are approachable esp. Liza & Angel. Keeps smiling even very busy.
All employees are approachable, especially the teller.
All employees are courteous and well dressed
All employees are friendly
All employees are helpful and courteous. Fast delivery of service
All employees are polite
All employees are very friendly and they accommodate you well.
All employees especially the teller is very approachable
All employees is good, accommodating and helpful
All employees I've encounter are very accommodating. / So far all service are good.

All employees of DBP dasma including guards / Keep up the good work
all employees we're approachable and courteous. I am satisfied with the service.
All good employee/guards are good
All good, including the security guards
All good. Employees are very friendly and accomodating. Keep up the good work! Kudos to the Branch!
All guards are approachable
All in place / All staff as well as guard are doing their job well.
All of the emloyee of DBP are accommodating including security guards
All of the employees and security guard of DBP are accommodating and kind.
All of the employees are accommodating and explains well any technical issues or questions that I have.
All of the employees are very approachable, from the guards to the teller. I easily done my transaction at the bank
All of the employees most especially the guards & housemen are friendly & joyful.
All of the staffs are very accommodating.
All of the teller are kind and approachable
all of them are approachable
All of them works and inhabits good professionalism to their customers
All of your employees are kind, good at their jobs, and humble. Continue your excellent service.
All personnel is very professional and approachable. Thank you for a better service you provide!
All personnel were professional and my transactions were completed in no time.
all staff are accommodating
All staff are approacble esp Ma'am Hannah
All staff are friendly
All staff are good in communication.
All staff are nice and acommodating
All staff are Very accommodate
All staff are very accommodating
All staff are very kind
All staff are very kind and friendly
All staff are very nice and approachable for all inquiries of clients. Pls continue that. Good job :)
all staff are very polite and easy to reach / nothing to improve
All staff helpful
All staff is accommodating. / Fast transaction
All staff. Guard is courteous & all staff are helpful.
All staffs are approachable.
All staffs are good and approachable.
All staffs are good and very friendly they knows how to be a good service.
All the employees are approachable & fast service is always given to us! / Continue your service to your clients. Fast service is always your concerns. Congratulations!
All the employees are corteous and polite
All the employees are courteous and very helpful.
All the employees are kind and accommodating to their clients.
All the employees are nice and kind.
All the employees are very courteous and kind:))
All the employees were are very helpful and polite.
All the persons connected the DBP are all accommodating.
All the staff are accommodating they will serve you with respect and smile in their faces.
All the staff are accomodating / Just keep it up and always smile
All the staff are accomodating, helpful & friendly.
All the staff are courteous and accommodating.
all the staff are courteous and very friendly
All the staff are efficient.
all the staff are friendly and very accommodating
All the staff are helpful and friendly
All the staff treated me courteously
All the staff was accomodating, friendly & nice, kind and helpful. Totally perfect.
All the staff were courteous and accomodating, the guard is very polite
All the staff were courteous and helpful
All the staff were very accomodating to client needs
all the staffs are accommodating
All the staffs are friendly and approachable. Thank you for the smooth transaction.
All the staffs were nice.
Always accommodating
Always be customer friendly, which the bank is.
Always experienced good customer service! Keep it up! :)
Always fast and prompt service during OTC widrawals; courteous guards.
Always satisfied with the transaction. Fast and approachable & respectful staff.
Always satisfiedwith the service and approachable teller. There's nothing to improve, the services that you provided are already excellent
Always serve the people with smile, Thank you!
Always smile
Always smile / Entertain well
Ang bilis bilis po ni Mam Melvs sa Teller. Hindi na kami nag aantay ng matagal
Ang mga empleyado ay lubos na magalang at matulungin. Ipagpatuloy pa ito.
Ang mga nasa teller ay maayos magbigay ng serbisyo.
Ang verifier ay mabait at magalang nakaka good day Angela Karissa Quizala. I dont have any comment nor sugestión.. as you enter there office..from the security services thorough there scaffolding are courteous there politely if any questions are being answered..rightfully..
AO and AOA are helpfull
approachable

Approachable
Approachable & Accoodating
Approachable & courteous team
Approachable & Helpful
Approachable (Ma'am Joyce Malangsa)
Approachable .Good service; no suggestion
Approachable / Lyndse gamela
approachable always / continue serving people with nice attitude
Approachable and kind guards. Kuya Glenn specifically looks tough but smiles often
Approachable and Understanding
Approachable employees
Approachable employees. Keep up the good work.
Approachable especially S.G. Fully satisfy
Approachable Helpful
Approachable people
Approachable po si Madam Melvs Baria
approachable po sila
Approachable Ruby Grace Calisang
Approachable so far
Approachable staff
Approachable staff and fast transaction.
Approachable staff. All of them
Approachable staffs
Approachable, freindly
Approachable. Continue being kind and nice
APPROCHABLE TELLER
Arjel Manipon - accommodating new accts.
Assister is good and would be recommended
Attending personnel knows what she's doing and professional.
Atty. Evelyn S. Amiling and Mr. Edwin Edrosa are very helpful and willing to assist the requestor
Awesome customer's service. The lady is very helpful/supportive on my transactions. Thank you so much! Appreciate the assistance
Ayos man ang staff
Basing from my observation and official transactions made personally or thru phone it is very observable that they are professionally oriented and very much service oriented in their delegated tasks
Big thanks to the amazing staff at DBP for assisting me with my loan. Your support, patience, and professionalism made the process so much easier.
Truly appreciate the efficient service and warm approach. Keep up the great work! Everything was handled excellently. The service was smooth, professional, and truly commendable.
Binabati ko ang pag welcome ng mga security guard, at maayos na service ng teller.
branch personnel is accommodating
Bsan usa pa ang teller dali ra ang transaction.
Smooth (Kahit isa lang ang teller, mabilis ang transaction.) / Pleasant ang security.
Buotan kaayo ang tanang empleyado labi na ang teller sa bangko, paspas rasad kaayo akong pag deposit kay gi cater ko dayun.
Buotan tanan employees sa bangko pati mga guards maong dali rasad among transaksyon permi
(Magalang ang lahat ng empleyado sa bangko pati mga guards kaya mabilis din ang aming transaksyon)
Buotan tanan pati guards, paspas ra permi akong transaction. (Magalang ang lahat pati guards, kaya palaging mabilis ang aking transaksyon)
Camille Tan & Jenny Baltazar are professionals. As to the loans department - very accomodating
Camille Tan & Jenny Baltazar were so helpful
Candice Estrada was very helpful as always.
Candice Marie Estrada was very helpful and my claim was processed and released on time. Thank you Candice!
Candice was very helpful
Cashier was receptive and friendly
Catbalogan Lending Center's Employees specifically Ms. Lorraine Dorado & Ms. Lorela Aberia are helpfull and accomodating
Chrissy is always helpful and always smiling
Chrissy, the staff of P Tuazon branch is helpful, accommodating and courteous
Christine & Liezel are the best officers - they tailor my needs, help me with concerns of the transaction with professionalism & empathy. Bank officers should empathize with their clients. Christine & Liezel, Thank you
Clean and Organized Environment; Friendly Staff
clean branch, easy transaction and good staff
Clear instructions, very convenient process. The staff was polite and helpful
Client friendly BU
Comfortable, thank you teller. She is very nice.
Commendable for the fast NFIS result.
commendable service
Commendable service
Commendable services
Commendable to Ms. Farth & Sir Len
Commendable! Especially Mr. Danao, he easily approach me the moment he saw and he process my request smoothly.
Commendation for Ma'am Ysa of HRAD - ODWPU for assisting me and accommodating my inquiries prior to the onboarding/assumption - promotion.
Commendation for Ms. France. Very Polite and accommodating
Commendation for Ms. Jennalyn Gamay & Ms. Allaine Saporsantos for their professional & considerate accomodation to all our inquiries & concerns.
Commendation for Sir Edwin's Prompt Assistance
Commendation for Sir Joseph I. Villena, Sir Edwin L. Edrosa and SM Evelyn S. Amiling for facilitating request.
communication / kind
compliments to all the tellers
Congratulations! I'm satisfied w/ the services offered by the staff every transactions I have.
Congratulations, very accomodating employees/staffs.

Congratulations. The Staff was very approachable and with pleasing personality
Considerate and approachable
Consistent fast service/ transaction. Staffs handling the request are kind and approachable.
Consistently prioritizes customer satisfaction, resulting in positive feedback and repeat business. Responds promptly and professionally to customer inquiries and requests.
Continue a customer centered,helpful and friendly service / Commendations to Sir Cunibert for an exemplary job
Continue good service / Mam Rosanna Mina is very accomodating and helpful. All our transactions are very smooth. No intimidation.
Continue serving people with courteous
Continue the treated courteously to everyone
Continue to be approachable and helpful to your clients
Continue To Provide Excellent Customer Service
Continue to serve people or customer with heart. Thank you for your kindness.
Continue to smile to clients
Continue with your accommodating and efficient service extended.
Convenient and friendly staff
Cooperative and approachable personnel
Corteous, Helpful And Fast
Counter 1 & 3 are both friendly and helpful / Nothing all are good and better services and also the security guards they service betterand approachable
Courteous
Courteous and helpful
courteous and helpful staffs
Courteous and helpful tellers and guards
courteous and respectful to customers (Maam Cathy and Maam Amz)
Courteous and respectful, accommodating . Well done!
Courteous and very welcoming
Courteous Employee
Courteous employees
Courteous employees, which is a good factor for every entities.
Courteous guards upon entering the bank.
Courteous personnel
Courteous personnel - Sam Baldoza
Courteous Staff
Courteous Staff and Approachable
Courteous teller
Courteous, nice and very accommodating.
Courteous, professional, accommodating
Customer services is good
Customer support is responsive and accommodating
Day Lansangan, Tellers and all the employees of DBP
DBP branch office service is good and the staff
DBP employees are great from guard to manager
DBP Guinobatan has a highly recommended bank office because of their very generous and helpful staff.
DBP is highly recommended with my friends, Sir Laardi is the best, listen to what customer concerns.
DBP is quality in terms of customer service.
DBP Mandaluyong always serves clients efficiently and everyone here is courteous and kind. One of the government bank/branches I go to because every transaction is met with a pleasant encounter. Thank you!
DBP Personnel are kind and responsive to my issues and concerns. I'm satisfied with the services.
DBP really helps businesses and the staff are very helpful too.
DBP representatives were very accommodating and kind.
DBP staff are accomodating and helpful. Account Officer incharge in Salary Loan is so responsive with my queries
DBP Team thru the leadership of AVP Kristine Joy M. Yambao is very helpful and considerate, specially Ms. Cyrille Pacleb and Ms. Daisy Sanchez. Your efforts are highly appreciated.
Despite several clients, tellers are efficient
Despite the shortage of staff, the branch still endeavors to serve with great quality.
Dina Mijos is very approachable and is always smiling. / All employees are friendly and accommodating.
Donita was very assisting and helpful
During my transaction, I felt comfortable because the staff are very accomodating. God bless all of you!
Easy to approach and helpful
Easy to communicate and approachable. Very respectful to customer very recommendable
Easy to transact and staff is very smart and accomodating
easy transaction and staff are all easy to reach on
Efficient and Client-friendly
Efficient and Friendly
Efficient bank teller
Efficient services. Tjey are a;; cpirtepis amd friendly.
Email was responded in a polite manner.
Empleyado ay okay at madali ang transaction (translated: The employee was helpful, and the transaction was smooth)
Employee in new the accounts assisted me in my transaction. All employees are kind.
employee incharge is so helpful
Employee very accomodating and friendly
Employee very helpful. My complaint that my card was debited was promptly returned. I was able to withdraw right away. Good service. Thank you new account section for helping me. All employees are magalang.
Employees are accommodating and helpful with queries.

Employees are all polite, very assistive, knowledgable, attentive, presentable, services are very simple. Accomplished good job
Employees are approachable
Employees are approachable
Employees are approachable and accommodating
Employees are approachable and respectful
Employees are approachable and well-mannered
Employees are friendly
Employees are friendly and approachable
Employees are knowledgeable, kind and courteous. Overall experience is great.
Employees are polite
Employees are polite and customers feels valued. Fast and efficient transaction. Almost no wait time. Kudos!
Employees are polite and nice
Employees are so professional CTin Cumagun & Liezle Malacad. Keep it up
Employees are very approachable and kind employees are very kind and accomodating
Employees attitude toward the clients are highly commendable. We are treated fairly and politely.
Employees must be friendly & smiling always.
Employees, icluding sec.guard are alert and focused on their respective duities/task
EMPOLOYEES ARE COURTEOUS AND QUICK. FRIENDLY ATTITUDE AND GIVES EXCELLENT CUSTOMER SERVICE.
ERD staff are courteous and accommodating
Ernies mae pan approachable and always smiling everybody's serving with a smile and answers promptly. well served, god bless
Everyone are accomodating, even the guards. They are also informative
Everyone in the office deserved commendation from security to the manager. Keep up.
Everyone is approachable .Good service no suggestion
Everyone is kind and friendly, I'm so satisfied.
Everyone is nice and courteous
Everyone is polite
Everyone Is Very Accommodating
Everyone is very accommodating.
Everything is good and the staffs are very accommodating.
Exccellent service and assist from tellers and New Accounts Officer Ms. Lanny only
Excellent and Accommodating
Excellent and kind staff
excellent customer service
Excellent customer service
Excellent customer service and friendly staff
Excellent customer service at all time.
Excellent multi-tasking service by Ms. Dane magnaye, staff.
Excellent personnel and possess customer friendly attitude
Excellent service was granted/given. Employees were accommodating and able to find ways with the transaction requested and availed. Kudos DBP Ormoc.
EXCELLENT SERVICE, APPROACHABLE
Excellent staff/s
Excellent teller
Extremely helpful staff from DBP Manda. Thanks
Fair and accommodating staff with positive environment. Just continue the good service
Fast and accommodating
Fast and Accomodating staff
Fast and courteous
Fast and courteous
Fast and courteous service by tellers Re: Mam Rose
fast service of teller
Fast Service, Friendly Frontliners
Fast service, polite employees
Fast Service. Excellent customer service
Fast teller
Fast Teller! And new accounts
Fast traction sa teller. Keep up the good work
Fast Transaction & Teller Availability
Fast transaction / Accommodating
Fast transaction and accommodating teller
Fast transaction and friendly employees.
Fast transaction and the staffs are so approachable.
Fast Transaction and Very Accomodating Staff
Fast transaction as always. They are very accommodating.
Fast transaction to Ms. Les Teller
fast transaction to new accounts; accommodating
fast transaction to teller and new accounts for deposit and updating of bank records
fast transaction to teller; accommodating staff
Fast transaction with mam vanessa being the teller. Security Guards are courteous
Fast transaction. Good customer service.
fast transaction. Thank you for accommodating
Fast transaction. The teller (Karen Sharmaine) is very accommodating.
Fast transaction/client friendly.
Fast transactions and accommodating staff
Fast transactions and very accommodating.
Fast Transactions with clear instruction and recommendation. Customer Friendly
fast transactions with the teller
Fast, accomodating and excellent customer service
Fast/prompt response and very accommodating
Fastest transaction and very accommodating
First transaction and the staff so very approachable
First, nahirapan akong hanapin kung saan banda magpasa for open account, sa gilid lang pala. Okay naman ang staff approachable.
For me, there's nothing to change dahil sa dami ng bangkong napupuntahan ko ay puro masungit, ditoko lang naranasan mangitian ng empleyadong palangiti

ps. they are very approachable including their security guard. / Marunong makipagcommunicate ng maayos.
For teller 2 of DBP corrales cdo approachable and fast transaction. Thank you God Bless
For theres nothing to be improved, with the service. I'm satisfeid already to the service of the staff.
Friendly
friendly
Friendly & Helpful
Friendly & Helpful guards o staff
Friendly accomodation
Friendly and accommodating staff. Thank you
Friendly and accommodating. Thank you
Friendly and accommodating. Thank you!
Friendly and accomodating
Friendly and approachable
Friendly and approachable
Friendly and approachable staffs
Friendly and approachable staffs Ms. Kaye, Ms. Karizza and Ms. Liezel
FRIENDLY AND GOOD SERVICE
FRIENDLY AND HAS A GOOD CUSTOMER SERVICE
Friendly and helpful
Friendly and Kind
Friendly and kind staff
FRIENDLY AND PROFESSIONAL STAFF AND OFFICERS
Friendly and Verry accommodating
Friendly ang mga kuya guard, mabait at magalang ang mga nasa teller section na sina Sir Raniel Mendoza at Ma'am Kenneth Dele Cruz
FRIENDLY CASHIER, BEST SERVICE
Friendly employees
Friendly employees, always smiling. Keep up the good work.
Friendly Employees. Thank you so much!
Friendly guards & fan service
Friendly new account staff especially Ma'am Jessah
Friendly security staff and no unecessary procedures
Friendly staff
Friendly staff
Friendly staff & courteous
Friendly staff and excellent service
Friendly staff and fast transaction.
Friendly staff and Security Guards
Friendly staff and very fast transaction processing
Friendly staff or employees and accommodating
Friendly staff, comfortable and clean inside; not crowded.
Friendly tellers & guards
Friendly tellers and fast processing.
Friendly to clients
Friendly to clients and well-organized in getting each transaction
Friendly, cheerful, efficient, professional services
Friendly, courteous and accommodating officers and employees
Friendly/Approachable
From security guard to verifier up to to teller very approachable...Dali r pod ang pag process sa papel
From the guards on duty and to the teller, ay very satisfiend ako sa service nila, very polite and accomodating sila.
front line staff
Frontliner exudes a warm welcome and assistance
Fun all the time tellers
Ganahan kaayo ko sa tanang staff sa bangko kay maayo kaayo sila mudala ug customer
Generally DBP is cient / depositors friendly
Gensan Branch Always Provides Me With Excellent Customer Service Especially The Tellers Ms. Karla Jardenil And Mr. Jenray Banquiling
Good & accommodating
Good & fast service and accomodating cashiers + guards. Thank you!
Good accommodation of staff
Good accomodation! Friendly and Approachable
good and accommodating staff
Good appreciations from employees &guards
Good communication to customer services
Good customer service
Good customer service
Good customer service both Naga and Talisay Branch
Good customer service by far.
Good customer service!
Good customer service! :)
Good customer service, fast transactions
Good customer service.
Good customer service. / They were very friendly and all transactions were done on time!!! Kudos to DBP Family
Good customer service.Excellent customer service
Good job / Nice service friendly to the client
Good job & pretty teller always smiling
Good job / I commend Maam baby Ola for a fast and reliable kind staff of DBP BGC Branch.
Good job dbp staff
Good job especially to the tellers who are very accomodating.
Good job po. Ms. Tin is so accommodating.
Good job to new accounts staff for being kind, polite
Good job! The service was excellent. Thank you, Ms. Bea and Ms. Myrre of Middle Market I, for your helpful and friendly assistance.
Good job. Thanks for a friendly assessing today! :)
Good Job... Welcoming Teller. Continue your good service
Good service / courteous
Good service and good staff
GOOD SERVICE AND KIND
Good service especially the guards
Good service with smiley face!
Good service, commendable staff :)
Good Service, since holidays are near but they are still accommodating us happily. Talagang mabuting

kawani ng Gobyerno .Ther are all present and we feel their presence.
Good service, welcoming frontliners
Good service. Accommodating.
Good service. Staff is very accomodating
good service. Thank you for accommodating me.
Good services and approachable
Good staff
good staff, accommodating always
good staff, easy instruction to fill out the check deposit slip
good staff, fast service for my withdrawal
Good staff, very accommodating
good staff. accommodating and patient
Good staffs
Good staff's guard / I asked the guard for CC
Good tellers Ma'am Joan & Ma'am Grace
Good, customer services are happy
Great customer service
Great job DBP. For me nothing to improve since I'm satisfied with the staff.
Great Job! Very approacheable and with patient
kaayo mga teller sir inting maam rose and maam karen
Great service & all employee are very helpful
Great service and friendly staffs
Great service and kind employees
Great service of staff
Great service, mabait po si ma'am
Great Staff
Guard security very helpful and good assist a client.
Guards and staffs are very accomodating
Guards are always nice. Teller Dennis friendly too
Guards were proactive in offering another solution on withdrawal
Gusto ko lang purihin lahat dahil sa kanilang kabaitan at magalang na serbisyo. Pagbutihin lamang at patuloy na maging mabait at magalang sa mga taong pumapasok dito sa banko.
Halos lahat naman po mula sa guard hanggang teller
Has good staffs
Hats off to your courteous and helpful staff Mam Guena Nablo and Mam Melissa Condes / Keep up the good work
HAVE A GOOD CUSTOMER SERVICE
Head guards
Health & Wellness staff are very courteous in answering queries and in giving updates.
Helo ms janette, Very approachable, kind and cute. Keep it up the good work mam. Thanks.
Helpful
Helpful
Helpful & patient staff
Helpful and accommodating
Helpful and accommodating.
Helpful and answers all my querries.
Helpful and attentive
Helpful and check the transaction very carfully
Helpful And Courteous
Helpful and courteous teller
Helpful and friendly
Helpful and kind ...very managable / Sayon doolon
Helpful employee Ms. Tinjoy
Helpful employees
Helpful in answering inquiries
Helpful staff
Helpful staff
Helpful staff & guards
Helpful staffs
Helpful staffs/guards
Helpful to everyone
helpfull and courteous staff
Highly commendable account officers for they truly extend help to their clients
Highly recommend their guard Chief Dagroc. He informed me very well of the process.
Highly recommended
Highly recommended mam May Ann Calicdan for a job well done, very accomodating efficient worker / Keep it up!
Highly recommendee
Honey Pareja, mabait at magalang lalo na sa senior citizen
Honey Pareja. Maraming salamat sa sobrang kabaitan, magalang, friendly, smiling faec kahit naka face mask. Wala naman, lahat po ay magalang hanggang sa security guard ay maayos makitungo
HR support and guidance were truly commendable throughout the promotion process. Ma'am Ysa and Sir Deo are always available to lend a hand whenever needed.
I always appreciate the person who handles cash withdrawal. So helpful and kind!
I always meet the three employees , Mam Angela, Mam Lisette and Mam kaye, they are all patient and kind to their clients.
I always recommend DBP to my friends, Sir Laardi is highly recommended straightforward to deal with.
I am extremely satisfied with the service given by the bank. The personnel serving me was courteous and prompt. The office is so clean and convenient for the clients.
I am grateful and thankful for the grant of my medical claims. Sir Llewelyn, who assisted and processed my claims, was very accommodating and considerate. He carefully/gently asked me questions about my hospitalization and he is very approachable. thank you so much for the continued support and assistance!!! <3
I am grateful for the staff as I received good services and fair treatment
I am happy with the service I received. The staffs are accomodating.
I am happy with the way the staff entertained me, especially since I don't know what to do because this is my first transaction with DBP.I am happy with the

way the staff entertained me, especially since I don't know what to do because this is my first transaction with DBP.
I am satisfied the service & very friendly tthank you Ma'am Asin
I am satisfied with my transaction process, the staff was approachable and helpful.
I am satisfied with the overall service of DBP and the staff are approachable and accommodating
I am satisfied with the transactions I made. Staff are friendly and very accomodating. Thank you and God bless.
I am so grateful for every transaction that I make in this bank, I feel welcome because of the staff inside the office. They are approachable and thank you for being helpful. Please maintain, job well done!
I am so satisfied with the tellers they accommodate the costumers very well.
I am thankful for being accomodating ang helpful. Satisfied of the services
I appreciate all the staff and employees for I have a smooth transaction here.
I appreciate how professional and composed Bryan Jovena was, even when I had concerns.
I appreciate maam Mary Ann Alvarez. She is approachable and easy to deal with especially beyond office hour. Good job DBP for having such kind of staff. / Provide fast transaction
I believe your services are good and well organized already. I love how hospitable the guards and staffs, I like how secure our accounts, hopefully nothing will change. Thank you
I commend all employees of DBP ormoc very accommodating
I commend and appreciate the improvement in their service
i commend dbp's services. all staff were approachable and easy to reach
i commend DBP's services. provide easy transaction
I commend glenn villamor for the prompt delivery of service. He is so approachable and friendly.
I commend M.s Lace Morta. She's very efficient and very respectful.
I commend Ms Donna Pagdanganan for her excellent work
I commend Ms. Candice Marie Estrada for her consistent achievement of Key Result Areas (KRAs). Her accommodating nature and efficiency make her a valuable asset to the department.
I commend Ms. Helen Jacinto for attending to all our needs and requests.
I commend Ms. Morta's warm accommodation to my needs. / Good and fair. So, none so far. Keep your good service up.
I commend Ms. Reziel Bonior for a job well done.
I commend Reziel Bonior for a job well done.
I commend the cheerful and thoughtful assistance of your team today.
I commend the fast, efficient, effective. Reliable services of cheerful attitude of tellers of Johed & Jerick & also the frontliners of DBP Cabanatuan Branch.
I commend the good behavior of all employees for assisting me in a most kind way. I am satisfied with the service they given to me.
I commend the services offered to me by Ms Let Sulibit. She exert all her effort to help me till the end. More employees like her attitude for better service of the bank.
I commend the staff for their patience while accomodating my transactions (Ms. Donna and Ms. Jobel)
i commend the teller for treating the clients very well.
I commend their good attitude towards their client
i commend their services. transaction are processed effeciently
I do not know the names of the employees, however I commend their patience and pleasant personalities
I Feel At Ease For Being Accomodating Of Staff
I felt reassured because the staff really knew what they were doing.
I felt that the business unit and attending personnel were fair to everyone, with no favoritism ('walang palakasan'), during my transaction. Ms. Rosalie Amparo, who handled my transaction in the Department, was exceptionally professional and efficient.
I guess for me was almost perfect bec. The staff are all approachable included the guards.
I had a great experience w/ DBP Valencia. Friendly, approachable, catering staff.
I have no complains to all the staff and I really appreciate everyone. Oh so far for how many years I'm with this bank I have no complaints so keep up the good works everyone.
I have no further to suggest is an good for me specially the staff.
I highly gave my compliments to Ma'am Iraham, Rose for being approachable all the time. As of now, all the transaction insde the office all well-done.
I highly recommend DBP for my relatives, and friends, I feel that staff is treated well to the client.
I highly recommend your service to others. The staffs are nice & approachable.
I highly recommended this bank
I highly recommended this bank!
I hope Sir Ram Pujalte could answer the phone nicely and courteously moving forward when we need assistance in CRR for our handled accounts
I just want to praise this Branch and Employees, because they are kind keep up the good work. :)
I like dbp because the service is easy and the staff is very approachable
I like how approachable the teller is. She is very considerate and easy in assisting me. Keep up the good work.

I like how the guards treat their customer as well as the smile of the employees in giving quality services.
I like that they are very kind and accommodating
I like the way the staff treated me. She is very accommodating and respectful.
I love doing business with DBP Basilan for its business-like / professional attitude/atmosphere and no waste of time so far
I love the manager here, very pleasant looks and smiling. Also, Ms. Bianca, she's very accomodating & transact real quick! Sec. Guards also friendly in a way directing you to proceed & giving our number. I feel safe today. Thank you.
I love your smile / So fast TY
I much appreciated of all the employees service and they are all approachable.
I really appreciate how teller 3 (former) and teller 4 for being kind and polite. It makes my work easy.
I really appreciate Kuya/Sir Romeo Leyros for being polite and friendly at all times. There was a time when I kinda need some help and he asked me right away what I need, and so he helped me.
I really appreciate your kindness for serving the customers like me....The tellers or servers serves us fairly with kind and good heart...Thank you for serving us nicely.....God bless!
I salute the guards.
I suggest for additional teller po Kase madami ang clients bawat punta ko sa DBP
I suggest po that the teller area must have more chairs to cater so many clients
I suggest to have additional personnel for teller because there were so many clients to cater
I suggest to have additional teller because there were many clients and I feel pity for the tellers
I suggest to have additional teller so that my transaction is fast since there is so many clients
I think employers are doing their job as well and performing their respective responsibility
I think if there are much client, you need to add teller for fast transaction.
I think Rita Caimoy is helpful enough & assisted me well
I visit the bank regularly for various transactions and I don't have any problem since the bank personnel are very approachable and accommodating.
I want to commend Ms. Shaira for being helpful and considerate.
I want to compliment Ma'am Jessah for accommodating us.
I want to compliment Sir Jun and the teller for accommodating us.
I was completely impressed with their professionalism and customer service.
I was greeting by the teller politely and process my transaction in short period of time
I was happy with my transactions. The staff are friendly and reliable.
I was not aware that ERD has a citizen's charter, but believe CC is not applicable on ERD processes perhaps an OM; they are courteous and replies to queries immediately.
I was treated courteously by the staff.
I was treated nice by the staff including the security guard.
I would like to commend and thanked HR's team for the fast processing of my request.
I would like to commend Bryan Jovena for consistently demonstrating professionalism, efficiency and excellent customer service as a teller
I would like to commend Ma'am Pat and Ma'am Loi under new accounts section as they are very accommodating.
I would like to commend Maam Ellen and Sir Manny for the assistance they extend to LGU-Salay
I would like to commend Ms. Candice for her positive attitude and going extra mile.
I would like to commend Ms. Joy of Bacoor Branch for a quality client service!
I would like to commend Ms. Yna for always accommodating our inquiries and transactions.
I would like to commend our account officer Ms. Faith and Sir Len under the supervision of Ma'am VP Rosario
I would like to commend Sir Joseph for addressing my concerns promptly.
I would like to commend the assistance extended by Sir Mark Garcia and Mam Vanessa Rasco for timely and promptly reviewing, processing and facilitating our request for increase in CL. They always make sure that our requests are properly that our requests are properly handled and updating us in ward branches regarding the status of our requests.
I would like to commend the employees, the cashier & guards for being courteous & approachable
I would like to commend the staff for their excellent service. They were courteous, efficient, and very helpful during my transaction. Thank you for making the process smooth and pleasant.
I would like to commend VP Tipace, Ms. Chrissie Deles and Ms. Gela Salazar for the awesome assistance, the commitment is for 3 days processing, but the request was delivered in less than 24 hours! Mabuhay kayo! Kudos to the whole LDD Team!. very satisfied customer here, keep up the good work!
I would like to commend your people at the new accounts dept, they treated me very well.
I would like to comment this branch. The staff are very accommodating and helpful to clients.
I would like to compliment Sir Butch for his amazing assistance in ensuring that my loan was processed smoothly and efficiently. His professionalism, dedication, and willingness to go the extra mile truly made the entire experience seamless. Thank you, Sir Butch, for your outstanding support!

I would like to give commendation to Ms. Yanny of Level1support for very accommodating and fast processing of my request.
I would to commend the DBP, Kalibo, Aklan for their commitment in giving their best in facilitating my transaction with them esp. Sir Raymond Peres Almeda for an immediate action.
I'd like to commend Atty Amiling and AM Edrosa for facilitating provision of documents on time.
I'm fully satisfied about the DBP staff for their services.
I'm really happy transacting in this office for all are very courteous and good vibes.
I'm satisfied the teller is so kind. God Bless. Thank you
I'm satisfied w/ the teller performance
I'm satisfied with the service that I availed and also I was treated courteously by the staff and all thank you!
I'm very please with the in-branch service. Sir Jayson is always friendly, professional, and attentive. He consistently goes above and beyond to assist customers, and I truly appreciate the personal touch he brings to every visit.
impressive service of teller
In comparison to other banks, the new accounts section, especially ma'am pat and ma'am loi, are much more accommodating and easy to talk to.
Ipagpatuloy lang po ang pagiging mabait at maganda / sobrang ganda mo lang
It was good customer service anyway!
It's a pleasure doing business with their team staff.
It's good! / Commendable
Jasmine caballero very professional and thorough.
Very helpful and understanding.
Jazz and Lars are professional in their dealing with our concern. It is good as it is.
Jenette mata. None. Excellent customer service
Jerra Mega Gabrillo - very efficient and accommodating. All is good
Jes, Kim, James and John and everyone at the bank are very helpful!
Jeson is very friendly and accommodating.
Jessa Con-ui - Good customer service
Jessa is very approachable & doing an excellent
Jessa is very helpful.
Jesusco Maricon - detailed, approachable and easy to coordinate
Jinette S. Mata is very friendly
Job well done maam and sirs. / The staff are all accommodating and they entertain their client's well. Thank you for your service.
Jovena has excellent customer service. I am very satisfied with how I was treated.
Just keep up the good work and being an approachable employee.
Just this morninsecurity guards were respectful, Ma'am Fanny was very accommodating, Ma'am Jenny is so approachable carries the smile about explaining the loan here in DBP which I understand the processing are timely & of big help to the employees .
Kailangan ng dagdag na teller Kasi madami ang clients nila
Karen Burra friendly and helpful
Karen Burra is friendly/ approachable person
Karen Sharmaine Burra, very approachable to the client..
Karen Sharmaine very approachable and helpful.
DBP Tagbilaran the best!
karla jardenil is very accommodating and fast in catering clients
Keep going being a client-friendly establishment
Keep it up / Every one in the staff ws very helpful
Keep it up! Thank you. / You are friendly and courteous! Keep it up!
Keep on doing good / excellent services! Offers excellent services and super professional and well-ventilated.
Keep the good work & Keep smile all the time
Keep up the good customer service / Employees were very kind and friendly. Easy to talk to.
Keep up the good work / Hats off to your employees Sik Michael Mondoy, Mam Melissa Condes and Mam Guena Nablo for an very accomodating, helpful and courteous staff
Keep up the good work DBP Baler Staff!
Keep up the good work. // Pinupuri ko ang mga tellers at guards
Keep up the good work.Remain approachable to every client.
Kim's service is well appreciated. She is courteous and very approachable especially me a senior citizen.
Kind
Kind
Kind and Accommodating to the clients
Kind and courteous teller
KIND AND FRIENDLY
Kind and Helpful
kind and respectful tellers
Kind employees
KIND OFFICER AND STAFFS
Kind staff
Kind Teller
Kind teller Joanna Intes
Kind tellers Ms. Joanna Inters & Ms. Grace
Kind. Keep it up
Kindly automate the availability of statement of accounts on a real time basis.
Kindness of employer
Kiwi - very accommodating
Kiwi and Ritz were so gracious and helpful
Kiwi Flores, Dane Magnaye both very accommodating
Kristine Marie Salazar, Account Officer, my commend to you for the assistance and help from processing the loan application up the releasing. had received the best service

Kudos for a great customer service given by the assisting personnel
Kudos to Ms. Maridel Freyra and Ms. Queenie Villasenor for being incredibly accomodating and hands-on in processing my loans and credit line at DBP. Their professionalism and dedication made the entire process smooth!.I am satisfied with the current level of service and would just encourage you to keep up the excellent work.
kudos to Ms. Rosalie Amparo for being so accommodating on every inquiry.
Kudos to Sir Sam & all the staff. Always friendly & accomodating
Kudos to your hardworking, accomodating and courteous staff Sir Michael Mondoy, Mam Melissa Condes and Mam Guena Nablo.
Kudos! DBP! Fast transaction & approachable & respectful staff
Kuya Guards are courteous. Tellers are very refreshing to look at. Pretty like me
Labis akong nasisiyahan about sa pagiging charado at detelyado at approachable ang mga empliyado
LAD has always been a reliable service provider. They're quick to respond, and clear with their instructions. We're thankful to have government employees such as their staff!
Lahat nang employees mula sa Security Guard Hanggang sa mga STAFF sa DBP Maasin Branch ay excellent, keep it up po
Lahat ng empleyado ay magalang. Malinis ang branch.
lahat ng staff at guards ay approachable, mababait lahat at nakangiti, smooth ang transaction, ambiance ng bank is maganda, mabait lahat especially ang manager
Lahat po ng empleyado accommodating po sila / Wala napo ako masabi sa serbisyo ok po
Lahat po ng empleyado mababait po sila kasama pati mga guard / Sa akin po ok na po ang serbisyo nila
Lahat po ng staff sa DBP branch magaling po mag assist ng client at mababait at sana po marami pa po sila matulungan ibang tao
Lahat sila ay magalang at mabait
lahat sila magalang and serving with a smile / no words to say, well served
LANNY SOLIMAN - MABAIT, SMILING
Lanny Soliman. Highly accomodating, always smile, so courteous. Highly friendly to customers, committed and dedicated to her job. Excellent in rendering her public service. Please sustain your capacity and strenght. God bless you!
Lanny Soliman. Very friendly & helpful
Lanny V. Soliman very accommodating / Helpful with ready smile
Lerma Dugayo approachable
Lerma/Connie and all DBP staff
Les Galiya-Fast transaction, accommodating
Lian is very responsive and helpful
Liza/Angel are very accommodating they get out of their comfort zone to address the concerns of their client with dispatch.
Loan Manager and teller are well - mannered and kind.
Lorfamie Atangan is very accommodating.
Ma. Divine Grace B. Bernardo - She is exceptionally helpful. Her prompt responses makes working with her a smooth experience. Very informative.
Ma. Divine Grace B. Bernardo - The account officer assigned to us is very accommodating. She is approachable and she assist us well. Excellent service!
Ma'am Manelyn- accommodating
Ma'am Manelyn Gumsat- helpful
Ma'am Manelyn-accommodating
Ma'am Rosy & Ms. Manelyn - accommodating, helpful
Ma'am Abbie Arzadon-very accommodating and hospitable to us especially at Coastal town of Isabela
Ma'am Albiso is friendly and uphold company's policy.
Ma'am Ann Gumanid - Accommodating and kind. / Be consistent on good service.
Ma'am Cherry is very nice and accommodating. The security staff are helpful too.
Ma'am Cristy Anoso was extremely kind and helpful. She was instrumental in completing the documentary requirements of our loan, and she continues to facilitate our documentary requests.
Maam Diane is very approachable kind personnel/ employee, and as well as the other staff.
Ma'am Grace Calisang is very kind and very approachable.
ma'am jem palahuddin who assisted me and was so nice, reliable and friendly
Ma'am Jen of New Accounts and Sir Puyos were very friendly and helpful of my transactions
Ma'am Jenny Cua is consistently helpful and coordinates very well.
Ma'am Jessa is kind and patient.
Ma'am Jessah Albiso from new accounts is very accommodating. The transaction is fast
Ma'am Jessah is accommodating. She has good service to the customer. / All good. Thank you for your service.
Maam jobelle and sir Mike are professional in dealing with our transaction
Ma'am Kristine and Ma'am Lani, I deeply appreciate your exceptional service and professionalism—it truly makes a difference in my experience as a client. Thank you!
Ma'am Kristine and Ma'am Lani, I deeply appreciate your exceptional service and professionalism—it truly makes a difference in my experience as a client. Thank you!"
Maam Lanny Soliman is very accommodating
Ma'am Les is helpful and accomodating.
Ma'am Lindsay, she is approachable, and very kind.
Maam Loi of new accounts is very accommodating

Ma'am Manelyn Gumsat - accommodating
Ma'am Manelyn Gumsat - helpful
Ma'am Mary Joy is so kind to the customer and she helped me to fill out the form
Ma'am May A. Gili, in-charge is very friendly and accommodating.
Ma'am Mely Mundala of LAD/LAU-Butuan is very helpful and considerate. Keep up the good work. Thanks!
Ma'am Rosanna, Ma'am Angelika & Sir Alexis have been very helpful
Ma'am Ruby Grace of Tagb branch is always helpful
Ma'am Sarah was kind and perseverance on her duties. All employees in Antipolo Branch are kind
Ma'am was very accommodating and considerate in all my queries.
Maasikaso
Maasikaso at friendly
Maasikaso at magalang
Maasikaso sila sa mga depositors
Maayos Ang pag asikaso Ng mga empleyado at mababait / Maasikaso Silang lahat
Maayos ang pakikitungo ng mga bank teller
Maayos at mababait ang mga empleyado mula sa guard sa loob ng opisina 100%
Maayos at mabait kausap
Maayos at mabilis ang proseso. / Mabait at mabilis naproseso ng tellers ang aking transaction.
Maayos at mabilis at mababait sila / Maasikaso at matulungin sila
Maayos kausap ang mga empleyado ng DBP-LIPA Approachable sila ay mababait
Maayos lahat very accomodating and mabait ang mga staff, considering na may dala dala akong anak agad na inasikaso ako ng mabilis. Thank you.. None so far. .All is good.
maayos na serbisyo magalang at maintindi
Maayos po makipag transact lahat ng staff
Maayus Naman ang transaction Saka sa mga guard mababait sila palangiti.
Mababait ang lahat magmula sa guard, Bank Manager (Candy) Lotie na nag assist at silang lahat. // Ipagpatuloy ang magandang serbisyo.
Mababait ang mga staff! Merry Christmas
Mababait ang staff
Mababait ang staff.
Mababait ang tellers
Mababait at accommodating
Mababait at accomodating ang mga staff
Mababait at magalang, accomodating.
MABABAIT LAHAT ANG EMPLEYADO PATI NA ANG GUARDS
Mababait po ang empleyado, maasikaso po sila
Mababait po sila Madam Melvs Baria at Jen Castillo. Sila po lagi ang tumuyulong samin na taga coastal town. Very friendly po sila.
Mababait, maasikaso ang mga kausap namin
Mababait, magagalang at maasikaso ang mga empleyado ng DBP Baler
Mabait
Mabait and maganda pakikitungo sa client.
Mabait ang empleyado at mga kuya Guard God Bless to all!
Mabait ang mga empleyado
Mabait ang mga empleyado / Patuloy kong anu ngayon
MABAIT ANG MGA NAG-ASSIST SA AKIN
Mabait ang mga teller.
Mabait ang nag-assist sa akin sa pag-open ng account.
Mabait ang staff thank you
Mabait ang teller
Mabait Ang Teller At Mabilis Kahit Marami Ang Transaksyon Ko. Good Job
Mabait ang teller si Ms. Roj
Mabait at approachable lahat ng staff ng dbp
Mabait at maaasahan po talaga si DBP kahit kailan.
Madali at hindi ako nahihirapan magtransact sa banko dahil mababait po silang lahat na empleyado.
Mabait at maasikaso, Ms. May Ann Calicdan
Mabait at maayos na napaliwanag ng staff ang mga tanong ko. Madami naman upuan pero kung madaming tao, baka maging crowded.
Mabait at maganda ang mga pakikitungo
Mabait at matulungin ang staff ng bangko na si Angel De Leon.
Mabait lahat ng staff
Mabait mga empleyado
Mabait mga staff
Mabait po sila, maasikaso sa customers.
Mabait po ung staff na nagcater sakin sa pag-open ko ng account. Thank you po Mam Jen at Mam Melvs mabait si Maam na nag aasist sa new accounts
MABAIT SI MS ABI
mabait sila
Mabait sila, lahat ng empleyado ay mababait
Mabait silang lahat
Mabait silang lahat at accommodate.. Naka smile, which is good.
Mabait tsaka (Marvin,Lyndse,Gre). Wala akong ma comment Kasi maganda ang serbisyo nila
MABAIT YUNG GUARD AT STAFF, BANK TELLER, THEY ARE VERY HOSPITABLE
Mabait yung nag assist na nasa new accounts
Mabait. Arlene Bayutas
Mabibilis ang mga transaksyon at mababait ang mga staff.
Mabilis ang mga transakyon at mabait ang mga staff.
mabilis ang service, accommodating
Mabilis ang transaksyo walang problema. Lalo na ang manga Guard gumagayd ka nila ano ang gagawin lalo na pag first time mo.
Mabilis at mababait ang mga empleyado. Keep it up and alway smile. Thank u for your service

Mabilis Lang ang transaction KO at napaka-accomodating Ng teller at MGA guards Ng bangko
MABILIS MAG PROCESS ANG TELLERS
Mabilis nagawa ang aking transaction. Pagpapatuloy nito. Magaling ang teller at malinaw ang kanyang instruction. Wala naman dahil mabilis na ang proseso mabilis po ang transaction and very accommodating po ang mga staff
Mabilis po ang transaction kahit marami kaming nakapila sa New accounts, Maam Jen at teller, Maam Melvs. Okay na po
mabilis sinagawa ang aking transaksyon. // Aking hinahangaan ang mga empleyado lalo na ang mga teller
Mababuti ang mga tauhan niyo. Approachable lang Sila wala kang problema sa kanila. / Wala, dahil maganda at mga mababuti ang mga tauhan.
Mabuti mabait na mga empleyado
Magalang ang mga guard at na assist ako ng maayos ni Ma'am Abby.
Magalang ang mga gwardya at teller
Magalang ang mga SG at polite ang mga empleyado Magalang ang teller.
Magalang at maasikaso / Very good service
Magalang at mababait . Verygood
Magalang at mabilis ang serbisyo / All goods magalang sila
Magalang, mabait, at maasikaso po
Magaling ang kanilang serbisyo / Mabilis natapos ang aking transaksyon, mabait ang teller at mga security guard.
Magaling at mabihis nagawa ang aking transaksyong mga teller
Maganda ang naging transaksyon ko at madali lang, mababait ang mga guards at empleyado.
Maganda ang serbisyo at napaka approachable ng mga staff.
Maganda at mabilis po ang serbisyu I highly recommend Maam Hazel matulongin at maganda ang serbisyu
Maganda naman magbigay serbisyo ang mga empleyado. Pwedeng mapakiusapan. Madalas kasi ay madami ang aking transaction. Nag coconsider naman ang mga tellers na iisang number lang ang kunin kahit makailang balik sa banko sa isang araw.
Maganda po ang teller
Magiliw at masiyahin ang teller
Maging mabait sa lahat ng oras at sa lahat ng emplyeado
Maintain good customer service
Maintain kindness. / The employees of DBP was friendly
Maintain the kindness and prompt service with a smile always. / Happy to share my comments and hoping that my feedback could help.
Maintaine kindly & smile
Malugod at lubos kong ikinasaya ang maayos at malinaw na pakikitungo ng staff at binibigay nilang serbisyo.
Malugod na tinutulungan ng mga employee ang needs ng customers. Pagpapanatili ng good attitude towards employee and staffs
Mam Donna Mae Catchuela, very kind
Mam Elay and Sir Leo, thank you for the kind assistance.
Mam jen dun sa pag open at yung sa deposit sa teller mam melba
Mam jen very patient sa pagtulong sa pagfill uo. Mam melvs mabilis sa transaction ko sa teller.
Mam Joan - Very courteous, helpful, and kind in dealing clients
Mam Nelz is very accommodating and bubbly / Very efficient service.
Manager, cashier and Ms jobelle are approachable
Manager, new acct and teller very kind and helpful
Manelyn Gumsat - helpful
Manelyn Gumsat- helpful
Manelyn Gumsat-easy to approach and helpful
Mark was courteous and helpful
Mary Joy M. Dela Peña and Krisnah Joy C. Cudia - They are polite, approachable, always reachable and promptly answers inquiries.
Masyadong friendly ang mga staff and approachable
Mga friendly po ang mga staff lalo na po ang guard
Mga mababait ang mga teller
MIKE AND NIKKI ARE VERY ACCOMMODATING
Mira Molina is very accommodating
Miss Grace was awesome and very professional
Miss Let Sulibit is very nice accommodating gesture / Always maintain the good services
Miss Mary Ann was very helpful.
Mr Abram was so helpful and he clearly explained to me the process of salary loan. He was patient and approachable.
Mr. Bryan Jovena, was very courteous and treated me with respect throughout the transaction.
Mr. Butch was very accommodating & helpful
Mr. Carlo Yturralde's response to the request of [name of client; redacted for anonymity] is commendable as he immediately acts on our request.
Mr. Carlo Yturralde's response to the request of FODC is commendable as he immediately acts on our request.
Mr. Cunibert Tubio is very accommodating and efficient.
Mr. Edrosa was very accommodating/responsive to our request
Mr. Edwin Edrosa is very helpful and delivers on time.Keep up the great work!
Mr. Ferrer was very helpful
Mr. Guard was smiling. Teller was okay
Mr. Guardy help me, he is very accomodating :) Thank you

Mr. Jeymark Bacus is courteous as always and is very fast in processing transaction.
Mr. Mike and Ms. Nikki are very helpful.
Mr. Minguez - security guard is very helpful
Mr. Purgoza Jr. is very friendly and courteous
Mrs. Gicelle N. Costales very approachable
Ms Aims, Ms recy. Accommodating
Ms Angie and Ms Abigail delos Reyes were very respectful and gave us useful information. They were also very accommodating and very much competent in answering our inquiries. our inquiries
Ms Cherry Ubando is very helpful and very accommodating in my case, sa online mam at sa face to face inasikaso niya pong mabuti mga queries ko, mahaba po pasensya niya, lahat ng email ko nasasagot po at nakukua ng mabilis ang response, she is excellent in her job and fair to her clients
Ms Diane Tupaz was very helpful in all my transaction / questions / Keep up the good work
Ms Gumsat - helpful
Ms Ja is very accommodating.Thank you.
MS JEN AND MS ALAINE WAS SO COURTEOUS IN ANSWERING ME ON QUERIES
Ms Lycel Malacad is knowledgeable and very helpful. She takes time to explain
Ms Manelyn P Gumsat- always accommodating
Ms Richelle Valerie Pailden Was Very Accommodating And Answered All My Queries.
Ms Richelle Valerie Pailden Was Very Patient And Kind In Assisting Me During My Account Opening.
Ms Shaira, Ms. Nicole and Mr. Ryan of ERD handled my concern very well. They are accommodating and easy to talk with.
Ms Virna and Ms Nicole are very accommodating and willing to assist
Ms. Abbie is very accommodating
Ms. Aiko is very friendly
Ms. Aly is a very good manager and very supportive throughout the process. Ms. Raiza does her job so well too. Both are highly commendable. Excellent customer service.
Ms. Bianca is very helpful and nice. Good job on customer support.
Ms. Candice Estrada has consistently demonstrated efficiency in her role, as she always meets her turnaround time (TAT) requirements and very accommodating .
MS. CANDICE ESTRADA IS COURTEOUS AND HELPFUL
Ms. Candice Estrada is very courteous and respectful in dealing my query and considerate to receive my explanation without any negative reaction
Ms. Candice has always been accommodating and helpful.
Ms. Candice has always been helpful and accommodating.
Ms. Candice is very helpful and approachable.
Ms. Candice Marie Estrada has been consistently accommodating, friendly and doing her tasks efficiently.
Ms. Candice Marie S. Estrada has been consistently committed to do her job within their set KRA and turn around time. She is always accommodating and easy to approach.
MS. Charmaine E. Abali is very helpful, accomodating and also beautiful.
Ms. Chrissy is approachable and fast. ☺
Ms. Dane is very accommodating and efficient in handling her task. Also, very presentable that creates a light atmosphere between the client.
Ms. Del Ayre of LAD-LAU IV Legazpi Team is kind and accommodating. Processes are explained well and review of the documents is swift.
Ms. Denice was extremely helpful
Ms. Dianne was so accommodating and helpful.
Ms. Elizol Carbajal was very accommodating and fast when it comes to attending to tending to clients
Ms. Ella Pardo is always very prompt and professional
Ms. Ericka Louise Tolentino Is Fast, Accurate And Client Friendly. All Is Well.
Ms. Gicelle is very accommodating and provides good customer service
Ms. Gicelle is very accommodating, approachable, and always having a positive vibe in her,
Ms. Gicelle Narvan is very accommodating and approachable. Friendly always smile.
Ms. Giselle Costales / Very approachable, helpful and very clear to explain whatever I ask for her.
Ms. Grace is very calm, professional & gives great customer assistance
Ms. Grace Sagrado was courteous and well knowledgeable on her job and thoroughly explained and answered all our queries diligently.
Ms. GUMSAT - HELPFUL
Ms. Gumsat- accommodating
Ms. Jacinto was very helpful and accommodating.
Ms. Jane A. Pangilinan has attended to me courteously & in a very professional manner
Ms. Jessah is very accommodating.
Ms. Jessica Lajoy is consistently attentive to our request, always going above and beyond to esure our needs are met. Her willingness to assist, paired with her proactive approach, makes a significant difference in our transactions. It’s truly a relief to have someone so dedicated and helpful. Thank you Ms. Jessica.
Ms. Jessica Lajoy was very accommodating despite the time we arrived during lunchbreak :)
Ms. Joy Balacquit is most helpful and respond quickly to inquiries
Ms. Joy was very helpful & easy to talk with. Her assistance was of great help.
Ms. Karen is incredibly accommodating and understanding, always approaching situations with a calm and open mindset. She trusts the process fully, while remaining flexible and adaptable when urgent

matters arise. At the same time, she is meticulous and attentive to detail, ensuring that all requirements are met to the highest standard.
Ms. Karen Pacana was very accomodating and helpful throughout my loan processing. I appreciate her kind assistance. thank you!
Ms. Kate thank you po! Keep up the good work, mabait yung nag assist sakin pagdating ko inasikaso agad ako
Ms. Katherine and her team is very accommodating!
Ms. Lanny always helpful, kind, smiling and very patient w/ clients
Ms. Lanny at Sir Nick mabait. Mga tellers din
Ms. Lanny very helpful, witty and she really cared.
Ms. Lany was very helpful and gave me other option since manager's check was offline
Ms. Lerma is very accomodating and friendly
Ms. Les is always helpful, corteous & cheerful
Ms. Loi of the New Accounts section is so approachable and accomodating
Ms. Loren Tan was very approachable.
Ms. lorfa is very capable, polite and fast worked. Her smile is encouraging. Greet employee!
Ms. Lorraine Mae Sultan Dorado & Ms. Lorela Aberia are helpful and accommodating
Ms. Lorraine Mae Sultan Dorado, she is friendly and accomodating
Ms. Lyn very accommodating / Satisfied w/ your services
Ms. MANELYN - accommodating
Ms. Mariel is so cheerful, very helpful. Easy to talk to and very courteous.
Ms. Marlyn very accommodating
Ms. Mary Grace Magpanlay is accommodating
Ms. Nat Tantiangco of SME department was truly helpful. She assisted us from the application up to the release of the proceeds. She's attentive to all of our inquiries and requests.
Ms. Natalia and Ms. Lyka Sambajon were truly helpful. They assisted us in every requirements and explained thoroughly the matter related to our loan inquiries and they are really accomodating.
Ms. Natalia of SME been really helpful to us. She assisted us from the application up to the release of the proceeds.
Ms. Natalia of SME Department been really helpful to us. She assisted us from during the entire process.
MS. NIKKI IS VERY ACCOMMODATING
Ms. Nikki is very accommodating.
Ms. Nina Guinto-Very accommodating with her client. Keep up the good work
Ms. Paula Ave provided a smooth processing of transaction. Was very friendly and accommodating. Staffs in general were very accommodating. / Keep up the good work!
Ms. Rach Ablao is always helpful and easy to reach
Ms. Reijen was very helpful.
Ms. Rita Caimoy is very approachable when it comes with our questions.
Ms. Rita Caimoy is very helpful and I'm very satisfied for her service rendered to me today.
Ms. Rosemarie Tan was too helpful & accommodating all throughtout the process.
Ms. Ruth Ramos is always very welcoming and accommodating. Keep up the good work!
Ms. Sab Tolentino was very kind, respectful, and highly competent. She was able to answer all my questions clearly and guided me well, allowing us to submit our remittance on time.
Ms. Sheila is courteous and very helpful.
Ms. Sherlene Rose Ellema and Ms. Jeremiah Yanga were very accommodating and processed my transactions efficiently.
Ms. Tin Cumagun was very helpful and accomodating
Ms. Tinjoy Cortez - very clear ang mga instruction & very kind pa ☺ thank you po sa pag assist. God bless
Ms. Venus N. Poqeaio, impressed me because of her calm demanor. She is very courteous always wear a smile.
Ms. Yel is very kind / Your services are excellent, and the attention to detail is impressive.
Ms. Yel, because she is nice, approachable & willing to help to any concerns.
Ms.Karen Burra is very approachable.
My first time here at DBP the bank teller 3 Is good she knows how to handle customer right with gentle.
My hats off to your hardworking, helpful and accomating staff namely Eng. Michael Mondoy, Mam Melissa Condes and Mam Guena Nablo who have been very helpful in my transactions with your office.
My hats off to your staff Mam Guena Nablo and Mam Melissa Condes who are very helpful, courteous and accomodating in our official transactions with the bank
My hats off to your very helpful and accomodating staff Sir Michael Mondoy, Mam Melissa Condes and Mam Guena Nablo
My issue was noted and taken into consideration in a professional manner
My loan application is very fast and Mam Nelz is very kind i assisting me.
My medical reimbursement processed on time by Miss Candice Marie Estrada. She is very accommodating and kind.
My overall experience was great! / They are all very kind!
My reimbursement is always being handled by Ms. Candice and I must commend her efficiency & dedication to her task
My salary loan application was catered very fast and Mam Nelz is very approachable and kind.
My transaction in the bank is very smooth and fast, the employees are very pleasant and accommodating.
My transaction is fast because the teller is so good and accommodating.

My transaction is fast because the teller is very accommodating.
Na po kung nakasmile po ang mga teller naaj goodvibes mo. Salamat po / Para da akin po satisfied n po ako sa service lalo l
Napaka approachable ng mga empleyado sa DBP Lipa lalo na si Ms. Karissa, Ms. Lissete at ung iba pa pati mga guard ay magagalang din
Napaka approachable ng mga employees
Napaka-accommodating ng mga tao. Nakakatuwa ang pag-assist nila sa akin.
Napakabait ng teller ng DBP roces avenue di ko lg alam pangalan ni ate girl.No suggestion napkabait namn ng empleyado nnyo mula sa security guard , maneger , teller at utility ng dbp roces
Napakabait po ng guard na si Kuya Lito.
Natalia M. Tanianco is very polite and customer oriented person
Natalia M. Tantiangco is courteous and respectful and quick to responds to our needs, you should employ more personnel like her . Just keep up!
Need some tellers for convenient transactions
Needed some tellers for faster transaction since there is so many clients
Neiz is vey accommodating and approachable
New Account (Let Sulbit / Vyanks Toquero) Tellers (Angie Marutas) were very efficient and courteous
New Account is courteous
New account personnel. To continue being approachable kind to their client. Thank you for all the good service.
New Accounts Manager and guards are accomodating
New Accounts personnel, Ms. Jel is accommodating and stated the instructions for ATM card replacement clearly.
New accounts staff. Mabait at matyaga.
New Accounts very helpful
New Accounts very helpful and patient. Mam jen
Nice accommodating / Great services
Nice and approachable, good to clients and always smiling staffs
Nice and helpful
Nice and very helpful
Nice customer service
Nice job specifically guards
Nice service and friendly staff.
Nice service very acccomodating / Polite Security
nice staff and accommodating
Nice staffs very helpful
Nice tellers
Nice very approachable
No comments the staff are accommodating and approachable
No further improvement to change. Keep up the good work and services. Very polite. God Bless!
No maayos namn at mababait ang mga tao sa branch na ito salamt po / Napakabait ng teller ng DBP roces ave branch
No suggestion so far, they are all approachable and helpful
No suggestion. The staff of the bank was very approachable.
No suggestions; Everything was in order; Staff and guards were very polite and helpful
None so far because i was attended and the personnel was so friendly, accomodating, very efficient.
None so far Stay, are very accomodatingm easily to approach and helpful / Highly recommend Ms. Charito Fuentes very professional and extend.
none so far, all are approachable
None so far, OCS-RAU are very helpful all the time
None, but transactions with Ms. Tan Basilio is very helpful
None, so far everyone are very accommodating
None. Coz I was treated courteously by the staff.
NONE. EXELLENT CUSTOMER SERVICE
Nope, since the staff are courteously treated the client
Not intimidating, friendly, and passionate. (Ms. Kim Pitogo)
Nothing but thank you for accommodating your customer.
Nothing else, I just want to say that employees are approachable
Nothing more I appreciate it very much. Just continue for all your kindness unto us.
Nothing to approve because the staff is approachable and kind to client.
Nothing to suggest, you all have a good service. The staff are helpful from the guard to the head management.
Office and staffs are accomadting impressive minsan lang mat kaunting katagalan but little is said improvement lang need just little but general so good
Ok lang / Tellers good
Ok na man ang mga employee they entertain us kindly and religiously.
Ok naman po at mabait sya to explain my transaction
Okay ang serbisyo, magalang and empleyado at guards
Okay po mga employees, mababait at magalang
Olga Dysolo. Very accommodating
Olgau Dysoco very helpful
One of security guard
Only DBP and Landbank I truly appreciated. Thank you so much DBP for your kindness to your client. May God blessed you always.
Our AO is very accommodating
Our request for the issuance of Secretary's Certificate was very fast, and Sir Edrosa was very helpful and accommodating
Outstanding LSG staff.

overall I was satisfied with the service I received specially appreciated the accomodating staffs.
PACIFT - Lipa and PACIFU - SL are very accommodating and efficient with their roles.
Panatiliin po ang pagiging maayos at mabait nila sa mga client
Papuri kay Mam Mary Ann, Teller na lalaki sa priority, Mam Kate, Okay si Aljohn / Satisfied na ako
Para sa akoa as a brgy treasurer since 2018 soo far ok kaayo ang among pag transact dri sa dbp unless sa ibang banco sa, sa staffs soo far goods jud cla sa ilang mga customers pantay ang pag asikaso ,godblessed all
Paspas ra akong pag request kay gi assist man ko ug tarong sa new accounts ug sa teller.
Pat altivo very maasikaso.. polite..
Patient Staff
People are very friendly. They advise you if there will be delays.
Personnel are approacahble / Always nakasmile
Personnel from this office are very approachable and respectful
personnel incharge is approachable
Personnel were all friendly and nice to talk too. Keep the bright smile
personnel were helpful and respectful
PERSONNEL/STAFF ARE FRIENDLY, SATIESFIED FOR THE TRANSACTION
Pick-up tellers are courteous are very customer oriented (accommodating)
Pin change is very quick and the staff was nice.
Pleasant and courteous staffs
Please add your teller so incase of more clients so that Me/I can do a faster transactions Thank you :)
Please be more friendly when talking to the telephone. Thanks!
Polite and beautiful staffs. Very accommodating. / None, superb costumer service
Polite and courteous
Polite and excellent employees
Polite and excellent employees
Polite and good response upon inquiry.
Polite employees
polite teller
Polite, and kind staff
Positive aura/approachable
Professional
Professional and Courteous
Professional dealing with clients
Prompt and courteous personnel
Prompt response. Accommodating
Quality customer service
QUEING IN LINE WAS EASY AND STAFF ARE VERY CONVENIENT
Ralyn De Vera - is very helpful and nice.
Remain approachable to your customer, continue doing a great job in delivering your services.
Representative is approachable and friendly
Respectful and very helpful
Responds promptly and professionally to customer inquiries and requests. Consistently prioritizes customer satisfaction, resulting in positive feedback and repeat business.
Rowena Villarete / Very good teller
Ruby Grace Calisang approachable and kind
Ruby Grace Calisang friendly
Ruby Grace Calisang is kind to the clients.
Ruby Grace calisang is very approachable and kind
Sa front mabait si Guard at may natutunan ako sa kanya today. Thanks
Sa Isang security guard thank you Po sa pag assist.
Sa mga teller,Paula at aljon keep up the good work.
Sa pag open ko ng account, wala akong naging problema at madali lang ang naging transaction. Mababait ang nasa frontline at very approachable.
Salamat for treating us very kindly and above all DBP's trust to our cooperative. Really it is indeed one of the rare times.
Salamat po sa DBP bank mababait ang lahat pati teller salamat.
Salamat sa lahat Lalo sa mga guard at sa mga teller approachable sila
Salamat sa mga guards, sa Teller at sa tumulong sa … / Maayos ang serbisyo
salamat sa teller sa pagbalik dun sa naiwan kong gamit
Salute!!!
Sam Baldoza - He is friendly
Sam Baldoza polite employee. safe environment
Sam Baldoza was very efficient and helpful!
Sam Baldoza/mabait
San Carlos branch team very accommodating, efficient. Keep up the good work.
Satisfactory customer service
satisfied on the service rendered / recommendable services
Satisfied on their service at napakabait ng mga staff ng DBP.
SATISFIED WITH THE BANK CUSTOMER SERVICE AND THE STAFF ARE POLITE AND HELPFUL
Satisfied with the services and very approachable staff.
Security guard are very accomodating, responsive in any inquiries and respectful.
Security Guard is very Friendly.
Security guards
Security guards are facilitator
Security guards are good at facilitating.
Service is commendable.
Service is commendable. I am always treated courteously and fairly.
Service is good and accommodating.
Services are good and the staff are approachable
Services rendered is best/friendly & accomodating
She is polite and nice. Thank you

She is veru accommodating and has pleasing personality, she respond to my queries in email and face to face,
She is very polite and friendly
She was very professional and bery accomodating that my transaction and application was very efficient, Ms Leido is commendable
She's nice and kind :)
Shiela was helpful. Prompt action.
Si Ma'am Jane Onde po ay very approachable and clear magpaliwanag.
Si Sir Raniel ay laging nakasmile, nakakatuwa lang na magtransact sa DBP dahil sa good customer service na binibigay niya.
Si Sir Raniel Mendoza ay mabait at malinaw magbigay ng instruction
Sir Basil Bote and Ma'am Myra Almogino-Calara, were very courteous and accommodating all the times. Am very satisfied, make sure to keep this running at all times.
Sir Betson was very helpful and accommodating during the entire time I called and inquired about GPL
Sir Bryan consistently deliver excellent customer service and treat everyone w/ respect. He embody the qualities of a dependable and trustworthy employee
Sir Bryan handle transaction accurately and courteously maintaining a high level of integrity and attention to detail
Sir Carlo Yturallde & Sir Fhil. Your services was highly recommended for those who like to make loans from ur good company.
Sir Deuel is very kind and assisting each participant well.
Sir Ed, Ma'am Christina and team are very helpful. Love working with them.
Sir Edwin Edrosa has always been courteous and very accommodating every time we make requests from their department.
Sir Ian Urbano was very kind and madaling kausap.
Sir Jap and Leo are very accommodating. Thank you for the assistance.
Sir Jenray Banquiling And Ms Karla Jardenil Were Very Accommodating.
Sir Jeson Puyos and Ma'am Jenny Achas - Very accommodating and professional
Sir Jey Mark Bacus is polite and courteous as always. The entire staff were very accommodating and warm.
Sir Jun Tirado is approachable in assisting with my queries
Sir Louie is very accommodating
Sir Loyd window 2 (apporachable & kind)
SIR MENCIANO IS VERY APPROACHABLE AND FRIENDLY TO US. KEEP UP THE GOOD ATTITUDE.
Sir Mike is approachable. And so does the manager
Sir Mike is approachable - Thank you for the good service
Sir Mike is very professional in dealing with people
Sir Rene Parchamento was very accommodating and helpful..Keep up the good work.
Sir Russell Lancer - Courteous, very helpful.
Smiling staff
Smooth and fast transaction. Friendly employees.
Smooth and friendly services. // Very satisfied thank you!
Smooth service/friendly employee
smooth transaction and staff are all friendly.
Smooth transaction and staffs are accomodating
smooth transaction, dbp staff apporachable
SNIH Ma. Feliza O. Aniano I recommend more level up her career.
So far all transactions are smooth and friendly employees. As of now, They're good at services.
So far good service accommodating
So far I am satisfied on how thet treat customers/clients very approachable
So far okay ra gyud ang service sa mga staff sa DBP, gani mga friendly pa kau ang mga teller
So far so good. / Very kind cashier and sweet. Thanks for good services.. Keep it up☺
So far the DBP staff are well organized and friendly, so nothing to be improved na po. God bless!
So far, all my transactions in the bank were fast and less hustle because the employees are very accommodating and kind.
So far, I am satisfied with the service of DBP Maasin most especially that the bank tellers are friendly and accomodating. Good job by the way!
So far, napakaganda po ng mga staff dahil sila po ay tumutulong kung ano po iyong mga katanungan ko.
So far, the service is very accommodating. So no suggestions for now
So fast and courteous teller, good work!
Sobrang approachable, at madaling makipag ugnayan sakanya. Passionate sa work. - Ma'am Jell
Sobrang friendly lahat ng staff...double 👍👍 / Keep it up..thank you
Sobrang gagalang, maasikaso, accommodating ang mga empleyado lalo na ang mga guard.
sometimes too long to wait but understandable especially on Payroll day. Very friendly and accomodating at all. Keep it up!
Staff (Female) on the counter is very helpful
Staff / account officer was friendly :)
Staff and the guards are curteous, friendly and approachable
Staff are accommodating
Staff are accommodating and gives clear instructions
Staff are accommodating.
Staff are all polite
Staff are always corteous and accomodating, my transactions are easy and smooth
Staff are approachable
Staff are approachable and friendly
Staff are approachable and willing to help.
Staff are attentive

Staff are courteous & friendly. Good service [reordered] to client.
STAFF ARE EASY TO COMMUNICATE
Staff are friendly and accommodating
Staff are friendly and accommodating.
Staff are friendly and accomodating
Staff are friendly and accomodating
Staff are friendly and always wear smile.
staff are Friendly and professional
Staff are helpful
Staff are nice and corteous since I transacted w/ DBP.
Staff are polite
Staff are pretty :)
Staff are the best and easy to make trasaction.
Staff are very accommodating
Staff are very accomodating
Staff are very accomodating & courteous
Staff are very accomodating. Transaction is hustle free. Thank you DBP Guinobatan Branch.
Staff assisted me accurately, friendly.
Staff extremely helpful
Staff have pleasant and very welcoming personality and ready to provide assistance.
Staff including guards are courteous, some very well
Staff is accommodating
Staff is accommodating and nice.
Staff is friendly
Staff is kind and helpful
Staff is very accommodating
Staff is very accommodating
staff is very accommodating and helpful.
Staff is very approachable
Staff is very helpful, including guards
Staff on the counter is very helpful
Staff receiving PBC is polite and accomodating Thanks Sir!
Staff was accommodating and well-versed with the info/transaction
Staff was accomodating and diligent with their task
Staff was very courteous, they followed their sequence of clients number, no insertion! For me the service was excellen, they serve me well all their clients transaction was fast.
Staff were accomodating including the security guard, office was very clean. Thank you to Ma'am Midge Ducusin for her efficient response with the urgency of the transaction. From the start until the end of transaction she explained well and guided me throughly
Staff/personnel are accomodating
Staff-in-charge was very courteous and quick in attending to my needs
Staffs and branch manager are very accomodating
Staffs are approachable
Staffs are approachable.
Staffs are courteous, attending clients well.
Staffs are good, quick and friendly. / Keep the smiles on you faces.
Staffs are humble and courteous to customers especially to those new ones.
Staffs are polite
Staffs are very accommodating and friendly
staffs are very accommodating and very professionals
Staffs are very accommodating on my concerns and request.
Staffs are very accomodating and organize.
Staffs are very helpful! Keep up the good work!
Stay humble and respectful
Stay kind always! Thank you
Still satisfied to all their services being served fast transactions & approachable. Kudos.
Suggest ko na dagdag ang teller para mabilis ang transaction Kase madami ang clients
Suggest ko po na dagdag ng additional personnel ang teller para mas mabilis Kase madami ang clients, naawa Ako sa tellers
Suggestions ko lang po na dagdagan pa ang teller Kase madami ang clients nila.
Super accommodating - My 1st step manager
Super mababait po lahat sila at madalas ang pagsmile ni Mam Aira. (translated: All the staff are very kind, and Ma'am Aira is especially warm and often smiling.)
Superb service and very accommodating people. They also smile and greet every guests. All is well regarding the service and all the stuff involved in it.
Swat and Accuracy for my transactions are delivered.
Ms. Ralyn De Vera has always been so helpful, also Mr. Rodolfo Lelis
Tahimik, safe, very accommodating.
Team DBP tacloban so approachable.
Teller
Teller Ruby is very good on how to handle the client
Teller #4 today is the best. The guards also are the best.
Teller 1 & 2 Excellent (Guided me instruction well)
Teller 2 by the name of Rhea is great with her customer service and acts swiftly, keenly yet cautiously
Teller 3
Teller 3 is very impressive because he handled my transaction quickly and smoothly.
Teller 4 is very helpful
Teller always smiling
Teller are all good
Teller Chrissy helping me made it easy. She put extra effort to help me.
Teller Christian is still serving in his professional way. Thank you! Ms. Nicole also was very nice in her client.
Teller Christian sa always dealing w/customer in a professional way.
Teller has pleasing personality and approachable.
Teller is accomodating
Teller is approchable
Teller is fast and friendly
Teller is friendly

Teller is good serving
Teller is so approaching. Thank you very much
Teller is very accomodating
Teller is very helpful (Ms. Umandap)
Teller is very polite
Teller Lloyd Michael very kind and accomodating
Teller must have additional personnel para madali ang transaction Kase madaming clients
Teller Niel was very approachable and treated client professionally.
Teller on duty exceptionally helpful, thank you!
Teller process my transaction in short period of time
Teller was approachable and for a positive vibe
Teller was kind in correcting my mistakes :)
Teller was polite and with a smile to clients
Teller.Very good
Tellers
Tellers
Tellers (Ma'am Bhing and Ma'am Sharmaine)Very accommodating and knowledgeable on the job assigned to her.Dbp Tagbilaran employees gives good service to their clients. Kindly check otheres as well esp DBP Tubigon
TELLER'S AND GUARDS ARE VERY POLITE AND ACCOMODATING
Tellers and New Accounts Personnel are very professional and approchable
Tellers are accommodating with request
Tellers are accomodating & friendly
Tellers are always accommodating
Tellers are approachable and beautiful
Tellers are approachable. / So fast transaction to address. Thank you.
Tellers are courteous
Tellers are friendly and approachable.
Tellers are good
Tellers are honest and trustworthy
Tellers are kind
Tellers are kind ang courteous.
Tellers are very accommodating and corteous (Khrizia) and Ms. Lanie at the new accounts
Tellers are very accommodating.
TELLER'S ARE VERY ACCOMODATING
Tellers are very approachable and friendly.
Tellers good
tellers good serving
Tellers greets politely
Tellers, security guards are trained well and hadled clients proffesionally
Thank to all staff of this branch I'm glad to transact to your bank. / Keep up the good works.
Thank you DBP Main for very approachable staff and also security guards.
Thank you for accommodating
Thank you for accommodating and processing our request.
Thank you for accommodating our transactions fairly and with honesty
Thank you for all the assistance and guidance. All employees are helpful and approachable especially Kuya Guard. Thank you
Thank you for always as accommodating to your clients. Mabilis ang serbisyo. / Thank you for the business.
Thank you for always being accommodating to your clients like me. Great Job!
Thank you for always wearing smile on your faces. / Sometimes too long ang process but reasonable.
Thank you for being always accommodating to LGU.
Thank you for being approachable and kind
Thank you for being approachable.
Thank you for being kind, all blessing from the Lord be unto you.
Thank you for being so accommodating.
Thank you for bring so accommodating
Thank you for courteously facilitating my transactions today.
Thank you for kind assistance Ms. Lany Soliman
Thank you for sir randy and sir tan for accommodating our queries.
Thank you for the efficient and courteous service!
Thank you for the good customer service.
Thank you for the good service salute!
Thank you for the kind assistance, Miss Shai of HRAD team! She answered my inquiry promptly and positively.
Thank you for the quick response to my email to customer service care
Thank you for the year full of trust, good employee and always carry the smile youre wore in your faces in next year. Happy New Year!
Thank you for your fast service. Have a good day!
The staff are approachable. May God bless you always!
Thank you for your friendly service!
Thank you for your genuine services especially to all security guards
Thank you for your helpfulness maam Sally Amparo
Thank you for your kind assistance! / Godspeed <3
Thank you for your service. Continue to serve with smile to clients
Thank you Gela for being courteous, polite and for diligently booking our remittance transactions.
Thank you Ms. Gela, courteous always and nice to transact with
Thank you Ms. Gela, for being courteous, approachable and easy to transact with. Thank you for processing our request. Keep up the good work
Thank you Ms. Shai for kind and professional communication
Thank you po kay Ms. Arianne for kindly helping me open an account
Thank you po Mam Roda and Mam Vivian for the prompt and very courteous assistance!
Thank you sa mabilis na sagot and transaksyon. Mababait ang mga staff.

Thank you Sir Guard OPENIA SR., 100% clap
Thank you so much DBP staff for being so approachable.
Thank you so much for accommodating our request.
THANK YOU SO MUCH FOR ACCOMODATING US (TELLER 2 AND GUARD)
Thank you so much for being so approachable
Thank you so much. The Manager & Staff so accomodating to us.
Thank you tellers, you made our transaction so fast. Lahi ra jud sa una, it takes hours.
Thank you to Ma'am Les for being so accomodating and helpful
Thank you to Mr. Ely for accomodating w/Politeness and giving us quality information about our query
Thank you to Ms. Marlyn who is always smiling and very helpful :). Keep it up! All is very good.
Thank you to the manager whp assosted me w/ my transaction and giving consideration to my request.
Thank you so much. / I commend the Manager & the teller who advised me to approach the manager for approval.
Thank you very much for promptly accommodating my medical reimbursement po.
Thank you, DBP Pasay, for efficiently resolving my concern regarding the reversal of the unwithdrawn amount. Your prompt action and clear communication reflect excellent customer service and are truly appreciated.
Thankful for the Courteous and accommodating security guards at DBP Jaro Iloilo
Thankful for the very warm, Kind accomodation & Camoraderie to especially Judilyn & the security personnels
Thankful ko sa mga staff kay Gina treat nila tarong mga clients nila they are smiling dili ta maulaw mangutana nila [trans: Thankful ako sa mga staff kasi maayos nila tinitreat ang mga clients nila. They are always smiling, at hindi ka mahihiyang magtanong sa kanila]
Thanks for accommodating me always.
Thanks mam jane, ur very kind and sweet. Thanks for the time. Have a nice day.
Thanks to Mr. Sam Baldoza for always being polite and accomodating
Thanks to Ms.Karen Pacana for patiently processing my loan with a smile.
Thankyou mam. For your good service with a pretty smile.. Keep it po the good work.
The (staff) and employees are very accomodating.
The attending personnel was friendly and helpful
The Baguio Lending Center (Mr. Donnie Figueroa, Ms. Hazel Rabaya, and Ms. April De Jesus) has been very helpful in assisting and guiding us for a smooth and expeditious processing of the District's loan.
The bank staff are very approachable. They have good service to everyone.
The bank teller on duty was very polite and courteous and has willingness to assist.
The bank's personnel are so professional in how they do things. They are courteous and amiable from the guards to their manager.
The bodyguards are very accomodating and assistive.
THE BRANCH APPRECIATE YOUR KIND ASSISTANCE IN THE RECON OF OUR ATM & DTHO ACCTS
the branch provided me with exceptional customer service. Karla Jardenil was a very approachable teller.
The cashier is very nice and polite
The clerks are very kind!
The commendable attitude of the guards on duty
The contact person was very polite and seems to know the information needed. Excellent Service
The customer service is professional, prompt, and efficient.
The DBP Ipil Branches very approachable
The employee assigned on the "new accounts window" is very accommodating. She has a kind tone and I could tell she fits well with her job..The services are good already. If I were to suggest something, it would have to be maintenance.
The employee in charge is accommodating and quickly responds to my queries. Ms. Francia Cao and Ms. Malou Tarranco
The employee is nice and very accomodating / I don't think na kaylangan pang iprovement wala akong masasabi sa staff and employees
The employee on Teller 1, she was very kind and approchable
The employees ae always approachable and accomodating to questions.
The employees and staff are very approachable and accomodating
The employees and the guards are all smiles and accommodating and the whole place itself is very welcoming.
The employees are all accomodating & friendly
The employees are all courteous and warm
The employee's are all customer friendly. Good job.
The employees are approachable and professional in the workplace.
The employees are approachable and very nice.
The employees are approachable. So far, the service is good
The employees are courteous & nice.
The employees are friendly, fast, and efficient.
The employees are kind, helpful and very approachable
The employees are quite approachable and very accommodating.
The employees are responsible and approachable
The employees are very accommodating and kind.
The employees are very accomodating. Moreover, Ms. Jerra, the teller, is kind and gorgeous.
The employees are very approachable

The employees are very approachable
The employees are very approachable and maintain the smile on their face all throughtout my transaction. Keep it up! God Bless
The employees are very approachable especially Maam Pia Mercurio and Maam Loi Casiple
The employees are very approachable.
The employees are very friendly and professional at the same time.
The employees are very pleasant and kind, my transaction is fast.
The employees are very welcoming and accommodating.
The employees as of today are approachable. Hope that they will not change
The employees of DBP are very accommodating. They are really helpful.
The employees of DBP Car-car are very approachable.
The employees of the bank are kind and accommodating, and my transaction is smooth.
The employees of the bank are very accommodating, they handle their customers very well.
The employee's very approachable and feel warmth caring and loving.
The employees were very friendly
The filipiniana outfit was so nice! / Keep up the good relationship between the staffs, guards to customers.
The Group of Mr. Carlo Yturralde and Mr. Fhil Ordona was helpful and easy to transact with.
The guard and the cashier are very courteous.
The guard during my transaction was very accomodating.
The guard is very courteous, and so the teller too
The guards and the teller are helpful and accommodating. Thank you.
The guards are kind & approachable
The guards are polite and knowledgeable about the services offered by DBP
The guards were friendly enough to entertain us.
The HR Team (ODWPU) is impressive in its efficiency and professionalism. Their responsiveness to queries and their thoroughness in handling all matters are exemplary.
The HRMG Wellness Unit has always been very helpful and responsive to my needs and requests. You could count on them to provide quick, effective, and courteous service.
The in charge in the New Account's Section is accommodating.
The institution as well as the staffs are friendly.
the instructions are clear and easy, very accommodating staff
The intern was courteous and approachable.
The kindness of teller.
The lady was very professional, friendly, informative, polite and assistive
The loan officer in charge is very courteous and up to date in facilitating the documents needed for the loan release.
The loan personnel is accommodating and the loan was released to my expected date.
The Ma'am who helped me to create my acc. And get my ATM Card is so kind. Bless you Maam!
The management are hospitable and very approachable
The new account clerk is very approachable and kind.
The new account officer is very accommodating/welcoming.
The new account staff are very accommodating
The New account staff is Courteous and very accommodating
THE NEW ACCOUNTS CLERK IS VERY ACCOMMODATING AND KIND DURING MY APPLICATION
The new accounts clerk is very kind and approachable and my transaction in the bank is fast
The new accounts clerk was very accommodating and offered me easiest ways to answer my inquiries.
The new accounts staff is so courteous and helpful.
The new section is approachable and assisting me what to do.
THE OFFICERS AND STAFF ARE VERY ACCOMODATING, PATIENT, HARDWORKING, UNDERSTANDING, FRIENDLY AND ABLE TO EXPLAIN AND PROVIDE WHAT I NEEDED FOR THE COMPANY I WORK WITH. THANK YOU :)
The officers and staff assist immediately and very kind and courteous
The person handling the transaction (notarization of documents) was, and is still, very courteous! Promptly accommodates and delivers the requested document.
The person in charge in Account Opening at DBP Dasmarinas is extremely friendly and she demonstrate[d] excellent knowledge of her task
the personel are accomodating and friendly
The personnel are courteous and welcoming.
The personnel are very accommodating
The personnel assigned has been delivering within the TAT and been helpful by informing me via telephone call that I can make a request from the Medical Unit Head for a 100% reimbursement for the medicine I've been taking.
The personnel in this branch are very attentive and helpful
The process is easy and the staff are very accomodating
The processor is supportive and courteous.
The program is very accessible and helpful for our business development as well as the personnel service provided was excellent.
The Public Sector Department (PSD) Team extends guidance/assistance even beyond office hours. The PSD Team establishes rapport and harmonious

professional relationship with clients which paved the way for a smooth and efficient transaction.
The Roxas, Ciy Capiz branch employees are amiable, respectful and very accommodating.
The security are so kind, they even assisted me with my transaction
The security guard is always smiling, I feel safe and secure. The staff is very matulungin at maalaga. Most of all the teller is magalang, mabait, palangiti and beautiful. Stay approachable DBP. God Blessed!
The security guards helps our need for inquiry.
The security guards were attentive.
The security guards, they are welcoming and kind all the time.
The security is very accomodating
The service is good and approachable.
The service is good. My questions/concerns were further noticed and responded with respect.
The service of DBP is very efficient and helpful to HDMF-EPP especially the DBP Treasury Marketing Division with the great help of Ms. Melea M. Maldia-Delos Reyes our all transactions have been smoothly done on time. We are so much grateful for her.
The service rendered is very efficient and friendly staff
The service was good and the employees are approachable.
The services and culture is very accommmodating and polite / I highly appreciate everyone is very helpful and genuinely take care of customer's needs.
The services rendered is very commendable.It is a quality service indeed. Mam Nelz is highly commendable to her job. She is very dedicated. The services rendered is totally great and is in adherence to the existing process flow. Great Job!
The services was fair enough and the staff are ok.
THE SERVICING BUSINESS UNIT AND PERSONNEL WAS VERY ACCOMMODATING
The staff (counter 1) Ms. Pay was very approachable / Keep up the good service!
The staff and management are kind and very thoughtful
The staff and officials are your best assets, security guard included. / No improvement needed.
The staff and the branch manager owe very helpful and accomodating which made my transactions easier
The staff and the guard is very humble and very good
The staff answer all my querries. They are very nice.
The staff are accommodating
The staff are accommodating.
The staff are accomodating.
The staff are all friendly, accommodating and consistently greet clients with a warm smile.
The staff are always helpful and approachable
The staff are approachable and friendly especially Ma'am Ruby Grace Calisang.
The staff are approachable and friendly especially Ma'am Ruby Grace Calisang. They're very accommodating and kind.
The staff are approachable and very kind and friendly especially Ma'am Ruby Grace Calisang
The staff are approachable.
The staff are courteous.
The staff are friendly and accommodating.
The staff are good
The staff are kind and helpful
The staff are really good. They did a great job everytime I have transaction .Always keep a good work. Kudos!
The staff are so accommodating especially in the New Accounts Section
The staff are so amazing
The staff are treating the client with outmost courteousness
The staff are very accommodating and polite.
The staff are very accommodating and really help me to fill out the application form.
The staff are very accomodating and easy to deal with.
The staff are very approachable and kind. I appreciate the excellent service they extended to me. / Nothing to improve. The transaction was completed smoothly.
The staff are very approachable!
The staff are very approachable. Thank you for always entertaining.
The staff are very courteous and helpful.
The staff are very courteous and professional
The staff are very mabait and always accommodation.
The staff are very nice and accommodating
The staff are very nice. They really answer all my questions.
The staff are welcoming
The staff from new accounts are very courteous. They really tend all of my needs in opening my account.
the staff helped me very much
The staff here are very nice.
THE STAFF IN THE MDU ARE EASY TO TALK TO, ACCOMMODATING AND HELPFUL.
The staff inside the DBP bank is courteous and helpful of my transactions.
The staff is approachable
The staff is very accommodating and they always wear smile for the costumer.
The staff is very approachable
The staff is very attentive with my complain[t].
The staff is very good! A+
The staff of DBP bank are very approachable and friendly, especially Ma'am Ruby Grace Calisang.
The staff of DBP Dolores branch are so kind and polite to their costumer. The serbice of the staff was fair.
The staff of this bank are very approachable.
The staff of this company, always smiling and approachable.I proud of it

The staff or employees are so accommodating and easy to reach. They are lovely people
The staff or San Jose Dinagat branch are very accommodating. Good Job! Keep it up.
The staff today processed our transactions in a timely manner
THE STAFF TREATED ME WELL DURING MY TRANSACTION AT DBP
The staff was accommodating.
The staff was approachable and helpful. (Panatilihin ito.)
The staff was helpful in my payment
The staff was very accommodating specially ma'am Karen, bisag naay sayop mo ngisi ra hehe
The staff was very accommodating.
The staff was very accomodating
The staff were accommodating ang courteous. Very easy to deal with.
The staff were courteous, professional, and efficient.
The New Accounts clearly explained the transaction process and ensured everything was completed smoothly.
The staff were helpful
The staff were very helpful and efficient in assisting us.
The staff were very helpful, courteous and knew their job well! / Keep up the good work!
The staff, Ms. Rona is very professional in terms of dealing the client and with very good attitude. / Keep up the good work
The staffs and management super hands on, approachable and caring and loving.
The staffs and the guards are very accomodating and with pleasant personality.
THE STAFFS ARE ACCOMMODATING
The staffs are accommodating
The staff's are accommodating
The staffs are accommodating.
The staffs are accomodating
The staffs are accomodating.
The staffs are accomodating. I'll say the services are way too good.
The staffs are all accommodating from the guards to tellers.
The staffs are all good in handling clients ang they are very accommodating..
The staffs are all kind and approachable.
The staffs are approachable
The staffs are approachable.
The staffs are approachable. Godbless your work!
The staffs are calm esp. Kuya Guard (chief) when accomodating customer.
The staffs are courteous and approachable. Keep up the good job. :)
The staffs are courteous and helpful and accomodating
The staffs are friendly
The staffs are friendly and accommodating.
The staffs are kind
The staff's are kind and nice
THE STAFFS ARE NICE
The staffs are polite.
The staffs are very accommodating when it comes in transactioning matters. I am very satisfied!
The staffs are very accomodating.
the staffs are very approachable and their service are very commendable.
The staffs are very approachable and welcoming.
The staffs are very approachable.
The staffs are very helful
The staff's were nice
The staffs were very assistive and cooperative and understanding - Ms. Lorelene and Ms. Myla
The staffs/employees are very accomodating.
The team members are accommodating especially Ms. Gemini Malvas
The team of Ms Lucila Jessica Saguid is very accommodating. They showed excellent customer service. Thank you
The team was incredibly kind, helpful, and friendly. Their clear explanations were invaluable when I needed assistance.
The teller (and accompaning staff) / very accommodating and pleasing. I will recommend Ormoc Branch to my friends.
The Teller Accommodates Her Clients Very Well.
The teller and new accts are approachable and good
The teller are responsive and accommidating, new accounts are good looking
The teller are so friendly and approachable as you can easily ask questions to them. The guards are also accommodating as they properly assessed their clients. Overall, their performance are highly commendable and appreciated.
The teller at desk 4 is very accommodating.
The teller is approachable & smiling face. Thank you.
The teller is friendly and approachable
The teller is friendly and very approachable
The teller is indeed very friendly, welcoming and accomodating. Kudos!
The teller is nice and approachable
The teller is polite and helpful.
The teller is so fast, accurate and courteous.
The teller is very accommodating during my transactions.
The teller is very accomodating and friendly
The teller is very approachable
The teller is very approachable / accommodating
The teller is very helpful
The teller is very kind
The teller is very kind and approachable
The teller is very much approachable and kind.
The teller is very nice and helpful
The teller Mam Mitch is very accomodating & professional
The teller performance is commendable.

The teller still catered me when I was on the verge of their cut off time :) Thank you!
The teller was so accommodating. May she be blessed with more
The teller was very accomodating
The teller was very helpful during my transaction and the guard even lend me his pen.
The teller, Aljon, was very efficient in conducting the transaction
The tellers and new accounts are friendly and accommodating.
THE TELLERS ARE ACCOMMODATING
The tellers are accomodating.
The tellers are very accomodating / approachable.
The tellers were accommodating especially Ms. Karla Jardenil
The tellers were very friendly and patient despite my errors on accomplishing the Withdrawal slip.
The tone of the staff is soothing, the customer will never hesitate to inquire.
The transaction that I availed was smoothly go through because there were two tellers unlike last time. So happy for the improvement.
THE TRANSACTION WAS COMPLETED WITHIN REASONABLE TIME. THE BUSINESS UNIT WAS VERY ACCOMMODATING.
The transaction was fast and commendable.
The transaction was processed efficiently, and Ms. Jel (New Accounts) were courteous and accommodating
The value of respect is evident in the DBP personnel
The whole DBP staff is very accomdating & approachable
The whole DBP staff is very accomodating to its Clients. Keep it up DBP!
The whole is very accommodating and the transaction is very fast - BIANCA is very attentive and know her work and fast in her work. Always greet client with a smile.
The whole team was very accommodating
Ther teller is beautiful & very accomodating
They are accommodating and kind!
They are accommodating and respectful.
They are accommodating.
They are accommodating..
they are all approachable
They are all approachable and kind.
They are all approachable, starting from the guard up to the staff they are so kind in handling the clients. And you will feel comfortable all thought the process.
They are all approachable.
They are all friendly and approachable. They are all beautiful and lovely
They are all good, approachable
They are all kind and approachable
They are all kind and respectable.
They are all very nice and helpful.
THEY ARE APPROACHABLE AND COURTEOUS IN DEALING WITH CLIENT
They are cordially polite
They are friendly, approachable & (succeeding word is illegible)
They are friendly. Nice Job <3
They are heart warming and easy to approach with.
Helpful and effective .Continue their remarkable service
THEY ARE HELPFUL
They are kind and easy to talk to.
they are kind despite of lack of personnel, even i've waited long it's okay, i understand that they lack personnel but they are kind.
They are very accommodating
They are very accommodating.
They are very helpful
They are very helpful.
They are very kind!
they provide reliable and accurate info about our inquries / nothing to improve. staff provide effecient and easy transaction
they were polite
They're all helpful
This always has a welcoming and professional employees.
This bank is very approachable ang mga employees.
To Dondon and Gelo, grateful for your exceptional support, efficiency and courteous attitude. Your assistance and helpfulness truly make a difference. . Just keep the great work and continuing to go the extra mile will really make an even greater impact.
To Ma'am Doreen, she is super accommodating and approachable, please promote her.
To Ma'am Violy, Ma'am Gweneth, Sir James - Very accommodating
To Sir Angelico, thanks for accommodating & helping me.
To Sir Sydrick Mengote & Jansen Cabinet Thank you so much for being nice and accommodating, keep up the good work po! To Ma'am Josephine Magbinay, thank you also for being friendly. Kudos to all DBP Dolores Branch employees!
To the security I just want to say they have done a great job! Kuddos to all of you!
To the security team, job well done
Transaction is smooth and satisfying and Ms. Jessica Tajoy had been very helpful & accommodate me in any way she can help me
Transaction was fast and the employees are kind and accommodating
Transaction was fast. Ms. Erika is courteous and efficient
Transactions are smooth. Bank staff and personnel are very accomodating. Assist clients warmly. Thank you DBP JARO for a wonderful banking experience.
Transactions with Ms. Basilio have always been smooth and immensely helpful

Tuwing ako ay pumupunta sa opisina lahat na empleyadong nakakausap ko ay maganda at mabait ang approach sakin.
Unlike in other banks, DBP Baler employees are all accommodating and approachable.
Verry accommodating
Verry accommodating staff
Very accomdating & responsive manager, Mary Ann O. Baylon, Ms. Alcedo, Ms. Sartorio, Tellers, Ms. Andrade & Mr. Hing, Guards & Other DBP staff.
Very accommodate, helpful, and convenient assistant to costumer good job. Continue as good.
Very accommodating
Very accommodating
Very Accommodating / All great
Very accommodating / Employees are kind
Very Accommodating / Thank you for your assistance
Very accommodating & friendly to clients specially Ma'am Misha
Very accommodating . Keep it up :)
Very accommodating and approachable
Very accommodating and approachable.
Very accommodating and approachable. The service they provide is fast and easy. Overall maganda po ang serbisyu
Very accommodating and fast transaction
Very accommodating and friendly
Very accommodating and good environment
Very accommodating and hardworking teller Sir Cesar Ian Urbano
Very accommodating and helpful the clerk on duty.
Very accommodating and kind.
Very accommodating and respond to queries appropriately
Very accommodating ang mga staff.
Very accommodating bank
Very accommodating employee
Very accommodating employees
Very accommodating personnel
VERY ACCOMMODATING PERSONNEL, TELLER (PATRICIA UMANDAP), NEW ACCOUNTS (DARLEN AMBE) AND GUARDS
Very accommodating personnel. This is a commendation.
Very accommodating si Mam Melvs.
Very accommodating staff
Very accommodating staff and kind
Very accommodating staff and officers.
Very accommodating staff.
VERY ACCOMMODATING STAFFS AND OFFICERS
Very accommodating to the client and satisfying
Very accommodating to the clients and very trained.
Very accommodating with fast transaction, thank you!
Very accommodating, and kind staff, especially those assigned on the New Account like Mx. Casiple, Mx. Mercurio, and Mx. Altivo.
Very accommodating, smiling (teller), security personnel (smiling) and also accommodating
Very accommodating.
Very accommodating. Keep it up.
Very accommodating.Satisfied with the services
Very accommodating/friendly
VERY ACCOMMODATING; FAST TRANSACTION
Very accomodating / Very kind person
Very accomodating and courteous
Very accomodating and courteous staff
Very accomodating and friendly
Very accomodating and friendly teller. Keep itup
Very accomodating and helpful
Very accomodating and helpful / Johara Oclarit. it's all good 👆
Very accomodating and helpful and mga DBP staffs/officers/security force
very accomodating and very friendly
Very accomodating staff
Very accomodating staff + personnel Ms. Jessica Vajoy, Mr. Alex Magsanoc / No further improvements I can think of. Hats off to everyone
Very accomodating staff and personnel
Very accomodating staff. Everything is ok
Very accomodating staffs
Very accomodating staffs. The place also has a very positive atmosphere.
Very accomodating, considerate, kind and friendly bank tellers, guards and bank employees. Excellent services!
Very Accomodating, the staff aid there you well. Thank you so much
Very accomodating/friendly teller.
Very accomodatong staff.
Very approachable
Very Approachable
Very Approachable - Ma'am Abi
Very approachable - Rose
Very approachable & Accomodating
Very approachable & accomodating staffs.
Very approachable and easy to access.
Very approachable and easy to transact
Very approachable and friendly
Very approachable and friendly .Keep it up!
Very approachable and good services
Very approachable and highly recommended/Faye/Ma. Feliza Aniano
Very Approachable and hospitable to cater my questions and inquiries . As well of fast transaction of encashment of checks.
VERY APPROACHABLE AND KIND EMPLOYEES
Very approachable and service oriented
Very approachable ang cashier...
Very approachable ang mga employees ani nga bank.
Very approachable employees
VERY APPROACHABLE GUARDS & TELLERS
Very approachable personnel @ NAC. TY.
Very approachable staff and guards
Very approachable staffs
Very approachable to the clients and easy to transact

Very approachable, always active
Very approachable, always smiling, love to talk and make client comfortable
Very approachable, fast transactions and helpful.
VERY APPROACHEBLE AND KIND EMPLOYEES
Very commendable...Application and loan processing convenient and likewise easy..
Very courteous & accommodating, they explained the loan details clearly.No need to improve because the service is good
Very courteous & accomodating staff
Very courteous and accomodating emplyees specually mr urbano
Very courteous and kind
Very courteous and professional in explaining the process.
Very courteous and very accommodating - Ms. Kate
Very courteous people
Very couteous teller staff including security
Very efficient & courteous staff / overall satisfied
Very efficient and accommodating Maam Grace and also the guards
Very efficient officers and staff
Very efficient service to clients. Mike Pascual, Adelaida Lansangan, Jobelle Manlapaz and all employees and staff.
Very fast & accomodating staff, process was easy for me.
Very fast and approachable
Very fast and organised employees, really doing their job well. Guards needs a raise doing more than their job guiding me because I am not too literate in the bank. Already doing a great job!
Very fast transaction & very approachable & courteous staff.
Very Friendly
Very friendly & accommodating people from guards to the manager. Thank you & more power
Very friendly and accommodating
Very Friendly and accommodating Staffs
Very friendly and approachable
VERY FRIENDLY AND KIND
Very friendly and nice.
Very friendly customer service
Very friendly employees
Very friendly environment. like to commend Ms.Axl Rose Hara for being corteous, accomodting and professional. Keep it up!
Very friendly Ms Jel
Very friendly staff
Very friendly staff. Transaction was smooth and fast. Good job!
Very friendly staffs and employees
Very friendly., smiles a lot
Very good and friendly. I strongly and very satisfied
Very good ang staff
Very good branch personnels, very courteous
Very good customer service
Very good customer service :)
Very good customer service.
Very good employees / guards
Very good mr teller
VERY GOOD OFFICERS AND STAFFS
Very good service and accommodating employees and tellers.
VERY GOOD SERVICE AND KIND
Very good service and very courteous teller
very good service of frontliners
Very good service! Staff are approachable & Ifriendly
Very good services of the teller and guards.
VERY GOOD STAFF
Very good staff's and easy to deal with very accomodating especially Mam Morata & Mam Gem Cantagena
Very good tellers
Very good, approachable
Very grateful for the kind assistance and updates
Very helpful
Very helpful
Very helpful and accommodating
Very helpful and approachable. Also explained very well
Very helpful and courteous ang mga gwardya, lalo na si Ms Bagutas
Very helpful and they know their work.
very helpful ang mga staff
Very helpful great job!, keep it up!
very helpful po si maam betnadette
Very Helpful staff
Very helpful staff
Very helpful tellers
Very helpful, polite, and courteous!
Very helpful.
Very helpfuland courteous staff
Very hospitable staff and easy to have transaction
Very Humble and Polite.
Very kind
Very kind and accomodating
Very kind and approachable employee - Ms. Olga Dysoco
Very kind and approachable to all customers.
Very kind and friendly staffs, continue good service
Very kind person.
Very kind personnels
Very kind tellers, ms kandice and mr ian
Very much appreciated all the staff is very satisfactory
Very much appreciated the courtesy of Ms. Loren Panaligan. Very accommodating and corteous / You have an improved and excellent system in attending to clients
Very much approachable staff
Very nice and accommodating
Very nice and warm customer service
Very nice quick and accommodating
Very polite
Very polite and accomodating.

Very polite and friendly
very polite ang employees
Very polite.
Very professional
Very Professional & Hands-on (accomdodation)
very professional, accommodating and friendly
Very professional, responsive, and supportive throughout the entire process.
Very Professionalism
Very respectful ang employess & guards
Very satisfied :) Thanks specially the guards :)
Very satisfied and helpful
Very satisfied with the service, so fast and very courteous
very satisfy to the service given by the assisting staff of SME / None, very satisfy to the service given by the assisting staff of SME
Wala kasi mabait ang mga empleyado dito.
Wala na po akong masabi. Basta very accommodating po Yung staff na nag assist sa akin.
Wala po akong masabi kundi mabuti at maayos Silang kumausap ng customer, friendly / Maayos ang pag intertain sa mga customer
Wala rakoy masulti okay ra kaayo, ang dinal-an sa mga staff sa DBP sa ilang mga client [Trans: Wala akong masabi, ayos na ayos ang pakikitungo ng mga staff ng DBP sa kanilang mga kliyente.]
We appreciate much the good services of this bank. The staff including the security guard are friendly and accomodating.
WE APPRECIATE THE QUICK UNDERTAKEN BY MA'AM BELLE AND HER STAFF
We are satisfied by DBP-Maasin Branch's services because the staff & security guards are respectful & courteous. Hope lang at pewede na magamit namin mga mobile phone namin inside the bank premises because until now we cannot use our phones inside the banks. We need pa to go out in times na may tatawag sa amin. Salamat po!
We commend Mr. Edwin Edrosa for this service. Very accomodating.
We commend Ms. Virna Ramirez for her assistance to expedite our request.
We commend the assistance of Mr. Edwin Edrosa. Thank you for considering the importance of our request
We commend the swift action of the PACIFT-Lipa Team.
We highly recommend ma'am Joana Chiong and ma'am Analyn Norjain as best best employee of the ,year. Thank you.
We were accommodated courteously & attended our transaction promptly. We truly appreciate your kindness. Keep up the good works. Congratulations!
We were catching up with our deadline and Sheng Franca accommodated us well, God bless her. / The guards on duty were so accommodating and helpful.
We would like to commend HRAD-RSPU team for their kind assistance especially on our requests for hiring.
We would like to commend the services extended to us by Ms Rose Espino, making out transactions easy and hassle free
We/I would like to thank you to Sir Sydrick Mengote for assisting us nicely and thanks for being kind welcoming & approachable
Well accommodating. Services are nice.
Well trained staffs
Will surely recommend for good services
Would like to commend Ms. Kyrah Marie Pague for her prompt assistance on our smooth transaction.
Would like to commend Ms. Kyrah Marie S. Pague for her prompt assistance for our transaction.
Yes Leo and jofred very kind
Yes this branch very accommodating
Yes! They're very accommodating and friendly. Especially Ma'am Ruby Grace Calisang
Yes, it's Jessah Albiso. She's kind and approachable.
You staff here are nice, polite and practice profesisonalism
Your branch ambiance is much appreciated, Guard Bagayo is always approachable.
Your customer service is helpful and polite
Your employee today is very commendable!
Your first best officer is very kind, respectful & professional.
Your pick-up teller. Ms. Michael de los Santos, demonstrated exceptional courtesy and patience. He attended to our requests with promptness and efficiency.
Your staffs are friendly. Good job
Your stay is very accommodating and helpful.
Your team is approachable. Thank you :)
You're all doing great and thank you so much for your kind and immediate assistance.
You're employees are very approachable and easy to bond with. There were no lackadaisical at the same time. . Perhaps, I don't have any suggestions so far and I don't see any problem the way you serve your clients.

B. Speed / Turnaround Time

Fast service.
2 days supplementary entries for branches knowing that financial statements are not readily available

every month end and systems during month end are unaccessible or having intermittent lines.
ALD always always acts promptly on our request
All is well po, mabilis ang service
All the Bank employees are nice and very pleasant especially in the New Accounts section, they handle customer properly that made the transaction easy and fast.
Allow review of documents via email to avoid delays in case of any comments on documents for submission.
ALMIRA SAMACO AND JESSA BERNADOS ARE RESPONSIVE.FAST TRACK RELEASE OF CREM AND INDIVIDUAL TITLES
ALMIRA SAMACO very efficient in handling our Accounts
Always satisfied all transaction within timeline / No suggestion, I am satisfied all my transaction
am thankful of their fast service
Ambilis ng transaction para sa clearance, not to mention that the request was sent thru email beyond 5:00 P.M. today. Maraming salamat po, Maám Sittie and Atty. Marquez.
Appreciate the email update of the status
Appreciate the fast response.
As far of all my transactions That I have no any error or issue encountered. / When I sent request online or sent an email it was easy and good.
Awesome Work! You sorted everything our perfectly, I'm grateful with Ms. Alyssa Valdemoro and Ms. Fliah Bathan for how easy you make everything seem..In terms of banking, online services is now the best and easiest way of banking, so i may suggest to improve your online banking services specially to corporate accounts :)
Calisang.Mabilis
Cashier is pleasant and fast
Clean branch, fast transaction
Cleanliness - Bank/Facility
Compared last year, your services was catered faster now. Keep it up!
Complaint handle and resolve fast.
Congratulations and thank you for the easy and fast transaction with your employees□ran
Convenient, fast and easy
Darlen Ambe (Fast and Reliable)
DBP Valencia's efficient services is highly appreciated.
Easy & fast transactions
EASY AND FAST TRANSACTION
Easy and fast transaction
Easy and quick in giving their service
Easy to Access (Fast)
effecient and fast transaction processing
Efficient
Efficient
Efficient handling by the ERD-HWU Medical Claims Team
Efficient service
efficient service
Efficient workers / Ms. Lanny Joliman
ENCASH CHECK FROM DBP TUAZON, WAITED TO VERIFY
Excellent accommodation and fast transactions.
Excellent service by Ms. Dianne, made waiting worth it.
Excellent service! The request was promptly acknowledged and acted upon within the time frame indicated. Way to go!
Fast
Fast & accomodating
Fast & clean surroundings of the bank
Fast & prompt
Fast (transaction processing)
Fast / Thank you
Fast accommodation of request
Fast action
Fast action on request
Fast and accurate
Fast and conducive
Fast and conserves a lot of time.
Fast and easy
Fast and easy service. Retain the good service
Fast and easy transaction
Fast and easy transaction
Fast and easy transactions. Keep it up!
fast and effective
Fast and efficient
Fast and efficient service
Fast and efficient transaction
Fast and efficient transaction always at DBP
FAST AND GOOD SERVICE
Fast and great service
Fast and no long waits. Thank you
Fast and quick service
fast and reliable
Fast and Secure
Fast and smooth transaction. Just keep it up. Thank you.
Fast and smooth transaction. The team are willing to help. Thank you & great job!
Fast and very confident to transact.
Fast and very prompt response
Fast and well manage
fast ATM Card replacement process
fast cash deposit/transaction
FAST COMPLETION
Fast Credited within the TAT.
Fast in service
Fast in transactions coz not much clients (Sarah Tumbaganan)
FAST MC PURCHASE TRANSACTION
Fast process and very accomodating.
fast processing
Fast processing
Fast processing and posting

Fast processing of loan
fast processing of medical claims
fast processing of medical reimbursement
Fast processing of my encashment
Fast processing of my transaction, good job!
Fast processing of redemption requests by Unlad Kawani Trust Banking Department
fast processing of reimbursement
Fast processing of reps
fast processing of transaction
Fast processing of transaction with the help of Ms. Divine. / Continue your assistance to the cooperative sector.
Fast processingof transaction
Fast progress
Fast response
Fast response from Mr Edrosa
fast response on my request
fast service
Fast service.
Fast service. Continue your fast services
Fast service. Nil
Fast Service. Thank you! :)
Fast services, keep it up
Fast system connection for fast transaction .
FAST TRACK PROCESS OF RELEASE OF TITLES
FAST TRACK RELEASE OF TITLES AND CREM
Fast transact
Fast transaction
Fast transaction
Fast transaction & good entertaining of clients
Fast transaction / Keep up the good work
Fast Transaction :)
Fast Transaction and Great job - Ms. Baby Ola
fast transaction for interbranch withdrawal
Fast transaction in reimbursement
Fast transaction Ms. Baby Ola
Fast transaction Ms. Wena Villarete
fast transaction of check encashment (other branch)
fast transaction of my cash deposit
fast transaction po
Fast transaction processing
Fast transaction w/ Ms. Angie Mabatas
Fast transaction!
Fast transaction, good job
fast transaction, very good service
Fast transaction.
Fast transaction. Facilitate my transaction I have picture and the employee took me a picture. Good job.
Fast transaction. Good
fast transaction. TY!
fast transaction; welcoming branch
Fast Transactions
Fast transactions always. Kudos!
Fast Transactions!
Fast transactions. Very good. / I think your service is very good. Just keep up the good work.
Fast trsansaction.
Fast turn around time
Fast txn.
FASTER PROCESSING
Faster renewal process
Faster service
Faster service.
Faster transaction
Faster transaction
faster transaction and was informed of my reimbursement being credited
Faster transactions
Fastest checkbook release
FAVORABLE AND PROMPT ACTION
For me, the transaction was quickly
Good & efficient smooth flow
Good and fast service
Good and fast service of this branch
Good and fast service.
Good and smooth and efficient to transact. // accurate
Good job, mabilis ang serbisyo
Good job, mabilis na service
GOOD ONLINE SERVICE
Good service and fast
GOOD SERVICE, FAST TRANSACTION
Good service/fast transaction/accomodating
Good speed
Goods, two thumbs up. Very accomodating / Transaction is fast.
Grateful for the fast transaction. It help me a lot with the minimal interest and monthly amortization.
Grateful for the service rendition was made fast by Mr. Ian Urbano
Great employees! God bless! / Maybe someday, online banking would be possible for DBP.
Great Job and Fast transaction - Ms. Baby-Ola
Happy and grateful for fast and convenient transaction.
Happy to see Mommy Angeline Catamora! <3 :)
Hindi na kaayo delay inyo services today, di na sa kaayo dugay
I admire how organized and efficient the team is in handling tasks. It’s inspiring to see how everyone works together seamlessly to achieve the goals.
I am always grateful for the assistance of ERD-HWU in facilitating my medical claims especially Sir Jun, who tirelessly facilitate and expedited my request. Thank you medical team.
I appreciate the clarificatory email as it avoids errors on the requested documents, thereby eliminating possible delay on the delivery of the requested documents.
I did now wait a long time for the withdrawal. efficient banking
I didn't need to do follow ups because they delivered the service efficiently & timely.
I had a fast transaction.
I like it. Fast transactions

I rated 5 because I am very satisfied with the personnel who facilitated our concerns instead I say Thank you. / Thank you DBP
I suggest that new account need additional personnel for faster transaction since madami ang clients
I truly appreciate the assistance of Mr. Ted Palami and and his assistant, Ms. Maricon Jesusco in facilitating my loan release.. Everything went smoothly for me, and I can't think of anything that needs improvement right now.
I was able to access my bancnet online when all of a sudden I was locked out. Sir Louie have assisted me well with my concern, however, it wasn't resolved due to bancnet online issue. I was advised to wait for DBP mobile app since as per head office updating my information is not a guarantee that i'll access my account back.
I was grateful for the fast transaction.
I was treated corteously; promptly
I would like to thank the personnel handling my account for the assistance they gave me. I thought at first that i will not be able to get a reavailment from my line considering the proximity of the release date i requested. But look they do wonder like magic. My request for reavailment was granted.
In my previous experiences, it took time before I was accommodated even if only few clients are present. But today, it seems service is faster maybe because of the feedback survey
Ipagpatuloy ang magandang serbisyo at mabilis na transaksyon
Jonas D. Ortigoza / JBE Anxillary Corp / Nothing its already fast & easy
Kahit pinipilit kami lumipat sa landbank, mas gusto namin mag stay sa DBP dahil sobrang hirap at matagal ang transaction kung lilipat kami
Keep up the excellent service to clinets, Ms. Luna, Joanna and Paul Santiago!.Keep up the good work
Keep up the good work po! Thank you very much for the prompt assistance.
Keep up the good work! The delivery of the required output of Ms. Candice has always been within her TAT .
Kudos for the prompt and informative response.
kudos to Ma'am Candice for the prompt assistance
Kudos to Ms.erika laging mabilis at maayos ang transaction namin
Kudos to Sir Edwin and Atty ESA for facilitating request.
Kudos to Sir Edwin Edrosa for always serving our requests promptly!
Labis na nasihan sa serbisyu na naavail / Maganda at Mabilis ang serbisyu
Less than 30 minutes to open a new account. / Good job! Just finished my transation for less than 30 mins (for New Account). :)
Looking forward to other over the counter fast processing of transaction
Louie assisted me very quickly
Maam Abby Arzadon is very efficient, my loan renewal application was approved faster than my previous renewal.
Ma'am Fay and Ms. Rian have impressed me with their exceptional responsiveness and adaptability. Whether I'm seeking information or requesting adjustments, they address my queries and needs with remarkable speed. Their ability to quickly grasp the nuances of my requests and implement appropriate changes is truly valuable. Their proactive and efficient communication makes them a pleasure to work with.
Maam Kristine, Maam Adair and Maam Lani, your assistance made the process smooth and efficient. Thank you so much.
Maam Virna & Sir Harry are very accomodating. Would even answer my calls beyond office working hours which I truly appreciate.
Maayo mo manage sa sitwasyon bisan peak hours. Organized gihapon ang serbisyo. [Trans: Maayos na namanage ang sitwasyon kahit sa peak hours. Organized pa rin ang serbisyo.]
Maayos at mabilis
Maayos na pag organize ng number para Hindi matagalan
Mababait at mabibilis sa lahat ng transaction.
Pagtuloy lang ang kanilang ginagawa
mabilis
mabilis akong natapos
Mabilis ang mga transaksyon.
Mabilis ang naging proseso ng pagpapapalit ng ATM card ko.
Mabilis ang process and bibigay lahat ng kelangan.
Satisfied and mabilis na pag aaply. Thank you sa nag assist samin.
mabilis ang serbisyo
Mabilis ang service
mabilis ang transaction
Mabilis Ang Transaction
Mabilis at maayos
Mabilis at maayos mag services
Mabilis at magagalang ang mga empleyado. Maintain ur good work
Mabilis at magaling ang kanilang serbisyo
Mabilis at maganda ang serbisyu
mabilis at mahusay sa kanilang trabaho
mabilis at organisado
Mabilis at responsive.
Mabilis Lang
Mabilis na ang transaksyon
Mabilis na nakuha ang atm card replacement
Mabilis na transaction
Mabilis na transaction
Mabilis na transaksyon
Mabilis na trasaction
Mabilis naman mag process ang bacoor
mabilis naman natapos ang transaction ko
Mabilis po

Mabilis po akong nakaopen mg payroll account ko. Thank you po kay Mam Melvs na tumulong sakin.
Mabilis po ang aming transaction. Satisfied customer po. Thank you.
Mabilis Po Ang transaction.
Mabilis po at mababait mga empleyado dto
Mabilis si sir ian
Mabilis transaction / Good Altitude
Mabilis yung pag release
mabilis/ fast transaction
Maganda at mabilis and process.
maganda at mabilis ang serbisyu
Maganda at mabilis po ang serbisyu
Mahusay at mabilis
Maintain the fast transaction
Mam Lay. mabilis n proseso
Maraming salamat po sa mabilis at maayos na service.
maraming salamat po sa mabilisang transaction
Masisipag at mabilis kumilos ang mga empleyado.
Medyo mas mabilis na ngayon ang transactio.☺
Most of my officemates napa change cheque thru travel expense na gawas my % - ako didi la perru dere man always damo pila :) / God bless po <3
Mr Fhil Ordona , is always prompt in assisting our inquiries & banking needs and referring to other department as needed. . continue good service
Mr Ren Seronio of the Customer Care Unit was responded promptly to my complaint, and the matter was addressed in a timely and efficient manner.
Mr. Ian Urbano handled my encashment transaction very fast. Keep it up!
Ms. Abbie is fast as always
Ms. Diane Tupaz is very very accomodating, facilitative and helped me w/ my transaction.
Ms. Jenny processed my requests and was very easy to work with, she made sure to set appropriate expectations on my transactions :)
Ms. Jinette Mata, very efficient
Ms. kreshia mendoza - very prompt in processing our appllication
Ms. Lanny mabilis siya pero lagi siya tinatawag ng boss niya. Sobrang bait ni Ms. Lanny / Sobrang bait ni Ms. Lanny
Ms. Lanny super bait kahit offline ATM kayo lagi natutuwa kami sa kanya
Ms. Mariel Joy is very accomodating & efficient
Ms. Myla Gonzales made this transaction hassle-free by communicating properly and promptly.
Ms. Ovido has always been quick yo respond to bank queries. When not available she endorses me to Ms. Karen. I especially appreciate the extra mile of coffee request meaningful chats in between in coordination with P. Tuazon
Ms. Oviedo has always been quick to respond to bank queries. When not available she endorses me to Ms. Karen. I especially appreciate the extra mile of coffee request meaningful chats in between coordination with P. Tuazon
My complaint was elevated to the supervisor before I filed the complaint. Thanks for the prompt action.
My Medical Claim was promptly processed.
My request was acted upon quickly.
My request was completed in less than 15 minutes.
My request was fulfilled in an hour which is very fast and efficient.
MY REQUEST WAS PROMPTLY ATTENDED
My transaction is fast and less hustle
My transaction is fast because I'm the only customer
my transaction was fast, easy instruction
my transaction was handled smoothly and fast
Napaka bilis ng service po
Nareceive po kahapon ang credited amount. Mabilis naaksyonan.
Natalie M. Tatiangco. Continue Hiring Great Employee
No need satisfied by ther services. / Sobrang nakakatulong sa mabilis na transakyon sa bangko
None. Business Unit responds quickly.
None. They're all doing a great job. So far, everything was good. Transaction runs so fast. No hassle.
Okay ang service mabilis po
Online access must activated especially eSOA.
Organized and efficient
Our new employee started on March 19, 2025. According to Ms. Kath from the Recruitment Team, the necessary documents for the employee were forwarded to the Benefits Unit on May 7, 2025. The new employee has since requested that I follow up on the processing of his initial salary. I initially inquired with Ms. Jessa regarding the status of the initial salary, and she informed me that his paperwork is still in the queue. She mentioned that processing times depend on their current priorities. Additionally, Ms. Divine informed me that their current priorities include processing SERP, bonuses, PRAISE, and the salaries of regular employees. Ms. Divine's commitment is to process the initial payroll of Vence Krei Cadiz by May 30, 2025.st March 19, 2025. According to the Recruitment Team- Ms. Kath, the documents of the new employee was forwarded to the Benefits Unit on May 7, 2025. Our new employee requested me if I could follow-up his initial salary. Initially, I have inquired from Ms. Jessa about the status of initial salary of our emplyee, she told me that his papers are on still queue. The processing will depend on their priorities. Additionally, I was also informed by Divine, their priority are the processing of SERP, bonusses ,PRAISE and salaries of regular employees.
OZAMIZ branch is very prompt to cater our needs
Panatilihing maayos at mabilis ang daloy ng mga transaksyon. Maraming salamat!
Para sa aken okay naman ang lahat na process at sobra mabilis naman.
Process was efficient
Processing of our request was fast and accurate

Prompt action
prompt and efficient service
Prompt delivery of request
Prompt processing of medical claim. Thanks to Health and Wellness team.
Prompt response & good accommodation was given by Mr. Jap Quesada
Prompt Response of Ms. Natasha Roman on my query
Prompt service of Ma'am Jil-ann C. Rey (email & phone)
Prompt services
prompt transaction
Quick always to respond, organized and clear communication
Replies very promptly to my email inquiries
Requested document was delivered fast and within TAT.
RESPONDED THE REQUEST PROMPTLY
Ruby Grace calisang. Fast internet
Salamat para sa mabilis naibalik ang pera sa aking account.
Salamat sa maayos at mabilis na transaksiyon at serbisyo.
Salamat sa mabilis na pag resolba sa aking complaint.
Sapat na ang pinapamalas na galing at talino Ng inyong tauhan sa banking ito / Maganda ang pakikitungo.very humble.ang bilis Ng transaction
Satisfied with the office treatment to their clients. Very fast and accurate.
Sher Ellema & Mam Madeline
Short waiting time
Sir Ian Urbano rendered a fast and efficient service.
Smart, equipped w/ knowledge in line w/ her job/responsibility(M' Lerma)
Smooth transaction fast service
smooth transaction, waiting time is okay
So fast
So fast in processing my withdrawal !
So fast!
So fast, all is well! Thank you so much.
Strong internet connection and fast transactions
Suki here ng salary loan takbuhan ko ang Bacoor Branch, mabilis sila mag process
Sumasagot naman po sa mga katanungan at pinabibigyang halaga ang needs ng customer /client kahit na matagal magresponds sa mga tanong.
Super fast ng service; but Friday super haba ng pila. Thank you pa din.
TAT IMPROVED FROM MONTHS TO WEEKS
Thank Ms. Anne Umbal-very prompt reply
Thank you FDSOD OUTU for fast processing of our RTGS transaction
Thank you for a fast transaction. Keep it up☺
Thank you for accomm beyond what is expected. We got great service from DBP! GodSpeed
Thank you for being quick to respond
Thank you for being so facilitative. Gob Bless you always
Thank you for facilitating my medical claims.
Thank you for fast transaction
Thank you for fast transaction.
Thank you for Ms. Candice and the whole team for the speedy processing of my claim.
Thank you for prompt action on my reimbursements.
Thank you for prompt service / Thank you
Thank you for the assistance and for the quick transaction.
Thank you for the efficient reimbursement process of medical claims.
Thank you for the fast service! Keep it up.
Thank you for the fast transaction
Thank you for the fast transaction.
Thank you for the fast transactions.
Thank you for the prompt action
Thank you for the prompt action. :-)
Thank you for the prompt and convenient transaction.
Thank you for the prompt assistance of Ms. Candice!
thank you for the prompt processing of my claim ms rosalie amparo
Thank you for the prompt reply.
Thank you for the prompt response and for all the opportunities extended to me.
Thank you for the quick action on my request for medical reimbursement, Ms. Candice!
Thank you for the speed processing of my request.
Thank you for the very prompt action on BBG's request.
Thank you for your fast service DBP! God Bless!
Thank you for your prompt reply on our request.
Thank you for your prompt reply.
Thank you Medical Claims Team for processing my medical claims promptly and answering my queries via phone call whenever I tend to follow-up on my request. I truly appreciate your hard work. More power!
Thank you Medical Claims Team for promptly facilitating my medical reimbursement all the time. Though I know your manpower is limited, you still managed to deliver on time. I really appreciate it that now you are updating the status of my request via email. More power po :)
Thank you Ms. Caye for the prompt response to my request. Keep up the good work.
Thank you OSD especially to MS. ANNA KATRINA CADAYONA for the prompt response to the request.
Thank you Sir Edwin for the quick response to our request.
Thank you so much DBP Dumaguete Branch for the very efficient and effective services rendered
Thank you so much for fast transaction.
Thank you so much for the fast approval of my re-lian with the help of Ma'am Irish Tejano
THANK YOU SO MUCH FOR THE PROMPT RESPONSE, HRIM TEAM!!!!

Thank you so much for the speedy transactions.
Thank you to AVP Seniel and Ms Bernido for their usual speedy service.
Thank you very much to Ms. Myla for fast assistance and action
Thank you, Sir Edwin, for the prompt action on our request for a copy of Board Resolution. Keep it up!
Thanks DBP for a fast transaction! Highly appreciated
Thanks for easy and fast transaction
The account opened fast as i expected
The BU regularly submits report ahead of the deadline
The fastest TAT for my medical claims in my 10 years in DBP.
The new online tool for request for clearance works smoothly. I received the clearance within an hour of filing the request. Great job.
The opening of my payroll account is fast and less hustle.
The people at San Fernardo office are super efficient.
The priority lane is very efficient and speedy
The processing and approval was very fast. Thank you very much to Maám Criselda Codera and Sir Jayvee Cortes.
THE RESPONSE WAS VERY QUICK
The service is fair and faster. Ms. Cherrie
The service is fast
the team is very accomodating, response quickly (Ms Faith and Mr Lem)
The team is very efficient/accomodating. Definitely nothing but high praise.
The transaction fast and conserves a lot of time.
The transaction was fast and I'm happy of the service given
the waiting time for my transaction is not long; good service
the waiting time is not long even if it is an interbranch withdrawal
The Zamboanga Lending Team facilitates and regularly updates us with regards status of our application, communicates in advance requirements, and facilitates us promptly to comply with our pending renewals. Our thanks to Atty. Mechele Sabasales, Ms. Hazel and Atty. Al Brain for facilitating with ease our renewal.
There has been a relative improvement in service, particularly evident in the quicker processing of medical claims.
They are very quick in assisting us in reconciling our DTHO items related to ATM transactions
To Ma'am Gay... very accomodating... malaking bagay ang pag update nya sa status ng loan application lalong lalo na katulad ko na empleyeado ng gobyerno na kailangan ang pinansyal na tulong sa pamamagitan ng pag apply ng loan... Hindi naghintay ng matagal at updated po sa status
transaction are fast and easy process
Transaction is fast
Transaction is fast
Transaction not delayed
Transaction was fast.
Transaction was quick
Very accomodating and fast service
very accomodating and fast transaction
Very easy and fast
Very efficient
Very efficient and fast transaction.
Very fast and easily for my transaction. I am fine, thank you so much
Very Fast and Reliable
Very fast in responding to request
Very fast processing of transactions
Very fast response to my request
Very fast service
Very fast service and reliable
Very fast service during account ooening
very fast transaction
Very fast transaction & smooth process of transactions. Kudos!
Very fast transaction and accomodating employees
Very fast transaction despite the number of clients opening an account.
Very fast transaction. Thank you
Very fast withdrawal
Very good and fast service all throughout
Very good and Fast service from sir Oliver, keep up the good work po. I got more than what I have asked for. Very satisfied
Very good ang bilis walang reklamo / Sana All
Very good po at ang bilis po ng process
Very good service so fast
Very good transaction fast and mababait ang cashier :)
Very prompt reply and fast delivery of request
VERY PROMPT TO CATER OUR NEEDS
Very prompt to respond. Thank you so much for your service
Very quick
Very slow in processing transactions
visible online assistance
Wala na po ako masasabi sa serbisyo.kasi nakikita ko na man na mabilis ang serbisyo Nyo. / Salamat
Wala, palaging mabilis ang transaction ko sa bangko at mababait ang mga empleyado.
We appreciate Ma'am Melissa for handling our loan release very well! She had a very fast response towards our inquiries and acted fast on our loan request. She is also very organized when it comes to collection of our loan payments. Good job, DBP!
We appreciate the time and effort of Ms. Jacel and Ms. Eunice in facilitating all our loan availment transactions. They swiftly cater to our concerns and queries.
We appreciate very much the quality of service we experienced from Ms Mayvelyn P Ver. She is diligent, fast and accurate in giving us the info that we need for our trade deals with her

Well done fast transaction
With very prompt response even though I send my request at 4:39PM :) Keep it up :)
Would like to thank ALD for their usual quick and prompt action on the BBG's request.
Your so good, and easily five actions to those who are need to make fast transactions. Very Much thank you all for that.
Your team always provided quick response to (my) requests. Keep it up!

C. Clarity of Information

2023 When I started to transact this bank, until now I am satisfied the services and accomodating of the employees so thank you!!
Accomdates weel
Accomodating
Accomodating
Accomodating / Ambiance
accomodating and easy to transact
ACCOMODATING AND GOOD QUALITY SERVICE
Accomodating and nice.
accomodating and very cooperative
accomodating branch personnel
Accomodating employees
Accomodating personels
Accomodating. Keep up the good work
Accomodatinng NAC7
Accompdating
Account officer greatly explained to me everything and grave me a clearer picture of my finances.
Accurate information and on time results
Alice Reynon / Very accomodating
All employees, Accomodating. Good job.
All of a employees are accomodating and easy to transact
All the doctors and dentists in the HWU are easily accessible and easy to talk to. They even respond to queries or consult via Viber. Special mentions would be Dra. Tessa Aliga and Dra. Therese (dentist).
All the instructions from the employee easily be understood
All who have transactions are well accomodated and organize/managed.
Almeor Phumimil / Easily to found information
Always felt safe, people were accomodating
Always very accomodating!
As I open my account in the bank, there's no hassle at all since the employees accommodates me very well especially the new account clerk.
Atty. Z is very accomodating☺
Buotan ang ilahang tig open ug account ug dali rasad kaayo nahuman
Buotan kaayo ang nag open sa akong account, taas kaayo syag pasensya sa ako labi na sa pagpa fill up sa akoa sa mga forms.
Chel Militante processed my loan application and indeed provided me the approval just in time on my needs;she is very accomodating and provided me instruction clearly regarding compliance on the supporting documents of my loan aplication
Clear instructions and smooth transaction process
Comfortable & accomodating of Client
DBP Pasig Branch team is very accomodating, easy to communicate with.
doing best everyday for the clients.accomodating with compassion
Dra. Tessa is very accomodating
Easy access .Good transaction
Easy Access and attended accordingly. Excellent Service
employees are accomodating and responsive
Employess are very accomodating
Everyone is very accomodating
Everyone should be given a copy of each BUs CC so we can answer the survey accurately.
Everyone we coordinated with are very nice and pleasant to talk to. They were coordinating with us and gave us feedback immediately.
Everything is explained well when it comes to concerns and good service.
Excellent accomodation
Excellent and accommodate
Excellent performance and good accomodation
Excellent Service of New Account
Excellentt Service / Very Accomodating
Explains properly to us our inquiries about our account.
Give info on number of days for evaluation, crediting to account from date received.
Good accomodation
Good person, very accommodate
Good services/accomodation
Good Transactions (New Accounts Section)
Great Service / Very accomodation.
Great Thanks to Ms. Jai for her clear instructions on what needs to be done/sumitted. Keep up the great work :)
happy with the service / Good accomodation
I AM NOT QUALIFIED TO RENEW YET DUE TO PAST DUE, BUT THE EMPLOYEE EXPLAINED IT WELL
I am very satisfied in the accomodation
I am very satisfied to Maam, the one who assist me during my opening account
I appreciate Ms. Ysa Barcelon's effort in updating me on my request. She is very responsive and provides me the exact information that I needed.
I appreciate the DBP personnel in charge of our account. I am guided of what to do and the

requirements to comply..... I felt comfortable to ask because she has the skills to understand client's needs and purpose.
I appreciate the time and effort of Mr. Ted Palami and also Ms. Maricon Jesusco for assisting me accomplish my loan transaction last February 4, 2025.
I deeply appreciate the time and effort of Mr. Ted Palami and Ms. Maricon Jesusco for helping me accomplish my loan transaction yesterday. Their expertise and guidance were exactly what I needed.
I deeply appreciate the time and effort of mr.ted palami and ms.maricon jesusco for helping me accomplish my loan transaction.your expertise and guidance were exactly what i needed.
I had great experienced with the assistance provided by Paula and Caryl during opening bank account. / They did a great job!
I like how they accompanied and assited me.
I suggest need additional personnel sa new account because madami ang clients
I suggest that the New Account must have additional personnel to cater all the clients
I suggest that the new account need an additional personnel because as I have notice, she assisted many clients. I feel pity for her.
I think ARTA law is/should be incorporated in the CC.
I was accomodated fairly
I was happy because my account was opened in just less than an hour.
i would like to extend my sincerest thanks and appreciation to mr.ted palami and ms.maricon jesusco for helping me accomplish my loan transaction.
I'd like to compliment the new account's for assisting me with my concern
Im satisfied with DBP's services. / Credit to Mam Rosanna Mina. She always makes sure that we updated with our yearly requirements and payments. She's like an extended family for us. The way she helps us with every possible options for our business.
In-charge for SSP is very accomodating.
Instructions and processes are very clear
It is through feedback that we learn to "keep on course" and to see ourselves as others see us.
It was informative and useful.
It's good accomodation
It's easy and not hard / It's really nice and very easy to access any transaction , at Hindi siya mahirap sundin po
Just Keep on processing transactions within the acceptable time frame
Keep up the good work, HRAD. The feedback was submitted so that this would not happen again and that proper communication be established so that the affected personnel would not feel left out.
Keep up the good work. Thank you, accomodating sila lahat.
Lanny very accomodating
Ma'am Arlene is doing her best to satisfy our concerns and need to our account (loan dept)
Maam Julie &.Eden are very accomodating
Mababait ang lahat ng empleyado, hindi ako nahirapan sa open ng account.
Maganda ang accommodation sa mga client.
Mam Joan is very accomodating, answered all my questions , .none very satisfied
Masipag, Matiyaga, Accomdating
May I request of Acct hold to be elminated
May I request of hold acct to be eliminated.
Mira Molina is so very accomodating
Miss Yel is very accomodating & nice
Mr. Alex is accomodating, entertaining suggestions. Thank you
Ms Alva assisted me very well with my account opening
Ms Faye Jeyatobe was so patient like she's really taking care of our account
Ms. Bheng - assisted me in every possible way she can offer. Very accomodating
Ms. Carbajal was very accomodating and helped me with my transaction cheerfully.
Ms. JL was very hands on with our account.
MS. KARLA JARDENIL WAS VERY ACCOMODATING
Ms. Lagaras extended extra mile in the assistance to our inquiry. She was on top of the transaction and made sure that all our inquiries were answered. Through her, it was easier for us to relay all requirements to our borrower.
Ms. Lesley La Mitolsid / Ms.Jessica & Ms. Rosanna - Thank you for visiting us. We really appreciate your presence to discuss business update of Delex
MS. MEDILO IS VERY INFORMATIVE.
Ms. Pau always extending her help as to the LC requirements and forms inquiry.
My gratitude to Sir Jesus Antonio Segui for the update regarding my transaction
My request was accomplished on time.
My transaction was processed in accordance with the policies of the agency. / Everything ran smoothly.
Naaccomate naman ako ng maayos / Cc is good.. para mamonitor ang services ng mga government employees
Nac is very accomodating
Nasuggest ko dagdagan ang personnel sa new account dahil madami ang clients at naawa Ako sa Kay ma'am
New account
New account
New Account is very accomodating
New Account- Ms. Abbie
New account must have additional personnel because there are a lot of clients
New Account Section
new accounts

New accounts personnel are well mannered and communicates well to their customers
New accounts, matyaga mag assist sa akin.
NICE AND GOOD ACCOMPANYING
No, I don't have any compliments to person since I am satisfied with the service provided! / For now, I don't have any suggestions since I easily found information about my transactions in opening my account.
None so far, the service is good and very accomodating. / None so far, the service is good and very accomodating.
None so far, the usual feedback mechanism is always appreciated
Ok po sila / They are accomodating
Our account Officer, Ms. Divine is very responsive to our queries / concerns which helps us easily process what is needed.
personel of dbp are so accomodating
Personnel catered to my needs in account opening & deposit
Please make the Citizen's Charter visible in the iHRIS refine the feedback questions as some are not applicable
Ruby Grace Calisang-very accomodating
Sam Baldoza is very accomodating, easy to approach.
Sam Mendoza was very accomodating
Services provided to client are excellent and employees are accomodating
Sir Ruel (loan App. In-charge) was very accomodating and easy to communicate with.
so far all of question were ansewered and not lacking in information
Successful banking transaction/opening an account
Successful Transaction
Thank you for accomodating me and for the good service
Thank you for accomodating me well :)
Thank you for being accomodating ma'am Ruby Grace and Ma'am Karen❤.I have nothing to say .
Very good na kaayo
Thank you for your accomodating services. God Bless
Thank you Ma'am and Sir for the good and powerful services to all Filipino Citizens. Good Job!
Thank you to Ms. Ivy Lopecillo for helping me throughout my transaction, very accomodating.
Thank you. / Very accomodating. Keep it up.
Thanks for accepting me.
Thanks for giving satisfactory information
thanks to mr. ed palami and ms.maricon jesusco for helping me accomplish my loan transaction.
Thanks to sir Donnel Enriquez, he really assisted my concerns for today's transactions. With regards to assisting the customer, I was really impressed because I was accomodated properly by sir Donnel Enriquez.
The bank policy and CC is very reliable
The employees are all very accomodating and corteous
THE EMPLOYEES ARE VERY ACCOMODATING
The employees are very accomodating. Good service!
The employees on the new accounts section were very hospitable.
the facility are very accomodating
the lobby cannot accomodate all clients during peak period.
The new accounts clerk was patient to assure me of my concerns and provided me the information I needed in a way that I can understand it.
The new accounts employees were very accomodating. My transaction was smooth sailing.
The OJT's and clerks are very accomodating.
The personnel accommodates well
The personnel were so accomodating . Satisfied
The personnels was accomodating. / Keep up the services.
The processing of my reimbursement for medical expenses took almost a month for the BU to process. Moreover, I even have to call their attention and inform them that my reimbursement has not yet been processed.
The service has greatly improved compared last time. We really appreciate the constant updates and initiative taken by our AO.
The service is good and accomodating
The team is accomodating & process the transaction smoothly & fairly
The team is very accomodating.
They accommodated me even I came in 5 mins before the closing time.
They are very accomodating
They are very accomodating.
They were nice and accomodating
Tinulungan ako ni Mam Alva sa aking account
Transparent to accommodate the clients / Good Job
Verry accomodate
Very accomodating and good services to costumer
Very accommodate
Very Accomodaitng
Very Accomodating
Very accomodating
Very accomodating & They guide me well. Thank you so much DBP :)
Very accomodating and cheerful / I'm satisfied so fas for the assistance given by Ma'am Jobelle Manlapaz
very accomodating employee
very accomodating even beyond office hour inquiry
very accomodating lalo na sa verifier
very accomodating Lem and Faith
Very accomodating most esp. ma'am Gaily and Ma'am Kirsten
Very accomodating ms new accounts
Very accomodating si maam Connie and understanding
Very accomodating to customer. God bless!

Very accomodating to emails.
Very accomodating towards the transaction that I needed/ Ms. Eira
Very accomodating very good service
Very accomodating when you reach help to them
Very accomodating, and the branch is so clean
Very accomodating. Good job!
Very accomodating. They will even call you to remind of your scheduled rollover and maturity of your account. Keep it up.
Very accomodating/continue a good a work
Very Accomodating…
very accomodationg personnel
Very accumudating
Very accumulated
Very easy to open an account.
Very good a very well | well accomodated
Very good excellent and Mam Nocs very accomodating
Very grateful to the services because I accomplished so much.
Very satisfactory ang pag accommodate sa amin
Very satisfied and accomodating personnel
Very well understand to say on Mica (New Accounts)
We acknowledge with appreciation the assistance rendered, which has met our requirements. / nothing to improve
We are very satisfied with the servies offered specifically Ms. JL who's very accurate and works hard with our account.
We really appreciate how considerate you are with it comes to customer need/guidance.
We were accommodated
With excellent service, employee's are very accomodating

D. Process Simplicity

All performance was very excellence
ALMERA SAMACO -she help us during our renewals ang loan processing and with time bound
Appreciate performance
banking procedures are well organized
Continue the good performance. Keep up the good work
continue to explore most convenient way of addressing our requests
Dali ra ang process
dito sa lahat ng bangko pinakamadali ang process
Excellent performance / Excellent performance
Excellent performance of tasks.Keep up the good work
Keep up the good performance.
Keep up the good work and thank you for your past service in processing medical reimbursements.
Mababait po yung nagpaopen sakin ng payroll ko. Tinulungan po nila ako sa pagsagot sa form.
Mam Rosally Amparo Thank you for processing our reimbursement.
Napakabait po ni Mam Melvs Baria. Well guided po niya kami sa pagfill-up ng forms
no comments, because the service is well perform / all good
No hassle
No hassle.
nothing to improve. banks provide convenient and easy transaction
Ok ang processing
Ok naman ang performance
Smooth like butter ang over all process. Sobrang haba lang ng survey na ito. Ang OA
Smooth process
Sorry I am not fully aware of his name but it's SIR processing my loan
Thank for processing on time - Sally Amparo
Thank you for processing my papers. GOD Bless!
Thank you for processing my transactions on time esp. Ms. Sally Amparo, thank you.
Thank you for processing our reimbursement and payroll super past transaction always.
Thank you for the immediate processing of requested reimbursement.
Thank you for the improved assistance. I hope for further enhancements, especially in the LOG process for hospitals, particularly for employees in the provinces whose medical procedures need to be conducted in hospitals in NCR/Luzon
Thank you very much / Please keep your good performance
Thanks for the help in the processing
The process of transaction is good.
Timely processing and completion of medical reimbursement is well appreciated.
Very satisfied with thw peeformance of the personnel concerned
Yes, I will give thanks to the team because of the convenient transaction

E. Digital Experience

Alternate Preparer & Approver of Disbursement Vouchers should also be given trainings.
Approach more energy and with a happy face
Approach/ Good

Approachability
Approved
ATM ay mapapaganda ang serbisyo
DTHO Reconciliation on center 065 (ATM) for Valencia Branch was properly monitored and acted immediately by ADAD. In case of discrepancy, DTHO counterpart of the branch demonstrates willingness to help in order resolve float item.
Good approach
Good job all the time! Thank you for always showing us your very welcoming atmosphere. Keep it up.
Good treatment to the client
Great appreciation for Ms. Let Sulibit's assistance to us. May her (next word illegible) increase.
Happy and bait niyo po Ma'am :)
Happy to transacton
Happy working and Godbless
I appreciate the automation made on the PF transaction
I really appreciate your assistance with my bank transactions. Your help made all the difference!
I would like to extend my gratitude for the extra mile service in assisting our agency (Documents, bank transactions, and atm card). Special appreciation to Sir Gab and Maam Sher, for their timely assistance in my ATM concern. Keep up the good work.
Keep & continue very happy people easy to approach
Keep up the great work! I appreciate your immediate action , Thanks!
Ma'am Manelyn - easy to approach
Ma'am Gumsat - easy to approach
Ma'am Manelyn - easy to approach
Mam Kate / Maayos napapaliwanag ang mga dapat baguhin sa pag open ng ATM
Mam Kate / Maayos napapaliwanag ang mga dapat gawin pagopen ATM
Ms. Apple indeed doing her job well.
Ms. Jessa and Ms. Judie of Malolos Bulacan Lending always assist us whenever we have concerns or requests. We truly appreciate their support!
Ms. Manelyn- easy to approach
Ms. Manelyn Gumsat - easy to approach
None so far my appointment is good
Regarding on the services from this office much appreciated
Satisfied client as always / Happy with it already
Service always appreciated
Services are very appreciated
Smooth transactions (easy to approach)
So far, all transactions are well served. Happy to transact.
Thank you for the good services I received (ATM Replacement).
Thank you for the monitoring of DTHO floats
Thank you so much for the immediate response and very much appreciated.
Thanks to Sir Franz for his nice approach to my transaction
The employees in this establishment is smiling face and easy to approach. Nothing! What I am experiencing is so far okay naman.
The service is very much appreciated
To Mam Elyssa Grace De Leon, thank you for always assisting us every time we visit your branch. We truly appreciate it.
Very approaching.
Very optimal coz madali lang pumila / Thank you so much very appreciate
We appreciate mr. Michael's service & attitude towards dealing w/ clients
We appreciate the assistance rendered to us.
We are very much appreciated that you entertained us well.
With approchable character
Wla po akong ibang ma i suggest kasi perfect po ang knilang approach sa mga client
Your services was good, appreciate all the efforts and hard work of the employees.

F. Facilities & Environment

Backoffice unit
Credited within the day of filing
DBP team from IBD and Middle Market 1 team are extremely great to work with. DBP team worked tirelessly, thanks to hard work and dedication of the team, and we are extremely grateful. We are definitely looking towards a long-lasting relationship with DBP
Ever since I have had transactions in this office, I do feel satisfied in all my transactions.
gddelacruz@dbp.ph
Good Job more power to your good office
Good seats/environment. Felt comfortable
I am good w/this office, I feel comfortable coming here and find easily for all my transaction here.
Just continue what's best for your clients and the office as well. Keep it up.
Kate Crisostomo
Kate crisostomo.Wala na po DBP is the best for me because for nice treat of the customer
Lani Abela, Lorella Aberia, Michael Mondoy
Mam Amz Cruz
Maricel Dela Cruz
Michelle Villanueva, Christian Bo, Jeannie Bartolome
My reimbursement was credited in exactly 5 banking days which was impressive. I say, they improved.

Nagpunta Ako sa dbp office tungkol sa nabawas na pera ko. Naibalik naman Pala at na withdraw ko na ngayong. 10/13/2023. Salamat sa pag alalay sa akin
Nice office and nice people
Nice office building. Thank you
No words to say because I'm already satisfied of the service of your office… Thanks and God Bless
personnel assigned to troubleshoot are aware of the criticality of the request
Romil Sinocruz attentive
Since this is my first time i feel the office was fair to everyone
Thank you for your Service, May God bless your good office!
Thank you very much for timely crediting the amount of reimbursement.
The office has a good human relations. Knows how to deal with their clients.Great Job!
The Secretary's Certificate requested was delivered ahead of time.
Very good on handling customers. / Nothing to suggest to improve your office.
Very responsive and communicated well about my request of assitance from the office - Ms. Lace Morta

G. Fairness / No “palakasan”

easy transaction. I did not wait for a long time for this transaction. I like the way they treat the clients fairly.
Fair
Fair Sila grabe
I was treated fairly in the branch
Just bring back electronic calling or priority number
Just continue the good and fair services to client
Keep the services fair and good
Thank you for the fair and warm service. God bless everyone..None so far. Everything is great. Keep it up
Thanks for being fair to everyone!
Walang palakasan patas ang serbisyu kung sino ang nauna Yun unahin

H. Uncategorized

Very good
Angela Karissa quizala
services is satifactory
thank you for the visit Atty and Ms. Peachy
Very good
Very good for all the time.
.
[Outstanding] service
[Wala sapagkat] ang kanilang serbisyo ay labis na nakakatulong at napakaganda
10 because of Lanny, she is very knowledgeable w/ investments. She is also very welcoming and always smiling
10/10 service
100 compliments, I only say good Justine Fortin.
100% Customer Satisfied :)
A family oriented bank.
Abbie Sartorio
Abby and Melvz
Action of transaction is well delivered
Activities and entertainments.
Actually its really nice and good the services so I don't have to say any suggestions.
Actually, I'm ok and so satisfied so far
Adelaida Lansangan
Adelaida Lansangan and Jobelle April Ruz
Ahmm ang masasabi ko lang ayy okay lang..Di namn kasi ako pumunta sa DBP / Magaling naman
Aiko, Kate, Paula, Aljon
Aimie Pañosa. Making good services
Ako po ay nagpapasalamat sa mga empleyado ng DBP Calapan Branch dahil sa maayos nilang pakikitungo sa akin at sa mga transaksiyon na aking ginawa.
Alex Magsanoc
Alfred Uy / Your service is excellent
Alfred Uy, Lucille Ochoa, Dane Magnaye and Cynthia Abalos. As a DBP retiree, I am very satisfied with the way my concerns were addressed.
Alice Reynon
Aljon
Aljon Rey Acuña
All are fine
All employee
All employees are good .. congratulations!
All employees are very buotan
All employees including SG's and utility attendant
All employees. Good job, keep it up!
All front desk very good services
All go smooth (transaction is satisfactory)
All good
All good and madaling tumolong ang mga empleyado
All good.
All goods and thanks to Merjudhell S Ramas she is a skilled worker of yours❤. Everything is good
All I say is thank you very much
All is good
All is good and okay with DBP SF branch
All is great :)
All is very good
All is well

All is well
All my transactions are greatly serviced everday by DBP Boni! Thank you so much
All of the employees are really nice
All of them / All good
All perfect
All services are good
All services are superb.
all services of PFD had been satisfying.
All the workers are good
All transaction is OK
ALMIRA SAMACO AND JESSA ARE VERY RESPONSIVE
Almost excellent services. I love it.
Already satisfied
Always a pleasure to transact here
always continue the good service
ALWAYS FEEL WELCOME
Always good service at this branch
Always grateful w/ Ma'am Mary aNn Adrinalla w/her great entertainment to me
Always have a smooth transaction with DBP!
Always on time
Alyssa Navarro
Am satisfied w/ the service offered
Amazing
Ang akong ikasulti nga mga maayo jud kaayo sila mo entertain sa ilang mga client [Trans: Ang masasabi ko ay napakahusay talaga nila mag-entertain ng kanilang mga kliyente.]
Ang ganda ng serbisyo pinapakita
ang mga empleyado ay mapagkakatiwalaan
Ang mga emplyeado ay may magagandang pag-uugali at palaging nakangiti, sila ay nakakatulong sa mga bahay na hindi maunawaan.
Ang serbisyo na maayos nmn
Ang transaksyon ay nakatulong sa aking pangangailangan at maasahan at mabubuti ang mga empleyado.
Angela Quizala
Angela quizala. No more..very satisfied
ANGELO, NORMINDA R.
Ann Gumanid
Annabel
Annie Del Mundo
Arboladora, Jacel S
as always we are so grateful and thankful for the assistance from Maam Marnie and Maam Connie.
As for me the service there are really good, they'll treat you well, their service are really good.
As of now i am satisfied on how dbp daet branch work..
At Claver Branch, I am very much satisfied unlike the other branch it's very time consuming.
attentive to details. excellent service
Atty. Janet Dacillo
Ayos ang sebsyo po
Ayos ang serbisyo / Madali at mapagkatiwalaan
ayos naman
Balanga branch personel
BEAUTIFUL AND HANDSOME
Berna Fernando
Best service
Best service is greater than love
Binabati ko ang lahat ng empleyado
Binabati ko kayo sa inyong mahusay at magandang serbisyo! Maraming Salamt
Bing
Branch provide easy transaction
Buotan tanan empleyado, gina assist gyud mi kung unsay buhaton.
Buti na may DBP
Calisang and sagarino and namocot an ojt
Camille Tan
Camille Tan & Jenny Baltazar know their tasks to heart. They are well-versed to what they are doing.
Candice Marie S. Estrada provided service beyond what was requierd of her.
Cantemi
Captured
Caress Tayo and sir Mark. Ok ra
Carren Mendez
Cashiers/ and cards keep it ip you guys are doing great
Cathrine, Erika. Keep it up the good work.. □
Che, pau aljon
Check deposit examples are presented
Chris
Christine Cabil
Comfortable transacation
comment - the system is very low, that is why the transaction sometimes is very low, that needs of attention from the authority
Committed into your work
Congrats!
Congrats! Good job continuous your humble and assistant to client.
Congratulations
Congratulations DBP Guinobatan for a job well done to the depositors.
Congratulations for the good service<3. Good job po!
Congratulations job well done!
Congratulations Team DBP Catbalogan
Congratulations. I always love to do transactions with DBP Basilan
Consistent
Consistent services
Consistently improving.
Continue
Continue being generous to your client / Good Job!
Continue doing good job!
Continue doing great
Continue giving your best service to your valued customer
Continue good services
Continue good services to our clients

Continue in good serving
Continue lang ang good service
Continue on giving good services
Continue service with commitment to your client.
Congratulations!!!
Continue serving the Filipino people with love and care
Continue serving w/ heart and smiling.
Continue the excellent service
Continue the good and satisfaction service
Continue the good job you given to the clients.
continue the good service
Continue the good service to all clients
Continue the good service!
Continue the good service.
Continue the good services
Continue the good services.
Continue the good work
Continue the good work!
Continue the great service to your clients.
Continue the service
Continue to do a good service for everyone of us
Continue to keep up the good work
Continue to serve good services to the client
Continue to serve good services to the clients.
Continue to serve the country, God bless you.
Continue to serve the Filipino people with love and care.
Continue to serve with purpose!
Continue what you started
Continue work hard
Continue you good work!
Continue your excellent service to the customers
Continue your good service with a heart / Nothing further
Continue your good services
Continue your good services.
Continue your good work
Continue your good work and services
Continues of good services
Continues To be Servant Client
Corteous employees esp Mam Lanie
Customer satisfaction guaranteed
Cyril Ontolan
Daghang salamat sa inyong pasensya ug tabang. Ang inyong serbisyo nagpakita og tinuod nga malasakit. [Trans: Maraming salamat sa inyong pasensya at tulong. Ang inyong serbisyo ay nagpapakita ng tunay na malasakit.]
Dali ra nabalik ang money. ("Agad na naibalik ang pera.")
Dane and Mark gladly assisted me.
Dane Magnaye, A very pleasant person. Knowledgeable.
Darwin
Day Lansangan
DBP Baler Branch all employees job well done!
DBP Baler Branch employees keep up the good work!
DBP has helped us fully and strongly with all our concern
DBP is nice Bank
DBP take immediate actions of my complaint
DBP's offers good and reliable service.
Despite the challenges faced due to suspension of government, the department was able to provide the service requested. I am satisfied and thankful for the assistance extended.
Dios mabalos po Mam Vivian and Mam Roda!
Dios mabalos po Mam Vivian, Mam Glynis and Mam Roda sa walang sawang assistance! (Maraming salamat po Mam Vivian, Mam Glynis, at Mam Roda sa walang sawang assistance!)
Divine Bernardo is excellent!
Donita Joy Landico
Ease of transaction
easy to request
Easy to talk to all employees in the bank
Easy to transact
Easy to transact
Easy to transact with the handling team
Easy Transaction
easy transaction
Ella
Employees are cordial.
Employees are well mannered.
Engracia, Marie Faith B - Great service
enhance current good behaviour
Ericka
Erika Magtoto
Erika. Keep it up
Erika. Keep up the good work goodbless
Ernesto Barrameda
Erything is perfect
Eva Flores is an asset of DBP. It is unfortunate that she had to retire early.
evcarreon@dbp.ph
Everybody
Everybody
Everybody assisted, since it was our first time coming here today.
everybody has been so welcoming
everybody po.thank you po
everyone
Everyone is doing a great job! Just keep up the good work!
Everyone was nice specially Ms. Loren Thank you
Everyone.Thank you!
Everything is already good as it is.
Everything is fine / All good
Everything is good
Everything is good.
Everything is in goodhand
Everything is ok so far. Keep it up!
Everything ne
Everything was good and nice.
Everything was good service.

Everything was so good.
Everything's great!
Excellence Services.
Excellence, Thank you.
Excellent
Excellent
excellent assistance and excellent service
Excellent consumer service
Excellent effort
Excellent in all facets of operations
Excellent in all ways
EXCELLENT KEEP IT UP
Excellent Service
Excellent service
Excellent Service / Mantain the excellent services
Excellent Service from Glezelle Cuya
Excellent service given to client Sir Bien
Excellent Service provided by Ms. Candice Marie Estrada
EXCELLENT SERVICE RENDERED
Excellent service to address my request
Excellent service to the customer
Excellent Service!
Excellent service! Keep it up
Excellent service,thank you❤
Excellent services
EXCELLENT SERVICES
Excellent services from Ma'am jobelle and Sir Mike
Excellent services.
Excellent thanks
Excellent work ethics
Excellent!
excellent. excellent service
Excellent. Good Job
Excellent. Keep up the good work.
Excellent.Excellent
Exceptional
Exceptional response
Exceptional Service
Exceptional Service Standards!
Experience good service keep it up
EXTREMELY EXCELLENT
Extremely Like / Thumbs up
Extremely Satisfied
Fasssst
Fatima Valles
Faye
Ferdinand Abram Ambata
FERDINAND GABINETE
Fine then Morales.. Napakagaling po ng presentasyon po nila.. . Perfect
Fione Earl Franco
Flordeliza Saveron
For gov't txns, DBP is okay
Frances
Francisca P. Caldo. Good service
Free coffee or Available water dispenser.
Fully Satisfied
Fully satisfied.
Ganda ni ma'am
Generous
Gerelyn Cillagonza, Cherry Tenio
Ghie
God Bless
God bless and continue to serve the Filipino people. / None so far since I am very satisfied with the services they offered.
God bless and more power.
God bless DBP
God bless you and more years of service to come!
God Bless you more!!!
God bless your & keep up the good work
God bless!
God Bless…
God job!
God service
Good
GOOD
Good / Good
Good / Amazingly good.Keep it up!
Good / Good
Good [Assist]
Good and Hospitable
Good and hospitable. Thank you.
good as new
Good assisst
Good attitude always.. / Maganda po ang serbisyu ng mga empleyado..
Good attitude of Employees to customers.
Pagpapanatili ng magandang serbisyo
Good bank
GOOD communication
good communication to every people. its help po para samin mas mapapadali po
Good continued to servered more
Good costumer service
Good delivery of service to clients.
GOOD EMPLOYEES
Good employees / Matulungin
Good enough for me. Kudos to the PHC Branch Manager and team!!! Thank you.
Good entertainment
Good environtment
Good funeral incentives
Good gid ya ah!
Good in service
Good in service
Good in Services
Good job
Good job
Good job / Keep up the good work
Good Job / Keep up the good work :)
Good Job as always
Good job best of luck DBP!
Good job dbp
Good Job DBP employees

Good job for the excellent service
Good job guys
Good job keep it up
Good job Keep it up
Good job keep up the goodwork / Good job
Good job po
Good job to Ms. Marlyn & Ms. Angela Marissa for helping me!
Good job to the employee I will transact again. All is well
Good job Vigan Branch :)
Good Job!
Good job!
Good job! God Bless
Good Job! God bless!
Good job! Keep it up
Good Job! Keep it up Godbless!
Good job! keep it up!
Good Job! Keep up the good service. Thank you
Good job! Keep up the great work!
Good job! Kudos!
Good job! Ms. Baby Ola
Good job, DBP!
Good job, keep it up
Good job, keep it up!
Good job.
Good Job. Continue what you are doing best for the clients.
Good job. I am satisfied with the service.
Good job. Keep it up
Good Job. Lisette, Angela
Good Job. Thank you
Good job.Keep it up
Good Job:)
Good job… Thank you
Good manners
Good naman po
GOOD QUALITY OF SERVICE
GOOD QUALITY OF SERVICE, THANK YOU
Good quality service
Good Service
Good service
Good service
Good service / Kontento
Good service :)
Good service alabang employees.
Good service at all
Good service bank
Good service for customer
Good service po
Good service provided to our company
Good service thankyou
Good service to the community
Good service!
Good service, god bless you all.
Good service.
Good service. / I can highly suggest to my friends and family to do business with DBP.
Good service. Always smiling
Good service. Keep it up.
Good services
Good services
Good services and banking experience :)
Good services experienced
Good services for the client
Good services!
Good Services! Keep it up
Good services.
Good services/ Satisfied client
Good Transaction
Good transaction
Good transaction / Continue to help others
Good transaction and easy to communicate.
good transaction so far po
Good work
Good work to Mam R. Mina and Ms. Faith Engrada
Good work!
Good!
Good,
Good/ excellent
goodjob
Goodjob Ms. Baby Ola
Goodluck!!!
Goods
Goods / Goods
Goods / Walang problema sa aking transaction
Goods naman
Goods po service
Goooooods
Grateful & thankful for good service
Grateful to Ms. Lorelene and Ms. Myla for their extensive and utmost understanding and cooperation.
Grateful to Ms. Myla and Ms. Lorelene for their outstanding service, patience & understanding.
Grateful to Ms. Myla and Ms. Lorelene for their unwavering understanding and cooperation. Great Job!!
Gre Gabion / Wala na po Kasi maganda ang inyong serbisyo
Gre gabion maayo na ma'am.
Gre Gabion, Lyndse Gamela, Marvin Lao
Gre Gabion. Wala po akong masasabi Kasi maganda po ang inyong serbisyo
Great
Great Employees / Great Job
Great job
Great job
Great Job - Ms. Baby - Ola and Ms. Cherrie
Great Job - Ms. Baby Ola
Great Job :)
Great job :) Ms. Cherrie & Ms. Baby Ola
Great Job :) to Ms. Olga
Great Job Ms. Baby Ola
Great Job!
Great job! And keep it up!
Great job! Keep it up!

Great job! Thank you!
Great job, attentive, nice. (Ms. May-ann Calicdan)
Great job, Ms. Baby Ola
Great job, Ms. May-ann
Great job.
Great job. - Ms. Baby Ola
Great Job. Ms. Baby Ola
Great Job… Ms. Cherrie and Ms. Baby-Ola
Great job… Ms. May-Ann
Great service
Great Service
Great Service from Verifier MS. Lerma Dogayo.
Great service thank you Ma'am Fionie
Great service!
Great service!
Great service.
Great service. Well done
Great Services
Great services!
Great services! Keep it up!
Great team
Great work from the employees
Great! / Great!
Great…
Halos lahat ng empleyado
Hard working lang
Has a good service always!!!
Hat's off to your service
Hat's Off!
Hazel Christine Rico Lapataje, Joana Marie Dagadara
Helped me a lot
Hinahangaan ko ang mga serbisyo ng mga sekyu..
Madaling mag assist sa mga requires ko.
Hindi na kailangan sila ay nasa tamang pagseserbisyo para sa mga mamayan. Thank you very much.
Hopefully the services will continue for the benefit of the client
hospitable, nice
I always satisfied sa service ng DBP since I'll become a SK Treasurer
I am already satisfied with your services
I am always treated well everytime I transacat with DBP.
I am deeply satisfied with my engagement with Sir Ronald, keep up.
I am fully contented w/ DBP services.
I am fully satisfied :)
I am satisfied of the services
I am satisfied on how you entertain or serve people.
I am satisfied to assest me
I am satisfied w/ the service
I am satisfied with services rendered.
I am satisfied with the service of dbp nakpil
i am satisfied with the service that they rendered
I am satisfied with the service they provided.
I am satisfied with the service.
I am satisfied with the service.
I am satisfied with the services that I availed.
I am satisfied with the services they have given.
I am satisfied with their service po
I am satisfied.
I am very satisfied
I am very satisfied and contended of the service/s I rendered here at DBP Digos Branch.
I am very satisfied to the service
I am very satisfied with the service of DBP Kalibo Branch
I CAN SAY THAT ALL THE EMPLOYEES ARE GOOD IN HANDLING CLIENTS
I don't have any suggestion cause I'm very satisfiied on the service.
I don't have any suggestions, the service is good.
I feel honor that employee Carmen help me in my transaction, she is brilliant. To the manager please hired Carmen, Carmen in your company. She deserved a promotion! More Carmen.
I feel the service rendered already satyisfying
I got comfortable with this transcstion
I had a reasonable service everytime I had transaction,so far, i am satisfied
I had experienced the best services, Thanks to all and team
I have been a depositor of DBP since I was a student and the services it provides do not fail me. Keep up, DBP.
I have no compliments about your team today including the employees they are all very nice
I have no more suggestions because I am satisfied with their services.
I have nothing to say because the transaction went smooth.
I hope all units in the HRMG will also provide immediate action on all request of employees.
I just want you to know that your employee did a very great job assisting my concern. I can really feel the sincerity of helping. To you, Ms. Alexzandra Angeles, thank you so much! May God bless you more. ☺
i like it that the COE without follow up from the requesting end
I love their services
I love you guys! Always keep it up guys
I love you Maam Abby. Thank u so much
I pray that all bank employees will do the same to all clients… Enve the manager himself came on to help…
I Receive good service to me
I think all in all very good naman po Yung service so no need to put some negative comments.
I think it is good enough, I am very satisfied with the service they gave
I think the greatest compliment we could give to DBP was great service and good condition towards their clients.
I think there is nothing to improve all is well and the transactions is so smooth.

I was a DBP Employee before and the work ethics is still followed
I was assisted by the personnel
I would like to compliment Sir Raymart Neponcio for his excellent service.
I would suggest that DBP enters into a MOA with GSIS on its new product Multi-Purpose Loan MAX so that the employees will just have to deal with GSIS for all its loans and/or exiting employees will just have to deal with GSIS after retirement
Icko
I'd gladly return to the branch because of the outstanding service I received today.
I'de satisfied with the service.
I'm already satisfied
I'm contented
Im Contented
I'm satisfied for your services
I'm satisfied of your services
I'm satisfied the service of this bank. No need to improve. Thank you
i'm satisfied with the quality service provided by DBP
I'm satisfied with the service
I'm satisfied with the services you provided
I'm satisfied with your service
I'm satisfied.
I'm satistified with the services that they rendered.
I'm very satisfied for my transaction. Nothing, continue hat they are doing.. Job well done
I'm very satisfied with the service.
Immediate action was provided
Immediate assistance provided
Immediate response
Impressive
Ipagpatuloy ang kabaitan at saludo kamisa inyong dedication.
Ipagpatuloy ang magandang serbisyo
Ipagpatuloy ang magandang serbisyo / Good service
Ipagpatuloy ang magandang serbisyo at panatilihin ang mabuting paguugali
ipagpatuloy ang magandang serbisyong sa mamamayan
Ipagpatuloy lang kung ano tamang nasimulan
Ipagpatuloy lang po ang magandang serbisyo
Ipagpatuloy na lamang ang mabuting serbisyo
Ipagpatuloy nyo lang Kong anong nasimulan nyo
It always serves deligently.
It is always a pleasurable experience transacting at DBP
It was a great services and just keep up the good work godbless!
It was good
It’s service is already exemplary.
Its All Good
Its already arrange and organize
Its excellent
IT'S GOOD
It's good and comfortable.
its ok
It's OK
It's ok I'm very satisfied
It's okay, keep up the good work! / Has nice employees.
it's perfect
Its so good
Ituloy niyo lang nag tamang pagseserbisyo.
Jamero
James tabada
Jel Manipon - service satisfied
Jemul Manabat and Jofred
Jenevive cominador.Good service to client all the time
Jenitte mata
Jenitte mata. your service is good 👍
Jenitte mata. I can tell your service it's okay to just transfer you to me and I will not just thank you very much
Jenitte mata. service is good enough for me
Jenitte mata. service is good for me
Jenitte mata. service is good 👍
Jenitte mata. service is very nice 💯☺
Jentte amata
Jessa Conui/Queen Maucesa
Jessica
Jessica and kim
jinette mata
Jinette Mata
Jinette Mata . None/ service is very nice and good 👍
Jinette mata. good service
Jinette S. Mata
Joan Marie S Tuazon excellent service
Job well done!. Thank you for the swift service.
Job well done
Job well done TY
Job well done!
Job well done.
Job well done.
Job well done. OJT Christopher Eden
Job will done
Jobelle and Mike
Jobelle Manlapaz Thank you
Jocelyn C. Mercado
Jofred Saga
johara
Johara oclarit
Jolie
Jonarine Ganela
Jone
Joshua Fernandez
Joy Baloquit
Joyce Santillan
Joyce Santillan .Keep up the good work!
Joymae Madelo
Joymae Madelo . Hardworking and stay humble lang ,,padayon ug unsa mo ka maau sa client
JUDIE ROBIELOS
Judy Jariol / Keep up the good work Excellent!!!

Judy Jariol / Wala na akong suhestyon base sa aking obserbasyon, maayos ang serbisyo sa bawat client.
Jun Ramos
Just Continue Doing Your Work.
Just continue giving good service to your client.
Just continue on what you are doing <3
Just continue the best services you have.
Just continue your good service
Just keep it up
Just keep it up specially the good service more power DBP
Just keep it up w/ the usual of flow of what the client needs. I love you guys!
Just keep it up. / I like this bank.
Just maintain the good services
Just maintain your good service.
Just maintain your good work!
Kailangan kung magpaturo sa mga bagay na hindi ko pa alam. / Madali at mabuti ang serbisyo
Kapuri-puri
Karen Burra
Karen Sharmaine
Karen sharmaine burra
Karen Sharmaine Burra
Karen sharmaine burra / Continue your goodworks
Karen Sharmaine Burra very good to entertain her clients.
Karon wala ko ikasulti sa mga serbisyo sa mga empleyado ok ra ang elang pagserbisyo. Wala ako eka comment ["Sa ngayon wala akong masasabi tungkol sa mga serbisyo ng mga empleyado, ayos naman ang kanilang pagserbisyo. Wala akong maikokomento."]
Kate & Paula
Kate and Jelly
Keeo up the good work!!! Thank you…
keep a great job
Keep doing great!
Keep good job
Keep it on!
Keep it up
Keep it up
Keep it up !!!!
Keep it up , Good job and GOD BLESSED
Keep it up / Thank you so much
Keep it up :)
Keep it up and more power
Keep it up Kate!
Keep it up po
Keep it up the good jobs
Keep it up the good services…
Keep it up the good work
Keep it up the good work. / Keep it up the good work.
Keep it up the good work. God bless!
Keep it up the great service
Keep it up!
Keep it up! God Bless!
Keep it up! Just continue to be in good service.
Keep it up! Merry Christmas
Keep it up! Thank you so much 🖤 z
Keep it up!!!
Keep it up, good job dbp!
Keep it up, keep up the good work. Fighting!
keep it up, pagpatuloy lang ang serbisyo and kung meron pang room for imrpovement, edi go
Keep it up.
Keep it up. / Very good services.
Keep it up. God bless
Keep it up. Transactions at this bank was smooth and easy
Keep it up. You do good work.
Keep it up.God bless
Keep it up; Always continue the excellent service to client. Thank you.
Keep serving
keep serving and God bless always.
Keep the good service you pronde
Keep up
Keep up and more power. Thank you!
Keep up good service
Keep up the excellent job.
Keep up the excellent service
Keep up the excellent work.
Keep up the good deed
Keep up the good ethics.
Keep up the good quality service extended to clients
Keep up the good relation to co-workers and customers.
Keep up the good service
Keep up the good service in cash deposit transactions.
Keep up the good service provided to the customers
Keep up the good service you offer to you clientle
Keep up the good service.
keep up the good service:)
Keep up the good work
Keep up the good work
Keep up the good work / service
Keep up the good work / thank you.
Keep up the good work :)
Keep up the good work and continue being nice to clients Ma'am Blue.
Keep up the good work and God bless.
Keep up the good work DBP
Keep up the good work DBP. / Thank you so much!!!
Keep up the good work Fliah B. Bathan
Keep up the good work maam
Keep up the good work Mams!
Keep up the good work of different character of customer you've encounter everyday, please look for reasons to stay positive. Thank you for your service!
Keep up the good work San Jose Dinagat Branch!
Keep up the good work si ian
Keep up the good work Sir Ian. :) :)
Keep up the good work Sir PJ & Mam Aira
Keep up the good work team Dinagat.

Keep up the good work!
Keep up the good work! / Keep up the good work!
Keep up the good work! Galing ni ma'am Maila!
Keep up the good work! God bless
Keep up the good work! God bless!!!
Keep up the good work! Good Job
Keep up the good work! Kudos to this branch!\
Keep up the good work! Thank you!
Keep up the good work!!
Keep up the good work!!! God Blessed
Keep up the good work, ALD!
KEEP UP THE GOOD WORK, CANDICE!
Keep up the good work, especially to Sir Ernesto and Mam Carren. Super Satisfied.
Keep up the good work, HRAD!
Keep up the good work, keep excellent service.
Keep up the good work, Mr. Parlan and Ms. Latoja!
Keep up the good work.
Keep up the good work. :)
Keep up the good work. God bless everyone
Keep up the good work. God bless you all.
Keep up the good work. More power. / Quality service provider.
Keep up the good work. Stay cool and Relax ;)
Keep up the good work. thank you
Keep up the good work. Thank you and God bless.
Keep up the good work. Thank you po.
Keep up the good work/service. / Bowl Sam baldoza is very good in service. Thank you.
Keep up the good works
Keep up the good works.
Keep up the great job
Keep up the great work
Keep up the nice PR
Keep up the quality service
Keep up the quality service.
Keep up the very good service.
Keep up with the good services
Keep up your quality service!
Keep up!
Keep up. Thanks
Keeping up the good work!
Kepp up the good work!!
Kim and Abigail
Kim Pitogo
Kiwi Guiron and Lilet M. Subilit
Knowledgeable and always ready to help.
knowledgeable team
Kudos
Kudos to Ma'am Sally for always helping me out.
KUDOS TO MAM DONITA LANDICHO & MAM LESLEY LA MADRID FOR ALWAYS ASSISTING US
Kudos to the team
Kudos-excellent service
LAGI SA CASHIER DONT KNOW ATE NAME
Lahat ng empleyado ay mababait at alisto sa kanilang trabaho kaya naging madali lang ang pag deposit ko.
lahat ng empleyado nila ay natutugunan agad ang mga pangangailangan namin
Lahat po ng empleyado mahusay mag entertain ng customer / Sa akin kontento napo ako sa serbisyo nila
LAHAT PO SILA
Lahat sila ay ok at mababait.
lani g. antoni
Lanny V. Soliman very sweet and nice.
Lem Caceres and Faith
Lenlen real
Lerma
Lisette Salvacion
ljmcasapao@dbp.ph
LLENADO-GAJELAN, MARICEL O.
Loan release was in time.
Loi Casiple
Loi Casiple.Excellent service
Loidanie Dumo
Long live DBP!!!
lorela rose aberia
Loren
Loren Panaligan / Satisfied
Lorenze Doble
Lorfamie and Raymart. Beautiful and handsome inside and out.
Loyalty
Lubos akong satisfied sa serbisyo ng DBP.
Lucille Ochoa and Cynthia Abalos, Alfred Uy
Lyndo A. Vallecera. Always Entertain Clients
Lyndse gamela
Ma
Ma ayos ang lahat nag tutulongan ang mga empleyado. Ma ayos ang serbisyo
Ma'am Gretchen Bernaldo
Ma'am Manelyn - matulungin
Ma'am Manelyn Gumsat- matulungin
Ma'am Manelyn Gumsat-matulungin
Maalwan ang aking transaction dito sa DBP. Thank you po
Maam Abby
Ma'am Bonna is very responsive
Ma'am Clyd. Nothing coz the services are great
Ma'am Connie is good in communicating with us.The transaction was easy
Ma'am Dina mijos
Maam Donna & Sir Mike are very good!
Maam Donna and Sir Mike
Maam Ericka
Ma'am Fatima
Maam jinett
Ma'am jobelle and sir Mike. Requested check book received earlier than expected. Thanks
maam joh. Good
Ma'am Joy & Ma'am Hannah of SME Dept.
Ma'am Kate
Maam lerma salamat po kay mabooton po
maam lorela rose aberia
Ma'am Marlyn

Ma'am Marlyn Zacarias
Ma'am May Lauriko
Ma'am Nina is really good in public service
Ma'am Pia Cirujales
Ma'am Rose Ibrahim
Ma'am Shane is so nice
Maam Van Silatan
Ma'am Venus
maayo ilang serbisyo ari sa DBP bislig branch
maayo ilang serbisyo here at DBP Bislig Branch
maayos
MAAYOS AND MAGANDA ANG SERBISYU
Maayos ang kanilang pagbserbisyo at mabuti sila /
Wala naman Kasi okay naman
Maayos ang pagaasikaso nila sa akin
Maayos ang pagproseso ng transaksyon
Maayos ang serbisyo
Maayos at mabisa ang pakikitungo ng mga impleyado sa mga costumer nila
Maayos at maganda ang kanilang serbisyo
Maayos at maganda service
Maayos magbigay ng serbisyo ang mga empleyado.
Maayos makipag coordinate
Maayos makipag usap
Maayos makipagusap sa mga transaksyon
Maayos makisama ang mga employee.Mabuti naman.
Maayos na ipinapatupad ang proseso
Maayos na Naman , all Goods 👆
Maayos na serbisyo
Maayos na serbisyo / Wala na po ayos na naman
Maayos naman ang nagimg serbisyo
Maayos naman ang pakikitungo sa lahat ng mga transaction ko. / Keep up the good work.
Maayos naman lahat po
Maayos po
Maayos po ang serbisyo
Maayosang service
maayus
Mababaet po ang mga empoyer [employee]
Mababait
Mababait ang empleyado ng DBP. Magagalang po silang lahat.
MABABAIT ANG INYONG MGA EMPLEYADO NAKAKATUWA PO ANG KANILANG IPINAPAKITA 😊. Doing a Great Job Already! Godbless!
Mababait ang mga empleyado
Mababait ang mga empleyado ng DBP Malita.
Mababait at madaling kausap ang mga empleyado kaya naging madali lang ang pag claim ko.
Mababait at masisipag ang empleyado ng DBP
mababait at masiyahin ang mga empleyado
mababait lahat ng empleyado
mababait na employees
Mababait po sila. Patuloy lamang po sa pakikitungo ng maayos
Mababait sila at masayahing mga tao dahil nakangiti sila palagi
Mababait sila, hindi nakakatakot magtanong
Mabuot
Mabuti
Mabuti / Mabutii
Mabuti naman ang ipinakita ng mga empleyado
Mabuti naman ang pakikitungo sa mga client, mas mabuting pang maayos din ang pakikipag-usap.
Mabuting makisama ang mga empleyado
Mabutu
Madali ang transakyon
Madaling lapitan
Madaling magtransact at maayos ang serbisyo
Madaling transaction.
magaling
Magaling na ang serbisyo
Maganda ang pamamalakad
Maganda ang pamamalakad ng bangko na ito at maasekaso sa mga client nila.
Maganda ang serbisyo / Ito ay napakabuti.
maganda ang serbisyo at madali lang
Maganda ang serbisyo gayundin ang mga empleyado nito.
Maganda ang serbisyo na aking natanggap.
Maganda ang serbisyo ng mga empleyado BDP
Maganda ang serbisyo/ Daisy B. Paquit
Maganda at maayos ang serbisyong binibigay ng dbp / Wala naman dapat e imorove dahil okay at maayos ang lahat
Maganda na po ang serbisyo Ng acting empleyado
Maganda po ang serbisyo
maganda serbisyo at maayos
Magandang ang serbisyo nila Mam Jenny at Mam Melba. Sakanila po kami lagi nagpapatulong sa mga transaction namin sa bangko. Good job mga madam.
Magandang pakikitungo madaling transaction ipagpatuloy ang magandang pag aasikaso sa mga tao
Magandang serbisyo at mababait na emplyeado / Palaging mabuti ang serbisyo
Magandang serbisyo, salamat. Keep up the good work
Magandang Serbisyo. Sana hindi magsasawa si Mam Melba samjn na taga Coastal Town
Magkaroon na po sana kayo mg genset
Maglagay ng maraming branch around Negros Oriental
Magpapasalamat po ng marami kay mam Judy
Magpatulong ang mabuti at paki-sama sa mga tao o customer / Maraming salamat sa DBP kasi napakabait at matulungin
Magpatuloy sa magandang serbisyo
Mahagkot :)
Mahusay and serbisyo sa branch
Mahusay po
Maintain ang pagtagad sa client
Maintain good service
Maintain the excellent services
Maintain the good service
Maintain the good service for the clients to satisfy
MAINTAIN THE GOOD VIBES TO THE CLIENT.

Maintain the impressive quality service
Maintain what you have started.
Maintain your work to satisfy costumer
Maintaining good service | MTC
Maipagpatuloy ang magandang serbisyo
Makadueoyog abi, haha mas lalo po chair… so comfy :) [Trans: Nakakaantok abi, haha mas lalo po yung chair… so comfy] / So bait nila…
malinis
Mam abi
Mam Bing Calisang. Very good
Mam Cathy.ok naman po ang service ever since
Mam Kate maayus na kausap at napapliwanag ng maayus
Mam Kate mam che sir aljon mam jen
Mam Lerm'z and Mam Connie are my fav employee of DBP
Mam May Ann Calicdan
Mam pau
Mam pau mam che sir aljon
Mam,Abby,Mam Van,Mam Emma
Mana
Manager Irma, sir Mike and Maam Jobelle
Manager Nejin Solman, Ms Indie
Mapadali ang transaction / Mapadali
Maraming salamat ma'am Jessa sa iyong pagtulong po
Maraming salamat Mam Glynis, Mam Roda and Mam Vivian for the valuable assistance!
Maraming salamat Mam Glynis, Mam Roda and Mam Vivian sa walang sawang pag-assist! Kudos!
Maraming salamat Mam Vivian and mam Roda sa walang sawang assistance sa aming transaction!
Maraming salamat po Kay ginoong Macasieb
Maraming salamat po Ma'am Kate sa mabuting serbisyo po. Wala naman keep it up
Maraming salamat po sa pagsuporta sa LGU Dinalupihan
Maraming salamat po sa tulong palagi
Maraming salamat sa inyong magandang serbisyo.
maraming salamat sa magandang serbisyo
Maraming salamat sa magandang serbisyo.
Pagpalaain nawa kayo ng diyos. / Ipagpatuloy ang magandang serbisyong ibinigay.
Maricon Jesusco
Maridel freyra
Marilyn
Marlene
Marlyn
Marlyn - Collection
Marlyn / Continue community/continue service to filipino people
Marlyn Z
Marlyn Zacamas
Marlyn Zacarias
Mary Rose Adolfo
MARY ROSE L. TAN
masaya
masayahin po ang mga nag-assist sa akin
Matina Bangon
Matulungin
Matulungin po
Maureen delos Angeles
May maayos na serbisyo, pagtrato, at pagtanggap.
May-ann very good
Melinda A. Ditalo
Merry Christmas :)
Merygelyn P. Lajera
Mgr. Emely
Miss Almira SAMACO
Miss Ruth De Jesus thank you so much / Its excellence
Mitch Alpaio
More branches specially in Consolacion or Liloan
More power and God bless…
More power and thank you po
More power to PF!
Mr Edwin Edrosa is responsive to our request
Mr Rene Parchamento
Mr. Erik Unsuuno/Mr. Sam Baldoza
mr. joner alcala, he assisted me with patience and warm attitude which made my banking experience pleasant
Mr. Leo Villaflor, Mr. Jofred Saga
Mr. Nacar
Mr. Sam Baldoza is so nice & amiable
Mr.Renee Parchamento
Ms Allen Gay Dalogdog. Satisfied
Ms Alva provided good service
Ms E. Ilustrado
Ms Ella
Ms Joy Balacquit and Hana Ronneth Macario
Ms Rachel
Ms. Aly Valdemoro
Ms. Angelika
Ms. Camille Tan
Ms. Dane Magnaye for a very good service. Keep up the good work
Ms. Daniela guisolga diaz
MS. DIVINE BERNARDO
Ms. Eina
Ms. Ella Pardo is a model employee, service is always excellent
Ms. Faith Engracia and Mr. Lemmor Louie Caceres /
Ms. Faith, Sir Lemmar and Ms. Rosanna, helped us a lot in our business growth. They are pro-active w/ extra-mile service. Thank you also to Ms. Jeanne Adamos for always being supportive. Riza Julia - EVP
Ms. Fate / Ms. Cherry / Ms. Aiko
Ms. Jane Pangilinan
Ms. Jasmin M. Caballero and Natalia M. Tantiangco
Ms. Jinette Mata. Very satisfied for good service. Keep on smiling ma'am. Have great day.
Ms. Joebelle Manlapaz
Ms. Karissa & Ms. Lisette - Sobra sila nakatulong
Ms. Karrisa

Ms. Lanny Soliman Very Sweet
Ms. Lanny very sweet and smiling kahit sobrang daming tao
Ms. Lean and Ms. Divine
Ms. Ma. Divine Grace B. Bernardo
Ms. Ma. Divine Grase B. Bernardo
Ms. Mariel Joy Malicdem
Ms. Mariel Malicdem
Ms. Mariel Manedem, Mr. Unsulinio
Ms. Marlene/Marlyn
Ms. Marlyn
Ms. Marlyn Zacamas
Ms. Marlyn Zacarias
Ms. Marlyn, very good!
Ms. Mary Rose G. Espino - Senior Manager (DBP HO)
Ms. Myra Almogino-Calara
Ms. Myrna
Ms. Patricia Umandap
Ms. Precious
Ms. Rach Ablao always answers our concerns immediately
Ms. Rona
Ms. Rosanna Mina, Ms. Christine Comaguin, Ms. Lycel Malacad
Ms. Sarah / Keep up the good work!
Ms. Sarah Jane Jumbagahan's assistance is greatl Thank you and godbless.
Ms. Umandap
Ms. Yel is a good because she handled everything and she managed all the clients.
Ms. Zy encourages us to take note and understand every trade transaction. For it can be of help both in LU and Trade Unit. Always aiming for a "perfect" but smooth transaction. :)
Ms. Zy has vast knowlege in Trade. Always willing to help.
Ms.Cathy Conocido
Ms.Elay
Ms.ruby grace
msco@dbp.ph
Much better
Much more improvement / Much more help the client
My complaint was resolved immediately. Thank you
My concern was responded immediately
My experience with the Business Unit was very easy and straightforward.
My other bank transactions are well attended.
My transaction in DBP have always been organized
Mylene masion
N.A.
N/A keep up the good work
Na unblock na akong card
NAC is well versed on her job and answers my inquiries eloquently
Nakaka tulong sa pangkabuhayan / Sobra nakakatulong
Nakaka tulong talaga sa mga serbisyo sa mga tao
Nakakatuwa lang po si Maam Niña dahil naghanap siya ng way para makontak ako. Ipagpatuloy ang magandang service sa client.
napaka bait lahat ng empleyado
Napaka galing po nilang lahat
Napakabait ng mga empleyado
Napakabait ng mga tao nnyo sa DBP don a roces ave branch
Napakabait po ni Sir Raniel Mendoza
NATALIA M. TANTIANGCO
natalia tantiangco
Natalie M. Tantiangco
Natalie Tantiangco. Keep Up
Need some chair for clients
Nepes hayyim
Nice
Nice / Very good
Nice Employees
Nice service
Nice service
Nice service as usual. Just keep it up
Nice transacting w/ you
Nice work ethics, keep it up
Nino Bandigan and Kiven Dalagan excellent employee
Nino Bandigo & Kiren C. Dalagan
Nino Bandigo & Kiren Dalagan
No any compliments / No any concerns about the services.
no comment
No comment, good service
No Comment, goood on service
NO COMMENTS, NICE AND SMOOTH
No more for now, i am feeling satisfied with it
No more to improve
No need to improve. You are strongly good in serving your clients.
No need to improved, it is already very good
No need, almost perfect
No other suggestions because services are fully given
No problem encountered inside the branch
No suggestion because its already great and ok about the service.
No suggestion because your service is good
No suggestion cause the services is very much satisfied.
No suggestions because services is good.
No, I am satisfied w/ their services
None - Continue the practice
none / very satisfied
None all goods
None also
none as well
None at all. It was all good
None because they serve systematically
None service is very good service thank you / Jinette Mata
None service is very nice / Jinette Mata

None service is very nice thanks / Jinette Mata
None so far
None so far just keep it up
None so far satisfied
None so far very satisfied
None so far, services rendered was very satisfying
None so far. Overall, you provided a great services to your customers/clients. / Great service, 10/10
None so far. Very satisfied with service
None! Great Job!
None! Great job! Thank you to Maam Rose Iraham
None, all good
None, it perfectly fine
None, Thank you
none, thank you / none, thank you
None. DBP is giving great services to its customers
None. Everything seems okay.
None. Just wanna say, keep up the good work!
None. Thank you!
None.. Everything is okay.
None.. everything runs smoothly
None.excellent service
None; service superb
Not at all, I'm very satisfied
Not. It's very matagad at maalaga.
Nothing else to add. All is good. / So far, so good.
NOTHING SIGNIFICANT.
Nothing since you've treated everyone the same.
Nothing thank you.
Nothing to improve dahil maayos ang inyong serbisyo.
Nothing to improve it's doing well
Nothing to say or suggest. It is excellent service. :)
Nothing to suggest because all employees do their job well
Nothing, all amazing / Great Job
nothing, all good
Nothing. I am satisfied always by the service.
Nothing. Thank you
OCS has been responsive to our requests and queries.
Ok
Ok
Ok & Good
Ok / Ok
Ok ang service
Ok ang services.
Ok at maaasahan
Ok Excellent
Ok kau!
Ok lahat ng transaction
Ok lahat sila
Ok lang
OK lang ang serbisyo nila
Ok lang mahigos nan matabang sa mga costumer.
Ok lang Wala akong masasabi / Goods
Ok lang..
Ok madali ang transaction
Ok na po
Ok naman ang pag assist samin super smooth at mababait sila.
Ok naman po - nasiyahan ako lalo kay Sir Manager
ok naman po ang serbisyo sobrang bait ng personnel keep it up
Ok napo
Ok po ang serbisyo. Maaasahan po. Satisfied po sa serbisyo ng DBP Maasin Branch
Ok ra
Ok ra.
OK SERVICE
Ok yung serbisyo
Ok!
Ok.
Okay
Okay ang serbisyo.
Okay at mababait naman po ang lahat ng employee ng DBP
okay lang
Okay lang ang serbisyo
Okay lang man po
Okay lang naman
Okay mga employees
Okay na ako sa serbisyo
Okay na lahat.
Okay na okay po
Okay na serbisyo
Okay naman ang pakikitungo nila, mababait.
Ipagpatuloy lamang po ang pagiging matulungin.
okay naman ang service
Okay naman ang service-madalion
Okay naman po
Okay naman po ang serbisyo
Okay naman serbisyo
Okay nayan / Keep it up
Okay po service
Okay sa Bacoor Branch Suki nako dto
Okay service on transaction. Dali ra.
Okay sila
Okay very good service
Okay!
Okay, excellent.
Oke ang serbisyo
Okey ang serbisyo at no question ask basta ipagpatuloy lang ang magandang serbisyo
Okey lang
Olga B. Dysoco
Olga D. Dyosoco
Olga Dysoco
OLGA is DYSOCO - Keep it up always dearest. The good Lord bless and keep you!
OLMI
On service/transaction Dali ra! Tnx
On time
On time / On time
On time ang pag-release.Thank you po.
One of the best bank branch of DBP I like

Oo-Sir Patrick Jerald F. Juan- Thank you for the nice service you are giving. Keep up the goodwork
Operation is very satisfactory to the client
Opo-si Sir Patrick Jerald F. Juan
organize
Organized and productive team
OUTSTANDING
Outstanding service / Already outstanding servi e
Overall good :)
Overall Okay
Overall satisfied costumer
Paayuhon ang serbisyo
Padayon sa maayung buhat!!! (Keep up the good work!!!)
Padayun sa pagserbisyo. Daghan Salamat
Pagiging malugod ng mga empleyado sa mga customer. Pagpapanatili ng good relationship ng empleyado sa mga customer
Pagkarating ko pa lamang ako agad ay inasikaso
Pagpapanatili ng good attitude sa kapwa empleyado at customers. Pagpapanatili ng kaayusan ng opisina
Pagpapanatili ng magandang pakikitungo ng empleyado sa mga customers. Pagpapanatilo ng 5 returns x 1 tax payer
Pagpatuloy ang magandang serbisyo
Panatilihin ang magandang serbisyo
Panatilihin ang pagbibigay ng magandang serbisyo
Panatilihinhg ang magandang serbisyo
Paolo Sulangi, Agnes Largado, and Darlen Ambe (Excellent Service)
Para sa lahat ng empleyado ng DBP, keep up the good work
Pastesea [Translation: Pasensya]
Patric Jerald Juan
Patrick Jerald F. Juan
Patrick Juan
PERFECT
PERFECT
Perfect na po ang kanilang serbisyo at Wala na akong masabi Kasi satisfied na po Ako.
Perfect. All perfect
Personnels are all acommodating. Thanks
Phillip
Pia Cirujales
Pol Jamero
Proactive in query and solutions /actions are given/done as soon as possible. / Just keep up the good work and improved as time change demands.
Productive
provide easy transaction
provide easy transaction
Provided Good Assistance
Pwede po bang ilahi ang DepEd at Brgy.
Quality Service
Quality Service Provided
Rachel
Rachelle
Ralf Ian Francisco
Ramos
Raphael Angelo N. Vidal
rcmendoza@dbp.ph
Regin Soliman/JL Luna
Reineth morales
Reliable / Comfortable
Reliable service
Remittance Support Team
Responded our request immediately
RESPONSIBLE
Retain your branch head. Excellent Service
Rich
Richard N. Fernandez
Richelle
RICHELLE VALERIE PAILDEN
Riwi Geron, Trisha Cadovida, Leni Duero, Angie Mabatas
Robertson Guevarra
Ronie nicolas
Rose Iraham
Rosemarie Pagara
Rube Grace
Ruby
Ruby Grace Calisang
Ruby Grace Calisang
Ruby Grace Calisang . Subrang mabuti
Ruby Grace Calisang.Ok naman ang serbisyo Wala ng suggestions
Ruby Grace Calisang.Okey kaayo!
Ruby grace clisang
Ruby GraceCalisang. Maayo mo entertain sa mga empleyado, always smelling.
Sa dbp lang ako nkaranas nang mas madali na transaction kahit baguhan pa ako.
Sa ngayon, ako ay nasiyahan sa ibinigay na serbisyo.
Salamat at panatilihin ang maayos na serbisyo.
Salamat maam jen sa new acxounts sa matyagang pag guide po sa akin
Salamat ng marami
Salamat nga paano
Salamat po kay Maam Kay at Kay Maam Lisette
salamat po lagi sa magandang serbisyo
Salamat po ng marami sa pag-assist.
Salamat po sa pagtulong
Salamat po sa serbisyo.
Salamat po sa service.
Salamat sa assistance. More power. Pagpapatuloy lang po ang magandang pakikitungo sa aming mga customers.
Salamat sa inyoha nindot ug maayo pagtagad sa mga clients. God Bless :) [Trans: Salamat sa inyo sa maganda at maayos na pag-aasikaso sa mga kliyente. God Bless :)]
Salamat sa maayos na pagtanggap
Salamat sa maayos na pagtanggap sa katulad naming kliyente. Ipagpatuloy ang maayos na pakikitungo sa kliyente.
Salamat sa pagbibigay ng magandang serbisyo

Saludo ako sa maayos na serbisyo.
Sam
Sam Baldoza
same compliments with my previous transaction
Same goes for this part / All good in my side
Sana Hindi ,magbago / Thank u sa mabuting pakikitungo sa ,mga client
Sana Hindi magbago pakikitungo nyo sa mga kliyente..god bless
Sana patuloy ang magandang sistema.
Sana po ay tuloy tuloy lang ang magandang serbisyo
Sana wag magbago ang pakikitungo nyo sa client.
Very nice, Good!!
Sapat ang serbesyo wala akong masasabi / Good service
sapat ang serbisyo / Wala akong masasabi sapat na
Sarah Tumbagaham
Sarah Tumbagahan
Sarah Tumbongahan / Excellent
Satisfaction guaranteed
Satisfactory
satisfied
satisfied
satisfied
Satisfied / I am satisfied with the service
Satisfied / Satisfied
Satisfied already
Satisfied Client
Satisfied Customer :)
Satisfied customer in general, thanks.
Satisfied in DBP Service
Satisfied naman
Satisfied Service
Satisfied service
Satisfied the services provided
Satisfied to their service
Satisfied w/ the services
Satisfied wirh the service that I availed
Satisfied with the service
Satisfied with the service your provide
Satisfied with the service, no suggestion for improvement
Satisfied with the service. Very good.
Satisfied with the services
Satisfied with the services of the employees
satisfied with the services.
Satisfied with their service
Satisfied with their services.
Satisfied. Okay ang lahat
Satisfy
Satisfy, the service is good
Satisfying
Satisfying
Satisfying transaction.
Satistfied
Satistfied Client
Satusfied with the service very good
Serbisyo totoo
Service given is good
Service is already satisfying / Thank you for your great service
Service is excellent
Service is very good
Service is very good / Jinette Mata
Service is very satisfied
Service to client is very good.
Services are excellent
services are all goods
Services from your bank is very satisfactory.
Services is good…
Services was already excellent
Services were organized. Nice job. / Keep doing the great services.
Servicing employee was corteous.
Serving as a good services
Shang
Silda P. Gopo. Entertend
Sir Abraham
Sir Aljon
Sir Aljon / Ma'am Kate
Sir Alvin is a lightworker.
Sir bing
Sir Bong Nortez napakaayos magtransact
Sir Cunibert
Sir Edwin Larosa is very reliable
Sir Elisio
Sir Enzo
Sir Ian and Sir Lovel very corteous and always ready to lend hand
Sir Joel & Ma'am Aira
Sir Lemmor at Maam Faith
Sir Leo is doing his job very well!
Sir Mike
Sir Mike & Maam Donna
Sir Mike and Maam Donna
Sir Mike and Maam Jobelle
Sir Mike.
Sir Sam Baldoza/Sir Erik Unsuuno
Smooth flow transaction
Smooth transaction
Smooth transaction
Smooth transactions
So far so good
So far so good!
So far so good.
So far they are doing good
So far, customer is satisfied
So far, so good.
So good assisted every client and very thankful
So good.
So great
So thankful for assisting with my transaction at ease.
Sobra po ang tamis ng timpla ng kape, charot
Sobrang bait ni Ma'am Lany siya lang tumulong sakin.
SOBRANG BAIT PO NILAAA
Sobrang nakakatulong lalu ng mga SG Personnel

Sobrang ok
Sorry wala pa akong nakilalang empleyado sa opisinang ito.
Special thanks to Maam Jo and Sir Niel for assistance. God Bless!
Speechless because all are smooth / I think it's all or for this time
Strongly Agree
subrang nakakagalak ang serbisyo. tunay po na maganda ang serbisyo
Super babait nila
Super Excellent Service
Superb
Superb :)
Swift response of COE by the Payroll Team (Rey, Jil-ann C. and Figueras, Drixin D.)
Sydrick Mengote
Teeny Perez
Teeny Raymund A. Perez
Teny Perez. Strongly agree
Thank for your patience…
Thank for your service Ma'am/Sir
thank much to mam Mary Ann Alvarez
THANK U
Thank you
Thank you - keep up the good work - "hats off"
Thank you & God Bless
Thank you / Thank you
Thank you ALD LSG for providing my requested Certificate of No Pending Admin Case
Thank you all for your good service! God bless you always!!
Thank you always.
Thank you and God Bless
Thank you and God bless for your service.
Thank you and more power
Thank you and more power!
Thank you as always Mam bhing
Thank you clark branch. Nice working w/ you
Thank you dbp
Thank you DBP Bacoor
Thank you DBP Cotabato
Thank you DBP God bless and Keep it up the good work <3
Thank you DBP Personnel Mngmt!
Thank you DBP Tagb. branch for the nice services. God bless and more power.
Thank you DBP Valencia for your support & ynderstanding apil pa consideration esp. Sir hin, Sir Jason, Sir Jonas & Mam Shella :)
Thank you DBP!
Thank you DBP.
Thank you DBP. :)
Thank you DBP.keep up the good work
Thank you ERD-HWU-Medical Claims Team
Thank you especially to Loren
Thank you for a better service provided. God Bless!
Thank you for a great service.
Thank you for all your service
Thank you for assisting us Sir Neil & Ma'am Rizeil
Thank you for being nice to your clients!
Thank you for considering me after more than 20 years in the service.
Thank you for continuing good services to DepEd.
Thank you for continuously improving your services.
Thank you for easiest transactions
Thank you for serving us
Thank you for the assistance
Thank you for the assistance!
Thank you for the commitment to serve.
Thank you for the excellent service
Thank you for the excellent service Angela Quezala.
Thank you for the excellent service done by Glezelle C. Cuya
Thank you for the good response!
Thank you for the good service
Thank you for the good service!
Thank you for the great experience. Good day ahead!
Thank you for the great service
Thank you for the great service.
Thank you for the help
Thank you for the quality service. Thanks Ms. Audrey
Thank you for the quality services.
Thank you for the service
Thank you for the service po
Thank you for the service.
Thank you for the services offered.
Thank you for the swift action on my request
Thank you for the swift response.
Thank you for the trust of you our money in bank. More power!!!
Thank you for the very good service!
Thank you for treating your clients well
Thank you for you time & nice meeting you all again.
Thank you for your service.
Thank you for your best ever service
Thank you for your excellent client service. Keep it up!
Thank you for your excellent service!
Thank you for your great service
Thank you for your great service.
Thank you for your great service☺ / Great job👋
Thank you for your hard work.
Thank you for your patience and persistence, Ms. Glynis Villafuerte, Ms. Roda Manansala and Ma'am Viz Olayta!
Thank you for your service
Thank you for your service & keep up the good work God Bless!
Thank you for your service all times
Thank you for your service DBP Stay…
Thank you for your service have a nice day!
Thank you for your service!
Thank you for your service! :)
Thank you for your service.
Thank you for your service. / Keep up the good work
Thank you for your service. God Bless!

Thank you for your services w/ a heart
Thank you for your superb services today! :)
Thank you for your wonderful service
Thank you HRAD
Thank you Kay sir mike at ma'am donna
Thank you Ma'am
Thank you Ma'am Jil-ann!
Thank you Maam Kristine and Maam Lani
Thank you Maam Kristine and Maam Lani.
Thank you Ma'am Lany
Thank you Mam Darlene Mellida for always respoding to my request on time.
Thank you Mam!
Thank you Ms. Gela, for a swift transaction always. God bless.
Thank You Ms. Julie of DBP Dipolog
Thank you po
Thank You Po Ma'Am Ericka. Napaka Bait Mo Po
Thank you po!
Thank you po. / Perfect service
Thank you sa maayos na serbisyo
Thank you Sir Edwin Rosario for assisting me on my complaint re debited amount. Great help since the money was used for medical purposes.
Thank you sir Edwin!
Thank you SM Kristina Cassandra H. Mabao and Ms. Christine Joy Tubiano for rhe seamless transaction.
Thank you so much
Thank you so much
Thank you so much & more power!
Thank you so much and God Bless you all
Thank you so much for a smooth transaction
Thank you so much for excellent service!
Thank you so much for the assistance
Thank you so much for the assistance!
Thank you so much for the smooth transaction
Thank you so much for your service. More power
Thank you so much Ma'am
Thank you so much Ms. Lily.
Thank you so much Sir Edwin!
Thank you so much to all the personnel, God bless you! Keep us, Boss! Sir! Madam!
Thank you so much!
Thank you so much.
Thank you to AM Parlan and Ms. Latoja for the smooth release transaction.
thank you to mam Julie Lestino of DBP Dipolog
Thank you to Ms. Candice for always handling my reimbursement with utmost efficiency. Good job
Thank you very much
Thank you very much for a good service
Thank you very much for always treating your clients very well. Special mention to Sir Nin/Continue the very satisfactory serve your clients.
Thank you very much for the service you render to us. / No more because you've done a good job congratulations.
Thank you very much!
Thank you very much.
Thank you very much. / No more. Just keep up the good work.
Thank you very much. Sam Baldoza is very effective personnel.
Thank you!
Thank you!
Thank you! / So far, so good
Thank you! God Bless / Good Job!!!
Thank you!!!
Thank you!!!!
Thank you, DBP.
Thank you, ERD
Thank you, Mr. Palami and Ms. Jesusco for assisting me with my loan transaction.
Thank you, Ms. Deniece of HRAD Organizational Design & Workforce Planning Unit for assisting me
Thank you.
Thank you. Good job. God bless.
Thank you…
Thank you… God bless
Thank you… Godbless
Thankful to Ms. Lanny's service
Thanks
Thanks / Thank you for your service
Thanks a lot to Ms. Myla & Ms. Lorelene for their exemplary understanding & patience
Thanks as always to Mam Vivian and Mam Roda for the assistance!
Thanks for continues service
Thanks for the assistance
Thanks for the good service
Thanks for the good services. God Bless.
Thanks for your service!
THANKS FOR YOUR SERVICES
Thanks Ma'am Gre Gabion..God bless DBP
THANKS PO
Thanks to Ma'am Venus Francisco for helping me with my transaction
Thanks to Miss Mary Rose Adolfo for the smooth transaction.
THANKS!
Thanks, God Bless
Thanks, good recall of clients
The assistance given to me is actually good, i hope they continue doing this to their new clients. / Nothing (for now?). As a first timer here, i see no problems.
The bank clerk who assisted me was receptive with my needs. Ms. Lanny
The bank is cold and comfortable, I like it.
The bank is very clean
The best bank in the city
The best service!
the branch organization are organized and comfortable
The cashier assisted me with my transaction and was able to withdraw.
The clerks are very nice!

The current service is incomparable and good
The DBP Bank Mandaluyong always make sure that our deposit are safe. Always a good banking experience. Thank you.
The employee are okay good.
The employees were great.
The front desk is attentive to my query
The personnel i have transacted with are very cooperative. Kudos to the DBP
The personnel in charge was responsive
The personnel-in-charge are well verse with what they are discussing to us
The rest is good
The service are in good quality
The service is at its best. Keep up the best effort.
The service is easy especially for frontmen who assisted me in my concern. Kudos to the SGS
the service is excellent
The service is good
The service is good and values the clients.
The service is good as well as the bank employees, I don't have any suggestions.
The service is good.
The service is good.
The service is okay
The service is so good and they are always smiling
The service is very good already
THE SERVICE IS VERY SATISFACTORY
The service was great!
The service was superb! congrats!
The serviceis amazing. I am satisfied
The services is good and time relevant
The services is okey.
the services needed is on time
The services offered are satisfactory good.
The services so good
The services was good
The survey is very long, can you shorten them?
The system is okay, just do the same way.
The team always put effort when dealing with clients
The team are welcome & warm as always esp. Ms. Sarah / Keep it up & see some possible ways for improve but as always I always see their complete package
The team patienly guide me in our transaction. I am satisfied with the service rendered.
The team was very patient and understanding. / Keep up the good work.
The transaction has done smoothly / nothing to improve
The transaction was smooth and time-saving.
the way Ma'am Ariane assist us is outstanding! more power DBP Baler.
The workers rendered good services.
There are no response on follow-ups in email.
There nothing to improved I'm already satisfied the service
There's no need to improved DBP Caracara is a good services to the client
There's nothing to imprive. You always give a outstanding services
there's nothing to improve, all departments provide good services to clients
they all provide good a reliable services
They are all good in handling clients
They are good and responsible
They are nice
They are receptive to my concerns
They are very knowledgable & present themselves very well.
They assist us well
They offer free photocopy of IDs. Hindi ko pa kasi naphotocopy id ko before ako pumunta sa bank.
They their job well
They're doing a very good job. I'm thankful to them / Continue your good service
THIS BRANCH IS AMAZING
This questionnaire is too long. Please rewrite it and keep it short.
Tnx
To Mam Bly, Carla and Jocelyn, Thank you very much
To Mam Rhey, Carla, and Jocelyn Mercado, thank you very much.
To Mam Rhey, Carla, and Jocelyn Mercado, thank youvery much.
To Mam Rhey, Carla, and Mam Jocelyn Mercado, thank you po
Tonggaen Sharon Jelle / Feeling well & comfortable
Two Thumbs Up!! Good Job Po!! <3
Understanding
Veey good
Venus.Good job
Verry good
Verry good
very acommodating
Very amazing. keep it up!
Very couteous
Very excellent employees
Very goo
Very good
Very good
Very good
very good / Good job
Very good ,keep up the good work
Very good / Good job
Very Good / Very good
Very good and serbisyo.
Very good ang Bacoor Branch
VERY GOOD CLIENT SERVICE FROM LACE MORITA AND LUCY TAN
Very good employess. Thank you! Stay sweet as you are. Grabe, the best service ever.
Very good in communication skills
Very good in service
Very good job

Very good job!. Thank you!
Very Good Job.
Very good po
Very good po ang Bacoor Branch
Very good service
Very good service
Very good service , excellent!
Very good service Ma'am. Thank you for all. God bless
Very good service Ms. Hannah and Ms. Diana
VERY GOOD SERVICE NOTHING TO IMPROVE FOR ME
Very good service po
Very good service!!!
Very good service, keep up the good work dbp!
Very good service,excellent personnel!
Very good service.
Very good service.
Very good services
Very good services rendered
Very good services!
Very good sir ian
Very good svc
Very good the service
Very good transaction from Maam Abby
Very good work, keep it up DBP
Very good!
Very good!!!
Very good.
Very good. Keep up the good work
Very goods
Very gooood
Very knowledgeable
very knowlegable and got my answers with satisfaction
Very mababait ang mga employee
Very much considerate to its clients
Very much good
Very much grateful to Sir Brian, Sir Jamas, and Ms. Allaine (DBP Dasmarinas Lending Center) for the tremendous amount of time and effort they spent in assisting us.
Very Nice
Very nice employees
Very nice management.
Very nice service
Very nice!
Very nice!!!
Very nice,very aprroachable(ms Gay)
Very nice.
Very nice. They treated me well.
Very okay!
Very okay.
Very pert
Very receptive
very responding
Very safisfactory services
Very satify
VERY SATISFACTORY
Very Satisfactory
Very Satisfactory nothing can say except very good
Very satisfactory outstanding
Very satisfactory service / continue your very satisfactory service
Very satisfied
Very satisfied
Very satisfied
Very satisfied [with] the transaction and the employees.
Very satisfied of the service.
Very satisfied to the service that you offer.
very satisfied with the service
Very Satisfied with their customers service
Very satisfied. TY.
Very satisfy for their services
very straight forward.keep it up
Very welcoming
Very well done. "Canortion" at all time
Vg
Victoriano Cimeni.Magaling na serbisyo
VPC Liff Chatto, MGR Sonia Taniza, MGR Alexander P. Fresco, and Frasel P. Reston
Wala akong ibang masasabi kundi Very Good
Wala akong komento maayos lahat
Wala akong masabi puro sila mababait saka ok ang ilang pag entertain sa costumer
Wala mana po at ok man ang aking transaksyon kapag ako ay pumupunta
Wala na akong masabi. I'm satisfied their services
Wala na maganda ang serbesyo
Wala na po kasi para sa akin maganda na po ang serbisyo niyo.
Wala na po sa ngayon. Salamat
Wala na po sobrang ok at satisfied na sa service nila sobrang babait ng mga employee.
Wala naman po.sumasan ayon Ako aa pamamalakad nyo
wala po akong masabi kasi good and quality service po ang dbp.
Wala, mga buotan ug masinabtanon man ang mga trabahante sa bangko. (Trans: Hindi, mababait at maunawain naman ang mga empleyado sa bangko.)
We are very satisfied with the services that we availed. Excellent!
We are satisfied
We are satisfied by the way DBP handle our transactions.
We are satisfied for the services of DBP
We are very satisfied with the services of the DBP personnel in the Lending Center, Ozamiz City.
Contented & satisfied.
We are very satisfied with the services we had from DBP
We are very satisfied with your services
We are well served
We just love Maam Abby

Welcoming
Well & good
Well done.
Well done. Thank you.
Well Job!
Well Love, Thank u!
Well managable and treated good
Well oriented, good services
Well served
Well talking about DBP services it's quite good and I'm fully satisfied
Workflow is very organized.
Yes- Maribeth Consuelo and Marnie Sisican- We are really grateful to you both for always being understanding and responding to our questions.
Yes! Satisfied of my transaction / Raymart Corcodia
Yes, Thanks to Camille Tan
Yes. They gave us valuable info how we can maximize our business.
You are calm people, thank you so much for making our transaction comfortable
You did great.
You have a good service and attitude.
Your bank's service is always excellent.
Your company has really improved.
Your efficiency is truly impressive!
Your exceptional service (DBP team headed by Ma'am Lace Luanne) has gone above and beyond. / Thank you for making such a positive impact on us your customer. Keep it up!
Your Group of Mr. Carlo Yturralde and Fhil Ordona helped FODC in its transactions
Your service is already good. Keep up
Your service is great!
Your service is great. Kudos!
Your service is outstanding
Your service is perfect. I give 5 star on that hope i will become part of your company someday.
Your team shows a growth-oriented mindset
You're doing a great job! Keep it up
You're doing great! Keep up the good service. :)
You're doing great...keep it up / Very satisfied with your service
Yung laging nag-aalalay sa mga bagong client.

2. Suggestions

A. Improve Courtesy/Training

I just wanna suggest po here sa DBP Corrales Avenue Branch sa CDO. A separate teller that caters only the PWD/Seniors/Pregnant Women.
OPEN MORE TELLERS. CREATE AN APPLICATION FOR IPHONE AND ANDROID. / Also please make an application on the phone to see the balance of the bank account.
"(1) Define certain time for each transactiion
(2) Have an extra teller for Passbook Update."
Add additional teller to make transaction more smoother. So far, tellers are not strict now.
Add additional tellers to cater bulk of clients during release of deped claims
Add another teller
add atleast two staff in teller section
add more new accounts staff and tellers
Add more staff
Add more teller
Add more teller :)
Add more teller and please ink!
Add more teller and upgrade your system
Add more teller for faster transactions. Thank you!
Add more teller for MT
Add more teller please.
Add more teller to cater fast transaction for the client
Add more Tellers
Add staff/employee for new accounts lane
Add teller
Add teller please
Add tellers for single transactions. Add cash deposit machine outside to minimize the clients inside the bank.
Add tellers to entertain more clients for a short period of time
Additional counter staff
additional frontliners especially tellers to cater OTC withdrawals of clients with lost card considering the delay of ATM cards, clients need to line up to withdraw over the counter
Additional manpower/teller during peak hours and holiday seasons
Additional Staff
Additional staff esp. teller
Additional Teller
Additional teller
Additional teller during Friday
Additional teller for fast transaction
Additional teller for fast transactions
Additional teller for faster transactions
Additional teller in the counter
Additional teller on the days that are busy or when there are many clients!
Additional teller open if more people transacted inside
Additional teller para mas mapabilis ang services
Additional teller staff
Additional teller to ensure faster transaction

Additional teller would be good
Additional teller.
Additional teller/bank teller
Additional tellers
additional tellers and frontliners for faster trandaction
Always be mindful of times in dealing w/ client and frontliners to improve TAT
Always entertain the client in a smile face in order to capture their interest to patronized your bank.
always smile
Always smile and nice to entertain the customer
An email notification to the approver may be much helpful to enhance TAT
At least you have 2 tellers
Bank teller must be friendly
Be accommodating
Be courteous always
Be courteous always w/ your clients
Be lingent & helpful for those long time client. Specially during pandemic. We pay regularly.
Be more friendly and accommodating. Dapat approachable
Because of the increasing nos. of clients sana dagdagan ang mga staff sa counter. Thank you.
Big office to accommodate many clients / More staff and a big space for clients
Branch offices are few and far so it is a challenge when we can't transact with other banks. Although it rarely happens, it would be very helpful if you hafe more offices and/or functional machines in malls or other establishments.
Buksan ang parehong teller window upang mapabilis ang transaksyon kung sakaling maraming kliyente.
Can add atleast one more teller to expedite more on customer transactions.
Can you please add a window for a teller
Complete teller para Dali ang transaction
Consider using Artificial Intelligence i.e. chatbot to further enhance bank efficiency and customer service.
Create a customer service training plan that will help achieve the goals and objectives of their role.
Dagdag na Teller Pls
Dagdagan ang teller
dagdagan anv teller
Damihan ang teller
Dapat naay laing teller ang mga barangay / barangay transaction.
Dapat palitan ang queueng device ng banko kasi may kalumaan at nagtatanong pa ang teller kung anong number na. Hindi yata nila makita.
Dapat separate ang multiple txns sa priority so need talaga mag additional ng teller. Dapat mag add ng teller
Dugangi inyong teller ug siguraduha nga Dili guba inyong ATM
Empathy, patience and consistency, adaptability to the customer and respect to the customer needs
Employ more helpful employees
Employ more tellers
Faster Transaction / Additional tellers
Free candies perhaps hehehe / Hire more workforce, tellers
Had a megaphone to announce the number of clients.
Add more personnel in teller.
Have more tellers
Have more tellers to accommodate clients
Having more tellers will help the branch and the clients to have smoother transactions
Hire additional staff and build another branches
Hire more tellers please.
Hope tellers are available during lunch breaks
Hope to have another teller for cash deposit/withdrawals/encashments transactions
Hopefully online banking will be available soon. It must have 2 tellers to have faster transactions done.
Hoping next time teller will call immediately another clients after the other no idle moment. Hope next time the clients will not keep long time waiting
I commend HRAD - IMU for the immediate approval of my request for updating of personal info.
I donnot suggest anything because as i know the employee service of this office the traiten fair to everyone that is why i feel satisfied. Also the guard is very approachable.
I don't have any suggestions in the staff's services, but it would be nice if the bank will have an online app.
I have nothing more to suggest because they have been helpful and courteous
I hope DBP will have a lot of teller so they can transact faster. ")
I hope DBP will soon have a teller machine in our place, which is Ayungon Negros Oriental
I hope na mapadali ang transaction sa teller, dahil minsn ang taga po
I suggest na dagdagan po ng isang Teller para mabilis ang transaction
I think additional teller for fast transaction / Additional teller
I think if there are more client, you need to add teller for fast transaction.
I think magdagdag po ng teller minsan kasi nagkakasabay sabay and client ng transactions.
I think the world would be better if we exercise and apply humility and kindness
I would APPRECIATE IF WE CAN DO ONLINE TRANSACTIONS, DEPOSIT WITHOUT TELLERS LIKE BPI / Allow us an online banking
I would like to suggest that the bank will consider upgrading its queue machine similar to the ones used by BDO. In BDO, client can input their transaction details directly into the machine, and this information is automatically sent to the tellers computer. This will reduce the waiting time, improve overall efficiency and will improve customer experience.

If a teller (New one) needs training, a coach (senior) would help
If possible male teller
iisa lang ang teller sana ay madagdagan pa
Improvement for customer service.
Increase No. of teller
increase no. of tellers
Increase number of tellers
Increase number of tellers
Increase Tellers
increase tellers during peak times to reduce the time in processing the transactions
install number indicator / microphone for teller
Invest more teller
It would be best if you can create online banking and have more automated teller machines
Just continue the approachable & happy service - Thank you very much
Kapag mahaba ang pila dapat na nagdadagdag ng teller upang mapabilis ang transaksyon
kapag seasonal damihan ang teller
Karagdagang teller
Keep hiring courteous and responsible employees
Kindly consider financial status of the cooperatives
Kindly continue your immediate assistance to our fellow employees processing their medical claims.
Kindly have the link to this rating form be typed instead of pasted as an image, for easier transition of transaction. Thank you!
Kindly provide more small bills :)
Kindly provide the list of serial numbers of the USD withdrawn.
Lack of Teller and add generator to prevent stopping of transactions
Lack of tellers. Hire more tellers
Mag dagdag ng iBang teller
mag dagdag ng teller
Magdagdag ng teller kapag madaming client.
Maintain approachable cash teller
make the transaction smooth. only 1-2 tellers every day. add more tellers. make it fair and just
Make your services visible and have staff the initiative to showcase them
manatiling tapat at magalang sa paglilingkod sa pangkalahatan. / pataasin ang porsyento para sa nagdedeposit sa mga mababang halaga
Maybe additional teller will do.
Mgdagdag ng teller
Monitor to show what number is being serviced.
Gentle reminder to staff to be more courteous and what they are doing is important we are grateful for their service. I don't wish for the employee to be put in a bad light, just that hoping she will reflect and work to improve.
More frontliners to cater branch transactions esp teller
More site for ATM, user friendly online banking interface for easier balance inquiry & money transfer / Cashless transactions
More smile pa po
More staff
More staff especially tellers
More staff on this branch for it will be benefecial specially during rush days.
More staff; more online processes
More staffs to accommodate clients for every transaction that they have to process.
More teller
More teller especially during busy days
More teller if there are many clients or the update of passbook should be cater separately
More teller so the transaction can be fast
More teller to assist for encashment/deposit
More teller to improve more and faster transaction
more teller to make faster transaction
More teller, faster transaction
More teller.
More tellers
More tellers
More tellers and officers
More tellers and staff
More tellers during pay out of scholars. Ty.
More tellers equal to easy and fast transactions More bank tellers if possible especially for advice of checks
More tellers especially on busy days
More tellers to make faster transactions
More tellers.
more tellers/counters for new accounts
More user-friendly online and mobile banking services.
More/Additional staff front liners
Need additional teller for fast transaction
Need another teller
Need more staff
Need more staff especially in tellering. Thank you very much.
Need more teller
Need more teller(Only 1 for cheque encashment, deposit, and withdrawal)
Need more tellers
Need to add teller
Ngumiti naman po pa minsan misan yung teller
None so far. Service is very good and commendable.
Nothing any suggestion cause we're satisfied on the service..the staff are very approachable and fast service
One more teller in the counter pls
One will focus for bill payments only so that other tellers will accommodate clients for deposits or withdrawals , para Dali mo irog ang Numero (now serving no,____)
Online platform & customer service support thru online
Open another witndow section ng tellering para hindi mahaba ang pila
Open more teller
Pabotihin ang Customer Service

Perhaps more staff to cater clients esp. to those who will open an account
Please add more tellers.
Please be courteous when interacting to your clients in all instances and be professional to maintain good client relationship.
Please be kind, approachable and serve to all clients fairly.
Please do smile ☺
Please expedite mobile app. Mobile app is very convenient and as per DBP Staff you currently have no online app yet and bancnet online is not accepting new registration. How am I suppose to view my transactions?
Please have an additional tellers to cater us
Possibly add more teller
Provide more seats and teller for fast transaction
Provide more teller's.
Put a queueing machine or television prompt so that clients can easily check what number are being assisted and so that the staff won't need to call each number.
Recommend for less paper works to be filled up since it is time consuming.
Request for additional teller during BIR payments & honoraria processing
Sana ay magdagdag ng teller kapag marami ng tao na nagtatransact
sana hindi iisa labg ang teller kapag madaming tao(for example seasonal or pasko)
Sana mas marami teller
Sana po madagdagan ang teller
Sana po magdagdag ng teller o mapabilis ang transaction. Thank you
Separate lane for personal transactions vs government(brgy,) or companies. Add tellers.
Serve with smile
Since transaction is only, I am satisfied with the service provided by the staff.
Smile
Smile always
Smile always ☺
Smile Always! Be humble and stay positive!!
Smile palagi
Sometimes there are only 1 or 2 teller I suggest it'll be better if there are more for a smooth transaction (especially during BIR remittance☺)
Staff should be more accomodating to requests especially when the inclusions are caused by ManCom and Board instructions
Suggest tellers should have a smiling and helpful face when infront or transacting with clients
Teller
Teller konting bilis
the branch need additional tellers.
The guard should be gentle on the tone of their voice.
The stuff must be approachable.
There must be a separate teller for more transactions separate from the regular transaction to avoid delays.
To add teller for faster transactions.
to be courteous all the time / avoid delay
To have more tellers / Add more tellers
To promote transparency and equal opportunity in career advancement, we recommend that communications regarding promotions and career development not only be sent to the head of office but also directly shared with the concerned personnel or all qualified employees. This approach ensures that everyone is adequately informed, helps prevent any perception of favoritism, and avoids potential lapses where information may be withheld or not cascaded effectively by the head of office.
Two tellers if available
Ug ang akong ikasuggest sa tanang staff sa DBP Toledo nga ipadayon lang jud ang ilang pagkamaay
Unta panahon ug daghang client dugangan ang tellers para mapadali ang transaction na mo ilabina sa anua nga layo nga brgy. Thanks [Sana sa panahon ng maraming kliyente ay dagdagan ang bilang ng mga teller para mapabilis ang mga transaksyon, lalo na sa mga malalayong barangay. Thanks]
Update website for easy access since not all the time the ATM is available especially during pay day. / Add more teller
Upgrade mobile apps and online banking with user friendly interface.
we feel that this kind of survey need not be done on every transaction considering that we are busy with our work
We kindly ask for leniency in requiring additional collateral, as we have been striving to pay our loan interests consistently without missing any payments.
Please be more considerate to small and medium entrepreneurs who are struggling due to the economic effects of the pandemic. We hope that there can be special assistance or offers to help ease the burden of paying loans and interests.
You're doing great. But I suggest to more staff in the office to ligten the load of 2nd employee on post

B. Reduce Steps / Forms

Please address my query regarding my online banking with Bancnet , I already emailed your cust service and got no reply. What happened is that I updated my phone number and the prompt is pending for approval. I immediately report it to the Bank of my account DBP Jaro Iloilo. Your representative informed me that there is no mobile banking since March 2024. I really find it hard to access my account if there is no

mobile banking since I am living in a remote area. Thank you and hoping for your feedback. (Update: Already address by the appropriate Head Office BU per phone call with client on 2/19/25.)
Add more DBP office/s near in my Municipality for better and hassle free transactions.
Add more employees that will assist in the process for faster transaction /s
As a process owner in a govt. agency of MDS transactions with the bank, and considering a fast-paced development/inclination to online transactions, I think it'll be more beneficial to the bank and its clientelle to adapt to this innovation. Moreoever, there are transactions that are necessary for an on-site visit.
Better if magkaroon ang dbp ng cash deposit machine para mas mapadali ang buhay ng clients. Mag dedeposit lang ng konting amount pero need pa pumila sa sa loob. Hindi convenient sa mga nagmamadali at may trabaho
Bilisan please ang processing
By ensuring fairness and equality in performing their jobs
By making the services more convenient and painting the good services offered to clients and serving them with heart and pleasing attitude.
Complicated survey form and it takes time to answer
Consider developing your own online banking platform to enhance customer convenience.
Constant dissemination of information
Continue issue updates on enhanced process
Convenient to access online
Create online banking platform
Create own online banking app, minimize paper work/paperless app
DBP Catbalogan should continuously think and implement measures on how to make your services faster to lessen waiting time.
DBP Should Have An Online Platform That We Can Use For Transferring Funds And Checking Balances.
easier process on loans
Easy account opening sana like other banks na interview lang and ID, no need to fill up forms
Expedite transaction process
faster processing time
Have forms filled out electronically perhaps.
Hoping for a DBP app for online for convenient transaction
I have no suggestion as all I can say is that they continue their good service and performance towards their clients.
I suggest that the bank consider developing an online banking app to provide clients convenient access to their accounts.
I would suggest for the company to have an online services to make the process easier and faster.
Immediate processing of request received.
improve customer assistance and reduce wait time
IN PLACEMENT OF A DIGITAL PLATFORM FOR LOAN APPLICATION OR LOAN ROLL-OVER TO SPEED UP LOAN RELEASE / ENSURE AN ENCRYPTED ONLINE TRANSACTIONS TO PROTECT SENSITIVE FINANCIAL INFORMATION
Inform client/employee of the turn-around-time of transaction/s.
Inform the client that the receipt is required in claiming replacr.ent card.
Information coordination regarding glitches of transaction and alciemt should be informed promptly. If the transaction failed, client should be reached as soon as possible.
Introduce online banking. Upgrade system, promote paperless transactions
I-orient more on steps
Kailangan gamitin ang new system by system processing.para mapadali ang mga transaction..
Launch stand-alone DPB app for more convenient banking experience.
Lessen the bank forms when for updating purspose only
Make a more understandble Personal Information format
Make an app! / A mobile app could have been better and convenient
Many papers to fill up. Make it 1 pager only like other banks / Online banking
Mas mabilis at smooth pa ang dating transaction process like pagclaim ng SOA at paginquire ng balances
Mas mapabilis sana ang pag processo ng bawat transakyon
Maybe loan process is quickly if less paperworks specially the customer is already a client for years
Mobile platform for easy access to my account.
More information
More paperless and online transactions.
Much better to reduce the number of waiting days for the ATM rep.
None, all their process was indeed exceptional.
None, as the transaction process is well organized
Online Banking and paperless requirements please.
Lower interest rate
Online banking is very useful nowadays. Hoping nabalik na ang online banking kay very convenient and 21st century Rata karon applicable jod kaayo sya
Online banking, cash deposit machine. / Please do something to make your clients transactions easier or less hassle. Be a competitive bank.
Only banking would be very convenient
Paperless if ok
Please consider providing client with email confirmation that the application was successfully processed with proceeds credited to account; although during application, client is already informed of the expected processing date. Thank you.
please expedite processing of ATM Replacement

Please inform or furnish an updated copy of any document to LGU for faster transaction of document (loan application)
Please install more ATM machine so we will have other options and hopefully offline days will be lessened
Please lessen documentation on regular transaction
Please Make Your Survey Simple
Please provide mobile number for easy and convenient asking concerns.
Please provide onlibe platform
please simplify your survey
Please standardize the requirements of the loans and simplify the loan requirement
possible to quicken the process of MC
Previous transaction with ALD is very convenient but this time, KUDOS for a stress-free way of requesting for documents
Probably an in-placement of a digital platform for loan applications or loan roll-over to speed up waiting time for loan release / a fully encrypted online transactions to protect sensitive financial information
Probably to have a digital platform for loan applications or roll over of loans to speed up loan release / Ensure an encrypted online transactions to protect sensitive financial informations
Processing time
Proper timeframe and employees needed so that processes are faster
reduce paperwork
Sana mabawasan ang forms kasi madami ang fill upan paulit ulit lang ang need na information
Simplify loan documentation
simplify loan documention
Suggestion to be digitalize the application process.
Swiping of interest should be automatic, hassle to go to bank if you are coming from a far school, only to adjust few centavos differences.
Take time to inform client if documents are unprocessed for any reason . Take time to make transaction
Television as entertainer for clients waiting for the transactions to be processed
The Bank Should Make This Survey Simple For Senior Citizens
The department's TA is informing us regarding the status of our documents; however, it will be appreciated if we will also be informed of the status thru our email address e.g. what other supporting documents need to submit, etc.
The form is too many. Redundant information
The other request for medical reimbursement that was submitted earlier than this request was not yet processed as of this date.
The TAT of 7 working days is quite long for recurring transactions like medical reimbursements. Perhaps it can be reduced.
There should be ATM machine in every municipality for more convenient
Update the information must especially the contact number in your website.
We suggest that requirements be clearly defined and that submitted documents be promptlly reviewed x evaluated. Feedback regarding their approprioteness along w/ necessary corrections, if any, should also be provided w/o delayed to prevent waste of ime x streamline the process. Release of loan proceeds was efficient.
With regards to loan availments, there is a significant variance on interest rates compared to other banks. Hoping to lessen the interest rate given to us.
You should have online banking for more convenient transactions
Your Survey Is Too Long And Has Too Many Options Please Make It Simple

C. Speed Up Turnaround

Online banking for easy and accessible transactions especially on bank transfers
A screen for number or queue.
A screen for queue.
Accept online payments for corporate accounts activation of online banking for easier transaction
Actually, just want you to continue (next word illegible) w/ your clients corteously; promptly.
Allow review of documents via email to avoid delays in case of any comments on documents for submission.
Allow us to use cellphones while waiting, but we will go outside to accept incoming calls. Please <3
Always ATM nyo offline sa East Ave
An email update re status of requested transaction will be great.
are there any chance for online transactions?
Availability of online banking app
Ayusin and serbisyo ng online banking
Banking app / Please add banking app or online transactions.
Be on time and make work faster.
Better if with online banking
Better online banking
Better online banking system
Better to have an online banking or app for fast transaction and convience
Cardless withdrawal / online banking, cash deposit machine. Ranked DBP as "6" because the bank does not have online banking and cash deposit machines, also you can't withdraw w/o your card.

Cash deposit machine do that we don't need to line up inside the bank. Please have your own online banking.
CELLPHONE HOTLINE/ FACEBBOK PAGE
Cn u plss bring back the bancnet already for faster transctions and checking the accounts balances.
coffee while waiting
Create an online banking app
Create an online banking app. :)
Create mobile app for online banking
Create online banking for easy access to account and be able to receive fund transfers from other banks.
Creation of Online banking
Credit proceeds within banking hours (if possible)
Dapat mag create og system nga mas efficient
DBP online app.
Dbp online banking
DBP Online Banking available soon
DBP should have an own online app
Develop an online banking app because your name is Development Bank of the Philippines.
Digital numbering system for faster transaction
Display Tv for clients who are waiting so that they will not be bored.
DPB can provide additional tents outside to cater customers who are falling in line during claims of benefits such as scholars, etc. This is to provide shelters during middle of the day for the customers
easy access on digital / digital online banking
Expand Lobby, Online Banking
Expand the waiting area
Extend office hours starting 8 o'clock in the morning
Extend transaction hours
Extended hours please atleast till 4pm.
Extending service by acilitating payments
fast turn around time of my transaction however I will suggest for the bank to have a cash deposit machine outside because sometime it takes a while to wait for my transaction to finish when theres plenty of clients. Also, Online banking is really a must have for a bank to provide nowadays
Faster inter branch transaction
Faster system
Faster TAT
Faster transaction
Faster transaction :)
faster transactions
For cash deposit service is fast but for new accounts, service can be improved
Get membership on bank networks such as bancnet to allow online services for easier and online transactions
Give quick response to inquiries
Go online
Good but the transaction is must be fast for more efficient work
Have a online transaction in terms of updating of passbook. Thank you
Have an online banking
have online banking
Have Online Reservation or online queueing
Having online transaction
higher creditline for businesses with good credit history with the bank
Hope to have an online bank soon.
Hope to have online banking
Hope to have online banking for easy transaction.
Hope we can have online banking.
Hope you can develope an app for online banking
Hopefully online transaction becomes available
Hopefully there's an online transaction or online banking [facility] for DBP for easy transaction.
Hoping for extended operating hours (until….. 4PM???)
Hoping for online banking and transaction
Hoping to have a mobile banking app for faster transaction and monitoring
Hoping to see more branches for faster transactions. However the bank has no online banking yet. Hopefully the bank will work on that matter for the convenience of its clients.
I appreciate receiving updates via call or email regarding the status of my reimbursement.
I gave a rating of 6 on how likely am I going to reco the bank to fam&friends because until now the bank does not have a mobile banking especially nowadays everything is online.
I guess that to add additional tller for faster transaction
I hope an online service / mobile app would be available
I HOPE FOR FAST VERIFICATION WHEN A CLIENT APPLIES FOR OTC WITHDRAWAL. THANK YOU.
I hope mahuman na ang ating new building para comfortable najud; godspeed DBP - more power. (Sana ay matapos na ang ating bagong gusali upang maging mas kumportable ang lahat. Mabuhay ang DBP)
i hope that this coming year DPB would provide us digital online banking.
I hope the bank will have a cash deposit machine for easier and faster banking
I hope the signal is always strong so that the transactions will be fasters.
I hope there's Online banking
I suggest that DBP to have an online application to have an access on our account easily.
I suggest that they put more chairs for clients that are waiting
I suggest to have an online banking.
I suggest to have an online transfer.
I suggest to make the queue faster.
I think it's time to upgrade your queue machine/system. The current machine is outdated, sometimes skip the numbering.
I was reimbursed quickly. Keep up the good work.

If ever there is a long line queued, please make the necessary initiative to accommodate the clients faster by opening more line.
If possible open all counters for faster transactions
If possible your ATM (offline in times of peak season)
If possible, I would like to suggest that DBP will add chairs for clients most specially peak hours.
Ihiwalay ang transaction ng bir sa deposits for fasters
I'm hoping for a faster transaction though I understand that it may be challenging.
Improve / Activate online Services
Improve fast transaction
Improve on line transactions
Improve online banking
Improve online interface
improve online services
Improve online transactions
Improve the online banking system.
Improved online banking experience
Improved waiting time (before transaction posting)
Improvised the machinery needed result of delaying transaction.
it it possible to provide clients with space where they can use their cellphones while waiting so they wouldn't waste so much time
It will be appreciated to have at least a water station in the bank
It will be more accessible if there is an online website or mobile application.
It would be better if you can have online app to access my Acct. Thank you
It would great if you have online banking transaction just keep doing your fast service
Keep up the good work within TAT
Kumakain ng malaking oras ang survey nyo sobrang haba dapat maiksi lang
Kunting bilis pa
Looking forward for an online banking
lower interest rates please if possible, many banks now offer cash to credit with lower interest rates and faster transactions no other requirements / availability on online banking
lower loan interest rates / availability on online banking
lower the loan interest rates , give bigger credit line for Credible & Responsible Clients
Mabilis naman na ngayon pero sana mas mapabilis pa ang pagproseso sa mga needed documents . Salamat
Maganda po siguro if may online app na po ang DBP.
magkaron Ng online app
Magkaroon ng online acc. / To have on
magkaroon ng online banking
Magkaroon ng online banking para sa mas mabilis na transaksiyon.
Magkaroon ng online banking.
Maglagay ng mas maraming ATM machines sa Probinsya at magkaroon ng online banking upang mas mabilis ang transaksyon.
Maintain prompt service to all clients.
maintain quick responses to queries
Maintain the prompt service.
Make an announcement regarding your online banking services.
Make it fast
Make the line number/transaction number big :)
Make transaction faster at v erifier
Make transactions faster than usual.
Make your online survey brief and not time consuming.
Mapabilis ang transactions
Mas mabilis ang deposit.
Mas nindot ug naay tv para sa priority number para sad Makita sa tanan ug sa ubang edad edaran nah ug Dali sila ma aware sa pag adto sa atubangan [Trans:
Mas mainam kung may TV na nagpapakita ng priority number upang makita ito ng lahat, lalo na ng mga nakatatanda, para agad silang maging aware kung kailan na sila tatawagin sa harapan.]
Matagal proceso ng atm machine
May have an online application for easy bank transfer
Maybe you can adjust your bank time from 8-5 office hours
Minimize offline transaction via ATM
More accessible online banking
More ATM Machine and implementation of online banking.
More ATM machines and digital online banking
More ATM machines and online banking
More ATM Machines and Online Banking.
More ATM Machines, online banking
More ATM, better online banking, online services.
More branches & Online banking
More branches and ATMs for more visibility; online app
More branches and online banking
More Easy and fast transaction
More outside waiting area on morning when the heat is extreme outside. Mainit and hot when in morning and noontime
more windows of services for us as Cooperative as of now we are only availing REDISCOUNTING LINE
More windows/counter to be opened/available to cater all clients immediately/quickly.
Mpabilis sanaa
Much better if the bank would have an online banking
Much better if the DBP have Online Banking for us to much easily check our balance and transactions. Thank you.
Much better if there will be an online application of DBP so costumers can easily check their remaining balance on the their account.
Must have fast ATM transactions

Need a little bit faster especially the counter or need more personnel
Need more employee and online banking for convenience
Need online banking app
Need to create a mobile app for online banking
NKTI ATM Offline
No online
No online banking
no online banking services
No suggestion. Transaction was very fast
None- My supposed suggestion is to have an online service in updating the soa any day of the month, i think DBP is already working on it
None so far! Just online banking please for teachers assign in remote areas!!
None, excellent, efficient and fast service was received from the BU
Offline takes time waiting in the part of the client. If you have an option to avoid this situation or have better solution in your system.
on line banking application (that is secure)
one thing i want is somehow they will have an online transfer transactions.
ONLINE
Online
Online & Digitalization
online access/query
Online account opening like other banks.
Online app
Online app for us business owner to easy transact
online labi na sa probinsya sa tabogon
Online app will be better
Online application
Online application.
Online application/submission of docs
Online Bank
Online Banking
online banking
Online Banking - Fund Transfer
Online banking & digitalization
Online banking (App), other online services
Online Banking / Increase the amount allowable for ATM withdrawal per day.
online banking access
Online banking and cash deposit machine
Online Banking and more ATM
Online banking and more ATM kiosk.
Online Banking and more ATM machines
Online Banking and Online SOA Request
Online Banking App
Online Banking be available
Online banking capabilities are the missing piece to perfect DBP
Online banking for easier & faster transactions
Online banking for easy transaction
Online banking for new accounts
online banking is a must at this times
Online banking options
Online banking please
Online banking please and ATM machine in Manjuyod
Online banking pls
online banking pls.
Online banking po.
online banking roll out
Online Banking Services
Online banking should be available
Online Banking System
Online banking to check () for check the balanced
Online Banking up
Online Banking, automated transaction number
ONLINE BANKING, AUTOMATED TRANSACTION NUMBER MACHINE
ONLINE BANKING, EXPAND LOBBY SPACE
Online banking. I suggest more ATM machine.
Online Banking]\
Online copies of the files.
Online CSM… hehehe..
Online deposit
Online for easy access
Online forwarding e-SOA
Online Loan Application
Online portal/access
online queueing
Online Services
Online services or transactions. Hopefully, an app.
online statement of accounts
Online transaction should be available / More other ATM machine should be needed,because of the volume user
Online transactions
Online Transactions & ATM
ONLINE, CREDIT CARD
Open another counter to serve for the long lines
Paangatin at Patatagin ng husto
Pag kumuha nang passbook dpat meron din sayang atm card pra mapabilis ang transaction nmin pag m widro...
Please activate new online banking for easy banking
Please allow us to use phone so that we cannot feel bored while were waiting to accommodate our transaction.
Please be maintain, however) I suggest that there must be online banking / app that can transfer money to the other bank.
Please continue to facilitate medical reimbursements swiftly
Please have an online banking app for us to monitor our account in a most accessible way.
Please have some mobile banking app for online transactions for more client convenience just like the other banks in the country.
Please help improve speed on credit approved.
Please implement online banking
Please improve Online bank services
please improve online banking

Please include in your services providing free bank statements. Preferrably electronic. Also, include this (facily) in online banking.
Please make a running Statement of Account visible in the iHRIS covering all outstanding loans.
Please make an online mobile app soon
Please offer online banking services☺
Please provide a proper explanation regarding the delay of issuance of salary differential.
Please provide online banking
Please provide online banking
Please provide online banking for ease of transactions.
Please provide online banking services
PLEASE provide updates on the status of request whenever necessary.
Please provide your own app for online banking.
Bancnet app is fairly useful
Please put an extension office to our City_Tanjay city for a faster transaction.
Please speed up credit evaluation specially on good clients
Please try to have an online banking system for much easier access
please, minimize the Internet downtime especially during busy hours
Please, resume the online banking for DBP account holder.
prompt response
Provide an Online Banking Transactions
Provide online banking
provide online banking app
Provide online banking app and improve stable connection for ATM machine / Provide online banking app
provide online transactions and more bank branch / lower interest rates
Put additional kiosk for fast transactions
Queue
Regular email for updates and status of transaction is very much appreciated.
Requesting for the provision of online banking.
Robin, Evangeline C.
SAN MAY ONLINE BANKING DIN KAYO
Sana ay magkaroon ng online banking.
Sana bilisan pa po ang transaction.
Sana magkaroon na kayo ng online application for salary loan
Sana magkaroon ng online banking
Sana mas bilisan pa ang transaction.
Sana mas bumilis ang pagdating ng ATM card/proseso sa pagpapalit ng ATM card.
Sana mas mabilis pa.
Sana may online apps for online transaction
Sana meron na online apps para sa account
Sana palaging online ang abilabling machine para di na pumunta pa sa malayong lugar o magwithdraw sa may kamahalan ang transaksyon
Sana po maging online ang checkbook request
Sana po magkaroon ng DBP branch sa bayan po namin (ORAS). Salamat po!
Sana po mas mapabilis pa ang transaksyon :)
Sana po pwede ng thru representation ang pagw/draw na di na po need ng SPA.
Seek internet connection w/fast service.
send a copy of board resolution to the BU head automatically after board decision with TAT of max 1 week
Set up online banking system/app
Should have integrated Online Banking for convenience of clients. Possible branches for other places far from Dumaguete. ATM Machine every city.
should provide online banking
Smartphone restriction on waiting chair, open the television TY.
Smoothen the transactions via online (Fund transfer or Gcash)
Standard banking hours
Suggest to develop app for online banking
Suggest to have online banking made easy and to have an app for easy transaction. The doesn't have an access on my pending approval status online. I hope you can have an online banking soon.
Suggestion to have an online transaction or DBP App to easy access & payment to any transcation.
Suggestion to have Online Banking
Suggestion: to provide feedback mechanics on the status of the request or module wherein client can make follow-through
Suggestions box, tip box, digital transaction, TV for waiting client.
System / access be updated for easier and faster transactions
THAK YOU FOR THE PROMPT REIMBURSEMENT OF MY MEDICAL CLAIM.
The atm and online banking needs enhancement.
The bank should have an online banking.
The branch manager must check if the counter needs assistance. To avoid the long waiting…
The only bank that has No online banking
There are times that transactions are fast and sometimes not. I hope for further consistency in my future transaction.
There should be mobile app/online facility like other banks
Thru online banking
To have an online banking application for the clients of DBP.
To have an online banking or app so it's easy to transact
To have online app
To have online app for us to see and transact onlinee
To have online banking
To have online banking or app
To offer higher credit line with lower interest rates.

To provide feedback/monitoring or follow-up module for the online transaction for the updates of the request made.
Transaction is fast and excellent
TV for queueing purposes
Unta magka online app na para dali nalang mag transfer.
Upgrade your system for faster transactions.
Use of queueing machine
Use queueing # always
Verification of account, regardless of the branch where the account was opened, should be quick and timely. Pir account with DBP, as [teachers] have been with the bank for decades, yet it has always been like this, we do over the counter withdrawals.
Waiting area tv.
waiting sa mobile banking app po. thank you
We hope that we can also check our account online for easy transaction
We would like to seek help on our online BIR Payment
You can provide more chairs for the customers that [are] waiting for their transaction. Thank you!
Your legal should review documents faster
Your Legal Team should provide their comments on agreements quicker so that client could use the credit facility immediately

D. Enhance Information

A Balance office in IBA will greatly improve accessability
A banking app of their own can really help their account holders monitor their account with convenience.
A more private space/place for new accounts clients esp. those depositing millions is more appropriate.
Add another new account for other services like inquiries para tuloy tuloy lang pag may opening ng account
ATM machine need update
Availability and accessibility of ATM Machines in the branch is very much needed
Better to have a mobile app for easy access
Butangan og tv para d boring malingaw og lantaw tv tas nag open kog account para d nansige anhi bangko
Cannot transfer funds to my account from G-Cash.
Gcash account can now deposit through DBP bank.
Gcash should work to make deposits from gcash to dbp account
Get a kiosk that can specify the transaction and identity if transaction will be accepted or denied.
Have a big area for client to be accommodated
Have easy access on mobile app
Hope you can add a branch to our place for more accessable for us since we are far from Dumaguete city branch
Hoping to have a mobile banking app for monitoring of account
I did not bother to read the BU's CC since I was only submitting receipts for reimbursement. But I was told it was available at the BU's office for everyone to read.
I hope you could issue immediately upon account opening the ATM Card, just like with other banks.
"I suggest that additional ATM should be added. Sometime machine (ATM) is not functional / Sometime run-out cash (Cannot dispose money).
Additional: when no transaction is made for several years, the ATM ccard becomes dormant or inactice. Infact the amount is more than hundred thousand."
i suggest that if there is a problem encountered by the client/BU's please call the concern citizen/BU
I think it would better if the link to the citizen's charter is given at the first instance rather than the last communication to the request. Or better yet, should be given as a consistent link in every email and transactions.
I would really love special consideration of an account w/passbook & checbook for easier monitoring of the services.
I would suggest to have electronic number system to clearly see/know the number and what type of transaction is called.
make system application for mobile access
mas maganda kung maibalik sa mas accesible na lugar
Mas Mapadali Sana Yung Pag-Apply Ng New Account Di Gaya Ng Experience Ko Before Na Ang Daming Requirements
More accessible ATM Machines
More Face to Face meeting between Account officers and clients. Economic briefings, B2B interfaces with other bank clients
My only concern is your check deposit slip for me to see clearly the total amount deposited if there is 2 or more deposit in one slip
My suggestion is about the passbook update, can you have a designated counter area for that transaction. Thank you :)
Palaging e update ang clients o depositors o borrowers thru emails.
Please invest in mobile application for easier access to our accounts.
Please let us know what the updates of bank policies & clients! God Bless
Post new services & updated new products thru social media

Provide easy transaction which contribute to overall success of the premise
Provide monitor for easy access to priority number provide photocopy service of IDs because its not easily accessible in the area
Regarding on advice check ,mas mabuting separate ito sa new accounts
Request for fewer requirements in your transactions
Sana mapalapit sa kabayanan o centro para mas accesible
Send text messages to clients and update them of all new services or post at social media also. also
Senior Citizen Lane should be emphasized
Successfully provided clients concerns
Suggestion: to provide module for the tracking/feedback of
The reviewer of the loan application must be clear and fully familiar with what he truly needs.
This citizen charter handbook should be placed like in tarpaulin so that clients will be aware of this
To put ATM machines in each Municipality and in other more accessible area in Dumaguete City.
To sweep off the interest of TINA ES account automatically.
Update and upgraded system, additional branch if permitted
We request for timely posting of Admin Issuances in the OCS portal; We request for timely issuance of Office/Sector/Group Orders marked by OCS by providing feedback if the same has already been numbered
wider space sa lobby to accomodate clients. kasi mainit maghintay sa labas.
WOULD BE NICE IF YES ACCOUNT COULD HAVE AN ATM
Your Survey Is Too Complicated For Senior Citizens

E. Digital and Omni Channel

I am from Dagohoy, Bohol. I think it would be great to have a DBP ATM be placed in this place since I encountered this twice already with LBP. And to think it's not only me, I have my colleagues also. Well, it's a machine so I really understand. What's important is the money were sent back to us. Thank you so much! ❤
24/7 ATM banking
Add another ATM Machine
Add more ATMs
Add more DBP ATM Machine especially downtown areas.
Additional ATM
Additional Atm machine
Additional ATM Machine.
Additional ATM terminal
Additional ATM terminal.
Additional ATMs
Additional available ATMs
Additional functional ATM
Ang masusuggest ko lang po ay ipaupgrade nyo nalang ang atm ng branch kagaya ng iba na touch screen na.
ATM I'm not compatible for ambience
AUTOMATED TRANSACTION NUMBER MACHINE
Availability of Digital queuing system
Ayusin po ATM Machine
Banking app
Be patient and be happy
Can deposit cash from Gcash to DBP Bank, because I've been trying to deposit cash from gcash to DBP and it wont go.
Check/Monitoring is to improve also
Create a bank application
Damihan ang ATM
DBP app if possible
DBP app is a must have
DBP Banking App
DBP Mobile Application For Convenience Of The Clients
DBP Should Launch A Mobile App
Digital banking
Digital Banking / More branches will be opened
Digital banking services
Digital mobile banking
Digitalization
Digitalization of transaction
Do what makes you happy :)
Enhanced more strategic version like mobile/digital banking
Enhancing of quality services and innovative approach
Expedite Mobile app
Have their own application for phones "apps"
Hope naay machine sa sibulan [Trans: Hope may machine sa sibulan]
Hope next year you will have your own banking app.
Hope that this request type be available again thru IHRIS.
Hope there's an app for convenience.
Hope to provide additional ATM machine
Hopefully all ATM machine make improve change new 1 (one)
Hoping ATM machine is always available
Hoping for upgraded ATM System.
Hoping the bank will have an app for mobile banking
I hope I can get the ATM Card immediately.
I hope that you will soon have a mobile app developed.
I hope we have an ATM near Tanjay

I hope you have mobile banking/mobile app too.
I suggest that DBP launch a mobile app for the convenience of its depositors
I suggest that DBP needs to offer QR code payments and e-wallet integration for easier transactions.
I would like to suggest that your ATM will be open for public so that any time we can withdraw
If ever someday magkaroon po ng cash depo machine
If possible change the new ATM Machine
If possible, the ATM Machine should have a constant regular maintence, if can be done to replace the current old/obsolete ones□. but your ATM Machine Cash Dispensing, maybe it's maintenance is the problem☺.
Improve or create mobile app
Improve the ATM services
In validation portion, TIN should also encoded so that it can easily monitored by the TP.
Increase Number of ATMs in various establishments
Increase Time Deposit interest to increase investors like digital bank
Install more lights to brighten the office, install self serving queuing machine,
Install quieing machine and monitor
Installation more ATM machine especially in our school at Pamplona Central Elem. School.
Installation of machine in Tanjay City.
It could have been better if there's a mobile app
It's better to have microphone or number on screen
JUST ALWAYS BE APPROCHABLE
Looking forward to use mobile app for easy inquire.
Maglagay ng maraming ATM machine
Make an mobile app
Mas maaga n pg approved.
Maybe install a new ATM
Mobile app
Mobile app banking
mobile app for DBP
Mobile app is very needed.
Mobile app please
Mobile Banking App
More AT Machines Regionwide
More atm
More ATM
More ATM card machine.
More ATM kiosks and digital app.
More ATM kiosks.
More ATM Machine
More ATM Machine
More AtM machine and new machines
More ATM Machine.
More atm machines
More ATM Machines
More ATM machines and mobile app
More ATM Machines.
more ATM sites
More branches and ATM.
More DBP machine on our Municipality
More/Additional ATM Machines.
Must have digital number projected in the screen to easily monitor the numbering lane
Nais ko sana na mag lagay ang tanggapan ng ATM machine sa Tanjay City.
Need mobile app for convenience
Need Mobile Banking Application
Need more ATM machines
need more futher assistance regarding to atm cards.thank you
Need to improve mobile app
No mobile app
No more debit on ATM transaction
No suggestions further because your services is highly appreciated
Not related w/ onsite transactions but pls improve the ATM services
Offering of better remittance service offers, such as competitive rates, set-ups and funding. Also looking into the digital sphere for options.
Onling banking app
only the ATM service need to be functional for the one who will not go inside.
Our OTP on eSOA can't be receive during out of cell phone signal please improved
Please Launch A Mobile Application. DBP Cannot Catch Up With The Banking Innovations Like The Other Commercial Banks.
Please provide cash deposit machine
Please provide mobile app
Please provide mobile app
Please provide mobile banking app for easy transfer of funds.
Pls additional atm machine☺
Pls. improve ATM services
Prepare advance prepare for mass withdrawals of clients in ATM.
Provide mobile app
Put ATM in the Mall and 711
PWEDE PO NA AVAILABLE NA AGAD ANG ATM PARA MAKUHA NA AGAD
Remove the password requirement in opening the E-SOA or improve the sending of OTP for E-SOA instead.
Sana mag karoon ng ATM Machine sa iBang municipalities para Hindi na kailangan pa na pumunta sa bank to get money
Sana magkaroon na ng mobile application and DBP.
SANA MAKUHA AGAD ANG ATM
SANA MAKUHA AGAD ANG ATM CARD, HINDI NA KAILANGAN MAG WAIT
Sana may fund transfer from bank to gcash
Sana merong ATM machine malapit sa Bindoy
Sana yung atm nakukuha agad upon opening
Shortened time for loan approval
This transaction should be included in iHRIS
Timely renewal of ATM card

To digitalize customer qeuing for easier client assistance
To have an app
To provide more ATM in Dumaguete.
We need more ATM machines
You should improve the quality of your ATM cards

F. Facilities

Maybe they can use microphone so that it's easy for the customer to hear their number or name.
A bigger office
About CR
Additional branch with parking area
Additional space for clients
An aircondition would be nice.
Better office/organized
Big Office
Bigger Space
Bigger space of the bank here in Maasin since you have many client
Build bigger office
Clean toilet
Comfortable chairs
Consider service providers on the merits and not strictly on rigid criteria.
Construction of comfort room for the customers inside the facility
Dagdagan/maglagay ng efan/aircon
Enhance the air conditioning.
Expansion of space
Fix aircon units.
Full aircondition =) init!
Gi-igalig mi sa lainit (Trans: ilipat ito sa ibang lugar)
Have ample parking for clients
Hope to avail fresh funds to help recover from the pandemic. Hope the bank will understand our side
Hope to increase or add another day of Sector loan comm meeting.
Hopefully to increase DACL of BH and GH
I know its on going but a bigger office he :)
I suggest to have chairs to offer for clients who was wet and got rained.
Improve ventilation.
Increase the temperature of the AC
Keep up the goodwork! Just improve your aircon!
Kung pwede may cr for client
Less aircon level :)
Lobby Expansion
Lower our corporate interest rate. It has been increased by more than 200 basis points in the last two years, while overall interest rates have been going down. Our company feels we are suffering higher interest for the failed loans of DBP to government programs.
Mainit konti yung aircon…
Make branch office in Lamitan City.
Make the bank colder / Cooler Aircon
mas malawak na lobby para sa mga kliyente
Microphone- for the numbers to be called
More chairs
More parking
More parking pls
More parking space
More parking space.
More parking will be better
More space for client
Need big space
Need more space for the customer to cater more client
Padako-an gamay ang office kay midyo pi-ot (Palakihin ng kaunti ang opisina dahil napakaliit nito)
Parking pls :)
Parking space lang po
Please increase optical and dental allowance per year.
Pls diligently clean the comfort room
Pls provide CR for client especially for senior
Repair of the comfort room
Sana open pag bagyo :) // more parking
the choices in the regions has no western Visayas & could not be scrolled up.No one is answering the phone.
The service is good. I think it's not about the service but the space, in my own way of thinking.
They all need a salary increase for a job well done.
To have a bigger office
To improve parking lot
To put a manning peronnel inthe branch so that clients like me can personally contact the officer concerned with any communication barrier.
Use mic to call #.
We hope that this firm must have already a Cr, so that all clients are comfortable to transact
Widen the office
wider area/lobby

G. Fairness & Transparency

Call the number by set, 5 for priority number another 5 for regular lane.
It is much better if the priority lane is functional

My suggestions po for further improvement is merong TV for everyone to be able to see their priority number.

Priority lane should focus on 1 cashier
Proxies for pwd and seniors should have priority

H. Uncategorized

Dapat mag close 5 PM na
I don't have any suggestions.
Keep up the great work!
.
Add additional branch in San Pablo laguna
Add additional personnel!
Add more personnel specially like Ms. Abali
Add more personnels
Additional cashier if maraming tao
additional counters so that the transaction will not consume a very long time
Additional Employee
Additional manpower
Additional Teler Only
Additional Time
Agarang pagtugon at aksyon. Transparent na numero or FB page pra sa mga katanungan. [translated: (Provide) Immediate response and action (to customer concerns and) Transparent number or FB page for inquiries.]
Agree
Air-conditioning
Alaws
Already detailed in item 18
already perfect for me
ALREADY WITH IMPROVED SERVICES, LIKE SENDING DETAILED INFO OF THE LOAND I AVAILED.
Always consider and provide the convenience of every client.
Always intertain customer
Always wear ☺
am satisfied with my transaction with ERD-Medical Claims
As a long-term partner of the bank, to extend lower interest rates most specially to those with good payment record.
As of now, none.
Automatic quarterly sweeping of interest. We are very far to travel to Pagadian and request to sweep for only few centavos.
Bank anywhere or seamless interbranch transaction will be a great improvement
Be a lot better than better
Be always responsive
Be careful
Be humble & Patient
Be more aggressive in encouraging more clients
be on time
Be organize!
Be visible to community
Best to have more branches
Bigger facility
Bigger facility.
bigyan siya ng kasama kawawa siya tinatawag ng manager kahit may kausap
Bigyan siya ng kasama, payat na siya ngayon kawawa kayo pag wala siya.
Butangan og something for entertainment para di mag wait og longer
By adding additional members
CAN WE TAKE A SURVEY ONCE IN A MONTH NOT IN EVERY TRANSACTION PLEASE...
Can you add another personnel kasi she is kawawa mag-isa andaming tao.
CO, MARICEL S.
Consider using Artificial Intelligence i.e. chatbot to further enhance bank efficiency and customer satisfaction.
Continue doing
Continue hiring young clerks.
CONTINUE THE EFFIEINT SERVICES
CONTINUE THE EXCELLENT SERVICE BEING PROVIDED BY THE HRAD ODW
Continue the good service and time management
Continue with your excellent service.
Dagdagan ang cashier
Dapat magdagdag ng cashier lalo pag maraming transaction.
dapat mas madali po sana transanction po
DBP requires a lot of documents w/ several copies (6). They may want to consider soft copies instead to save on trees.
Divide Government Transactions to banking transcactions
Divide the transactions between government matters with deposits only to avoid additional consumption of time
Do have more branches
East transaction
Easy
E-banking
Electric Counter is a must
enlarge the area
Ensure that personnel are properly oriented on what is expected from them and what should be their output
evcarreon@dbp.ph
everything is perfect for now
EXCELLENT SERVICES
Follow sa numbering way suksuk sa uban nga clients
Kay pareha ngdali patas☺

Food 😀
For me maintain only how you treat people
For me, maintain good service always to the client.
Free water drink
Free wifi
Give bigger paper for deposit slips
Good
Good job, continue your best service
Guides or contact info. of personnel in-charge pls. and thank you!
Hard working lang
Have a proper pre-arranged schedule before personally meet the client particularly OTC transactions.
Hire add'l cashier
Hope there's a DBP in our place.
Hope to have more branches in cebu
Hopefully maintaining a good service
Hopefully maswift automatically para macaptured every quarter
Hoping Cellphones be used inside
I am already impressed with the given service.
I hope the text or font size will be bigger so that it's readable for people who have eye problem.
I hope to improve when it comes to queuing.
I hope you can add a lane for single transactions only.
I suggest sa mga personnel ng Banko na mag pray muna bago mag start sa work. I suggest for smiling face attitude.
I would just simply suggest to be consistent with the service because it's already great
If muingon ang empleyado nga mag wait they should be specific how long should I wait
if possible, scanned copy signed by the HR Head, to be printed in the Branch and originally signed by the Branch Head or Lending Center Head
implement Ai chatbot for questions
improve power reliability
Improve set up
Improve the financial technology
Improved much your quality of services rendered
Interest Rates are higner than private banks
Ipagpatuloy pa ninyo at pagandahin pa lalo ang sebisyo ninyo
Ipapatuloy
is it possible to shorten meetings on Monday
Just be yourself
Just continue doing this. Very transparent. I like it.
Just continue the good attitude
JUST CONTINUE THE GOOD SERVICE
Just continue to provide excellent service to employees
Just maintain the policy
Just sustain.maintain the services.
Keep and continue the good service you started.
keep employing great personnel
Keep it going.
Keep it up
Keep it up!
keep on doing great
Keep setting the standard for exceptional service.
Keep the good servicing
Keep up the good job!
Keep up the good service
Keep up the good services.
Keep up the good work
Keep up the good work because it helps the employee especially with regard to financial aspect.
Keep up the good work HRAD!
Keep up the good work!
Keep up!
Kong unsa ang pag trato or serbisyo nga ge hatag sa katawhan ipadajon [Trans: Anumang pakikitungo o serbisyong ibinibigay sa mga tao ay ipagpatuloy.]
Kung pwede sana yong on us check deposit pag more than 1 na check kund pwede total nalang pag validate hindi isa isa
Lakihan ang poryento nang pagaproba.
Less in transaction fees.
ljmcasapao@dbp.ph
low interest rate for the Cooperative
lower interest rate
Lower interest rates for loans
lower Loan Interest rate
Lower the interest rate and other fees
Lower the minimum amount for TBILLSS placement.
Mag tulong pang sa mga dapat alamin nang lsang opisyal
Magdagdag ng empleyado
Magdagdag pa ng maraming branch
maging madiskarte, parehas sa buhay at sa trabaho
Maging masayahin palagi
maging matiyaga po tayo sa mga magsasaka natin kababayan
Magkaroon ng sogod branch
Maintain
Maintain and a little room of improvement
Maintain easily good services
Maintain good service
Maintain the excellent delivery of service to your clients
Maintain the excellent service being provided to DBP employees.
Make your survey brief as possible
Manpower
mapanatilihing maayos ang serbisyo
Maybe a queing system?
Maybe a queuing number
Maybe add another counter
Maybe just add more branch in the area.
Maybe message us if the card we needed is already available
maybe next time i can think of suggestions
Maybe then the branch shall request back up personnel from other DBP branches.
Maybe we can replicate BPI's BEA.

Minimal documents required
Mobile banking
Mobile Banking and less complicated customer survey
More (improvement) manpower
MORE ACESSIBLE DBP BRANCHES
More Branch Most especially our place at Canlaon City
More branch to open
more branches
More branches in Ormoc
More branches to cater especially for clients living far from the DBP branch
More branches…
More candies :)
More counter
more counter for services
MORE DBP BRANCHES
More DBP Branches to come
More employees
More employees OLGA T. DYOSO CO
More improvement during the numbering transaction
More Improvements and develop of this company
More manpower
More new bills please
More numbers to give for BIR payment
More Personnel
Much more to improve your services
Must consider local holiday especially for the branches.
N.A.
na
Need additional cashier
Need improvement
Need improvement in the availability of Cash Withdrawal in dollars.
Need more power
No any suggestions
No available 100 Bills (3k). Availability of certain denomination shall be readily available.
No comment, good service.
No cut off for BIR transaction up to 3:00pm
No further suggestion just maintain good quality service
No improvement needed. It is already perfect.
No more suggestions
No need na unta tagaan ug number kung mag pa verify lang samot na ug gadali nya pa verify lang ang tuyo [Trans: Hindi na sana kailangang bigyan ng numero kung magpapa-verify lang, lalo na kung nagmamadali at ang pakay ay verification lang.]
No suggestion
No suggestion
No suggestion, service is already excellent.
no suggestions, everything is perfect
None so far
None so far
none thus far
None, satisfied
None. Keep up the good work
None. I am satisfied with the service provided.
None. Service provided was delivered excellently.
None. Thank you!
NOTHING SIGNIFICANT.
Nothing to add
nothing to improve
Nothing to improve maybe the salary of the employees hehe
Nothing to improve.
nothing to say very satisfied for the service
Nothing to suggest
Number Queing
Offer good services with lower interest rate
Open a DBP satellite in our municipality someday
Open branch at different areas/brgy
Open more branches.
Pagbutihan pa para umunlad
Palagi magtanong kung may gustong malaman
Panatilihin ang magandang serbisyo
Para sa akin, ang pagbabayad lang po ng BIR medyo nahihirapan kasi may naka limit na petsa sa pagbayad sa bangko na ito.
Personnel
Please do your service much better.
Please explore restructuring schemes to offset interest dues for advance payments.
Please go back to your branch ASAP Alabang-Madrigal branch is too far =)
Please have a separate window for other easy transactions like Bank Certificate Request
Please lower your interest
Please make regular transaction less tedious
Pls provide mobile banking.
Provide Automated transaction number
provide stable power generator for continous transaction
Put a music background even a little volume para sa Hindi ikakainip Ng iba
Put up mobile banking
Pwede butangan ug tv para ang mga customers dilinla a yin ug hinulat din malingaw sd cla para naay matan aw [Trans: Puwedeng lagyan ng TV para hindi lang naghihintay ang mga customer, kundi maaliw din sila at may mapanood}
Pwede Maglagay ng branch sa Bayawan City
Queuing System
RANIEL C. MENDOZA
Rate Competitiveness
REJUSO, JESILY ALSONG
Retain Ms. Karissa in this branch
sana ay may padrinks. sana ay may water refilling para sa mga clients.
Sana mabuksan na po yung nasa pinamalayan branch
Sana Maka lagay ng iBang branch Hindi lang sa maasin..

Sana malaki ang espasyo para kaya ang lahat ng pumasok
SANA MAS MAIKLI ITONG SURVEY HINDI OK SA MATANDA
Sana matapos na ang bagong building para sa malaking pasilidad
SANA MAY MOBILE BANKING NA KAYO
Sana open at 8 o'clock.
Sana po panatilihin ang mabuting serbisyo nag lahat sana sa deposit slip ay carbonized na
Sana yung snapshot ay mayroon via email.
satisfactory
Satisfied. No suggestions at this moment
Separate transaction or counter for other customers (personal & government related transaction)
Service is good
Set Philippine Standard Time
Should cite the date of received to determine the days of completion
Should put any sort of entertainment for the client such as reading materials/TV but in low volume.
Si Lanny na lang sa harap palagi.
Snacks
So far I have no suggestion
so far it's good
So far so good
SOA Automation Monthly
Strengthen the signal
Such being socialize
Suggest the interbank inter-bank withdrawal more easy and less time consuming
Sweeping of interest should be automatic
SYSTEMATIC
Tama at sapat na documents
THANK YOU
THANKS AS ALWAYS!
The board may wish to be competitive in terms of interest in time deposit so that gov't employees may continue services
The DBP Catbalogan City did not yet take action to my cocerned. We hope that the concerned bank will take action immediately to the said concerned. Thank you.
This questionnaire is too long. Please rewrite it and keep it short.
Time Extension 4:00 PM
Time management to cater clients per transactions
Time managment
timely reimbursement of medical claims
timely response. hope my benefits will be released
To automatically sweep net of ineterest to avoid inconvenience of principal to travel from Sominot to Pagadian City.
To be more organized and prepared especially considering the volume of the documents and data involved
to do the good service and management.
To improve more services
To improve our services we need strong IT support
to provide envelope for the cash withdrawal
To put up a DPB Branch in the Tondo Areas for the convenience of your clients to your financial services
To spread the services more for offers to avail
Training or workshop in the preparation of Disbursement Vouchers.
Transaction still ongoing
Up to date email available on website
Very good
Very satisfactory
Wala na akong suggestion dahil satisfied ako sa kanilang serbisyo.
We feel that this survey need not be done on every transaction for we are busy & this takes up our time. maybe it can be conducted on a monthly basis instead. thank you
We feel this survey doesn’t have to be conducted on every transaction. It is time consuming for us busy people. It can be done once a week or once a month instead or give us a forum where we can air our complaints if there are any. Thank you
Wifi
Wifi For E-survey
Will be good if DBP opens a in Iba

3. Negative Feedback

A. DBP Personnel (Frontliner) Courtesy/Professionalism – Issues

I hope na there will be at least 1 or 2 Tellers that will cater the Senior Citizens/PWD/Pregnant Women so that the regular customers will be catered on the other tellers, because what happends here is they keep on inserting the seniors on all of the tellers, even if you came so early, if there are a lot of seniors (which is most likely the scenario), you get to be entertained way too long. Even you waited an hour ahead of a senior who just arrived, they will be inserted anywhere na teller. There should be a 1-2 tellers sana that only caters seniors/pwd/pregnant women
[One] of the personnel in charge is not accommodating and is arrogant [who] didn't make any apologies on the erroneous ATM card printing, just simply telling the client that there's an error. One of the bank personnel in NAC is not accommodating.

Bank personnel should be courteous and accommodating. (Update: Client-respondent received the corrected ATM card in the 1st week of February 2025)
A transaction takes more than 2 hours per client. How is your bank still operating at this rate? Your tellers are very slow. You only have less than 5 clients at the branch during my visit but still every transaction still took more than 2 hours. Your bank will not progress for sure. Spacious branch. Waiting chairs needs improvement especially since you let your clients stay at your bank for more than 2 hours
Add additional teller for faster transaction
Add More Teller For Faster Transaction
Add more teller for faster transaction. Ex. Today time check it's 6:41 pm and the numbered called is 50. So frustrating for those client from far municipalities and even to us from nearby barangays. Add more teller and upgrade your system is the only remedy for faster and efficient services
Add more teller to make the service faster
Add more tellers for faster servicing
Add more tellers to accommodate customers. Add more seats
Add more tellers to expedite out transactions during busy hours.
Add more tellers/employees to make every transaction faster
Add og teller para fast ang transaction (translated: Add more tellers to speed up transactions.)
Add teller for faster transaction
Add tellers. Entered queue with 42 and my number was 50. Waited for 1hour and 15 minutes. Sayang oras sa kakahintay nang napakatagal. (translated: It's a waste of time waiting for so long.)
Additional staff for faster transaction
Additional staff. Only one person assisted claiming of card, over the counter withdrawal and atm pin change
Additional teller for faster service to clients
Additional teller personnel for fast & convenient transactions
Additional teller so that the open account separate teller
Additional teller so that transactions become more faster and lessen the time of waiting.
Additional teller sobrang tagal. Long process waiting so much transaction takes 5-6 hours
Additional teller, faster transaction thru distributed category of service, citizen's charter application to actual service
Additional tellers for faster accomodations
Additional tellers, so that transaction will be fast. almost 2 hours of waiting for our number with only 10customers. not recommended to serve
Ang paraan ng serbisyo ay mas lalong nakakapag patagal ng transaksyun yung pag aadvice ng cheke need pa mag kuha ng new account number para ma validate yung cheke at iba rin yung pagkuhang number sa teller. it makes the customers agitated. upgrade not downgrade.
As observed the bank is quite very slow in serving clients transactions (deposit/ withdraw) due to lack of staff doing at the counter
Be approachable, ayoko nang nakasimangot :) / Be smile…
Bilisan ang pagtransact sa multiple transaction./ Add more teller for multiple transaction
Complete ang teller dapat reasonable ang waiting time
Dagdagan ang teller para lalong bumilis (translated: Increase the number of tellers to further improve service speed.)
Dagdagan pa po ang teller hehehe para sa mas mabilis pang transaction
Dagdagan po sana ang mga teller Kasi kahit mabilis naman po Sila madami kaming kliyente
Dagdagan teller para medyo bilisan ang pag serve sa mga clients lalona pag marami customer
Dapat mag add pa nang isang Teller para mas mapabilis pa ang transaction, lalo na pag maraming clients
Dapat mas maraming teller kapag nag remit ng BIR Kasi matagal din tumawag Minsan sa mga numbers at kulang sa tao ang teller area.
Everytime encashment checks, [Queue] # are always very 2x slow, Slow moving. From tellers to [Queue] # much better - if no delayed - no wasting time.
Paghinulat kay Maihahin Duro (trans: Paghihintay ng sobrang tagal). Thanks!
Faster teller transactions
Hire More Employees For Tellers And New Accounts. You Serve Many Clients But You Only Have One Teller And One New Accounts Staff.
Hope the staff's more courteous & considerate (Ms Jessa). Handed me papers, no instructions. When asked gave vague answers w/ tone. I understand shes busy w/ work but she couldve done better &has room to improve. Just a gentle reminder she can be kind.
Hoping for more tellers to serve inside the bank for faster transaction
I am 5th client in line... The movement of the priority line was good... In fact there were a few senior citizen clients... Yet it took me 45 minutes to encash my checks.. This is always happening in this branch... Baka naman pwedeng may mabago sa sistemang nakasansyan na Ata kasi walang nagrereklamo. Tagal ng service dami pang Pina singit... 2na nga lang yung tellers. Review your system.. Interview clients as well for the branch to improve its service.
I arrived at 931am and was served at 11:39am. Additional teller just for simple withdrawal. My money was released in less than 5mins but i had to wait for 2hrs!
I called the HR-Vault Custodian Ms. Liwayway Botoy and requested for a photocopy of my CSC Certificate

of Eligibility as this is required for submission in view of my promotion/assumption effective Oct. 3, 2025. She immediately said that I can request for it online at CSC. I told her that it will require an appointment and the available date is beyond Oct. 3. She insisted that I can request a copy immediately via online w/o going to CSC. I told her I will check it but still, I need a photocopy of the document which is included in my 201 file. She then told me why I don't have my own copy and condescendingly said that employees normally store their own copies of personal files. I told her that I lost mine as I moved to another house and then asked her - Am I NOT allowed to get a copy of my own documents from my 201 files? Ms. Liwayway said I can but there are other means I can get the certificate. I again told her why I need it urgently, that I need a copy now, at the same time check the CSC website for the online copy. She then said I can email HRAD-HRIMU for my request but she cannot accommodate my request immediately as she is busy and has a lot of things to do. Pls. advise Ms. Liwayway that all DBP employees are busy with their workload. Thus, an employee cannot use it as an excuse to not accommodate or stall a request. This would just give an impression that the employee is incompetent or 'TAMAD'. Personnel should be trained on proper customer service

I encountered one teller that was not approachable in encashment. She's curly.

I hope Sir Ram Pujalte could answer the phone nicely and courteously moving forward when we need assistance in CRR for our handled accounts

I hope they will improve their services for simple transactions and hope it [would] not take almost an hour since we also have work in our respective offices. Withdrawal is a simple transaction for clients.

It took me almost an hour for a simple transaction,[i.e.,] passbook withdrawal.There was undue preferential treatment by the teller for certain clients, bypassing the queue.

I noticed the lack of tellers

I observed that tellers become slower in serving waiting customers because some of their collegues handle/get the transactions of their known clients direcly without following the queue, this causes the delas in calling of numbers and affects the overall flow of service. I hope the bank can look into this practice and consider implementing guidelines to ensure FAIRNESS.

I suggest ,please add more teller it's big bank , dapat pag pagtawag like single ,priority,multiple dapat I change you ang pamaraan Kasi matagal ang multiple ,almost 2hours waiting

If you don’t have a dedicated teller for regular OTC transactions, I suggest do it alternately. There’s one focused on priority clients and a teller focused on BIR transactions. Tellers won’t entertain regular clients without catering to all regular clients. If there are 100 priority clients and 100 BIR clients, how long do the regular clients have to wait just to be served? Almost 1 hour waiting time for 5th in line is already outrageous when there are only 2 priority clients in line. How much more if there are more priority clientele?

I'm waiting 5 hours to encash cheques.. ilisi ninyu (translated: Your staff is inefficient—please replace them.)

Improve customer service. Time management

Improve teller's customer service. Train your tellers/customer representatives. Almost all of them are with bad attitude.

Isa puso po sana yung Quality Customer Service and if you’ll give instructions to a young person please, pakisigurado. Bank tellers don’t even know what appropriate/necessary documents needed for a transaction. Pinapahirapan pa yung bata for a withdrawal ng sarili n’yang pera. Attitude of tellers in DBP ASEANA SUCKS. Super rude and not helpful agents and Guard 13:58 duty January 30, 2025.

Focus more on Customer-facing attitude of your employees. [translated: Please take Quality Customer Service to heart, and if you're giving instructions to a young person, kindly ensure they are clear. The bank tellers don’t even know the appropriate or necessary documents required for a transaction, making it difficult for the young customer to withdraw their own money. The attitude of the tellers at DBP ASEANA (Parañaque) is terrible—super rude and unhelpful, including the agents and the guard on duty at 1:58 PM on January 30, 2025. Please focus more on improving the customer-facing attitude of your employees.]

It is important that your officers undergo training on proper customer service, as those currently assigned to our group have frequently exhibited rude behavior—at times even resorting to threatening language towards clients.

It took me 3 hours just to request for a single checkbook. There are costumers who are just approach to the teller without even a priority number and yet they are still entertained. And the branch has only 1 teller to cater all costumers including the senior citizens. The bank service was awful. Stop practicing "PALAKASAN SYSTEM"

"January 3, 2025 MS. LEA R. SANTOS The Regional Vice-President Development Bank of the Philippines Banking Group, Metro Manila Dear Sir/Madam, Subject: Complaint Regarding Services Rendered at DBP Philippine Heart Center I am writing to formally express my concerns regarding the service I experienced at the DBP Philippine Heart Center on January 2, 2025. I have always valued the services provided by DBP, but my recent experience has left me disappointed and frustrated. 1. Limited Counter Availability: Despite having three counter windows at the, only one was operational, resulting in long queues and excessive waiting times. I, along with

other clients, waited for hours. I arrived at the at 12:00 noon but was only served at 5:00 PM. 2. Non-functional ATM Machines: There are three ATM machines at the Philippine Heart Center and two more at East Avenue Medical Center. Unfortunately, all five machines were either out of order or without cash, forcing clients to withdraw over the counter and exacerbating the long queues. I believe this situation reflects poorly on the's operational efficiency and its commitment to serving clients promptly and effectively. I would also like to highlight the importance of reviewing your Citizen's Charter and monitoring your's performance to ensure adherence to ISO standards, particularly concerning turn-around time. Requests for Reference: To support this complaint, I kindly request the following official records: 1. Monitoring reports of downtime and out-of-order incidents for the mentioned ATM machines. 2. Turn-around time reports for transactions at the Philippine Heart Center during the specified period. I trust that you will take this matter seriously and implement the necessary measures to address these issues promptly. I believe that resolving these concerns will greatly improve the service quality and client satisfaction at DBP. I have the names and their contact number who witness and also experience the same, for your reference. I am looking forward to your favorable response and resolution to this matter. Please do not hesitate to contact me if further details are required. Thank you for your attention and understanding."

Kapag maraming tao dapat dalawa ang kahera. (translated: When there is a high volume of customers, there should be two tellers to ensure efficiency.)

Kapag maraming tao, dapat dalawa po ang kahera para mapabilis po ang transaction. (translated: When there is a high volume of clients, assigning two tellers would help expedite the transactions.)

Karagdagan na teller para lalong mapadali ang transaction lalao na pag marami ang kleyente (translated: An additional teller should be provided to further expedite transactions, especially when there are many clients.)

Kindly follow the number in making transactions. There is a counter for PWD, senior exclusively. Guard & other J.O. is not allowed to entertain for over the counter withdrawal of some kilala client.

Kindly provide city of Naga a functional ATM please it almost 3 years since Typhoon Odette.

Kulang sa staff

Kung madami ang tao dapat dalawa ang clerk. Kung may SC, Dapat isingit ang dalawang SC sa regular. (translated: When there's a large number of clients, there should be two clerks/tellers to assist. If there are senior citizens, at least two should be prioritized and accommodated in between regular clients.)

Kung pwede po magdagdag pa kayo at least 1 teller for encashment for fast and easy transaction (translated: If possible, please add at least one more teller for encashment to ensure faster and smoother transactions.)

Kupal ung babaeng guard nanita ng pagmit ng phone kakabunot ko lng pra mg check. Pero ung mga mukang mayayaman ay Hindi sinusuway. Pg sabihan nyo mga gwardya nyo mg kupal

lack of teller

lack of teller causing long lines

lack of teller.

Lack of Tellers tuwing madami ang tao, resulting large amount of time consumed during transactions

Lacking teller

Lagi ko napapansin laging isa lang ang teller, hindi naman kaya kasi sa VIPs niyo at priority sobrang ang dami. Kawawa mga walk-in na kumukuha transactions ng kilala nila.

Long waiting time (only 1 teller is entertaining cheque enchashment, deposits, and withdrawals). Long waiting time at all times, defective ATMS (not dispensing cash but balance was deducted), understaffed

Mabagal ang pagtawag ng teller halos ubos ang oras pag may ibang lakad

Mag add pa nang Isang Teller para mapa bilis ang transaction

Mag dugan hin teller (teller 2) po. Liwanan hin ink it SOA dire kinikita, thank you po. [translated: Please add another teller (teller 2). The ink on the SOA is too light and can't be seen. Thank you.]

Magdagdag teller para sa mabilis na pagprocess ng transactions

Many clients but lacks employees, hire more tellers

Masungit ang teller, (Karen Marso)

Maybe to add more teller, so that transaction can be much faster like other branches.

Medjo Mabagal po ang transaksyon base sa aking karanasan. Mas maganda kung may karagdagang tao o teller. Sana ma improve ang service na ito. Needs improvement

Medyo padalian gamay ang tellering kay kaonon jud halos among tim sa paghugit (Trans:Paki-bilisan lang nang kaunti ang tellering kasi halos nauubos ang oras ng team namin sa paghawak nito)

Minsan madami [customers], nag iisa lang po ung teller kaya inaabot ng hapon. Dagdagan ng teller (translated: Sometimes there are many customers, but only one teller is assigned, causing delays that last until the afternoon. We suggest adding more tellers to speed up the service.)

Minsan matagal ang transaction kapag sabay sabay ang transaction ng mga Barangay at munisipyo at ... kahit 2 ang teller, kulang pa rin at matagal pa rin (translated: Sometimes, transactions take too long when both the transactions of barangays and

municipalities arebeing processed at the same time. Even with two tellers, it's still insufficient and slow.)
More staff for faster service
More teller because we spent a lot of time
My fund transfer from DBP to my other account, did not credited, and I badly needed my money for emergency purposes, and emailed me that highly technical will be address within 20 days. Customer service email DOES NOT reply immediately.
My number is 1 but The teller started at 8:45am. Please do start at the said time. This is the problem in Cebu Branch compared to Talisay Branch
Nagkaroon ng hindi magandang pakitunguhan sa isang empleyado. Dahil sa karanasan ko sa new account section, nadisappoint ako sa employee in charge sa new account section dahil hindi siya marunong makipag usap ng ayos, laging seryoso, at kung magsalita ay medyo suplada. (translated: There was an unpleasant interaction with an employee. Because of my experience with the new account section, I was disappointed with the employee in charge there, as s/he doesn't know how to communicate properly. S/he always seems too serious, and the way s/he talks comes off as rather unfriendly.)
Napakatagal ng processing. May inuunang iba kaysa sa nakakuha ng number. Magdagdag kayo ng tauhan ng sa ganon ay mabilis ang serbisyo! (translated: The processing takes too long. Others are being prioritized over those who got a number. Add more staff to speed up the service!)
Need additional employee especially teller for you to fast-track the transaction
need more employees/staff
Need ng man power pa. Kung kaya pang dagdagan lang. Kailangan maraming teller para mas madali pa ang pag ientertain ng ibang kliyente.
One of your teller don't know what CC is, well maybe she is just new employee.
One of your teller is not approachable.
Only 1 teller is working. It took us 1 hr.46mins waiting for our number to be called. Time in 10:03 and our number was called 11:49. Nobody assisted the only 1 counter/cashier.
Only the teller of the bank is a little bit late.
Over the counter withdrawals should not take an hour or more. Considering that our account has been with DBP for over a decade, regardless of the branch, withdrawal of cash should be as quick as possible, especially during emergency. As per the teller, she is still waiting for the reply from the BDO branch where my account was opened. How many hours will it take for the reply to be received? Please have a system that addresses concern like this in a timely manner.
Place of office is not friendly to clients
PLEASE ADD BANK STAFFS TO MAKE FASTERY TRANSACTIONS. ADD QEUEING SYSTEM. QMS
Please add more teller for fast and smooth transactions.
Please ensure that your team is well-trained in delivering excellent customer service. The client perceives that the bank's representatives come across as condescending, as if the clients are indebted to the bank, when it should be the other way around. Additionally, the representatives often appear unhelpful, disengaged, and unresponsive to client requests, which is a stark contrast to the service provided by other banks.
Please have an additional tellers. Kaming mga kliyente kadalasan ay nasa gobyerno din. Ang sa banko ay hindi lang ang transaksyon namin. Grabeng paghihintay ang inabit ko. Alas 10 natapos ako alas 2 para lang sa pag encah sa checke ng paaralan.
During peak season, petsa ng sahod, pagpasok sa mga funds ng mooe. Sana magdagdag ng mga cashiers o tellers to cater us. Sa pag encash lang ng checke inabot nga mahigit 4 na oras.
Please provide a detailed and correct information and instruction to the customer to lessen the inconvenience and going back and forth at the branch as time is gold. Kindly orient your staff with the correct customer service particularly in the documents needed to comply.
Please provide more tellers as a service-oriented business; the shorter transaction time is what we always love.
Please provide more tellers especially in Tagum city area..It is a big city so its expected to have lots of transaction happen. And take note that every customer enters the bank has her/his own business to do also.As citizen, I treasure the time ..fast transaction will be much appreciated. Thank you
Provide additional staff in all of branches, if possible so as for the branch to keep with the DBP's mission and goal to provide client satisfaction. I have waited almost/ more than 20 minutes at the counter for my cash deposit. Only or maybe because the teller was busy doing other functions at the back office (or that's just what i presume, i hope they're not doing loafing around the area).
Provide additional teller for faster delivery of services.
Provide more teller. The transaction is a bit slow. On my experience, the priority number takes 20 minutes to (succeeding word is illegible)
Sana magkaroon 2-3 teller para mas mabilis pa lalo ang transaksiyon. (translated: Hopefully, there can be 2 to 3 tellers assigned to further speed up the transactions.)
Separate the senior citizens and priorities and multiple. Add another teller
Si Lanny gawin nyong asa harap kasi matalino siya. Mabait pa at mabilis. Ang bagal nung isang teller! sabihin nyo sa presidente nyo o CEO si Ms. Lanny na lang magturo sa mga tao niyo ng tamang customer service!!

Si Ms. Lanny wag yung Jona hindi mabait.
Slow-moving transaction[s] every time. Aside from [the] cashiers/tellers, sana may designated/assigned personnel ang magha-handle sa mga transactions gaya ng paga-update ng passbook, kasi as i observed, isa o dalawa na nga lang ang cashier [or tellers] may mga sumisingit pa magpapa-update ng passbook. Madalas pa nangyayari, sa isang tao, lima o mahigit pa ang dala nilang passbook (mga taga-Deped) at inuuna pa sila kesa sa kaming may queuing numbers, kaya dapat sa susunod may queuing number din sila para fair. Buti pa sa ibang bank, lahat ng transaction may queuing numbers. Hindi na ko nakapag-transact kanina sa dami ng sumisingit, di na natawag ng numbers. imagine number 5 pa simula nung pumasok ako, #24 ako sa queue and 3 hours na kami naghihintay magtawag ng numbers pero puro for updating inuuna nung cashier [sic] na si Bern (Ms. Bernadette Fernando) kaya umalis na lang ako. (translated: Slow-moving transaction[s] every time. Aside from cashiers/tellers, there should be designated personnel to handle transactions such as passbook updates. I observed that with only one or two cashier [or tellers] available, some clients still cut in line just to update their passbooks. This often results in delays, especially since some individuals—particularly those from the DepEd—bring five or more passbooks at a time and are prioritized over those with queuing numbers. To ensure fairness, they should also be assigned queueing numbers, just like in other banks where all transactions follow a proper queueing system. Earlier, I was unable to complete my transaction due to the number of clients bypassing the queue. When I arrived, they were only serving number 5, while I was number 24 in line. After waiting for three hours, the cashier [sic], Bern (Ms. Bernadette Fernando), kept prioritizing passbook updates, so I had no choice but to leave.)
Small bank premises vis-avis colume of transactions. Recommend bigger branch office space.
Sometimes Sir Guard did not assist properly/fairly (for the manual queueing of OTC clients)
Spending too much time in your bank. Add more tellers or segregate the gov transactions vs personal. Mag wiwithdraw lang ako aabutin ng 3hours plus.
Takes time to open an account and takes a week to get the new account number, not used to this kind of transaction because in other banks, we can get the acc. # on the same day.
Thank you so much for accommodating our request.
The Bank Should Hire More Employees For Tellers And New Accounts To Accommodate More Clients
the lack of tellers make transactions too long sometimes during peak hours
The service I am unsatisfied is the line queue.. the monitor of DPB was offline. So we only recieved some queue numbers on paper. I ask about the line and they put me there. Hours after waiting when im next in the the guard put me back behind the line beacuse of a random customer ahead of me isnt in line. I tried to defend myself by explaining but the gaurds won't listen. And yet the guard let the numbers ahead of me go first. And Im really pissed becuase the guard just cosumed my time before going back to work. The numbers were.. 48 then 55, 56, 47 then 49.. i was the 49 after 48. Please Issue this properly. DBP is already known for its time consuming in line . And yet I get the treatment of unfair system. Fix it. Fix the OFFLINE QUEUE. TEACH THE GUARDS TO GUIDE PEOPLE NOT TALK ALL THE TIME (chismisan)
binabale wala lng mga customers na khit saan mag upo khit mali linya
The teller opened late. Made us wait for 30 minutes. Open on time
The tellers are not helpful at all. We wanted to encash a minimal amount with the payee and presented numerous valid IDs (company ID, TIN, and PHIC) but instead of considering the presented ID they dismissed the person without due consideration. Consider Identification Cards issued by government instrumentalities rather than insisting specific IDs that are not available during the time of visit.
There is one teller na not so friendly...I hope she dili Niya dad.on ang sapot sa work… [Trans: There is one teller na not so friendly...I hope she doesn’t carry her irritation into the workplace…]
There should be teller that will assist me on the counter
This is my 3rd time going bank to the bank to claim the requested check for Hinulogan Elementary School and yet the officer on duty would once again ask me to come back and bring the receipt since they cannot trace it without the receipt. Your staff is becoming unreasonable since you have documented it you even have a log book or whatever how you call it to manage and document your transactions. Be efficient enough to face your clients avoid unnecessary browsing of phone while on duty. Do you job with utmost dedication. Your staff has been using her phone letting many of us wait while she is probably browsing or chatting.
Took me 2 hours just for a bank statement. Only 1 bank teller to cater 25-30 client in line.
VERY POOR SERVICE. PEOPLE HAVE BEEN WAITING IN LINE FOR MORE THAN 4 HOURS WITH JUST ONE TELLER FOR THE REGULAR AND PRIORITY LANE. Please open more tellers. People have been waiting for more than 4 hours regular and priority lane. Also please all of your atms make sure they have cash. Very poor service of this Baguio DBP branch. So much frustration with one teller. Been waiting for 4 hours!
Very strict pagdating sa mali kahit isang number lang kahit mabait teller nyo

Water for clients also exit sa mga car very stiff di friendly for small cars tas ga gate should completely open dili Kay half gate lang also dapat complete ang teller especially lunch break Kay maoy free time sa gov employee (translated: "Water for clients should be readily accessible. The car exit is too narrow and not friendly to small vehicles. The gate should open fully, not just halfway. Also, there should always be a complete set of tellers available, especially during lunch breaks, since that's the only free time for most government employees.")
We customers hoped for a better services on providing more personnel/tellers to cater the clients the soonest possible time to prevent us from waiting for too long spending most of the time inside the bank.
We may humbly ask to provide us more teller especially in check encasments. Withdrawal since we alloted so much time waiting for our numbers to be served or called.
We're supposed to just claim my ATM today but we've already been waiting for almost 2 hours already. The staff said the in charge for pin generation is not around, like really? you only have one in charge for that? we were supposed to claim these four days ago, we actually gave you an allowance but unfortunately you disappointed us. Very disappointing
You may serve 2 tellers when there are many clients were waiting.It time consuming to wait a long in time of withdrawal.
Your HR is very disorganized. They wasted my time. Wasted my efforts attending until I passed the gpi only to tell me they will not hire me because of an unverified information. They did not even bother to discuss it with me personally. Your benefit officer even told me I still have leave credits in your system but when I checked my clearance, I was cleared by their dept. Now they can't hire me because in the pds I did not tick that I was separated in your bank years ago? I know not everyone passes the gpi. I just hoped that when I submitted the documents, and asked if the HR can browse it so if missed any info I could correct it. But the HR said it was ok. Yet, in the end that Hr was the one who reported that I did not disclosed my previous employment with your Bank. Train your HR. Very unprofessional and disorganized.
Your teller need personal relations

B. Speed/Turnaround – Issues

2 atms in the hosp is out of service, dbp atm jaro branch out of service, waited from 1350pm till 1530pm number reflected on when we arrive 86 my number was 98, 1536pm they onformed me to verify my account from plaza libertad branch first before i can withdraw the span of time i waited. sobrang tagal ng otc, atm always out of service
Adhere to the turnaround time per difficulty of transaction and communicate if there are anticipated delays.
Always offline
Always offline / No ATM
Always offline if there is bonuses or allowances given by the government employee.
Always offline, maybe low internet connection
Ang bagal ng transaction. Always ATM Machine offline
Ang panget ng serbisyo nyo. Sunagot ng tawag ng online , nawawala card ko hnd naireport 10x nako tumatawag 24 hrs hotline walang sumasagot
Approval of Manager's check takes time and sometime the don't have fund yet for encashment. We need to wait and they need to go to other bank to get cash
AS AN ICDS USER. OUR SYSTEM SHOULD BE IMPROVED SINCE WE ARE NOT ALLOWED TO HAVE OUR OVERTIME PAY MOST OF THE TIME. AND BELONGING TO A MEGA BRANCH WE NEEDED TO HAVE ACCESS ON THIS [APPLICATION] FOR MANAGER'S CHECK. REPORTS ARE GENERATED USUALLY AFTER 4PM AND IT'S ALWAYS OFFLINE. WE HAVE TO WAIT UP TO 9PM. IMPROVE OUR SYSTEM AS A BANK
ATM Always offline during payday and mobile app is not good.
ATM always offline in Capello Office
ATM Machine at LGU-SJ is offline/no cash [dispense]
Ayosin niyo yong signal lahat na lng ng dbp branc may issue sa ganyan ang tagal pa ng signal hnd pa.nka withdraw ksi mali daw sa signature hnd na humingi ng any type of id for the descrepancy ganun lng b pag verify ng account y would i make time for 10k
Better connectivity (internet connection). it was offline when I was about to deposit my cash.
Bigger spaces for waiting area
Client waiting too long
Crap Bancnet online
DBP SM Manila Branch is very inefficient that is why I transacted here in Nakpil Branch
Delayed checkbook
Did not send/reply on the status of the request
DON'T SEND TRAINING INVITATIONS TO ALL QUALIFIED EMPLOYEES IF YOU CAN NOT ACCOMMODATE AND HAVE ONLY SELECT TARGET PARTICIPANTS. SEND INVITATIONS ONLY TO TARGETED PARTICIPANTS
Dugay kaayo mo panagsa [Trans: Ang tagal ninyong dumating]
faster processing time
Faster transactions where we spend too much of our time waiting for our queue number

Fix ATM always offline
Fix offline systems
Get a kiosk that can categorize the transactions, by doing so, my time waiting would've been saved instead of waiting and just being denied. Total waste of time.
Hinay wala na apply ang Citezen's Charter / Layo ta sa tinuod anq CC [Mabagal ang pagpapatupad ng Citizen's Charters / Malayo tayo sa tunay na layunin ng CC]
Hopefully faster than slowly processing the documents. Mostly to improve more quicker moves, rather than the client waiting loner time. Thanks
I hope that changes to term loans would be better managed so as to save time and resources. We had prepared requirements for the loan to be submitted to the MB; however, changes were made long after the initial proposal. This caused ... a delay in [the] submission of documentary requirements to the MB.
I hope that checkers really check the output of the processors prior to approval. As per response to the inquiry why some of those in Acting Capacities were not included in the original schedule of payment on August 18, 2025, the personnel-in-charge informed me that my name was dropped from the list per verification done against the RATA certificates. Although I do not completely understand the process, it would have been more acceptable if HRAD-payroll took the initiative to contact us to inform us what happened, rather than us, always taking time to call their end to ask for the status. The first commitment to release the special batch was immediately after the payroll sched on the 27th but I understand that due to work suspensions in NCR further delayed the processing and release of the delayed benefit. We were once again informed that release will be done before end of August, but to no avail. WE again followed it up in the first week of September since they did not take the liberty to inform us the status of the payment. I dont know what the turnaround time is for the processing of this request and honestly, it would have been okay if we were closely informed of the whereabouts rather than us doing the first move to ask. I hope the process could be improve so that we wont have to spend time away from our busy schedule here in the branch to follow-up our benefits. Also, since there were already follow-ups conducted on this much-awaited benefit, they could have provided those affected with erroneous processing, with updates especially that the release is already way beyond the committed date from as stated in official memo. Finally, we hope the unit in-charge already filed an incident report in order to document lessons learned and action plans to ensure that this does not happen again. Thank you very much and we sincerely appreciate the efforts of the HRAD-benefits/payroll team. They only have to improve on something in the process so this does not happen again.
I hope the bank can review its internal processes to ensure that all customers are served in a timely, orderly, and fair manner, and that proper follow-up mechanisms are in place to avoid unnecessary delays for clients.
I just wondering what is the status of my previous medical claim if they were processed since I never receive a process confirmation. Thus, I no longer claim some of my medical claims. Glad they have this one and hopefully it will sustain and all medical claims attended.
If the customer seated 15minutes to wait there must be an action for t-8# [time] especially my mother is in the hospital in the money is needed for her hospital fee.
Improve ATM Machine. Mababagal ang ATM.
Include priority lane in the queue screen.
Increase manpower for faster transaction.
Iniwan ko apllication april 16. Dapat ginawa na. Pag balik ko april 21. Don pa lang in process. Pag iniwan application, process on the same date. Ang tagal ng processing. I apply last april 16. Ngayun lang ginawa.
interbranch encashment takes too long, over an hour for signature verification of mother branch
It took so long in requesting for a Bank Certification. I've been in the office for 2 hours just to wait. It's also disappointing to see that when someone they knew went to the said office, they cater them first before anyone in the queue. Improve the process. Why should it take 2 hours for just a bank cert. 11-12nn, 1-2pm. Hope this helps
Kailangan mapabilis ang transaction (translated: Transactions need to be expedited.)
Ma dipendi po if anong klase ang aming ipa process. dapat po pag advice po sana di na po kami kukuha ng [queueing number] para din po di na din po kami makapuno dito sa loob [ng office]. (translated: It depends on the type of transaction we need to process. When giving advice, we hope that we won't have to get a queueing number anymore, so we don't overcrowd the office.)
Mabagal po transaction
Mabagal Po Yung service. Fast service sana. I entered the bank at 9 am and it's 11:30 at the moment pero Wala pa di pa ako tapos sa aking transaction.
Mag dagdag ng tao sa counter dahil matagal ang service
Magdagdag ng mga tauhan pra mabilis ang mga transaction
Maglagay ng karagdagang ATM sa mga bayan. Madalas sa Cabanatuan Branch laging offline. (translated: Please install additional ATMs in the towns. The one at the Cabanatuan Branch is often offline.)
Make the transaction fast.

Make your transactions fast by improving your internet or data provider
Make your transactions faster by adding more employees
maybe it's better if someone who handles the email of the erd-hwu-medical claims would reply to the inquiries or submissions or other transactions relative to employees' medical records so we'll know if someone received the mailed documents, or the status of the request. Thank you though for the fast processing of reimbursements.
Medyo matagal ang paghihintay (translated: The waiting time for my transaction is a bit long.)
More counter for faster transactions and an information personnel.
Mr. Reylord should've been considerate to branches who were not able to submit supplementary entries on July 1, 2025 but we submitted all supple entries the next banking day which was july 2, 2025. He declined to facilitate our transactions despite pleading him for consideration because according to him :" DAPAT PUMASOK KAYO". He even knew that we were on local holiday.
My actual transaction was fast. It did not even last 2 mins I think. but while waiting for my number, I observe that you have many VIPs and preferred clients such as LGUs which causes delays the waiting time of your walk in clients. I noticed that the they bring bulk transactions.
My differential pay from 2024 remains unissued up to this day. No explanations were given, only excuses. Please provide a proper explanation and an acceptable turnaround time for the issuance of salary differential. No turnaround time was also given considering that the period covered for the differential started on April 2024. Email inquiries remain unanswered and excuses given were repetitive such as "the documents are already being handled by payroll accounting" everytime we inquire.
Need to have faster transactions
New account section should move/act faster
no one is answering my phone call at 11:15 a.m. today. There should be no noon break & a reliver during [break] time. there should more frontline personel for quicker service [Additional Context: The client was attempting to call the branch to inquire about the renewal status of their Visa card, which they applied for last September. However, the card has not yet been received, and no one is answering the call.]
Not at all times services are easily transacted. Sometimes I had got or more than 4 hours to transact withdrawal.
Offline palagi ang ATM (translated: The ATM is always offline.)
Online banking feature is behind the other bank.
Pag may ipapasok na pera sa ATM namin palaging out of service ang machine, pag hindi oras ng sahod/other transaction about money always available. Ano na po ganon na lang ba palage?? palakihin ang citizen's charter para mabilis makita (translated: Enlarge the Citizen's Charter so it can be easily seen.)
Please … [make] your transaction[s] even faster.
Make plans for faster transactions.
PLEASE ANSWER ALL INQUIRIES AND PROVIDE TARGET DATES ON WHEN ISSUES ARE SUPPOSED TO BE RESOLVED. The payroll/accounting department should make it clear if they can issue the salary differential or not. Do not keep the employees waiting for something that may never be issued at all. Answer email inquiries as they appear; provide better answers other than "hindi ko po alam" when being asked through phone call
Please attend to the customers needed services within a reasonable time or as indicated in.the.[citizen's].charter. I entered 11:46 am to withdraw my money but was served at 3:06pm, waiting time is too much. Waiting for 3 hrs to complete the transaction is too much. Pls follow what is indicated in the citizens charter
Please do provide manual transaction if your system is always offline. Please do provide manual transaction if you can't improve your system, I took a leave from work to do transaction with the bank but just wasted my time and effort.
Please have another line sa senior citizen luoy kaayo and regular line. [Trans: Maglagay ng isa pang linya para sa mga senior citizen, kawawa naman ang regular na linya.]
Please provide additional employees so that the transactions would go faster.
Please use all the counter for faster transactions and less queing lane.
Poor service. It takes us almost 7 hours to be served and still nothing. Ayusin nyu management and increase counters to cater numbers of people
Priority number take more than 1 hour to wait. They call out numbers un accordingly. The just called 2 numbers on priority number and 10 on regular. Unacceptable for pregnant women who waited more than hour just to withdraw my own money.
Problema namin sa online ay walang signal sa bukid
Prompt approval of Manager's Check and cash release. The branch usually don't have enough cash even we informed them earlier.
Requisition of checkbooks takes a very long time to arrive. It wil be more convenient if the concerned department produces checkbooks very fast.
Roll-out of Citizen's Charter to the employees for better appreciation of TAT re: Processing of Personnel Movement
SG should be careful in giving out queue numbers. SG should make sure every client is given a number.

Since DBP clients are numerous, there must be an additional employee to cater the clients to avoid the much delay!
Slow
Sobrang tagal makatapos ng NA tapos all other transactions are in one window. Please add NA counters, it feels a year waiting at your queue
Sometimes online transfer to DBP doesn't work
Sometimes slow but maybe due to internet - system slow
Spend hours to open account. Add more employees.
SSS Pention should be on time sana hindi na mag offline. Thank you for the thought of improvement. Thank you for your prompt reply.
The branch is very hot or no aircon. I had a hard time waiting.
The loan took how many months to release unlike other banks it only took one day. I hope it improves for fast service.
THE OFFICER INVOLVED IN OUR TRANSACTION SHOULD ACT ON OUR REQUEST EARLIER / DBP OFFICERS SHOULD BE ACCESSIBLE & HAVE A QUICKER RESPONSE TO OUR PROBLEMS OR CONCERNS
The process is slow.
"The service is very slow. The bank employee May Calicdan was so slow in acting to get the withdrawal done. There was no other client and yet she said it would take a very long 15 minutes to make the withdrawal. Tamad siya. (translated: It gave the impression that she was not being proactive.)
Very poor service by the BGC Branch. Attend to your clients with more enthusiasm. The employees look like they just wanted to get through the workday. The motive to help clients was not present at all. I am so disappointed with their service."
The system of queuing itself needs improvement, medyo makaluma unlike other banks. No online banking din sobrang hassle pa to go to the bank, madami pang nakapila. When it was my turn, ni hindi pala pwede magdeposit sa payroll account. Sobrang hassle lang talaga. Will not recomment it for busy people. Hope you will find ways to compete with other banks. Masyado na po kayong nahuhuli.
The turnaround time is very long
This is my 2nd time to come for this transaction since during my 1st transaction, I failed for "just" the typo and clerical error. Thus, causing delay and hassle. I hope a simple typo error can be validly considered.
Time ng transaction matagal.
Took around 20 minutes to verify my withdrawal only less than 5 people transacting. Very poor service a typical government agency. Very lousy. Faster service.
Your people are lax
Upgrade facilities of the bank to cater more clients efficiently.
Waiting time is long
We waited almost 30 mins just to get the payroll statement
What is your TAT in the processing of reimbursements, either maintenance medicines or other related medical transactions? This transaction took you 2 months and 28 days to process.
Worse waiting time in a bank. Make sure that your employees will be on site by your stated opening time so as not to bother our time
YOUR ATM IS ALWAYS OFFLINE! Close your company and return our money. Our money is always delay because of your service. Your service is very disappointing
Your Legal Team should provide their comments on agreements quicker so that client could use the credit facility immediately

C. Information Clarity – Issues

Always inconvenience banking with DBP. I can't transfer from my Gcash to my DBP Account. Ilang attempts na for many months. I don't feel that the bank is finding a solution to the long time existing problem also, until now, wala pa din kayong mobile banking. You are far behind your competitors kahit Card bank and ganda ng mobile banking and ATM machine nila modern na.
CC is not visible
Citizen Charter need to be more visible to the clients
Convenient procedure in closing account. I travelled to Zamboanga City to close my account, if my account Is in Zamboanga City, then my closing account is in Baguio or Batanes maybe, should I travel and spent so much? Why can't the nearest branch accomodate the closing?
Email an update to applicant if all submitted requirements are complete and sufficient.
Fulfill comitment TRAINING SCHEDULE POSTPONED NUMEROUS TIMES (DEC 12-13, JAN 13-14, JAN30-31, FEB 6-7, FEB 20-21 AND NOW FEB 27-28). -- [This is] UNACCEPTABLE
give update to customer complaint 17 days have passed and yet no feedback or update
Have the cc posted on a higher place and more visible
Include relevant Citizen's Charter information and details link in the acknowledgement email for better service and future reference.
Inform the clients about their lacking documents or corrections ahead of time

It takes 16 days to wait for my optical reimbursement instead of 7 days according to released HRMG Advisory no. 67-2024
Make the Citizen's Charter a lot more easier to see
More space to accommodate and to make the client comfortable
New accounts not hospitable
PIN code not clear, make clear and readable PIN code [to avoid] wasting [the client's] time [going] back to [the] bank
PIN code not clear; was not able to activate card and withdraw becoz your PIN is not clear
Please delete multiple rows in check deposit forms if you only accept 1 check per 1 form. And it takes too much time to fill up the same information but in different check deposit form for multiple checks. Thank you! ☺
Please inform the client all the required documents/ requirements at once, not on a "piecemeal".
Please let your clients know all the requirements.
Please provide concise and easy to understand instructions for opening accounts. Employees should review customers ethics. God bless 🫀
Priority lane must not occupied by others
Put up the [Citizen's] charter where it can be easily seen inside the office
request was not yet completed since it was not yet credited to my payroll account
Requirements for updating of accounts so tedious.
Sana maging matiyaga po tayo sa Farmers na nag apply oh nag withdraw, wag po tayo maging masungit maging matiyaga sa pagsagot sa kanila ng katanungan at pagbibigay ng instructions sa kanila.
May isa lng na masungit
Separate open account and verified check
Sorry, but I can't find the CC. Maybe the DBP could display the CC that is visible to the future clients
Suggestion to place the citizen charter in front/visible/easy to see areas. The current location of the CC is not visible to all.
The CC was not observed.
The form has answers already. I don't even know what is CC.
There is no officer in charge in the verifier acct. that's why my transaction took so long to accommodate.
We cannot access easily on our withdrawal process

D. Process Complexity – Issues

ATM always cannot process your transaction
I hope that the processing of new employees' initial salaries will be handled with the same level of priority and efficiency as the regular payroll for existing employees.
LESSEN PROCESSING TIME
Madugay ang pag process (translated: Processing takes a long time.)
Please expedite process in retrieving captured ATM cards by your faulty ATM terminals - these issues are treated as emergencies and as such should be resolved within the day, not within a week.
Please improve the delivery of atm cards because it's super hassle on our part to wait months to receive it.
Please increase the font sizes of the letters written in the documents (application forms) for easier viewing.
The google form used should provide a guide on the format of the entry(ies).
The processing of documents took time
There are so much forms required for trade transactions.

E. Digital System – Issues

A bigger office will help as the current appears to be a bit crammed
Always ATM Machine deffective not improving matigas ang keypad
Always ATM machine problem
Ang ATM machine sa aming opisina sa BuCor ay laging sira.
Ang comment nako kay dili lage maka bank transfer sa gcash. [Trans: Ang komento ko ay hindi talaga makapag-bank transfer sa GCash.]
Asking the main office to release the ATM card which was already expired. It took 2 months already but still the card was not (yet) released.
atm cards not yet available
Cannot fund transfer to any bank especially gcash.
Fix ATM Machine
Hope 24 hrs. ATM Services
I hope the ATM will operate as soon as possible
I would appreciate it if the bank's air conditioning system could be addressed, as the current temp. is uncomfortably warm. Thank you po.
Inprove the atm machine
Lagi na lang ATM problem while withdraw
Laging Sira ATM at walang laman kada sahod
Limited ATM Machine to make transaction easy for every depositor.
Make your ATM available/ functional for easy withdrawal of cash.
Maybe assign a designated table for the priority numbering system.

Old ATM; [I] cannot read the screen
Our ATM situated in our office is malfunctioning sometimes.
Pakiayos ang ATM machine pindutan matigas
Palitan ang nasirang ATM sa Provincial Capitol para hindi na mag withdraw sa ibang ATM.
Please send exact password for E-SOA because sometimes the files has been sent but the password is Wala nasend.
Please upgrade your service, most of the time DBP ATM is offine [and] we need to do OTC withdrawal; time is wasted.
regarding to the atm cards.need more attention.atm cards not yet available
Sana ayusin po ATM Machine Deffective na mga keypad
The ATM Machine must be operational most of the time
The ATM Machines of DBP should be functional every. Whether there is salary or any remuneration downloaded or not
The ATM screen is dark
Ung ATM walang 100 and 500
Very poor ATM, loose matigas ang Keypad.
Yung ATM Machine deffective keypad

F. Facilities & Environment – Issues

[Allocate adequate] parking space
Bigger office space po siguro, medyo masikip ang office nila sa taas.
Branch aircon [is] not enough.
broken tiles
Change defective ceiling lights there were at least three defective (blinking) ones during my transaction
comfort room not available
Comfort rooms for client should be functional
CR SA sulod (translated: There should be a restroom inside the building.)
I hope the branch will have a large or enough space for all their clients.
Initial inquiry/ request for assistance was not immediately attended to, despite subsequent follow-up.
Limited parking only
Mainit! Please install new air-conditioning unit.
Mas malaking office space siguro, medyo masikip ang office sa taas. (translated: A larger office space would be better, as the upstairs office feels a bit cramped.)
Medyo maliit lang po ang office..
More seats for customers
Napansin ko lang po kulang sa parking space
Need additional space for client/customer
Palakasin ang AC Kasi mainit. (translated: Could you please adjust the AC to be stronger as it feels quite warm?)
Parking / More parking
Please fix your aircon
Rebrand the building with more parking space[s].
The Secretary's Certificate requested was delivered ahead of time.

G. Fairness/Queueing – Issues

Hopefully giving priority number [to clients] for any transaction should be fair enough ... Thank you
Linya dayun mo insert ang uban. [Trans: Dapat pumila muna bago sumingit ang iba.]
No reservation of priority numbers. First come first serve basis.
Priority lane for PWD

H. Uncategorized

Bakit po di na puwede tanggapin ang deposit ko paglampas ng 1 pm, lagi po ako naghahabol para makarating ng mas maaga sa 1 pm. Sana po maintindihan po ninyo magisa lang po ako nagbibilang ng mga barya inaabot po ako ng 1 pm kaya sana po kahit 2pm tanggapin pa rin nila deposit ko.
Cash for withdrawal should be ready once the bank opens.
Cheque not cashed
Hire More Personnel to Address Influx of Customers
Inter branch transaction took a long time
It took so long to entertain us as they were having their lunch break.
Lack of workforce
Medyo maliit lang ang bangko
medyo maliit po ang pwesto nyo, yun lang naman
More personnel
need more cashier because if there is lot of customer, the transaction will took as more than an hour.
Our BIR Payment not already okay.
Please check why we can't receive our SOA

Proper distribution of numbers for transaction
Pumunta ako ng mga 9am to withdraw over the counter. Mag 10am na di pa nagstart transaction. Sana po agahan ng start kasi may mga duty din kami at pumuslit lang para magwithdraw
replacement card not yet available
replacement card not yet availble. need further action on this matter
Sometimes others were strict and weren't considerate
Swift response of COE by the Payroll Team (Rey, Jil-ann C. and Figueras, Drixin D.)
Temperature is hot in the bank
Thank you for the swift action on my request
The check registration takes a very long time. Usually when we request a check, it takes more than a month to arrive.
Time consuming on transactions
Transactions in the branch takes forever.
Wag po masungit sa mga customer.
Why does DBP deduct 100.00 from DBP Tagum bank
You do not visit schools for your extension transaction for DEPED employee