



15 April 2026

SECRETARY ERNESTO V. PEREZ

Director General

Anti-Red Tape Authority

4th & 5th Floor, NFA Building, NFA Compound, Visayas Avenue

Brgy. Vasra, Diliman, Quezon City, Philippines 1128

Attention: Kristine Joy T. Fajardo
Division Chief
Compliance Monitoring and Evaluation Division B

Dear **Secretary Perez**:

Greetings from the Development Academy of the Philippines (DAP)!

We are pleased to submit the Client Satisfaction Measurement Report for Fiscal Year 2025, as part of our ongoing commitment to enhancing public service delivery and ensuring compliance with the Anti-Red Tape Authority's standards.

The report provides a comprehensive analysis of client feedback and satisfaction levels across various services offered by the Development Academy of the Philippines.

We trust that this report will be valuable in your efforts to monitor and enhance the efficiency and effectiveness of government services. For any inquiries or concerns, your office may contact the DAP Committee on Anti-Red Tape Secretariat via email at dapcartsecretariat@dap.edu.ph or through mobile at +63 927 761 7425.

Thank you for your continued support and collaboration.

Very truly yours,

LEOCADIO S. SEBASTIAN, PhD, CESO I
Acting President and CEO



Enclosures DAP FY 2025 Consolidated Client Satisfaction Measurement Report



development academy of the philippines

Client Satisfaction Measurement Report

FY 2025

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I. OVERVIEW

On December 27, 2022, the Development Academy of the Philippines (DAP) issued an internal memorandum to operationalize the conduct of the Client Satisfaction Measurement (CSM) in compliance with the Anti-Red Tape Authority's (ARTA) Guidelines on the Implementation of the Harmonized CSM.

The conduct of the CSM is a key mechanism for monitoring client satisfaction, strengthening service quality, and supporting evidence-based decision-making, consistent with ARTA requirements and the DAP Quality Management System (QMS).

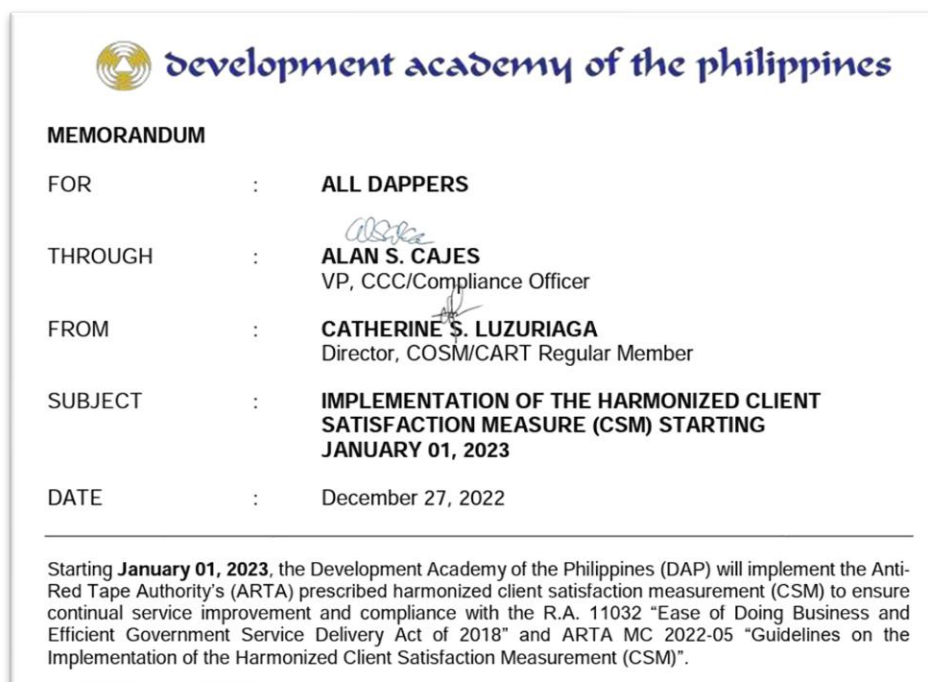


FIGURE 1. PORTION OF THE MEMORANDUM ISSUED ON THE IMPLEMENTATION OF THE HARMONIZED CSM.

All concerned DAP staff were provided with the following initial guidelines and considerations on the CSM:

1. ALL internal and external services reflected in the DAP Citizen's Charter (CC) shall be rated using ARTA's CSM;
2. Process owners are responsible for continuously track the service requests received and completed within the year to facilitate real-time CSM administration;
3. The questionnaire used for the CSM has been developed to reflect a 5-point Likert scale, the eight (8) service quality dimensions (SQD), and the format provided by ARTA MC 2022-05 Annex A;
4. All internal and external clients shall access the questionnaire via a Kobo Toolbox link or QR code to rate completed transactions of services availed from 01 January to 31 December.
5. In cases when requests for services were coursed through the Public Assistance Desk (PAD), the former initiated the collection of CSM data from clients via email, using the provided questionnaire link;
6. Centers/Departments/Divisions/Offices were required to nominate a representative who will be given access to the real-time data generated from the questionnaire;

7. Representatives from concerned Groups/Centers/Departments/Divisions/Offices may utilize the pertinent data from the CSM data in the preparation of their respective customer/client satisfaction reports, as part of their periodic performance review and planning activities;
8. As stated in section 4.3.5 of the ARTA MC 2022-05, the PAD shall be utilized for the monitoring and generation of the CSM data collected from all concerned Groups/Centers/Departments/Divisions/Offices; and
9. Based on the CSM data monitored and collected from the accomplished questionnaire, the Integrated Management System Office – Compliance Team (IMSO-Compliance) shall submit DAP’s CSM report to ARTA every April of the following year, using the outline prescribed in ARTA MC 2022-05 Annex B, MC 2023-05, and Advisory 2026-07.

The DAP utilized Kobo Toolbox, a free online survey administration application, to efficiently gather consolidated inputs from all its offices – DAP Pasig, DAP Conference Center in Tagaytay, and DAP sa Mindanao (DSM).

A summary of the FY 2025 results is shown below:

Criteria	Score
CC Awareness:	98.35%
CC Visibility:	63.58%
CC Helpfulness:	65.62%
Response Rate:	10.77%
Overall Score:	98.87%

To support evidence-based decision-making, the DAP used Microsoft PowerBI to generate dynamic CSM data analysis and visualizations. The resulting dashboard services as a management tool for monitoring client satisfaction trends and service performance.

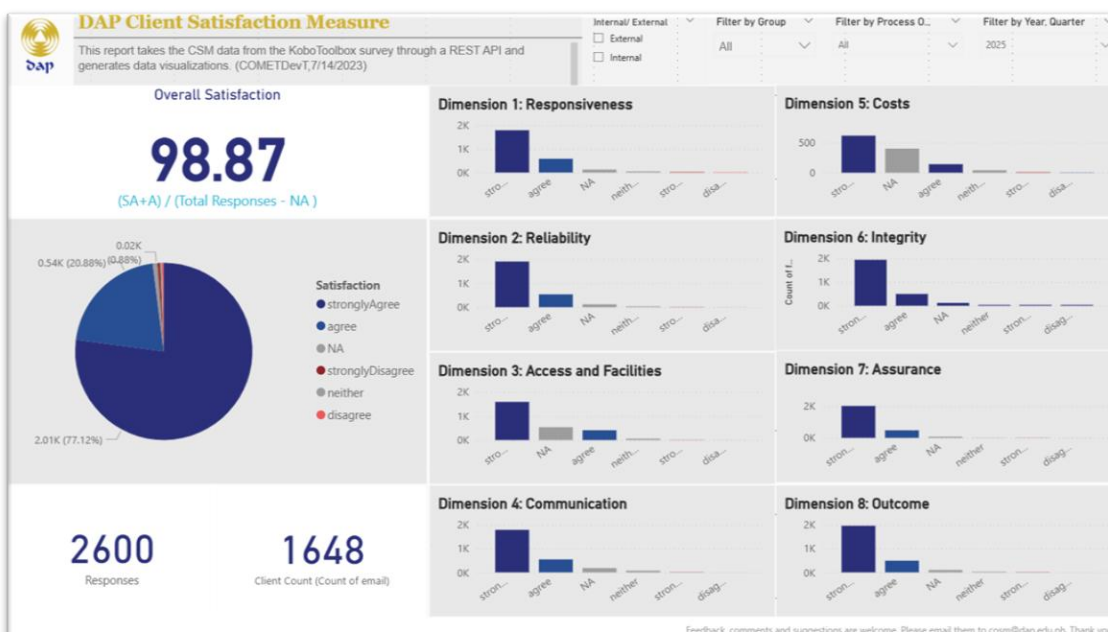


Figure 2. DAP CSM Dashboard using PowerBI with data as of 31 December 2025

II. SCOPE

This report covers CSM responses collected from 01 January 2025 to 31 December 2025 for all internal and external services included in the DAP Citizen’s Charter. In terms of the geographical locations, clients were given the option to nominate their region of residence, enabling analysis of the geographic distribution and service reach for both internal and external services.

The distribution of those who responded to the survey of having availed of DAP services within the fiscal year is as follows:

Geographical Distribution – Internal Services

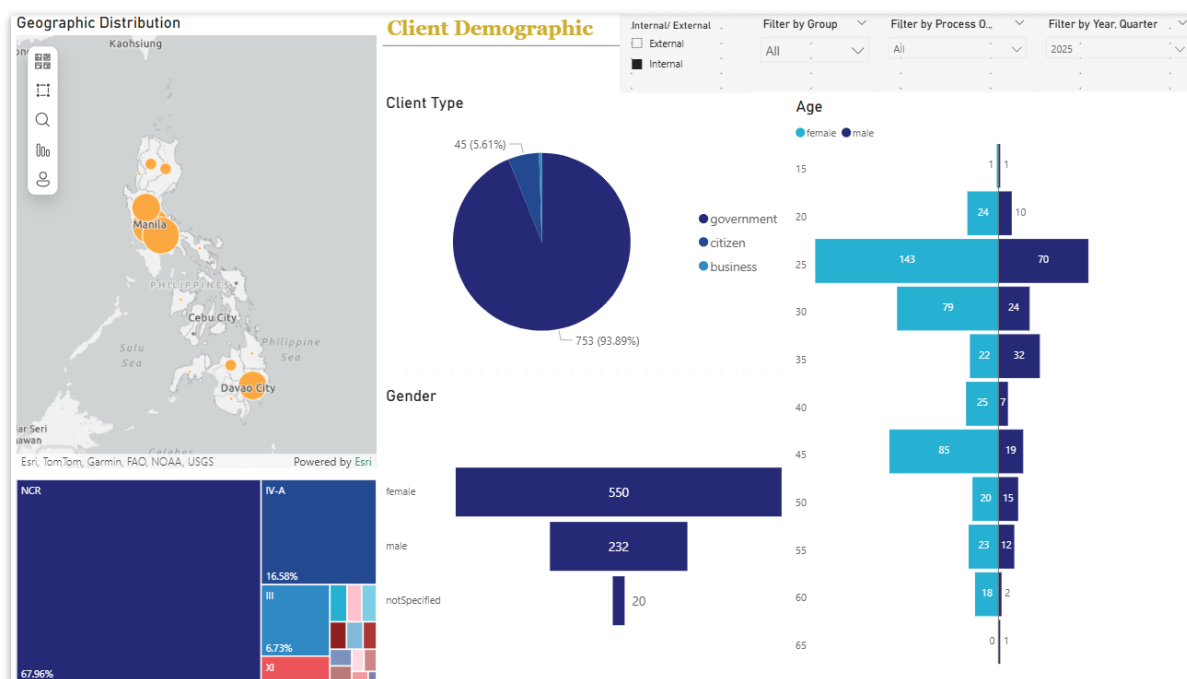


FIGURE 3 SCREEN CAPTURE OF THE CSM POWERBI REPORT OF CLIENT DEMOGRAPHICS FOR INTERNAL SERVICE FOR FY2025

The distribution of client-respondents indicates a significant concentration in the National Capital Region (n=545). This accounts for most of the feedback on DAP’s internal services and suggests that internal services are predominantly accessed or utilized by clients based in NCR, where DAP’s central operations is located, as compared to the next regions with the highest concentration of client-respondents: Region IV-A (n=133), Region III (n=54), and Region XI (n=20).

Geographical Distribution – External Services

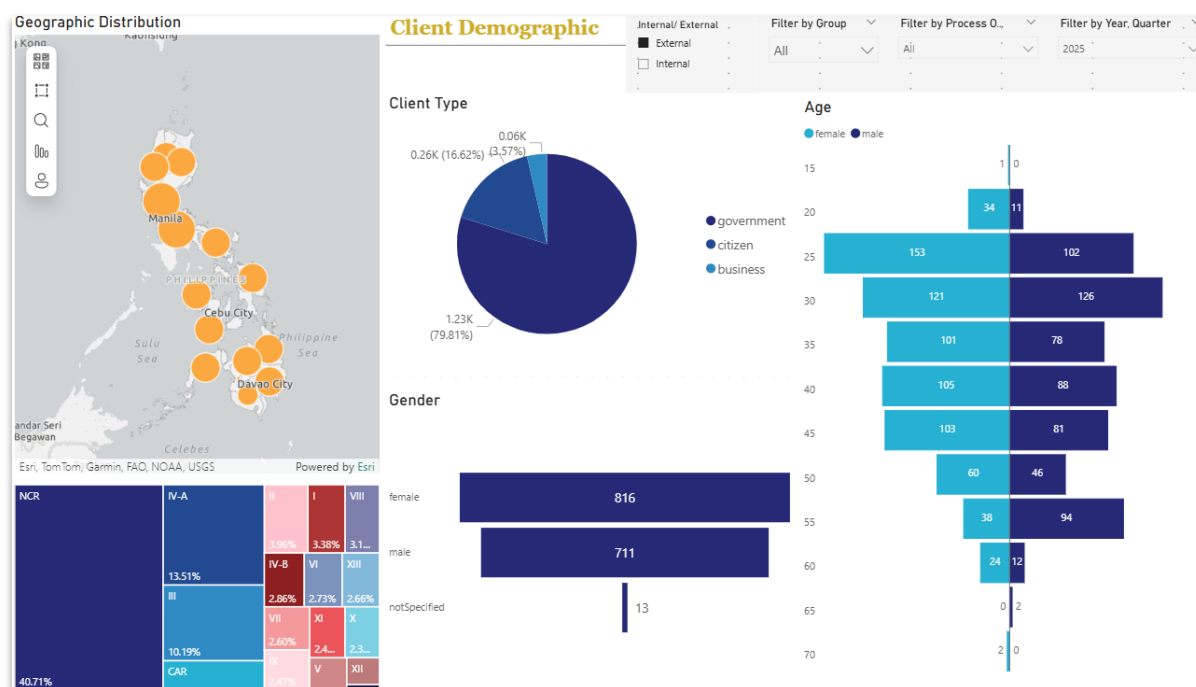


FIGURE 4 SCREEN CAPTURE OF THE CSM POWERBI REPORT OF CLIENT DEMOGRAPHICS FOR EXTERNAL SERVICES FOR FY2025

For external services, however, the DAP’s client-respondents are more evenly distributed across the nation with the bulk of client-respondents still being in the NCR (n=627), followed by Region IV-A (n=208), Region III (n=157), and CAR (n=62)

The services the DAP surveyed are listed as ANNEX D. Tally of Services which includes the tally of total transactions, number of responses per service and its corresponding response rate per service.

The DAP utilized ARTA’s Sample Size Calculator (<https://tinyurl.com/CSMsamplesize>) to determine whether the responses collected, per service, met the minimum sample size for better client feedback representation. From the calculator, which utilized a 95% confidence interval and 5% margin of error, it was noted that 63% of the services did not meet the minimum response count, compared to the previous year’s 73%.

TABLE 1. LIST OF SERVICES, TRANSACTION NUMBERS, RESPONSES AND RESPONSE RATES.

No.	Service	Service Type	Total Txns	Min Resp	Resp	Resp Rate
1	Application to PMDP Senior Executives Class, Middle Managers Class, Phronetic Leadership Class, and Local Government Executives and Managers Class	External	133	99	19	14.29%
2	Request for PMDP Non-Academic Records and Certifications	External	5	0	5	100.00%
3	Enrollment in Public Courses	External	486	215	19	3.91%
4	Delivery for Customized Training Services	External	8	8	23	287.50%

No.	Service	Service Type	Total Txns	Min Resp	Resp	Resp Rate
5	Request for Technical Assistance/Consultancy/Research Services	External	6	6	22	366.67%
6	Enrollment in Public Courses	External	1	1	7	700.00%
7	Delivery of Customized Training Services	External	0	0	15	-
8	Request for Technical Assistance/Consultancy/Research Services	External	3	3	45	1500.00%
9	Enrollment in Public Courses	External	2880	339	343	11.91%
10	Delivery of Customized Training Services	External	14	14	260	1857.14%
11	Request for Technical Assistance/Consultancy/Research Services	External	12	12	137	1141.67%
12	Enrollment in Public Courses	External	0	0	17	-
13	Delivery of Customized Training Services	External	3	3	14	466.67%
14	Request for Technical Assistance/Consultancy/Research Services	External	2	2	11	550.00%
15	Availment of GSPDM Academic Programs	External	144	105	25	17.36%
16	Application for APO Scholarship Training Program	External	354	184	199	56.21%
17	Request for Concept Paper	External	0	0	0	-
18	Partnership & Linkages	External	30	28	4	13.33%
19	Request for Study Visits/Institutional Briefings/Benchmarking Activities	External	5	5	8	160.00%
20	Courtesy Visits to the DAP President	External	0	0	0	-
21	Management of the DAP Booth	External	7	7	1	14.29%
22	Queries on DAP's Program and Services	External	57	50	12	21.05%
23	Request for Project Proposals	External	6	6	1	16.67%
24	Request for Appointment with the DAP President by External Clients	External	0	0	2	-
25	Application for Admission and Enrollment to Master's Degree (Public Offering)	External	47	42	1	2.13%
26	Request for Certification/s	External	116	89	3	2.59%
27	Request for Certification, Authentication, and Verification (CAV)	External	7	7	3	42.86%
28	Request for Certified True Copy	External	45	40	23	51.11%
29	Request for Copy of Student Credentials	External	75	63	124	165.33%
30	Request for ID Replacement	External	0	0	0	-
31	Interlibrary Research	External	123	93	2	1.63%
32	Research and Reference Service	External	667	244	0	0.00%
33	Request for Banquet Service by External Clients	External	1	1	87	8700.00%
34	Request for the Use of Conference/ Function/ Meeting Rooms or Facilities - Pasig by External Customers	External	0	0	11	-
35	Request for Use of DAP Pasig's Office Spaces by External Customers	External	0	0	2	-
36	Application for APO Scholarship Training Program	Internal	32	30	15	46.88%
37	Creation of Project Management Information System (PMIS) Account	Internal	163	115	7	4.29%
38	Issuance of Project Special Order	Internal	109	85	53	48.62%
39	Issuance of Revised Project Special Order	Internal	149	108	47	31.54%

No.	Service	Service Type	Total Txns	Min Resp	Resp	Resp Rate
40	Request for Corporate-level Documents	Internal	49	44	2	4.08%
41	Request for Technical Assistance (Internal)	Internal	2	2	1	50.00%
42	Request for Technical Expert	Internal	0	0	3	-
43	Application for Product Development Grant	Internal	0	0	2	-
44	Application for Research Grant	Internal	0	0	2	-
45	Review of Captions and Posting of Content on Website and Social Media Platforms	Internal	653	242	219	33.54%
46	Request for Facebook Ad Boosting	Internal	11	11	3	27.27%
47	Request for Review, Editing and Publication of Press Releases	Internal	205	134	56	27.32%
48	Drafting and Publication of Press Releases	Internal	25	24	0	0.00%
49	Request for Press Conference and Media Guesting	Internal	0	0	0	-
50	Request for Events Management (Hosting/Emceeing, Technical Assistance, Live Streaming)	Internal	26	24	18	69.23%
51	Request for Review/Editing and/or Drafting of Speeches	Internal	17	16	1	5.88%
52	Request for Review and Approval of Digital Assets and Designs	Internal	213	137	29	13.62%
53	Request for Review and Approval of Marketing Collateral Design	Internal	283	163	21	7.42%
54	Request for Photo/Video Coverage	Internal	78	65	44	56.41%
55	Design and Setup of the DAP Booth	Internal	1	1	1	100.00%
56	Request for Copies of DAP Digital Materials	Internal	12	12	5	41.67%
57	Initial Contract Review	Internal	109	85	1	0.92%
58	Final Contract Review	Internal	89	72	0	0.00%
59	Request for Legal Opinion	Internal	33	30	0	0.00%
60	Interlibrary Research	Internal	0	0	0	-
61	Research and Reference Service	Internal	0	0	0	-
62	Request for Board Resolutions	Internal	41	37	11	26.83%
63	Request for Secretary's Certification	Internal	8	8	0	0.00%
64	Request for Appointment with the DAP President by Internal Clients	Internal	0	0	0	-
65	Issuance of BAC Resolutions for Alternative Methods of Procurement	Internal	44	0	2	4.55%
66	Procurement through Competitive Bidding (Goods and Services, Infrastructure Projects, and Consulting Services)	Internal	1	0	0	0.00%
67	Request for Banquet Service by Internal Clients	Internal	2479	333	11	0.44%
68	Issuance of the Certification of Consultant/Resource Persons Output Clearance for Honoraria Payment	Internal	1384	301	2	0.14%
69	Preparation of Documented Information Feedback Form (DFF)	Internal	13	13	2	15.38%
70	Preparation, Review, Finalization and Dissemination of Policy Issuances - Memorandum Circular (MC), Office Order (OO) and Special Order (SO)	Internal	60	52	6	10.00%

No.	Service	Service Type	Total Txns	Min Resp	Resp	Resp Rate
71	Preparation, Review, Finalization and Dissemination of Policy Issuances - Pertaining to the Issuance of Special Order Re: Designation of Officer/s-in-Charge, Officers, etc.	Internal	49	44	3	6.12%
72	Request for Issuance of Training Certificates/Citations	Internal	358	186	29	8.10%
73	Request for Re-Issuance of Training Certificates or Certification of Attendance/Participation to a DAP Training	Internal	3	3	10	333.33%
74	Request for Records or Information	Internal	69	59	43	62.32%
75	Request for Print Services	Internal	505	218	118	23.37%
76	Technical Support Assistance of Simple ICT Request	Internal	1901	320	1076	56.60%
77	Technical Support Assistance of Complex ICT Request	Internal	23	22	23	100.00%
78	Management of DAP E-mail account	Internal	638	240	1	0.16%
79	Systems Change Request	Internal	72	61	0	0.00%
80	Request for the Use of DAP Pasig's Office Spaces by Internal Customers	Internal	0	0	0	-
81	Engineering Services	Internal	279	162	3	1.08%
82	Housekeeping, Landscaping, and Audio-visual Services	Internal	721	251	2	0.28%
83	Motor Vehicles Pool (MVPool) Services	Internal	9236	369	2	0.02%
84	Request for the Use of Conference/ Function/ Meeting Rooms or Facilities - Pasig by Internal Customers	Internal	695	248	3	0.43%
85	Lease of Venue	Internal	132	98	0	0.00%
86	Issuance of Supplies from the Central Stockroom	Internal	700	248	0	0.00%
87	Procurement of Goods and Services through Shopping and Small Value Procurement	Internal	1011	279	3	0.30%
88	Request for Payment of Honorarium for Resource Persons	Internal	1,423	303	108	7.59%
89	Request for Billing and Collection	Internal	280	162	18	6.43%
90	Request for Cash Advance with Specific Purpose/s	Internal	117	90	10	8.55%
91	Request for Cash Advance (Foreign/Local Travel)	Internal	129	97	9	6.98%
92	Issuance of Certificate of Employment/Engagement and Service Record	Internal	281	163	61	21.71%
93	Process of Classifying Consultants and Resource Persons (C & RP)	Internal	224	142	1	0.45%
94	Process of Review of Letters of Invitation (LOI) for Consultants and Resource Persons (C & RP)	Internal	1098	285	3	0.27%
95	Request for Monetization of Leave Credits	Internal	189	127	37	19.58%
96	Application for Leave	Internal	1432	303	3	0.21%
97	Processing of Clearance (Last Pay)	Internal	100	0	0	0.00%
98	Assessment and Endorsement of Candidates	Internal	102	81	5	4.90%
99	Processing of Service Agreement (SA)	Internal	98	78	5	5.10%

No.	Service	Service Type	Total Txns	Min Resp	Resp	Resp Rate
100	Internal Learning and Development (L&D) Interventions	Internal	2	2	2	100.00%
101	External Learning and Development (L&D) Interventions (Local)	Internal	108	84	16	14.81%
102	Preparation of Travel Documents and Payment for Local Training	Internal	65	56	3	4.62%
103	Approval of Requests for Foreign Training/Studies/APO Capability Building Programs / External Learning and Development (L&D) Interventions	Internal	11	11	2	18.18%
104	Process of Screening and Endorsing DAP-Approved Participant/s to Foreign Training/Studies/APO Capability Building Program	Internal	36	33	6	16.67%
105	Preparation of Travel Documents, Payment of Training Fees/Allowances and Service Contract for Foreign Training/Studies/APO Capability Building Programs	Internal	23	22	8	34.78%
106	Request for Investigation	Internal	0	0	5	-
107	Request for Security Augmentation	Internal	5	5	6	120.00%
108	Request for the Use of DAP Tagaytay Conference Center Facility	External	381	192	14	3.67%
109	Enrollment in Public Courses	External	2	2	4	200.00%
110	Delivery of Customized Training Services	External	0	0	13	-
111	Request for Technical Assistance/Consultancy/Research Services	External	5	5	1	20.00%

The total response rate for the CSM is 10.77% with the response rate for external services being 26.26%, and 7.70% for the internal services. The major factors contributing to this low response rate are as follows:

- Internal clients not accomplishing CSM response after finishing a transaction.
- Many internal services still use their own client feedback mechanism which don't align with the CSM of ARTA, and
- Office of the Academy Registrar still use the printed feedback which is encoded by the IMC-PAD.

The Information and Communications Technology Division uses their own simplified feedback mechanism tied closely to their ticketing support system. As it uses only a single 5-star rating and is integrated with the system that handles these requests, their response rate (24%) for internal IT support requests is significantly higher than that of the CSM.

No	Service	Total Transactions	Min no. of respondents	Feedback Response
76	Technical Support Assistance of Simple ICT Request	1901	320	1076
77	Technical Support Assistance of Complex ICT Request	23	22	23
78	Management of DAP E-mail account	638	240	1
79	Systems Change Request	72	61	0

In addition, the following services were reported as not having any clients for FY 2025:

- Delivery of Customized Training Service under CSF
- Enrollment of Public Courses under SHDP
- Request for Concept Paper under Council of Fellows
- Courtesy Visits to the DAP President under OP
- Request for ID Replacement under OAR
- Request for the Use of Conference/ Function/ Meeting Rooms for External Clients under GSD
- Request for Use of DAP Pasig's Office Spaces by External Clients under GSD
- Request for Technical Expert under COF
- Application for Product Development Grander under DRDO
- Application for Research Grant under DRDO
- Request for Press Conference and Media Guesting under IMC
- Interlibrary Research for Internal under Library
- Research and Reference Service for Internal under Library
- Request for Appointment with the DAP President by Internal Clients under OP
- Request for Investigation
- Delivery of Customized Training Service under DSM

It is also important to note that services offered by the Council of Fellows (COF) and DAP Research and Development Office (DRDO) were put on hold by Management, while new services from HRMDD, Application of Leave and Request for Last Pay Processing, were added late to the CSM survey by technical staff.

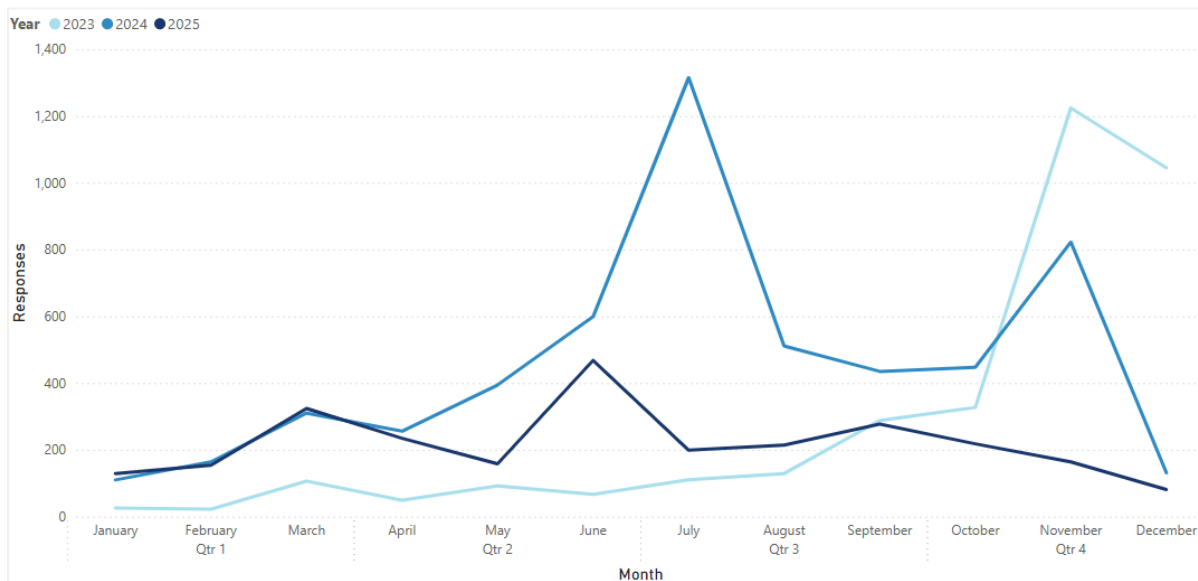


FIGURE 5. A GRAPH SHOWING THE GROWTH OF RESPONSES BETWEEN FYs 2023, 2024 AND 2025.

Figure 5 compares the monthly number of CSM responses for the years 2023 (light blue), 2024 (medium blue) and 2025 (dark blue).

The 2025 CSM data (2,600) shows significantly lower responses than 2024 and 2023, but presents a more moderate and consistent trend, still peaking mid-year, though far below the surges of the prior years. Data for the past three years show seasonal peaks and evolving engagement dynamics, reflecting institutional events with the DAP Anniversary celebrated mid-year and a rise at the end of the year with project accounts closing. These patterns confirm that institutional response activity is event-driven, with mid-year and late-year periods consistently producing the strongest engagement.

III. METHODOLOGY

A. DATA COLLECTION

CSM data were collected primarily through Kobo Toolbox, while selected services, particularly those of the Office of the Academy Registrar, used paper-based forms upon client request. All paper-based responses were encoded by the PAD to ensure inclusion in consolidated reporting.


DAP clients could access the CSM via link (<https://bit.ly/3WNUzp1>) or a QR code:



FIGURE 6. QR CODE FOR THE DAP CSM SURVEY

Client-respondents would be directed to the introductory page of the DAP CSM, where the DAP Privacy Policy would be provided for them, for their consideration. After which, they could choose to proceed with the survey or refuse to do so.

DAP Customer Satisfaction Measure (CSM)



**development academy
of the philippines**

This Client Satisfaction Measurement (CSM) is being conducted to track the customer experience of the Development Academy of the Philippines (DAP).

As a valued client who availed a DAP service, your feedback on your **recently concluded transaction** will greatly help us identify areas for further improvement so we may serve you and other clients better.

We would very much appreciate your participation in this survey, which will take about 2 minutes.

Please be assured that, as in all DAP surveys, all your responses will be kept strictly confidential in accordance with Republic Act No. 10173 or the [Data Privacy Act of 2012](#), and the [DAP Privacy Policy](#). Furthermore, all data collected will be used only for this survey and DAP will not lease, sell, or share your personal information to any third party without your permission.

Should you have any need for clarification on how DAP processes your information, please contact the DAP Data Protection Officer through tel.: (+6328) 631-0921 or via email: dpo@dap.edu.ph. You may also reach us through the Public Affairs Desk at imc@dap.edu.ph

Sincerely yours,
LEOCADIO S. SEBASTIAN, PhD, CESO I
 Acting President and CEO

1. If you agree to participate in this survey, please choose **I AGREE**. Otherwise, choose **I DO NOT AGREE** and this survey will be terminated. *

I AGREE to answer this survey
 I DO NOT AGREE to answer this survey

Return to Beginning
Go to End

Powered by ENKÉTO

FIGURE 7. SCREEN CAPTURE OF THE FIRST PAGE OF THE CSM SURVEY AS OF APRIL 2025

B. SURVEY INSTRUMENT AND RATING SCALE

The DAP used the 5-point Likert scale provided in the ARTA's MC 2022-05 "Guidelines on the Implementation of the Harmonized CSM" – a scale focusing on agreement/disagreement to the pre-formed statements from the same ARTA MC. A sample of the 5-point Likert scale is seen below:

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

The DAP integrated the said scale into the Kobo Toolbox CSM form, as seen below:

DAP Customer Satisfaction Measure (CSM)

Instructions:							
Please tick on the column that best corresponds to your answer.							
		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Applicable
0. I am satisfied with the service that I availed.	*	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1. I spent a reasonable amount of time for my transaction.	*	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. The office followed the transaction's requirements and steps based on the information provided.	*	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. The steps (including payment) I needed to do for my transaction were easy and simple.	*	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I easily found information about my transaction from the office or its website.	*	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.	*	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.	*	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.	*	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

FIGURE 8. SCREEN CAPTURE OF THE INTEGRATION OF THE RATING SCALE IN THE KOBO TOOLBOX CSM SURVEY

Building on ARTA’s minimum requirements for the fields or questions to be included, the questionnaire has undergone continuous improvement to incorporate feedback from process owners and to improve the response triangulation and reinforcement by minimizing the possibility of conflicting responses such as giving a “Strongly Disagree” response to a question but giving positive reasons to qualify the negative rating. Another significant improvement was the removal of the question of cost when the service being rated does not entail any fees – these responses were cost question was removed were tagged as N/A in the post processing.

C. DATA ANALYSIS, MONITORING, AND REPORTING

The data collected from the CSM responses are monitored by both the IMSO-Compliance Team and the Institutional Marketing Center (IMC) Public Affairs Desk (PAD) and distributed monthly by the PAD. The PAD plays a critical role in ensuring that the Centers/Departments/Divisions/Offices are informed and updated in enhancing their respective services by providing updates on the responses received from the CSM. These updates highlight service delivery areas with low satisfaction scores, enabling concerned offices to take timely and targeted actions. By systematically sharing this feedback, the PAD and IMSO-Compliance, ensures that service gaps are clearly communicated and addressed, supporting a continuous improvement approach and promoting accountability across all departments.

CSM reports are also reported to the Senior Management Committee in the Mid-year and Year-end Management Reviews, in third-party ISO surveillance audits, and in meetings of the Board of Trustees. IMSO-Compliance, in addition to ensuring uptime of the CSM Dashboard, also provides CSM reports to offices upon request for their respective review and planning activities.

Microsoft Power BI was used as the primary platform for data processing, monitoring and analysis. CSM data from the Kobo Toolbox served as the controlled input dataset. The Power BI CSM dashboard supports:

- Monitoring and measurement of client satisfaction indicators
- SQD comparative analysis
- Segmentation by service type, group and process owner
- Demographic analysis
- Trend analysis and response-rate monitoring

This approach supports ISO 9001:2015 Clauses 9.1 (Monitoring and Measurement), 9.3 (Management Review), and 10.3 (Continual Improvement).

IV. DATA AND INTERPRETATION

The Overall score for the eight (8) Service Quality Dimensions (SQDs) was computed based on the following formula, provided in ARTA’s MC 2022-05 "Guidelines on the Implementation of the Harmonized CSM" and ARTA’s MC 2023-05 “Amendment to ARTA MC-2022-05”:

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

EQUATION 1

The DAP’s overall CSM score for FY 2025 is: **98.87%**, interpreted as Outstanding, under ARTA standards.

The interpretation of the results is as follows:

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

The CSM survey questionnaire prescribed by ARTA is in three major parts: client profile, a measure of the client’s awareness of the DAP’s Citizen Charter, and satisfaction ratings of each of the prescribed service quality dimensions.

D. DEMOGRAPHIC PROFILE

This section discusses the demographic profile of both internal and external clients. The figure below consists of 1) Region of Residency; 2) Age; 3) Sex; and 4) Client Type. The results of each category are illustrated and analyzed further. The DAP clients are distributed all over the country as shown in the map section of Figure 9.

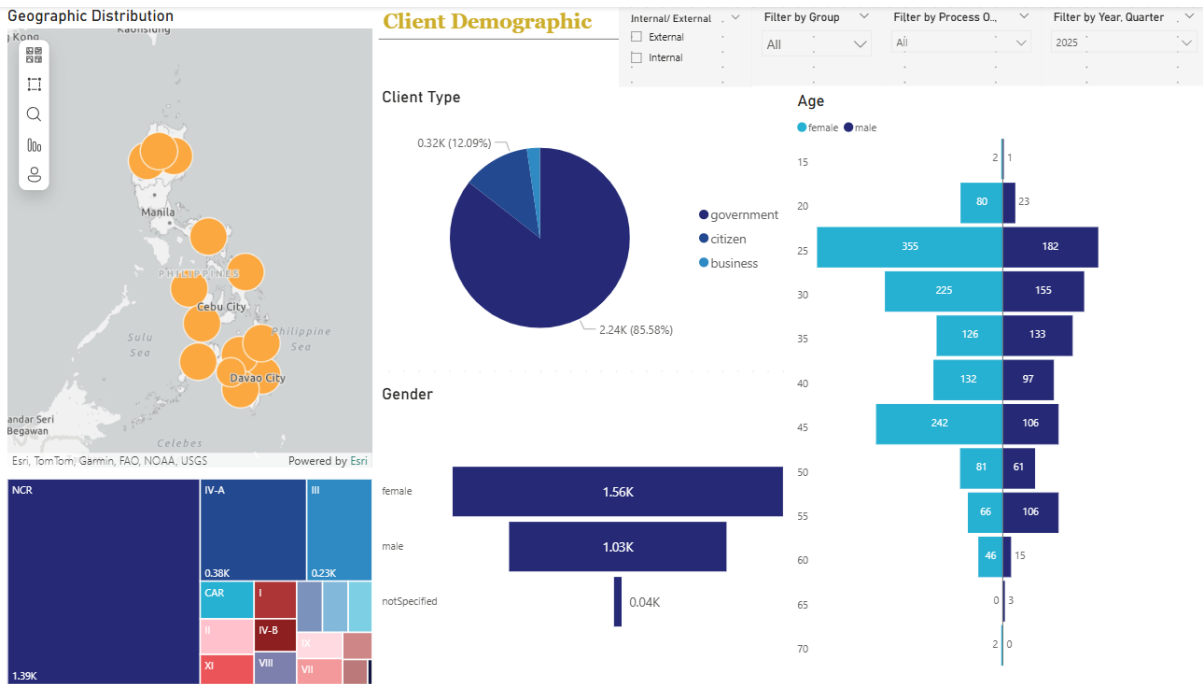


FIGURE 9. A. SCREEN CAPTURE OF DEMOGRAPHICS PAGE ON THE POWERBI REPORT SHOWING ALL THE RESPONSES FOR FY 2025

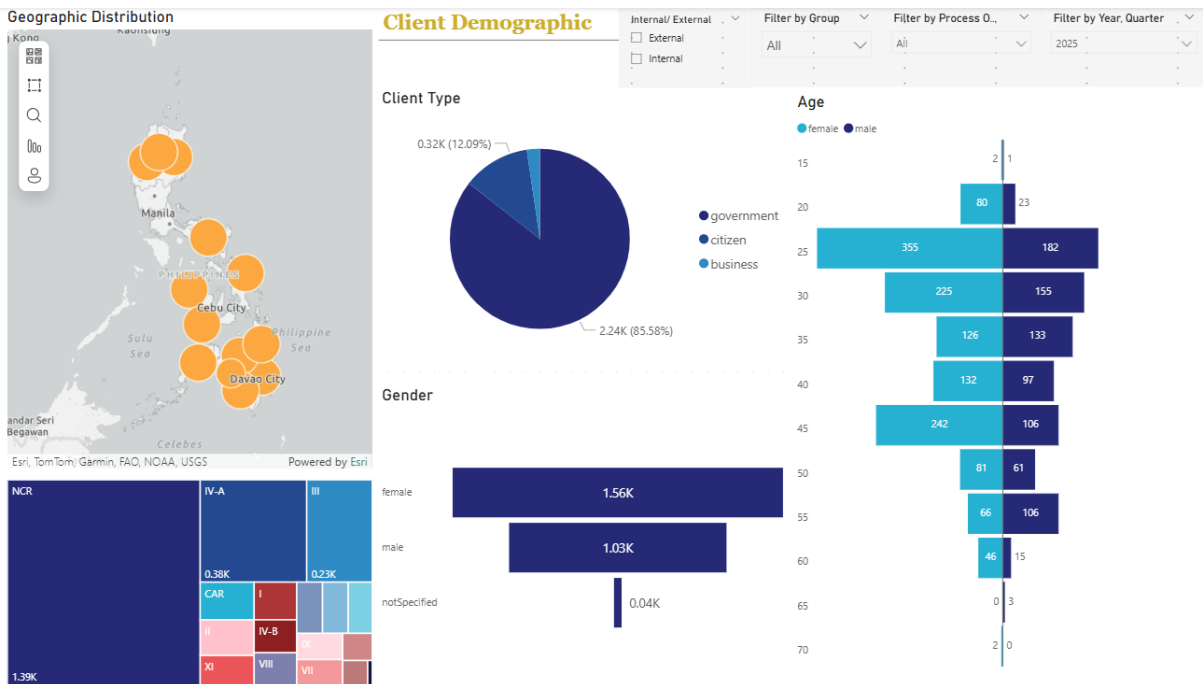


FIGURE 9. B. PROVIDES A COMPREHENSIVE OVERVIEW OF CLIENT DEMOGRAPHICS FOR DAP'S INTERNAL SERVICES, HIGHLIGHTING GEOGRAPHIC, GENDER, AGE, AND CLIENT-TYPE DISTRIBUTIONS.

In terms of client type, a large majority of respondents are from government agencies (82.64%), while citizens (15.84%) and businesses (1.52%) comprise a smaller portion. This breakdown suggests that DAP's services are primarily utilized by government stakeholders.

On the other hand, the gender distribution shows that female respondents (3.07K) outnumbered the male respondents (2.32K), with a very small portion of responses marked as unspecified (0.10K). The age distribution skews towards younger clients, particularly those

aged 25–29 (8% male, 11% female) and 30–34 (9% male, 10% female), which together form the largest age groups. Engagement tapers off significantly in older age brackets, suggesting that the most active client base is composed of early- to mid-career professionals.

These demographics provide valuable insights for refining service delivery and communication strategies, especially in terms of regional outreach, target age groups, and tailoring approaches to DAP’s predominantly government-based clientele.

To provide a much-detailed data breakdown of the general respondents for DAP’s CSM in FY 2025, Table 1 shows most external client-respondents (1,676) and internal client-respondents (743) fall within the 21–35 age group. This suggests that young adults are the primary clients of the DAP services being assessed, regardless of whether they are internal (e.g. DAP personnel) or external (e.g., clients, partners, or the public).

On the other hand, there are a total of 93 client-respondents who did not specify their age. This segment, although relatively small compared to the overall respondent population, represents individuals who either chose not to disclose their age or may have inadvertently skipped the question.

The absence of age data from these respondents could slightly affect the accuracy of demographic analysis and may limit the depth of insights that can be drawn about certain age-related trends or patterns which would have helped DAP further assess its clientele profiles collected through the CSM.

TABLE 2. DISTRIBUTION OF RESPONSES BY AGE AND SEX AS OF APRIL 2025

A1. Age	External	Internal	Overall
1. 20 or lower	5	2	7
2. 21-35	646	465	1,111
3. 36-50	547	229	776
4. 51-65	258	92	350
5. 66 or higher	3	1	4
6. Did not specify	156	196	352
A2. Sex			
1. Female	873	675	1,548
2. Male	730	287	1,017
3. Did not specify	12	23	35

Table 3 shows that most DAP’s clients are concentrated in the National Capital Region (52.73%), followed by Region IV-A (14.57%). This is affirmed by the fact that the majority of the client-respondents are government employees (85.62%) of national agencies of which the central offices are in NCR.

TABLE 3. GEOGRAPHICAL DISTRIBUTION OF RESPONSES BASED ON REGIONS AS OF APRIL 2025.

A3. Region	External	Internal	Overall
1. NCR	643	734	1,377
2. BARMM	4	-	4
3. CAR	69	2	71
4. I	55	-	55
5. II	65	-	65
6. III	168	62	230
7. IV-A	216	161	377
8. IV-B	48	1	49

A3. Region	External	Internal	Overall
9. V	27	1	28
10. VI	46	-	46
11. VII	41	1	42
12. VIII	47	1	48
13. IX	41	1	42
14. X	41	2	43
15. XI	40	16	56
16. XII	20	1	21
17. XIII	44	2	46

Table 4. Tally of results based on customer type. Table 4 reveals that the majority of respondents belong to the government sector, totaling 2,229, with 1,295 coming from external sources and 934 from internal ones. This significant representation underscores the government as the primary client group engaging with DAP's services or participating in the CSM.

The overwhelming share suggests a strong institutional or cross-governmental engagement, indicating that most programs or initiatives are aligned with public sector needs and stakeholders.

The heavy skew toward government clients points to the DAP's strong roots in public sector engagement— providing its core services such as trainings, education, technical assistance, and research that directly benefit government institutions. This aligns well with DAP's mandates that operate within governance, capacity building, and institutional development.

TABLE 4. TALLY OF RESULTS BASED ON CUSTOMER TYPE.

Customer Type	External	Internal	Overall
D4. Citizen	262	48	310
D4. Business	58	3	61
D4. Government	1,295	934	2,229
D4. Did not specify	0	0	0

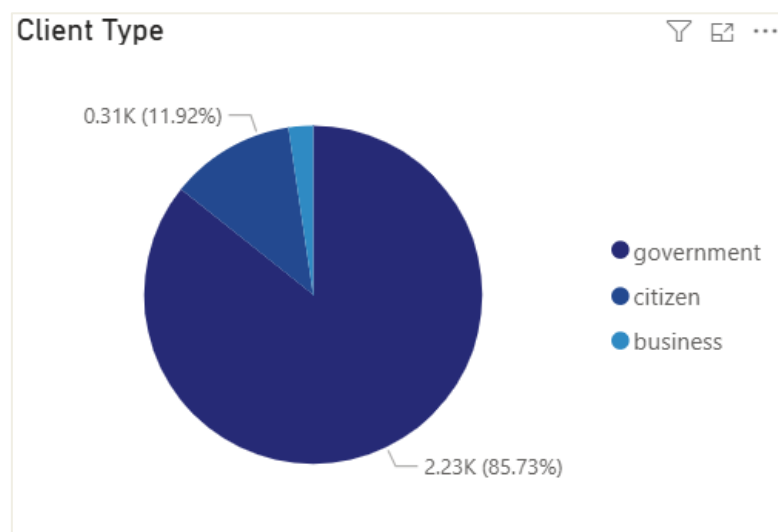


FIGURE 10. CLIENT TYPE DISTRIBUTION RECEIVING DAP SERVICES

The internal and external DAP clients are categorized into three – Citizen, Government, and Business. The government sector dominates the client base, accounting for 85.73% of the

total. This clearly indicates that the majority of engagements or services are directed toward or utilized by government entities.

Following this, citizen clients make up 11.92% of the total. This suggests a smaller, yet significant, portion of services being accessed by individuals or the public, and the least number of respondents came from the Business sector (2.35%).

Similar to the observation mentioned above, the high number of clients from the Government stems from the nature of services which highlights numerous agency-to-agency transactions, the implementation of GAA-funded programs and projects, and the number of internal transactions cited in the service charter.

E. COUNT OF CITIZEN'S CHARTER (CC) AND SERVICE QUALITY DIMENSION (SQD) RESULTS

There are three Citizen's Charter-related questions included in the survey (as seen in Table 5) to assess: a) the presence/absence of the Citizen's Charter within the office premises; b) the visibility and ease of access of the Citizen's Charter; and c) the effectiveness of the Charter in following the steps and requirements of all transactions.

It was found that that around 98.35% (CC Awareness Score) of DAP's clients are aware of what a Citizen's Charter is (CC1.1, CC1.2 and CC1.3), compared to 87% from last year but only 75.73% of them have seen the Citizen's Charter within the DAP premises (CC1.1). On the other hand, one good outcome of posting DAP's CC in prominent areas resulted in the awareness of 3.88% of the client-respondents on the concept of a Citizen's Charter.

The results show that 63.58% (CC Visibility Score) of the clients find the DAP Citizen's Charter either easy to see (CC2.1), compared to last year's 65%. Meanwhile, 65.62% (CC Helpfulness Score) of the respondents claimed that the DAP Citizen's Charter helped them in their transactions with DAP (CC3.1), compared to last year's 68%.

TABLE 5. TALLY OF RESPONSES CONCERNING CITIZEN'S CHARTER AWARENESS.

Citizen's Charter Questions	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.	1,969	75.73%
2. I know what a CC is but I did not see this office's CC.	487	18.73%
3. I learned of the CC only when I saw this office's CC.	101	3.88%
4. I do not know what a CC is and I did not see this office's CC.	43	1.65%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,653	63.58%
2. Somewhat easy to see	395	15.19%
3. Difficult to see	11	0.42%
4. Not visible at all	11	0.42%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,706	65.62%
2. Somewhat helped	326	12.54%
3. Did not help	27	1.04%

ARTA has specified eight service quality dimensions (SQD) to be rated by clients:

- SQD0 – Overall Satisfaction
- SQD1 – Responsiveness
- SQD2 – Reliability
- SQD3 – Access and Facilities
- SQD4 – Communications
- SQD5 – Costs
- SQD6 - Integrity
- SQD7 – Assurance
- SQD8 – Outcome

Each SQD rating was computed using the formula provided by ARTA (eq. 1), with the 98.87% overall satisfaction rating derived, the computation of which is presented below:

$$SQD\ 0\ (98.87\%) = \frac{2,005 + 543}{2,600 - 23} \times 100$$

TABLE 6. OVERALL SATISFACTION RATING FOR FY 2024

Rating	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
SQD0 Overall Satisfaction	2,005	543	10	7	12	23	2,600	98.87%

From Table 7, the survey results demonstrate strong client satisfaction across nearly all service quality dimensions, with overall agreement levels consistently above 93%. The highest rated areas include Assurance (98.85%), Outcome (98.85%) and Integrity (98.19%), reflecting strong confidence in reliability, fairness and results of services delivered. Responsiveness (96.32%), Communication (96.57%), and Access & Facilities (96.56%) also scored highly, indicating effective client engagement and accessibility. Requirements (98.11%) further highlight that services are well aligned with client needs.

The only dimension with comparatively lower ratings is Costs (93.13%), where a significant proportion of respondents selected “N/A,” wherein client-respondents cited in the comments that there are no fees for the service availed. Overall satisfaction remains outstanding at 98.87%, underscoring institutional strength in service delivery, integrity, and assurance. Strategic focus should be placed on addressing cost perceptions while sustaining excellence in responsiveness, communication, and outcomes to maintain trust and confidence across all client groups

TABLE 7. TALLY OF RESULTS PER SERVICE QUALITY DIMENSION.

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
SQD1 Responsiveness	1,797	586	47	18	26	126	2,600	96.32%
SQD2 Requirements	1,900	535	33	3	11	118	2,600	98.11%
SQD3 Access and Facilities	1,587	408	58	3	10	534	2,600	96.56%
SQD4 Communication	1,791	547	69	2	12	179	2,600	96.57%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
SQD5 Costs	617	142	41	5	10	1785	2,600	93.13%
SQD6 Integrity	1,938	497	29	3	13	120	2,600	98.19%
SQD7 Assurance	2,017	478	14	3	12	76	2,600	98.85%
SQD8 Outcome	1,963	494	28	2	13	100	2,600	98.28%
Overall	13,610	3,687	319	39	107	3,038	20,800	97.38%

External Services – Service Quality Dimension Results

Rating	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
SQD0 Overall Satisfaction	1,260	320	4	3	9	20	1,616	%99.00

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
SQD1 Responsiveness	1,123	346	26	8	16	97	1,616	96.71%
SQD2 Requirements	1192	298	20	1	8	97	1,616	98.09%
SQD3 Access and Facilities	1,024	271	33	3	9	276	1,616	96.64%
SQD4 Communication	1,132	329	30	2	10	113	1,616	97.21%
SQD5 Costs	573	135	39	5	9	855	1,616	93.04%
SQD6 Integrity	1,197	285	20	3	9	102	1,616	97.89%
SQD7 Assurance	1,246	280	5	2	11	72	1,616	98.83%
SQD8 Outcome	1,211	285	20	2	10	88	1,616	97.91%
Overall	8,698	2,229	193	26	82	1,700	12,928	97.32%

Internal Services – Service Quality Dimension Results

Rating	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
SQD0 Overall Satisfaction	745	223	6	4	3	3	984	%98.67

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
SQD1 Responsiveness	674	240	21	10	10	29	984	95.71%
SQD2 Requirements	708	237	13	2	3	21	984	98.13%
SQD3 Access and Facilities	563	137	25		1	258	984	96.42%
SQD4 Communication	659	218	39		2	66	984	95.53%
SQD5 Costs	44	7	2		1	28	82	94.44%
SQD6 Integrity	741	212	9		4	18	984	98.65%
SQD7 Assurance	771	198	9	1	1	4	984	98.88%
SQD8 Outcome	752	209	8		3	12	984	98.87%
Overall	4,912	1,458	126	13	25	436	6,970	97.49%

F. OVERALL SCORE PER SERVICE

The Table 8 below lists the overall satisfaction score and its corresponding rating per service in the Citizen's Charter.

TABLE 8. OVERALL SATISFACTION SCORE PER SERVICE

Service No.	External Service	Service Type	Overall	Rating
1	Application to PMDP Senior Executives Class, Middle Managers Class, Phronetic Leadership Class, and Local Government Executives and Managers Class	External	100.00%	Outstanding
2	Request for PMDP Non-Academic Records and Certifications	External	100.00%	Outstanding
3	Enrollment in Public Courses	External	94.44%	Very Satisfactory
4	Delivery for Customized Training Services	External	100.00%	Outstanding
5	Request for Technical Assistance/Consultancy/Research Services	External	95.24%	Outstanding
6	Enrollment in Public Courses	External	100.00%	Outstanding
7	Delivery of Customized Training Services	External	100.00%	Outstanding
8	Request for Technical Assistance/Consultancy/Research Services	External	100.00%	Outstanding
9	Enrollment in Public Courses	External	98.50%	Outstanding
10	Delivery of Customized Training Services	External	100.00%	Outstanding
11	Request for Technical Assistance/Consultancy/Research Services	External	99.26%	Outstanding
12	Enrollment in Public Courses	External	100.00%	Outstanding
13	Delivery of Customized Training Services	External	83.33%	Satisfactory
14	Request for Technical Assistance/Consultancy/Research Services	External	100.00%	Outstanding
15	Availment of GSPDM Academic Programs	External	100.00%	Outstanding
16	Application for APO Scholarship Training Program	External	98.68%	Outstanding

Service No.	External Service	Service Type	Overall	Rating
18	Partnership & Linkages	External	100.00%	Outstanding
19	Request for Study Visits/Institutional Briefings/Benchmarking Activities	External	100.00%	Outstanding
21	Management of the DAP Booth	External	100.00%	Outstanding
22	Queries on DAP's Program and Services	External	100.00%	Outstanding
23	Request for Project Proposals	External	100.00%	Outstanding
24	Request for Appointment with the DAP President by External Clients	External	100.00%	Outstanding
25	Application for Admission and Enrollment to Master's Degree (Public Offering)	External	100.00%	Outstanding
26	Request for Certification/s	External	100.00%	Outstanding
27	Request for Certification, Authentication, and Verification (CAV)	External	100.00%	Outstanding
28	Request for Certified True Copy	External	100.00%	Outstanding
29	Request for Copy of Student Credentials	External	99.19%	Outstanding
31	Interlibrary Research	External	100.00%	Outstanding
33	Request for Banquet Service by External Clients	External	81.82%	Satisfactory
34	Request for the Use of Conference/ Function/ Meeting Rooms or Facilities - Pasig by External Customers	External	100.00%	Outstanding
35	Request for Use of DAP Pasig's Office Spaces by External Customers	External	50.00%	Poor
108	Request for the Use of DAP Tagaytay Conference Center Facility	External	100.00%	Outstanding
109	Enrollment in Public Courses	External	100.00%	Outstanding
110	Delivery of Customized Training Services	External	100.00%	Outstanding
111	Request for Technical Assistance/Consultancy/Research Services	External	100.00%	Outstanding
External Service Total			97.16%	Outstanding

Service No.	Internal Service	Service Type	Overall	Rating
36	Application for APO Scholarship Training Program	Internal	100.00%	Outstanding
37	Creation of Project Management Information System (PMIS) Account	Internal	100.00%	Outstanding
38	Issuance of Project Special Order	Internal	100.00%	Outstanding
39	Issuance of Revised Project Special Order	Internal	100.00%	Outstanding
40	Request for Corporate-level Documents	Internal	100.00%	Outstanding
41	Request for Technical Assistance (Internal)	Internal	100.00%	Outstanding
42	Request for Technical Expert	Internal	100.00%	Outstanding
43	Application for Product Development Grant	Internal	100.00%	Outstanding
44	Application for Research Grant	Internal	50.00%	Poor
45	Review of Captions and Posting of Content on Website and Social Media Platforms	Internal	99.54%	Outstanding
46	Request for Facebook Ad Boosting	Internal	100.00%	Outstanding
47	Request for Review, Editing and Publication of Press Releases	Internal	98.18%	Outstanding
50	Request for Events Management (Hosting/Emceeing, Technical Assistance, Live Streaming)	Internal	100.00%	Outstanding

Service No.	Internal Service	Service Type	Overall	Rating
51	Request for Review/Editing and/or Drafting of Speeches	Internal	100.00%	Outstanding
52	Request for Review and Approval of Digital Assets and Designs	Internal	100.00%	Outstanding
53	Request for Review and Approval of Marketing Collateral Design	Internal	100.00%	Outstanding
54	Request for Photo/Video Coverage	Internal	100.00%	Outstanding
55	Design and Setup of the DAP Booth	Internal	100.00%	Outstanding
56	Request for Copies of DAP Digital Materials	Internal	100.00%	Outstanding
57	Initial Contract Review	Internal	100.00%	Outstanding
62	Request for Board Resolutions	Internal	100.00%	Outstanding
65	Issuance of BAC Resolutions for Alternative Methods of Procurement	Internal	100.00%	Outstanding
66	Procurement through Competitive Bidding (Goods and Services, Infrastructure Projects, and Consulting Services)	Internal	100.00%	Outstanding
67	Request for Banquet Service by Internal Clients	Internal	98.81%	Outstanding
68	Issuance of the Certification of Consultant/Resource Persons Output Clearance for Honoraria Payment	Internal	100.00%	Outstanding
69	Preparation of Documented Information Feedback Form (DFF)	Internal	100.00%	Outstanding
70	Preparation, Review, Finalization and Dissemination of Policy Issuances - Memorandum Circular (MC), Office Order (OO) and Special Order (SO)	Internal	100.00%	Outstanding
71	Preparation, Review, Finalization and Dissemination of Policy Issuances - Pertaining to the Issuance of Special Order Re: Designation of Officer/s-in-Charge, Officers, etc.	Internal	100.00%	Outstanding
72	Request for Issuance of Training Certificates/Citations	Internal	100.00%	Outstanding
73	Request for Re-Issuance of Training Certificates or Certification of Attendance/Participation to a DAP Training	Internal	100.00%	Outstanding
74	Request for Records or Information	Internal	100.00%	Outstanding
75	Request for Print Services	Internal	100.00%	Outstanding
77	Technical Support Assistance of Complex ICT Request	Internal	100.00%	Outstanding
78	Management of DAP E-mail account	Internal	100.00%	Outstanding
81	Engineering Services	Internal	100.00%	Outstanding
82	Housekeeping, Landscaping, and Audio-visual Services	Internal	100.00%	Outstanding
83	Motor Vehicles Pool (MVPool) Services	Internal	100.00%	Outstanding
84	Request for the Use of Conference/ Function/ Meeting Rooms or Facilities - Pasig by Internal Customers	Internal	66.67%	Fair
87	Procurement of Goods and Services through Shopping and Small Value Procurement	Internal	100.00%	Outstanding
88	Request for Payment of Honorarium for Resource Persons	Internal	100.00%	Outstanding
89	Request for Billing and Collection	Internal	100.00%	Outstanding
90	Request for Cash Advance with Specific Purpose/s	Internal	90.00%	Very Satisfactory

Service No.	Internal Service	Service Type	Overall	Rating
91	Request for Cash Advance (Foreign/Local Travel)	Internal	88.89%	Satisfactory
92	Issuance of Certificate of Employment/Engagement and Service Record	Internal	98.36%	Outstanding
93	Process of Classifying Consultants and Resource Persons (C & RP)	Internal	100.00%	Outstanding
94	Process of Review of Letters of Invitation (LOI) for Consultants and Resource Persons (C & RP)	Internal	100.00%	Outstanding
95	Request for Monetization of Leave Credits	Internal	91.89%	Very Satisfactory
96	Application for Leave	Internal	100.00%	Outstanding
98	Assessment and Endorsement of Candidates	Internal	80.00%	Satisfactory
99	Processing of Service Agreement (SA)	Internal	100.00%	Outstanding
100	Internal Learning and Development (L&D) Interventions	Internal	100.00%	Outstanding
101	External Learning and Development (L&D) Interventions (Local)	Internal	100.00%	Outstanding
102	Preparation of Travel Documents and Payment for Local Training	Internal	100.00%	Outstanding
103	Approval of Requests for Foreign Training/Studies/APO Capability Building Programs / External Learning and Development (L&D) Interventions	Internal	100.00%	Outstanding
104	Process of Screening and Endorsing DAP-Approved Participant/s to Foreign Training/Studies/APO Capability Building Program	Internal	100.00%	Outstanding
105	Preparation of Travel Documents, Payment of Training Fees/Allowances and Service Contract for Foreign Training/Studies/APO Capability Building Programs	Internal	100.00%	Outstanding
106	Request for Investigation	Internal	100.00%	Outstanding
107	Request for Security Augmentation	Internal	100.00%	Outstanding
Internal Service Total			97.63%	Outstanding

Percentage	Rating	Counts	Total
Below 60.0%	Poor	2	2%
60.0% - 79.9%	Fair	1	1%
80.0% - 89.9%	Satisfactory	4	4%
90.0% - 94.9%	Very Satisfactory	3	3%
95.0% - 100%	Outstanding	101	91%

The distribution of overall service ratings indicates that the vast majority of DAP services performed exceptionally well in FY 2025. Out of all services evaluated, 91% of all services were rating as Outstanding while 2 services, namely Application of Research Grant and Request for Use of DAP Pasig's Office Spaces by External Customers, were rated as Poor.

Overall, these results underscore the DAP's strong institutional performance and sustained commitment to high-quality service delivery, while also highlighting a limited number of services that may benefit from targeted process improvements.

G. DISCUSSION ON THE RESULTS ON OPEN-ENDED QUESTION

There are a total of 892 qualitative comments for 2025 in the open-ended question of the CSM survey. To systematically analyze the text gathered from the open-ended question, VADER (Valence Aware Dictionary and Sentiment Reasoner) was used as a sentiment analysis tool. It is a rule-based natural language processing model specifically designed to assess sentiment expressed in short text such as survey comments, feedback statements, and qualitative responses. VADER works by assigning sentiment scores to individual words based on a predefined lexicon while also accounting for contextual elements.

Each comment in the CSM dataset was processed using VADER to generate four sentiment metrics: positive, neutral, negative and compound score. The compound score represents the overall sentiment polarity of a comment and was used as the primary basis for classification. Based on standard VADER thresholds, comments were categorized as positive, neutral, or negative. This application of VADER enables the objective quantification of qualitative feedback and, in future analysis, identify general sentiment patterns across services, offices, and service quality dimensions.

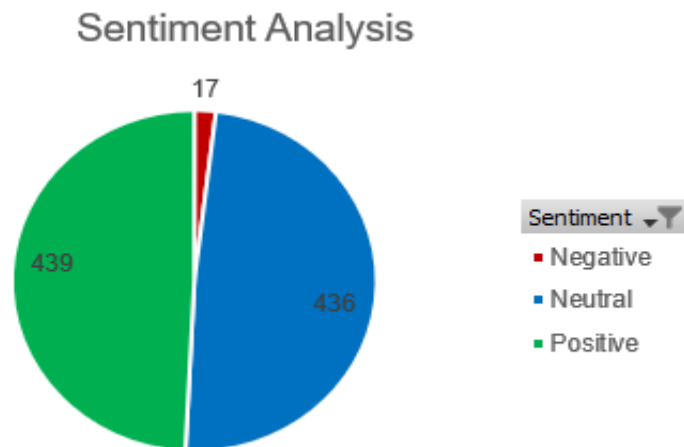


FIGURE 11. SENTIMENT ANALYSIS OF COMMENTS FROM CSM FY 2025.

Positive sentiments (49.22%) often reflected appreciation for timeliness, professionalism, and service outcomes, while negative sentiments (1.91%) highlighted concerns related to delays, accessibility, or process clarity. Neutral comments (48.88%) typically consisted of factual statements or suggestions without strong emotional tone. Note that since the sentiment scores were assigned based on rules, further validation is needed to ensure accuracy of the scores.

V. CONTINUOUS AGENCY IMPROVEMENT PLAN FOR FY 2026

The DAP CART Secretariat had conducted the following activities in support of the adherence to ARTA mandates:

- Participation in ARTA's Report Card Survey 2.0 conduct of onsite inspection in DAP Pasig, DAP CC Tagaytay, DAP sa Mindanao in February
- Conduct of CSM Orientation in March

- Celebration of the EODB Month in May

The compliance team conducted a series of meetings through the Quarter 3 with DAP offices on all compliance requirements to oversight agencies. This included a discussion of the results of the CSM validation report received in August in which the low response rate was highlighted.

The DAP will continue to implement the following actions from FY 2025 through FY 2026:

- Issuance of DAP-wide CSM implementation reminder/s;
- Re-orientation of staff on the Harmonized CSM, as since FY 2023;
- Quarterly meeting with process owners to review and improve response rate;
- Quarterly meeting with process owners to review and enhance their processes;
- Quarterly reconciliation of CSM responses vs. transactions per process owner, with the help of the IMC-Public Affairs Desk (PAD);
- Integration of existing autonomous client satisfaction measurement tools used by other centers to the harmonized CSM;
- Regular compliance to all oversight policies and regulations, particular to the ARTA requirements;
- Ensure that the agency action plan is met by achieving increased satisfied customers/clients;
- Continuous monitoring of the tally of low responses vs. transactions; and
- Continuous RFA issuance for non-conformity and low satisfaction responses.

In addition, the DAP CART with the IMSO-Compliance team will further develop and formalize guidelines on DAP's implementation of the Harmonized CSM, integrate the CSM in other processes of the Academy such as possibly including it with the new Document Management System, and review all processes in tandem with the current implementation of the Integrated Management System for ISO certification.

ANNEX A. SURVEY QUESTIONNAIRE/S USED

The Development Academy of the Philippines (DAP) adhered to the structure of the ARTA CSM Survey tool, as seen below:

Control No: _____

ANTI-RED TAPE AUTHORITY
CLIENT SATISFACTION
MEASUREMENT FORM
PSA Approval No.: ARTA-2242-3
Pamnas.nn '21, Iulu 2023

(On-Site Version)

(Insert agency logo here) (Insert agency name here)
HELP US SERVE YOU BETTER!

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

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

Date: _____ Sex: Male Female Age: _____

Region of residence: _____ Service Availed: _____






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

- CC1 Which of the following best describes your awareness of a CC?**
 1. I know what a CC is and I saw this office's CC.
 2. I know what a CC is but I did NOT see this office's CC.
 3. I learned of the CC only when I saw this office's CC.
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

- CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?**
 1. Easy to see 4. Not visible at all
 2. Somewhat easy to see 5. N/A
 3. Difficult to see

- CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?**
 1. Helped very much 3. Did not help
 2. Somewhat helped 4. N/A

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

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

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

Email address (optional): _____

THANK YOU!

ANNEX B. LIST OF REGIONAL AND SATELLITE OFFICES

Office	Transactions	Responses	Response Rate	Overall Satisfaction
DAP Pasig	33,641	2,568	7.68%	98.86%
DAP Conference Center Tagaytay	381	14	3.67%	100.00%
DAP sa Mindanao	7	18	257.14%	100.00%

ANNEX C. CSM RESULTS PER OFFICE

1. DAP Pasig

B1. Citizen's Charter Questions	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.	1,945	75.74%
2. I know what a CC is but I did not see this office's CC.	480	18.69%
3. I learned of the CC only when I saw this office's CC.	100	3.89%
4. I do not know what a CC is and I did not see this office's CC.	43	1.67%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,633	63.59%
2. Somewhat easy to see	391	15.23%
3. Difficult to see	11	0.43%
4. Not visible at all	10	0.39%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,683	65.54%
2. Somewhat helped	325	12.66%
3. Did not help	27	1.05%

Rating	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
SQD0 Overall Satisfaction	1,981	535	10	7	12	23	2,568	%98.86
SQD1 Responsiveness	1,776	577	47	18	25	125	2,568	%96.32
SQD2 Requirements	1879	527	33	3	11	115	2,568	%98.08
SQD3 Access and Facilities	1,569	402	57	3	10	527	2,568	%96.57
SQD4 Communication	1,771	539	69	2	12	175	2,568	%96.53
SQD5 Costs	602	134	39	5	10	394	1,184	%93.16
SQD6 Integrity	1,919	488	29	3	13	116	2,568	%98.16
SQD7 Assurance	1,996	469	14	3	12	74	2,568	%98.84
SQD8 Outcome	1,943	486	27	2	13	97	2,568	%98.30
Overall	8,543	2,164	189	26	81	1,669	12,672	97.31%

EXTERNAL SERVICES

Rating	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
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SQD0 Overall Satisfaction	1,236	312	4	3	9	20	1,584	%98.98
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Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
SQD1 Responsiveness	1,102	337	26	8	15	96	1,584	%96.71
SQD2 Requirements	1171	290	20	1	8	94	1,584	%98.05
SQD3 Access and Facilities	1,006	265	32	3	9	269	1,584	%96.65
SQD4 Communication	1,112	321	30	2	10	109	1,584	%97.15
SQD5 Costs	558	127	37	5	9	848	1,584	%93.07
SQD6 Integrity	1,178	276	20	3	9	98	1,584	%97.85
SQD7 Assurance	1,225	271	5	2	11	70	1,584	%98.81
SQD8 Outcome	1,191	277	19	2	10	85	1,584	%97.93
Overall	8,543	2,164	189	26	81	1669	12672	%97.31

INTERNAL SERVICES

Rating	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
SQD0 Overall Satisfaction	745	223	6	4	3	3	984	%98.67

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
SQD1 Responsiveness	674	240	21	10	10	29	984	%95.71
SQD2 Requirements	708	237	13	2	3	21	984	%98.13
SQD3 Access and Facilities	563	137	25		1	258	984	%96.42
SQD4 Communication	659	218	39		2	66	984	%95.53
SQD5 Costs	44	7	2		1	930	984	%94.44
SQD6 Integrity	741	212	9		4	18	984	%98.65
SQD7 Assurance	771	198	9	1	1	4	984	%98.88
SQD8 Outcome	752	209	8		3	12	984	%98.87
Overall	4,912	1,458	126	13	25	1,338	7,872	%97.49

No.	Service	Process Owner	Service Type	Total Transactions	Responses	Overall
1	Application to PMDP Senior Executives Class, Middle Managers Class, Phronetic Leadership Class, and Local Government Executives and Managers Class	CCD	External	133	19	100.00%
2	Request for PMDP Non-Academic Records and Certifications	CCD	External	5	5	100.00%
3	Enrollment in Public Courses	CFG	External	486	19	94.44%
4	Delivery for Customized Training Services	CFG	External	8	23	100.00%
5	Request for Technical Assistance/Consultancy/Research Services	CFG	External	6	22	95.24%
6	Enrollment in Public Courses	CSF	External	1	7	100.00%
7	Delivery of Customized Training Services	CSF	External	0	15	100.00%
8	Request for Technical Assistance/Consultancy/Research Services	CSF	External	3	45	100.00%
9	Enrollment in Public Courses	PDC	External	2880	343	98.50%
10	Delivery of Customized Training Services	PDC	External	14	260	100.00%
11	Request for Technical Assistance/Consultancy/Research Services	PDC	External	12	137	99.26%
12	Enrollment in Public Courses	SHDP	External	0	17	100.00%
13	Delivery of Customized Training Services	SHDP	External	3	14	83.33%
14	Request for Technical Assistance/Consultancy/Research Services	SHDP	External	2	11	100.00%
15	Availment of GSPDM Academic Programs	GSPDM	External	144	25	100.00%
16	Application for APO Scholarship Training Program	APO/DAP Secretariat	External	354	199	98.68%
18	Partnership & Linkages	IMC	External	30	4	100.00%
19	Request for Study Visits/Institutional Briefings/Benchmarking Activities	IMC	External	5	8	100.00%
21	Management of the DAP Booth	IMC	External	7	1	100.00%
22	Queries on DAP's Program and Services	IMC	External	57	12	100.00%
23	Request for Project Proposals	IMC	External	6	1	100.00%
24	Request for Appointment with the DAP President by External Clients	OP	External	0	2	100.00%
25	Application for Admission and Enrollment to Master's Degree (Public Offering)	OAR	External	47	1	100.00%
26	Request for Certification/s	OAR	External	116	3	100.00%
27	Request for Certification, Authentication, and Verification (CAV)	OAR	External	7	3	100.00%
28	Request for Certified True Copy	OAR	External	45	23	100.00%

No.	Service	Process Owner	Service Type	Total Transactions	Responses	Overall
29	Request for Copy of Student Credentials	OAR	External	75	124	99.19%
31	Interlibrary Research	GSPM - Library	External	123	2	100.00%
33	Request for Banquet Service by External Clients	AD-Café Services	External	1	87	81.82%
34	Request for the Use of Conference/ Function/ Meeting Rooms or Facilities - Pasig by External Customers	AD-General Services Division	External	0	11	100.00%
35	Request for Use of DAP Pasig's Office Spaces by External Customers	AD-General Services Division	External	0	2	50.00%
36	Application for APO Scholarship Training Program	APO/DAP Secretariat	Internal	32	15	100.00%
37	Creation of Project Management Information System (PMIS) Account	COSM	Internal	163	7	100.00%
38	Issuance of Project Special Order	COSM	Internal	109	53	100.00%
39	Issuance of Revised Project Special Order	COSM	Internal	149	47	100.00%
40	Request for Corporate-level Documents	COSM	Internal	49	2	100.00%
41	Request for Technical Assistance (Internal)	COSM	Internal	2	1	100.00%
42	Request for Technical Expert	Council of Fellows (COF)	Internal	0	3	100.00%
43	Application for Product Development Grant	DRDO	Internal	0	2	100.00%
44	Application for Research Grant	DRDO	Internal	0	2	50.00%
45	Review of Captions and Posting of Content on Website and Social Media Platforms	IMC	Internal	653	219	99.54%
46	Request for Facebook Ad Boosting	IMC	Internal	11	3	100.00%
47	Request for Review, Editing and Publication of Press Releases	IMC	Internal	205	56	98.18%
50	Request for Events Management (Hosting/Emceeing, Technical Assistance, Live Streaming)	IMC	Internal	26	18	100.00%
51	Request for Review/Editing and/or Drafting of Speeches	IMC	Internal	17	1	100.00%
52	Request for Review and Approval of Digital Assets and Designs	IMC	Internal	213	29	100.00%
53	Request for Review and Approval of Marketing Collateral Design	IMC	Internal	283	21	100.00%
54	Request for Photo/Video Coverage	IMC	Internal	78	44	100.00%
55	Design and Setup of the DAP Booth	IMC	Internal	1	1	100.00%
56	Request for Copies of DAP Digital Materials	IMC	Internal	12	5	100.00%
57	Initial Contract Review	Legal Office	Internal	109	1	100.00%

No.	Service	Process Owner	Service Type	Total Transactions	Responses	Overall
62	Request for Board Resolutions	Office of the Board Secretary	Internal	41	11	100.00%
65	Issuance of BAC Resolutions for Alternative Methods of Procurement	AD-BAC Secretariat Division	Internal	44	2	100.00%
66	Procurement through Competitive Bidding (Goods and Services, Infrastructure Projects, and Consulting Services)	AD-BAC Secretariat Division	Internal	1	0	100.00%
67	Request for Banquet Service by Internal Clients	AD-Café Services	Internal	2479	11	98.81%
68	Issuance of the Certification of Consultant/Resource Persons Output Clearance for Honoraria Payment	AD-CDRD	Internal	0	2	100.00%
69	Preparation of Documented Information Feedback Form (DFF)	AD-CDRD	Internal	0	2	100.00%
70	Preparation, Review, Finalization and Dissemination of Policy Issuances - Memorandum Circular (MC), Office Order (OO) and Special Order (SO)	AD-CDRD	Internal	0	6	100.00%
71	Preparation, Review, Finalization and Dissemination of Policy Issuances - Pertaining to the Issuance of Special Order Re: Designation of Officer/s-in-Charge, Officers, etc.	AD-CDRD	Internal	0	3	100.00%
72	Request for Issuance of Training Certificates/Citations	AD-CDRD	Internal	0	29	100.00%
73	Request for Re-Issuance of Training Certificates or Certification of Attendance/Participation to a DAP Training	AD-CDRD	Internal	0	10	100.00%
74	Request for Records or Information	AD-CDRD	Internal	0	43	100.00%
75	Request for Print Services	AD-CDRD	Internal	0	118	100.00%
77	Technical Support Assistance of Complex ICT Request	AD-ICTD	Internal	23	23	100.00%
78	Management of DAP E-mail account	AD-ICTD	Internal	638	1	100.00%
81	Engineering Services	AD-General Services Division	Internal	0	3	100.00%
82	Housekeeping, Landscaping, and Audio-visual Services	AD-General Services Division	Internal	0	2	100.00%
83	Motor Vehicles Pool (MVPool) Services	AD-General Services Division	Internal	0	2	100.00%
84	Request for the Use of Conference/ Function/ Meeting Rooms or Facilities - Pasig by Internal Customers	AD-General Services Division	Internal	0	3	66.67%

No.	Service	Process Owner	Service Type	Total Transactions	Responses	Overall
87	Procurement of Goods and Services through Shopping and Small Value Procurement	AD-Logistics Division	Internal	1011	3	100.00%
88	Request for Payment of Honorarium for Resource Persons	Finance Department (Accounting & Treasury Divisions)	Internal	0	108	100.00%
89	Request for Billing and Collection	Finance Department (Accounting & Treasury Divisions)	Internal	0	18	100.00%
90	Request for Cash Advance with Specific Purpose/s	Finance Department (Budget, Accounting & Treasury Division)	Internal	0	10	90.00%
91	Request for Cash Advance (Foreign/Local Travel)	Finance Department (Budget, Accounting & Treasury Division)	Internal	0	9	88.89%
92	Issuance of Certificate of Employment/Engagement and Service Record	HRMDD-Human Resource Management Division (HRMD)	Internal	281	61	98.36%
93	Process of Classifying Consultants and Resource Persons (C & RP)	HRMDD-Human Resource Management Division (HRMD)	Internal	224	1	100.00%
94	Process of Review of Letters of Invitation (LOI) for Consultants and Resource Persons (C & RP)	HRMDD-Human Resource Management Division (HRMD)	Internal	1098	3	100.00%
95	Request for Monetization of Leave Credits	HRMDD-Human Resource Management Division (HRMD)	Internal	189	37	91.89%
96	Application for Leave	HRMDD-Human Resource Management Division (HRMD)	Internal	1432	3	100.00%
98	Assessment and Endorsement of Candidates	HRMDD-Human	Internal	102	5	80.00%

No.	Service	Process Owner	Service Type	Total Transactions	Responses	Overall
		Resource Management Division (HRMD)				
99	Processing of Service Agreement (SA)	HRMDD-Human Resource Management Division (HRMD)	Internal	98	5	100.00%
100	Internal Learning and Development (L&D) Interventions	HRMDD-Human Resource Development Division (HRDD)	Internal	2	2	100.00%
101	External Learning and Development (L&D) Interventions (Local)	HRMDD-Human Resource Development Division (HRDD)	Internal	108	16	100.00%
102	Preparation of Travel Documents and Payment for Local Training	HRMDD-Human Resource Development Division (HRDD)	Internal	65	3	100.00%
103	Approval of Requests for Foreign Training/Studies/APO Capability Building Programs / External Learning and Development (L&D) Interventions	HRMDD-Human Resource Development Division (HRDD)	Internal	11	2	100.00%
104	Process of Screening and Endorsing DAP-Approved Participant/s to Foreign Training/Studies/APO Capability Building Program	HRMDD-Human Resource Development Division (HRDD)	Internal	36	6	100.00%
105	Preparation of Travel Documents, Payment of Training Fees/Allowances and Service Contract for Foreign Training/Studies/APO Capability Building Programs	HRMDD-Human Resource Development Division (HRDD)	Internal	23	8	100.00%
106	Request for Investigation	Office of the Senior Vice President for Services (OSVP-S)	Internal	0	5	100.00%
107	Request for Security Augmentation	Office of the Senior Vice President for Services (OSVP-S)	Internal	5	6	100.00%

2. DAP Conference Center Tagaytay

B1. Citizen's Charter Questions	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.	12	85.71%
2. I know what a CC is but I did not see this office's CC.	2	14.29%
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 this office's CC.		
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	10	71.43%
2. Somewhat easy to see	1	7.14%
3. Difficult to see		
4. Not visible at all	1	7.14%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	11	78.57%
2. Somewhat helped		
3. Did not help		

Rating	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
SQD0 Overall Satisfaction	13	1					14	%100.00
SQD1 Responsiveness	12	2					14	%100.00
SQD2 Requirements	13	1					14	%100.00
SQD3 Access and Facilities	12						14	%85.71
SQD4 Communication	13	1				2	14	%116.67
SQD5 Costs	9	3					14	%85.71
SQD6 Integrity	12	2				2	14	%116.67
SQD7 Assurance	14						14	%100.00
SQD8 Outcome	14						14	%100.00
Overall	99	9	0	0	0	4	112	%100.00

No.	Service	Process Owner	Service Type	Total Transactions	Responses
108	Request for the Use of DAP Tagaytay Conference Center Facility	DAPCC FMSO	External	381	14

3. DAP sa Mindanao

B1. Citizen's Charter Questions	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.	12	66.67%
2. I know what a CC is but I did not see this office's CC.	5	27.78%
3. I learned of the CC only when I saw this office's CC.	1	5.56%
4. I do not know what a CC is and I did not see this office's CC.		
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	10	55.56%
2. Somewhat easy to see	3	16.67%
3. Difficult to see		
4. Not visible at all		
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	12	66.67%
2. Somewhat helped	1	5.56%
3. Did not help		

Rating	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
SQD0 Overall Satisfaction	11	7					18	%100.00
SQD1 Responsiveness	9	7			1	1	18	%94.12
SQD2 Requirements	8	7				3	18	%100.00
SQD3 Access and Facilities	6	6	1			5	18	%92.31
SQD4 Communication	7	7				4	18	%100.00
SQD5 Costs	6	5	2			5	18	%84.62
SQD6 Integrity	7	7				4	18	%100.00
SQD7 Assurance	7	9				2	18	%100.00
SQD8 Outcome	6	8	1			3	18	%93.33
Overall	56	56	4	0	1	27	144	%95.73

No.	Service	Process Owner	Service Type	Total Transactions	Responses	Overall
109	Enrollment in Public Courses	DSM	External	0	4	100.00%
111	Request for Technical Assistance/Consultancy/Research Services	DSM	External	0	1	100.00%
110	Delivery of Customized Training Services	DSM	External	0	13	100.00%

ANNEX D. TALLY OF SERVICES

No.	Service	Process Owners	Service Type	Total Trans	Min Resp	Resp	Response Rate	Overall	Rating
1	Application to PMDP Senior Executives Class, Middle Managers Class, Phronetic Leadership Class, and Local Government Executives and Managers Class	CCD	External	133	99	19	14.29%	100.00%	Outstanding
2	Request for PMDP Non-Academic Records and Certifications	CCD	External	5	5	5	100%	100.00%	Outstanding
3	Enrollment in Public Courses	CFG	External	486	215	19	3.91%	94.44%	Very Satisfactory
4	Delivery for Customized Training Services	CFG	External	8	8	23	287.50%	100.00%	Outstanding
5	Request for Technical Assistance/Consultancy/Research Services	CFG	External	6	6	22	366.67%	95.24%	Outstanding
6	Enrollment in Public Courses	CSF	External	1	1	7	700.00%	100.00%	Outstanding
7	Delivery of Customized Training Services	CSF	External	0	0	15	-	100.00%	Outstanding
8	Request for Technical Assistance/Consultancy/Research Services	CSF	External	3	3	45	1500.00%	100.00%	Outstanding
9	Enrollment in Public Courses	PDC	External	2880	339	343	11.91%	98.50%	Outstanding
10	Delivery of Customized Training Services	PDC	External	14	14	260	1857.14%	100.00%	Outstanding
11	Request for Technical Assistance/Consultancy/Research Services	PDC	External	12	12	137	1141.67%	99.26%	Outstanding
12	Enrollment in Public Courses	SHDP	External	0	0	17	-	100.00%	Outstanding
13	Delivery of Customized Training Services	SHDP	External	3	3	14	466.67%	83.33%	Satisfactory
14	Request for Technical Assistance/Consultancy/Research Services	SHDP	External	2	2	11	550.00%	100.00%	Outstanding
15	Availment of GSPDM Academic Programs	GSPDM	External	144	105	25	17.36%	100.00%	Outstanding
16	Application for APO Scholarship Training Program	APO/DAP Secretariat	External	354	184	199	56.21%	98.68%	Outstanding
17	Request for Concept Paper	Council of Fellows (COF)	External	0	0	0	-	-	Outstanding
18	Partnership & Linkages	IMC	External	30	28	4	13.33%	100.00%	Outstanding
19	Request for Study Visits/Institutional Briefings/Benchmarking Activities	IMC	External	5	5	8	160.00%	100.00%	Outstanding
20	Courtesy Visits to the DAP President	IMC	External	0	0	0	-	-	Outstanding

No.	Service	Process Owners	Service Type	Total Trans	Min Resp	Resp	Response Rate	Overall	Rating
21	Management of the DAP Booth	IMC	External	7	7	1	14.29%	100.00%	Outstanding
22	Queries on DAP's Program and Services	IMC	External	57	50	12	21.05%	100.00%	Outstanding
23	Request for Project Proposals	IMC	External	6	6	1	16.67%	100.00%	Outstanding
24	Request for Appointment with the DAP President by External Clients	OP	External	0	0	2	-	100.00%	Outstanding
25	Application for Admission and Enrollment to Master's Degree (Public Offering)	OAR	External	47	42	1	2.13%	100.00%	Outstanding
26	Request for Certification/s	OAR	External	116	89	3	2.59%	100.00%	Outstanding
27	Request for Certification, Authentication, and Verification (CAV)	OAR	External	7	7	3	42.86%	100.00%	Outstanding
28	Request for Certified True Copy	OAR	External	45	40	23	51.11%	100.00%	Outstanding
29	Request for Copy of Student Credentials	OAR	External	75	63	124	165.33%	99.19%	Outstanding
30	Request for ID Replacement	OAR	External	0	0	0	-	-	Outstanding
31	Interlibrary Research	GSPM - Library	External	123	93	2	1.63%	100.00%	Outstanding
32	Research and Reference Service	GSPM - Library	External	667	244	0	0.00%	-	Outstanding
33	Request for Banquet Service by External Clients	AD-Café Services	External	1	1	87	8700.00%	81.82%	Satisfactory
34	Request for the Use of Conference/ Function/ Meeting Rooms or Facilities - Pasig by External Customers	AD-General Services Division	External	0	0	11	-	100.00%	Outstanding
35	Request for Use of DAP Pasig's Office Spaces by External Customers	AD-General Services Division	External	0	0	2	-	50.00%	Poor
108	Request for the Use of DAP Tagaytay Conference Center Facility	DAPCC FMSO	External	381	192	14	3.67%	100.00%	Outstanding
109	Enrollment in Public Courses	DSM	External	2	2	4	200.00%	100.00%	Outstanding
110	Delivery of Customized Training Services	DSM	External	0	0	13	-	100.00%	Outstanding
111	Request for Technical Assistance/Consultancy/Research Services	DSM	External	5	5	1	20.00%	100.00%	Outstanding
Total External Services				5,625		1,477	26.26%	97.16%	Outstanding

No.	Service	Process Owners	Service Type	Total Trans	Min Resp	Resp	Response Rate	Overall	Rating
36	Application for APO Scholarship Training Program	APO/DAP Sec	Internal	32	30	15	46.88%	100.00%	Outstanding
37	Creation of Project Management Information System (PMIS) Account	COSM	Internal	163	115	7	4.29%	100.00%	Outstanding
38	Issuance of Project Special Order	COSM	Internal	109	85	53	48.62%	100.00%	Outstanding
39	Issuance of Revised Project Special Order	COSM	Internal	149	108	47	31.54%	100.00%	Outstanding
40	Request for Corporate-level Documents	COSM	Internal	49	44	2	4.08%	100.00%	Outstanding
41	Request for Technical Assistance (Internal)	COSM	Internal	2	2	1	50.00%	100.00%	Outstanding
42	Request for Technical Expert	Council of Fellows (COF)	Internal	0	0	3	-	100.00%	Outstanding
43	Application for Product Development Grant	DRDO	Internal	0	0	2	-	100.00%	Outstanding
44	Application for Research Grant	DRDO	Internal	0	0	2	-	50.00%	Poor
45	Review of Captions and Posting of Content on Website and Social Media Platforms	IMC	Internal	653	242	219	33.54%	99.54%	Outstanding
46	Request for Facebook Ad Boosting	IMC	Internal	11	11	3	27.27%	100.00%	Outstanding
47	Request for Review, Editing and Publication of Press Releases	IMC	Internal	205	134	56	27.32%	98.18%	Outstanding
48	Drafting and Publication of Press Releases	IMC	Internal	25	24	0	0.00%	-	Outstanding
49	Request for Press Conference and Media Guesting	IMC	Internal	0	0	0	-	-	Outstanding
50	Request for Events Management (Hosting/Emceeing, Technical Assistance, Live Streaming)	IMC	Internal	26	24	18	69.23%	100.00%	Outstanding
51	Request for Review/Editing and/or Drafting of Speeches	IMC	Internal	17	16	1	5.88%	100.00%	Outstanding
52	Request for Review and Approval of Digital Assets and Designs	IMC	Internal	213	137	29	13.62%	100.00%	Outstanding
53	Request for Review and Approval of Marketing Collateral Design	IMC	Internal	283	163	21	7.42%	100.00%	Outstanding
54	Request for Photo/Video Coverage	IMC	Internal	78	65	44	56.41%	100.00%	Outstanding
55	Design and Setup of the DAP Booth	IMC	Internal	1	1	1	100.00%	100.00%	Outstanding
56	Request for Copies of DAP Digital Materials	IMC	Internal	12	12	5	41.67%	100.00%	Outstanding
57	Initial Contract Review	Legal Office	Internal	109	85	1	0.92%	100.00%	Outstanding
58	Final Contract Review	Legal Office	Internal	89	72	0	0.00%	-	Outstanding
59	Request for Legal Opinion	Legal Office	Internal	33	30	0	0.00%	-	Outstanding

No.	Service	Process Owners	Service Type	Total Trans	Min Resp	Resp	Response Rate	Overall	Rating
60	Interlibrary Research	OAR - Library	Internal	0	0	0	-	-	Outstanding
61	Research and Reference Service	OAR - Library	Internal	0	0	0	-	-	Outstanding
62	Request for Board Resolutions	Office of the Board Secretary	Internal	41	37	11	26.83%	100.00%	Outstanding
63	Request for Secretary's Certification	Office of the Board Secretary	Internal	8	8	0	0.00%	-	Outstanding
64	Request for Appointment with the DAP President by Internal Clients	OP	Internal	0	0	0	-	-	Outstanding
65	Issuance of BAC Resolutions for Alternative Methods of Procurement	AD-BAC Secretariat Division	Internal	44	0	2	4.55%	100.00%	Outstanding
66	Procurement through Competitive Bidding (Goods and Services, Infrastructure Projects, and Consulting Services)	AD-BAC Secretariat Division	Internal	1	0	0	0.00%	100.00%	Outstanding
67	Request for Banquet Service by Internal Clients	AD-Café Services	Internal	2479	333	11	0.44%	98.81%	Outstanding
68	Issuance of the Certification of Consultant/Resource Persons Output Clearance for Honoraria Payment	AD-CDRD	Internal	1384	301	2	0.14%	100.00%	Outstanding
69	Preparation of Documented Information Feedback Form (DFF)	AD-CDRD	Internal	13	13	2	15.38%	100.00%	Outstanding
70	Preparation, Review, Finalization and Dissemination of Policy Issuances - Memorandum Circular (MC), Office Order (OO) and Special Order (SO)	AD-CDRD	Internal	60	52	6	10.00%	100.00%	Outstanding
71	Preparation, Review, Finalization and Dissemination of Policy Issuances - Pertaining to the Issuance of Special Order Re: Designation of Officer/s-in-Charge, Officers, etc.	AD-CDRD	Internal	49	44	3	6.12%	100.00%	Outstanding
72	Request for Issuance of Training Certificates/Citations	AD-CDRD	Internal	358	186	29	8.10%	100.00%	Outstanding
73	Request for Re-Issuance of Training Certificates or Certification of Attendance/Participation to a DAP Training	AD-CDRD	Internal	3	3	10	333.33%	100.00%	Outstanding
74	Request for Records or Information	AD-CDRD	Internal	69	59	43	62.32%	100.00%	Outstanding
75	Request for Print Services	AD-CDRD	Internal	505	218	118	23.37%	100.00%	Outstanding
76	Technical Support Assistance of Simple ICT Request	AD-ICTD	Internal	1901	320	1076	56.60%	-	Outstanding

No.	Service	Process Owners	Service Type	Total Trans	Min Resp	Resp	Response Rate	Overall	Rating
77	Technical Support Assistance of Complex ICT Request	AD-ICTD	Internal	23	22	23	100.00%	100.00%	Outstanding
78	Management of DAP E-mail account	AD-ICTD	Internal	638	240	1	0.16%	100.00%	Outstanding
79	Systems Change Request	AD-ICTD	Internal	72	61	0	0.00%	-	Outstanding
80	Request for the Use of DAP Pasig's Office Spaces by Internal Customers	AD-General Services Division	Internal	0	0	0	-	-	Outstanding
81	Engineering Services	AD-General Services Division	Internal	279	162	3	1.08%	100.00%	Outstanding
82	Housekeeping, Landscaping, and Audio-visual Services	AD-General Services Division	Internal	721	251	2	0.28%	100.00%	Outstanding
83	Motor Vehicles Pool (MVPool) Services	AD-General Services Division	Internal	9236	369	2	0.02%	100.00%	Outstanding
84	Request for the Use of Conference/ Function/ Meeting Rooms or Facilities - Pasig by Internal Customers	AD-General Services Division	Internal	695	248	3	0.43%	66.67%	Fair
85	Lease of Venue	AD-Logistics Division	Internal	132	98	0	0.00%	-	Outstanding
86	Issuance of Supplies from the Central Stockroom	AD-Logistics Division	Internal	700	248	0	0.00%	-	Outstanding
87	Procurement of Goods and Services through Shopping and Small Value Procurement	AD-Logistics Division	Internal	1011	279	3	0.30%	100.00%	Outstanding
88	Request for Payment of Honorarium for Resource Persons	Finance Department (Accounting & Treasury Divisions)	Internal	1423	303	108	7.59%	100.00%	Outstanding
89	Request for Billing and Collection	Finance Department (Accounting & Treasury Divisions)	Internal	280	162	18	6.43%	100.00%	Outstanding
90	Request for Cash Advance with Specific Purpose/s	Finance Department	Internal	117	90	10	8.55%	90.00%	Very Satisfactory

No.	Service	Process Owners	Service Type	Total Trans	Min Resp	Resp	Response Rate	Overall	Rating
		(Budget, Accounting & Treasury Division)							
91	Request for Cash Advance (Foreign/Local Travel)	Finance Department (Budget, Accounting & Treasury Division)	Internal	129	97	9	6.98%	88.89%	Satisfactory
92	Issuance of Certificate of Employment/Engagement and Service Record	HRMDD-Human Resource Management Division (HRMD)	Internal	281	163	61	21.71%	98.36%	Outstanding
93	Process of Classifying Consultants and Resource Persons (C & RP)	HRMDD-Human Resource Management Division (HRMD)	Internal	224	142	1	0.45%	100.00%	Outstanding
94	Process of Review of Letters of Invitation (LOI) for Consultants and Resource Persons (C & RP)	HRMDD-Human Resource Management Division (HRMD)	Internal	1098	285	3	0.27%	100.00%	Outstanding
95	Request for Monetization of Leave Credits	HRMDD-Human Resource Management Division (HRMD)	Internal	189	127	37	19.58%	91.89%	Very Satisfactory
96	Application for Leave	HRMDD-Human	Internal	1432	303	3	0.21%	100.00%	Outstanding

No.	Service	Process Owners	Service Type	Total Trans	Min Resp	Resp	Response Rate	Overall	Rating
		Resource Management Division (HRMD)							
97	Processing of Clearance (Last Pay)	HRMDD-Human Resource Management Division (HRMD)	Internal	0	0	0	-	-	Outstanding
98	Assessment and Endorsement of Candidates	HRMDD-Human Resource Management Division (HRMD)	Internal	102	81	5	4.90%	80.00%	Satisfactory
99	Processing of Service Agreement (SA)	HRMDD-Human Resource Management Division (HRMD)	Internal	98	78	5	5.10%	100.00%	Outstanding
100	Internal Learning and Development (L&D) Interventions	HRMDD-Human Resource Development Division (HRDD)	Internal	2	2	2	100.00%	100.00%	Outstanding
101	External Learning and Development (L&D) Interventions (Local)	HRMDD-Human Resource Development Division (HRDD)	Internal	108	84	16	14.81%	100.00%	Outstanding
102	Preparation of Travel Documents and Payment for Local Training	HRMDD-Human	Internal	65	56	3	4.62%	100.00%	Outstanding

No.	Service	Process Owners	Service Type	Total Trans	Min Resp	Resp	Response Rate	Overall	Rating
		Resource Development Division (HRDD)							
103	Approval of Requests for Foreign Training/Studies/APO Capability Building Programs / External Learning and Development (L&D) Interventions	HRMDD-Human Resource Development Division (HRDD)	Internal	11	11	2	18.18%	100.00%	Outstanding
104	Process of Screening and Endorsing DAP-Approved Participant/s to Foreign Training/Studies/APO Capability Building Program	HRMDD-Human Resource Development Division (HRDD)	Internal	36	33	6	16.67%	100.00%	Outstanding
105	Preparation of Travel Documents, Payment of Training Fees/Allowances and Service Contract for Foreign Training/Studies/APO Capability Building Programs	HRMDD-Human Resource Development Division (HRDD)	Internal	23	22	8	34.78%	100.00%	Outstanding
106	Request for Investigation	Office of the Senior Vice President for Services (OSVP-S)	Internal	0	0	5	-	100.00%	Outstanding
107	Request for Security Augmentation	Office of the Senior Vice President for Services (OSVP-S)	Internal	5	5	6	120.00%	100.00%	Outstanding
Total Internal Services				28,304		2,188	7.73%	97.63%	Outstanding

ANNEX E. LIST OF ORGANIZATIONAL UNITS

Group	Organizational Unit (Centers/Departments/Offices)
Corporate Offices	Office of the President & Chief Executive Officer (OPCEO)
	APO DAP Secretariat
	Council of Fellows (COF)
	Corporate Concerns Center (CCC)
	Corporate Operations and Strategic Management (COSM)
	DAP Research and Development Office (DRDO)
	DAP sa Mindanao (DsM)
	Internal Audit Services (IAS)
	Institutional Marketing Center (IMC)
	Office of the Academy Registrar (OAR)
	Office of the Board Secretary
Programs Operations Group	Productivity and Development Center (PDC)
	Office of the Senior Vice President for Programs (OSVPP)
	PDC - Office of the Vice President
	Productivity Development Research Office (PDRO)
	Modernizing Government Relations Program (MGRP)
	Productivity and Quality Training Office
	Advocacy and Institutional Development Office
	Government Quality Management Program (GQMP)
	Technology Management Office (TMO)
	Center for Governance
	CFG - Office of the Vice President
	AO25 Secretariat
	COE-PSP
	Operations Management Office (OMO)
	Policy Research Office (PRO)
	Capacity Building on Innovative Leadership and Legislative Staff (CBILLS)
	Local Governance and Development Office (LGDO)
	Adaptive Governance and Innovation for Local Executives (AGILE)
	Local Government Executives and Managers Class (LGEMC)
	Center for CES Development (CCD)
	CCD - Office of the Vice President
	Promotion and Advocacy and Recruitment (PAR)
	Monitoring, Evaluation and Knowledge Management (MEKM)
	Training Operations
	Sustainable Human Development Program
	SHDP - Office of the Director
Environment and Sustainable Development Unit (ESDU)	
Human Development Unit	
Center for Strategic Futures	
Graduate School of Public and Development	Office of the Dean (OD)
	Security Governance and Diplomacy Cluster (SGDC)
	Health Governance and Social Protection Cluster (HGSPC)
	Sustainable Development & Regional and Local Governance Cluster (SDRLGC)
Services Group	Office of the Senior Vice President for Services (OSVPS)

Group	Organizational Unit (Centers/Departments/Offices)
	Administration Department
	Office of the Department Manager
	BAC Secretariat
	Central Documentation & Records Division (CDRD)
	General Services Division (GSD)
	Logistics Division (LoDi)
	Information and Communications Technology Division
	Human Resource Management & Development Department
	Office of the Department Manager (ODM) - HRMDD
	Human Resource Management Division (HRMD)
	Human Resource Development Division (HRDD)
	Finance Department
	Office of the Department Manager (ODM) - Finance
	Budget Division (BD)
	Accounting Division (AD)
	Treasury Division (TD)
	DAP Conference Center - Tagaytay
	Office of the Department Manager (ODM) - DAPCC
	Food and Beverage Services (FBS)
	Facilities, Marketing and Sales Office (FMSO)
	Rooms and Facilities Services (RFS)
	Engineering and Maintenance Services (EMS)
	Support Services (SS)
DAPCC Physical Expansion Project	

ANNEX F. DAP 2025 CSM SAMPLE QUESTIONNAIRES

Below are 5 out of 145 paper-based responses. For a copy of all 145, please email the DAP CART Secretariat through dapcartsecretariat@dap.edu.ph.

Control No: _____

ok

(On-Site Version)

(Insert agency logo here) (Insert agency name here)
HELP US SERVE YOU BETTER!

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

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

Date: 02 JUN 2025 Sex: Male Female Age: 44






Region of residence: NCR Service Availed: TOR and Diploma

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

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

INSTRUCTIONS:

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

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

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

Email address (optional): renjutar1029@gmail.com

THANK YOU!

OK

Control No: _____

(On-Site Version)

(insert agency logo here) (insert agency name here)
HELP US SERVE YOU BETTER!

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

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

Date: 1/3/2025 Sex: Male Female Age: 49






Region of residence: II Service Aailed: TOR / Diploma

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

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

INSTRUCTIONS:

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

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

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

Well accommodated & courteous service

Email address (optional): _____

THANK YOU!

Control No: _____

OK

(On-Site Version)

(Insert agency logo here) (Insert agency name here)
HELP US SERVE YOU BETTER!

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

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






Date: 06 JAN 2025 Sex: Male Female Age: 42

Region of residence: NCR Service Availed: TOR, DIPLOMA

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

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

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

						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. (If service was free, mark the 'N/A' column)					✓	
✓ SQD6. I feel the office was fair to everyone, or "wawang palakasan", during my transaction.					✓	
✓ SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.					✓	
✓ SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					✓	

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

Email address (optional): huey63@inanutodaguini.com

THANK YOU!

OK

Control No: _____

(On-Site Version)

(insert agency logo here) (insert agency name here)
HELP US SERVE YOU BETTER!

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

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

Date: 9 Jan 25 Sex: Male Female Age: 48






Region of residence: 1 Service Availed: top 4 Diploma

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

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

INSTRUCTIONS:

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

						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. (If service was free, mark the 'N/A' column)						✓
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.					✓	
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.					✓	
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					✓	

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

Email address (optional): fernanda.fernandagarcia@P@gmail.com

THANK YOU!

OK

Control No: _____

(On-Site Version)

(Insert agency logo here) (Insert agency name here)
HELP US SERVE YOU BETTER!

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

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

Date: 01 Jan 25 Sex: Male Female Age: 28

Region of residence: NCR Service Availed: Refund of Graduate Credentials of Col. Panaga

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

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

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

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

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

Email address (optional): reformag@dap.edu.ph

THANK YOU!