



PHILIPPINE INFORMATION AGENCY

CLIENT SATISFACTION MEASUREMENT REPORT

2022 (1st Edition)



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I. OVERVIEW

The Philippine Information Agency (PIA) provides accurate, timely, and relevant information to enable citizens to participate in and benefit from government programs that would uplift their quality of life. It plans and implements communication and advocacy programs of national scope and assists other government agencies in the communication component of their programs through multimedia strategies.

As stated in the Anti-Red Tape Authority (ARTA) Memorandum Circular (M.C.) No. 2022-05, government agencies shall provide the harmonized Client Satisfaction Measurement (CSM) survey to clients who have completed a transaction with the Agency. Per Section 6.7.1 of ARTA M.C. No. 2019-002, the CSM shall “assess the overall satisfaction and perception of applicants or requesting parties on the government services accessed.” Section 6.7.3 of the preceding M.C. also stated that the CSM “detailing the scope and period covered by the measurement, the methodology used, the results of the measurement, and the interpretation of the data shall be reported to the Authority.”

II. SCOPE

PIA conducted the survey from January 23-27, 2023, and was administered both online and on paper. PIA surveyed clients that visited the Central and Regional Offices and availed of the Agency’s services in the Fiscal Year 2022. A total of 550 clients responded to the CSM survey.

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

Following the PIA’s Citizen’s Charter 3rd Edition, the Agency’s external services covered in the CSM were the following:

1. Advocacy and Media Relations
2. Communication Research
3. Production/Dissemination of IEC Materials
4. Provision of Communication Support
5. Provision of Training Assistance, and
6. Recruitment, Selection, and Placement



PIA adhered to the eight Service Quality Dimensions (SQDs) provided by one of ARTA's in CSM templates:

1. **Responsiveness** – I spent a reasonable amount of time for my transaction.
2. **Reliability** – The office followed the transaction's requirements and steps based on the information provided.
3. **Access and Facilities** – The steps (including payment) I needed to do for my transaction were easy and simple.
4. **Communication** – I easily found information about my transaction from the office or its website.
5. **Costs** – I paid a reasonable amount of fees for my transaction.
6. **Integrity** – I felt the office was fair to everyone, or “walang palakasan,” during my transaction.
7. **Assurance** – I was treated courteously by the staff, and (if asked for help) the staff was helpful.
8. **Outcome** – I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.

III. METHODOLOGY

The number of clients served per service in each region varied. As such, some overrepresentation or under-representation was expected. Instead of a systematic random sampling, the survey used a convenience sampling method, a non-probability sampling method that relied on data collection from the population (PIA's external clients/customers) who were conveniently available to participate and provide feedback. The administration of the survey to all the clients served by each regional office was highly encouraged. Clients were invited to answer the feedback form voluntarily. This method was expected to result in an uneven distribution of respondents.

Clients may answer the CSM using the Google Form link <https://tinyurl.com/PIA-CSM2022> shared to them by the PIA Central and Regional Offices. Clients also had the option of responding using the print version of the CSM forms which the concerned PIA office had downloaded or accessed from the PIA Document Control System (DCS).

Authorized personnel from the Planning and Communication Research Division (PCRD) performed the data analysis in this report.

The 8 SQD questions were scored using a 5-point Likert Scale. The simple average of the client's agreement or disagreement to each question was used to get the rating for each service.

The interpretation of the results are as follows:

| Scale | Average | Rating |
|-------|-----------|-----------------------------------|
| 1 | 1.00-1.49 | Very Unsatisfied |
| 2 | 1.50-2.49 | Unsatisfied |
| 3 | 2.50-3.49 | Neither Unsatisfied nor Satisfied |
| 4 | 3.50-4.49 | Satisfied |
| 5 | 4.50-5.00 | Very Satisfied |

IV. RESULTS OF THE HARMONIZED CSM FOR FY 2022

A. Number of clients surveyed per service

Nearly half of the respondents (45%) were clients of Advocacy and Media Relations service. Almost one-fourth (24%) of them went to PIA for the Production and/or Dissemination of IEC Materials. The remainder of the respondents availed of PIA's Communication Support (14%), Training Assistance (8%), Communication Research (5%), and Recruitment, Selection, and Placement (5%).

| Service Availed | Type of Form | | | | Overall | |
|---|--------------|-------|-------------|-------|---------|-------|
| | Online-based | | Paper-based | | N | % |
| | N | % | N | % | | |
| Advocacy and Media Relations | 193 | 46.6% | 52 | 38.2% | 245 | 44.5% |
| Production/Dissemination of IEC Materials | 98 | 23.7% | 35 | 25.7% | 133 | 24.2% |
| Provision of Communication Support | 47 | 11.4% | 28 | 20.6% | 75 | 13.6% |
| Provision of Training Assistance | 32 | 7.7% | 9 | 6.6% | 41 | 7.5% |
| Recruitment, Selection, and Placement | 25 | 6.0% | 4 | 2.9% | 29 | 5.3% |
| Communication Research | 19 | 4.6% | 8 | 5.9% | 27 | 4.9% |
| N = 550 | | | | | | |

Majority of clients engaged with PIA in the following specific services: Inter-agency/communication support (74%); Response to applicant inquiries (66%); Provision of resource person (63%); Social media post/promotion (63%); Online distribution of press/news/feature releases (58%); and Media relations, e.g., accreditation, coverage, press conferences (57%).

| Production/Dissemination of IEC Materials (N = 133, multiple response) | N | % |
|---|----|--------|
| Social media post/promotion (e.g., video, photo, infographic) | 83 | 62.90% |

| | | |
|--|----------|----------|
| Distribution of Press/News/Feature Releases (online) | 76 | 57.60% |
| Distribution of Press/News/Feature Releases (print) | 57 | 43.20% |
| SMS/Text blast | 41 | 31.10% |
| Radio/TV plug | 29 | 22.00% |
| Information caravan/information kiosk | 20 | 15.20% |
| Print materials (e.g., comics, brochure, tarpaulin, poster) | 16 | 12.10% |
| Infomercial | 13 | 9.80% |
| Script/copy development | 9 | 6.80% |
| E-magazine feature | 8 | 6.10% |
| Puppet play | 7 | 5.30% |
| Web system design and development | 3 | 2.30% |
| Other | 3 | 2.30% |
| Provision of Training Assistance (N = 41, multiple response) | N | % |
| Provision of resource person | 25 | 62.50% |
| Management of training/seminar/workshop | 18 | 45.00% |
| Development of training proposal | 9 | 22.50% |
| Other | 5 | 12.50% |
| Recruitment, Selection, and Placement (N = 29, multiple response) | N | % |
| Response to applicant inquiries | 19 | 65.50% |
| Updating on the final result, whether selection or rejection | 13 | 44.80% |
| Other | 4 | 13.80% |
| Provision of Communication Support (N = 75, multiple response) | N | % |
| Inter-agency/communication network support | 55 | 74.30% |

| | | |
|---|----------|----------|
| Technical assistance to specific program/ project (e.g., documentation, review, admin/secretariat support, consultancy) | 28 | 37.80% |
| Communication/media planning | 21 | 28.40% |
| Other | 3 | 4.10% |
| Communication Research (N = 27, multiple response) | N | % |
| News Monitoring | 12 | 46.20% |
| Survey/Poll | 11 | 42.30% |
| Issue/Content Tracking and Analysis | 5 | 19.20% |
| Focus Group Discussion | 0 | 0.00% |
| Other | 0 | 0.00% |
| Advocacy and Media Relations (N = 245, multiple response) | N | % |
| Media relations (e.g., accreditation, coverage, press conferences) | 140 | 57.10% |
| Awareness-raising activity for a specific advocacy/program/project | 117 | 47.80% |
| Radio/TV/Online guesting | 99 | 40.40% |
| Radio/TV/Online program | 65 | 26.50% |
| Technical assistance to specific program/ project (e.g., documentation, review, admin/secretariat support, consultancy) | 47 | 19.20% |
| Events management (e.g., fun run, school competition) | 27 | 11.00% |
| Other | 5 | 2.00% |

B. Number of clients surveyed per customer type

Most (77%) clients of PIA were government employees or from government agencies. The remainder of the responders were citizens or from the general public (19%) and from business or private sector (4%).

| Client Type | Type of Form | | | | Overall | |
|-------------|--------------|---|-------------|---|---------|---|
| | Online-based | | Paper-based | | | |
| | N | % | N | % | N | % |
| | | | | | | |

| | | | | | | |
|----------------|-----|-------|-----|-------|-----|-------|
| Government | 316 | 76.3% | 106 | 77.9% | 422 | 76.7% |
| Citizen | 83 | 20.0% | 19 | 14.0% | 102 | 18.5% |
| Business | 15 | 3.6% | 8 | 5.9% | 23 | 4.2% |
| No answer | 0 | 0.0% | 3 | 2.2% | 3 | .5% |
| N = 550 | | | | | | |

C. Client Demographic

Three out of four clients (75%) responded to the online version of the CSM tool. Female (58%) clients outnumbered the males. Nearly one-third (32%) were aged between 25-34, while almost the same share (29%) of respondents belonged to the 35-44 age group.

| Demographic of Respondents | | N | % |
|----------------------------|--------------|-----|-------|
| Type of Form | Online-based | 414 | 75.3% |
| | Paper-based | 136 | 24.7% |
| Sex by Birth | Female | 319 | 58.0% |
| | Male | 217 | 39.5% |
| | No answer | 14 | 2.5% |
| Age Group | 25-34 | 173 | 31.5% |
| | 35-44 | 161 | 29.3% |
| | 45-54 | 121 | 22.0% |
| | 55-64 | 62 | 11.3% |
| | 18-24 | 22 | 4.0% |
| | No answer | 9 | 1.6% |
| | 65 and above | 2 | .4% |
| N = 550 | | | |

The following tables show the breakdown of respondents based on the PIA Office where they had their transaction and based the region of their residence.

| PIA Office Transacted With | N | % |
|---------------------------------------|----|-------|
| PIA Region 9 | 67 | 12.2% |
| PIA Region 8 | 66 | 12.0% |
| PIA Region 1 | 63 | 11.5% |
| PIA Region 5 | 50 | 9.1% |
| PIA Region 3 | 38 | 6.9% |
| PIA Main/Central Office (Quezon City) | 33 | 6.0% |
| PIA Region 2 | 33 | 6.0% |
| PIA Region 4A | 27 | 4.9% |
| PIA Region 13 | 25 | 4.5% |
| PIA Region 12 | 24 | 4.4% |
| PIA Region 7 | 23 | 4.2% |
| PIA Region 11 | 23 | 4.2% |

| | | |
|---|----|------|
| PIA Region 6 | 22 | 4.0% |
| PIA- Cordillera Administrative Region (CAR) | 20 | 3.6% |
| PIA Region 10 | 20 | 3.6% |
| PIA Region 4B | 15 | 2.7% |
| PIA-National Capital Region (NCR) | 1 | .2% |
| N = 550 | | |

| Region of Residence of the Respondents | N | % |
|---|----|-------|
| 8 – Eastern Visayas | 66 | 12.0% |
| 9 – Zamboanga Peninsula | 66 | 12.0% |
| 1 – Ilocos | 62 | 11.3% |
| 5 – Bicol | 48 | 8.7% |
| Central Luzon | 35 | 6.4% |
| National Capital Region (NCR) | 34 | 6.2% |
| Cagayan Valley | 30 | 5.5% |
| 4A – Southern Luzon (CALABARZON) | 28 | 5.1% |
| 7 – Central Visayas | 24 | 4.4% |
| 11 – Davao | 24 | 4.4% |
| 12 – SOCCSKSarGen | 24 | 4.4% |
| 13 – Caraga | 24 | 4.4% |
| 6 – Western Visayas | 22 | 4.0% |
| Bangsamoro (BARMM) | 22 | 4.0% |
| Cordillera Administrative Region (CAR) 1 – Ilocos | 20 | 3.6% |
| 4B – Southern Luzon (MIMAROPA) | 14 | 2.5% |
| No answer | 7 | 1.3% |
| 10 – Northern Mindanao | 0 | 0.0% |
| N = 550 | | |

D. Citizen's Charter Results

While a huge majority is aware of the Citizen's Charter (CC), there was still 18% of the clients who did not see the PIA's own Citizen's Charter. A small number of respondents still did not what a Citizen's Charter is and had not seen PIA's CC.

Six out of 10 respondents (61%) said that PIA's CC was *easy to see*, while one-fifth of them said it was *somewhat easy to see*. Majority (66%) expressed that the Agency's CC *helped a lot* in their transaction.

| | | Type of Form | | | | Overall | |
|-----------------------------|---|--------------|-------|-------------|-------|-----------|-------|
| | | Online-based | | Paper-based | | Responses | % |
| | | Responses | % | Responses | % | | |
| Which of the following best | I know what a CC is and I saw PIA's CC. | 279 | 67.4% | 84 | 61.8% | 363 | 66.0% |



| | | | | | | | |
|---|--|-----|-------|----|-------|-----|-------|
| describes your awareness of a Citizen's Charter (CC)? | I know what a CC is but I did not see PIA's CC. | 69 | 16.7% | 28 | 20.6% | 97 | 17.6% |
| | I learned of the CC only when I saw PIA's CC. | 45 | 10.9% | 7 | 5.1% | 52 | 9.5% |
| | I do not know what a CC is and I did not see one in PIA. | 21 | 5.1% | 17 | 12.5% | 38 | 6.9% |
| If aware of CC (answered codes 1-3 in CC1), would you say that the CC of PIA was...? | Easy to see | 257 | 62.1% | 77 | 56.6% | 334 | 60.7% |
| | Somewhat easy to see | 97 | 23.4% | 17 | 12.5% | 114 | 20.7% |
| | Not applicable | 43 | 10.4% | 40 | 29.4% | 83 | 15.1% |
| | Not visible at all | 10 | 2.4% | 2 | 1.5% | 12 | 2.2% |
| | Difficult to see | 7 | 1.7% | 0 | 0.0% | 7 | 1.3% |
| If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction? | Helped a lot | 278 | 67.1% | 82 | 60.3% | 360 | 65.5% |
| | Somewhat helped | 83 | 20.0% | 13 | 9.6% | 96 | 17.5% |
| | Not applicable | 48 | 11.6% | 39 | 28.7% | 87 | 15.8% |
| | Did not help at all | 5 | 1.2% | 2 | 1.5% | 7 | 1.3% |

E. Service Quality Dimension Results

Respondents were mostly 'Very Satisfied' with their transactions with PIA, in terms of the Service Quality Dimensions, recording a score range of 4.50 (*Responsiveness*) - 4.73 (*Assurance*). Overall satisfaction – based on their response to the statement, '*I am satisfied with the service that I availed*' – received a 'Very Satisfied' mark at 4.70. Meanwhile, respondents rated the *Cost* dimension of their transaction with PIA at 4.12, still within the 'Satisfied' level. No PIA service garnered a rating of below 3.50.

| | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Total | Rating |
|--|-------------------|----------|----------------------------|-------|----------------|-------|--------|
| I spent a reasonable amount of time for my transaction. (<i>Responsiveness</i>) | 4 | 15 | 12 | 179 | 323 | 533 | 4.50 |
| The office followed the transaction's requirements and steps based on the information provided. (<i>Reliability</i>) | 0 | 4 | 10 | 187 | 336 | 537 | 4.59 |
| The steps (including payment) I needed to do for my transaction were easy and simple. (<i>Access</i>) | 0 | 3 | 11 | 161 | 290 | 465 | 4.59 |

| | | | | | | | |
|--|----------|----------|----------|------------|------------|------------|-------------|
| I easily found information about my transaction from the office or its website. (Communication) | 0 | 3 | 20 | 183 | 316 | 522 | 4.56 |
| I paid a reasonable amount of fees for my transaction. (Cost) | 8 | 13 | 28 | 98 | 110 | 257 | 4.12 |
| I felt the office was fair to everyone, or “walang palakasan,” during my transaction. (Integrity) | 4 | 2 | 19 | 138 | 364 | 527 | 4.62 |
| I was treated courteously by the staff, and (if asked for help) the staff was helpful. (Assurance) | 0 | 4 | 2 | 128 | 406 | 540 | 4.73 |
| I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me. (Outcome) | 4 | 3 | 8 | 155 | 358 | 528 | 4.63 |
| I am satisfied with the service that I availed. (Overall) | 1 | 5 | 9 | 128 | 405 | 548 | 4.70 |

**Not Applicable responses excluded*

Looking at the ratings per service, apart from Recruitment, Selection, and Placement, respondents were mostly ‘Very Satisfied’ with their transactions with PIA, obtaining a score range of 4.56 (Communication Research) to 4.81 (Provision of Communication Support). Recruitment, Selection, and Placement earned a 3.66 rating, still considered within ‘Satisfied’ level.

| Service Availed | Overall rating |
|---|----------------|
| Provision of Communication Support | 4.81 |
| Advocacy and Media Relations | 4.78 |
| Production/Dissemination of IEC Materials | 4.73 |
| Provision of Training Assistance | 4.73 |
| Communication Research | 4.56 |
| Recruitment, Selection, and Placement | 3.66 |

**Not Applicable responses excluded*

F. Additional Questions

Respondents were also asked whether they would engage with PIA again and would recommend its service to others. Almost all (97%) of the respondents said ‘Yes’ to both questions.

| | | N | % |
|----------------------------------|-------|-----|-------|
| Engage the service of PIA again? | Yes | 532 | 96.7% |
| | No | 4 | .7% |
| | Maybe | 14 | 2.5% |

| | | N | % |
|---|-------|-----|-------|
| Recommend PIA to a colleague or another government agency/organization? | Yes | 532 | 96.7% |
| | No | 7 | 1.3% |
| | Maybe | 11 | 2.0% |

V. AGENCY IMPROVEMENT PLAN FOR THE FOLLOWING YEAR

PIA commits to continue to do the following:

- **Provide** all our internal and external customers with **timely, accurate and relevant information** that contributes to proactive citizenship, national progress, and a better quality of life for all Filipinos.
- **Train and empower our people** to consistently deliver effective and high-quality products and services.
- **Continuously improve our work processes** to satisfy our customer's needs and meet their expectations at all times, complying with the PIA Charter and all other applicable laws, rules and regulations.

For the Client Satisfaction Measurement, the PIA commits to work on or improve on the following:

- **Scope of the Survey** – Periodically review the services covered by the survey and align them with the current Citizen's Charter of the Agency.
- **Frequency and Period of the Survey** – Ensure that the CSM shall be conducted immediately or shortly after each completed transaction.
- **Data Gathering** – Improve the on-site conduct of the survey, using various data gathering methods available, including electronic and remote platforms. Remove barriers for persons with disabilities and senior citizens and ensure assistance will be provided for them in answering the CSM.
- **Language Accessibility** – Prepare versions of the CSM survey in Filipino and translated to other local dialects for easier understanding of the respondents.



Office of the President
Philippine Information Agency
Ahensiyang Pang-impormasyon ng Pilipinas

HELP US SERVE YOU BETTER!

Greetings from the Philippine Information Agency!

As part of our efforts to continually assess our client's satisfaction and improve our services, we would like to invite you to give your feedback and answer the survey below. This survey will take about 5 minutes to complete. Your feedback will help PIA in providing a better service. Personal information and your responses will be kept strictly confidential. Your participation is voluntary, and you may, at any time, choose to stop or exit the survey.

If you have any questions about this survey, please contact our Planning and Communication Research Division (PCRD) via pcrd@pia.gov.ph.

Informed Consent:

- By continuing, I agree to participate in this survey.
 I choose not to answer this survey.

Email Address (optional) _____






| | | |
|---|--|--|
| <p>Client Type:</p> <p><input type="checkbox"/> Government <input type="checkbox"/> Business <input type="checkbox"/> Citizen</p> <p>Sex:</p> <p><input type="checkbox"/> Male <input type="checkbox"/> Female</p> <p>Age group:</p> <p><input type="checkbox"/> 18-24 <input type="checkbox"/> 25-34 <input type="checkbox"/> 35-44 <input type="checkbox"/> 45-54 <input type="checkbox"/> 55-64 <input type="checkbox"/> 65 and above</p> | <p>Region of Residence:</p> <p><input type="checkbox"/> National Capital Region (NCR) <input type="checkbox"/> Cordillera Administrative Region (CAR) <input type="checkbox"/> 1 – Ilocos <input type="checkbox"/> 2 – Cagayan Valley <input type="checkbox"/> 3 – Central Luzon <input type="checkbox"/> 4A – Southern Luzon (CALABARZON) <input type="checkbox"/> 4B – Southern Luzon (MIMAROPA) <input type="checkbox"/> 5 – Bicol <input type="checkbox"/> 6 – Western Visayas <input type="checkbox"/> 7 – Central Visayas <input type="checkbox"/> 8 – Eastern Visayas <input type="checkbox"/> 9 – Zamboanga Peninsula <input type="checkbox"/> 10 – Northern Mindanao <input type="checkbox"/> 11 – Davao <input type="checkbox"/> 12 – SOCCSKSARGen <input type="checkbox"/> 13 – Caraga <input type="checkbox"/> Bangsamoro (BARMM)</p> | <p>PIA Office Visited/Transacted With:</p> <hr/> <p>Service Availed: <u>Communication Research</u></p> <p><input type="checkbox"/> Survey/Poll <input type="checkbox"/> Focus Group Discussion <input type="checkbox"/> News Monitoring <input type="checkbox"/> Issue/Content Tracking and Analysis <input type="checkbox"/> Other (please specify) _____</p> |
|---|--|--|

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 Citizen's Charter (CC)? | <input type="checkbox"/> 1. I know what a CC is and I saw PIA's CC. <input type="checkbox"/> 2. I know what a CC is but I did not see PIA's CC. <input type="checkbox"/> 3. I learned of the CC only when I saw PIA's CC. <input type="checkbox"/> 4. I do not know what a CC is and I did not see one in PIA. <i>(Answer 'N/A' in CC2 and CC3)</i> |
| CC2 | If aware of CC (answered codes 1-3 in CC1), would you say that the CC of PIA was...? | <input type="checkbox"/> Easy to see <input type="checkbox"/> Somewhat easy to see <input type="checkbox"/> Difficult to see <input type="checkbox"/> Not visible at all <input type="checkbox"/> Not applicable (N/A) |
| CC3 | If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction? | <input type="checkbox"/> Helped very much <input type="checkbox"/> Somewhat helped <input type="checkbox"/> Did not help <input type="checkbox"/> Not applicable (N/A) |

(Photo: Page 1 of Client Satisfaction Measurement for PIA's Communication Research Service)

PIA INFORMATION AGENCY
CLIENT SATISFACTION MEASUREMENT FORM

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

| | | |
|----|--|---|
| | Based on your experience with PIA's service, are you going to... | |
| E1 | Engage the service of PIA again? | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Maybe |
| E2 | Recommend PIA to another colleague or agency/organization? | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Maybe |
| E3 | How could we improve PIA's service? | <hr/> <hr/> <hr/> |

Your feedback is valuable to us! Thank you for your time and have a great day!

(Photo: Page 2 of Client Satisfaction Measurement for PIA's Communication Research Service)



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Philippine Information Agency
Ahensiyang Pang-inpormasyon ng Pilipinas

PHILIPPINE INFORMATION AGENCY
 CLIENT SATISFACTION MEASUREMENT FORM

HELP US SERVE YOU BETTER!

Greetings from the Philippine Information Agency!

As part of our efforts to continually assess our client's satisfaction and improve our services, we would like to invite you to give your feedback and answer the survey below. This survey will take about 5 minutes to complete. Your feedback will help PIA in providing a better service. Personal information and your responses will be kept strictly confidential. Your participation is voluntary, and you may, at any time, choose to stop or exit the survey.

If you have any questions about this survey, please contact our Planning and Communication Research Division (PCRD) via pcrd@pia.gov.ph.

Informed Consent:

- By continuing, I agree to participate in this survey.
- I choose not to answer this survey.

Email Address (optional) _____






| | | |
|---|---|--|
| <p>Client Type:</p> <input type="checkbox"/> Government <input type="checkbox"/> Business <input type="checkbox"/> Citizen | <p>Region of Residence:</p> <input type="checkbox"/> National Capital Region (NCR) <input type="checkbox"/> Cordillera Administrative Region (CAR) <input type="checkbox"/> 1 – Ilocos <input type="checkbox"/> 2 – Cagayan Valley <input type="checkbox"/> 3 – Central Luzon <input type="checkbox"/> 4A – Southern Luzon (CALABARZON) <input type="checkbox"/> 4B – Southern Luzon (MIMAROPA) <input type="checkbox"/> 5 – Bicol <input type="checkbox"/> 6 – Western Visayas <input type="checkbox"/> 7 – Central Visayas <input type="checkbox"/> 8 – Eastern Visayas <input type="checkbox"/> 9 – Zamboanga Peninsula <input type="checkbox"/> 10 – Northern Mindanao <input type="checkbox"/> 11 – Davao <input type="checkbox"/> 12 – SOCCSKSARGen <input type="checkbox"/> 13 – Caraga <input type="checkbox"/> Bangsamoro (BARMM) | <p>PIA Office Visited/Transacted With:</p> <hr/> <p>Service Aailed: Provision of Communication Support</p> <input type="checkbox"/> Inter-agency/communication network support <input type="checkbox"/> Communication/media planning <input type="checkbox"/> Technical assistance to specific program/ project (e.g., documentation, review, admin/secretariat support, consultancy) <input type="checkbox"/> Other (please specify) _____ |
|---|---|--|

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 Citizen's Charter (CC)? | <input type="checkbox"/> 1. I know what a CC is and I saw PIA's CC. <input type="checkbox"/> 2. I know what a CC is but I did not see PIA's CC. <input type="checkbox"/> 3. I learned of the CC only when I saw PIA's CC. <input type="checkbox"/> 4. I do not know what a CC is and I did not see one in PIA. <i>(Answer 'N/A' in CC2 and CC3)</i> |
| CC2 | If aware of CC (answered codes 1-3 in CC1), would you say that the CC of PIA was...? | <input type="checkbox"/> Easy to see <input type="checkbox"/> Somewhat easy to see <input type="checkbox"/> Difficult to see <input type="checkbox"/> Not visible at all <input type="checkbox"/> Not applicable (N/A) |
| CC3 | If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction? | <input type="checkbox"/> Helped very much <input type="checkbox"/> Somewhat helped <input type="checkbox"/> Did not help <input type="checkbox"/> Not applicable (N/A) |

(Photo: Page 1 of Client Satisfaction Measurement for PIA's Provision of Communication Support Service)

PIA INFORMATION AGENCY
CLIENT SATISFACTION MEASUREMENT FORM

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

| | | |
|----|--|---|
| | Based on your experience with PIA's service, are you going to... | |
| E1 | Engage the service of PIA again? | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Maybe |
| E2 | Recommend PIA to another colleague or agency/organization? | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Maybe |
| E3 | How could we improve PIA's service? | <hr/> <hr/> <hr/> |

Your feedback is valuable to us! Thank you for your time and have a great day!

(Photo: Page 2 of Client Satisfaction Measurement for PIA's Provision of Communication Support Service)



Office of the President
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Ahensiyang Pang-impormasyon ng Pilipinas

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If you have any questions about this survey, please contact our Planning and Communication Research Division (PCRD) via pcrd@pia.gov.ph.

Informed Consent:

- By continuing, I agree to participate in this survey.
- I choose not to answer this survey.

Email Address (optional) _____






| | | |
|---|---|---|
| <p>Client Type:</p> <input type="checkbox"/> Government <input type="checkbox"/> Business <input type="checkbox"/> Citizen | <p>Region of Residence:</p> <input type="checkbox"/> National Capital Region (NCR) <input type="checkbox"/> Cordillera Administrative Region (CAR) <input type="checkbox"/> 1 – Ilocos <input type="checkbox"/> 2 – Cagayan Valley <input type="checkbox"/> 3 – Central Luzon <input type="checkbox"/> 4A – Southern Luzon (CALABARZON) <input type="checkbox"/> 4B – Southern Luzon (MIMAROPA) <input type="checkbox"/> 5 – Bicol <input type="checkbox"/> 6 – Western Visayas <input type="checkbox"/> 7 – Central Visayas <input type="checkbox"/> 8 – Eastern Visayas <input type="checkbox"/> 9 – Zamboanga Peninsula <input type="checkbox"/> 10 – Northern Mindanao <input type="checkbox"/> 11 – Davao <input type="checkbox"/> 12 – SOCCSKSARGen <input type="checkbox"/> 13 – Caraga <input type="checkbox"/> Bangsamoro (BARMM) | <p>PIA Office Visited/Transacted With:</p> <hr/> <p>Service Availed: Advocacy and Media Relations</p> <input type="checkbox"/> Awareness-raising activity for a specific advocacy/program/project <input type="checkbox"/> Media relations (e.g., accreditation, coverage, press conferences) <input type="checkbox"/> Radio/TV/Online program <input type="checkbox"/> Radio/TV/Online guesting <input type="checkbox"/> Events management (e.g., fun run, school competition) <input type="checkbox"/> Technical assistance to specific program/ project (e.g., documentation, review, admin/secretariat support, consultancy) <input type="checkbox"/> Other (please specify) _____ |
|---|---|---|

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 Citizen's Charter (CC)? | <input type="checkbox"/> 1. I know what a CC is and I saw PIA's CC. <input type="checkbox"/> 2. I know what a CC is but I did not see PIA's CC. <input type="checkbox"/> 3. I learned of the CC only when I saw PIA's CC. <input type="checkbox"/> 4. I do not know what a CC is and I did not see one in PIA. <i>(Answer 'N/A' in CC2 and CC3)</i> |
| CC2 | If aware of CC (answered codes 1-3 in CC1), would you say that the CC of PIA was...? | <input type="checkbox"/> Easy to see <input type="checkbox"/> Somewhat easy to see <input type="checkbox"/> Difficult to see <input type="checkbox"/> Not visible at all <input type="checkbox"/> Not applicable (N/A) |
| CC3 | If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction? | <input type="checkbox"/> Helped very much <input type="checkbox"/> Somewhat helped <input type="checkbox"/> Did not help <input type="checkbox"/> Not applicable (N/A) |

(Photo: Page 1 of Client Satisfaction Measurement for PIA's Advocacy and Media Relations Service)

PIA (PI) INFORMATION AGENCY
CLIENT SATISFACTION MEASUREMENT FORM

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

| | | |
|----|--|---|
| | Based on your experience with PIA's service, are you going to... | |
| E1 | Engage the service of PIA again? | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Maybe |
| E2 | Recommend PIA to another colleague or agency/organization? | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Maybe |
| E3 | How could we improve PIA's service? | <hr/> <hr/> <hr/> |

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(Photo: Page 2 of Client Satisfaction Measurement for PIA's Advocacy and Media Relations Service)



Office of the President
Philippine Information Agency
Ahensiyang Pang-inpormasyon ng Pilipinas

PHILIPPINE INFORMATION AGENCY
 CLIENT SATISFACTION MEASUREMENT FORM

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Informed Consent:

- By continuing, I agree to participate in this survey.
- I choose not to answer this survey.

Email Address (optional) _____






| | | |
|---|---|--|
| <p>Client Type:</p> <input type="checkbox"/> Government <input type="checkbox"/> Business <input type="checkbox"/> Citizen | <p>Region of Residence:</p> <input type="checkbox"/> National Capital Region (NCR) <input type="checkbox"/> Cordillera Administrative Region (CAR) <input type="checkbox"/> 1 – Ilocos <input type="checkbox"/> 2 – Cagayan Valley <input type="checkbox"/> 3 – Central Luzon <input type="checkbox"/> 4A – Southern Luzon (CALABARZON) <input type="checkbox"/> 4B – Southern Luzon (MIMAROPA) <input type="checkbox"/> 5 – Bicol <input type="checkbox"/> 6 – Western Visayas <input type="checkbox"/> 7 – Central Visayas <input type="checkbox"/> 8 – Eastern Visayas <input type="checkbox"/> 9 – Zamboanga Peninsula <input type="checkbox"/> 10 – Northern Mindanao <input type="checkbox"/> 11 – Davao <input type="checkbox"/> 12 – SOCCSKSARGen <input type="checkbox"/> 13 – Caraga <input type="checkbox"/> Bangsamoro (BARMM) | <p>PIA Office Visited/Transacted With:</p> <hr/> <p>Service Availed: <u>Production/Dissemination of IEC Materials</u></p> <input type="checkbox"/> Distribution of Press/News/Feature Releases (<i>print</i>) <input type="checkbox"/> Distribution Press/News/Feature Releases (<i>online</i>) <input type="checkbox"/> Social media post/promotion (<i>e.g., video, photo, infographic</i>) <input type="checkbox"/> Puppet play <input type="checkbox"/> Infomercial <input type="checkbox"/> Radio/TV plug <input type="checkbox"/> E-magazine feature <input type="checkbox"/> Print materials (<i>e.g., comics, brochure, tarpaulin, poster</i>) <input type="checkbox"/> Script/copy development <input type="checkbox"/> SMS/Text blast <input type="checkbox"/> Information caravan/information kiosk <input type="checkbox"/> Web system design and development <input type="checkbox"/> Other (please specify) _____ |
|---|---|--|

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 Citizen's Charter (CC)? | <input type="checkbox"/> 1. I know what a CC is and I saw PIA's CC. <input type="checkbox"/> 2. I know what a CC is but I did not see PIA's CC. <input type="checkbox"/> 3. I learned of the CC only when I saw PIA's CC. <input type="checkbox"/> 4. I do not know what a CC is and I did not see one in PIA. <i>(Answer 'N/A' in CC2 and CC3)</i> |
| CC2 | If aware of CC (answered codes 1-3 in CC1), would you say that the CC of PIA was...? | <input type="checkbox"/> Easy to see <input type="checkbox"/> Somewhat easy to see <input type="checkbox"/> Difficult to see <input type="checkbox"/> Not visible at all <input type="checkbox"/> Not applicable (N/A) |
| CC3 | If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction? | <input type="checkbox"/> Helped very much <input type="checkbox"/> Somewhat helped <input type="checkbox"/> Did not help <input type="checkbox"/> Not applicable (N/A) |

(Photo: Page 1 of Client Satisfaction Measurement for PIA's Production/Dissemination of IEC Materials Service)

PHILIPPINE INFORMATION AGENCY
CLIENT SATISFACTION MEASUREMENT FORM

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

| | | |
|----|--|---|
| | Based on your experience with PIA's service, are you going to... | |
| E1 | Engage the service of PIA again? | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Maybe |
| E2 | Recommend PIA to another colleague or agency/organization? | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Maybe |
| E3 | How could we improve PIA's service? | <hr/> <hr/> <hr/> |

Your feedback is valuable to us! Thank you for your time and have a great day!

(Photo: Page 2 of Client Satisfaction Measurement for PIA's Production/Dissemination of IEC Materials Service)



Office of the President
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Ahensiyang Pang-impormasyon ng Pilipinas

PHILIPPINE INFORMATION AGENCY
 CLIENT SATISFACTION MEASUREMENT FORM

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Informed Consent:

- By continuing, I agree to participate in this survey.
- I choose not to answer this survey.

Email Address (optional) _____






| | | |
|---|---|---|
| <p>Client Type:</p> <input type="checkbox"/> Government <input type="checkbox"/> Business <input type="checkbox"/> Citizen | <p>Region of Residence:</p> <input type="checkbox"/> National Capital Region (NCR) <input type="checkbox"/> Cordillera Administrative Region (CAR) <input type="checkbox"/> 1 – Ilocos <input type="checkbox"/> 2 – Cagayan Valley <input type="checkbox"/> 3 – Central Luzon <input type="checkbox"/> 4A – Southern Luzon (CALABARZON) <input type="checkbox"/> 4B – Southern Luzon (MIMAROPA) <input type="checkbox"/> 5 – Bicol <input type="checkbox"/> 6 – Western Visayas <input type="checkbox"/> 7 – Central Visayas <input type="checkbox"/> 8 – Eastern Visayas <input type="checkbox"/> 9 – Zamboanga Peninsula <input type="checkbox"/> 10 – Northern Mindanao <input type="checkbox"/> 11 – Davao <input type="checkbox"/> 12 – SOCCSKSARGen <input type="checkbox"/> 13 – Caraga <input type="checkbox"/> Bangsamoro (BARMM) | <p>PIA Office Visited/Transacted With:</p> <hr/> <p>Service Availed: Provision of Training Assistance</p> <input type="checkbox"/> Development of training proposal <input type="checkbox"/> Management of training/seminar/workshop <input type="checkbox"/> Provision of resource person <input type="checkbox"/> Other (please specify _____) |
|---|---|---|

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 Citizen's Charter (CC)? | <input type="checkbox"/> 1. I know what a CC is and I saw PIA's CC. <input type="checkbox"/> 2. I know what a CC is but I did not see PIA's CC. <input type="checkbox"/> 3. I learned of the CC only when I saw PIA's CC. <input type="checkbox"/> 4. I do not know what a CC is and I did not see one in PIA. <i>(Answer 'N/A' in CC2 and CC3)</i> |
| CC2 | If aware of CC (answered codes 1-3 in CC1), would you say that the CC of PIA was...? | <input type="checkbox"/> Easy to see <input type="checkbox"/> Somewhat easy to see <input type="checkbox"/> Difficult to see <input type="checkbox"/> Not visible at all <input type="checkbox"/> Not applicable (N/A) |
| CC3 | If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction? | <input type="checkbox"/> Helped very much <input type="checkbox"/> Somewhat helped <input type="checkbox"/> Did not help <input type="checkbox"/> Not applicable (N/A) |

(Photo: Page 1 of Client Satisfaction Measurement for PIA's Provision of Training Assistance Service)

PIA (PRINT INFORMATION AGENCY)
CLIENT SATISFACTION MEASUREMENT FORM

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

| | | |
|----|--|---|
| | Based on your experience with PIA's service, are you going to... | |
| E1 | Engage the service of PIA again? | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Maybe |
| E2 | Recommend PIA to another colleague or agency/organization? | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Maybe |
| E3 | How could we improve PIA's service? | <hr/> <hr/> <hr/> |

Your feedback is valuable to us! Thank you for your time and have a great day!

(Photo: Page 2 of Client Satisfaction Measurement for PIA's Provision of Training Assistance Service)



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PHILIPPINE INFORMATION AGENCY
 CLIENT SATISFACTION MEASUREMENT FORM

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Informed Consent:

- By continuing, I agree to participate in this survey.
- I choose not to answer this survey.

Email Address (optional) _____






| | | |
|---|---|--|
| <p>Client Type:</p> <input type="checkbox"/> Government <input type="checkbox"/> Business <input type="checkbox"/> Citizen | <p>Region of Residence:</p> <input type="checkbox"/> National Capital Region (NCR) <input type="checkbox"/> Cordillera Administrative Region (CAR) <input type="checkbox"/> 1 – Ilocos <input type="checkbox"/> 2 – Cagayan Valley <input type="checkbox"/> 3 – Central Luzon <input type="checkbox"/> 4A – Southern Luzon (CALABARZON) <input type="checkbox"/> 4B – Southern Luzon (MIMAROPA) <input type="checkbox"/> 5 – Bicol <input type="checkbox"/> 6 – Western Visayas <input type="checkbox"/> 7 – Central Visayas <input type="checkbox"/> 8 – Eastern Visayas <input type="checkbox"/> 9 – Zamboanga Peninsula <input type="checkbox"/> 10 – Northern Mindanao <input type="checkbox"/> 11 – Davao <input type="checkbox"/> 12 – SOCCSKSARGen <input type="checkbox"/> 13 – Caraga <input type="checkbox"/> Bangsamoro (BARMM) | <p>PIA Office Visited/Transacted With:</p> <hr/> <p>Service Availed: <u>Recruitment, Selection, and Placements</u></p> <input type="checkbox"/> Response to applicant inquiries <input type="checkbox"/> Updating on the final result, whether selection or rejection <input type="checkbox"/> Other (please specify) _____ |
|---|---|--|

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 Citizen's Charter (CC)? | <input type="checkbox"/> 1. I know what a CC is and I saw PIA's CC. <input type="checkbox"/> 2. I know what a CC is but I did not see PIA's CC. <input type="checkbox"/> 3. I learned of the CC only when I saw PIA's CC. <input type="checkbox"/> 4. I do not know what a CC is and I did not see one in PIA. <i>(Answer 'N/A' in CC2 and CC3)</i> |
| CC2 | If aware of CC (answered codes 1-3 in CC1), would you say that the CC of PIA was...? | <input type="checkbox"/> Easy to see <input type="checkbox"/> Somewhat easy to see <input type="checkbox"/> Difficult to see <input type="checkbox"/> Not visible at all <input type="checkbox"/> Not applicable (N/A) |
| CC3 | If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction? | <input type="checkbox"/> Helped very much <input type="checkbox"/> Somewhat helped <input type="checkbox"/> Did not help <input type="checkbox"/> Not applicable (N/A) |

(Photo: Page 1 of Client Satisfaction Measurement for PIA's Recruitment, Selection, and Placement Service)

PIA (PRINT INFORMATION AGENCY)
CLIENT SATISFACTION MEASUREMENT FORM

| | |  Strongly Agree |  Agree |  Neither Agree nor Disagree |  Disagree |  Strongly Disagree | N/A Not Applicable |
|------|---|--|---|--|---|---|--------------------|
| SQD0 | I am satisfied with the service that I availed. | | | | | | |
| SQD1 | I spent a reasonable amount of time for my transaction. (<i>Responsiveness</i>) | | | | | | |
| SQD2 | The office followed the transaction's requirements and steps based on the information provided. (<i>Reliability</i>) | | | | | | |
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| SQD4 | I easily found information about my transaction from the office or its website. (<i>Communication</i>) | | | | | | |
| SQD5 | I paid a reasonable amount of fees for my transaction. (<i>Cost</i>) | | | | | | |
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| SQD7 | I was treated courteously by the staff, and (if asked for help) the staff was helpful. (<i>Assurance</i>) | | | | | | |
| SQD8 | I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me. (<i>Outcome</i>) | | | | | | |

| | | |
|----|--|---|
| | Based on your experience with PIA's service, are you going to... | |
| E1 | Engage the service of PIA again? | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Maybe |
| E2 | Recommend PIA to another colleague or agency/organization? | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Maybe |
| E3 | How could we improve PIA's service? | <hr/> <hr/> <hr/> |

Your feedback is valuable to us! Thank you for your time and have a great day!

(Photo: Page 2 of Client Satisfaction Measurement for PIA's Recruitment, Selection, and Placement Service)

B. Detailed list of Central and Regional Offices covered

| Office | Address | Contact Information |
|--|---|---|
| Creative and Production Services Division | 3 rd Floor, PIA Building, Visayas Avenue, Quezon City | Contact No: 8920-4329 Email: cpsd@pia.gov.ph |
| Human Resource Development Division | 3 rd Floor, PIA Building, Visayas Avenue, Quezon City | Contact No: 8920-4339 Email: hrdd@pia.gov.ph |
| Program Management Division | 3 rd Floor, PIA Building, Visayas Avenue, Quezon City | Contact No: 8920-4348 Email: pmd@pia.gov.ph |
| Planning and Communication Research Division | 3 rd Floor, PIA Building, Visayas Avenue, Quezon City | Contact No: 8920-3955 Email: pcrd@pia.gov.ph |
| Regional Office NCR | 3 rd Floor, PIA Building, Visayas Avenue, Quezon City | Contact No: 8929-4521 Email: ncr@pia.gov.ph |
| Regional Office 1 | Old Florentino Bldg., Gen. Luna St., San Fernando, La Union | Contact No: (072) 607-9240 Email: r1@pia.gov.ph |
| Regional Office CAR | #61 Strawberry Alley, East Modern Site, Baguio City | Contact No: (074) 442-2150 Email: car@pia.gov.ph |
| Regional Office 2 | DPWH Bldg., Bagay Road, San Gabriel, Tuguegarao City | Tel. No.: (078) 844-7561 Email: r2@pia.gov.ph |
| Regional Office 3 | Hyatt Garden Bldg., Dolores Intersection, San Fernando City, Pampanga | Tel. No.: (045) 963-2175 Email: r3@pia.gov.ph |
| Regional Office 4A | Grande Bldg., National Hiway, Bucal, Calamba City, Laguna | Contact No: (049) 306-2416 Email: r4a@pia.gov.ph |
| Regional Office 4B | George Teng Bldg., J.P. Rizal St., Camilmil, Calapan City, Oriental Mindoro | Tel. No.: IN PROCESS Email: r4b@pia.gov.ph |
| Regional Office 5 | Ly Yu Bldg., Circumferential Road, Capantawan, Legaspi City, Albay | Tel. No.: (052) 480-8392 Email: r5@pia.gov.ph |
| Regional Office 6 | RC Bldg., Rizal St., Iloilo City | Tel. No.: (033) 337-8719 Email: r6@pia.gov.ph |

| | | |
|--------------------|--|---|
| Regional Office 7 | Rm 304 Machay Bldg., Gorordo Avenue, Cebu City | Tel. No.: (045) 963-2175 Email: r7@pia.gov.ph |
| Regional Office 8 | Mendoza Commercial Complex, Sto. Nino St., Tacloban City | Tel. No.: (053) 523-0837 Email: r8@pia.gov.ph |
| Regional Office 9 | 4th Flr. City Commercial Center (C3) Building, Rizal Avenue, Santiago District, Pagadian City | Tel. No.: IN PROCESS Email: r9@pia.gov.ph |
| Regional Office 10 | H Bldg., Penthouse, Masterson Ave., Pueblo de Oro, Cagayan de Oro City | Tel. No.: (088) 852-1106 Email: r10@pia.gov.ph |
| Regional Office 11 | Kanto Motors Bldg., Quimpo Blvd., New Matina, Davao City | Tel. No.: (082) 297-0991 Email: R11@pia.gov.ph |
| Regional Office 12 | Bautista Bldg., Zulueta St., Koronadal City, South Cotabato | Tel. No.: (083) 228-9736 Email: R12@pia.gov.ph |
| Regional Office 13 | J. Rosales Ave., Butuan City | Telefax: (085) 341-5285 Email: R13@pia.gov.ph |

C. CSM Results of Each Office

i. Response rate of each office

| PIA Office Transacted with | | |
|---|----|-------|
| | N | % |
| PIA Region 9 | 67 | 12.2% |
| PIA Region 8 | 66 | 12.0% |
| PIA Region 1 | 63 | 11.5% |
| PIA Region 5 | 50 | 9.1% |
| PIA Region 3 | 38 | 6.9% |
| PIA Main/Central Office (Quezon City) | 33 | 6.0% |
| PIA Region 2 | 33 | 6.0% |
| PIA Region 4A | 27 | 4.9% |
| PIA Region 13 | 25 | 4.5% |
| PIA Region 12 | 24 | 4.4% |
| PIA Region 7 | 23 | 4.2% |
| PIA Region 11 | 23 | 4.2% |
| PIA Region 6 | 22 | 4.0% |
| PIA- Cordillera Administrative Region (CAR) | 20 | 3.6% |
| PIA Region 10 | 20 | 3.6% |
| PIA Region 4B | 15 | 2.7% |
| PIA-National Capital Region (NCR) | 1 | .2% |
| N = 550 | | |

ii. Demographic of each office

| | Type of Form | | | | Client Type | | | | | | | |
|---|--------------|-------|-------------|-------|-------------|-------|----------|-------|---------|-------|-----------|-------|
| | Online-based | | Paper-based | | Government | | Business | | Citizen | | No answer | |
| | N | % | N | % | N | % | N | % | N | % | N | % |
| PIA Main/Central Office (Quezon City) | 24 | 5.8% | 9 | 6.6% | 16 | 3.8% | 3 | 13.0% | 14 | 13.7% | 0 | 0.0% |
| PIA-National Capital Region (NCR) | 1 | .2% | 0 | 0.0% | 1 | .2% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| PIA- Cordillera Administrative Region (CAR) | 0 | 0.0% | 20 | 14.7% | 18 | 4.3% | 0 | 0.0% | 2 | 2.0% | 0 | 0.0% |
| PIA Region 1 | 63 | 15.2% | 0 | 0.0% | 55 | 13.0% | 3 | 13.0% | 5 | 4.9% | 0 | 0.0% |
| PIA Region 2 | 0 | 0.0% | 33 | 24.3% | 24 | 5.7% | 0 | 0.0% | 7 | 6.9% | 2 | 66.7% |
| PIA Region 3 | 38 | 9.2% | 0 | 0.0% | 29 | 6.9% | 1 | 4.3% | 8 | 7.8% | 0 | 0.0% |
| PIA Region 4A | 1 | .2% | 26 | 19.1% | 21 | 5.0% | 0 | 0.0% | 5 | 4.9% | 1 | 33.3% |
| PIA Region 4B | 9 | 2.2% | 6 | 4.4% | 10 | 2.4% | 2 | 8.7% | 3 | 2.9% | 0 | 0.0% |
| PIA Region 5 | 43 | 10.4% | 7 | 5.1% | 29 | 6.9% | 7 | 30.4% | 14 | 13.7% | 0 | 0.0% |
| PIA Region 6 | 22 | 5.3% | 0 | 0.0% | 16 | 3.8% | 0 | 0.0% | 6 | 5.9% | 0 | 0.0% |
| PIA Region 7 | 13 | 3.1% | 10 | 7.4% | 22 | 5.2% | 0 | 0.0% | 1 | 1.0% | 0 | 0.0% |
| PIA Region 8 | 66 | 15.9% | 0 | 0.0% | 55 | 13.0% | 1 | 4.3% | 10 | 9.8% | 0 | 0.0% |
| PIA Region 9 | 67 | 16.2% | 0 | 0.0% | 60 | 14.2% | 0 | 0.0% | 7 | 6.9% | 0 | 0.0% |

| | | | | | | | | | | | | |
|----------------|----|------|----|-------|----|------|---|-------|---|------|---|------|
| PIA Region 10 | 20 | 4.8% | 0 | 0.0% | 12 | 2.8% | 0 | 0.0% | 8 | 7.8% | 0 | 0.0% |
| PIA Region 11 | 23 | 5.6% | 0 | 0.0% | 20 | 4.7% | 1 | 4.3% | 2 | 2.0% | 0 | 0.0% |
| PIA Region 12 | 24 | 5.8% | 0 | 0.0% | 12 | 2.8% | 3 | 13.0% | 9 | 8.8% | 0 | 0.0% |
| PIA Region 13 | 0 | 0.0% | 25 | 18.4% | 22 | 5.2% | 2 | 8.7% | 1 | 1.0% | 0 | 0.0% |
| N = 550 | | | | | | | | | | | | |

| | Sex by Birth | | | | | |
|---|--------------|-------|--------|-------|-----------|-------|
| | Male | | Female | | No answer | |
| | N | % | N | % | N | % |
| PIA Main/Central Office (Quezon City) | 15 | 6.9% | 18 | 5.6% | 0 | 0.0% |
| PIA-National Capital Region (NCR) | 1 | .5% | 0 | 0.0% | 0 | 0.0% |
| PIA- Cordillera Administrative Region (CAR) | 8 | 3.7% | 10 | 3.1% | 2 | 14.3% |
| PIA Region 1 | 24 | 11.1% | 39 | 12.2% | 0 | 0.0% |
| PIA Region 2 | 6 | 2.8% | 19 | 6.0% | 8 | 57.1% |
| PIA Region 3 | 21 | 9.7% | 17 | 5.3% | 0 | 0.0% |
| PIA Region 4A | 14 | 6.5% | 11 | 3.4% | 2 | 14.3% |
| PIA Region 4B | 9 | 4.1% | 6 | 1.9% | 0 | 0.0% |
| PIA Region 5 | 21 | 9.7% | 28 | 8.8% | 1 | 7.1% |
| PIA Region 6 | 7 | 3.2% | 15 | 4.7% | 0 | 0.0% |
| PIA Region 7 | 6 | 2.8% | 17 | 5.3% | 0 | 0.0% |
| PIA Region 8 | 20 | 9.2% | 46 | 14.4% | 0 | 0.0% |
| PIA Region 9 | 24 | 11.1% | 43 | 13.5% | 0 | 0.0% |
| PIA Region 10 | 12 | 5.5% | 8 | 2.5% | 0 | 0.0% |
| PIA Region 11 | 10 | 4.6% | 13 | 4.1% | 0 | 0.0% |
| PIA Region 12 | 7 | 3.2% | 17 | 5.3% | 0 | 0.0% |
| PIA Region 13 | 12 | 5.5% | 12 | 3.8% | 1 | 7.1% |
| N = 550 | | | | | | |

| | Age Group | | | | | | | | | | | | | |
|---|-----------|-------|-------|-------|-------|------|-------|------|-------|------|--------------|------|-----------|------|
| | 18-24 | | 25-34 | | 35-44 | | 45-54 | | 55-64 | | 65 and above | | No answer | |
| | N | % | N | % | N | % | N | % | N | % | N | % | N | % |
| PIA Main/Central Office (Quezon City) | 1 | 4.5% | 18 | 10.4% | 9 | 5.6% | 3 | 2.5% | 2 | 3.2% | 0 | 0.0% | 0 | 0.0% |
| PIA-National Capital Region (NCR) | 0 | 0.0% | 1 | .6% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| PIA- Cordillera Administrative Region (CAR) | 0 | 0.0% | 6 | 3.5% | 4 | 2.5% | 7 | 5.8% | 3 | 4.8% | 0 | 0.0% | 0 | 0.0% |
| PIA Region 1 | 4 | 18.2% | 27 | 15.6% | 15 | 9.3% | 11 | 9.1% | 6 | 9.7% | 0 | 0.0% | 0 | 0.0% |

| | | | | | | | | | | | | | | |
|---------------|---|-------|----|-------|----|-------|----|-------|----|-------|---|-------|---|-------|
| PIA Region 2 | 0 | 0.0% | 0 | 0.0% | 8 | 5.0% | 14 | 11.6% | 7 | 11.3% | 0 | 0.0% | 4 | 44.4% |
| PIA Region 3 | 1 | 4.5% | 12 | 6.9% | 8 | 5.0% | 9 | 7.4% | 7 | 11.3% | 1 | 50.0% | 0 | 0.0% |
| PIA Region 4A | 2 | 9.1% | 4 | 2.3% | 6 | 3.7% | 9 | 7.4% | 2 | 3.2% | 0 | 0.0% | 4 | 44.4% |
| PIA Region 4B | 0 | 0.0% | 3 | 1.7% | 8 | 5.0% | 2 | 1.7% | 1 | 1.6% | 0 | 0.0% | 1 | 11.1% |
| PIA Region 5 | 5 | 22.7% | 14 | 8.1% | 15 | 9.3% | 12 | 9.9% | 3 | 4.8% | 1 | 50.0% | 0 | 0.0% |
| PIA Region 6 | 1 | 4.5% | 6 | 3.5% | 7 | 4.3% | 5 | 4.1% | 3 | 4.8% | 0 | 0.0% | 0 | 0.0% |
| PIA Region 7 | 0 | 0.0% | 9 | 5.2% | 5 | 3.1% | 3 | 2.5% | 6 | 9.7% | 0 | 0.0% | 0 | 0.0% |
| PIA Region 8 | 2 | 9.1% | 21 | 12.1% | 23 | 14.3% | 10 | 8.3% | 10 | 16.1% | 0 | 0.0% | 0 | 0.0% |
| PIA Region 9 | 1 | 4.5% | 26 | 15.0% | 24 | 14.9% | 13 | 10.7% | 3 | 4.8% | 0 | 0.0% | 0 | 0.0% |
| PIA Region 10 | 0 | 0.0% | 9 | 5.2% | 9 | 5.6% | 2 | 1.7% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| PIA Region 11 | 2 | 9.1% | 3 | 1.7% | 6 | 3.7% | 10 | 8.3% | 2 | 3.2% | 0 | 0.0% | 0 | 0.0% |
| PIA Region 12 | 3 | 13.6% | 9 | 5.2% | 4 | 2.5% | 4 | 3.3% | 4 | 6.5% | 0 | 0.0% | 0 | 0.0% |
| PIA Region 13 | 0 | 0.0% | 5 | 2.9% | 10 | 6.2% | 7 | 5.8% | 3 | 4.8% | 0 | 0.0% | 0 | 0.0% |

iii. Citizen's Charter result of each office

| | Which of the following best describes your awareness of a Citizen's Charter (CC)? | | | | | | | |
|---|---|-------|---|-------|---|-------|--|-------|
| | I know what a CC is and I saw PIA's CC. | | I know what a CC is but I did not see PIA's CC. | | I learned of the CC only when I saw PIA's CC. | | I do not know what a CC is and I did not see one in PIA. | |
| | N | % | N | % | N | % | N | % |
| PIA Main/Central Office (Quezon City) | 9 | 2.5% | 10 | 10.3% | 4 | 7.7% | 10 | 26.3% |
| PIA-National Capital Region (NCR) | 1 | .3% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| PIA- Cordillera Administrative Region (CAR) | 3 | .8% | 8 | 8.2% | 1 | 1.9% | 8 | 21.1% |
| PIA Region 1 | 44 | 12.1% | 12 | 12.4% | 3 | 5.8% | 4 | 10.5% |
| PIA Region 2 | 33 | 9.1% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| PIA Region 3 | 26 | 7.2% | 2 | 2.1% | 8 | 15.4% | 2 | 5.3% |
| PIA Region 4A | 9 | 2.5% | 16 | 16.5% | 1 | 1.9% | 1 | 2.6% |
| PIA Region 4B | 7 | 1.9% | 6 | 6.2% | 2 | 3.8% | 0 | 0.0% |
| PIA Region 5 | 36 | 9.9% | 6 | 6.2% | 6 | 11.5% | 2 | 5.3% |
| PIA Region 6 | 21 | 5.8% | 1 | 1.0% | 0 | 0.0% | 0 | 0.0% |
| PIA Region 7 | 15 | 4.1% | 4 | 4.1% | 1 | 1.9% | 3 | 7.9% |
| PIA Region 8 | 49 | 13.5% | 6 | 6.2% | 9 | 17.3% | 2 | 5.3% |
| PIA Region 9 | 41 | 11.3% | 12 | 12.4% | 10 | 19.2% | 4 | 10.5% |
| PIA Region 10 | 11 | 3.0% | 3 | 3.1% | 4 | 7.7% | 2 | 5.3% |
| PIA Region 11 | 18 | 5.0% | 5 | 5.2% | 0 | 0.0% | 0 | 0.0% |
| PIA Region 12 | 15 | 4.1% | 6 | 6.2% | 3 | 5.8% | 0 | 0.0% |



| | | | | | | | | |
|----------------|----|------|---|------|---|------|---|------|
| PIA Region 13 | 25 | 6.9% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| N = 550 | | | | | | | | |

| | If aware of CC (answered codes 1-3 in CC1), would you say that the CC of PIA was...? | | | | | | | | | |
|---|--|-------|------------------|-------|----------------------|-------|-------------|-------|----------------|-------|
| | Not visible at all | | Difficult to see | | Somewhat easy to see | | Easy to see | | Not applicable | |
| | N | % | N | % | N | % | N | % | N | % |
| PIA Main/Central Office (Quezon City) | 3 | 25.0% | 3 | 42.9% | 8 | 7.0% | 6 | 1.8% | 13 | 15.7% |
| PIA-National Capital Region (NCR) | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 1 | .3% | 0 | 0.0% |
| PIA- Cordillera Administrative Region (CAR) | 2 | 16.7% | 0 | 0.0% | 1 | .9% | 0 | 0.0% | 17 | 20.5% |
| PIA Region 1 | 1 | 8.3% | 1 | 14.3% | 12 | 10.5% | 37 | 11.1% | 12 | 14.5% |
| PIA Region 2 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 33 | 9.9% | 0 | 0.0% |
| PIA Region 3 | 0 | 0.0% | 0 | 0.0% | 9 | 7.9% | 27 | 8.1% | 2 | 2.4% |
| PIA Region 4A | 0 | 0.0% | 0 | 0.0% | 8 | 7.0% | 12 | 3.6% | 7 | 8.4% |
| PIA Region 4B | 0 | 0.0% | 0 | 0.0% | 5 | 4.4% | 4 | 1.2% | 6 | 7.2% |
| PIA Region 5 | 1 | 8.3% | 0 | 0.0% | 11 | 9.6% | 34 | 10.2% | 4 | 4.8% |
| PIA Region 6 | 0 | 0.0% | 0 | 0.0% | 2 | 1.8% | 19 | 5.7% | 1 | 1.2% |
| PIA Region 7 | 1 | 8.3% | 2 | 28.6% | 6 | 5.3% | 9 | 2.7% | 5 | 6.0% |
| PIA Region 8 | 1 | 8.3% | 1 | 14.3% | 14 | 12.3% | 48 | 14.4% | 2 | 2.4% |
| PIA Region 9 | 2 | 16.7% | 0 | 0.0% | 21 | 18.4% | 35 | 10.5% | 9 | 10.8% |
| PIA Region 10 | 0 | 0.0% | 0 | 0.0% | 1 | .9% | 17 | 5.1% | 2 | 2.4% |
| PIA Region 11 | 0 | 0.0% | 0 | 0.0% | 8 | 7.0% | 14 | 4.2% | 1 | 1.2% |
| PIA Region 12 | 1 | 8.3% | 0 | 0.0% | 6 | 5.3% | 15 | 4.5% | 2 | 2.4% |
| PIA Region 13 | 0 | 0.0% | 0 | 0.0% | 2 | 1.8% | 23 | 6.9% | 0 | 0.0% |

| | If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction? | | | | | | | |
|---|---|-------|-----------------|------|--------------|-------|----------------|-------|
| | Did not help at all | | Somewhat helped | | Helped a lot | | Not applicable | |
| | N | % | N | % | N | % | N | % |
| PIA Main/Central Office (Quezon City) | 4 | 57.1% | 7 | 7.3% | 7 | 1.9% | 15 | 17.2% |
| PIA-National Capital Region (NCR) | 0 | 0.0% | 1 | 1.0% | 0 | 0.0% | 0 | 0.0% |
| PIA- Cordillera Administrative Region (CAR) | 2 | 28.6% | 0 | 0.0% | 0 | 0.0% | 18 | 20.7% |
| PIA Region 1 | 0 | 0.0% | 8 | 8.3% | 43 | 11.9% | 12 | 13.8% |
| PIA Region 2 | 0 | 0.0% | 0 | 0.0% | 33 | 9.2% | 0 | 0.0% |
| PIA Region 3 | 0 | 0.0% | 8 | 8.3% | 28 | 7.8% | 2 | 2.3% |



| | | | | | | | | |
|---------------|---|-------|----|-------|----|-------|----|-------|
| PIA Region 4A | 0 | 0.0% | 11 | 11.5% | 11 | 3.1% | 5 | 5.7% |
| PIA Region 4B | 0 | 0.0% | 3 | 3.1% | 6 | 1.7% | 6 | 6.9% |
| PIA Region 5 | 0 | 0.0% | 7 | 7.3% | 38 | 10.6% | 5 | 5.7% |
| PIA Region 6 | 0 | 0.0% | 3 | 3.1% | 18 | 5.0% | 1 | 1.1% |
| PIA Region 7 | 1 | 14.3% | 3 | 3.1% | 13 | 3.6% | 6 | 6.9% |
| PIA Region 8 | 0 | 0.0% | 9 | 9.4% | 53 | 14.7% | 4 | 4.6% |
| PIA Region 9 | 0 | 0.0% | 17 | 17.7% | 40 | 11.1% | 10 | 11.5% |
| PIA Region 10 | 0 | 0.0% | 3 | 3.1% | 15 | 4.2% | 2 | 2.3% |
| PIA Region 11 | 0 | 0.0% | 10 | 10.4% | 12 | 3.3% | 1 | 1.1% |
| PIA Region 12 | 0 | 0.0% | 6 | 6.3% | 18 | 5.0% | 0 | 0.0% |
| PIA Region 13 | 0 | 0.0% | 0 | 0.0% | 25 | 6.9% | 0 | 0.0% |

| | Did not help at all | | Somewhat helped | | Helped a lot | | Not applicable | |
|---|---------------------|-------|-----------------|-------|--------------|-------|----------------|-------|
| | N | % | N | % | N | % | N | % |
| PIA Main/Central Office (Quezon City) | 4 | 57.1% | 7 | 7.3% | 7 | 1.9% | 15 | 17.2% |
| PIA-National Capital Region (NCR) | 0 | 0.0% | 1 | 1.0% | 0 | 0.0% | 0 | 0.0% |
| PIA- Cordillera Administrative Region (CAR) | 2 | 28.6% | 0 | 0.0% | 0 | 0.0% | 18 | 20.7% |
| PIA Region 1 | 0 | 0.0% | 8 | 8.3% | 43 | 11.9% | 12 | 13.8% |
| PIA Region 2 | 0 | 0.0% | 0 | 0.0% | 33 | 9.2% | 0 | 0.0% |
| PIA Region 3 | 0 | 0.0% | 8 | 8.3% | 28 | 7.8% | 2 | 2.3% |
| PIA Region 4A | 0 | 0.0% | 11 | 11.5% | 11 | 3.1% | 5 | 5.7% |
| PIA Region 4B | 0 | 0.0% | 3 | 3.1% | 6 | 1.7% | 6 | 6.9% |
| PIA Region 5 | 0 | 0.0% | 7 | 7.3% | 38 | 10.6% | 5 | 5.7% |
| PIA Region 6 | 0 | 0.0% | 3 | 3.1% | 18 | 5.0% | 1 | 1.1% |
| PIA Region 7 | 1 | 14.3% | 3 | 3.1% | 13 | 3.6% | 6 | 6.9% |
| PIA Region 8 | 0 | 0.0% | 9 | 9.4% | 53 | 14.7% | 4 | 4.6% |
| PIA Region 9 | 0 | 0.0% | 17 | 17.7% | 40 | 11.1% | 10 | 11.5% |
| PIA Region 10 | 0 | 0.0% | 3 | 3.1% | 15 | 4.2% | 2 | 2.3% |
| PIA Region 11 | 0 | 0.0% | 10 | 10.4% | 12 | 3.3% | 1 | 1.1% |
| PIA Region 12 | 0 | 0.0% | 6 | 6.3% | 18 | 5.0% | 0 | 0.0% |
| PIA Region 13 | 0 | 0.0% | 0 | 0.0% | 25 | 6.9% | 0 | 0.0% |

iv. SQD Results of each Office

| | SQD0 | SQ1 | SQD2 | SQD3 | SQD4 | SQD5 | SQD6 | SQD7 | SQD8 |
|---------------------------------------|-------------|------|------|------|------|------|------|------|------|
| PIA Main/Central Office (Quezon City) | 3.94 | 3.84 | 4.00 | 4.32 | 4.03 | 3.60 | 3.74 | 4.21 | 3.88 |

| | | | | | | | | | |
|---|-------------|------|------|------|------|------|------|------|------|
| PIA-National Capital Region (NCR) | 3.00 | 5.00 | 4.00 | 4.00 | 4.00 | | 1.00 | 4.00 | 1.00 |
| PIA- Cordillera Administrative Region (CAR) | 4.90 | 4.53 | 4.65 | 4.65 | 4.38 | 5.00 | 4.85 | 4.90 | 4.80 |
| PIA Region 1 | 4.84 | 4.65 | 4.71 | 4.74 | 4.70 | 4.21 | 4.75 | 4.84 | 4.75 |
| PIA Region 2 | 4.88 | 4.94 | 4.88 | 4.97 | 4.97 | | 4.94 | 4.97 | 5.00 |
| PIA Region 3 | 4.76 | 4.54 | 4.59 | 4.53 | 4.51 | 4.03 | 4.68 | 4.74 | 4.62 |
| PIA Region 4A | 4.70 | 4.48 | 4.62 | 4.42 | 4.46 | 4.60 | 4.58 | 4.62 | 4.64 |
| PIA Region 4B | 4.87 | 4.92 | 4.93 | 4.63 | 4.93 | 2.33 | 5.00 | 5.00 | 4.80 |
| PIA Region 5 | 4.80 | 4.56 | 4.72 | 4.55 | 4.63 | 4.10 | 4.79 | 4.84 | 4.65 |
| PIA Region 6 | 4.91 | 4.55 | 4.77 | 4.76 | 4.50 | 4.14 | 4.68 | 4.95 | 4.86 |
| PIA Region 7 | 4.65 | 4.22 | 4.43 | 4.48 | 4.55 | 4.25 | 4.43 | 4.61 | 4.57 |
| PIA Region 8 | 4.62 | 4.49 | 4.52 | 4.55 | 4.41 | 4.22 | 4.63 | 4.67 | 4.61 |
| PIA Region 9 | 4.56 | 4.27 | 4.34 | 4.34 | 4.35 | 4.09 | 4.46 | 4.52 | 4.40 |
| PIA Region 10 | 4.75 | 4.70 | 4.75 | 4.72 | 4.68 | 5.00 | 4.60 | 4.80 | 4.75 |
| PIA Region 11 | 4.64 | 4.38 | 4.48 | 4.50 | 4.57 | 4.29 | 4.55 | 4.65 | 4.55 |
| PIA Region 12 | 4.75 | 4.33 | 4.54 | 4.44 | 4.61 | 4.00 | 4.50 | 4.79 | 4.61 |
| PIA Region 13 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | 3.00 | 5.00 | 5.00 | 5.00 |

***Not Applicable responses excluded**

v. Responses to Additional Questions

| | Engage the service of PIA again? | | | | | |
|--|----------------------------------|--------|----|------|-------|--------|
| | Yes | | No | | Maybe | |
| | N | % | N | % | N | % |
| PIA Main/Central Office (Quezon City) | 22 | 66.7% | 3 | 9.1% | 8 | 24.2% |
| PIA-National Capital Region (NCR) | 0 | 0.0% | 0 | 0.0% | 1 | 100.0% |
| PIA-Cordillera Administrative Region (CAR) | 20 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| PIA Region 1 | 63 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| PIA Region 2 | 33 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| PIA Region 3 | 38 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| PIA Region 4A | 26 | 96.3% | 0 | 0.0% | 1 | 3.7% |
| PIA Region 4B | 15 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| PIA Region 5 | 50 | 100.0% | 0 | 0.0% | 0 | 0.0% |



| | | | | | | |
|----------------|----|--------|---|------|---|------|
| PIA Region 6 | 22 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| PIA Region 7 | 23 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| PIA Region 8 | 66 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| PIA Region 9 | 62 | 92.5% | 1 | 1.5% | 4 | 6.0% |
| PIA Region 10 | 20 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| PIA Region 11 | 23 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| PIA Region 12 | 24 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| PIA Region 13 | 25 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| N = 550 | | | | | | |

| | Recommend PIA to a colleague or another government agency/organization? | | |
|---|---|----|-------|
| | Yes | No | Maybe |
| PIA Main/Central Office (Quezon City) | 23 | 4 | 6 |
| PIA-National Capital Region (NCR) | 0 | 0 | 1 |
| PIA- Cordillera Administrative Region (CAR) | 20 | 0 | 0 |
| PIA Region 1 | 63 | 0 | 0 |
| PIA Region 2 | 33 | 0 | 0 |
| PIA Region 3 | 38 | 0 | 0 |
| PIA Region 4A | 26 | 0 | 1 |
| PIA Region 4B | 15 | 0 | 0 |
| PIA Region 5 | 50 | 0 | 0 |
| PIA Region 6 | 22 | 0 | 0 |
| PIA Region 7 | 23 | 0 | 0 |
| PIA Region 8 | 66 | 0 | 0 |
| PIA Region 9 | 61 | 3 | 3 |
| PIA Region 10 | 20 | 0 | 0 |
| PIA Region 11 | 23 | 0 | 0 |
| PIA Region 12 | 24 | 0 | 0 |
| PIA Region 13 | 25 | 0 | 0 |

| | Recommend PIA to a colleague or another government agency/organization? | | | | | |
|---|---|--------|----|-------|-------|--------|
| | Yes | | No | | Maybe | |
| | N | % | N | % | N | % |
| PIA Main/Central Office (Quezon City) | 23 | 69.7% | 4 | 12.1% | 6 | 18.2% |
| PIA-National Capital Region (NCR) | 0 | 0.0% | 0 | 0.0% | 1 | 100.0% |
| PIA- Cordillera Administrative Region (CAR) | 20 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| PIA Region 1 | 63 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| PIA Region 2 | 33 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| PIA Region 3 | 38 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| PIA Region 4A | 26 | 96.3% | 0 | 0.0% | 1 | 3.7% |
| PIA Region 4B | 15 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| PIA Region 5 | 50 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| PIA Region 6 | 22 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| PIA Region 7 | 23 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| PIA Region 8 | 66 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| PIA Region 9 | 61 | 91.0% | 3 | 4.5% | 3 | 4.5% |
| PIA Region 10 | 20 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| PIA Region 11 | 23 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| PIA Region 12 | 24 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| PIA Region 13 | 25 | 100.0% | 0 | 0.0% | 0 | 0.0% |