

Republic of the Philippines Department of Agriculture

SUGAR REGULATORY ADMINISTRATION

Sugar Center Bldg., North Avenue, Diliman, Quezon City, Philippines 1101 TIN 000-784-336

MEMO-QMS-2020-Aug-003

FOR

HERMENEGILDO R. SERAFICA

Administrator

ALL DEPUTY ADMINISTRATORS

ALL SRA QUEZON CITY DEPARTMENT MANAGERS

EMELYN B. MANALO Audit Program Manager

ALL SRA QMS COMPLIANCE MONITORING

OFFICERS

FROM

LUIS M. MARAJAS

Quality Management Representative

DATE

August 7, 2020

RE

RESULTS OF INTERNAL CUSTOMER SATISFACTION

SURVEY FOR THE FIRST SEMESTER OF 2020

As part of SRA's commitment in enhancing its Client Satisfaction through a conduct of Customer Satisfaction Survey, generation of Customer Feedback started last July 2015.

The following criteria were used to weigh satisfaction from various SRA clients of each Department:

- 1. Quality of service
- 2. Response time
- 3. Service outcome
- 4. Extensive information of service provider
- 5. Competence
- 6. Service provider friendliness, courtesy, and fair treatment

The Rating Scale used on said parameters are as follows:

5.00	Outstanding
4.00 - 4.99	Very Satisfactory
3.00 - 3.99	Satisfactory
2.00 - 2.99	Fair or Needs Improvement
all	



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A total of four (4) Department/Areas have submitted their respective Summary of Customer Feedback Forms covering January - June 2020. Results were tallied to come up with SRA's Overall Customer Satisfaction Rating. Kindly refer on the summary below:

SUMMARY FOR 2020 (JANUARY-JUNE 2020)

SATISFACTION CRITERIA	POINTS	No. of Respondents	WEIGHTED AVERAGE
1	952	203	4.69
2	955	203	4.70
3	935	203	4.61
4	932	203	4.59
5	954	203	4.70
6	963	203	4.74

SRA Overall Rating: 4.67

RATING SCALE:

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5.00 Outstanding 4.00-4.99 Very Satisfactory

3.00-3.99 Satisfactory

2.00-2.99 Fair or Needs Improvement

1.00-1.99 Poor

SRA's Overall Customer Satisfaction Rating = <u>4.67</u> (Very Satisfactory)

The following are the gathered suggestions for the months of July - December 2019:

Month:	Department/ Area:	Suggestions for Improvement:
March	SRA-Bacolod	You should have a permanent/ authorized personnel available in the HISUMCO Mill for prompt issuance of receipt.
June	Regulation	Cashier is far.

Please be advised to submit your Customer Feedback Form Summary quarterly on time to be able to come up with a more accurate rating for the next semester.

For your information and compliance.

CC

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Sarah Clemente DCC