

Republic of the Philippines Department of Agriculture

SUGAR REGULATORY ADMINISTRATION

Sugar Center Bldg., North Avenue, Diliman, Quezon City, Philippines 1101 TIN 000-784-336 QMS-2021-Jan-005

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 :

ATTY. BRANDO D. NOROÑA

Deputy Administrator - Administrative and Finance/

Quality Management Representative

DATE

January 28, 2021

RE

RESULTS OF INTERNAL CUSTOMER SATISFACTION

SURVEY FOR THE SECOND 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







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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
1.00 - 1.99	Poor

A total of three (3) Department/Areas have submitted their respective Summary of Customer Feedback Forms covering July - December 2020. Results were tallied to come up with SRA's Overall Customer Satisfaction Rating. Kindly refer on the summary below:

SUMMARY FOR 2020 (JULY-DECEMBER 2020)

SATISFACTION CRITERIA	POINTS	No. of Respondents	WEIGHTED
1	1,798	378	4.76
2	1,794	378	4.75
3	1,806	378	4.78
4	1,803	378	4.77
5	1,799	378	4.76
6	1,808	378	4.78

SRA Overall Rating: 4.77

RATING SCALE

	This has a	
5.00	Outstanding	
4.00-4.99	Very	
3.00-3.99	Satisfactory Satisfactory	
2.00-2.99	Fair or Needs Improvement	
1.00-1.99	Poor	

SRA's Overall Customer Satisfaction Rating = <u>4.77</u> (Very Satisfactory)

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.

Sarah Clemente

cc :