

CERTIFICATION

This is to certify that the Sugar Regulatory Administration has received a **Very Satisfactory rating** in its services in the 2021 Customer Satisfaction Survey conducted by the Center for Policy and Executive Development (CPED), National College of Public Administration and Governance (NCPAG) of the University of the Philippines Diliman.

The survey covered 500 farmer respondents and 100 respondents from regulated entities. The final sample sizes meet the requirements as stipulated in the guidelines issued by the GCG.

For the farmer respondents, **83.17 percent** of the clients surveyed were either Very Satisfied or Satisfied with SRA. On the other hand, for the regulated entities, **94 percent** of the clients surveyed were either Very Satisfied or Satisfied with SRA.

Overall Satisfaction Rating

	Farmers (n=500)	Regulated Entities (n=100)
<i>Very Satisfied</i>	47.5%	48.0%
<i>Satisfied</i>	35.7%	46.0%
<i>Neither Satisfied nor Dissatisfied</i>	11.8%	3.0%
<i>Dissatisfied</i>	3.8%	1.0%
<i>Very Dissatisfied</i>	1.2%	2.0%
Total	100.0	100.0

This Certification is issued on 31 March 2022 for any legal purpose it may serve.

SIMEON A. ILAGO

*Associate Professor and Director
 Project Director, SRA 2021 CSS*