



Republic of the Philippines
Department of Agriculture

SUGAR REGULATORY ADMINISTRATION

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

Website: <http://www.sra.gov.ph>

Email Address: srahead@sra.gov.ph

Tel No. (632) 8929-3633, (632) 3455-2135, (632) 3455-3376

SUGAR REGULATORY ADMINISTRATION
RECORDS SECTION
RECEIVED
DATE FEB 01 2023
BY: *[Signature]*

MEMO-QMS-2023-Jan-005

FOR : DAVID JOHN THADDEUS P. ALBA
Administrator

ALL DEPUTY ADMINISTRATORS

ALL SRA QUEZON CITY DEPARTMENT MANAGERS
DIVISION CHIEFS/ OICs

EMELYN B. MANALO
Audit Program Manager- QMS

ANNA ANGELA CAMILLE A. GARCIA
Audit Team Leader - QMS

ALL SRA QMS COMPLIANCE MONITORING OFFICERS

FROM : ATTY. BRANDO D. NOROÑA
Deputy Administrator – Administrative and Finance/
Quality Management Representative

DATE : January 30, 2023

RE : RESULTS OF INTERNAL CUSTOMER SATISFACTION SURVEY FOR THE SECOND SEMESTER OF 2022

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

OFFICE OF THE MANAGER III
PLANNING, POLICY & SPECIAL PROJECTS DEPARTMENT (PPSPD)
Received by : *[Signature]*
Date : 02-04-23
Time : 2:30 PM
Tracking No. 2023-02-05-141



Management System
ISO 9001:2015



The Rating Scale used on said parameters are as follows:

5.00	<i>Outstanding</i>
4.00 – 4.99	<i>Very Satisfactory</i>
3.00 – 3.99	<i>Satisfactory</i>
2.00 – 2.99	<i>Fair or Needs Improvement</i>
1.00 – 1.99	<i>Poor</i>

A total of four (4) Department/Areas have submitted their respective Summary of Customer Feedback Forms covering July - December 2022. Results were tallied to come up with SRA's Overall Customer Satisfaction Rating. Kindly refer on the summary below:

SUMMARY FOR 2022 (JULY- DECEMBER 2022)

SATISFACTION CRITERIA	POINTS	No. of Respondents	WEIGHTED AVERAGE
1	5,501	1,123	4.90
2	5,464	1,123	4.87
3	5,487	1,123	4.89
4	5,477	1,123	4.88
5	5,487	1,123	4.89
6	5,520	1,123	4.92

SRA Overall Rating: 4.89

RATING SCALE:

5.00	<i>Outstanding</i>
4.00-4.99	<i>Very Satisfactory</i>
3.00-3.99	<i>Satisfactory</i>
2.00-2.99	<i>Fair or Needs Improvement</i>
1.00-1.99	<i>Poor</i>

SRA's Overall Customer Satisfaction Rating = **4.89 (Very Satisfactory)**

The following are the gathered suggestions for the months of January - June 2022:

Month:	Department/ Area:	Suggestions for Improvement:
JULY	RDE Extension	1) More fertilizer assistance.
SEPTEMBER	REGULATION Sugar Transaction Division	1) Send initial copy of the clearance so we can submit/process. 2) Is there any chance to reduce the release of Premix from 2-3 days upon payment to 1 day processing just for BOC compliance?
DECEMBER	RDE Extension	1) We suggest that if we could borrow/rent the unit for farming from SRA in the cheapest rate. Hope we could borrow money from SRA again. 2) Pwede po kayang hanggang limang ulit ang aming pag avail ng loan sa SRA? 3) Need the impact action to investigate the proper PSTC between 2 milling company in Bukidnon. 4) More training and seminar. 5) The venue must be in good condition, sana sa susunod doon tayo sa malamig na room or venue. 6) Sana po ma approve po ang scholarship ng working student bilang tulong sa pag-aaral. 7) Schedule not on December. 8) Not so clear ang projector. 9) I suggest that the release of loan is at the soonest possible time so we could buy fertilizer on time and our crops will not be late in fertilization. 10) The farm budget should be amended according to the current cost of materials.

All compliance monitoring officers are advised to address noted suggestions in their area and document through the NCAR form for monitoring purposes.

Also, 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 : Sarah Clemente
DC