



## CERTIFICATION

This is to certify that the Sugar Regulatory Administration has received a **Very Satisfactory rating** in its services in the 2020 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 86 respondents from regulated entities. The final sample sizes meet the requirements as stipulated in the guidelines issued by the GCG.

For the farmer respondents, **88.15 percent** of the clients surveyed were either Very Satisfied or Satisfied with SRA. On the other hand, for the regulated entities, **98.84 percent** of the clients surveyed were either Very Satisfied or Satisfied with SRA, and no regulated entity expressed dissatisfaction with the SRA services.

Over-all Satisfaction Rating (%)		
	Farmers (n=500)	Regulated Entities (n=86)
Very Satisfied	49.20%	53.49%
Satisfied	38.95%	45.35%
Neither Satisfied nor Dissatisfied	9.84%	1.16%
Dissatisfied	1.81%	0%
Very Dissatisfied	0.20%	0%
<b>Total</b>	<b>100.0</b>	<b>100.0</b>

This Certification is issued on 30 March 2021 for any legal purpose it may serve.

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