



Republic of the Philippines
Department of Environment and Natural Resources
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September 30, 2021

MEMORANDUM

**TO : ALL REGIONAL EXECUTIVE DIRECTORS
ALL BUREAU DIRECTORS**

FROM : THE UNDERSECRETARY
Solid Waste Management and Local Government Units Concerns and
Supervising Undersecretary for Strategic Communication and Initiatives
Service and Task Force *Tayo and Kalikasan*

**SUBJECT : 2021 BUSINESS SATISFACTION E-SURVEY OF THE
DEVELOPMENT ACADEMY OF THE PHILIPPINES**

This refers to the letter of the Development Academy of the Philippines (DAP) requesting our Department's support in the conduct of the Whole-of-Government 2021 Business Satisfaction e-survey (e-BizSat) on the frontline government services by inviting the DENR's clients from the business sector to answer the e-BizSat.

The BizSat is a national survey conducted every two years to capture levels and key drivers of satisfaction, and service expectations of businesses. The survey results will give the government evidence-based insights on improving business satisfaction on frontline government services; designing and delivering better service be it face-to-face, online or via phone call; and, standardizing quality of frontline government services.

The e-BizSat can be accessed using the link <http://bit.ly/eBizSat2021> or by scanning the QR code in the attached briefer. The undersigned also encourages you to share this invitation and e-survey link to your clients on site or through your respective websites and social media pages.

For your information and appropriate action.

BENNY D. ANTIPORDA



CC: The Regional Strategic Communication & Initiatives Group (RSCI)

MEMO NO. 2021 - 663



Development Academy of the Philippines

The National Productivity Organization

10 September 2021

ROY A. CIMATU

Secretary
Department of Environment and Natural Resources
DENR Building, Visayas Avenue, Quezon City

Dear **Secretary Cimat**:

Greetings from the Development Academy of the Philippines (DAP)!

Thank you for supporting the conduct of the 2019 Business Satisfaction Survey. This September and December 2021, the DAP would once again like to request for your usual support in inviting your clients from the business sector to answer the Whole-of-Government 2021 Business Satisfaction e-Survey (e-BizSat) on frontline government services.

This BizSat is a national survey conducted every two years to capture levels and key drivers of satisfaction, and service expectations of businesses. The survey results will give the government evidence-based insights on improving business satisfaction on frontline government services; designing and delivering better service be it face-to-face, online or via phone call; and, standardizing quality of frontline government services.


The first part of the whole-of-government survey will run from **10 September to 8 October 2021** to get the satisfaction level of businesses with national and local government frontline services. Knowing the businesses' level of satisfaction in general and their satisfaction on specific aspects of frontline government service will help frontline government agencies and local government offices identify areas for service quality improvement especially during this time of the pandemic.

The e-BizSat can be accomplished online in about 15 minutes using the link <http://bit.ly/eBizSat2021> or by scanning the QR code in the attached briefer. You may share this invitation and link to the e-survey to your clients on site or through your website and social media pages.

Attached herewith is a briefer on the 2021 e-BizSat for your reference and collaterals that you may post on your website and social media pages. For queries or further clarifications, we may be reached at cell phone number 0977-826-3077 or by email at pdc.pdro@dap.edu.ph, *Attn: Ms. Flor Manalastas*.

We look forward to your utmost consideration of our request.

Very truly yours,


ATTY. ENGELBERT C. CARONAN, JR., MNSA
President and CEO

BUSINESS OWNERS, ENTREPRENEURS AND MANAGERS

The **2021 Business Satisfaction e-Survey or e-BizSat** seeks to get the satisfaction level of business owners, entrepreneurs, and managers on their experience with frontline government service. Results of the survey will give frontline government service managers and staff evidence-based insights on:



- Improving **business satisfaction** on frontline government services; and
- Designing and delivering **better frontline services face-to-face, online, or via phone call**

This biennial national survey, conducted by the Development Academy of the Philippines under the Government Quality Management Program (GQMP), is designed to capture levels of satisfaction, key drivers of satisfaction, and service expectations of businesses.

The e-survey may be accomplished in about 15 minutes. The e-BizSat Part I: Satisfaction Level will be conducted from September 10 - October 8, 2021 and the e-BizSat Part II: Expectations and Service Features That Matter Most will be conducted in December 2021.

Access Part I: Satisfaction Level of the **2021 e-BizSat** through the **link** or **QR Code** below:



surveymonkey.com/r/2021ebizsat1

SURVEY PERIOD PART I: SATISFACTION LEVEL
SEPTEMBER 10 - OCTOBER 8, 2021



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