



Republic of the Philippines  
Department of Environment and Natural Resources  
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26 November 2021

**MEMORANDUM**

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

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


**SUBJECT :** OVERALL G2B SATISFACTION SCORE DISSEMINATION  
OF PART2 SURVEY

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

Please note that the part 2 of the survey will run from November 17 to December 8, 2021 and you may access the key drivers of business satisfaction 2021 at [pdc.dap.edu.ph](http://pdc.dap.edu.ph) or by scanning the QR code in the attached poster. The undersigned also encourage 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 and Initiatives Group (RSCIG)



cherry requina &lt;ohea.denr@gmail.com&gt;

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**[2021 e-BizSat Part II] Re: Excess Email Attachments**

1 message

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**PRODUCTIVITY DEVELOPMENT RESEARCH OFFICE** <pdc.pdro@dap.edu.ph>  
Bcc: ohea.denr@gmail.com

Wed, Nov 17, 2021 at 10:14 AM

To Whom It May Concern:

In our most recent email titled, *[2021 e-BizSat Part II] Overall G2B Satisfaction Score, Dissemination of Part 2 Survey*, some of you may have received an excess of attachments. Kindly refer to only the following:

1. **The official letter** addressed to you and your kind office, the first PDF file in the email;
2. **Annex A 2021 e-BizSat Part I Satisfaction Score.png**, insights for your reference when setting priority areas for service quality improvement in the new normal; and
3. **Annex B 2021 e-BizSat Part II Poster.png**, for dissemination and endorsement to your business clients.

Kindly disregard all other PDF files. We have now resolved the matter on the back-end, and we sincerely apologize for the inconvenience. Please let us know if you have any further questions or clarifications by emailing us here at pdc.pdro@dap.edu.ph.

Once again, thank you very much for your continued support in our joint efforts to improve frontline government services across the country.

Very truly yours,  
The DAP 2021 e-BizSat Team

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**Productivity Development Research Office**  
Productivity and Development Center  
Development Academy of the Philippines  
San Miguel Ave., Ortigas Center, Pasig City  
Telephone: +63 28 631 0921 local 140

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cherry requina &lt;ohea.denr@gmail.com&gt;

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**[2021 e-BizSat Part II] Overall G2B Satisfaction Score, Dissemination of Part 2 Survey**

1 message

pdc.pdro@dap.edu.ph &lt;pdc.pdro@dap.edu.ph&gt;

Wed, Nov 17, 2021 at 7:56 AM

To: ohea.denr@gmail.com

**ROY A. CIMATU***Secretary*

Department of Environment and Natural Resources

DENR Building, Visayas Avenue, Diliman, Quezon City, Metro Manila

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

This pertains to the Whole-of-Government 2021 Business Satisfaction e-Survey (e-BizSat). With your assistance in endorsing the 2021 e-BizSat Part I: Satisfaction Level survey to your partner units, field offices, and/or transacting business clients, we were able to determine the **Overall 2021 Government to Business (G2B) Satisfaction Score of 82.58 for all frontline government agencies**, which is 2 points higher than the baseline G2B Satisfaction Score of 80.53 in 2019. See Annex A for more detailed results. We will be posting the key drivers of business satisfaction in 2021 in the next few weeks at pdc.dap.edu.ph. This information will give you insights on priority areas for service quality improvement in the new normal.

Moreover, in pursuit for the preceding nationwide roll-out of the 2021 e-BizSat Part II: Expectations and Service Features that Matter Most which will run from 17 November to 8 December 2021, **we would like to humbly request once again for your help in disseminating and endorsing Part II of the survey to your business clients.**

We have also attached a corresponding promotional material in Annex B for the e-BizSat Part II that you may post on your website and social media pages. The e-BizSat Part II will further deepen the study to determine what matters most to business clients when transacting with frontline government offices in the new normal.

Our project staff will coordinate with your office on this matter. Should you have any queries, 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 continued support in this worthwhile endeavor. Thank you and best regards.

Very truly yours,

**ARNEL D. ABANTO**

Vice President and Managing Director

Productivity and Development Center

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**Productivity Development Research Office**

Productivity and Development Center

Development Academy of the Philippines

San Miguel Ave., Ortigas Center, Pasig City

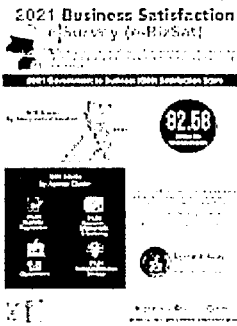
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**21 attachments****Annex A 2021 e-BizSat Part I Satisfaction Score.png**

644K



**Annex B 2021 e-BizSat Part II Poster.png**  
831K

**Your Feedback Matters to Us**

Learn More, Engage Us, and Help Us Improve. We are committed to providing the best possible service to our customers. Your feedback is essential to our success. Please take a few minutes to complete the survey and help us improve our services.



2021 e-BizSat



-  **SQS-e-BizSat Part II-Invitation Letter-2020.pdf**  
168K
-  **SQS-e-BizSat Part II-Invitation Letter-2019.pdf**  
184K
-  **SQS-e-BizSat Part II-Invitation Letter-2018.pdf**  
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-  **SQS-e-BizSat Part II-Invitation Letter-2017.pdf**  
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-  **SQS-e-BizSat Part II-Invitation Letter-2016.pdf**  
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