



DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES
KAGAWARAN NG KAPALIGIRAN AT LIKAS YAMAN



MEMORANDUM

FOR : **THE BUREAU DIRECTORS**
Biodiversity Management Bureau
Ecosystems Research Development Bureau
Forest Management Bureau
Land Management Bureau

FROM : **THE DIRECTOR AND CHAIR**
Knowledge and Information Systems Service
Client Satisfaction Survey Focal Team

SUBJECT : **SUBMISSION OF INPUTS FOR THE CONSOLIDATION AND FINALIZATION OF THE 2023 DENR CLIENT SATISFACTION MEASUREMENT REPORT**

DATE : 01 FEB 2024

In line with the upcoming submission of the 2023 DENR Client Satisfaction Measurement Report to the Anti-Red Tape Authority (ARTA) covering the DENR Central Office, All DENR Regional Offices and Staff Bureaus, may we request your final inputs for the consolidated report following the ARTA prescribed format not later than **February 26, 2024**.

The Statistics and Data Resource Management Division (SDRMD) of the Knowledge and Information Systems Service (KISS) and the Stakeholders Management and Conflict Resolution Division (SMCRD) shall be in charge of the consolidation and finalization of the report. To ensure a uniform written report, all offices shall use a common template based on the guidelines provided by the ARTA through Memorandum Circular Nos. 2022-05 and 2023-05. Please refer to the attached guide for accomplishing the template. The guide is also accessible using the link: <https://bit.ly/CSMGuideBureaus>

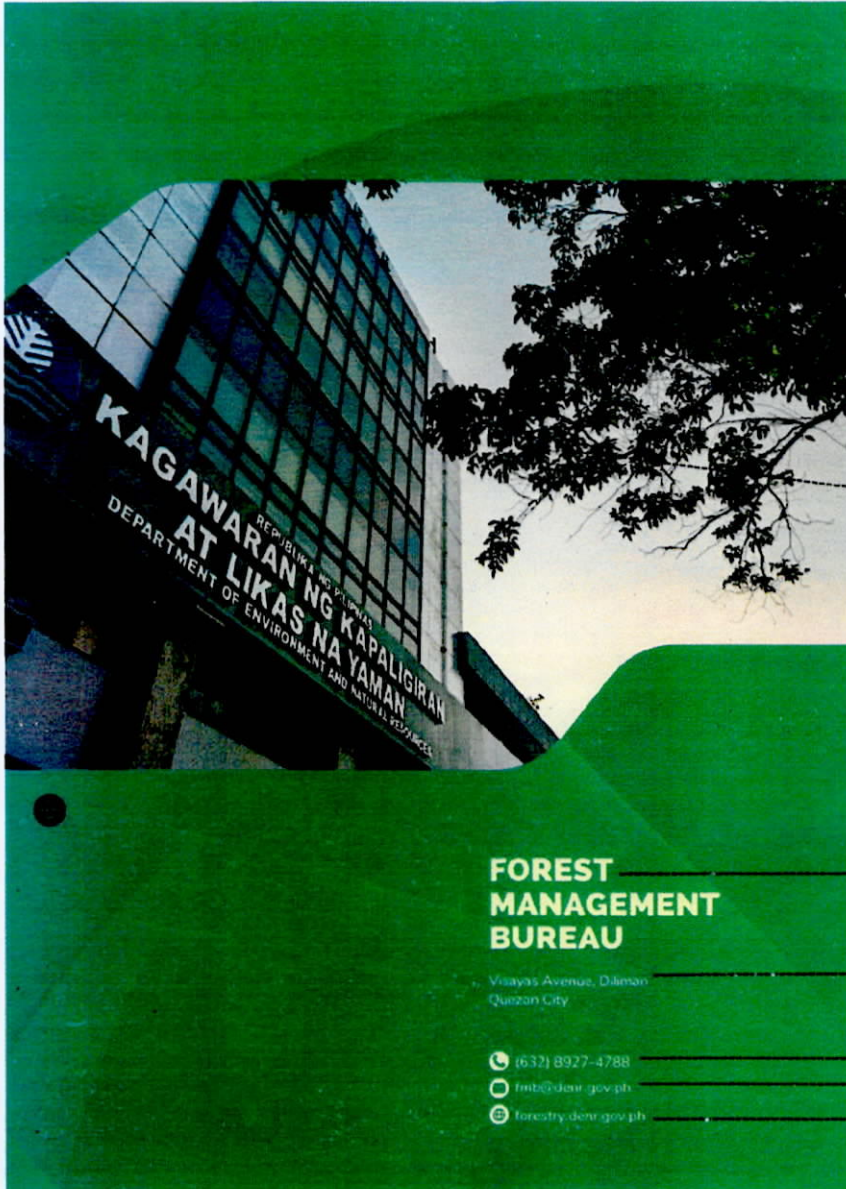
For the editable version of the template and further clarifications, you may coordinate with **Mr. Arvin R. Reginio** of SDRMD, through sdrmd@denr.gov.ph, 1194 (IP Phone) or (02) 8925-8278.

For your compliance.


ARLENE A. ROMASANTA

GUIDE TEMPLATE FOR THE 2023 DENR CLIENT SATISFACTION MEASUREMENT REPORT

Note: Photos, texts and figures in this guide are for illustration purposes only



Office Building Photo preferably showing the office building/facade (must be high quality)

FOREST MANAGEMENT BUREAU

Name of Bureau

Visayas Avenue, Diliman
Quezon City

Office address

(632) 8927-4788

Office Contact Number

fmb@denr.gov.ph

Official Email Address

forestry.denr.gov.ph

Official Website

GUIDE TEMPLATE FOR THE 2023 DENR CLIENT SATISFACTION MEASUREMENT REPORT

Note: Photos, texts and figures in this guide are for illustration purposes only



Official logo of Bureau (shall appear on every page of the report)

Name of Bureau

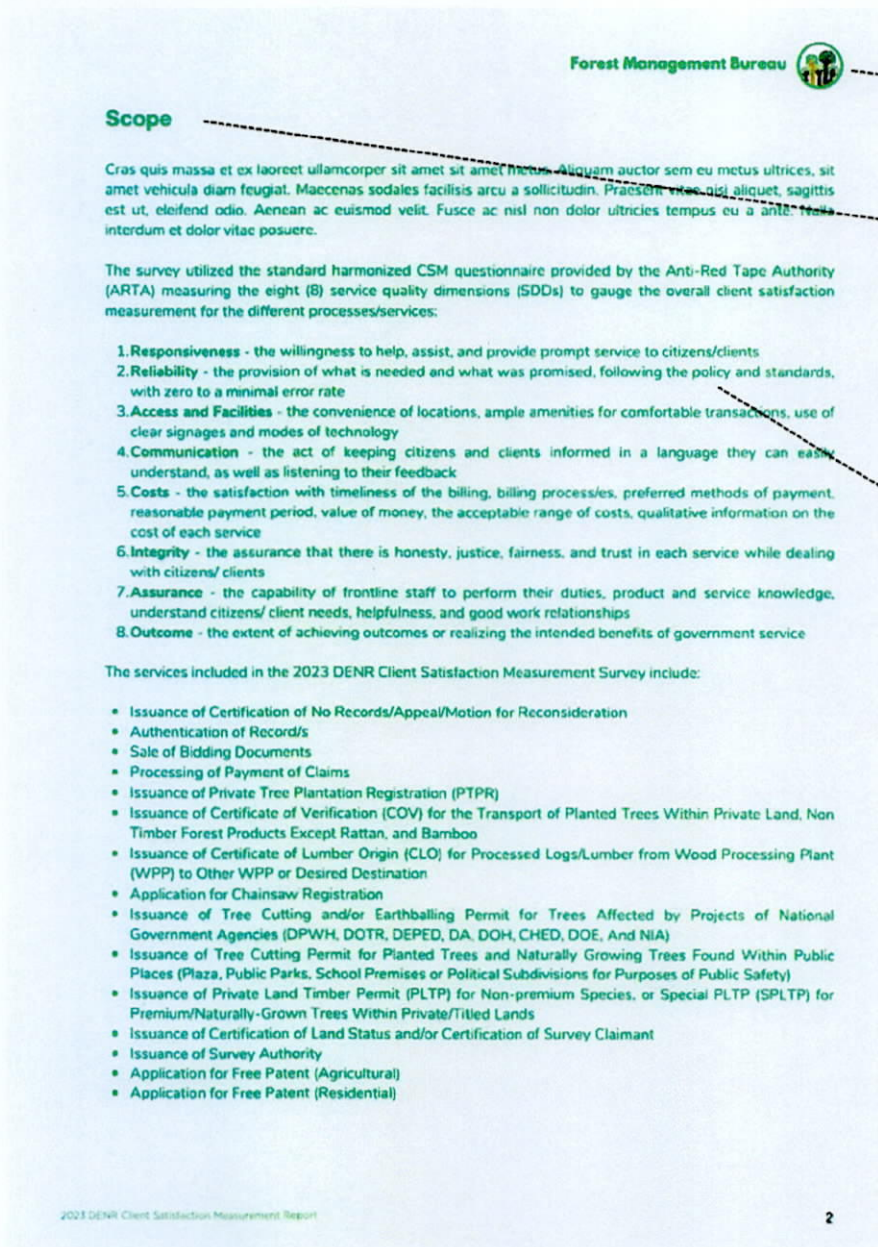
Description about the Bureau (which may include office location, centers, mandate, mission and vision, functions, texts should not exceed 500 words preferably should not exceed one page)

Office Photo (you may resize and reposition depending on the texts)

Photo credits (if any)

GUIDE TEMPLATE FOR THE 2023 DENR CLIENT SATISFACTION MEASUREMENT REPORT

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Forest Management Bureau



Official logo of the Bureau
(shall appear on every page
of the report)

Scope

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Scope of survey conducted

The survey utilized the standard harmonized CSM questionnaire provided by the Anti-Red Tape Authority (ARTA) measuring the eight (8) service quality dimensions (SDDs) to gauge the overall client satisfaction measurement for the different processes/services:

1. **Responsiveness** - the willingness to help, assist, and provide prompt service to citizens/clients
2. **Reliability** - the provision of what is needed and what was promised, following the policy and standards, with zero to a minimal error rate
3. **Access and Facilities** - the convenience of locations, ample amenities for comfortable transactions, use of clear signages and modes of technology
4. **Communication** - the act of keeping citizens and clients informed in a language they can easily understand, as well as listening to their feedback
5. **Costs** - the satisfaction with timeliness of the billing, billing process/es, preferred methods of payment, reasonable payment period, value of money, the acceptable range of costs, qualitative information on the cost of each service
6. **Integrity** - the assurance that there is honesty, justice, fairness, and trust in each service while dealing with citizens/ clients
7. **Assurance** - the capability of frontline staff to perform their duties, product and service knowledge, understand citizens/ client needs, helpfulness, and good work relationships
8. **Outcome** - the extent of achieving outcomes or realizing the intended benefits of government service

shall include the date coverage of the survey, scope of questions (e.g use of Service Quality Dimensions) the offices covered, services/processes surveyed

The services included in the 2023 DENR Client Satisfaction Measurement Survey include:

- Issuance of Certification of No Records/Appeal/Motion for Reconsideration
- Authentication of Records/s
- Sale of Bidding Documents
- Processing of Payment of Claims
- Issuance of Private Tree Plantation Registration (PTPR)
- Issuance of Certificate of Verification (COV) for the Transport of Planted Trees Within Private Land, Non Timber Forest Products Except Rattan, and Bamboo
- Issuance of Certificate of Lumber Origin (CLO) for Processed Logs/Lumber from Wood Processing Plant (WPP) to Other WPP or Desired Destination
- Application for Chainsaw Registration
- Issuance of Tree Cutting and/or Earthballing Permit for Trees Affected by Projects of National Government Agencies (DPWH, DOTR, DEPED, DA, DOH, CHED, DOE, And NIA)
- Issuance of Tree Cutting Permit for Planted Trees and Naturally Growing Trees Found Within Public Places (Plaza, Public Parks, School Premises or Political Subdivisions for Purposes of Public Safety)
- Issuance of Private Land Timber Permit (PLTP) for Non-premium Species, or Special PLTP (SPLTP) for Premium/Naturally-Grown Trees Within Private/Titled Lands
- Issuance of Certification of Land Status and/or Certification of Survey Claimant
- Issuance of Survey Authority
- Application for Free Patent (Agricultural)
- Application for Free Patent (Residential)

GUIDE TEMPLATE FOR THE 2023 DENR CLIENT SATISFACTION MEASUREMENT REPORT

Note: Photos, texts and figures in this guide are for illustration purposes only



- Issuance of Certification of No Records/ Appeal Motion for Reconsideration, Etc.
- Application for Land Bank Loan Saver
- Issuance of Certificate of Employment and Compensation

Complete lists of all services including the sampling details and response rate per service can be found in Annex ...

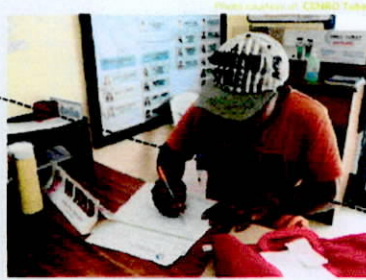
In aggregate ____ clients were able to participate in the CSM Survey with an average response rate ____

Methodology

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A staff member of DENR-CAR Tagaytay Region Office, accomplishing the CSM Survey using the paper form.



An official staff of DENR-CAR Regional Office, accomplishing the Computer Assisted Web Interviewing (CAWI) version of the CSM survey.

Methodology

Description of mode of survey, data collection used, statistical software utilized, and use of 5-point Likert Scale, etc

You may include sample photos illustrating the process of data collection and analysis

Client Demographic

Age

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Table . Age Group of the Respondents

Age Group	External	Internal	Overall
19 and below	0.00%	100.00%	0.03%
20 to 24	12.16%	87.84%	2.19%
25 to 29	13.12%	86.88%	6.54%
30 to 34	8.91%	91.09%	7.31%
35 to 39	15.00%	85.00%	5.33%
40 to 44	12.23%	87.77%	5.56%
45 to 49	19.44%	80.56%	3.20%
50 to 54	23.21%	76.79%	3.31%
55 to 59	10.40%	89.60%	3.70%
60 and above	38.28%	61.72%	3.79%
Did not specify	3.96%	96.04%	59.05%

Age

Description and discussion of results for the age distribution of the respondents.

Table showing the Age Group of the Respondents

Input the percentages of the Age Group with disaggregation on the type of clients (internal and external clients).

Gender

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Table . Gender of the Respondents

Sex	External	Internal	Overall
Male	10.52%	89.48%	41.92%
Female	7.66%	92.34%	57.18%

Gender

Description and discussion of results for the sex/ gender of the respondents that availed the services.

Table showing the gender distribution of the respondents

Input the percentages of the gender with disaggregation on the type of clients (internal and external clients).

Client Type

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Client Type

Description of the client type distribution of the respondents.

Table . Client type of the respondents

	External	Internal	Overall
Citizen	65.77%	34.23%	7.68%
People's Organization	100.00%	0.00%	0.09%
Business/ Company	97.39%	2.61%	3.40%
Government	0.40%	99.60%	88.46%

Table showing the client type of the respondents

Input the percentages of the client type of respondents with disaggregation on the type of clients (internal and external clients).



Citizen's Charter

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Citizen's Charter

Description of the respondents' awareness on the Citizen's Charter.

Table 1. Distribution of responses on the awareness of clients on DENR Citizen's Charter

	Responses	Percentage
I know what a Citizen's Charter is and I saw this in this office	2,772	82.01%
I learned of the Citizen's Charter only when I saw this in this office.	162	4.79%
I know what a Citizen's Charter is but I did NOT see it in this office.	92	2.72%
I do not know what a Citizen's Charter is and I did NOT see one in this office.	20	0.59%
Did not respond/specify	334	9.88%
TOTAL	3,380	100.00%

Table showing the responses on the awareness of clients on DENR Citizen's Charter

Input the number of responses together with the percentages of the awareness of DENR Citizen's Charter.

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Table 2. Distribution of responses on the visibility of DENR Citizen's Charter in the offices

Office	Responses	Percentage
Easy to see	2,683	79.38%
Somewhat easy to see	225	6.66%
Difficult to see	9	0.27%
Not visible at all	0	0.00%
Did not respond/ did not specify	463	13.70%
TOTAL	3,380	100.00%

Table showing the responses on the visibility of the DENR's CC in the offices

Input the number of responses together with the percentages of the visibility of DENR Citizen's Charter in the offices.

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Table 1. Distribution of responses on the helpfulness of DENR Citizen's Charter in the offices

	Responses	Percentage
Very Helpful	2,763	81.75%
Somewhat Helpful	146	4.32%
Not Helpful	2	0.06%
Did not respond/ did not specify	469	13.88%
TOTAL	3,380	100.00%

Table showing the responses on the helpfulness of clients on DENR Citizen's Charter in the offices

Input the number of responses together with the percentages of the helpfulness of DENR Citizen's Charter in the offices.

Client Satisfaction Measurement Scores of different services in Forest Management Bureau

External Services

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Internal Services

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Client Satisfaction Measurement Scores of the different services in the Bureau

Description of the services availed of the clients in the bureau (internal and external).

External Services

Table _ CSM Scores of External Services of FMB

Service	Responses	Total Transactions	Score
Application for Chainsaw Registration	355	365	99.86%
Application for Free Patent (Agricultural)	1,068	1,099	99.74%
Application for Free Patent (Residential)	894	920	99.86%
Authentication of Record/s	471	479	99.52%
Application for Gratuitous Permit	5	9	100%
Issuance of Certificate of Verification (COV) for the Transport of Planted Trees within Private land, Non-Timber Forest Products except rattan and bamboo	289	291	100%
Issuance of Certificate of Wildlife Registration	4	7	100%
Issuance of Certification of Land Status and/or Certification of Survey Claimant	1,733	1,802	99.92%
Issuance of Certification of Lot Verification	184	185	99.80%
Issuance of Certification of No Records/Appeal/Motion for Reconsideration, etc.	258	260	99.61%
Issuance of Certification of Technical Description in V-37 Form	527	527	98.39
Issuance of Local Transport Permit for Wildlife	3	3	100%
Issuance of Private Land Timber Permit (PLTP) for Non-premium Species, or Special PLTP (SPLTP) for Premium/Naturally-Grown Trees within Private/Titled Lands	113	115	99.89%
Issuance of Private Tree Plantation Registration (PTPR)	39	49	100%
Issuance of Protected Area Management Board (PAMB) Clearance	16	17	100%
Issuance of Survey Authority	65	66	100%

Tabulation of CSM Score per Process for External Services

Internal Services

Table .. CSM Scores of Internal Services of DENR Cordillera Administrative Region (CAR)

Service	Responses	Total Transactions	Score
Issuance of Certification of No Records/Appeal/Motion for Reconsideration, etc.	5	5	100%
Request for Service Record/Certificate of Employment and Compensation	188	188	97.92%
Processing of Payment of Claims			99.00%
Extraordinary and Miscellaneous Expenses (EME)	1	1	100%
Loyalty Award Bonus	41	41	99.65%
Monetization	1	1	100%
Petty Cash Replenishment	2	2	92.86%
Representation Allowance and Transportation Allowance (RATA)	39	39	99.63%
Salary (JO/COS)	266	266	96.61%
Salary (Permanent)/ Clothing Allowance/ Bonuses (Midyear bonus, Year-end Bonus, CNA, Cash Gift, PEI, PBB)	277	277	99.22%
Step Increment/Salary Adjustment	271	271	98.78%
Special Counsel Allowances	6	6	100%
Travel (TEV) Local/Foreign	256	256	98.38%

Tabulation of CSM Score per Process for Internal Services

Notes:
 * The Service available in 2023 for the following internal processes:
 • Authentication of Records
 • Grant of Cash Advances to Special Districting Officers

Notes

List of Process/es
 (e.g. no Service availed in 2023 in the following process)

Client Satisfaction Measurement Score

External Services

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Tabulation of Responses for External Services

Table . Overall CSM Score of FMB for External Services

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	213	79	0	2	2	2	298	98.65%
Reliability	221	73	1	0	2	1	298	98.99%
Access and Facilities	215	71	3	0	1	8	298	98.62%
Communication	214	70	8	0	1	5	298	96.93%
Costs	134	44	0	0	0	120	298	100.00%
Integrity	228	65	2	0	1	2	298	98.99%
Assurance	244	50	0	0	1	3	298	99.66%
Outcome	232	59	0	0	1	6	298	99.66%
Overall	1,701	511	14	2	9	147	2,384	98.88%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Score
I am satisfied with the service I availed	237	56	0	0	1	4	298	99.66%

Client Satisfaction Measurement Score

Internal Services

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Tabulation of Responses for Internal Services

Table . Overall CSM Score of FMB Internal Services

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Score
Responsiveness	2,474	413	45	49	52	49	3,082	95.19%
Reliability	2,608	380	26	4	32	22	3,082	97.97%
Access and Facilities	2,411	370	44	9	27	221	3,082	97.20%
Communication	2,498	411	78	14	26	58	3,082	96.10%
Costs	27	2	0	2	0	3,051	3,082	93.55%
Integrity	2,633	340	33	6	27	43	3,082	97.83%
Assurance	2,686	301	22	3	27	43	3,082	98.29%
Outcome	2,681	299	26	2	27	47	3,082	98.19%
Overall	18,015	2,518	274	89	218	3,544	24,856	97.25%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Score
I am satisfied with the service I availed	2,677	289	30	5	25	56	3,082	98.02%

Client Satisfaction Measurement Score

Combined Internal and External Services

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Tabulation of Responses using Combined Responses for both Internal and External Services

Table . Overall CSM Score of FMB for both Internal and External Services

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	2,687	492	45	51	54	51	3,380	95.49%
Reliability	2,829	453	27	4	34	33	3,380	98.06%
Access and Facilities	2,626	441	47	9	28	229	3,380	97.33%
Communication	2,709	481	86	14	27	63	3,380	96.17%
Costs	161	48	0	2	0	3,171	3,380	99.04%
Integrity	2,861	405	35	6	28	45	3,380	97.93%
Assurance	2,930	351	22	3	28	46	3,380	96.41%
Outcome	2,913	358	25	2	28	53	3,380	98.32%
Overall	19,716	3,027	288	91	227	3,691	27,040	97.40%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Score
I am satisfied with the service I availed	2,914	345	30	5	26	60	3,380	98.16%

FMB

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Table . Summary of CSM Scores of FMB

	Score
Citizen's Charter Awareness	89.53%
Citizen's Charter Visibility	86.04%
Citizen's Charter Helpfulness	86.07%
Response Rate	89.77%
Overall Score	98.88%

Summary of CSM Scores

Citizen's Charter Awareness - total percentage of respondents who answered the question "Which of the following best describes your awareness of a Citizen's Charter? (Choose only one)" with the following responses:

- "I know what a Citizen's Charter is and I saw this in this office"
- "I learned of the Citizen's Charter only when I saw this in this office."
- I know what a Citizen's Charter is but I did NOT see it in this office.

Citizen's Charter Visibility - total percentage of respondents who answered the question "How would you describe the posting of the Citizen's Charter in this office? (Choose only one)" with the following responses:

- Easy to see
- Somewhat easy to see

Citizen's Charter Helpfulness - total percentage of respondents who answered the question "How helpful is the Citizen's Charter in your transaction? (Choose only one)" with the following responses:

- Very Helpful
- Somewhat Helpful

Response Rate - value computed on Appendix B

Overall Score- computation based on the formula

$$\text{Overall Score} = \frac{\text{Number of "Strongly Agree" answers} + \text{Number of "Agree" answers}}{\text{Total Number of Respondents} - \text{Number of "N/A" answers}}$$

Client Feedback, Suggestions

External Services

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Internal Services

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**Client Feedback and
Suggestions**

Results of the Bureau Action Plan reported for FY 2022:



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Results of the Bureau Action Plan reported for FY 2022

Notes:

* total population refers to the total completed transactions

† number of CSMS respondents refers to the actual respondents who participated in the CSM survey

‡ minimum sample size refers to the recommended minimum number of samples required to achieve the desired level of confidence (margin error of 5% and 95% level of confidence) in survey sampling

§ response rate refers to the number of clients who participated in the CSM survey which is computed as Response Rate = (Actual Respondents / Minimum Sample Size)

¶ 100% response rate with ">100%" values denote that the actual respondents exceed the computed minimum sample size for the process

Continuous Agency Improvement Plan for FY 2024



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Improvement Plan of Bureau
for FY 2024

Annex A: Survey Questionnaire used



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Include screenshot/s of paper form survey or online survey questionnaire used

2023 DENR CLIENT SATISFACTION SURVEY

HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help DENR provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

You may access the Filipino version of this survey by clicking the globe icon and choosing Filipino on the upper left corner of this site.

Type of User*

Citizen

Employee (for DENR authorized personnel only)

Service Availed*

Office

CLIENT PROFILE

Date of Service*

CLIENT SATISFACTION SURVEY

Please indicate how strongly you agree or disagree with all the following statements by shading the corresponding circle from "strongly disagree" to "strongly agree".

CLIENT SATISFACTION SURVEY

I spent a reasonable amount of time for my transaction.

1 (Strongly Disagree)
 2 (Disagree)
 3 (Neutral)
 4 (Agree)
 5 (Strongly Agree)

The office followed the transaction's requirements and steps based on the information provided.

1 (Strongly Disagree)
 2 (Disagree)
 3 (Neutral)
 4 (Agree)
 5 (Strongly Agree)

The steps (including payment) I needed to do for my transaction were easy and simple.

1 (Strongly Disagree)
 2 (Disagree)
 3 (Neutral)
 4 (Agree)
 5 (Strongly Agree)

I easily found information about my transaction from the office or its website.

1 (Strongly Disagree)
 2 (Disagree)
 3 (Neutral)
 4 (Agree)
 5 (Strongly Agree)

I felt that the office was fair to everyone, or "walang palakasan", during my transaction.

1 (Strongly Disagree)
 2 (Disagree)
 3 (Neutral)
 4 (Agree)
 5 (Strongly Agree)

I was treated courteously by the staff.

1 (Strongly Disagree)
 2 (Disagree)
 3 (Neutral)
 4 (Agree)
 5 (Strongly Agree)

I got what I needed from the office.


1 (Strongly Disagree)
 2 (Disagree)
 3 (Neutral)
 4 (Agree)
 5 (Strongly Agree)


Annex A: Survey Questionnaire used



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Include screenshot/s of paper form survey or online survey questionnaire used





Department of Environment and Natural Resources

HELP US SERVE YOU BETTER!

ANTI-RED TAPE AUTHORITY
CLIENT SATISFACTION MEASUREMENT FORM
PER ADOPTION NO. ANTI-RTAP 1

The Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help DENR provide a better service. Personal information shared will be kept confidential and you always have the option to not answer the form. (Ang Client Satisfaction Measurement ay nangangailangan ng pagpapalagay ng mga itinatag na pagpapalagay ang karamdaman sa serbisyo ng kaniyang mga kliyente. Ang iyong papuri, puna o suhansiyon sa iyong katalagan sa larangan ng transaksyon sa DENR ay makakatulong upang magabaw sa ang serbisyo ng DENR. Ang iyong personal na impormasyon ay magpapalagay arin sa mga itinatag na pagpapalagay na hindi magpapasang sa iyo.)

Client Profile

Date of Application (Petsa ng aplikasyon)	<input type="text" value="MM/DD/YYYY"/>	Type of Client (Uri ng kliyente)
Date of Release of Product/Service (Petsang pagpapalagay ng produkto o serbisyo)	<input type="text"/>	<input type="checkbox"/> Citizen/Individual / Representative (Private citizen as transacting public)
Name (Pangalan)	<input type="text"/>	<input type="checkbox"/> Business/Company (Representative of business/company firm)
Sex (Kasarian) <input type="checkbox"/> Male (Lalaki) <input type="checkbox"/> Female (Babae) Age (Edad) <input type="text"/>		<input type="checkbox"/> Organization/NGO (Representative of an organization/People's Organization)
Email address (Optional) (Serbisyo matanggap)	<input type="text"/>	<input type="checkbox"/> Government (Representative of other government agencies including COOCs)
Service Available (Serbisyo matanggap)	<input type="text"/>	

INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others (PAGSURI) Markahan ng (✓) ang iyong sagot sa mga tanong tungkol sa Citizen's Charter (CC). Ang Citizen's Charter ay nangangailangan ng dokumento na sumasailalim sa mga serbisyo ng kaniyang ahensya/office na ng galingan kasama ang mga kinakailangang dokumento, bayad, at oras ng pagproseso nito buluid sa iba pa.)

CC1 Which of the following best describes your awareness of a Citizen's Charter? (Choose only one) (Alin sa mga sumusunod ang makapagpapalagay ng iyong kaalaman tungkol sa Citizen's Charter? (Pumili lamang ng isa))

1. I know what a Citizen's Charter is and I see this in the office (Mayroon akong kaalaman sa Citizen's Charter at nakita ko ito sa opisang ito.)

2. I learned of the Citizen's Charter only when I saw this in the office (Nagayon ko lamang nalaman ang Citizen's Charter nang makita ko ito sa opisang ito.)

3. I know what a Citizen's Charter is but I did NOT see it in this office (Mayroon akong kaalaman sa Citizen's Charter ngunit HINDI ko ito nakita sa opisang ito.)

4. I do not know what a Citizen's Charter is and I did NOT see one in the office (Hindi ko alam ang Citizen's Charter at hindi ko ito nakita sa opisang ito.)

CC2 Proceed only to CC2 and CC3 if your answer in CC1 is 1 or 2 (Sagutin lamang ang CC2 at CC3 kung ang iyong sagot sa CC1 ay 1 o 2.)

CC2 How would you describe the posting of the Citizen's Charter in the office? (Choose only one) (Panoano mo maaaring ipagpapalagay o pagpapalagay ng Citizen's Charter sa opisang ito? (Pumili lamang ng isa))

Easy to see (Madali makita) Difficult to see (Dudalang makita)

Somewhat easy to see (Medyo madaling makita) Not visible at all (Hindi tilaga makita)

CC3 How helpful is the Citizen's Charter in your transaction? (Choose only one) (Gaano makatulong ang Citizen's Charter sa iyong transaksyon? (Pumili lamang ng isa))

Very helpful (Dudalang makatulong) Somewhat helpful (Medyo makatulong) Not helpful (Hindi makatulong)

Annex A: Survey Questionnaire used



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Include screenshot/s of paper form survey or online survey questionnaire used

INSTRUCTIONS:
Please indicate how strongly you agree or disagree with all the following statements by checking or shading the corresponding circle from strongly disagree to strongly agree.

	STRONGLY DISAGREE (SUKSESANG SANGAT SANGAT)	DISAGREE (SUKSESANG SANGAT)	NEITHER AGREE NOR DISAGREE (SUKSESANG SANGAT SANGAT)	AGREE (SUKSESANG SANGAT)	STRONGLY AGREE (SUKSESANG SANGAT)
I spent a reasonable amount of time for my transaction. (Naglaan ako ng resonableng oras para sa aking transaksyon.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The office followed the transaction's requirements and steps based on the information provided. (Ang opisera ay sumunod sa mga kinakailang pangangailangan at habibang para sa aking transaksyon.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The steps including payment I needed to do for my transaction were easy and simple. (Ang mga hakbang kasama ang pagbabayad) para sa aking transaksyon ay madali at simple.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I easily found information about my transaction from the office or its website. (Madali kong nakita sa opisera o sa website ang mga impormasyon na kinakailangan ko para sa aking transaksyon.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Answers with the statement, if service/transaction avoided that cost/fee. (Dapat lamang ba kama-antihuberta, antihuberta, o ma-antihuberta, bawal?)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/> Not Applicable
I paid a reasonable amount of fees for my transaction. (Makustaran ang bayad ko para sa aking transaksyon.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt that the office was fair to everyone or "walang palakasan" during my transaction. (Naramdaman kong naging patas sa lahat o "walang palakasan" ang opisera sa panahon ng aking pakikipagtransaksyon.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was treated courteously by the staff. (Ako ay pinatibayagahan nang may pagpapating ng mga kasama.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I got what I needed from the office. (Nasaugap ko nang naugap ang serbisyo o produkong kinakailangan.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with the service that I availed. (Ako ay nasugap sa natanggap kong serbisyo.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

To further improve our services please provide any suggestions, comments or concerns regarding the service received. (Upang mas mapalusi pa ang aming serbisyo, maaaring magbigay ng mungkahin, komento o paksa sa serbisyong nakatangap.)

Consent/Privacy Statement

By affixing my signature, I hereby consent DEED to collect, process, transmit and store the data provided herein subject to the rules and regulations set by Republic Act No. 10773 otherwise known as the Data Privacy Act of 2016.
(Sa pamamagitan ng paglalagay ng aking legla, pinatitumbuhan ko ang DEED na kakaibahan, ipinapasa, ipinapalaganap at itatag ang mga impormasyon na nakalap sa papel na ito alinsamang sa Batas Republika Bilig 10773 o ang Data Privacy Act of 2016.)

to whom authorized persons only

Control Number

NAME AND SIGNATURE (Pangalan at Legla)

DATE DEED WAS FORM FILLED (January 2021)

THANK YOU!

Photo Documentation



□ DENR-CAR Regional office has setup computer terminals during the conduct of client satisfaction measurement survey for internal clients

Clear photos with captions (preferably action shot/photos) related to the conduct of 2023 Client Satisfaction Measurement Survey



□ CSS Data Analyst Mr. Cedric Accos facilitating the conduct of DENR-CAR CSS for Internal Clients



□ CSS Data Analyst Mr. Raymark Cuenca facilitating the conduct of DENR-CAR CSS for Internal Clients

Annex B. Summary of DENR Client Satisfaction Measurement Survey (CSMS) Responses



Forest Management Bureau

Process	Total Population*	Number of CSMS Respondent†	Minimum Sample Size‡	Response Rate§
External				
Application for Chainsaw Registration	365	355	187	>100%
Application for Free Patent (Agricultural)	1,099	1,068	283	>100%
Application for Free Patent (Residential)	920	894	271	>100%
	x	x	x	x
	x	x	x	x
	x	x	x	x
	x	x	x	x
	x	x	x	x
	x	x	x	x
Internal				
	x	x	x	x
	x	x	x	x
	x	x	x	x
	x	x	x	x
Average Response Rate				100%

Notes:
 * total population refers to the total completed transactions
 † number of CSMS respondents refers to the actual respondents who participated in the CSM survey
 ‡ minimum sample size refers to the recommended minimum number of samples required to achieve the desired level of confidence (margin error of 5% and 95% level of confidence) in survey sampling
 § response rate refers to the number of clients who participated in the CSM survey which is computed as **Response Rate = (Actual Respondents / Minimum Sample Size) * 100**; response rate with ">100%" values denote that the actual respondents exceed the computed minimum sample size for the process

Total Population - refers to the total **completed** transactions / Total number of clients who availed and completed the transaction

Number of CSMS respondents - refers to the actual respondents who participated in the CSM survey

Minimum sample size - refers to the recommended minimum number of samples required to achieve the desired level of confidence (margin error of 5% and 95% level of confidence) in survey sampling

Use the sample size calculator provided by the ARTA using this link:
<https://bit.ly/BureauSSCalculator>

Response rate - refers to the number of clients who participated in the CSM survey which is computed as **Response Rate = (Actual Respondents / Minimum Sample Size) * 100**.

Note: For uniformity and to avoid exaggerated percentage values for response rate exceeding the 100% mark, use the notation ">100%" to denote that the actual respondents exceed the computed minimum sample size for the process. For response rate equal or below 100%, use the exact percentage.

Average response rate = average response rate of all the processes

Other Important Notes

1. In computing the overall results, exclude SQD0 (Service Quality Dimension 0) or the outcome of the question "I am satisfied with the service that I availed."
2. Clearly explain the reasons for low response rates for processes/services excluded in the tables.
3. To maintain uniformity in numerical presentations, use a comma separator for values in thousands (e.g. 13,000) and report percentage values with two decimal places (e.g. 59.05%).
4. Ensure that the percentages distribution in the socio-demographic profile and citizen's charter results adds up to 100%.
5. In the Note section, provide reasons (e.g. no client who availed the service, very low number of clients who availed the service) for non-inclusion of services/process in the table.
6. Ensure that computations are correct and final as any changes may affect the consolidated averages and totals and may result to discrepancies in the data.