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# Fertilizer and Pesticide Authority

## Client Satisfaction Measurement Report

Consolidated

2023 (1st Edition)

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## **I. Overview:**

The Fertilizer and Pesticide Authority (FPA) is a technical regulatory government agency attached to the Department of Agriculture (DA). By virtue of Presidential Decree 1144, the Authority is mandated to assure the agricultural sector of safe and quality fertilizers, pesticides and other agricultural chemicals through the issuance of licenses, registrations and permits.

In compliance with Section 20 of Republic Act 11302, ARTA Memorandum Circular No. 2022-05 or the Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement, and in conformance with Clause 9.1.2 of ISO 9001:2015 Quality Management System (QMS), the FPA shall implement Customer Satisfaction Measurement (CSM) surveys to gather feedback from clients and stakeholders as basis for improving implementation of regulatory services.

Moreover, FPA pushes for the CSM implementation as it is one of the Agency Accountabilities required for the grant of FY 2023 Performance-based Bonus (PBB) per Memorandum Circular No. 1 s. 2023 or the “Guidelines on the Grant of the Performance-based Bonus (PBB) for FY 2023 under Executive Order No. 80 s. 2012 and EO No. 201 s. 2016.”

Meanwhile, given its establishment as a target indicator in the Individual/ Division Performance Commitment Review (IPCR/DPCR), the FPA has required CSM Reports as a regular annual submission to serve as reference for validating client satisfaction ratings indicated by each Division/Unit in the physical accomplishments.

## **II. Scope**

### **a. Period covered**

FPA conducted the survey from January 1, 2023 until March 30, 2024 through online and paper-based. For 2023, only the external services of the agency both at the Central Office and Regional Field Units (RFUs) were surveyed.

The survey adopted elements from its Citizen/Client Satisfaction Survey feedback mechanism and integrated the CSM tool provided by ARTA. The CSM form included questions that solicited information about the clients' 1) demographic background; 2) external service availed from PIA; 3) awareness of the Citizen's Charter; 4) overall satisfaction and rating of PIA's service according to the

prescribed Service Quality Dimensions; 5) likelihood of repeat engagement and recommendation; and 6) suggestions to improve PIA's services. For ease of facilitation, each service has a corresponding CSM form. Images of the physical survey instrument appear in this report as INDEX A.

## b. Geographic and Office coverage

The Agency's external services under the following Divisions/Units were covered:

- Fertilizer Regulations Division
- Pesticide Regulatory Services Division
- Laboratory Services Division
- Planning, Management and Information Division
- 14 Regional Field Units (Region 1-12, CARAGA and CAR)

FPA also adhered to the eight Service Quality Dimensions (SQDs) required by ARTA:

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1. **Responsiveness** – I spent a reasonable amount of time for my transaction.
2. **Reliability** – The office followed the transaction's requirements and steps based on the information provided.
3. **Access and Facilities** – The steps (including payment) I needed to do for me transaction was easy and simple.
4. **Communication** – I easily found information about my transaction from the office or its website.
5. **Costs** – I paid a reasonable amount of fees for my transaction.
6. **Integrity** – I felt the office was fair to everyone, or "*walang palakasan*," during my transaction.
7. **Assurance** – I was treated courteously by the staff, and (if asked for help) the staff was helpful.
8. **Outcome** – I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.

**c. List of services surveyed, responses, and total number of transacting clients**

The services of the Fertilizer and Pesticide Authority (FPA) surveyed were the following:

<b>External Services</b>	<b>Responses</b>	<b>Total Transactions</b>
FRD - Fertilizer Certificate of Product Registration (CPR) for Local / Imported Products	347	<b>1,003</b>
FRD - Fertilizer Experimental Use Permit (EUP)	106	<b>129</b>
Fertilizer License to Operate (LTO) as Handler (Manufacturer/Importer/Distributor/Dealer/etc.)	302	<b>1,060</b>
FRD - Fertilizer VAT Exemption, Export, and Other Certificates	371	<b>1,752</b>
FRD - Other Fertilizer Regulatory Services	128	<b>228</b>
PRD - Pesticide Certificate of Product Registration (CPR)	138	<b>1,834</b>
PRD - Pesticide License to Operate (LTO)	32	<b>687</b>
PRD - Pesticide Experimental Use Permit (EUP)	20	<b>2,311</b>
PRD - Certificate Authorizing Importation of Pesticide (CAIP)	95	<b>5,351</b>
PRD - Other Pesticide Regulatory Services	34	<b>170</b>
LSD - Laboratory Analysis	91	<b>138</b>
LSD - Laboratory Recognition	3	<b>3</b>
LSD - Registration of Plant Incorporated Protectant	10	<b>46</b>
RFU - Issuance of License	2845	<b>4261</b>
RFU - Issuance of Warehouse Registration	692	<b>1,210</b>
PMID- Accreditation of Researcher, Safety Dispenser, RCO, and CPA	349	<b>3,780</b>
<b>External Service Total</b>	<b>5,563</b>	<b>23,963</b>

A total of 5,563 survey responses were received by the Agency from the total of 23,969 transactions for its external regulatory services during the period.

### III. Methodology:

The number of clients served per service varied. As such, some overrepresentation or under-representation was expected. Instead of a systematic random sampling, the survey used a convenience sampling method, a non-probability sampling method that relied on data collection from the population (FPA's external clients/customers) who were conveniently available to participate and provide feedback. The administration of the survey to all the clients served by each regional office was highly encouraged. Clients were invited to answer the feedback form voluntarily. This method was expected to result in an uneven distribution of respondents.

#### a. Mode of Survey Implementation

The FPA implemented three types of survey methods with breakdown as follows: 2,858 (51.34%) were online-based, 2,644 (47.49%) were paper-based, and 64 (1.15%) are other methods to include phone interviews, key informant interviews and focus group discussions (FGDs).

Type of Survey	External	Percentage
Paper-based	2644	47.49%
Online-based	2853	51.34%
Others	64	1.15%
Did not specify	2	0.02%

#### b. Feedback and Collection Mechanism

Clients may answer the CSM using the Google Form link <https://forms.gle/xDZRrD3fBgKeRcjw5> shared to them by the FPA Central Office. The Regional Field Units' clients also had the option of responding using the print version of the CSM forms which was prepared by the Planning, Management and Information Division (PMID). Authorized personnel from the PMID performed the data analysis in this report.

Through a Memorandum dated January 19, 2024, the FPA Central Office required all its operating Divisions and Units to submit their FY 2023 Customer Satisfaction Measurement (CSM) Report. To ensure meeting the required sampling size, all concerned were required to exert effort to gather feedback from clients with completed transactions last FY 2023 using various data gathering methods such as paper-survey questionnaire, email follow-ups, phone call, among others. Clients who completed multiple transaction shall have the opportunity to accomplish the CSM for each availed service.

The deadline for the report submission was set on March 22, 2024 which shall be submitted to the PMID through email at [iplayag.fpa@gmail.com](mailto:iplayag.fpa@gmail.com).

### c. Scoring system

The FPA adopted the 5-point Likert Scale with the following interpretation:

Scale	Rating
5	Strongly Agree
4	Agree
3	Neither Agree nor Disagree
2	Disagree
1	Strongly Disagree

The interpretation of the results are as follows:

Percentage	Rating
Below 60.0%	Poor
60.0% - 79.9%	Fair
80.0% - 89.9%	Satisfactory
90.0% - 94.9%	Very Satisfactory
95.0% - 100%	Outstanding

## IV. Data and Interpretation

### a. Client Demographic

For the age group of respondents, majority (36.84%) are within the 35-49 years old, followed by those in the 20-34 age group, 50-64 age group (17.35%) and 65 or higher age group (1.65%). There were 1,057 (18.99%) who did not specify their age group.

On the other hand, majority of the respondents are female (45.59%) and 39.86% are male. 810 respondents did not specify their sex.

<b>D1. Age and D2. Sex</b>	<b>External</b>	<b>Percentage</b>
1. 19 or lower	0	0%
2. 20-34	1401	25.17%
3. 35-49	2051	36.84%
4. 50-64	966	17.35%
5. 65 or higher	92	1.65%
6. Did not specify	1058	18.99%
1. Male	2,219	39.86%
2. Female	2,538	45.59%
3. Did not specify	811	14.55%

For the customer type, majority (71.19%) are from the business sector and few are citizens (1.89%) and from the government (0.50%). 1,471 or 26.42% did not indicate the industry they belong.

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<b>D2. Customer Type</b>	<b>External</b>	<b>Percentage</b>
D4. Citizen	105	1.89%
D4. Business	3963	71.19%
D4. Government	28	0.50%
D4. Did not specify	1472	26.42%

The table below show the breakdown of respondents based on the region where they are coming from. Many came from Region IV (17.47%) and Region III (14.47%), respectively:

<b>D3. Region</b>	<b>External</b>	<b>Percentage</b>
1. Region I	159	3.29%
2. Region II	169	3.49%
3. Region III	700	14.47%
4. Region IV	845	17.47%
6. Region V	348	7.20%
7. Region VI	195	4.03%
8. Region VII	250	5.17%
9. Region VIII	88	1.82%
10. Region IX	96	1.99%
11. Region X	183	3.78%
12. Region XII	461	9.53%
13. Region XIII	119	2.46%
14. NCR	326	6.74%
15. CAR	442	9.14%
17. Did not specify	455	9.41%



## b. Citizen's Charter results

A huge majority is aware of the Citizen's Charter (CC), but there are still 6.10% of the clients who do not know what a Citizen's Charter is and did not see FPA's CC.

Majority (74.10%) said that FPA's CC was easy to see, while a few said that it is difficult to see and not visible at all. Majority (92.50%) expressed that the Agency's CC helped very much in their transaction.

Citizen's Charter Answers	Responses	Percentage
<b><i>CC1. Which of the following describes your awareness of the CC?</i></b>		
1. I know what a CC is and I saw this office's CC.	<b>3,511</b>	<b>52.36%</b>
2. I know what a CC is but I did not see this office's CC.	<b>118</b>	<b>1.76%</b>
3. I learned of the CC only when I saw this office's CC.	<b>799</b>	<b>11.91%</b>
4. I do not know what a CC is and I did not see this office's CC.	<b>409</b>	<b>6.10%</b>
Did not specify	<b>731</b>	<b>10.89%</b>
<b><i>CC2. If aware of CC, would you say that the CC of this office was...?</i></b>		
1. Easy to see	<b>3,285</b>	<b>74.10%</b>
2. Somewhat easy to see	<b>1,104</b>	<b>24.90%</b>
3. Difficult to see	<b>9</b>	<b>0.20%</b>
4. Not visible at all	<b>35</b>	<b>0.79%</b>
<b><i>CC3. If aware of CC, how much did the CC help you in your transaction?</i></b>		
1. Helped very much	<b>3,417</b>	<b>92.50%</b>
2. Somewhat helped	<b>149</b>	<b>4.03%</b>
3. Did not help	<b>128</b>	<b>3.47%</b>

### c. Service Quality Dimension results

Respondents were mostly 'Very Satisfied' with their transactions with FPA, in terms of the Service Quality Dimensions, recording a score range of 4.84 (Access and Facilities) to 4.87 (Assurance). Overall satisfaction – based on their response to the statement, 'I am satisfied with the service that I availed' – received a 'Very Satisfied' mark at 4.88. Meanwhile, respondents rated the Cost dimension of their transaction with FPA at 4.87, still within the 'Very Satisfied' level. No FPA service garnered a rating of below 3.50.

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Rating
Responsiveness	5036	488	27	6	10	0	5567	<b>4.90</b>
Reliability	5030	494	27	6	10	0	5567	<b>4.87</b>
Access and Facilities	4618	673	48	9	6	0	5354	<b>4.84</b>
Communication	4840	434	30	13	6	0	5323	<b>4.86</b>
Costs	4770	522	54	8	5	0	5360	<b>4.87</b>
Integrity	4815	513	22	6	6	0	5362	<b>4.89</b>
Assurance	4913	414	22	9	4	0	5362	<b>4.91</b>
Outcome	4878	443	28	5	4	0	5358	<b>4.90</b>
<b>Overall</b>								<b>4.88</b>

### d. Overall score per service

The overall score per service suggests that the Agency obtained a "Very Satisfactory" rating of 4.88. Six (6) of the FPA's services achieved an "Outstanding" rating of 5 while the other services showed a "Very Satisfactory" rating from 4.62 to 4.9.

External Services	Overall Rating
FRD - Fertilizer Certificate of Product Registration (CPR) for Local / Imported Products	<b>4.85</b>
FRD - Fertilizer Experimental Use Permit (EUP)	<b>4.73</b>
FRD - Fertilizer License to Operate (LTO) as Handler (Manufacturer/Importer/Distributor/Dealer/etc.)	<b>4.73</b>
FRD - Fertilizer VAT Exemption, Export, and Other Certificates	<b>5</b>
FRD - Other Fertilizer Regulatory Services	<b>5</b>
PRD - Pesticide Certificate of Product Registration (CPR)	<b>4.81</b>
PRD - Pesticide License to Operate (LTO)	<b>4.62</b>
PRD - Pesticide Experimental Use Permit (EUP)	<b>5</b>

External Services	Overall Rating
PRD - Certificate Authorizing Importation of Pesticide (CAIP)	<b>4.95</b>
PRD - Other Pesticide Regulatory Services	<b>5</b>
LSD - Laboratory Analysis	<b>4.64</b>
LSD - Laboratory Recognition	<b>5</b>
LSD - Registration of Plant Incorporated Protectant	<b>5</b>
RFU - Issuance of License	<b>4.9</b>
RFU - Issuance of Warehouse Registration	<b>5</b>
PMID- Accreditation of Researcher, Safety Dispenser, RCO, and CPA	<b>4.78</b>
<b>Overall</b>	<b>4.88</b>

## V. Results of the Agency Action Plan reported in the previous year

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The FPA planned to continue to render better services to maintain its “Very Satisfactory” rating during the CY 2022. The Agency commits to maintain this rating for CY 2023.

Relative to the improvement of our services and process, the FPA aims to be recertified as ISO 9001:2015 Quality Management System (QMS) for CY 2024 and to maintain its ISO/IEC 17025:2017 for accreditation by the Philippine Accreditation Bureau (PAB) for its Quality Control and Laboratory Services.

## VI. Continuous Agency Improvement Plan for the following year

FPA commits to implement the following to improve the implementation of the Client Satisfaction Measurement (CSM) Report in compliance with the Ease of Doing Business Act:

- FPA will require the annual submission of CSM Reports to serve as reference for validating ratings indicated in respective physical accomplishments of all its Divisions/Units since it was included as a target indicator in the Individual/ Division Performance Commitment Review (IPCR/DPCR). Hence, it shall become a regular annual submission to serve as reference for validating ratings indicated in respective physical accomplishments. This is also to ensure the Agency is compliant to the CSM as one of the Agency Accountabilities required for the grant of FY 2023 Performance-based Bonus (PBB) per Memorandum Circular No. 1 s. 2023 or the “Guidelines on the Grant of the Performance-based Bonus

(PBB) for FY 2023 under Executive Order No. 80 s. 2012 and EO No. 201 s. 2016.”

- Since the CSM is part of the performance accomplishment targets and to ensure attainment of the sampling size requirement, each Division/Unit will be required to ask clients to immediately fill out survey forms upon the issuance of regulatory documents.
- To ensure the proper filling out of forms, FPA shall make effort to assist clients in answering both the online and paper-based survey questionnaire.
- Data consolidation is very challenging on the part of PMID since there are data inconsistencies. There are a lot of work needed for data preparation which includes doing data cleaning, organizing, sorting to make the data ready for modelling, visualization and analysis. To hurdle this, the different offices must undergo continuous orientation on how to properly fill out reporting templates.

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## VII. ANNEXES

### ANNEX 1. Clear images of CSM survey used

**CLIENT SATISFACTION MEASUREMENT (CSM) SURVEY**

This Client Satisfaction Measurement (CSM) tracks the customers' experience of transacting with government offices. Your feedback will help us improve our public service delivery. Rest assured that personal information shared will be kept confidential in compliance with the Data Privacy Act. You have the right not to answer this form.

Client type: ☐ Citizen ☐ Business ☐ Government (Employee or another agency)  
 Date: \_\_\_\_\_ Sex: ☐ Male ☐ Female Age: \_\_\_\_\_ Region of Residence: \_\_\_\_\_

**INSTRUCTIONS:** Please put a checkmark (✓) on the box of the service you have availed/acquired.

**SERVICES (FOR EXTERNAL CLIENTS)**

<input type="checkbox"/> FPD - Fertilizer Certificate of Product Registration (CPR)	<input type="checkbox"/> BCI - Registration of Plant Incorporated Protectant
<input type="checkbox"/> FPD - Fertilizer License to Operate (LTO) as Fertilizer Handler	<input type="checkbox"/> PMED - Accreditation of Researchers, Safety Dispenser, ARCO, and CPA
<input type="checkbox"/> FPD - Fertilizer Experimental Use Permit (EUP)	<input type="checkbox"/> FAD - Cashiering/ Payment
<input type="checkbox"/> FPD - VAT Exemption Certificate	<input type="checkbox"/> FAD - Central Receiving/ Mailing
<input type="checkbox"/> FPD - Other Fertilizer Regulatory Services	<input type="checkbox"/> FAD - Human Resources
<input type="checkbox"/> FPD - Pesticide Registration	<input type="checkbox"/> SAC - Purchasing
<input type="checkbox"/> FPD - Pesticide License	<input type="checkbox"/> OED - Legal Service/Assistance
<input type="checkbox"/> FPD - Pesticide Experimental Use Permit	<input type="checkbox"/> OED - POC Services
<input type="checkbox"/> FPD - Certificate Authorizing Importation of Pesticide	<input type="checkbox"/> PMED - Accreditation of Training Association
<input type="checkbox"/> FPD - Other Pesticide Regulatory Services	<input type="checkbox"/> PMED - Online Administration of FPA Exams and Release of
<input type="checkbox"/> LID - Laboratory Analysis	<input type="checkbox"/> FAD - Fertilizer
<input type="checkbox"/> LID - Laboratory Recognition	<input type="checkbox"/> OTHERS, please specify _____
<input type="checkbox"/> LID - Permit to Purchase Methyl Bromide	

**AWARENESS OF FPA'S CITIZEN'S CHARTER.** The Citizen's Charter is one of the primary tools that government agencies use to communicate their service standards on the delivery of government services to their citizens or clients. We would like to know your awareness of our Citizen's Charter.

CC1 Which of the following best describes your awareness of a Citizen's Charter (CC)?  
☐ 1. I know what a CC is and I saw this office's CC. ☐ 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)  
☐ 2. I know what a CC is but I did NOT see this office's CC.  
☐ 3. I learned of the CC only when I saw this office's CC.

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?  
☐ 1. Easy to see ☐ 2. Somewhat easy to see  
☐ 3. Difficult to see ☐ 5. N/A  
☐ 4. Not visible at all

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?  
☐ 1. Helped very much ☐ 3. Did not help  
☐ 2. Somewhat helped ☐ 4. N/A

**INSTRUCTIONS:** Please put a checkmark (✓) on the column that corresponds to your answer.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A
My requested service is delivered in a timely manner (Responsiveness)						
The procedures of services are clearly indicated in the Citizen's Charter displayed in the lobby (Reliability)						
The facilities are easily accessible and convenient for transactions (Access and facilities)						
My queries/ needs are answered in a language that can be easily understood (Communication)						
I paid an acceptable amount of fees for my transaction (Costs)						
The FPA personnel is honest and fair in his/her delivery of the FPA programs/services (Integrity)						
The FPA personnel is knowledgeable, understanding, and helpful with the citizen/ client's needs (Assurance)						
I am satisfied with the service rendered (Outcome)						

Suggestions on how we can further improve our services (optional): \_\_\_\_\_

Email address (optional): \_\_\_\_\_

*Managangang Agrikultura, Masamang Ekonomiya*

**CLIENT SATISFACTION MEASUREMENT (CSM) SURVEY**

This Client Satisfaction Measurement (CSM) tracks the customers' experience of transacting with government offices. Your feedback will help us improve our public service delivery. Rest assured that personal information shared will be kept confidential in compliance with the Data Privacy Act. You have the right not to answer this form.

Client type: ☐ Citizen ☐ Business ☐ Government (Employee or another agency)  
 Date: \_\_\_\_\_ Sex: ☐ Male ☐ Female Age: \_\_\_\_\_ Region of Residence: \_\_\_\_\_

**INSTRUCTIONS:** Please put a checkmark (✓) on the box of the service you have availed/acquired.

**SERVICES (FOR EXTERNAL CLIENTS OF REGIONAL FIELD UNITS)**

☐ Licensing ☐ Warehouse Registration ☐ OTHERS, please specify \_\_\_\_\_

**AWARENESS OF FPA'S CITIZEN'S CHARTER.** The Citizen's Charter is one of the primary tools that government agencies use to communicate their service standards on the delivery of government services to their citizens or clients. We would like to know your awareness of our Citizen's Charter.

CC1 Which of the following best describes your awareness of a Citizen's Charter (CC)?  
☐ 1. I know what a CC is and I saw this office's CC. ☐ 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)  
☐ 2. I know what a CC is but I did NOT see this office's CC.  
☐ 3. I learned of the CC only when I saw this office's CC.

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?  
☐ 1. Easy to see ☐ 2. Somewhat easy to see  
☐ 3. Difficult to see ☐ 5. N/A  
☐ 4. Not visible at all

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?  
☐ 1. Helped very much ☐ 3. Did not help  
☐ 2. Somewhat helped ☐ 4. N/A

**INSTRUCTIONS:** Please put a checkmark (✓) on the column that corresponds to your answer.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A
My requested service is delivered in a timely manner (Responsiveness)						
The procedures of services are clearly indicated in the Citizen's Charter displayed in the lobby (Reliability)						
The facilities are easily accessible and convenient for transactions (Access and facilities)						
My queries/ needs are answered in a language that can be easily understood (Communication)						
I paid an acceptable amount of fees for my transaction (Costs)						
The FPA personnel is honest and fair in his/her delivery of the FPA programs/services (Integrity)						
The FPA personnel is knowledgeable, understanding, and helpful with the citizen/ client's needs (Assurance)						
I am satisfied with the service rendered (Outcome)						

Suggestions on how we can further improve our services (optional): \_\_\_\_\_

Email address (optional): \_\_\_\_\_

*Managangang Agrikultura, Masamang Ekonomiya*

**ANNEX 2. List including central, regional, and satellite offices covered  
(if consolidated)**

Office	Address	Contact Information
<b>CENTRAL OFFICE</b>		
Fertilizer Regulations Division (FRD)	1 <sup>st</sup> Floor, FPA Building, Bureau of Animal Industry Compound, Brgy. Vásra, Diliman, Quezon City	frsdguardians@gmail.com 8441-16-01
Pesticide Regulations Division (PRD)	1 <sup>st</sup> Floor, FPA Building, Bureau of Animal Industry Compound, Brgy. Vásra, Diliman, Quezon City	fpa.prd2@gmail.com 8922-33-68
Laboratory Services Division (PRD)	3 <sup>rd</sup> Floor, FPA Building, Bureau of Animal Industry Compound, Brgy. Vásra, Diliman, Quezon City	fpa.lsd@gmail.com 8920-84-49
Office of the Executive Director (OED)	2 <sup>nd</sup> Floor, FPA Building, Bureau of Animal Industry Compound, Brgy. Vásra, Diliman, Quezon City	fpa.oed@gmail.com 8426-15-72
Planning, Management and Information Division (PMID)	3 <sup>rd</sup> Floor, FPA Building, Bureau of Animal Industry Compound, Brgy. Vásra, Diliman, Quezon City	pmid.fpa@gmail.com 8920-85-73
Field Operations Coordinating Unit (FOCU)	2 <sup>nd</sup> Floor, FPA Building, Bureau of Animal Industry Compound, Brgy. Vásra, Diliman, Quezon City	fpa.fod@rocketmail.com 8927-36-47

Office	Address	Contact Information
Human Resources Unit /Property Unit (HR/Property)	2 <sup>nd</sup> Floor, FPA Building, Bureau of Animal Industry Compound, Brgy. Vasra, Diliman, Quezon City	dflavier.fpa@gmail.com (HR) fpa77property@gmail.com (Property) 8920-82-38
Cashier	1 <sup>st</sup> Floor, FPA Building, Bureau of Animal Industry Compound, Brgy. Vasra, Diliman, Quezon City	jranola.fpa@gmail.com 8426-50-58
Finance/Budget Section	2 <sup>nd</sup> Floor, FPA Building, Bureau of Animal Industry Compound, Brgy. Vasra, Diliman, <small>SAMPLE</small> Quezon City	fpafinance.fpa@gmail.com 8928-25-36
<b>REGIONAL FIELD UNITS (RFU)</b>		
RFU CAR	2nd Floor Caoili Bldg, Km 10 Shilan, La Trinidad, Benguet	fpa.regioncar.07218@gmail.com
RFU I	1st Floor Department of Agriculture, Aguila Road, Sevilla, San Fernando City, La Union	fparegion1@gmail.com
RFU II	DA-CVIAL Compound, BAI Bldg., RII Regional Center, Carig Sur, Tuguegarao City, Cagayan	cagayanvalley.fpa@gmail.com (078) 255 4491
RFU III	Department of Agriculture – Regulatory Division, Brgy. Sto. Nino, City of San Fernando, Pampanga	fpa_r3@yahoo.com
RFU IV	DA LARES compound, Maraouy, Lipa City, Batangas	fparegioniv@gmail.com (04) 39813048
RFU V	DA-RFO5 Compound, San Agustin, Pili, Camarines Sur	fpa.bicol5@gmail.com (05) 48819815

Office	Address	Contact Information
RFU VI	DA Field Unit VI, Parola, Iloilo City	fpa6westernvisayas@gmail.com (03) 3370611
RFU VII	Mandaue Experiment Station, DA-RFO 7 MES Complex Maguikay Mandaue City	fpa_cebu@yahoo.com
RFU VIII	2nd Floor, Rm 4 CEBU CFI Community Cooperative, Guinapondan, Palo Leyte	fparegionalofficeviii@gmail.com (053) 8884819
RFU IX	Caperig Bldg., Sabate St., Sto. Niño, Pagadian City	fpar_ix@yahoo.com
RFU X	Ajland Dev't Corp. Cugman, Cagayan De Oro City	fpa_x@yahoo.com
RFU XI	Suite No. 9 Granland Business Center, R. Castillo St. Agdao, Davao City	fpaxidavao@gmail.com (082) 2214176
RFU XII	2nd Floor, KL Lucena Realty Bldg., Alunan Ave., Koronadal City	region12.fpa@gmail.com (083) 8778661
RFU Caraga	Door 3, SBR Apartment, Fernandez Homesite, Libertad, Butuan City	dsnfpa@yahoo.com.ph (082) 2214176
RFU NCR	3 <sup>rd</sup> Floor, FPA Building, Bureau of Animal Industry Compound, Brgy. Vasra, Diliman, Quezon City	fpa.ncrregionaloffice@gmail.com 8920-85-73



### ANNEX 3. CSM results of each Central, Regional, and Satellite Office (if consolidated)

#### 1. Central Office

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1252	61.80 %
2. I know what a CC is but I did not see this office's CC.	99	4.89%
3. I learned of the CC only when I saw this office's CC.	137	6.76%
4. I do not know what a CC is and I did not see this office's CC.	114	5.63%
5. Did not specify	424	20.93%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1196	59.03%
2. Somewhat easy to see	253	12.49%
3. Difficult to see	16	0.79%
4. Not visible at all	31	1.53%
5. Did not specify	530	26.16%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1241	61.25%
2. Somewhat helped	214	10.56%
3. Did not help	46	2.27%
4. Did not specify	525	25.91%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Rating
Responsiveness	8330	1276	81	12	8	9707	19414	99.48%
Reliability	8245	1298	86	13	14	9656	19312	99.41%
Access and Facilities	8223	1294	82	18	13	9630	19260	99.41%
Communication	8273	1304	84	13	13	9687	19374	99.43%
Costs	8192	1303	89	21	18	9623	19246	99.33%
Integrity	8281	1315	93	17	19	9725	19450	99.34%
Assurance	8276	1318	91	15	19	9719	19438	99.36%
Outcome	8254	1318	95	14	18	9699	19398	99.35%
<b>Overall</b>	<b>66074</b>	<b>10426</b>	<b>701</b>	<b>123</b>	<b>122</b>	<b>77446</b>	<b>154892</b>	<b>99.39%</b>

External Services	Responses	Total Transactions
FRD - Fertilizer Certificate of Product Registration (CPR) for Local / Imported Products	347	1,003
FRD - Fertilizer Experimental Use Permit (EUP)	106	129
FRD - Fertilizer License to Operate (LTO) as Handler (Manufacturer/Importer/Distributor/Dealer/etc.)	302	1,060
FRD - Fertilizer VAT Exemption, Export, and Other Certificates	371	1,752
FRD - Other Fertilizer Regulatory Services	128	228
PRD - Certificate Authorizing Importation of Pesticide (CAIP)	95	1,834
PRD - Other Pesticide Regulatory Services	34	687
PRD - Pesticide Certificate of Product Registration (CPR)	138	2,311
PRD - Pesticide Experimental Use Permit (EUP)	20	5,351
PRD - Pesticide License to Operate (LTO)	32	170

LSD - Laboratory Analysis	91	138
LSD - Registration of Plant Incorporated Protectant	10	3
LSD - Laboratory Recognition	3	46
PMID – Accreditation of Researcher, Safety Dispenser, RCO, and CPA	349	3,780
Did not specify	1180	
<b>External Service Total</b>	<b>3206</b>	<b>18492</b>

## 2. FPA Regional Field Unit 1

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	43	31.85 %
2. I know what a CC is but I did not see this office's CC.	0	4.89%
3. I learned of the CC only when I saw this office's CC.	92	68.15%
4. I do not know what a CC is and I did not see this office's CC.	0	0%
5. Did not specify	0	0%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	107	79.26%
2. Somewhat easy to see	0	0%
3. Difficult to see	28	20.74%
4. Not visible at all	0	0%
5. Did not specify	0	0%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	135	100%
2. Somewhat helped	0	0%
3. Did not help	0	0%
4. Did not specify	0	0%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Rating
Responsiveness	675	0	0	0	0	0	675	100%
Reliability	675	0	0	0	0	0	675	100%
Access and Facilities	673	0	0	0	0	0	673	100%
Communication	675	0	0	0	0	0	675	100%
Costs	675	0	0	0	0	0	675	100%
Integrity	675	0	0	0	0	0	675	100%
Assurance	675	0	0	0	0	0	675	100%
Outcome	675	0	0	0	0	0	675	100%
<b>Overall</b>	<b>5398</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5398</b>	<b>100%</b>

External Services	Responses	Total Transactions
RFU- Issuance of License	91	509
RFU- Issuance of Warehouse Registration	44	57
<b>Total External Service</b>	<b>135</b>	<b>566</b>

## 3. FPA Regional Field Unit CAR

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	41	100 %
2. I know what a CC is but I did not see this office's CC.	0	0%
3. I learned of the CC only when I saw this office's CC.	0	0%
4. I do not know what a CC is and I did not see this office's CC.	0	0%

5. Did not specify	0	0%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	41	100%
2. Somewhat easy to see	0	0%
3. Difficult to see	0	0%
4. Not visible at all	0	0%
5. Did not specify	0	0%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	41	100%
2. Somewhat helped	0	0%
3. Did not help	0	0%
4. Did not specify	0	0%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Rating
Responsiveness	200	4	0	0	0	0	204	100%
Reliability	200	4	0	0	0	0	204	100%
Access and Facilities	196	4	0	0	0	0	200	100%
Communication	198	4	0	0	0	0	202	100%
Costs	200	4	0	0	0	0	204	100%
Integrity	200	4	0	0	0	0	204	100%
Assurance	200	4	0	0	0	0	204	100%
Outcome	200	4	0	0	0	0	204	100%
<b>Overall</b>	<b>1594</b>	<b>32</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1626</b>	<b>100.00%</b>

External Services	Responses	Total Transactions
RFU- Issuance of License	40	156
RFU- Issuance of Warehouse Registration	1	13
Total External Service	41	169

#### 4. FPA Regional Field Unit 2

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	128	100%
2. I know what a CC is but I did not see this office's CC.	0	0%
3. I learned of the CC only when I saw this office's CC.	0	0%
4. I do not know what a CC is and I did not see this office's CC.	0	0%
5. Did not specify	0	0%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	128	100%
2. Somewhat easy to see	0	0%
3. Difficult to see	0	0%
4. Not visible at all	0	0%
5. Did not specify	0	0%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	128	100%
2. Somewhat helped	0	0%
3. Did not help	0	0%
4. did not specify	0	0%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Rating
Responsiveness	625	12	1	0	0	0	637	100%
Reliability	624	11	1	0	0	0	635	100%
Access and Facilities	625	11	0	0	0	0	636	100%
Communication	623	12	1	0	0	0	635	100%
Costs	624	13	0	0	0	0	637	100%
Integrity	625	13	0	0	0	0	638	100%
Assurance	624	13	1	0	0	0	637	100%
Outcome	625	13	0	0	0	0	638	100%
<b>Overall</b>	<b>4995</b>	<b>98</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5093</b>	<b>100.00%</b>

External Services	Responses	Total Transactions
RFU- Issuance of License	125	425
RFU- Issuance of Warehouse Registration	3	46
Total External Service	128	471

## 5. FPA Regional Field Unit 3

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	132	22.34 %
2. I know what a CC is but I did not see this office's CC.	0	0%
3. I learned of the CC only when I saw this office's CC.	458	77.50%
4. I do not know what a CC is and I did not see this office's CC.	0	0%
5. Did not specify	1	0.17%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	543	91.88%
2. Somewhat easy to see	0	0%
3. Difficult to see	0	7.95%
4. Not visible at all	0	0%
5. Did not specify	1	0.17%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	590	99.83%
2. Somewhat helped	0	0%
3. Did not help	0	0%
4. did not specify	1	0.17%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Rating
Responsiveness	2955	0	0	0	0	0	2955	100%
Reliability	2955	0	0	0	0	0	2955	100%
Access and Facilities	2950	0	3	0	0	0	2953	99.93%
Communication	2955	0	0	0	0	0	2955	100%
Costs	2955	0	0	0	0	0	2955	100%
Integrity	2948	0	0	0	0	0	2948	99.76%
Assurance	2955	0	0	0	0	0	2955	100%
Outcome	2955	0	0	0	0	0	2955	100%
<b>Overall</b>	<b>23628</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>23628</b>	<b>100%</b>

External Services	Responses	Total Transactions
RFU- Issuance of License	404	405
RFU- Issuance of Warehouse Registration	186	186
Did not specify	1	
<b>Total External Service</b>	<b>591</b>	<b>591</b>

## 6. FPA Regional Field Unit 4

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	157	61.33%
2. I know what a CC is but I did not see this office's CC.	3	1.17%
3. I learned of the CC only when I saw this office's CC.	8	3.13%
4. I do not know what a CC is and I did not see this office's CC.	84	32.81%
5. Did not specify	4	1.56%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	156	60.94%
2. Somewhat easy to see	9	3.52%
3. Difficult to see	3	1.17%
4. Not visible at all	88	34.38%
5. Did not specify	0	0%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	154	60.16%
2. Somewhat helped	11	4.30%
3. Did not help	3	1.17%
4. Did not specify	88	34.38%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Rating
Responsiveness	1250	24	0	0	0	0	1274	100%
Reliability	1245	27	0	0	0	0	1272	100%
Access and Facilities	1220	26	0	0	0	0	1246	100%
Communication	1244	26	0	0	0	0	1270	100%
Costs	1234	27	0	0	0	0	1261	100%
Integrity	1248	27	0	0	0	0	1275	100%
Assurance	1248	26	0	0	0	0	1274	100%
Outcome	1250	26	0	0	0	0	1276	100%
<b>Overall</b>	<b>9939</b>	<b>209</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10148</b>	<b>100%</b>

External Services	Responses	Total Transactions
RFU- Issuance of License	241	408
RFU- Issuance of Warehouse Registration	15	191
<b>Total External Service</b>	<b>256</b>	<b>599</b>

## 7. FPA Regional Field Unit 5

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	79	27.92%
2. I know what a CC is but I did not see this office's CC.	2	0.71%
3. I learned of the CC only when I saw this office's CC.	20	7.07%

4. I do not know what a CC is and I did not see this office's CC.	0	0%
5. Did not specify	182	64.31%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	100	35.34%
2. Somewhat easy to see	0	0%
3. Difficult to see	0	0%
4. Not visible at all	0	0%
5. Did not specify	183	64.66%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	98	34.63%
2. Somewhat helped	2	10.71%
3. Did not help	0	0%
4. did not specify	183	64.66%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Rating
Responsiveness	1325	72	0	0	0	0	1397	100%
Reliability	1322	75	0	0	0	0	1397	100%
Access and Facilities	1300	75	0	0	0	0	1375	100%
Communication	1323	80	0	0	0	0	1403	100%
Costs	1307	76	0	0	0	0	1383	100%
Integrity	1323	80	0	0	0	0	1403	100%
Assurance	1324	81	0	0	0	0	1405	100%
Outcome	1325	78	0	0	0	0	1403	100%
<b>Overall</b>	<b>10549</b>	<b>617</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>11166</b>	<b>100%</b>

External Services	Responses	Total Transactions
RFU- Issuance of License	267	325
RFU- Issuance of Warehouse Registration	16	34
<b>Total External Service</b>	<b>283</b>	<b>359</b>

## 8. FPA Regional Field Unit 6

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	174	100%
2. I know what a CC is but I did not see this office's CC.	0	0%
3. I learned of the CC only when I saw this office's CC.	0	0%
4. I do not know what a CC is and I did not see this office's CC.	0	0%
5. Did not specify	0	0%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	0	0%
2. Somewhat easy to see	174	100%
3. Difficult to see	0	0%
4. Not visible at all	0	0%
5. Did not specify	0	0%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	0	0
2. Somewhat helped	174	100%
3. Did not help	0	0%
4. did not specify	0	0%

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Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Rating
Responsiveness	810	48	0	0	0	0	858	100%
Reliability	707	56	0	0	0	0	763	100%
Access and Facilities	782	60	0	0	0	0	842	100%
Communication	807	48	0	0	0	0	855	100%
Costs	782	60	0	0	0	0	842	100%
Integrity	700	52	0	0	0	0	752	100%
Assurance	798	56	0	0	0	0	854	100%
Outcome	798	52	0	0	0	0	850	100%
<b>Overall</b>	<b>6184</b>	<b>432</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6616</b>	<b>100%</b>

External Services	Responses	Total Transactions
RFU- Issuance of License	174	283
RFU- Issuance of Warehouse Registration	0	75
<b>Total External Service</b>	<b>174</b>	<b>358</b>

SAMPLE

## 9. FPA Regional Field Unit 7

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	41	18.64%
2. I know what a CC is but I did not see this office's CC.	0	0%
3. I learned of the CC only when I saw this office's CC.	0	0%
4. I do not know what a CC is and I did not see this office's CC.	60	22.27%
5. Did not specify	119	54.09%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	40	18.18%
2. Somewhat easy to see	1	0.45%
3. Difficult to see	0	0%
4. Not visible at all	0	0%
5. Did not specify	179	81.36%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	38	17.27%
2. Somewhat helped	3	1.36%
3. Did not help	0	0%
4. Did not specify	179	81.36%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Rating
Responsiveness	1100	0	0	0	0	0	1100	100%
Reliability	1098	0	0	0	0	0	1098	100%
Access and Facilities	1100	0	0	0	0	0	1100	100%
Communication	1098	0	0	0	0	0	1098	100%
Costs	1100	0	0	0	0	0	1100	100%
Integrity	1100	0	0	0	0	0	1100	100%
Assurance	1100	0	0	0	0	0	1100	100%
Outcome	1100	0	0	0	0	0	1100	100%
<b>Overall</b>	<b>8796</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8796</b>	<b>100%</b>

External Services	Responses	Total Transactions
RFU- Issuance of License	167	167
RFU- Issuance of Warehouse Registration	48	65
<b>Total External Service</b>	<b>220</b>	<b>232</b>

## 10. FPA Regional Field Unit 8

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	81	100%
2. I know what a CC is but I did not see this office's CC.	0	0%
3. I learned of the CC only when I saw this office's CC.	0	0%
4. I do not know what a CC is and I did not see this office's CC.	0	0%
5. Did not specify	0	0%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	48	59.26%
2. Somewhat easy to see	33	40.74%
3. Difficult to see	0	0%
4. Not visible at all	0	0%
5. Did not specify	0	0%
SAMPLE		
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	67	82.72%
2. Somewhat helped	14	17.28%
3. Did not help	0	0%
4. did not specify	525	0%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Rating
Responsiveness	405	0	0	0	0	0	405	100%
Reliability	405	0	0	0	0	0	405	100%
Access and Facilities	405	0	0	0	0	0	405	100%
Communication	405	0	0	0	0	0	405	100%
Costs	405	0	0	0	0	0	405	100%
Integrity	405	0	0	0	0	0	405	100%
Assurance	405	0	0	0	0	0	405	100%
Outcome	405	0	0	0	0	0	405	100%
<b>Overall</b>	<b>3240</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3240</b>	<b>100%</b>

External Services	Responses	Total Transactions
RFU- Issuance of License	77	187
RFU- Issuance of Warehouse Registration	4	11
<b>Total External Service</b>	<b>81</b>	<b>198</b>

## 11. FPA Regional Field Unit 9

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	75	80.65 %
2. I know what a CC is but I did not see this office's CC.	0	0%
3. I learned of the CC only when I saw this office's CC.	18	19.35%
4. I do not know what a CC is and I did not see this office's CC.	0	0%
5. Did not specify	0	0%



CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	88	94.62%
2. Somewhat easy to see	5	5.38%
3. Difficult to see	0	0%
4. Not visible at all	0	0%
5. Did not specify	0	0%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	68	73.12%
2. Somewhat helped	16	17.20%
3. Did not help	9	9.68%
4. did not specify	0	0%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Rating
Responsiveness	410	44	0	0	0	0	454	100%
Reliability	404	50	0	0	0	0	454	100%
Access and Facilities	406	53	0	0	0	0	459	100%
Communication	405	53	0	0	0	0	458	100%
Costs	403	53	0	0	0	0	456	100%
Integrity	408	53	0	0	0	0	461	100%
Assurance	409	53	0	0	0	0	462	100%
Outcome	407	53	0	0	0	0	460	100%
<b>Overall</b>	<b>3252</b>	<b>412</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3664</b>	<b>100%</b>

External Services	Responses	Total Transactions
RFU- Issuance of License	91	173
RFU- Issuance of Warehouse Registration	2	15
<b>Total External Service</b>	<b>93</b>	<b>188</b>

## 12. FPA Regional Field Unit 10

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	177	100%
2. I know what a CC is but I did not see this office's CC.	0	0%
3. I learned of the CC only when I saw this office's CC.	0	0%
4. I do not know what a CC is and I did not see this office's CC.	0	0%
5. Did not specify	0	0%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	177	100%
2. Somewhat easy to see	0	0%
3. Difficult to see	0	0%
4. Not visible at all	0	0%
5. Did not specify	0	0%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	176	99.44%
2. Somewhat helped	1	0.56%
3. Did not help	0	0%
4. did not specify	0	0%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Rating
Responsiveness	1104	132	0	0	0	0	857	100%
Reliability	1066	171	0	0	0	0	880	100%
Access and Facilities	1066	168	0	0	0	0	826	100%
Communication	1098	135	0	0	0	0	878	100%
Costs	1053	175	0	0	0	0	884	100%
Integrity	1099	141	0	0	0	0	880	100%
Assurance	1092	146	0	0	0	0	879	100%
Outcome	1082	153	0	0	0	0	870	100%
<b>Overall</b>	<b>8660</b>	<b>1221</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6954</b>	<b>100%</b>

External Services	Responses	Total Transactions
RFU- Issuance of License	111	210
RFU- Issuance of Warehouse Registration	66	131
<b>Total External Service</b>	<b>177</b>	<b>341</b>

### 13. FPA Regional Field Unit 11

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	538	81.76%
2. I know what a CC is but I did not see this office's CC.	0	0%
3. I learned of the CC only when I saw this office's CC.	120	18.24%
4. I do not know what a CC is and I did not see this office's CC.	0	0%
5. Did not specify	0	0%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	521	79.18%
2. Somewhat easy to see	119	18.09%
3. Difficult to see	18	2.74%
4. Not visible at all	0	0%
5. Did not specify	0	0%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	538	81.76%
2. Somewhat helped	120	18.24%
3. Did not help	0	0%
4. did not specify	0	0%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Rating
Responsiveness	3200	72	0	0	0	0	3272	100%
Reliability	3183	77	0	0	0	0	3260	100%
Access and Facilities	3171	75	0	0	0	0	3246	100%
Communication	3190	81	0	0	0	0	3271	100%
Costs	3187	79	0	0	0	0	3266	100%
Integrity	3199	81	0	0	0	0	3280	100%
Assurance	3196	81	0	0	0	0	3277	100%
Outcome	3200	81	0	0	0	0	3281	100%
<b>Overall</b>	<b>25526</b>	<b>627</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>26153</b>	<b>100%</b>

External Services	Responses	Total Transactions
RFU- Issuance of License	419	505
RFU- Issuance of Warehouse Registration	239	305
<b>Total External Service</b>	<b>658</b>	<b>810</b>

#### 14. FPA Regional Field Unit 12

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	448	100 %
2. I know what a CC is but I did not see this office's CC.	0	0%
3. I learned of the CC only when I saw this office's CC.	0	0%
4. I do not know what a CC is and I did not see this office's CC.	0	0%
5. Did not specify	0	0%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	0	0%
2. Somewhat easy to see	448	100%
3. Difficult to see	0	0%
4. Not visible at all	0	0%
5. Did not specify	0	0%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	0	0%
2. Somewhat helped	448	100%
3. Did not help	0	0%
4. did not specify	0	0%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Rating
Responsiveness	2075	132	0	0	0	0	2207	100%
Reliability	2067	153	0	0	0	0	2220	100%
Access and Facilities	2044	149	0	0	0	0	2193	100%
Communication	2075	165	0	0	0	0	2240	100%
Costs	2075	165	0	0	0	0	2240	100%
Integrity	2075	165	0	0	0	0	2240	100%
Assurance	2075	165	0	0	0	0	2240	100%
Outcome	2075	165	0	0	0	0	2240	100%
<b>Overall</b>	<b>16561</b>	<b>1259</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>17820</b>	<b>100%</b>

External Services	Responses	Total Transactions
RFU- Issuance of License	381	381
RFU- Issuance of Warehouse Registration	12	12
<b>Total External Service</b>	<b>393</b>	<b>393</b>

#### 15. FPA Regional Field Unit CARAGA

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	25	22.94 %
2. I know what a CC is but I did not see this office's CC.	3	2.75%
3. I learned of the CC only when I saw this office's CC.	39	35.78%
4. I do not know what a CC is and I did not see this office's CC.	42	38.53%
5. Did not specify	0	0%

CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	64	58.72%
2. Somewhat easy to see	2	1.83%
3. Difficult to see	1	0.92%
4. Not visible at all	0	0%
5. Did not specify	42	38.53%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	62	56.88%
2. Somewhat helped	3	2.75%
3. Did not help	0	0%
4. did not specify	44	40.37%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Rating
Responsiveness	505	32	0	0	0	0	537	100%
Reliability	504	33	0	0	0	0	537	100%
Access and Facilities	501	34	0	0	0	0	535	100%
Communication	502	34	0	0	0	0	536	100%
Costs	505	35	0	0	0	0	540	100%
Integrity	501	35	0	0	0	0	536	100%
Assurance	504	37	0	0	0	0	541	100%
Outcome	505	35	0	0	0	0	540	100%
<b>Overall</b>	<b>4027</b>	<b>275</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4302</b>	<b>100%</b>

External Services	Responses	Total Transactions
RFU- Issuance of License	103	142
RFU- Issuance of Warehouse Registration	6	17
<b>Total External Service</b>	<b>109</b>	<b>159</b>