

Fertilizer and Pesticide Authority

Client Satisfaction Measurement Report

Consolidated

2024 (1st Edition)

TABLE OF CONTENTS

I. Overview:	1
II. Scope:	1
a. Period Covered	1
b. Geographic and Office coverage	2
c. List of services, responses, and total number of transacting clients	2
III. Methodology:	5
a. Mode of Survey Implementation	5
b. Feedback and Collection Mechanism	5
IV. Data and Interpretation	6
A. Demographic Profile	6
B. Count of CC and SQD results	8
C. Overall score per service	11
V. Results of the Agency Action Plan reported in the previous:	13
VI. Continuous Agency Improvement Plan for the following year:	14
ANNEX A. Survey Questionnaire/s Used	15
CSM Survey for External Services (FPA Central Office)	15
CSM Survey for Internal Services (FPA Central Office)	16
CSM Survey for External Services (FPA Regional Field Units/RFU)	16
ANNEX B. List of Regional and Satellite Offices (If Consolidated Report)	18
ANNEX C. CSM Results Per Office (If Consolidated Report)	19

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 Republic Act 11032, or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, and in conformance with Clause 9.1.2 of ISO 9001:2015 Quality Management System (QMS), the FPA continues to implement the Customer Satisfaction Measurement (CSM) surveys. These surveys aim to gather feedback from clients and stakeholders as a basis for improving the implementation of regulatory services, in line with the Anti-Red Tape Authority (ARTA) Memorandum Circular No. 2022-05, which outlines the guidelines for the Harmonized Client Satisfaction Measurement, as amended.

Given its establishment as a target indicator in the Individual/Division Performance Commitment Review (IPCR/DPCR) and as part of the documents required under the Documented Information of the FPA Quality Management System (QMS), the FPA has mandated the regular annual submission of CSM Reports. These reports serve as a reference for validating the client satisfaction ratings indicated by each Division/Unit in their physical accomplishments. Furthermore, the FPA reiterated the implementation of the CSM and the use of updated forms through FPA Administrative Order No. 03, Series of 2024, titled “*Guidelines on the Submission of Client Satisfaction Measurement (CSM) Report.*”

For the fiscal year 2024, the highlights of the results of FPA’s client measurement are as follows:

Measure	Score
CC Awareness:	95.68%
CC Visibility:	91.55%
CC Helpfulness:	92.08%
Response Rate:	32.24%
Overall Score:	98.42%

Table 1.1 FY 2024 CSM Results

II. Scope:

a. Period Covered

FPA conducted the survey from January 1, 2024 until March 17, 2025 through online and paper-based. For 2024, the external and internal 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) service availed from FPA; 3) awareness of the Citizen's Charter; 4) overall satisfaction and rating of FPA's service according to the prescribed Service Quality Dimensions; 5) likelihood of repeat engagement and recommendation; and 6) suggestions to improve FPA's services. For ease of facilitation, internal, external, and RFUs services each have a corresponding CSM form. Images of the physical survey instrument presented in this report as INDEX A.

b. Geographic and Office coverage

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

- Fertilizer Regulations Division (FRD)
- Pesticide Regulatory Services Division (PRD)
- Laboratory Services Division (LSD)
- Planning, Management and Information Division (PMID)
- Office of the Executive (OED) - Legal Unit and Field Operations Coordinating Unit (FOCU)
- Finance and Administrative Division (FAD)
- 15 Regional Field Units (Region 1-12, CARAGA, NCR, and CAR)

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

1. **Responsiveness** – My requested service is delivered in a timely manner.
2. **Reliability** – The procedures of services are clearly indicated in the Citizen's Charter displayed in the lobby.
3. **Access and Facilities** – The facilities are easily accessible and convenient for transactions.
4. **Communication** – My queries/ needs are answered in a language that can be easily understood.
5. **Costs** – I paid an acceptable amount of fees for my transaction. (If service was free, mark the N/A column.)
6. **Integrity** – The FPA personnel is honest and fair in his/her delivery of the FPA programs/services.
7. **Assurance** – The FPA personnel is knowledgeable, understanding, and helpful with the citizen/ client's needs
8. **Outcome** – I am satisfied with the service rendered.

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

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.

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

External Services	Responses	Total Transactions
FRD - Fertilizer Certificate of Product Registration	312	1,015
FRD - Fertilizer License to Operate as Handler	254	735
FRD - Fertilizer Experimental Use Clearance (EUC)	161	119
FRD - Fertilizer VAT Exemption, Export, and Other Certificates	638	1,821
FRD - Other Fertilizer Regulatory Services	77	69
PRD - Pesticide Certificate of Product Registration	523	2,621
PRD - Pesticide License to Operate (LTO)	235	601
PRD - Pesticide Experimental Use Permit (EUP)	504	2,391
PRD - Certificate Authorizing Importation of Pesticide (CAIP)	910	6,599
PRD - Other Pesticide Regulatory Services	68	82
LSD - Registration of Plant Incorporated Protectant (Issued with Certificate)	9	9
LSD - Laboratory Recognition	6	2
LSD - Laboratory Analysis	508	1,069
OED-FOCU - Permit to Purchase Methyl Bromide	47	53
PMID - Accreditation of Researcher, Safety Dispenser, ARCO, and CPA	933	3,982
PMID - Administration of FPA Exam and Release of Passers	187	358
PMID - Provision of IEC Materials	402	7,736
FAD - Cashiering/ Payment	2,263	8,250
RFU - Licensing of F/P Handlers	2,772	4,107
RFU - Warehouse Registration	438	1,465
External Service Total	11,247	43,084

Internal Services	Responses	Total Transactions
OED-Legal - Legal Service/Assistance	156	263
PMID - Provision of IT/Zoom Assistance	208	397
PMID - Posting on the FPA Website	108	149
PMID - Provision of Communications Related Assistance	13	13
Processing of Claims(Budgeting Services, Accounting Services)	2,853	3,388
Central Receiving/ Mailing	2,776	8,297
General Services (Repair and Maintenance)	253	163
General Service (Driver and Vehicle Services)	207	445
General Service (Inventory and other supply service)	115	149
Human Resource Related Services	595	1,133
Internal Service Total	7,284	14,397
OVERALL TOTAL	18,531	57,481

Table 2.1 Total Number of Transactions and Responses in FY 2024

Out of 57,481 transactions in CY 2024, 18,531 clients completed the CSS forms, resulting in an overall response rate of **32.24%**. This marks a notable improvement from the 23.21% response rate achieved in CY 2023. The increase in participation may be attributed to the proactive encouragement provided by process owners and responsible personnel, who emphasized the importance of completing the CSS as a vital tool for enhancing service delivery, despite its non-mandatory nature. Through the implementation of updated guidelines, the process ensured sufficient transaction coverage while minimizing client inconvenience by avoiding the requirement to complete multiple forms. Furthermore, when compared to the minimum number of responses determined using the sampling calculator prescribed by the harmonized CSM guidelines, the actual number of responses either met or exceeded the required minimum.

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 and internal clients/customers) who were conveniently available to participate and provide feedback. The administration of the survey to all the clients served 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: 5,980 (32.27%) were paper-based, 12,221 (65.95%) were online-based, and 330 (1.78%) were other methods included phone interviews, key informant interviews and focus group discussions (FGDs).

Type of Survey	External	Internal	Percentage
Paper-based	5,750	230	32.27%
Online-based	5,167	7,054	65.95%
Others	330	0	1.75
Total	11,247	7,284	100%

Table 3.1 Survey Methods

b. Feedback and Collection Mechanism

Clients may answer the Customer Satisfaction Measurement (CSM) survey using different Google Form links, depending on the type of service availed:

- External Services: <https://forms.gle/xDZRrD3fBgKeRcjw5>
- Internal Services: <https://forms.gle/Cb7D5PA5QEw7vLkLA>
- RFU Services: <https://forms.gle/vaVrcGLfEqAmHkwm9>

Clients also had the option to respond using the printed version of the CSM forms, prepared by the Planning, Management, and Information Division (PMID). The data analysis for this report was performed by the lead of the Customer Satisfaction Evaluation and Monitoring Team (CSEMT) under the Quality Management System (QMS) Committee.

Through FPA Administrative Order No. 03 dated October 3, 2024, all operating divisions and units were mandated to submit their FY 2024 Customer Satisfaction Measurement (CSM) Reports. All concerned units were instructed to exert efforts in collecting feedback from clients with completed transactions in FY 2024, using various data-gathering methods such as paper survey questionnaires, email follow-ups, phone calls, and others.

The Administrative Order also introduced updated CSM survey forms. The revised forms allow clients to select multiple services availed and indicate the number of transactions completed. These revisions aim to ensure that the required number of respondents is met and to generate more comprehensive data on client satisfaction.

An FPA memorandum issued on February 25, 2025, reiterated the deadline for submission of compliance reports under R.A. 11032, including the CSM Report. The deadline for submission was set for March 18, 2025, and reports were to be submitted to the PMID via email at citizenchar.fpa@gmail.com.

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 Overall score for the 8 SQDs were computed based on the following formula:

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

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. Demographic Profile

The age distribution shows that the majority of respondents are between 35-49 years old, making up 40.97% of the total, followed by those aged 20-34 at 34.29%. Respondents aged 50-64 account for 16.81%, while very few participants are 65 or older (1.88%) or 19 and younger (0.03%). Additionally, 6.01% of respondents did not specify their age.

In terms of sex, 54.44% of the respondents are male, making them the majority, while 41.75% are female. A small portion, 3.81%, did not specify their sex.

D1. Age and D2. Sex	External	Internal	Overall
1. 19 or lower	6	0	0.03%
2. 20-34	3,999	2,356	34.29%
3. 35-49	4,469	3,124	40.97%
4. 50-64	1,450	1,665	16.81%
5. 65 or higher	344	5	1.88%
6. Did not specify	979	134	6.01%
1. Male	4,690	5,399	54.44%
2. Female	5,880	1,856	41.75%
3. Did not specify	677	29	3.81%

Table 4.1 FY 2024 Distribution of Respondents by Age Group and Sex

The table below shows the breakdown of respondents based on the region where they are coming from. The National Capital Region (NCR) has the highest overall percentage at 24.42%, followed by Region IV at 14.14%.

D3. Region	External	Internal	Overall
1. Region I	127	595	3.90%
2. Region II	195	448	3.47%
3. Region III	605	115	3.89%
4. Region IV	2,329	292	14.14%
5. Region V	591	770	7.34%
6. Region VI	167	498	3.59%
7. Region VII	390	766	6.24%
8. Region VIII	116	120	1.27%
9. Region IX	80	260	1.83%
10. Region X	170	71	1.30%
11. Region XI	995	630	8.77%
12. Region XII	907	341	6.73%
13. Region XIII	151	707	4.63%
14. NCR	3,384	1,142	24.42%
15. CAR	189	481	3.62%
16. Did not specify	851	48	4.85%

Table 4.2 FY 2024 Distribution of Respondents by Region of Residence

For customer type, the majority (43.67%) are from the business sector, followed by citizens (11.90%) and then the government sector (39.10%). Additionally, 5.32% of respondents did not specify the sector they belong to.

Customer Type	External	Internal	Overall
D4. Citizen	1,929	277	11.90%
D4. Business	8,070	23	43.67%
D4. Government	299	6,947	39.10%
D4. Did not specify	949	37	5.32%

Table 4.3 FY 2024 Distribution of Respondents by Customer Type

The demographic results highlight key trends in age, gender, regional distribution, and customer type among respondents. The majority (40.97%) belong to the 35-49 age group, followed closely by those aged 20-34 (34.29%), indicating a strong representation of working-age individuals. Gender distribution shows a male majority (54.44%) compared to females (41.75%), with a small percentage (3.81%) not specifying their gender.

The National Capital Region (NCR) has the highest percentage of respondents (24.42%), suggesting a concentration of engagement or services in this area, where the FPA Central Office is located and most services are accessible. Region IV follows at 14.14% and Region XI at 8.77%. These variations may reflect differences in accessibility and regulatory engagement across regions.

Regarding customer type, the business sector dominates at 43.67%, followed by government (39.10%) and citizens (11.90%). Given that one of the agency's primary functions is issuing licenses and registrations to fertilizer and pesticide handlers, it is expected that most clients fall under the business sector.

B. Count of CC and SQD results

The survey results indicate strong awareness, visibility, and usefulness of the Citizen's Charter (CC) among respondents.

A significant majority (87.24%) of respondents are aware of the CC and have seen it displayed in the office. Meanwhile, 6.66% of respondents only learned about the CC upon seeing it, and a small percentage (1.39%) remain unaware of the CC.

Most respondents (84.98%) found the CC easy to see, implying that it is placed in a highly accessible location. A smaller portion (6.57%) reported that it was somewhat easy to see, while only 1.28% found it difficult to locate. The minimal percentage (0.57%) who reported that the CC was not visible at all suggests that while overall visibility is strong, there may be areas where placement can be optimized further to ensure all visitors can easily spot the CC.

A majority (85.30%) of respondents found the CC highly useful in their transactions, reinforcing its importance in guiding clients through procedures. A smaller percentage (6.78%) found it somewhat helpful, while only 0.64% reported that it did not help.

The high awareness, visibility, and perceived usefulness of the CC indicate that it is well-integrated into office operations and effectively assists clients. However, the presence of small groups who struggle with awareness or visibility suggests areas for improvement, such as informing clients about the CC and ensuring they can access it via the FPA website, as well as enhancing its display placement.

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.	16,166	87.24%
2. I know what a CC is but I did not see this office's CC.	329	1.78%
3. I learned of the CC only when I saw this office's CC.	1234	6.66%
4. I do not know what a CC is and I did not see this office's CC.	258	1.39%
5. Did not specify	544	2.94%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	15,748	84.98%
2. Somewhat easy to see	1,217	6.57%
3. Difficult to see	238	1.28%
4. Not visible at all	106	0.57%
5. Did not specify	1,222	6.59%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	15,807	85.30%
2. Somewhat helped	1,256	6.78%
3. Did not help	119	0.64%
4. Did not specify	1,349	7.28%

Table 4.4 FY 2024 Clients' Responses to CC Questions

This table presents survey results evaluating various dimensions of service quality, including responsiveness, reliability, access and facilities, communication, costs, integrity, assurance, and outcome. Each dimension is assessed using a scale ranging from "Strongly Agree" to "Strongly Disagree," with an additional "N/A" option. The "Overall" column summarizes the percentage of positive responses for each dimension, showing an overall service quality rating of **98.96%**.

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	15,375	2,937	151	9	59	0	18,531	98.82%
Reliability	15,146	3,060	115	41	58	111	18,531	98.25%
Access and Facilities	15,483	2,867	112	9	57	3	18,531	99.02%
Communication	15,252	2,980	146	10	67	76	18,531	98.39%
Costs	15,327	2,580	131	21	55	417	18,531	96.63%
Integrity	16,101	2,189	121	6	55	59	18,531	98.70%
Assurance	15,534	2,812	35	36	56	58	18,531	99.00%
Outcome	15,732	2,530	99	25	59	86	18,531	98.55%
Overall	123,950	21,955	910	157	466	810	148,248	98.96%

Table 4.5 FY 2024 Clients' Responses for SQDs 1-8

The FPA achieved an "Outstanding" rating for all eight SQDs. The highest rating was for SQD3 (Access and Facilities) at 99.02%, indicating that the facilities are easily accessible and convenient for transactions. Conversely, SQD5 (Costs) received the lowest rating at 96.63%, although it still falls within the "Outstanding" range. It is important to note that the fees charged by the FPA are based on the Administrative Order No. 13 Series of 2000. Among the respondents, 145,905 indicated "Strongly Agree" or "Agree," resulting in a 98.42% score, which remains within the "Outstanding" range.

Given the consistently high scores across all SQDs, it can be concluded that the agency has effectively met or exceeded client expectations across the various dimensions of service quality.

C. Overall score per service

External Services	Overall Rating
FRD - Fertilizer Certificate of Product Registration	83.57%
FRD - Fertilizer License to Operate as Handler	98.27%
FRD - Fertilizer Experimental Use Clearance (EUC)	99.96%
FRD - Fertilizer VAT Exemption, Export, and Other Certificates	93.62%
FRD - Other Fertilizer Regulatory Services	99.92%
PRD - Pesticide Certificate of Product Registration	98.49%
PRD - Pesticide License to Operate (LTO)	98.03%
PRD - Pesticide Experimental Use Permit (EUP)	100%
PRD - Certificate Authorizing Importation of Pesticide (CAIP)	99.20%
PRD - Other Pesticide Regulatory Services	98.90%
LSD - Registration of Plant Incorporated Protectant (Issued with Certificate)	100%
LSD - Laboratory Recognition	100%
LSD - Laboratory Analysis	99.11%
OED-FOCU - Permit to Purchase Methyl Bromide	96.81%
PMID - Accreditation of Researcher, Safety Dispenser, ARCO, and CPA	99.69%
PMID - Administration of FPA Exam and Release of Passers	98.44%
PMID - Provision of IEC Materials	99.93%
FAD - Cashiering/ Payment	99.09%
RFU - Licensing of F/P Handlers	99.56%
RFU - Warehouse Registration	99.63%
External Service Total	98.84%
Internal Services	Overall Rating
OED-Legal - Legal Service/Assistance	98.53%
PMID - Provision of IT/Zoom Assistance	99.46%
PMID - Posting on the FPA Website	95.94%
PMID - Provision of Communications Related Assistance	100%
FAD - Processing of Claims(Budgeting Services, Accounting Services)	99.35%

Internal Services	Overall Rating
FAD - Central Receiving/ Mailing	99.76%
FAD - General Services (Repair and Maintenance)	99.65%
FAD - General Service (Driver and Vehicle Services)	99.94%
FAD - General Service (Inventory and other supply service)	98.70%
FAD - Human Resource Related Services	96.30%
Internal Service Total	99.19%
OVERALL TOTAL	98.96%

Table 4.6 FY 2024 Overall Rating per Service

In the External Services category, the FPA provides a wide range of regulatory functions, including the issuance of licenses, registrations, permits, accreditations, and laboratory-related services. The ratings for these services are notably high, with most exceeding 83%, indicating strong service efficiency and reliability. Notably, three services received a perfect rating of 100%, underscoring exceptional performance in specific regulatory areas.

Conversely, the Internal Services category focuses on supporting the organization's internal operations, encompassing IT support, legal assistance, finance, and administrative functions. The scores for internal services are equally impressive, with the majority of processes scoring above 95%, showcasing operational efficiency.

Overall, the combined performance across both service categories is exemplary, with a total rating of 98.91% or “Outstanding”, reflecting the FPA’s dedication to delivering consistent, high-quality public service and internal operations.

V. Results of the Agency Action Plan reported in the previous:

With the issuance of FPA Administrative Order No. 03, titled “*Guidelines on the Submission of Client Satisfaction Measurement (CSM) Report*” on October 3, 2024, the following initiatives were implemented as part of the agency’s continuous improvement plan for the past year:

1. General Guidelines of FPA Administrative Order No. 03
The FPA issued Administrative Order No. 03 setting the guidelines and general procedures for the submission of the Client Satisfaction Measurement (CSM) Report. All operating divisions and units were mandated to submit their FY 2024 CSM Reports. A key highlight of the order was the inclusion of both internal and external services under the coverage for FY 2024. FPA employees were advised to administer the CSM to all clients with completed transactions.
2. Report Preparation by CSEMT and Regional Officers
Members of the Customer Satisfaction Evaluation and Monitoring Team (CSEMT) and Regional Officers were required to prepare their respective CSM reports which form part of the Documented Information for the FPA Quality Management System. The CSEMT Head was tasked to provide consolidated data from the online survey results.
3. Introduction of Updated CSM Survey Forms
The Administrative Order also introduced revised CSM survey forms, which allow clients to indicate multiple services availed and the number of completed transactions. These updates are intended to help ensure that the target number of respondents is achieved and to generate more comprehensive client satisfaction data. The Order emphasized that FPA personnel must assist clients in accurately completing both online and paper-based survey forms.
4. Faster Data Consolidation Process
Data consolidation has significantly improved, as FPA employees are now more familiar with preparing the CSM reports. With the issuance of internal memorandum reminding units of submission deadlines and the emphasis on CSM data during the Management Review for the first semester of FY 2024, only minimal polishing is now needed for data preparation.

With the “Very Satisfactory” rating achieved—one of our quality objectives—we successfully obtained our recertification for ISO 9001:2015 QMS and maintained our ISO/IEC 17025:2017 accreditation from the Philippine Accreditation Bureau (PAB) for our Quality Control and Laboratory Services on FY 2024.

VI. Continuous Agency Improvement Plan for the following year:

The FPA remains committed to continuous improvement, building on the achievements of FPA Administrative Order No. 03 and the successful execution of last year's action plan. For the upcoming year, the agency will implement the following initiatives to drive sustained excellence:

1. Sustain the "Very Satisfactory" Rating

As part of our commitment to continuously improve our Quality Management System (QMS) and enhance our services for the satisfaction of our stakeholders, the FPA aims to continue delivering high-quality services and maintaining its "Very Satisfactory" rating.

2. Strengthen Client Feedback Mechanisms

To capture stakeholder insights effectively, the FPA will integrate structured feedback forms into newly developed online systems, such as the FPA Trade System. This will ensure that clients can provide satisfaction ratings even when transactions are conducted digitally rather than in person. Client satisfaction forms will continue to be sent via email, providing an alternative channel for stakeholders to share their feedback. By leveraging technology, the agency can enhance its ability to assess and respond to stakeholder needs in a timely manner.


Furthermore, the inclusion of the "Overall Satisfaction" SQDO (Service Quality Dimension Overall) in the CSS forms will be guided by a continuous improvement plan that prioritizes both practicality and effectiveness.

3. Submission of CSM Report


To ensure the continued submission of the Client Satisfaction Measurement (CSM) Report by CSEMT Members and Regional Officers and to facilitate more efficient data consolidation, previously issued guidelines will be reiterated to reinforce compliance and consistency. Additionally, relevant updates and improvements will be incorporated into the Management Review to streamline the reporting process. These measures aim to enhance the accuracy and effectiveness of data collection, allowing for more informed decision-making and continuous service improvement.

ANNEX A. Survey Questionnaire/s Used

CSM Survey for External Services (FPA Central Office)



BACANG PILIPINAS
Masaganang Agrikultura,
Maunlad na Ekonomiya



FERTILIZER AND PESTICIDE AUTHORITY
CLIENT SATISFACTION MEASUREMENT (CSM) SURVEY
External Services (FPA Central Office)

FPA-QMS-F9

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 from another agency) Date: _____
Age: _____ Sex: ☐ Male ☐ Female Region of residence: _____






INSTRUCTIONS: Please put a checkmark (✓) on the box of the service/s you have availed and indicate the number of transactions on the box beside the checkbox.

No. of Transactions	Type of External Service Availed	No. of Transactions	Type of External Service Availed
<input type="checkbox"/>	FRD - Fertilizer Product Registration	<input type="checkbox"/>	BCT - Registration of Plant Incorporated Protectant
<input type="checkbox"/>	FRD - Fertilizer License to Operate (LTO)	<input type="checkbox"/>	PMID - Accreditation of Researcher, ASD, ARCO, and CPA
<input type="checkbox"/>	FRD - Fertilizer Experimental Use Clearance (EUC)	<input type="checkbox"/>	PMID - Accreditation of Training Association
<input type="checkbox"/>	FRD - VAT Exemption Certificate	<input type="checkbox"/>	PMID - Online Administration of FPA Exam and Release of Passers
<input type="checkbox"/>	FRD - Other Fertilizer Regulatory Services	<input type="checkbox"/>	PMID - Freedom of Information (FOI) Requests
<input type="checkbox"/>	PRD - Pesticide Registration	<input type="checkbox"/>	PMID - Provision of IEC Materials
<input type="checkbox"/>	PRD - Pesticide License to Operate (LTO)	<input type="checkbox"/>	FAD - Human Resources
<input type="checkbox"/>	PRD - Pesticide Experimental Use Permit (EUP)	<input type="checkbox"/>	FAD - Cashiering/ Payment
<input type="checkbox"/>	PRD - Certificate Authorizing Importation of Pesticide (CAIP)	<input type="checkbox"/>	FAD - Central Receiving/ Mailing
<input type="checkbox"/>	PRD - Other Pesticide Regulatory Services	<input type="checkbox"/>	FOCU - Permit to Purchase Methyl Bromide
<input type="checkbox"/>	LSD - Laboratory Analysis	<input type="checkbox"/>	OTHERS, please specify _____

AWARENESS OF FPA'S CITIZEN'S CHARTER. Put a check mark (0) beside the statement that best describes your awareness of our Citizen's Charter. The Citizen's Charter (CC) 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.


<p>CC1. Do you know about the Citizen's Charter?</p> <p><input type="checkbox"/> 1. I know what a CC is and I saw this office's CC.</p> <p><input type="checkbox"/> 2. I know what a CC is but I did NOT see this office's CC.</p> <p><input type="checkbox"/> 3. I learned of the CC only when I saw this office's CC.</p>	
<p>CC2. If your answer to the previous question is Yes, did you see this office's CC?</p> <p><input type="checkbox"/> 1. Yes, the CC was easy to find.</p> <p><input type="checkbox"/> 2. Yes, but the CC was hard to find.</p> <p><input type="checkbox"/> 3. No, I did not see this office's CC.</p>	<p><input type="checkbox"/> 4. Not visible at all</p> <p><input type="checkbox"/> 5. N/A</p>
<p>CC3. If your answer to the previous question is Yes, did you use the CC as a guide for the services you availed?</p> <p><input type="checkbox"/> 1. Helped very much</p> <p><input type="checkbox"/> 2. Somewhat helped</p>	<p><input type="checkbox"/> 3. Did not help</p> <p><input type="checkbox"/> 4. N/A</p>


Instructions: For the following items, put a check mark (0) on the column that corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A
SQD1. My requested service is delivered in a timely manner.						Not applicable
SQD2. The procedures of services are clearly indicated in the Citizen's Charter displayed in the lobby.						
SQD3. The facilities are easily accessible and convenient for transactions.						
SQD4. My queries/ needs are answered in a language that can be easily understood.						
SQD5. I paid an acceptable amount of fees for my transaction. (if service was free, mark the N/A column.)						
SQD6. The FPA personnel is honest and fair in his/her delivery of the FPA programs/services.						
SQD7. The FPA personnel is knowledgeable, understanding, and helpful with the citizen/ client's needs						
SQD8. I am satisfied with the service rendered.						

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

Email address (optional): _____


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CSM Survey for Internal Services (FPA Central Office)



FERTILIZER AND PESTICIDE AUTHORITY

CLIENT SATISFACTION MEASUREMENT (CSM) SURVEY

Internal Services (FPA Central Office)

FPA-QMS-F9

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 from another agency) Date: _____

Age: _____ Sex: ☐ Male ☐ Female Region of residence: _____






INSTRUCTIONS: Please put a checkmark (✓) on the box of the service/s you have availed and indicate the number of transactions on the box beside the checkbox.

No. of Transactions	Type of Internal Service Availed	No. of Transactions	Type of Internal Service Availed
<input type="checkbox"/>	LSD - Laboratory Analysis	<input type="checkbox"/>	PMID - Issuance of Accreditation of Cards
<input type="checkbox"/>	FAD - Budgeting Services	<input type="checkbox"/>	PMID - Provision of IT/Zoom Assistance
<input type="checkbox"/>	FAD - Accounting Services	<input type="checkbox"/>	PMID - Posting on the FPA Website
<input type="checkbox"/>	FAD - Central Receiving/ Mailing	<input type="checkbox"/>	PMID - Provision of IEC Materials
<input type="checkbox"/>	FAD - Human Resources-Related Services	<input type="checkbox"/>	PMID - Communication-Related Assistance
<input type="checkbox"/>	FAD - General Services (Repair and Maintenance)	<input type="checkbox"/>	OED - Legal Services
<input type="checkbox"/>	FAD - General Services (Driver and Vehicle Services)	<input type="checkbox"/>	FAD - Cashiering/ Payment
<input type="checkbox"/>	FAD - General Services (Inventory and Other Supply Services)	<input type="checkbox"/>	OTHERS, please specify _____

AWARENESS OF FPA'S CITIZEN'S CHARTER. Put a check mark (✓) beside the statement that best describes your awareness of our Citizen's Charter. The Citizen's Charter (CC) 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.

<p>CC1. Do you know about the Citizen's Charter?</p> <p><input type="checkbox"/> 1. I know what a CC is and I saw this office's CC.</p> <p><input type="checkbox"/> 2. I know what a CC is but I did NOT see this office's CC.</p> <p><input type="checkbox"/> 3. I learned of the CC only when I saw this office's CC.</p>
<p>CC2. If your answer to the previous question is Yes, did you see this office's CC?</p> <p><input type="checkbox"/> 1. Yes, the CC was easy to find.</p> <p><input type="checkbox"/> 2. Yes, but the CC was hard to find.</p> <p><input type="checkbox"/> 3. No, I did not see this office's CC.</p> <p><input type="checkbox"/> 4. Not visible at all</p> <p><input type="checkbox"/> 5. N/A</p>
<p>CC3. If your answer to the previous question is Yes, did you use the CC as a guide for the services you availed?</p> <p><input type="checkbox"/> 1. Helped very much <input type="checkbox"/> 3. Did not help</p> <p><input type="checkbox"/> 2. Somewhat helped <input type="checkbox"/> 4. N/A</p>

Instructions: For the following items, put a check mark (✓) on the column that corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not applicable
SQD1. My requested service is delivered in a timely manner.						
SQD2. The procedures of services are clearly indicated in the Citizen's Charter displayed in the lobby.						
SQD3. The facilities are easily accessible and convenient for transactions.						
SQD4. My queries/ needs are answered in a language that can be easily understood.						
SQD5. I paid an acceptable amount of fees for my transaction. (If service was free, mark the N/A column.)						
SQD6. The FPA personnel is honest and fair in his/her delivery of the FPA programs/services.						
SQD7. The FPA personnel is knowledgeable, understanding, and helpful with the citizen/ client's needs						
SQD8. I am satisfied with the service rendered.						

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

Email address (optional): _____

CSM Survey for External Services (FPA Regional Field Units/RFU)



FERTILIZER AND PESTICIDE AUTHORITY CLIENT SATISFACTION MEASUREMENT (CSM) SURVEY External Services (FPA Regional Field Units/RFU)

FPA-QMS-F9

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 from another agency) Date: _____

Age: _____ Sex: ☐ Male ☐ Female Region of residence: _____






INSTRUCTIONS: Please put a checkmark (✓) on the box of the service/s you have availed and indicate the number of transactions on the box beside the checkbox.

No. of Transactions	Type of External Service Availed
	<input type="checkbox"/> RFU - Licensing
	<input type="checkbox"/> RFU - Warehouse Registration
	<input type="checkbox"/> OTHERS, please specify _____

AWARENESS OF FPA'S CITIZEN'S CHARTER. Put a check mark (✓) beside the statement that best describes your awareness of our Citizen's Charter. The Citizen's Charter (CC) 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.

CC1. Do you know about the Citizen's Charter?	
<input type="checkbox"/> 1. I know what a CC is and I saw this office's CC.	
<input type="checkbox"/> 2. I know what a CC is but I did NOT see this office's CC.	
<input type="checkbox"/> 3. I learned of the CC only when I saw this office's CC.	
CC2. If your answer to the previous question is Yes, did you see this office's CC?	
<input type="checkbox"/> 1. Yes, the CC was easy to find.	<input type="checkbox"/> 4. Not visible at all
<input type="checkbox"/> 2. Yes, but the CC was hard to find.	<input type="checkbox"/> 5. N/A
<input type="checkbox"/> 3. No, I did not see this office's CC.	
CC3. If your answer to the previous question is Yes, did you use the CC as a guide for the services you availed?	
<input type="checkbox"/> 1. Helped very much	<input type="checkbox"/> 3. Did not help
<input type="checkbox"/> 2. Somewhat helped	<input type="checkbox"/> 4. N/A

Instructions: For the following items, put a check mark (✓) on the column that corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not applicable
SQD1. My requested service is delivered in a timely manner.						
SQD2. The procedures of services are clearly indicated in the Citizen's Charter displayed in the lobby.						
SQD3. The facilities are easily accessible and convenient for transactions.						
SQD4. My queries/ needs are answered in a language that can be easily understood.						
SQD5. I paid an acceptable amount of fees for my transaction. (If service was free, mark the N/A column.)						
SQD6. The FPA personnel is honest and fair in his/her delivery of the FPA programs/services.						
SQD7. The FPA personnel is knowledgeable, understanding, and helpful with the citizen/ client's needs.						
SQD8. I am satisfied with the service rendered.						

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

Email address (optional): _____



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ANNEX B. List of Regional and Satellite Offices (If Consolidated Report)

Office	Responses	Total Completed Transactions
Central Office		
• Fertilizer Regulations Division (FRD)	1,442	3,759
• Pesticide Regulations Division (PRD)	2,240	12,294
• Laboratory Services Division (LSD)	523	1,080
• Office of the Executive Director (OED)	203	316
• Planning, Management and Information Division (PMID)	1,851	12,635
• Finance and Administrative Division (FAD)	9,062	21,825
• Field Operations Coordinating Unit (FOCU)	47	53
Regional Field Units (RFU)		
RFU CAR	76	192
RFU 1	97	518
RFU 2	103	380
RFU 3	330	468
RFU 4	280	503
RFU 5	488	372
RFU 6	122	462
RFU 7	352	320
RFU 8	106	213
RFU 9	75	170
RFU 10	149	413
RFU 11	439	751
RFU 12	316	439
RFU CARAGA	123	155
RFU NCR	154	216

ANNEX C. CSM Results Per Office (If Consolidated Report)

1. FPA 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.	13,747	89.73%
2. I know what a CC is but I did not see this office's CC.	266	1.74%
3. I learned of the CC only when I saw this office's CC.	762	4.97%
4. I do not know what a CC is and I did not see this office's CC.	168	1.10%
5. Did not specify	378	2.47%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	13,368	87.25%
2. Somewhat easy to see	688	4.49%
3. Difficult to see	221	1.44%
4. Not visible at all	94	0.61%
5. Did not specify	950	6.20%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	13,352	87.15%
2. Somewhat helped	777	5.07%
3. Did not help	114	0.74%
4. Did not specify	1,078	7.04%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	12,394	2,725	139	7	56	0	15,321	98.68%
Reliability	12,189	2,827	103	37	56	109	15,321	98.01%
Access and Facilities	12,603	2,555	99	7	55	2	15,321	98.94%
Communication	12,293	2,741	140	8	64	75	15,321	98.13%
Costs	12,405	2,320	117	16	53	410	15,321	96.11%
Integrity	13,051	2,038	116	4	53	59	15,321	98.49%
Assurance	12,472	2,672	32	34	53	58	15,321	98.84%
Outcome	12,689	2,374	95	23	56	84	15,321	98.32%
Overall	100,096	20,252	841	136	446	797	122,568	97.54%

External Services	Responses	Total Transactions
FRD - Fertilizer Certificate of Product Registration	312	1,015
FRD - Fertilizer License to Operate as Handler	254	735
FRD - Fertilizer Experimental Use Clearance (EUC)	161	119
FRD - Fertilizer VAT Exemption, Export, and Other Certificates	638	1,821
FRD - Other Fertilizer Regulatory Services	77	69
PRD - Pesticide Certificate of Product Registration	523	2,621
PRD - Pesticide License to Operate (LTO)	235	601
PRD - Pesticide Experimental Use Permit (EUP)	504	2,391
PRD - Certificate Authorizing Importation of Pesticide (CAIP)	910	6,599
PRD - Other Pesticide Regulatory Services	68	82
LSD - Registration of Plant Incorporated Protectant (Issued with Certificate)	9	9
LSD - Laboratory Recognition	6	2
LSD - Laboratory Analysis	508	1,069
OED-FOCU - Permit to Purchase Methyl Bromide	47	53
PMID - Accreditation of Researcher, Safety Dispenser, ARCO, and CPA	933	3,982
PMID - Administration of FPA Exam and Release of Passers	187	358
PMID - Provision of IEC Materials	402	7,736
FAD - Cashiering/ Payment	2,263	8,250
External Service Total	8,037	37,512
Internal Services		
OED-Legal - Legal Service/Assistance	156	263
PMID - Provision of IT/Zoom Assistance	208	397
PMID - Posting on the FPA Website	108	149
PMID - Provision of Communications Related Assistance	13	13
Processing of Claims(Budgeting Services, Accounting Services)	2,853	3,388
Central Receiving/ Mailing	2,776	8,297
General Services (Repair and Maintenance)	253	163
General Service (Driver and Vehicle Services)	207	445
General Service (Inventory and other supply service)	115	149
Human Resource Related Services	595	1,133
Internal Service Total	7,284	14,397
OVERALL TOTAL	15,321	51,909

2. 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.	17	22.37%
2. I know what a CC is but I did not see this office's CC.	2	2.63%
3. I learned of the CC only when I saw this office's CC.	4	5.26%
4. I do not know what a CC is and I did not see this office's CC.	2	2.63%
5. Did not specify	51	67.11%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	20	26.31%
2. Somewhat easy to see	1	1.32%
3. Difficult to see	0	0%
4. Not visible at all	0	0%
5. Did not specify	55	72.37%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	20	26.32%
2. Somewhat helped	2	2.63%
3. Did not help	0	0%
4. Did not specify	54	71.05%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	69	7	0	0	0	0	76	100%
Reliability	66	8	0	0	0	2	76	97.37%
Access and Facilities	67	9	0	0	0	0	76	100%
Communication	71	4	0	0	0	1	76	98.68%
Costs	63	7	0	0	0	6	76	92.11%
Integrity	70	6	0	0	0	0	76	100%
Assurance	72	4	0	0	0	0	76	100%
Outcome	70	5	0	0	0	1	76	98.68%
Overall	548	50	0	0	0	10	608	96.71%

External Services	Responses	Total Transactions
RFU- Issuance of License	72	177
RFU- Issuance of Warehouse Registration	4	15
EXTERNAL SERVICE TOTAL	76	192

3. 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.	97	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%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	97	100%
2. Somewhat easy to see	0	0%
3. Difficult to see	0	0%
4. Not visible at all	0	0%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	97	100%
2. Somewhat helped	0	0%
3. Did not help	0	0%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	66	27	4	0	0	0	97	95.88%
Reliability	67	30	0	0	0	0	97	100%
Access and Facilities	72	25	0	0	0	0	97	100%
Communication	82	15	0	0	0	0	97	100%
Costs	83	14	0	0	0	0	97	100%
Integrity	93	4	0	0	0	0	97	100%
Assurance	95	2	0	0	0	0	97	100%
Outcome	88	9	0	0	0	0	97	100%
Overall	646	126	4	0	0	0	776	99.48%

External Services	Responses	Total Transactions
RFU- Issuance of License	94	442
RFU- Issuance of Warehouse Registration	3	73
EXTERNAL SERVICE TOTAL	97	518

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.	103	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%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	103	100%
2. Somewhat easy to see	0	0%
3. Difficult to see	0	0%
4. Not visible at all	0	0%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	103	100%
2. Somewhat helped	0	0%
3. Did not help	0	0%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	103	0	0	0	0	0	103	100%
Reliability	103	0	0	0	0	0	103	100%
Access and Facilities	100	3	0	0	0	0	103	100%
Communication	102	1	0	0	0	0	103	100%
Costs	103	0	0	0	0	0	103	100%
Integrity	103	0	0	0	0	0	103	100%
Assurance	103	0	0	0	0	0	103	100%
Outcome	103	0	0	0	0	0	103	100%
Overall	820	4	0	0	0	0	824	100%

External Services	Responses	Total Transactions
RFU- Issuance of License	103	321
RFU- Issuance of Warehouse Registration	0	59
EXTERNAL SERVICE TOTAL	103	380

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.	274	83.03%
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.	56	16.97%
4. I do not know what a CC is and I did not see this office's CC.	0	0%
CC2. If aware of CC, would you say that the CC of this office was....?		
1. Easy to see	330	100%
2. Somewhat easy to see	0	0%
3. Difficult to see	0	0%
4. Not visible at all	0	0%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	330	100%
2. Somewhat helped	0	0%
3. Did not help	0	0%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	330	0	0	0	0	0	330	100%
Reliability	330	0	0	0	0	0	330	100%
Access and Facilities	330	0	0	0	0	0	330	100%
Communication	330	0	0	0	0	0	330	100%
Costs	328	2	0	0	0	0	330	100%
Integrity	330	0	0	0	0	0	330	100%
Assurance	330	0	0	0	0	0	330	100%
Outcome	330	0	0	0	0	0	330	100%
Overall	2,638	2	0	0	0	0	2,640	100%

External Services	Responses	Total Transactions
RFU- Issuance of License	318	270
RFU- Issuance of Warehouse Registration	12	198
EXTERNAL SERVICE TOTAL	330	380

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.	201	71.79%
2. I know what a CC is but I did not see this office's CC.	13	4.64%
3. I learned of the CC only when I saw this office's CC.	37	13.21%
4. I do not know what a CC is and I did not see this office's CC.	19	6.78%
5. Did not specify	10	3.57%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	215	76.79%
2. Somewhat easy to see	23	8.21%
3. Difficult to see	0	0%
4. Not visible at all	0	0%
5. Did not specify	42	15%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	223	79.64%
2. Somewhat helped	18	6.43
3. Did not help	0	0%
4. Did not specify	39	13.93

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	266	13	0	0	1	0	280	99.64%
Reliability	257	21	1	1	0	0	280	99.29%
Access and Facilities	237	37	4	1	0	1	280	97.86%
Communication	259	20	0	0	1	0	280	99.64%
Costs	262	16	1	1	0	0	280	99.29%
Integrity	267	12	0	0	1	0	280	99.64%
Assurance	270	9	0	0	1	0	280	99.64%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Outcome	267	12	0	0	1	0	280	99.64%
Overall	2,085	140	6	3	5	1	2,240	99.29%

External Services	Responses	Total Transactions
RFU- Issuance of License	219	328
RFU- Issuance of Warehouse Registration	61	175
EXTERNAL SERVICE TOTAL	280	503

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.	294	60.25%
2. I know what a CC is but I did not see this office's CC.	2	0.41%
3. I learned of the CC only when I saw this office's CC.	83	17.01%
4. I do not know what a CC is and I did not see this office's CC.	5	1.02%
5. Did not specify	104	21.31%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	365	74.80%
2. Somewhat easy to see	16	3.28%
3. Difficult to see	1	0.20%
4. Not visible at all	0	0%
5. Did not specify	106	21.72%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	373	76.43%
2. Somewhat helped	9	1.84%
3. Did not help	0	0%
4. Did not specify	106	21.72%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	441	47	0	0	0	0	488	100.00%
Reliability	439	48	1	0	0	0	488	99.80%
Access and Facilities	435	53	0	0	0	0	488	100.00%
Communication	449	39	0	0	0	0	488	100.00%
Costs	438	48	1	0	0	1	488	99.59%
Integrity	454	34	0	0	0	0	488	100.00%
Assurance	456	32	0	0	0	0	488	100.00%
Outcome	455	32	0	0	0	1	488	99.80%
Overall	441	47	2	0	0	2	3,904	99.85%

External Services	Responses	Total Transactions
RFU- Issuance of License	448	334
RFU- Issuance of Warehouse Registration	40	38
EXTERNAL SERVICE TOTAL	488	372

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.	76	62.30%
2. I know what a CC is but I did not see this office's CC.	22	18.03%
3. I learned of the CC only when I saw this office's CC.	19	14.75%
4. I do not know what a CC is and I did not see this office's CC.	6	4.92%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	87	71.31%
2. Somewhat easy to see	23	18.85%
3. Difficult to see	5	4.10%
4. Not visible at all	0	0%
5. Did not specify	7	5.74%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	100	81.97%
2. Somewhat helped	16	13.11%
3. Did not help	0	0%
4. Did not specify	6	4.92%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	82	32	4	1	3	0	122	93.44%
Reliability	73	39	5	3	2	0	122	91.80%
Access and Facilities	71	42	6	1	2	0	122	92.62%
Communication	78	36	4	2	2	0	122	93.44%
Costs	67	43	7	4	1	0	122	90.16%
Integrity	79	37	3	2	1	0	122	95.08%
Assurance	76	41	1	2	2	0	122	95.90%
Outcome	75	42	1	2	2	0	122	95.90%
Overall	601	312	31	17	15	0	976	93.55%

External Services	Responses	Total Transactions
RFU- Issuance of License	117	355
RFU- Issuance of Warehouse Registration	5	107
EXTERNAL SERVICE TOTAL	122	462

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.	327	92.90%
2. I know what a CC is but I did not see this office's CC.	2	0.57%
3. I learned of the CC only when I saw this office's CC.	13	3.69%
4. I do not know what a CC is and I did not see this office's CC.	10	2.84%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	301	85.51%
2. Somewhat easy to see	41	11.65%
3. Difficult to see	0	0%
4. Not visible at all	0	0%
5. Did not specify	10	2.84%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	293	83.24%
2. Somewhat helped	49	13.92%
3. Did not help	0	0%
4. Did not specify	10	2.84%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	331	21	0	0	0	0	352	100%
Reliability	326	26	0	0	0	0	352	100%
Access and Facilities	328	24	0	0	0	0	352	100%
Communication	334	18	0	0	0	0	352	100%
Costs	333	19	0	0	0	0	352	100%
Integrity	334	18	0	0	0	0	352	100%
Assurance	335	17	0	0	0	0	352	100%
Outcome	335	17	0	0	0	0	352	100%
Overall	2,656	160	0	0	0	0	2,816	100%

External Services	Responses	Total Transactions
RFU- Issuance of License	280	254
RFU- Issuance of Warehouse Registration	72	66
EXTERNAL SERVICE TOTAL	352	320

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.	43	40.57%
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.	63	59.43%
4. I do not know what a CC is and I did not see this office's CC.	0	0%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	106	100%
2. Somewhat easy to see	0	0%
3. Difficult to see	0	0%
4. Not visible at all	0	0%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	106	100%
2. Somewhat helped	0	0%
3. Did not help	0	0%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	106	0	0	0	0	0	106	100%
Reliability	106	0	0	0	0	0	106	100%
Access and Facilities	106	0	0	0	0	0	106	100%
Communication	106	0	0	0	0	0	106	100%
Costs	106	0	0	0	0	0	106	100%
Integrity	106	0	0	0	0	0	106	100%
Assurance	106	0	0	0	0	0	106	100%
Outcome	106	0	0	0	0	0	106	100%
Overall	848	0	0	0	0	0	848	100%

External Services	Responses	Total Transactions
RFU- Issuance of License	106	205
RFU- Issuance of Warehouse Registration	0	8
EXTERNAL SERVICE TOTAL	106	213

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.	71	94.67%
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.	3	4%
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	1.33%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	72	96%
2. Somewhat easy to see	0	0%
3. Difficult to see	0	0%
4. Not visible at all	0	0%
5. Did not specify	3	4%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	64	85.33%
2. Somewhat helped	3	4%

Citizen's Charter Answers	Responses	Percentage
3. Did not help	1	1.33%
4. Did not specify	7	9.33%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	74	1	0	0	0	0	75	100%
Reliability	75	0	0	0	0	0	75	100%
Access and Facilities	72	3	0	0	0	0	75	100%
Communication	75	0	0	0	0	0	75	100%
Costs	75	0	0	0	0	0	75	100%
Integrity	75	0	0	0	0	0	75	100%
Assurance	75	0	0	0	0	0	75	100%
Outcome	75	0	0	0	0	0	75	100%
Overall	596	4	0	0	0	0	600	100%

External Services	Responses	Total Transactions
RFU- Issuance of License	69	156
RFU- Issuance of Warehouse Registration	6	14
EXTERNAL SERVICE TOTAL	75	170

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.	149	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%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	149	100%
2. Somewhat easy to see	0	0%
3. Difficult to see	0	0%
4. Not visible at all	0	0%
CC3. If aware of CC, how much did the CC help you in your transaction?		

Citizen's Charter Answers	Responses	Percentage
1. Helped very much	147	98.66%
2. Somewhat helped	2	1.34%
3. Did not help	0	0%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	131	18	0	0	0	0	149	100%
Reliability	135	14	0	0	0	0	149	100%
Access and Facilities	129	20	0	0	0	0	149	100%
Communication	139	10	0	0	0	0	149	100%
Costs	143	6	0	0	0	0	149	100%
Integrity	147	2	0	0	0	0	149	100%
Assurance	141	8	0	0	0	0	149	100%
Outcome	145	4	0	0	0	0	149	100%
Overall	1,110	82	0	0	0	0	1,192	100%

External Services	Responses	Total Transactions
RFU- Issuance of License	110	204
RFU- Issuance of Warehouse Registration	39	209
EXTERNAL SERVICE TOTAL	149	413

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.	311	70.84%
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.	128	29.16%
4. I do not know what a CC is and I did not see this office's CC.	0	0%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	275	62.64%
2. Somewhat easy to see	155	35.31%
3. Difficult to see	9	2.05%
4. Not visible at all	0	0

Citizen's Charter Answers	Responses	Percentage
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	318	72.44%
2. Somewhat helped	121	27.56%
3. Did not help	0	0%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	437	2	0	0	0	0	439	100%
Reliability	437	2	0	0	0	0	439	100%
Access and Facilities	395	44	0	0	0	0	439	100%
Communication	427	12	0	0	0	0	439	100%
Costs	376	63	0	0	0	0	439	100%
Integrity	426	13	0	0	0	0	439	100%
Assurance	432	7	0	0	0	0	439	100%
Outcome	436	3	0	0	0	0	439	100%
Overall	3,366	146	0	0	0	0	3,512	100%

External Services	Responses	Total Transactions
RFU- Issuance of License	351	445
RFU- Issuance of Warehouse Registration	88	306
EXTERNAL SERVICE TOTAL	439	751

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.	316	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%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	75	23.73%
2. Somewhat easy to see	241	76.27%
3. Difficult to see	0	0%
4. Not visible at all	0	0%

Citizen's Charter Answers	Responses	Percentage
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	95	30.06%
2. Somewhat helped	221	69.94%
3. Did not help	0	0%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	293	23	0	0	0	0	316	100%
Reliability	302	14	0	0	0	0	316	100%
Access and Facilities	295	21	0	0	0	0	316	100%
Communication	249	67	0	0	0	0	316	100%
Costs	313	3	0	0	0	0	316	100%
Integrity	314	2	0	0	0	0	316	100%
Assurance	314	2	0	0	0	0	316	100%
Outcome	311	5	0	0	0	0	316	100%
Overall	2,391	137	0	0	0	0	2,528	100%

External Services	Responses	Total Transactions
RFU- Issuance of License	300	372
RFU- Issuance of Warehouse Registration	16	67
EXTERNAL SERVICE TOTAL	316	439

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.	37	30.08%
2. I know what a CC is but I did not see this office's CC.	3	2.44%
3. I learned of the CC only when I saw this office's CC.	50	40.65%
4. I do not know what a CC is and I did not see this office's CC.	33	26.83%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	87	70.37%
2. Somewhat easy to see	0	0%
3. Difficult to see	2	1.63%
4. Not visible at all	0	0%

Citizen's Charter Answers	Responses	Percentage
5. Did not specify	34	
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	87	70.37%
2. Somewhat helped	2	1.63%
3. Did not help	0	0%
4. Did not specify	34	27.64%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	121	2	0	0	0	0	123	100%
Reliability	121	2	0	0	0	0	123	100%
Access and Facilities	123	0	0	0	0	0	123	100%
Communication	123	0	0	0	0	0	123	100%
Costs	121	2	0	0	0	0	123	100%
Integrity	123	0	0	0	0	0	123	100%
Assurance	123	0	0	0	0	0	123	100%
Outcome	121	2	0	0	0	0	123	100%
Overall	976	8	0	0	0	0	984	100%

External Services	Responses	Total Transactions
RFU- Issuance of License	114	142
RFU- Issuance of Warehouse Registration	9	13
EXTERNAL SERVICE TOTAL	123	155

16. FPA Regional Field Unit NCR

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.	103	66.88%
2. I know what a CC is but I did not see this office's CC.	19	12.34%
3. I learned of the CC only when I saw this office's CC.	17	11.04%
4. I do not know what a CC is and I did not see this office's CC.	15	9.74%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	98	63.64%
2. Somewhat easy to see	29	18.83%

Citizen's Charter Answers	Responses	Percentage
3. Difficult to see	0	0%
4. Not visible at all	12	7.79%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	99	64.29%
2. Somewhat helped	36	23.38%
3. Did not help	4	2.60%
4. Did not specify	15	9.74%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	131	19	4	0	0	0	154	97.40%
Reliability	120	29	5	0	0	0	154	96.75%
Access and Facilities	120	31	3	0	0	0	154	98.05%
Communication	135	17	2	0	0	0	154	98.70%
Costs	111	37	5	0	1	0	154	96.10%
Integrity	129	23	2	0	0	0	154	98.70%
Assurance	134	18	2	0	0	0	154	98.70%
Outcome	126	25	3	0	0	0	154	98.05%
Overall	1,006	199	26	0	1	0	1,232	97.81%

External Services	Responses	Total Transactions
RFU- Issuance of License	71	102
RFU- Issuance of Warehouse Registration	83	114
EXTERNAL SERVICE TOTAL	154	216