



BUREAU OF CUSTOMS

Harmonized CSM Report
2023 (1st Edition)

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I. Overview

The Bureau of Customs (BOC) is an attached agency of the Department of Finance. The BOC is responsible for assessing and collecting Customs revenues, curbing illicit trade and all forms of Customs fraud, and facilitating trade through an efficient and effective Customs Management System.

In compliance with Anti-Red Tape Authority (ARTA) Memorandum Circular (MC) No. 2022-05 and its amendment ARTA MC No. 2023-05, the BOC directed all concerned Groups, Ports, Sub-Ports, and Offices to implement the Harmonized Client Satisfaction Measurement (HCSM) through Office of the Commissioner (OCOM) Memorandum No. 47-2023 to establish a feedback mechanism and client satisfaction measurement for all external services the BOC provides to its stakeholders.

II. Scope

a. Period Covered

The Client Satisfaction Measurement (CSM) survey was conducted from January to December 2023. However, OCOM Memorandum No. 47-2023, "Implementation of the HCSM," was only implemented on June 2023, prior to the implementation of the HCSM, the format used for CSM was provided by ARTA.

b. Geographical and Office Coverage

The surveys were conducted in eight Groups (Central Offices) and 17 Collection Districts of the BOC, namely:

Groups (Central Offices)	
Assessment and Operations Coordinating Group (AOCG)	
Enforcement Group (EG)	
Intelligence Group (IG)	
Internal Administration Group (IAG)	
Management Information Systems and Technology Group (MISTG)	
Office of the Commissioner (OCOM)	
Post Clearance Audit Group (PCAG)	
Revenue Collection Monitoring Group (RCMG)	

Collection Districts	
I	Port of San Fernando
II-A	Port of Manila
II-B	Manila International Container Port
III	Ninoy Aquino International Airport
IV	Port of Batangas



Collection Districts	
V	Port of Legaspi
VI	Port of Iloilo
VII	Port of Cebu
VIII	Port of Tacloban
IX	Port of Surigao
X	Port of Cagayan de Oro
XI	Port of Zamboanga
XII	Port of Davao
XIII	Port of Subic
XIV	Port of Clark
XV	Port of Aparri
XVI	Port of Limay

a. List of Services Surveyed, Responses, and Total Number of Transacting Clients

The BOC provided two different lists of services – the first list is for services from January to May, and next is for the June to December services. The total responses for the January to May services is 830. This is considerably high compared to an expected/estimated number 347 for 3,625 transacting clients. Also, responses on services from June to December can be considered high as it exceeded the expected sample size of 384 for a 2,923,299 total number of transactions.

Table 1. A External Services (January to May 2023)		
External Services	Responses	Number of Transactions
Accreditation	18	7
Appointment	405	2
Assessment	83	53
Balikbayan Box	35	1
Bonds Acceptance	1	1
Export	1	0
Follow-up	2	0
Goods Declaration	107	124
Information	2	3,316
Operations	45	72
Others	22	49
Permit	108	0
Process Entry	1	0
Overall	830	3,625



Table 1.A shows all the services the BOC provided to its stakeholders from January to May 2023. The services listed in the table were mostly written and/or answered freehandedly by the stakeholders.

Table 1. B External Services (June to December 2023)		
External Services	Responses	Number of Transactions
Document (Releasing/Receiving)	192	181,864
Inquiry	275	14,630
Payment	507	1,603,661
Access in	5,285	851,166
Administration	1,204	188,889
Clearance of Travelers and Crew Members	804	83,089
Overall	8,267	2,923,299

Table 1.B shows all the services the BOC provided to its stakeholders from June to December 2023. There were five (5) main services, namely: ‘Document (Releasing/Receiving), Inquiry, Payment, Access in, and Administration’. In addition, ‘Clearance of Travelers and Crew Members’ as the main service for travelers and crew members who arrived in or departed from airports was also included.

b. Sampling

Applied Confidence Level and Margin of Error

Based on the Sample Size Calculator, the recommended formula in getting the sample size was Cochran’s Sample Size, with:

Confidence level: 95%

Margin of Error: 0.05

III. Methodology

a. Mode of Survey Implementation

The BOC used an On-site Conduct CSM through a paper survey questionnaire and with QR codes posted in all CCC and Offices that provide services to external stakeholders from January to December. Most stakeholders answered the survey through QR codes, while stakeholders who had internet access problems during transactions used paper survey questionnaires.

b. Feedback and Collection Mechanism

Every client with a completed transaction was highly encouraged to answer the survey. The survey questionnaire used is the HCSM questionnaire, which was divided into four parts: (1) the demographics, (2) Citizen’s



Charter questions, (3) Service Quality Dimension (SQD) questions, and (4) recommendations and suggestions.

Responses gathered from the Remote Conduct CSM were systematically stored in a Google Spreadsheet directly accessible by the BOC Committee on Anti-Red Tap (CART) Secretariat and forwarded to CART Focal Persons monthly. The BOC opted to conduct the survey through an online method solely to centralize the gathering of responses, promote a no-contact policy, and preserve the integrity of the CSM survey.

c. Scoring System

Table of the Scale and Its Equivalent Number

The BOC used the standard Five-point Likert scale with the corresponding adjectival description to measure the eight SQDs, which consist of options ranging from 1 ('Strongly Disagree') to 5 ('Strongly Agree') and a neutral option in the middle.

5-point Likert scale	
Scale	Rating
5	Strongly Agree
4	Agree
3	Neither Agree nor Disagree
2	Disagree
1	Strongly Disagree

The overall score for the eight SQDs were computed based on the following formula:

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

d. Interpretation of the results shall be as follows:

The percentage of respondents that rated 'Agree' and 'Strongly Agree' for all eight SQDs shall be used to compute the Overall Score. Agencies shall strive to achieve an overall percentage of 80% or higher, or a rating of 'Satisfactory' or higher. Interpretations of the results shall be 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

The data below shows the frequency distribution of the clients' sex and age. Majority of the respondents are male contributing 5,217 responses. As with the age group, many belong to the 31-60 age bracket.

Table 2 Frequency Distribution of the Clients' Sex and Age					
SEX	AGE				TOTAL
	18-30	31-60	60 Above	Unidentified	
Male	1,607	2,970	97	543	5,217
Female	990	1,615	67	151	2,823
Unidentified	19	14	1	1,342	1,376
TOTAL	2,616	4,599	165	2,036	9,416

b. Citizen's Charter results

The table above shows the frequency and percentage distribution of the Citizen's Charter results.

Table 3 Frequency and Percentage Distribution of the Citizen's Charter Results		
Citizen's Charter	Responses	Percentage
CC1. Do you know about the Citizen's Charter (document of an agency's service and reqs.)?		
CC1. Yes, aware before my transaction here	4,881	80.82%
CC1. Yes, but aware only when I saw the CC of the office	414	6.86%
CC1. No, not aware	744	12.32%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	5,050	83.62%
CC2. Yes, but the CC was hard to find	104	1.72%
CC2. No, I did not see this office's CC	297	4.92%
CC2. N/A	588	9.74%
CC3. Did you use the Citizen's Charter as a guide for the service/s you availed?		
CC3. Yes, I was able to use the CC	4,810	79.65%
CC3. No, I was not able to use the CC	546	9.04%
CC3. N/A	683	11.31%

The majority of the respondents/clients answered "Yes, aware before my transaction here" on their awareness of BOC's Citizen's Charter, contributing 4,881 responses out of 6,039. The 2nd question was about the accessibility of the Citizen's Charter, most of the clients answered "Yes, the CC was easy to find" contributing 83.62% of the total number of respondents. Last question was if the clients used the CC as a guide for



the service/s they availed, 4,810 or 79.65% of the clients answered “Yes, I was able to use the CC”.

c. Service Quality Dimensions results

The table below shows the frequency and percentage distribution of the eight Service Quality Dimensions (SQDs).

Table 7 Frequency and Percentage Distribution of the 8 Service Quality Dimensions								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating	Percentage
Responsiveness	26	18	125	1469	7778	9416	4.91	98.21%
Reliability	23	19	107	1660	7607	9416	4.92	98.42%
Access and Facilities	23	21	152	1668	7552	9416	4.90	97.92%
Communication	23	26	111	1606	7650	9416	4.92	98.30%
Costs	32	21	138	1512	7409	9112	4.90	97.90%
Integrity	23	23	120	1609	7641	9416	4.91	98.24%
Assurance	22	24	122	1536	7712	9416	4.91	98.22%
Outcome	24	27	103	1502	7760	9416	4.92	98.36%
Overall	196	179	990	12226	61109	74700	4.91	98.17%

Legend: Below 60.0% (Poor), 60.0%-79.9% (Fair), 80.0%-94.9% (Satisfactory), 95.0-100% (Outstanding)

Among the eight SQDs, three dimensions have the highest rating namely: Reliability, Communication, and Outcome, with a rating of 4.92 out of 5. The BOC got 4.91 out of 5. The overall percentage of the eight SQDs is 98.17% which is equivalent to an Outstanding rating.

d. Free response

The list of comments below are the commonly mentioned free responses by the stakeholders regarding their experience in transacting with the Bureau.

Positive comments

- Good service
- Very accommodating
- Keep up the good service/work.
- Good job
- Very approachable
- Fast transaction
- Keep up the good and reliable work.
- Kind staff
- Not too difficult to do.
- CCC is very productive.

Complaints and Recommendations

- Needs improvement (numbering system)
- Better facilitation
- Online payment nationwide.



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

Target Customer Satisfaction Feedback							
Measure	Baseline (2021)	2022	2023	2024	2025	2026	2027
Customer Satisfaction Rating Feedback	4.63	4.64	4.66	4.69	4.73	4.78	4.84

Figure 1: Results of Agency Action Plan for FY 2022.

The table above shows the results of the Agency Action Plan aligned with the 10-Point Priority Program of the BOC for FY 2022 from the Customer Satisfaction Analysis.

Actual Customer Satisfaction Feedback			
Measure	Baseline (2021)	2022	2023
Customer Satisfaction Rating Feedback	4.63	4.81	4.91

The Bureau of Customs' actual Customer Satisfaction rating across all eight (8) Service Quality Dimensions improved from 2022 rating of 4.81 to 2023 rating of 4.91.

VI. Continuous Agency Improvement Plan for FY 2024

In line with the Bureau of Customs' commitment of providing efficient and effective services to all transacting stakeholders, the Bureau will provide one of its methods of distributing surveys by posting QR codes on the BOC website all, Customer Care Centers and Administrative Offices in all ports and subports, and continuous engagement of the Bureau with its stakeholders. Further, a similar survey will also be distributed internally for FY 2024 to all transacting BOC employees to measure satisfaction of the service they availed in the workplace.

To provide more efficient service to our stakeholders and reinforce accountability among our personnel, a revised BOC Citizen's Charter for FY 2024 will be published. Our revised Citizen's Charter will reflect our modernization efforts through the automated/digitalized systems we have orated in our processes.



Annex A. Clear images of physical CSM survey

Republic of the Philippines
DEPARTMENT OF FINANCE
BUREAU OF CUSTOMS

HARMONIZED CLIENT SATISFACTION MEASUREMENT

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* Indicates required question

PERSONAL INFORMATION (PERSONAL NA IMPORMASYON)

NAME (PANGALAN):

Your answer _____

AGE (EDAD): *

18 y/o to 30 y/o
 31 y/o to 60 y/o
 60 y/o Above

SEX (KASARIAN) : *

MALE
 FEMALE

MOBILE NUMBER:

Your answer _____

ARE YOU AN EMPLOYEE OF THE BUREAU OF CUSTOMS (BOC)? *

NO
 YES

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EXTERNAL STAKEHOLDERS

CLIENT TYPE (KLASE NG KLIYENTE) : *

GOVERNMENT (NGA, LGU, GOCC, OTHERS)
 IMPORTER/EXPORTER (IMPORTER, EXPORTER, BROKER, REPRESENTATIVE, OTHERS)
 TRAVELER (OFW IN AIRPORTS, TOURIST, OTHERS)
 GENERAL PUBLIC (SERVICE PROVIDER, OFW, FORMER BOC EMPLOYEE, BALIKBAYAN CLAIMANT, MEDIA, ACADEME, APPLICANT, OTHERS)
 OTHERS (FORWARDING COMPANY, SHIPPING LINE, AIRLINE, SURETY/BONDING COMPANY, OTHERS)

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CENTRAL OFFICE OR COLLECTION DISTRICTS

OFFICE CONCERNED: *

CENTRAL OFFICE
 COLLECTION DISTRICTS

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SERVICES

PLEASE SELECT SERVICE AVAILED: *

- DOCUMENT
- INQUIRY
- PAYMENT
- ACCESS-IN
- ADMINISTRATION

PLEASE SELECT SUB-SERVICE AVAILED: *

- GOODS DECLARATION
- ACCREDITATION
- ASSESSMENT
- OPERATIONS
- LEGAL
- OTHERS

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CITIZEN'S CHARTER

INSTRUCTIONS:
Select your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflect the services of a government agency/office including its requirements, fees, and processing times among others.

CC1. Do you know about the Citizen's Charter (document of an agency's service and reqs.) ? *

CC2. Did you see this office's Citizen's Charter? *

CC3. Did you use the Citizen's Charter as a guide for the service/s you availed? *

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SERVICE QUALITY DIMENSION (SQD)

INSTRUCTION: For SQD 1-8, please select the column that best corresponds to your answer.

5 = Strongly Agree
 4 = Agree
 3 = Neither Agree nor Disagree
 2 = Disagree
 1 = Strongly Disagree

	5	4	3	2	1
SQD1. I spent an acceptable amount of time to complete my transaction (Responsiveness)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD2. The office accurately informed and followed the transaction's requirements and steps (Reliability)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD3. My online transaction (including steps and payment) was simple and convenient (Access and Facilities)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD4. I easily found information about my transaction from the office or its website (Communication)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD5. I paid an acceptable amount of fees for my transaction (Costs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD6. I am confident my online transaction was secure (Integrity)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD7. The office's online support was available, or (if asked questions) online support was quick to respond (Assurance)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD8. I got what I needed from the government office (Outcome)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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RECOMMENDATIONS/SUGGESTIONS

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Your answer

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Annex B. List of Groups (Central Offices) and Collection Districts

Groups (Central Offices)	
Assessment and Operations Coordinating Group (AOCG)	
Enforcement Group (EG)	
Intelligence Group (IG)	
Internal Administration Group (IAG)	
Management Information Systems and Technology Group (MISTG)	
Office of the Commissioner (OCOM)	
Post Clearance Audit Group (PCAG)	
Revenue Collection Monitoring Group (RCMG)	

Collection Districts	
I	Port of San Fernando
II-A	Port of Manila
II-B	Manila International Container Port
III	Ninoy Aquino International Airport
IV	Port of Batangas
V	Port of Legaspi
VI	Port of Iloilo
VII	Port of Cebu
VIII	Port of Tacloban
IX	Port of Surigao
X	Port of Cagayan de Oro
XI	Port of Zamboanga
XII	Port of Davao
XIII	Port of Subic
XIV	Port of Clark
XV	Port of Aparri
XVI	Port of Limay



Annex C. CSM results of Groups (Central Offices) and Collection Districts

The tables presented below consist of the response rates of each office per service. This section consists of 17 tables for each Collection Districts and 8 tables for each Central Offices.

A. Groups (Central Offices)

Assessment and Operations Coordinating Group (AOCG)

Citizen's Charter	Responses	Percentage
CC1. Do you know about the Citizen's Charter (document of an agency's service and reqs.)?		
CC1. Yes, aware before my transaction here	61	74.39%
CC1. Yes, but aware only when I saw the CC of the office	9	10.98%
CC1. No, not aware	12	14.63%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	66	80.49%
CC2. Yes, but the CC was hard to find	1	1.22%
CC2. No, I did not see this office's CC	6	7.32%
CC2. N/A	9	10.98%
CC3. Did you use the Citizen's Charter as a guide for the service/s you availed?		
CC3. Yes, I was able to use the CC	63	76.83%
CC3. No, I was not able to use the CC	10	12.20%
CC3. N/A	9	10.98%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	2	1	3	16	60	82	4.63
Reliability	3	1	3	14	61	82	4.57
Access and Facilities	2	2	2	16	60	82	4.63
Communication	2	2	2	17	59	82	4.63
Costs	2	2	2	17	59	82	4.63
Integrity	2	2	2	15	61	82	4.63
Assurance	2	2	2	16	60	82	4.63
Outcome	2	2	2	16	60	82	4.63
Overall	17	14	18	127	480	656	4.63

External Services	Number of Client Surveyed	Total Transactions
Access in	5	5
Document	61	61
Inquiry	14	14
Payment	2	2
TOTAL	82	82



Enforcement Group (EG)

Citizen's Charter	Responses	Percentage
CC1. Do you know about the Citizen's Charter (document of an agency's service and reqs.)?		
CC1. Yes, aware before my transaction here	4	100%
CC1. Yes, but aware only when I saw the CC of the office	0	0
CC1. No, not aware	0	0
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	4	100%
CC2. Yes, but the CC was hard to find	0	0
CC2. No, I did not see this office's CC	0	0
CC2. N/A	0	0
CC3. Did you use the Citizen's Charter as a guide for the service/s you availed?		
CC3. Yes, I was able to use the CC	4	100%
CC3. No, I was not able to use the CC	0	0
CC3. N/A	0	0

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	0	0	1	0	3	4	3.75
Reliability	0	0	0	0	4	4	5
Access and Facilities	0	0	0	0	4	4	5
Communication	0	0	0	0	4	4	5
Costs	0	0	0	1	3	4	5
Integrity	0	0	0	1	3	4	5
Assurance	0	0	0	0	4	4	5
Outcome	0	0	0	0	4	4	5
Overall	0	0	1	2	29	32	4.84

External Services	Number of Client Surveyed	Total Transactions
Document	3	3
Inquiry	1	1
TOTAL	4	4



Internal Administration Group (IAG)

Citizen's Charter	Responses	Percentage
CC1. Do you know about the Citizen's Charter (document of an agency's service and reqs.)?		
CC1. Yes, aware before my transaction here	5	83.33%
CC1. Yes, but aware only when I saw the CC of the office	1	16.67%
CC1. No, not aware	0	0
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	6	100%
CC2. Yes, but the CC was hard to find	0	0
CC2. No, I did not see this office's CC	0	0
CC2. N/A	0	0
CC3. Did you use the Citizen's Charter as a guide for the service/s you availed?		
CC3. Yes, I was able to use the CC	6	100%
CC3. No, I was not able to use the CC	0	0
CC3. N/A	0	0

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	0	0	0	2	4	6	5
Reliability	0	0	0	2	4	6	5
Access and Facilities	0	0	0	2	4	6	5
Communication	0	0	0	2	4	6	5
Costs	0	0	0	2	4	6	5
Integrity	0	0	0	2	4	6	5
Assurance	0	0	0	2	4	6	5
Outcome	0	0	0	2	4	6	5
Overall	0	0	0	16	32	48	5

External Services	Number of Client Surveyed	Total Transactions
Administration	1	1
Document	3	3
Inquiry	1	1
Payment	1	1
TOTAL	6	6



Intelligence Group (IG)

Citizen's Charter	Responses	Percentage
CC1. Do you know about the Citizen's Charter (document of an agency's service and reqs.)?		
CC1. Yes, aware before my transaction here	8	88.89%
CC1. Yes, but aware only when I saw the CC of the office	0	0
CC1. No, not aware	1	11.11%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	7	77.78%
CC2. Yes, but the CC was hard to find	1	11.11%
CC2. No, I did not see this office's CC	0	0
CC2. N/A	1	11.11%
CC3. Did you use the Citizen's Charter as a guide for the service/s you availed?		
CC3. Yes, I was able to use the CC	7	77.78%
CC3. No, I was not able to use the CC	0	0
CC3. N/A	2	22.22%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	0	0	0	0	9	9	5
Reliability	0	0	0	0	9	9	5
Access and Facilities	0	0	0	0	9	9	5
Communication	0	0	0	0	9	9	5
Costs	0	0	0	0	9	9	5
Integrity	0	0	0	0	9	9	5
Assurance	0	0	1	0	8	9	4.44
Outcome	0	0	0	1	8	9	5
Overall	0	0	1	1	70	72	4.93

External Services	Number of Client Surveyed	Total Transactions
Document	8	8
Inquiry	1	1
TOTAL	9	9



Management Information Systems and Technology Group (MISTG)

Citizen's Charter	Responses	Percentage
CC1. Do you know about the Citizen's Charter (document of an agency's service and reqs.)?		
CC1. Yes, aware before my transaction here	8	88.9%
CC1. Yes, but aware only when I saw the CC of the office	1	11.1%
CC1. No, not aware	0	0%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	1	11.1%
CC2. Yes, but the CC was hard to find	2	22.2%
CC2. No, I did not see this office's CC	6	66.7%
CC2. N/A	0	0%
CC3. Did you use the Citizen's Charter as a guide for the service/s you availed?		
CC3. Yes, I was able to use the CC	1	11.1%
CC3. No, I was not able to use the CC	1	11.1%
CC3. N/A	7	77.8%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	1	0	1	1	6	9	3.89
Reliability	1	0	1	1	6	9	3.89
Access and Facilities	1	0	1	2	5	9	3.89
Communication	1	0	1	1	6	9	3.89
Costs	2	0	1	1	5	9	3.33
Integrity	1	0	0	2	6	9	4.44
Assurance	1	0	0	2	6	9	4.44
Outcome	1	0	0	2	6	9	4.44
Overall	9	0	5	12	46	72	4.03

External Services	Number of Client Surveyed	Total Transactions
Access in	1	1
Document	5	5
Inquiry	2	2
Payment	1	1
TOTAL	9	9



Post Clearance Audit Group (PCAG)

Citizen's Charter	Responses	Percentage
CC1. Do you know about the Citizen's Charter (document of an agency's service and reqs.)?		
CC1. Yes, aware before my transaction here	33	76.74%
CC1. Yes, but aware only when I saw the CC of the office	6	13.95%
CC1. No, not aware	4	9.30%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	41	95.35%
CC2. Yes, but the CC was hard to find	0	0
CC2. No, I did not see this office's CC	1	2.33%
CC2. N/A	1	2.33%
CC3. Did you use the Citizen's Charter as a guide for the service/s you availed?		
CC3. Yes, I was able to use the CC	32	74.42%
CC3. No, I was not able to use the CC	6	13.95%
CC3. N/A	5	11.63%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	0	0	0	8	35	43	5
Reliability	0	0	0	5	38	43	5
Access and Facilities	0	0	1	7	35	43	4.88
Communication	00	0	0	6	37	43	5
Costs	0	0	0	5	38	43	5
Integrity	0	0	1	6	36	43	4.88
Assurance	0	0	1	7	35	43	4.88
Outcome	0	0	0	8	35	43	5
Overall	0	0	3	52	289	344	4.96

External Services	Number of Client Surveyed	Total Transactions
Document	10	10
Inquiry	2	2
Payment	25	25
TOTAL	43	43



Office of the Commissioner (OCOM)

Citizen's Charter	Responses	Percentage
CC1. Do you know about the Citizen's Charter (document of an agency's service and reqs.)?		
CC1. Yes, aware before my transaction here	16	80.00%
CC1. Yes, but aware only when I saw the CC of the office	3	15.00%
CC1. No, not aware	1	5.00%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	18	90.00%
CC2. Yes, but the CC was hard to find	0	0
CC2. No, I did not see this office's CC	1	5.00%
CC2. N/A	1	5.00%
CC3. Did you use the Citizen's Charter as a guide for the service/s you availed?		
CC3. Yes, I was able to use the CC	15	75.00%
CC3. No, I was not able to use the CC	1	5.00%
CC3. N/A	4	20.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	0	0	1	3	16	20	4.75
Reliability	0	0	0	3	14	20	5
Access and Facilities	0	0	0	4	16	20	5
Communication	0	0	0	4	16	20	5
Costs	0	0	1	2	14	20	4.75
Integrity	0	0	0	2	18	20	5
Assurance	0	0	0	3	17	20	5
Outcome	0	0	0	2	18	20	5
Overall	0	0	2	23	135	160	4.93

External Services	Number of Client Surveyed	Total Transactions
Access in	2	2
Administration	3	3
Document	10	10
Inquiry	1	1
Payment	4	4
TOTAL	20	20



Revenue Collection Monitoring Group (RCMG)

Citizen's Charter	Responses	Percentage
CC1. Do you know about the Citizen's Charter (document of an agency's service and reqs.)?		
CC1. Yes, aware before my transaction here	21	75.00%
CC1. Yes, but aware only when I saw the CC of the office	3	10.71%
CC1. No, not aware	4	14.29%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	20	71.43%
CC2. Yes, but the CC was hard to find	0	0
CC2. No, I did not see this office's CC	2	7.14%
CC2. N/A	6	21.43%
CC3. Did you use the Citizen's Charter as a guide for the service/s you availed?		
CC3. Yes, I was able to use the CC	20	71.43%
CC3. No, I was not able to use the CC	0	0
CC3. N/A	8	28.57%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	2	0	0	4	22	28	4.64
Reliability	2	0	1	4	21	28	4.46
Access and Facilities	1	0	1	4	22	28	4.64
Communication	1	0	0	3	24	28	4.82
Costs	2	0	0	3	23	28	4.64
Integrity	1	0	0	5	22	28	4.82
Assurance	1	0	0	4	23	28	4.82
Outcome	2	0	0	4	22	28	4.64
Overall	12	0	2	31	179	224	4.69

External Services	Number of Client Surveyed	Total Transactions
Access in	3	3
Administration	10	10
Document	10	10
Inquiry	2	2
Payment	3	3
TOTAL	28	28



B. Collection District

Collection District I: Port of San Fernando

Citizen's Charter	Responses	Percentage
CC1. Do you know about the Citizen's Charter (document of an agency's service and reqs.)?		
CC1. Yes, aware before my transaction here	135	88.82%
CC1. Yes, but aware only when I saw the CC of the office	12	7.89%
CC1. No, not aware	5	3.29%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	145	95.39%
CC2. Yes, but the CC was hard to find	1	0.66%
CC2. No, I did not see this office's CC	3	1.97%
CC2. N/A	3	1.97%
CC3. Did you use the Citizen's Charter as a guide for the service/s you availed?		
CC3. Yes, I was able to use the CC	140	92.11%
CC3. No, I was not able to use the CC	5	3.29%
CC3. N/A	7	4.61%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	1	0	3	29	140	173	4.88
Reliability	0	0	2	31	140	173	4.94
Access and Facilities	0	0	5	32	136	173	4.86
Communication	0	1	2	28	142	173	4.91
Costs	2	0	5	30	136	173	4.80
Integrity	0	0	5	31	137	173	4.86
Assurance	0	1	4	31	137	173	4.86
Outcome	0	1	3	27	142	173	4.88
Overall	3	3	29	239	1110	1384	4.87

External Services	Number of Client Surveyed	Total Transactions
Access in	2	2
Administration	9	9
Document	76	605
Inquiry	20	20
Payment	45	212
TOTAL	152	848



Collection District II-A: Port of Manila

Citizen's Charter	Responses	Percentage
CC1. Do you know about the Citizen's Charter (document of an agency's service and reqs.)?		
CC1. Yes, aware before my transaction here	389	86.06%
CC1. Yes, but aware only when I saw the CC of the office	14	3.10%
CC1. No, not aware	49	10.84%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	383	84.733%
CC2. Yes, but the CC was hard to find	18	3.98%
CC2. No, I did not see this office's CC	33	7.30%
CC2. N/A	18	3.98%
CC3. Did you use the Citizen's Charter as a guide for the service/s you availed?		
CC3. Yes, I was able to use the CC	383	84.73%
CC3. No, I was not able to use the CC	48	10.62%
CC3. N/A	21	4.56%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	3	5	26	100	318	452	4.62
Reliability	3	5	16	117	311	452	4.73
Access and Facilities	3	4	21	114	310	452	4.69
Communication	3	4	20	129	296	452	4.70
Costs	4	6	20	117	305	452	4.67
Integrity	4	4	21	115	308	452	4.68
Assurance	3	5	25	113	306	452	4.63
Outcome	3	6	19	105	319	452	4.69
Overall	26	39	168	910	2473	3616	4.68

External Services	Number of Client Surveyed	Total Transactions
Access in	22	36,357
Document	206	54,801
Inquiry	105	12,836
Payment	36	24,191
TOTAL	369	128,185



Collection District II-B: Manila International Container Port

Citizen's Charter	Responses	Percentage
CC1. Do you know about the Citizen's Charter (document of an agency's service and reqs.)?		
CC1. Yes, aware before my transaction here	889	93.28%
CC1. Yes, but aware only when I saw the CC of the office	48	5.04%
CC1. No, not aware	16	1.68%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	881	92.44%
CC2. Yes, but the CC was hard to find	24	2.52%
CC2. No, I did not see this office's CC	35	3.67%
CC2. N/A	13	1.36%
CC3. Did you use the Citizen's Charter as a guide for the service/s you availed?		
CC3. Yes, I was able to use the CC	810	84.99%
CC3. No, I was not able to use the CC	116	12.17%
CC3. N/A	27	2.83%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	1	1	6	79	866	953	4.96
Reliability	1	2	7	100	843	953	4.95
Access and Facilities	1	2	12	102	836	953	4.92
Communication	1	2	12	100	838	953	4.92
Costs	1	2	9	96	845	953	4.94
Integrity	1	3	11	97	841	953	4.92
Assurance	1	2	11	100	839	953	4.93
Outcome	1	2	11	86	853	953	4.93
Overall	8	16	79	760	6761	7624	4.93

External Services	Number of Client Surveyed	Total Transactions
Access in	108	7,277
Administration	3	3
Document	534	46,329
Inquiry	152	4,778
Payment	20	6,215
TOTAL	817	64,602



Collection District III: Ninoy Aquino International Airport

Citizen's Charter	Responses	Percentage
CC1. Do you know about the Citizen's Charter (document of an agency's service and reqs.)?		
CC1. Yes, aware before my transaction here	246	64.40%
CC1. Yes, but aware only when I saw the CC of the office	51	13.35%
CC1. No, not aware	85	22.25%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	287	75.13%
CC2. Yes, but the CC was hard to find	6	1.57%
CC2. No, I did not see this office's CC	46	12.04%
CC2. N/A	43	11.26%
CC3. Did you use the Citizen's Charter as a guide for the service/s you availed?		
CC3. Yes, I was able to use the CC	268	70.16%
CC3. No, I was not able to use the CC	65	17.02%
CC3. N/A	49	12.83%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	4	1	8	129	369	511	4.87
Reliability	3	1	5	120	382	511	4.91
Access and Facilities	4	1	15	124	367	511	4.80
Communication	3	4	7	138	359	511	4.86
Costs	6	0	15	129	361	511	4.79
Integrity	2	2	14	137	356	511	4.82
Assurance	3	1	12	132	363	511	4.84
Outcome	3	0	8	124	376	511	4.89
Overall	28	10	84	1033	2933	4088	4.85

External Services	Number of Client Surveyed	Total Transactions
Access in	5	347
Administration	3	3
Assessment	4	4
Bonds Acceptance	1	1
CBW	1	1
Clearance of Travelers and Crew Members	22	1,603,661
Documents	272	628,804
Goods Declaration	3	3
Inquiry	103	446
Operations	3	3
Payment	38	30,053
TOTAL	455	2,263,326



Collection District IV: Port of Batangas

Citizen's Charter	Responses	Percentage
CC1. Do you know about the Citizen's Charter (document of an agency's service and reqs.)?		
CC1. Yes, aware before my transaction here	64	90.14%
CC1. Yes, but aware only when I saw the CC of the office	3	4.23%
CC1. No, not aware	4	5.63%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	66	92.96%
CC2. Yes, but the CC was hard to find	0	0
CC2. No, I did not see this office's CC	3	4.23%
CC2. N/A	2	2.82%
CC3. Did you use the Citizen's Charter as a guide for the service/s you availed?		
CC3. Yes, I was able to use the CC	65	91.55%
CC3. No, I was not able to use the CC	5	7.04%
CC3. N/A	1	1.41%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	0	0	4	12	55	71	4.72
Reliability	1	0	5	10	55	71	4.58
Access and Facilities	0	0	3	11	57	71	4.79
Communication	0	0	2	15	54	71	4.86
Costs	0	0	3	15	53	71	4.79
Integrity	0	0	2	17	52	71	4.86
Assurance	0	0	5	12	54	71	4.65
Outcome	0	0	4	14	53	71	4.72
Overall	1	0	28	106	433	568	4.74

External Services	Number of Client Surveyed	Total Transactions
Access in	5	0
Administration	3	0
Document	247	30,013
Inquiry	69	69
Payment	36	6,514
TOTAL	360	36,596



Collection District V: Port of Legaspi

Citizen's Charter	Responses	Percentage
CC1. Do you know about the Citizen's Charter (document of an agency's service and reqs.)?		
CC1. Yes, aware before my transaction here	44	84.62%
CC1. Yes, but aware only when I saw the CC of the office	7	13.46%
CC1. No, not aware	1	1.92%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	51	98.08%
CC2. Yes, but the CC was hard to find	0	0
CC2. No, I did not see this office's CC	0	0
CC2. N/A	1	1.92%
CC3. Did you use the Citizen's Charter as a guide for the service/s you availed?		
CC3. Yes, I was able to use the CC	51	98.08%
CC3. No, I was not able to use the CC	0	0
CC3. N/A	1	1.92%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	0	0	0	0	60	60	5
Reliability	0	0	0	1	59	60	5
Access and Facilities	0	0	1	1	58	60	4.92
Communication	0	0	0	0	60	60	5
Costs	0	0	0	0	60	60	5
Integrity	0	0	0	0	60	60	5
Assurance	0	0	0	1	59	60	5
Outcome	0	0	0	0	60	60	5
Overall	0	0	1	3	476	480	4.99

External Services	Number of Client Surveyed	Total Transactions
Document	46	309
Inquiry	10	22
Payment	17	213
TOTAL	73	544



Collection District VI: Port of Iloilo

Citizen's Charter	Responses	Percentage
CC1. Do you know about the Citizen's Charter (document of an agency's service and reqs.)?		
CC1. Yes, aware before my transaction here	42	54.55%
CC1. Yes, but aware only when I saw the CC of the office	22	28.57%
CC1. No, not aware	13	16.88%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	63	81.82%
CC2. Yes, but the CC was hard to find	0	0
CC2. No, I did not see this office's CC	4	5.19%
CC2. N/A	10	12.99%
CC3. Did you use the Citizen's Charter as a guide for the service/s you availed?		
CC3. Yes, I was able to use the CC	61	79.22%
CC3. No, I was not able to use the CC	3	3.90%
CC3. N/A	13	16.88%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	0	0	4	13	60	77	4.74
Reliability	0	0	1	16	60	77	4.94
Access and Facilities	0	0	3	20	54	77	4.81
Communication	0	0	1	15	61	77	4.94
Costs	0	0	1	16	60	77	4.94
Integrity	0	0	1	8	68	77	4.94
Assurance	0	0	2	14	61	77	4.87
Outcome	0	0	3	13	61	77	4.81
Overall	0	0	16	115	485	616	4.87

External Services	Number of Client Surveyed	Total Transactions
Access in	3	0
Clearance of Travelers and Crew Members	1	1
Document	29	1,291
Inquiry	16	26
Payment	32	423
TOTAL	81	1,741



Collection District VII: Port of Cebu

Citizen's Charter	Responses	Percentage
CC1. Do you know about the Citizen's Charter (document of an agency's service and reqs.)?		
CC1. Yes, aware before my transaction here	557	78.78%
CC1. Yes, but aware only when I saw the CC of the office	22	3.11%
CC1. No, not aware	128	18.10%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	554	78.36%
CC2. Yes, but the CC was hard to find	7	0.99%
CC2. No, I did not see this office's CC	8	1.13%
CC2. N/A	138	19.52%
CC3. Did you use the Citizen's Charter as a guide for the service/s you availed?		
CC3. Yes, I was able to use the CC	541	76.52%
CC3. No, I was not able to use the CC	18	2.55%
CC3. N/A	148	20.93%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	1	0	4	223	610	838	4.97
Reliability	1	0	4	287	546	838	4.97
Access and Facilities	2	0	4	265	567	838	4.96
Communication	1	0	5	240	594	838	4.96
Costs	1	0	4	251	581	838	4.97
Integrity	2	0	4	256	576	838	4.96
Assurance	1	0	4	247	586	838	4.97
Outcome	1	0	4	240	593	838	4.97
Overall	10	0	33	2010	4653	6706	4.97

External Services	Number of Client Surveyed	Total Transactions
Access in	2	2
Administration	6	2
Clearance of Travelers and Crew Members	119	119
Document	448	10,555
Inquiry	203	175
Payment	60	61
TOTAL	838	10,914



Collection District VIII: Port of Tacloban

Citizen's Charter	Responses	Percentage
CC1. Do you know about the Citizen's Charter (document of an agency's service and reqs.)?		
CC1. Yes, aware before my transaction here	26	61.90%
CC1. Yes, but aware only when I saw the CC of the office	15	35.71%
CC1. No, not aware	1	2.38%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	34	80.95%
CC2. Yes, but the CC was hard to find	7	16.67%
CC2. No, I did not see this office's CC	0	0
CC2. N/A	1	2.38%
CC3. Did you use the Citizen's Charter as a guide for the service/s you availed?		
CC3. Yes, I was able to use the CC	34	80.95%
CC3. No, I was not able to use the CC	6	14.29%
CC3. N/A	2	4.76%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	0	0	0	1	49	50	5
Reliability	0	0	0	1	49	50	5
Access and Facilities	0	0	0	6	44	50	5
Communication	0	0	0	1	49	50	5
Costs	0	0	4	14	32	50	4.6
Integrity	0	0	0	1	49	50	4
Assurance	0	0	0	2	48	50	4
Outcome	0	0	0	2	48	50	4
Overall	0	0	4	28	368	400	4.95

External Services	Number of Client Surveyed	Total Transactions
Document	5	5
Inquiry	44	44
Payment	1	5
TOTAL	50	54



Collection District IX: Port of Surigao

Citizen's Charter	Responses	Percentage
CC1. Do you know about the Citizen's Charter (document of an agency's service and reqs.)?		
CC1. Yes, aware before my transaction here	146	82.95%
CC1. Yes, but aware only when I saw the CC of the office	19	10.80%
CC1. No, not aware	11	6.25%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	162	92.05%
CC2. Yes, but the CC was hard to find	4	2.27%
CC2. No, I did not see this office's CC	1	0.57%
CC2. N/A	9	5.11%
CC3. Did you use the Citizen's Charter as a guide for the service/s you availed?		
CC3. Yes, I was able to use the CC	155	88.07%
CC3. No, I was not able to use the CC	11	6.25%
CC3. N/A	10	5.68%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	0	0	0	17	172	189	5
Reliability	0	0	0	14	175	189	5
Access and Facilities	0	0	2	15	172	189	4.95
Communication	0	1	0	14	174	189	4.97
Costs	0	0	0	10	179	189	5
Integrity	0	0	0	16	173	189	5
Assurance	0	0	1	12	176	189	4.97
Outcome	0	0	0	14	175	189	5
Overall	0	1	3	112	1396	1512	4.99

External Services	Number of Client Surveyed	Total Transactions
Administration	1	1
Assessment	1	1
Document	141	3,841
Goods Declaration	1	1
Inquiry	2	2
Operations	7	7
Others	4	4
Payment	32	3,424
TOTAL	189	7,281



Collection District X: Port of Cagayan de Oro

Citizen's Charter	Responses	Percentage
CC1. Do you know about the Citizen's Charter (document of an agency's service and reqs.)?		
CC1. Yes, aware before my transaction here	355	93.37%
CC1. Yes, but aware only when I saw the CC of the office	20	5.04%
CC1. No, not aware	6	1.59%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	371	97.35%
CC2. Yes, but the CC was hard to find	1	0.27%
CC2. No, I did not see this office's CC	8	2.12%
CC2. N/A	1	0.27%
CC3. Did you use the Citizen's Charter as a guide for the service/s you availed?		
CC3. Yes, I was able to use the CC	342	90.19%
CC3. No, I was not able to use the CC	30	7.43%
CC3. N/A	9	2.39%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	1	0	13	48	315	377	4.81
Reliability	1	0	9	80	287	377	4.87
Access and Facilities	1	0	25	63	288	377	4.66
Communication	1	0	16	68	293	377	4.77
Costs	2	0	14	62	299	377	4.79
Integrity	1	1	14	67	294	377	4.79
Assurance	1	0	6	59	344	377	4.91
Outcome	1	0	5	67	304	377	4.92
Overall	9	1	102	514	2390	3016	4.81

External Services	Number of Client Surveyed	Total Transactions
Access in	7	451
Document	251	6,500
Inquiry	9	13
Payment	114	987
TOTAL	381	7,951



Collection District XI: Port of Zamboanga

Citizen's Charter	Responses	Percentage
CC1. Do you know about the Citizen's Charter (document of an agency's service and reqs.)?		
CC1. Yes, aware before my transaction here	632	86.81%
CC1. Yes, but aware only when I saw the CC of the office	4	0.55%
CC1. No, not aware	92	12.64%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	635	86.87%
CC2. Yes, but the CC was hard to find	1	0.14%
CC2. No, I did not see this office's CC	0	0
CC2. N/A	95	13%
CC3. Did you use the Citizen's Charter as a guide for the service/s you availed?		
CC3. Yes, I was able to use the CC	636	87.36%
CC3. No, I was not able to use the CC	0	0
CC3. N/A	92	12.64%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	0	0	0	4	724	728	5
Reliability	0	0	0	4	724	728	5
Access and Facilities	0	0	0	5	723	728	5
Communication	0	0	0	4	724	728	5
Costs	0	0	0	5	723	728	5
Integrity	0	0	0	4	724	728	5
Assurance	0	0	0	4	724	728	5
Outcome	0	0	0	5	723	728	5
Overall	0	0	0	35	5789	5824	5

External Services	Number of Client Surveyed	Total Transactions
Document	575	575
Inquiry	39	39
Payment	113	113
Unidentified	2	2
TOTAL	729	729



Collection District XII: Port of Davao

Citizen's Charter	Responses	Percentage
CC1. Do you know about the Citizen's Charter (document of an agency's service and reqs.)?		
CC1. Yes, aware before my transaction here	349	91.84%
CC1. Yes, but aware only when I saw the CC of the office	20	5.26%
CC1. No, not aware	11	2.89%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	363	95.53%
CC2. Yes, but the CC was hard to find	3	0.79%
CC2. No, I did not see this office's CC	1	0.26%
CC2. N/A	13	3.42%
CC3. Did you use the Citizen's Charter as a guide for the service/s you availed?		
CC3. Yes, I was able to use the CC	330	86.84%
CC3. No, I was not able to use the CC	23	6.05%
CC3. N/A	27	7.11%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	0	2	6	39	341	388	4.90
Reliability	0	1	6	62	319	388	4.91
Access and Facilities	0	2	13	77	296	388	4.81
Communication	0	2	4	49	333	388	4.92
Costs	1	1	11	67	308	388	4.83
Integrity	0	1	10	62	315	388	4.86
Assurance	0	2	6	55	325	388	4.90
Outcome	0	1	6	41	340	388	4.91
Overall	1	12	62	452	2577	3104	4.88

External Services	Number of Client Surveyed	Total Transactions
Access in	19	107
Administration	2	0
Clearance of Travelers and Crew Members	6	6
Document	264	26,374
Goods Declaration	1	0
Inquiry	80	285
Operations	1	0
Payment	11	2,088
Permit	2	0
Process Entry	1	0
TOTAL	387	28,860



Collection District XIII: Port of Subic

Citizen's Charter	Responses	Percentage
CC1. Do you know about the Citizen's Charter (document of an agency's service and reqs.)?		
CC1. Yes, aware before my transaction here	22	17.32%
CC1. Yes, but aware only when I saw the CC of the office	1	0.79%
CC1. No, not aware	104	81.89%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	23	18.11%
CC2. Yes, but the CC was hard to find	0	0
CC2. No, I did not see this office's CC	6	4.72%
CC2. N/A	98	77.17%
CC3. Did you use the Citizen's Charter as a guide for the service/s you availed?		
CC3. Yes, I was able to use the CC	20	15.75%
CC3. No, I was not able to use the CC	22	17.32%
CC3. N/A	85	66.93%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	0	0	4	4	147	155	4.87
Reliability	0	0	3	1	151	155	4.90
Access and Facilities	0	0	3	0	152	155	4.90
Communication	0	0	3	0	152	155	4.90
Costs	0	0	2	0	153	155	4.94
Integrity	0	0	2	1	152	155	4.94
Assurance	0	0	3	0	152	155	4.90
Outcome	0	0	3	0	152	155	4.90
Overall	0	0	23	6	1211	1240	4.91

External Services	Number of Client Surveyed	Total Transactions
Access in	2	59
Administration	1	1
Document	90	6,814
Inquiry	33	67
Payment	1	23
TOTAL	127	6,964



Collection District XIV: Port of Clark

Citizen's Charter	Responses	Percentage
CC1. Do you know about the Citizen's Charter (document of an agency's service and reqs.)?		
CC1. Yes, aware before my transaction here	565	64.35%
CC1. Yes, but aware only when I saw the CC of the office	128	14.58%
CC1. No, not aware	185	21.07%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	597	68.00%
CC2. Yes, but the CC was hard to find	30	3.42%
CC2. No, I did not see this office's CC	135	15.38%
CC2. N/A	116	13.21%
CC3. Did you use the Citizen's Charter as a guide for the service/s you availed?		
CC3. Yes, I was able to use the CC	552	62.87%
CC3. No, I was not able to use the CC	173	19.70%
CC3. N/A	153	17.43%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	1	1	17	313	691	1023	4.91
Reliability	0	2	22	337	662	1023	4.88
Access and Facilities	0	2	19	306	696	1023	4.90
Communication	1	2	16	322	682	1023	4.91
Costs	2	1	22	302	696	1023	4.88
Integrity	1	1	16	310	695	1023	4.91
Assurance	0	2	14	290	717	1023	4.92
Outcome	1	2	11	296	713	1023	4.93
Overall	6	13	137	2476	5552	8184	4.90

External Services	Number of Client Surveyed	Total Transactions
Access in	13	137,260
Administration	29	29
Clearance of Travelers and Crew Members	377	377
Document	389	33,032
Inquiry	36	94
Payment	34	8,557
TOTAL	878	179,349



Collection District XV: Port of Aparri

Citizen's Charter	Responses	Percentage
CC1. Do you know about the Citizen's Charter (document of an agency's service and reqs.)?		
CC1. Yes, aware before my transaction here	62	93.94%
CC1. Yes, but aware only when I saw the CC of the office	3	4.55%
CC1. No, not aware	1	1.52%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	60	90.91%
CC2. Yes, but the CC was hard to find	0	0
CC2. No, I did not see this office's CC	2	3.03%
CC2. N/A	4	6.06%
CC3. Did you use the Citizen's Charter as a guide for the service/s you availed?		
CC3. Yes, I was able to use the CC	62	93.94%
CC3. No, I was not able to use the CC	1	1.52%
CC3. N/A	3	4.55%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	0	0	0	6	60	66	5
Reliability	0	0	0	6	60	66	5
Access and Facilities	0	0	0	14	52	66	5
Communication	0	0	0	6	60	66	5
Costs	1	0	0	14	51	66	4.92
Integrity	0	0	0	3	63	66	5
Assurance	0	0	0	5	61	66	5
Outcome	0	0	0	2	64	66	5
Overall	1	0	0	56	471	528	4.99

External Services	Number of Client Surveyed	Total Transactions
Administration	3	7
Document	37	110
Inquiry	21	44
Payment	3	6
TOTAL	66	167



Collection District XVI: Port of Limay

Citizen's Charter	Responses	Percentage
CC1. Do you know about the Citizen's Charter (document of an agency's service and reqs.)?		
CC1. Yes, aware before my transaction here	210	94.17%
CC1. Yes, but aware only when I saw the CC of the office	3	1.35%
CC1. No, not aware	10	4.48%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	216	96.86%
CC2. Yes, but the CC was hard to find	0	0
CC2. No, I did not see this office's CC	2	0.90%
CC2. N/A	5	2.24%
CC3. Did you use the Citizen's Charter as a guide for the service/s you availed?		
CC3. Yes, I was able to use the CC	213	95.52%
CC3. No, I was not able to use the CC	3	1.35%
CC3. N/A	7	3.14%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	1	0	0	37	278	316	4.98
Reliability	1	0	0	38	277	316	4.98
Access and Facilities	1	0	1	37	277	316	4.97
Communication	1	0	1	33	281	316	4.97
Costs	1	1	1	19	210	232	4.94
Integrity	1	0	1	40	274	316	4.97
Assurance	1	1	1	39	274	316	4.95
Outcome	1	1	1	37	276	316	4.95
Overall	1	3	6	280	2147	2444	4.97

External Services	Number of Client Surveyed	Total Transactions
Access in	1	1
Administration	3	3
Appointment	2	2
Assessment	45	45
Document	303	1,353
Goods Declaration	45	45
Inquiry	7	7
Operations	35	35
Others	11	11
Payment	9	18
TOTAL	461	1,520