



BUREAU OF CUSTOMS

Client Satisfaction Measurement Report Consolidated 2024 (1st Edition)

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I. Overview

As outlined in Republic Act No. 10863, or the Customs Modernization and Tariff Act, the Bureau of Customs (BOC), under the Department of Finance, is mandated to protect and enhance government revenue, facilitate international trade, prevent and curtail any form of customs fraud and illegal acts, and modernize customs administration.

Under the Office of the Commissioner (OCOM), the BOC has seven Groups in the Central Office, and 17 Collection Districts and 34 Sub-Ports spread across the country.

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

Table 1.A presents a summary of results for Citizen's Charter showing high awareness, visibility and utilization of the Citizen's Charter among internal and external stakeholders.

As regards the overall scores for Service Quality Dimension (SQD), the BOC got 98.02% and 97.31% from the external and the internal clients, respectively.

TABLE 1. A SUMMARY OF RESULTS	
	Score
CC Awareness (External)	86.96%
CC Awareness (Internal)	91.02%
CC Visibility (External)	88.59%
CC Visibility (Internal)	94.01%
CC Helpfulness (External)	84.26%
CC Helpfulness (Internal)	88.62%
SQD Overall Score (External)	98.02%
SQD Overall Score (Internal)	97.31%

II. Scope

a. Period Covered

The Client Satisfaction Measurement (CSM) surveys were conducted from January to December 2024.

b. Geographical and Office Coverage

The surveys were conducted at the Office of the Commissioner and seven Groups in the Central Office, and the 17 Collection Districts of the BOC:

TABLE 2.A 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)
	Post Clearance Audit Group (PCAG)
	Revenue Collection Monitoring Group (RCMG)

TABLE 2.B 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

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

Table 2.C shows the categories of external services the BOC provided to its stakeholders in 2024. The data from the table below shows that most of the stakeholders availed the “Clearance of Travelers and Crew Members,” with a total of 5,761,869 transactions.

Table 2.C Categories of External Services	Number of Transactions
Document (Releasing/Receiving)	840,312
Inquiry	95,604
Payment	110,555
Access in	84,815
Administration	166
Clearance of Travelers and Crew Members	5,761,869
Overall	6,893,321

d. Sampling

To compute for the sample size based on the number of transactions noted above, the BOC used the recommended Cochran’s Sample Size formula, with 95% confidence level and 0.05 margin of error:

$$Sample\ Size = \frac{Number\ of\ transactions * 384.16}{(Number\ of\ transactions - 1) + 384.16}$$

Table 2.D shows that the recommended sample size for external services is 384 respondents based on the formula provided by ARTA. The table below shows that actual survey respondents exceeded the recommended sample size for external services, with 8,425 out of 6,893,321 transactions answered – resulting to a 0.1% response rate.

TABLE 2.D RECOMMENDED SAMPLE SIZE FOR EXTERNAL			
Categories of External Services	Number of Transactions	Recommended Sample Size	Actual Survey Respondents
Document (Releasing/Receiving)	840,312	384	5,672
Inquiry	95,604	383	1,173
Payment	110,555	383	841
Access in	84,815	382	291
Administration	166	116	58
Clearance of Travelers and Crew Members	5,761,869	384	390
Overall	6,893,321	384	8,425

III. Methodology

a. Mode of Survey Implementation

The BOC conducted on-site surveys through (1) printed questionnaires made available in all Customer Care Centers (CCC) and (2) QR codes posted in all offices. Respondents who accessed the QR codes were directed to a Google Form.

b. Feedback and Collection Mechanism

All clients with completed transactions were encouraged to answer the survey using the prescribed harmonized CSM questionnaire. The CSM questionnaire was divided into four parts: (1) Demographics, (2) Citizen's Charter questions, (3) Service Quality Dimension (SQD) questions, and (4) Recommendations and Suggestions.

The responses gathered from those who answered in the QR codes were systematically saved in a Google Spreadsheet accessible to the BOC Committee on Anti-Red Tape (CART) Secretariat. Responses gathered were also forwarded to the CART Focal Persons of Collection Districts at the end of the month to allow them to analyze responses from their respective clients.

c. Scoring System

The BOC used the standard five-point Likert scale, with options ranging from 1 (Strongly Disagree) to 5 (Strongly Agree) for the eight SQD questions.

Table 3.A FIVE-POINT LIKERT SCALE	
Scale	Rating
5	Strongly Agree
4	Agree
3	Neither Agree nor Disagree
2	Disagree
1	Strongly Disagree

d. Interpretation of the Numerical Results

The percentage of respondents who rated 'Agree' and 'Strongly Agree' for all eight SQDs were used to compute for the Overall Score using this 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 results shall be interpreted as follows:

Table 3.B INTERPRETATION OF THE NUMERICAL RESULTS	
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

Table 4.A below shows the distribution of the external and internal stakeholder respondents by age. Majority of the external and internal stakeholders served were aged 31 to 60, contributing 57.89% (4,880) and 56.29% (94) of the external and internal stakeholders, respectively. While ages 60 and above have the lowest response of 2.42% (207) and 0.60% (1) for both external and internal stakeholders, respectively.

TABLE 4.A PERCENTAGE DISTRIBUTION OF STAKEHOLDERS' AGE						
Age	External		Internal		Total of External and Internal	
	Responses	%	Responses	%	Responses	%
18 – 30	3,338	39.69%	72	43.11%	3,410	39.75%
31 – 60	4,880	57.89%	94	56.29%	4,974	57.86%
60 above	207	2.42%	1	0.60%	208	2.39%
TOTAL	8,425	100%	167	100%	8,592	100%

Table 4.B shows that most of the respondents were male, contributing 75.28% (6,342) and 58.08% (97) of the external and internal stakeholder respondents, respectively. While female respondents were only 24.72% (2,083) and 41.92% (70) of the external and internal stakeholder respondents, respectively.

TABLE 4.B PERCENTAGE DISTRIBUTION OF STAKEHOLDERS' SEX						
Sex	External		Internal		Total of External and Internal	
	Responses	%	Responses	%	Responses	%
Male	6,342	75.28%	97	58.08%	6,412	74.31%
Female	2,083	24.72%	70	41.92%	2,180	25.69%
TOTAL	8,425	100%	167	100%	8,592	100%

Table 4.C shows the response and percentage distribution per client type, with exporters/importers contributing the highest percentage of responses at 61.34% for external stakeholders. For internal processes, BOC employees account for 100% of the respondents.

TABLE 4.C RESPONSE AND PERCENTAGE DISTRIBUTION OF CLIENT TYPE						
Client Type	External		Internal		Total of External and Internal	
	Responses	%	Responses	%	Responses	%
Government	155	1.84%	167	100%	322	3.75%
Importer/ Exporter	5168	61.34%	0	0	5168	60.15%
Traveler	390	4.63%	0	0	390	4.54%
General Public	409	4.85%	0	0	409	4.76%
Others	2303	27.34%	0	0	2303	26.80%
TOTAL	8,425	100%	167	100%	8,592	100%

Table 4.D shows the responses from different regions and their corresponding percentages.

TABLE 4.D NUMBER OF CLIENTS SURVEYED PER REGION						
Region	External		Internal		Total of External and Internal	
	Responses	%	Responses	%	Responses	%
1. Region I	102	1.21%	3	1.80%	105	3.01%
2. Region II	70	0.83%	1	0.60%	71	1.43%
3. Region III	1,426	16.93%	2	1.20%	1,428	18.13%
4. Region IV	276	3.28%	14	8.40%	290	11.68%
5. Region V	0	0	0	0	0	0
6. Region VI	163	1.93%	1	0.60%	164	2.53%
7. Region VII	1,738	20.63%	2	1.20%	1,740	21.83%
8. Region VIII	48	0.57%	1	0.60%	49	1.17%
9. Region IX	620	7.36%	0	0	620	7.36%
10. Region X	1,028	12.20%	6	3.60%	1,034	15.80%
11. Region XI	851	10.10%	11	6.60%	862	16.70%
12. Region XII	0	0	0	0	0	0
13. Region XIII	360	4.27%	2	1.20%	362	5.47%
14. National Capital Region	1,743	20.69%	28	16.80%	1,771	37.49%
15. Cordillera Administrative Region	0	0	0	0	0	0
16. Bangsamoro Autonomous Region in Muslim Mindanao	0	0	0	0	0	0
17. Did not specify	0	0	96	57.40%	96	57.40%
TOTAL	8,425	100%	167	100%	8,592	100%

The table above shows that respondents from the National Capital Region contributed the highest total percentage of respondents for external stakeholders at 20.69%. On the other hand, majority of internal respondents did not specify the location with which they had their transaction.

b. Citizen's Charter (CC) Results

The tables below show the frequency and percentage distribution of the responses for questions on Citizen's Charter from the external (Table 5.A) and internal (Table 5.B) stakeholders.

TABLE 5.A FREQUENCY AND PERCENTAGE DISTRIBUTION OF THE RESPONSES FOR QUESTIONS ON CITIZEN'S CHARTER EXTERNAL STAKEHOLDER RESPONSE		
CC1. Do you know about the Citizen's Charter?		
	Responses	Percentage
CC1. Yes, aware before my transaction here	7,326	86.96%
CC1. Yes, but aware only when I saw the CC of the office	414	4.91%
CC1. No, not aware	685	8.13%
CC2. Did you see this office's Citizen's Charter?		
	Responses	Percentage
CC2. Yes, the CC was easy to find	7,464	88.59%
CC2. Yes, but the CC was hard to find	230	2.73%
CC2. No, I did not see this office's CC	150	1.78%
CC2. N/A	581	6.90%
CC3. Did you use the Citizen's Charter as a guide for the service/s you availed?		
	Responses	Percentage
CC3. Yes, I was able to use the CC	7,099	84.26%
CC3. No, I was not able to use the CC	393	4.66%
CC3. N/A	933	11.07%

Table 5.A shows that most of the external stakeholders (86.96%) claimed that they were aware of the BOC's Citizen's Charter before they had their transactions with the BOC. Regarding the accessibility of the Citizen's Charter, most of them (88.59%) also said that it was easy to find. Lastly, 84.26% answered that they were able to use the Citizen's Charter as a guide for the services they availed.

TABLE 5.B FREQUENCY AND PERCENTAGE DISTRIBUTION OF THE RESPONSES FOR QUESTIONS ON CITIZEN'S CHARTER INTERNAL STAKEHOLDER RESPONSE		
CC1. Do you know about the Citizen's Charter?		
	Responses	Percentage
CC1. Yes, aware before my transaction here	152	91.02%
CC1. Yes, but aware only when I saw the CC of the office	11	6.59%
CC1. No, not aware	4	2.39%
CC2. Did you see this office's Citizen's Charter?		
	Responses	Percentage
CC2. Yes, the CC was easy to find	157	94.01%
CC2. Yes, but the CC was hard to find	1	.60%
CC2. No, I did not see this office's CC	4	2.39%
CC2. N/A	5	3.00%
CC3. Did you use the Citizen's Charter as a guide for the service/s you availed?		
	Responses	Percentage
CC3. Yes, I was able to use the CC	148	88.62%
CC3. No, I was not able to use the CC	11	6.59%
CC3. N/A	8	4.79%

Table 5.B shows that most of the internal stakeholders (91.02%) claimed that they were aware of the BOC's Citizen's Charter prior to their transaction. Most (94.01%) also said that the Citizen's Charter was easy to find. Lastly, 88.62% said that they were able to use the Citizen's Charter as a guide in their transactions.

c. Service Quality Dimensions Results

The tables below show the frequency and percentage distribution of the responses for the eight Service Quality Dimension (SQD) questions from the external (Table 5.C) and internal (Table 5.D) stakeholders.

External Stakeholders

Table 5.C SQD0 – Overall Assessment Results

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
SQD 0 - Overall Satisfaction	21	17	70	1,060	7,257	8,425	98.72%

As shown in Table 5.C, the BOC got an overall satisfaction rating of 98.72% from 8,425 external stakeholders.

Table 5.D SQD 1-8 Results

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
SQD 1. Responsiveness	38	11	113	1,165	7,098	8,425	98.08%
SQD 2. Reliability	29	12	117	1,350	6,917	8,425	98.12%
SQD 3. Access and Facilities	26	15	157	1,317	6,910	8,425	97.65%
SQD 4. Communication	26	13	143	1,272	6,971	8,425	97.84%
SQD 5. Costs	36	17	134	1,233	7,005	8,425	97.78%
SQD 6. Integrity	27	13	113	1,235	7,037	8,425	98.18%
SQD 7. Assurance	28	14	119	1,166	7,098	8,425	98.09%
SQD 8. Outcome	27	14	94	1,111	7,179	8,425	98.40%
Overall Score							98.02%

As shown in Table 5.D, the SQD with the highest rating was SQD 8. Outcome with the rating of 98.40%. Moreover, the survey for external stakeholders achieved an overall rating of 98.02% for the eight SQDs, which corresponds to an Outstanding rating.

Internal Stakeholders

Table 5.E SQD0 – Overall Assessment Results

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
SQD 0 - Overall Satisfaction	1	1	1	16	148	167	98.20%

As shown in Table 5.E, the BOC got an overall satisfaction rating of 98.20% from 167 internal stakeholders.

Table 5.F SQD 1-8 Results

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
SQD 1. Responsiveness	1	1	3	15	147	167	97.01%
SQD 2. Reliability	1	1	1	16	148	167	98.20%
SQD 3. Access and Facilities	2	1	3	17	144	167	96.41%
SQD 4. Communication	1	1	2	15	148	167	97.60%
SQD 5. Costs	4	1	2	18	142	167	95.81%
SQD 6. Integrity	2	1	2	21	141	167	97.01%
SQD 7. Assurance	2	1	0	19	145	167	98.20%
SQD 8. Outcome	2	0	1	18	146	167	98.20%
Overall Score							97.31%

Table 5.F shows the internal stakeholders' responses for the eight SQDs, with three dimensions receiving the highest ratings: SQD 2. Reliability, SQD 7. Assurance, and SQD 8. Outcome, each with a rating of 98.20%. The overall rating of the eight SQDs is 97.31%, which corresponds to an Outstanding rating.

d. Free response

Apart from the questions related to the Citizen's Charter and SQD, respondents were also provided with space to provide other feedback regarding their experience/s transacting with the BOC. Below are some of the most mentioned responses by the stakeholders:

Positive comments

- Personnel were accommodating
- Good service
- Satisfied with the services
- Very helpful
- Excellent Service
- Good coordination with stakeholders
- Efficient online system

Complaints and recommendations

- Request for air-conditioned waiting areas
- Improvement of the internet connection
- Maintain fast transactions
- Allow online payment

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

The previous action plan focused on revising the BOC's Citizen's Charter to provide more efficient services to stakeholders and to reinforce accountability among



personnel. This was carried out through a series of meetings conducted to review and revise the Citizen's Charter for both external and internal services. The draft Revised 2024 Citizen's Charter has been forwarded to the Project Management Office for further review. Once approved, the BOC shall publish the updated Citizen's Charter for external and internal processes.

Furthermore, the action plan also focused on ensuring the implementation of the CSM for internal process beginning 2024. To implement this, the BOC issued OCOM Memorandum No. 10-2024 which directed that both external and internal services be covered in the implementation of the CSM.

VI. Continuous Agency Improvement Plan for FY 2025

In line with the efforts to improve service delivery and reinforce accountability among its personnel, the updated BOC Citizen's Charter is currently under review. Upon its approval, the BOC will update the survey tool to ensure it reflects all the services being provided by the BOC to all the stakeholders.

Furthermore, to address the low response rate from the internal stakeholders, initiatives will be considered such as the issuance of memorandum with the aim to reiterate and reinforce previous directives for offices to encourage internal stakeholders to answer the CSM survey.

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Annex A. CSM Survey Questionnaire





Republic of the Philippines
DEPARTMENT OF FINANCE
BUREAU OF CUSTOMS



HARMONIZED CLIENT SATISFACTION MEASUREMENT

HELP US TO SERVE YOU BETTER!

pprdboc@gmail.com [Switch account](#)

Not shared

* 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 (External Stakeholder)
☐ YES (Internal Stakeholder)



BUREAU OF CUSTOMS

MAKABAGONG ADJUNA, MATATAG NA EKONOMIYA

PROFESSIONALISM INTEGRITY ACCOUNTABILITY



CLIENT SATISFACTION MEASUREMENT FORM

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

I. CLIENT INFORMATION

Port/Office concern ***mandatory:** _____ Date and Time of Visit: _____

Printed Name ***optional:** _____ Age: _____ Sex: _____

Contact Number: _____ Email Address: _____

II. TYPE/S OF TRANSACTION

- ☐ Document (Receiving/Releasing)
 ☐ Appointment (Access Pass)
 ☐ Inquiry
 ☐ Payment
 ☐ Goods Declaration
 ☐ Accreditation
 ☐ Assessment
 ☐ Operations
 ☐ Others: _____ (Pls. specify)

III. May I know if you are transacting as...?

- ☐ Importer
 ☐ Exporter
 ☐ Customs Broker
 ☐ Representative
 ☐ Government Agency
 ☐ Service Provider
 ☐ Others: _____ (Pls. specify)

IV. CITIZEN'S CHARTER QUESTIONS

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

CC1 Which of the following best describes your awareness of CC?

- ☐ 1. I know what a CC is and I saw this Office's CC.
☐ 2. I know what a CC is but I did NOT see this office's CC.
☐ 3. I learned of the CC only when I saw this office's CC.
☐ 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was...?

- ☐ 1. Easy to see
 ☐ 2. Somewhat easy to see
 ☐ 3. Difficult to see
 ☐ 4. Not visible at all
 ☐ 5. N/A

CC3 If aware of CC (answer code 1-3 in CC1), how much did the CC help you in your transaction?

- ☐ 1. Helped very much
 ☐ 2. Somewhat helped
 ☐ 3. Did not help
 ☐ 4. N/A

V. SERVICE QUALITY DIMENSION

INSTRUCTIONS: For Service Quality Dimension (SQD) 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

SERVICE QUALITY

	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	N/A
SQD0. Overall Satisfaction: I am satisfied with the service that I availed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD1. Responsiveness: I spent an acceptable amount of time for my transaction.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD2. Reliability: The office accurately informed and followed the transaction's requirements and steps.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD3. Access & Facilities: My online transactions (including steps and payment) was simple and convenient.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD4. Communication: I easily found information about my transaction from office or its website.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD5. Costs: I paid a reasonable amount of fees for my transaction.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD6. Integrity: I am confident my online transaction was secure.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD7. Assurance: The office's online support was available, or (if asked question) online support was quick to respond.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD8. Outcome: I got what I needed from the government office.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

VI. RECOMMENDATIONS/SUGGESTIONS (Please use the back page in case of further details).

Thank you.



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

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

A. Groups (Central Offices)

Assessment and Operations Coordinating Group (AOCG) - NCR

External Services	Number of Client Surveyed	Total Transactions
Access in	8	8
Administration	4	4
Document	102	102
Inquiry	13	13
Payment	5	5
TOTAL	132	132

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	91	68.94%
CC1. Yes, but aware only when I saw the CC of the office	11	8.33%
CC1. No, not aware	30	22.73%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	104	78.79%
CC2. Yes, but the CC was hard to find	1	0.76%
CC2. No, I did not see this office's CC	11	8.33%
CC2. N/A	16	12.12%
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	97	73.48%
CC3. No, I was not able to use the CC	13	9.85%
CC3. N/A	22	16.67%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
SQD 0	2	2	5	27	96	132	93.18%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	4	1	5	27	95	132	92.42%
Reliability	3	1	5	26	97	132	93.18%
Access and Facilities	3	0	8	26	95	132	91.67%
Communication	3	1	5	32	91	132	93.18%
Costs	5	1	3	31	92	132	93.18%
Integrity	3	2	6	28	93	132	91.67%
Assurance	4	1	5	26	96	132	92.42%
Outcome	3	2	6	24	97	132	91.67%
Overall Score							92.42%

Enforcement Group (EG) - NCR

External Services	Number of Client Surveyed	Total Transactions
Access-in	1	1
Document	6	6
Inquiry	2	2
TOTAL	9	9

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	6	66.67%
CC1. Yes, but aware only when I saw the CC of the office	1	11.11%
CC1. No, not aware	2	22.22%
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	0	0
CC2. No, I did not see this office's CC	0	0
CC2. N/A	2	22.22%
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
SQD 0	0	0	1	1	7	9	88.89%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	0	0	1	1	7	9	88.89%
Reliability	0	0	1	2	6	9	88.89%
Access and Facilities	0	0	1	1	7	9	88.89%
Communication	0	0	1	1	7	9	88.89%
Costs	0	0	1	1	7	9	88.89%
Integrity	0	0	1	1	7	9	88.89%
Assurance	0	0	1	2	6	9	88.89%
Outcome	0	0	1	1	7	9	88.89%
Overall Score							88.89%

Internal Administration Group (IAG) - NCR

External Services	Number of Client Surveyed	Total Transactions
Document	2	2
Inquiry	1	1
TOTAL	3	3

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	2	66.67%
CC1. Yes, but aware only when I saw the CC of the office	1	33.33%
CC1. No, not aware	0	0
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	3	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	3	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
SQD 0	0	0	0	0	3	3	100%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	0	0	0	0	3	3	100%
Reliability	0	0	0	0	3	3	100%
Access and Facilities	0	0	0	0	3	3	100%
Communication	0	0	0	0	3	3	100%
Costs	0	0	0	0	3	3	100%
Integrity	0	0	0	0	3	3	100%
Assurance	0	0	0	0	3	3	100%
Outcome	0	0	0	0	3	3	100%
Overall Score							100%

Intelligence Group (IG) - NCR

External Services	Number of Client Surveyed	Total Transactions
Document	21	21
Inquiry	3	3
TOTAL	24	24

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	87.50%
CC1. Yes, but aware only when I saw the CC of the office	1	4.17%
CC1. No, not aware	2	8.33%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	21	87.50%
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	3	12.50%
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	22	91.67%
CC3. No, I was not able to use the CC	1	4.17%
CC3. N/A	1	4.17%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
SQD 0	0	0	0	2	22	24	100%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	1	0	0	0	23	24	95.83%
Reliability	0	0	0	0	24	24	100%
Access and Facilities	0	0	0	0	24	24	100%
Communication	0	0	0	0	24	24	100%
Costs	0	0	2	0	22	24	91.67%
Integrity	0	0	1	0	23	24	95.83%
Assurance	0	0	1	0	23	24	95.83%
Outcome	0	0	1	0	23	24	95.83%
Overall Score							96.88%

Management Information Systems and Technology Group (MISTG) - NCR

External Services	Number of Client Surveyed	Total Transactions
Access in	1	1
Administration	2	2
Document	7	7
Inquiry	3	3
Payment	2	2
TOTAL	15	15

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	10	66.67%
CC1. Yes, but aware only when I saw the CC of the office	0	0
CC1. No, not aware	5	33.33%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	8	53.33%
CC2. Yes, but the CC was hard to find	0	0
CC2. No, I did not see this office's CC	2	13.33%
CC2. N/A	5	33.33%
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	9	60%
CC3. No, I was not able to use the CC	2	13.33%
CC3. N/A	4	26.67%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
SQD 0	0	1	0	1	13	15	93.33%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	0	1	0	1	13	15	93.33%
Reliability	0	1	0	1	13	15	93.33%
Access and Facilities	0	1	0	1	13	15	93.33%
Communication	0	1	0	1	13	15	93.33%
Costs	0	1	0	1	13	15	93.33%
Integrity	0	1	0	1	13	15	93.33%
Assurance	0	1	0	1	13	15	93.33%
Outcome	0	1	0	1	13	15	93.33%
Overall Score							93.33%

Post Clearance Audit Group (PCAG) - NCR

External Services	Number of Client Surveyed	Total Transactions
Document	4	4
Payment	17	17
TOTAL	21	21

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	15	71.43%
CC1. Yes, but aware only when I saw the CC of the office	5	23.81%
CC1. No, not aware	1	4.76%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	17	80.95%
CC2. Yes, but the CC was hard to find	2	9.52%
CC2. No, I did not see this office's CC	1	4.76%
CC2. N/A	1	4.76%
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	17	80.95%
CC3. No, I was not able to use the CC	2	9.52%
CC3. N/A	2	9.52%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
SQD 0	1	0	1	2	17	21	90.48%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	0	0	2	2	17	21	90.48%
Reliability	0	0	2	1	18	21	90.48%
Access and Facilities	0	1	0	6	14	21	95.24%
Communication	0	0	1	5	15	21	95.24%
Costs	0	0	1	3	17	21	95.24%
Integrity	0	1	1	5	14	21	90.48%
Assurance	0	0	2	5	14	21	90.48%
Outcome	0	0	2	2	17	21	90.48%
Overall Score							92.26%

Office of the Commissioner (OCOM) - NCR

External Services	Number of Client Surveyed	Total Transactions
Administration	2	2
Document	27	27
Inquiry	1	1
Payment	1	1
TOTAL	31	31

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	20	64.52%
CC1. Yes, but aware only when I saw the CC of the office	1	3.23%
CC1. No, not aware	10	32.26%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	21	67.74%
CC2. Yes, but the CC was hard to find	0	0
CC2. No, I did not see this office's CC	1	3.23%
CC2. N/A	9	29.03%
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	19	61.29%
CC3. No, I was not able to use the CC	0	0
CC3. N/A	12	38.71%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
SQD 0	0	0	1	3	27	31	96.77%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	1	0	0	3	27	31	96.77%
Reliability	0	0	1	3	27	31	96.77%
Access and Facilities	0	0	1	4	26	31	96.77%
Communication	0	0	0	4	27	31	100%
Costs	0	1	0	4	26	31	96.77%
Integrity	0	0	0	4	27	31	100%
Assurance	0	0	0	4	27	31	100%
Outcome	0	0	0	4	27	31	100%
Overall Score							98.39%

Revenue Collection Monitoring Group (RCMG) - NCR

External Services	Number of Client Surveyed	Total Transactions
Document	4	4
Inquiry	1	1
Payment	2	2
TOTAL	7	7

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	3	42.86%
CC1. Yes, but aware only when I saw the CC of the office	1	14.29%
CC1. No, not aware	3	42.86%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	4	57.14%
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	3	42.86%
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	57.14%
CC3. No, I was not able to use the CC	0	0
CC3. N/A	3	42.86%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
SQD 0	2	0	0	1	4	7	71.43%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	2	0	0	3	2	7	71.43%
Reliability	2	0	0	3	2	7	71.43%
Access and Facilities	2	0	0	2	3	7	71.43%
Communication	2	0	0	1	4	7	71.43%
Costs	2	0	0	3	2	7	71.43%
Integrity	2	0	0	3	2	7	71.43%
Assurance	2	0	0	1	4	7	71.43%
Outcome	2	0	0	1	4	7	71.43%
Overall Score							71.43%

B. Collection District

Collection District I: Port of San Fernando - Region I

External Services	Number of Client Surveyed	Total Transactions
Access in	1	1
Administration	1	2
Document	53	169
Inquiry	19	21
Payment	28	102
TOTAL	102	295

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	92	90.20%
CC1. Yes, but aware only when I saw the CC of the office	6	5.88%
CC1. No, not aware	4	3.92%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	95	93.14%
CC2. Yes, but the CC was hard to find	2	1.97%
CC2. No, I did not see this office's CC	4	3.92%
CC2. N/A	1	0.98%
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	91	89.22%
CC3. No, I was not able to use the CC	6	5.88%
CC3. N/A	5	4.90%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
SQD 0	0	1	1	18	82	102	99.02%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	0	0	1	18	83	102	99.02%
Reliability	0	0	0	20	82	102	100%
Access and Facilities	0	0	2	22	78	102	98.04%
Communication	1	0	2	20	79	102	97.06%
Costs	1	0	3	16	82	102	96.08%
Integrity	1	0	1	20	80	102	98.04%
Assurance	1	0	2	20	79	102	97.06%
Outcome	1	0	0	17	84	102	99.02%
Overall Score							98.04%

Collection District II-A: Port of Manila - NCR

External Services	Number of Client Surveyed	Total Transactions
Access in	18	68,640
Document	193	67,121
Inquiry	65	17,984
Payment	33	35,060
TOTAL	309	188,805

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	277	89.64%
CC1. Yes, but aware only when I saw the CC of the office	10	3.24%
CC1. No, not aware	22	7.12%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	271	87.70%
CC2. Yes, but the CC was hard to find	16	5.18%
CC2. No, I did not see this office's CC	4	1.30%
CC2. N/A	18	5.83%
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	274	88.67%
CC3. No, I was not able to use the CC	15	4.85%
CC3. N/A	20	6.47%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
SQD 0	0	1	16	87	205	309	91.26%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	2	1	24	93	189	309	91.26%
Reliability	0	2	16	83	208	309	94.17%
Access and Facilities	0	2	16	83	208	309	94.17%
Communication	1	1	24	90	193	309	91.59%
Costs	2	4	22	98	183	309	90.94%
Integrity	0	1	18	96	194	309	93.85%
Assurance	0	3	19	90	197	309	92.88%
Outcome	1	2	17	83	206	309	93.53%
Overall Score							92.80%

Collection District II-B: Manila International Container Port - NCR

External Services	Number of Client Surveyed	Total Transactions
Access in	100	15,162
Administration	3	10
Document	333	122,177
Inquiry	232	73,253
Payment	39	18,891
TOTAL	707	229,492

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	679	96.04%
CC1. Yes, but aware only when I saw the CC of the office	15	2.12%
CC1. No, not aware	13	1.84%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	689	97.45%
CC2. Yes, but the CC was hard to find	6	0.85%
CC2. No, I did not see this office's CC	6	0.85%
CC2. N/A	6	0.85%
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	682	96.46%
CC3. No, I was not able to use the CC	14	1.98%
CC3. N/A	11	1.56%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
SQD 0	5	0	0	36	666	707	99.29%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	5	0	0	26	676	707	99.29%
Reliability	5	0	0	40	662	707	99.29%
Access and Facilities	5	0	1	41	660	707	99.15%
Communication	5	0	2	43	657	707	99.01%
Costs	5	0	4	33	665	707	98.73%
Integrity	5	0	1	41	660	707	99.15%
Assurance	5	0	0	42	660	707	99.29%
Outcome	5	0	0	40	662	707	99.29%
Overall Score							99.15%

Collection District III: Ninoy Aquino International Airport - NCR

External Services	Number of Client Surveyed	Total Transactions
Access in	9	11
Administration	8	10
Clearance of Travelers and Crew Members	41	5,760,358
Document	225	433,837
Inquiry	187	538
Payment	15	947
TOTAL	485	6,195,701

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	342	70.70%
CC1. Yes, but aware only when I saw the CC of the office	65	13.32%
CC1. No, not aware	78	15.98%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	422	86.48%
CC2. Yes, but the CC was hard to find	14	2.87%
CC2. No, I did not see this office's CC	27	5.53%
CC2. N/A	22	4.51%
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	377	77.25%
CC3. No, I was not able to use the CC	44	9.02%
CC3. N/A	64	13.11%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
SQD 0	2	5	6	69	403	485	97.32%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	5	3	13	99	365	485	95.67%
Reliability	2	4	11	75	393	485	96.49%
Access and Facilities	3	2	16	71	393	485	95.67%
Communication	2	4	13	80	386	485	96.08%
Costs	6	4	14	74	387	485	95.05%
Integrity	2	5	7	72	399	485	97.11%
Assurance	3	4	10	73	395	485	96.49%
Outcome	2	4	10	69	400	485	96.70%
Overall Score							96.16%



Collection District IV: Port of Batangas - Region IV

External Services	Number of Client Surveyed	Total Transactions
Document	32	10,728
Inquiry	3	2,932
Total	35	13,660

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	31	88.57%
CC1. Yes, but aware only when I saw the CC of the office	3	8.57%
CC1. No, not aware	1	2.86%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	34	97.14%
CC2. Yes, but the CC was hard to find	1	2.86%
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	33	94.29%
CC3. No, I was not able to use the CC	2	5.71%
CC3. N/A	0	0

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
SQD 0	0	0	0	6	29	35	100%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	0	0	0	6	29	35	100%
Reliability	0	0	0	7	28	35	100%
Access and Facilities	0	0	0	7	28	35	100%
Communication	0	0	0	8	27	35	100%
Costs	0	0	0	6	29	35	100%
Integrity	0	0	0	8	27	35	100%
Assurance	0	0	1	5	29	35	97.14%
Outcome	0	0	0	7	28	35	100%
Overall Score							99.64%

Collection District V: Port of Legazpi - Region IV

External Services	Number of Client Surveyed	Total Transactions
Access-in	7	15
Document	83	547
Inquiry	82	97
Payment	69	398
TOTAL	241	1,057

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	226	93.78%
CC1. Yes, but aware only when I saw the CC of the office	15	6.22%
CC1. No, not aware	0	0
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	241	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	241	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
SQD 0	0	0	0	0	241	241	100%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	0	0	0	0	241	241	100%
Reliability	0	0	0	0	241	241	100%
Access and Facilities	0	0	0	3	238	241	100%
Communication	0	0	0	0	241	241	100%
Costs	0	0	0	3	238	241	100%
Integrity	0	0	0	0	241	241	100%
Assurance	0	0	0	0	241	241	100%
Outcome	0	0	0	0	241	241	100%
Overall Score							100%

Collection District VI: Port of Iloilo - Region VI

External Services	Number of Client Surveyed	Total Transactions
Access in	1	5
Administration	1	5
Clearance of Travelers and Crew Members	12	69
Document	111	385
Inquiry	23	35
Payment	15	132
TOTAL	163	631

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	98	60.12%
CC1. Yes, but aware only when I saw the CC of the office	27	16.56%
CC1. No, not aware	38	23.31%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	138	84.66%
CC2. Yes, but the CC was hard to find	2	1.23%
CC2. No, I did not see this office's CC	4	2.45%
CC2. N/A	19	11.66%
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	81	49.69%
CC3. No, I was not able to use the CC	13	7.97%
CC3. N/A	69	42.33%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
SQD 0	0	1	2	55	105	163	98.16%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	0	1	2	51	109	163	98.16%
Reliability	0	1	3	67	92	163	97.55%
Access and Facilities	0	1	3	70	89	163	97.55%
Communication	0	1	3	73	86	163	97.55%
Costs	0	1	2	76	84	163	98.16%
Integrity	0	1	2	71	89	163	98.16%
Assurance	0	1	2	72	88	163	98.16%
Outcome	0	1	2	68	92	163	98.16%
Overall Score							97.93%

Collection District VII: Port of Cebu - Region VII

External Services	Number of Client Surveyed	Total Transactions
Access in	6	6
Administration	7	7
Clearance of Travelers and Crew Members	240	240
Document	1,287	1,287
Inquiry	174	174
Payment	24	24
TOTAL	1,738	1,738

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	1,473	84.75%
CC1. Yes, but aware only when I saw the CC of the office	69	3.97%
CC1. No, not aware	196	11.28%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	1,452	83.54%
CC2. Yes, but the CC was hard to find	76	4.37%
CC2. No, I did not see this office's CC	43	2.47%
CC2. N/A	167	9.61%
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	1,433	82.45%
CC3. No, I was not able to use the CC	78	4.49%
CC3. N/A	227	13.06%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
SQD 0	3	5	20	227	1483	1738	98.39%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	8	1	29	257	1443	1738	97.81%
Reliability	8	2	27	283	1418	1738	97.87%
Access and Facilities	6	4	38	303	1387	1738	97.24%
Communication	6	2	29	289	1412	1738	97.87%
Costs	6	3	35	288	1406	1738	97.47%
Integrity	6	2	30	289	1411	1738	97.81%
Assurance	5	3	34	276	1420	1738	97.58%
Outcome	5	1	30	256	1446	1738	97.93%
Overall Score							97.70%



Collection District VIII: Port of Tacloban - Region VIII

External Services	Number of Client Surveyed	Total Transactions
Inquiry	48	48
TOTAL	48	48

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	91.67%
CC1. Yes, but aware only when I saw the CC of the office	2	4.17%
CC1. No, not aware	2	4.17%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	45	93.75%
CC2. Yes, but the CC was hard to find	3	6.25%
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	46	95.83%
CC3. No, I was not able to use the CC	1	2.08%
CC3. N/A	1	2.08%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
SQD 0	0	0	0	6	42	48	100%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	0	0	0	5	43	48	100%
Reliability	0	0	0	5	43	48	100%
Access and Facilities	0	0	0	6	42	48	100%
Communication	0	0	0	5	43	48	100%
Costs	2	0	0	6	40	48	95.83%
Integrity	0	0	0	4	44	48	100%
Assurance	0	0	0	6	42	48	100%
Outcome	0	0	0	5	43	48	100%
Overall Score							99.48%

Collection District IX: Port of Surigao - Region XIII

External Services	Number of Client Surveyed	Total Transactions
Administration	2	5
Document	258	4,240
Inquiry	20	33
Payment	80	3,746
TOTAL	360	8,024

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	328	91.11%
CC1. Yes, but aware only when I saw the CC of the office	23	6.39%
CC1. No, not aware	9	2.5%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	351	97.5%
CC2. Yes, but the CC was hard to find	3	0.83%
CC2. No, I did not see this office's CC	1	0.28%
CC2. N/A	5	1.39%
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	340	94.44%
CC3. No, I was not able to use the CC	15	4.17%
CC3. N/A	5	1.39%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
SQD 0	1	0	0	11	348	360	99.72%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	1	0	0	25	334	360	99.72%
Reliability	1	0	0	11	348	360	99.72%
Access and Facilities	0	1	0	12	347	360	99.72%
Communication	0	1	0	11	348	360	99.72%
Costs	1	0	1	10	348	360	99.44%
Integrity	1	0	0	13	346	360	99.72%
Assurance	1	0	0	10	349	360	99.72%
Outcome	1	0	0	14	345	360	99.72%
Overall Score							99.69%

Collection District X: Port of Cagayan de Oro - Region X

External Services	Number of Client Surveyed	Total Transactions
Access in	74	620
Administration	7	15
Document	593	3,161
Inquiry	31	31
Payment	323	2,293
TOTAL	1,028	6,120

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	984	95.72%
CC1. Yes, but aware only when I saw the CC of the office	22	2.14%
CC1. No, not aware	22	2.14%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	999	97.18%
CC2. Yes, but the CC was hard to find	5	0.49%
CC2. No, I did not see this office's CC	7	0.68%
CC2. N/A	17	1.65%
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	923	89.79%
CC3. No, I was not able to use the CC	12	1.17%
CC3. N/A	93	9.05%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
SQD 0	0	0	1	161	866	1028	99.90%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	0	0	10	116	902	1028	99.03%
Reliability	0	0	11	261	756	1028	98.93%
Access and Facilities	0	0	33	166	829	1028	96.79%
Communication	0	0	18	171	839	1028	98.25%
Costs	0	0	13	170	845	1028	98.74%
Integrity	0	0	9	178	841	1028	99.12%
Assurance	0	0	13	154	861	1028	98.74%
Outcome	0	0	4	147	877	1028	99.61%
Overall Score							98.65%

Collection District XI: Port of Zamboanga - Region IX

External Services	Number of Client Surveyed	Total Transactions
Administration	1	5
Document	571	692
Inquiry	8	11
Payment	40	80
TOTAL	620	788

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	572	92.26%
CC1. Yes, but aware only when I saw the CC of the office	1	0.16%
CC1. No, not aware	47	7.58%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	572	92.26%
CC2. Yes, but the CC was hard to find	1	0.17%
CC2. No, I did not see this office's CC	0	0
CC2. N/A	47	7.58%
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	573	92.42%
CC3. No, I was not able to use the CC	0	0
CC3. N/A	47	7.58%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
SQD 0	0	0	0	0	620	620	100%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	0	1	0	0	619	620	99.84%
Reliability	0	0	0	0	620	620	100%
Access and Facilities	0	0	0	1	619	620	100%
Communication	0	0	0	1	619	620	100%
Costs	0	0	0	1	619	620	100%
Integrity	0	0	0	1	619	620	100%
Assurance	0	0	0	0	620	620	100%
Outcome	0	0	0	0	620	620	100%
Overall	0	1	0	4	4955	4960	99.98%



Collection District XII: Port of Davao - Region XI

External Services	Number of Client Surveyed	Total Transactions
Access in	7	22
Administration	1	1
Clearance of Travelers and Crew Members	2	2
Document	587	86,234
Inquiry	161	182
Payment	93	9,333
TOTAL	851	95,774

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	762	89.54%
CC1. Yes, but aware only when I saw the CC of the office	78	9.17%
CC1. No, not aware	11	1.29%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	688	80.85%
CC2. Yes, but the CC was hard to find	76	8.93%
CC2. No, I did not see this office's CC	10	1.18%
CC2. N/A	77	9.05%
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	562	66.04%
CC3. No, I was not able to use the CC	140	16.45%
CC3. N/A	149	17.51%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
SQD0	0	0	4	168	679	851	99.53%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	0	0	11	146	694	851	98.71%
Reliability	0	0	33	173	645	851	96.12%
Access and Facilities	0	0	26	199	626	851	96.94%
Communication	0	0	37	184	630	851	95.65%
Costs	0	0	22	181	648	851	97.41%
Integrity	0	0	25	169	657	851	97.06%
Assurance	0	0	19	178	654	851	97.77%
Outcome	0	0	10	178	663	851	98.82%
Overall Score							97.31%

Collection District XIII: Port of Subic - Region III

External Services	Number of Client Surveyed	Total Transactions
Access in	3	26
Administration	3	10
Clearance of Travelers and Crew Members	1	12
Document	165	300
Inquiry	21	36
Payment	9	11
TOTAL	202	395

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	191	94.55%
CC1. Yes, but aware only when I saw the CC of the office	4	1.98%
CC1. No, not aware	7	3.47%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	190	94.06%
CC2. Yes, but the CC was hard to find	3	1.49%
CC2. No, I did not see this office's CC	9	4.46%
CC2. N/A	3	1.49%
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	186	92.08%
CC3. No, I was not able to use the CC	2	0.99%
CC3. N/A	14	6.93%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
SQD0	1	0	3	7	191	202	98.02%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	3	1	2	7	189	202	97.03%
Reliability	2	0	1	7	192	202	98.51%
Access and Facilities	1	0	2	9	190	202	98.51%
Communication	1	0	2	9	190	202	98.51%
Costs	1	0	4	7	190	202	97.52%
Integrity	1	0	3	9	189	202	98.02%
Assurance	1	0	2	10	189	202	98.51%
Outcome	2	0	2	8	190	202	98.02%
Overall Score							98.08%

Collection District XIV: Port of Clark - Region III

External Services	Number of Client Surveyed	Total Transactions
Access in	52	287
Administration	12	49
Clearance of Travelers and Crew Members	99	1,188
Document	565	105,035
Inquiry	51	61
Payment	33	39,496
TOTAL	812	146,116

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	609	75%
CC1. Yes, but aware only when I saw the CC of the office	38	4.68%
CC1. No, not aware	165	20.32%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	634	78.08%
CC2. Yes, but the CC was hard to find	18	2.22%
CC2. No, I did not see this office's CC	24	2.96%
CC2. N/A	136	16.75%
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	624	76.85%
CC3. No, I was not able to use the CC	28	3.45%
CC3. N/A	160	19.70%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
SQD 0	5	1	7	159	640	812	98.40%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	6	1	12	266	527	812	97.66%
Reliability	6	1	5	270	530	812	98.52%
Access and Facilities	6	3	5	247	551	812	98.28%
Communication	5	2	5	228	572	812	98.52%
Costs	5	2	6	194	605	812	98.40%
Integrity	6	0	7	208	591	812	98.40%
Assurance	6	1	7	176	622	812	98.28%
Outcome	5	3	8	174	622	812	98.03%
Overall Score							98.26%

Collection District XV: Port of Aparri - Region II

External Services	Number of Client Surveyed	Total Transactions
Administration	2	13
Document	58	439
Inquiry	10	131
TOTAL	70	583

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	60	85.71%
CC1. Yes, but aware only when I saw the CC of the office	1	1.43%
CC1. No, not aware	9	12.86%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	58	82.86%
CC2. Yes, but the CC was hard to find	0	0
CC2. No, I did not see this office's CC	1	1.43%
CC2. N/A	11	15.71%
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	57	81.43%
CC3. No, I was not able to use the CC	1	1.43%
CC3. N/A	12	17.14%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
SQD 0	0	0	1	3	66	70	98.57%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	0	0	1	1	68	70	98.57%
Reliability	0	0	1	1	68	70	98.57%
Access and Facilities	0	0	1	3	66	70	98.57%
Communication	0	0	1	3	66	70	98.57%
Costs	0	0	1	13	56	70	98.57%
Integrity	0	0	1	3	66	70	98.57%
Assurance	0	0	1	3	66	70	98.57%
Outcome	0	0	1	1	68	70	98.57%
Overall Score							98.57%

Collection District XVI: Port of Limay - Region III)

External Services	Number of Client Surveyed	Total Transactions
Access in	3	10
Administration	2	26
Document	384	3,787
Inquiry	12	13
Payment	11	15
TOTAL	412	3,851

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	390	94.66%
CC1. Yes, but aware only when I saw the CC of the office	14	3.40%
CC1. No, not aware	8	1.94%
CC2. Did you see this office's Citizen's Charter?		
CC2. Yes, the CC was easy to find	400	97.09%
CC2. Yes, but the CC was hard to find	4	0.97%
CC2. No, I did not see this office's CC	1	0.24%
CC2. N/A	7	1.70%
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	398	96.60%
CC3. No, I was not able to use the CC	4	0.97%
CC3. N/A	10	2.43%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
SQD 0	0	0	0	10	402	412	100%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	0	0	0	11	401	412	100%
Reliability	0	0	0	11	401	412	100%
Access and Facilities	0	0	0	11	401	412	100%
Communication	0	0	0	13	399	412	100%
Costs	0	0	0	14	398	412	100%
Integrity	0	0	0	11	401	412	100%
Assurance	0	0	0	11	401	412	100%
Outcome	0	0	0	11	401	412	100%
Overall Score							100%