



REPUBLIC OF THE PHILIPPINES

DEPARTMENT OF AGRARIAN REFORM

Tunay na Pagbabago sa Repormang Agraryo



30 April 2024

Secretary ERNESTO V. PEREZ

Director General

Compliance Monitoring and Evaluation Office

4th & 5th Floor, NFA Compound

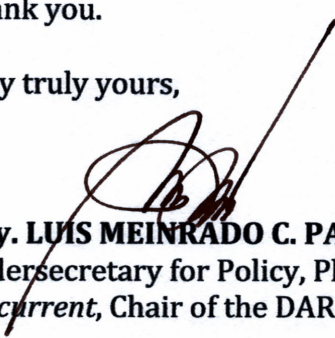

Visayas Avenue, Brgy. Vasra, Diliman, Quezon City

Dear **Secretary Perez**:

We are pleased to submit to you the January to December 2023 consolidated Client Satisfaction Measurement Report (CSMR) of the Department of Agrarian Reform, in compliance with the requirements under R.A. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 and its Implementing Rules and Regulations (IRR).

Thank you.

Very truly yours,


Atty. LUIS MEINRADO C. PAÑGULAYAN, MNSA, CESO I
Undersecretary for Policy, Planning and Research
concurrent, Chair of the DAR Committee on Anti-Red Tape 

Annex B

Client Satisfaction Measurement (CSM) Report Outline

Harmonized CSM Report Outline:

I. Title Page

- *This section shall contain the Agency's official logo and official name. The page shall also include:*
 - *the label "Client Satisfaction Measurement Report",*
 - *whether the report is consolidated by the Central, the Regional, or the Satellite Office.(Ex. Regional Office – Western Visayas)*
- *the year covered by the report, and the report's edition [Ex. 2023 (1st Edition)].*

II. Table of Contents

III. Overview

- *The content of the Overview section shall be at the discretion of the agency. Agencies are highly encouraged to include a summary of results. It may include a brief description of the agency and the CSM mandate.*

IV. Scope

a. Period covered

b. Geographic and Office coverage

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

d. Sampling

i. Applied confidence level and margin of error

ii. Discussion of response rates

- *The Scope section of the CSM Report shall include the period on when the survey was conducted and the geographical coverage of the survey.*
- *In addition, the section shall include a table of the agency's services, the number of clients that completed the survey, and the total number of transactions during the year (surveyed + unsurveyed clients).*
- *The response rate is integral to the survey so it shall be explicitly stated in the CSM report. It shall be followed by a discussion on why the agency thinks the response rate is high, low, or as expected.*
- *Furthermore, the agency shall also provide reasons on why services have low responses, if any. The agency shall create a separate table for services that have no clients during the period, if any.*
- *The sampling calculator is attached in the CSM Guidelines document.*

V. Methodology

a. Mode of Survey Implementation

b. Feedback and Collection Mechanism

c. Scoring system

i. Table of the scale and its equivalent number

d. How numerical results will be interpreted

- *The Methodology section of the CSM Report shall discuss all the physical and digital methods used by the agency to implement the CSM survey.*
- *Additionally, the section shall provide a table of the 5-point Likert scale and the survey's scoring system.*

VI. Data and Interpretation

- a. Client Demographic**
- b. Citizen's Charter results**
- c. Service Quality Dimension results**
- d. Free responses**

- *A breakdown of the client demographic shall be provided. The agency may provide an analysis based on how it may or may not be representative of its population.*
- *Then, a breakdown of the Citizen's Charter questions and Service Quality Dimension questions by result count shall be provided. The agency shall provide an analysis of the results.*
- *Afterward, a breakdown of each services' scores shall be provided. The agency shall also provide an analysis of these results.*

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

VIII. Continuous Agency Improvement Plan for the following year

- *Sections VII and VIII shall contain the action steps, the responsible unit/person, and a timeline. Agencies are also encouraged to incorporate CSM findings to the Improvement Plan.*
- *Section VI shall not apply for the first year of CSM implementation*

IX. Index

- A. Clear images of CSM survey used**
- B. List including central, regional, and satellite offices covered (if consolidated)**
- C. CSM results of each central, regional, and satellite office (if consolidated)**
 - i. Response rates of each office**
 - ii. Citizen's Charter results of each office**
 - iii. SQD results of each office**



DEPARTMENT OF AGRARIAN REFORM
Client Satisfaction Measurement Report

Consolidated

2023 (1st Edition)

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I. Overview:

Client Satisfaction is a significant predictor of public services, such as services delivered with proper standards. Client Satisfaction is primarily dictated by the clients' interactions during the transaction, which is why service quality is such an essential component of satisfaction. The quality or state of the service determines the type of performance the provider can deliver to the customers.

The Department of Agrarian Reform (DAR) in its quest to provide the utmost service to its stakeholders started implementing the Client Assistance Satisfaction in 2018.

In May 2021, the new Client Satisfaction Measurement Form (CSMF) bearing the eight (8) dimensions as recommended by IATF AO 25 was used nationwide from October 2021 up to this date.

For external services, all walk-in clients/visitors were requested to gauge the level of satisfaction they achieved from the services being rendered. The usual clients are the following: 1) citizens; 2) businesses; 3) farmers; 4) landowners; 5) government (employees or agency); and 6) others.

For internal services, all employees of the Department, who availed the requested services, were requested to do the same.

Measuring the level of clients' satisfaction shall generate verifiable data and tangible pieces of evidence that can help determine the Department's effectiveness in relating with clients. These data will guide the DAR management in identifying approaches in continuously refining its processes.

	Score
CC Awareness:	40.00%
CC Visibility:	30.00%
CC Helpfulness:	44.00%
Response Rate:	40.69%
Overall Score:	97.39%

II. Scope:

This CSM Report covers the period of January 2023 to December 2023. This includes the regional offices, provincial offices, and the different offices at the DAR Central Office.

The list of critical services provided for external and internal are identified in the table below:

The services Department of Agrarian Reform surveyed were the following:

External Services	Responses	Total Transactions
Assistance and Handling of Queries or Complaints as Provided by the Public Assistance and Complaints Coordinating Unit (PACCU)	13,338	15,221
Processing and Payments of Disbursement Vouchers/Claims	5,464	7,226
Request for Issuance of Certification of Remittances	276	276
Processing of DAR Clearance (A.O. 4 s. 2021)	7,790	7,957
Conduct of Mediation / Dialogue	6,363	6,995
Conduct of Legal Counselling ¹	155	155
Issuance of Certificate of Finality ¹	232	232
Issuance of Certificate of No Pending Appeal ¹	22	22
Legal Representation	870	918
Land Use Conversion (Above 5 hectares) ¹	121	121
Issuance of Certification on the issued Certificate of Land Transfer (CLT)/ Emancipation Patent (EP)/ Certificate of Land Ownership Award (CLOA) and/or Certified True Copy of the Records/Masterlist ¹ of the Issued CLT/EP/CLOA	288	288
Issuance of Certification as to Case Status (Pending/No Pending)	1,539	1,539
Issuance of Certified Copies of Documents (Case Records, Decisions, Resolutions, Orders) and/or Transcript of Stenographic Notes (TSN)	438	438
Issuance of Entry of Judgment	508	549
Processing of Application for Vacant Position	874	874
Provision of Data/Information to Clients	861	865
Provision of Date and Information from EP/CLOA Database	2,009	2,013
Issuance of Certification on Motion for Reconsideration/Appeal filed on Agrarian Reform Implementation (ALI) Case/s	245	245
Issuance of Certified True Copies (CTC) of DAR Issuances	152	152
Issuance of Certified True Copies (CTC) of Orders/Documents	306	306
Facilitation to Access Agricultural and Enterprise/Livelihood Credit to Individual ARBs and ARB Members of ARBOs	3612	4528
Provision of Appropriate Trainings to ARB Organizations	707	916
Transfer of Awarded Lands (A.O. 8 s 1995)	58	58
Issuance of Official Receipt for Payment of Bidding Documents	38	38
External Service Total	46,266	51,932
Internal Services		
Providing ICT Technical Support (Service Desk)	125	125
Issuance of Personnel Records	988	1,034
Processing of Application for Leave of Absence	1,000	1,038
Processing of First Salary on Original Appointment, Promotional Appointment, Reappointment, Reemployment, and Last Payment	306	306
Processing of Terminal Leave Claim	45	50
Procurement for Goods and Services through Competitive Bidding	187	187
Procurement of Goods and Services through Negotiated Procurement – Small Value Procurement	996	1029
Issuance of Official Receipt for payment of DAR Clearance	451	451
Cancellation of Property Accountability	38	38
Provision of Office Inventory Items and Equipment	187	191
Processing of Request for Repair and Maintenance of Property, Plant and Equipment (PPE)	286	309
Internal Service Total	4,609	4,758
OVERALL TOTAL	50,875	56,690

The following services had no clients in CY 2023

External Services
Zero Client - Legal assistance to AR stakeholders – ARBs, NGOs/POs, and Landowners
Zero- Client - Legal Opinions and/or Position Papers on Policies, Guidelines, and Bills filed with Congress that affect the Implementation of Agrarian Reform Law
Zero- Client - Local Area Network Registration and Availing Internet Access
Internal Services
Zero- Client - Request for inclusion in the deliberation of foreign/local scholarship
Zero- Client -Provision of position paper, comments, recommendations, and other inputs concerning Legislative Measures
Zero- Client -Legal Review of Contracts, Agreements, and Undertakings of the Department
Zero- Client - Issuance of Certificate as to Pendency of Administrative Case

III. Methodology:






Upon entry of the clients/visitors, the DAR shall give a Public Assistance and Information Center (PAIC)/Public Assistance and Complaints Desk (PACD) Client Information Sheet (CIS) with an attached CSMF. The CIS and CSMF shall be returned to the PAIC/PACD Officer after their transaction with the corresponding office.

The Survey Instrument / Questionnaire focuses on the following Survey Quality Dimensions (SQD):

- Responsiveness: Ready responds to client's request.
- Reliability: Perform the service correctly the first time.
- Access and Facilities: Availability of Amenities for Persons with Disabilities (PWDs), Senior Citizens, and Pregnant women.
- Communication: Updated the Citizen's Charter to show all services that obtain can avail and visually appealing materials associated with the service.
- Cost: Value for Money
- Integrity: Feel safe and secure in their transactions.
- Assurance: Has the knowledge to answer the client's questions/requests.
- Outcome: The actual services provided.

INSTRUCTIONS:

☒ For SQD 0-8, please put a **check mark (✓)** on the column that best corresponds to your answer.

	 Strongly Disagree 1	 Disagree 2	 Neither Agree nor Disagree 3	 Agree 4	 Strongly Agree 5	N/A Not Applicable
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Scale	Rating
5	Strongly Agree
4	Agree
3	Neither Agree nor Disagree
2	Disagree
1	Strongly Disagree

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

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

The interpretation of the results are as follows:

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

IV. Data and Interpretation

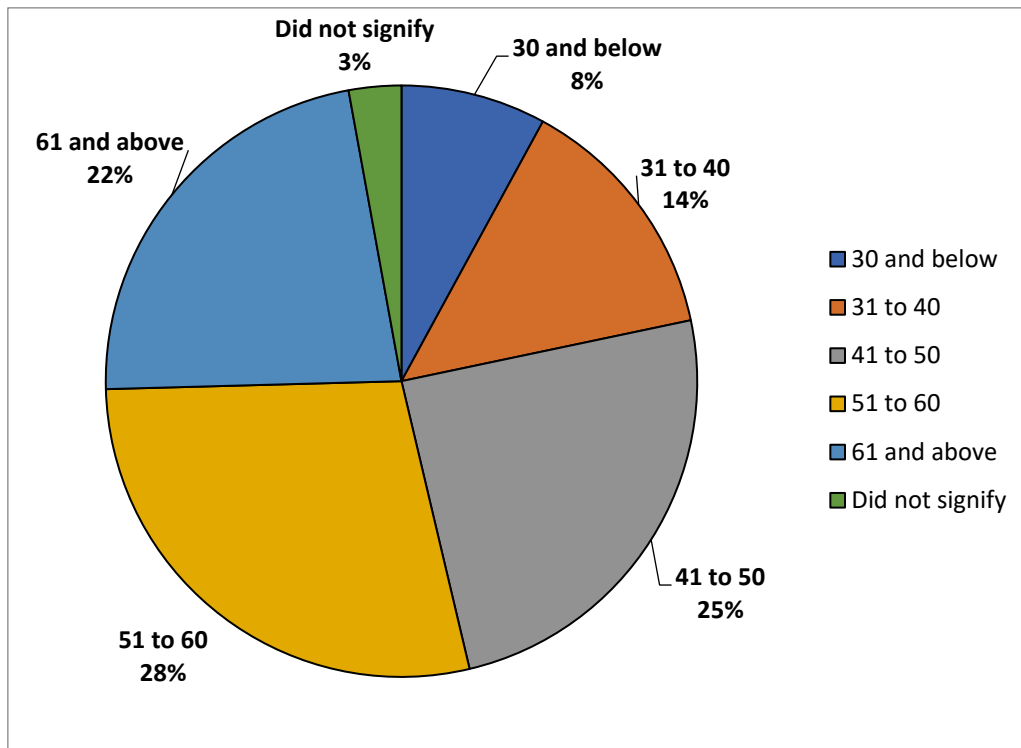
[A breakdown of the client demographic shall be provided. The agency may provide an analysis based on how it may or may not be representative of its population.

Then, a breakdown of the Citizen’s Charter questions and Service Quality Dimension questions by result count shall be provided. The agency shall provide an analysis of the results.

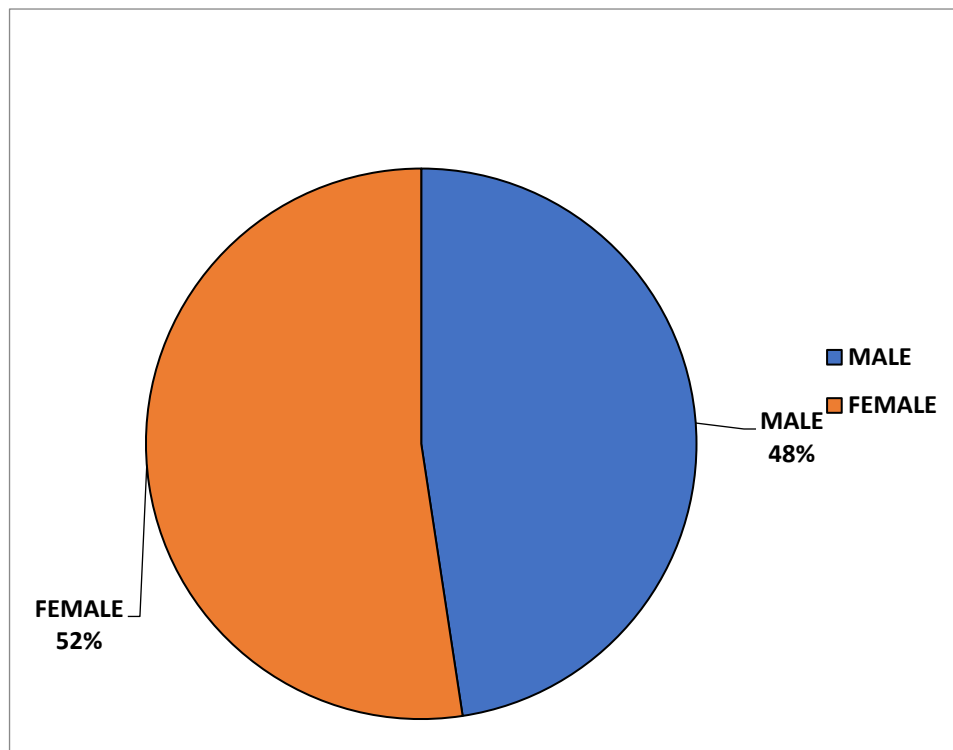
Afterward, a breakdown of each services’ scores shall be provided. The agency shall also provide an analysis of these results.]

A. Demographic Profile

D1. Age and D2. Sex	Overall
1. 30 and Below	8%
2. 31 to 40	14%
3. 41 to 50	25%
4. 51 to 60	28%
5. 61 and above	22%
6. Did not specify	3%
1. Male	48%
2. Female	52%

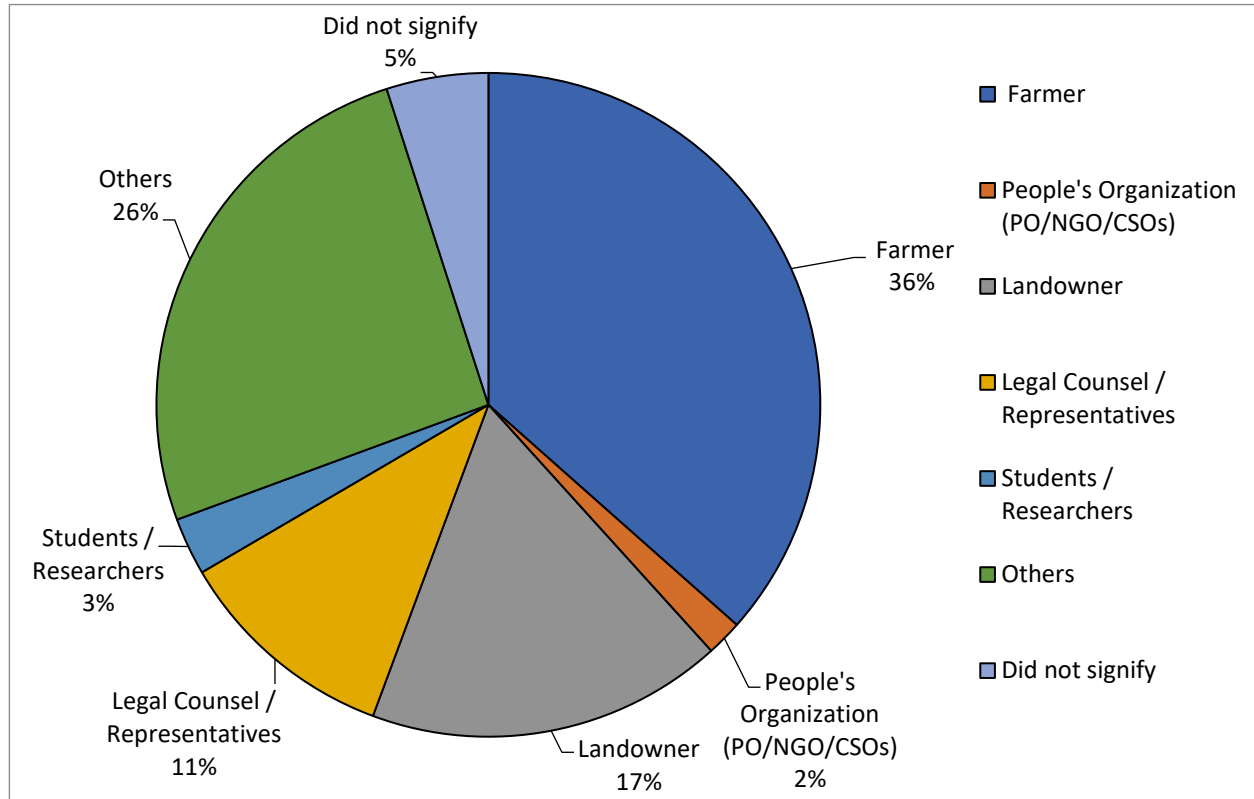


This chart represents the type of clients according to age. Majority of the clients fall under the age of 51-60 years old, which comprises twenty-eight percent (28%) of the population, followed by twenty-five percent (25%) with ages between 41-50 years old, and twenty-two percent (22%) are seniors with ages of 61 years old and above. Only three percent (3%) among the clients did not specify their age.



This chart shows that the dominant gender among the clients of the Department is female with a fifty-two percent (52%) share, while forty-eight percent (48%) are male.

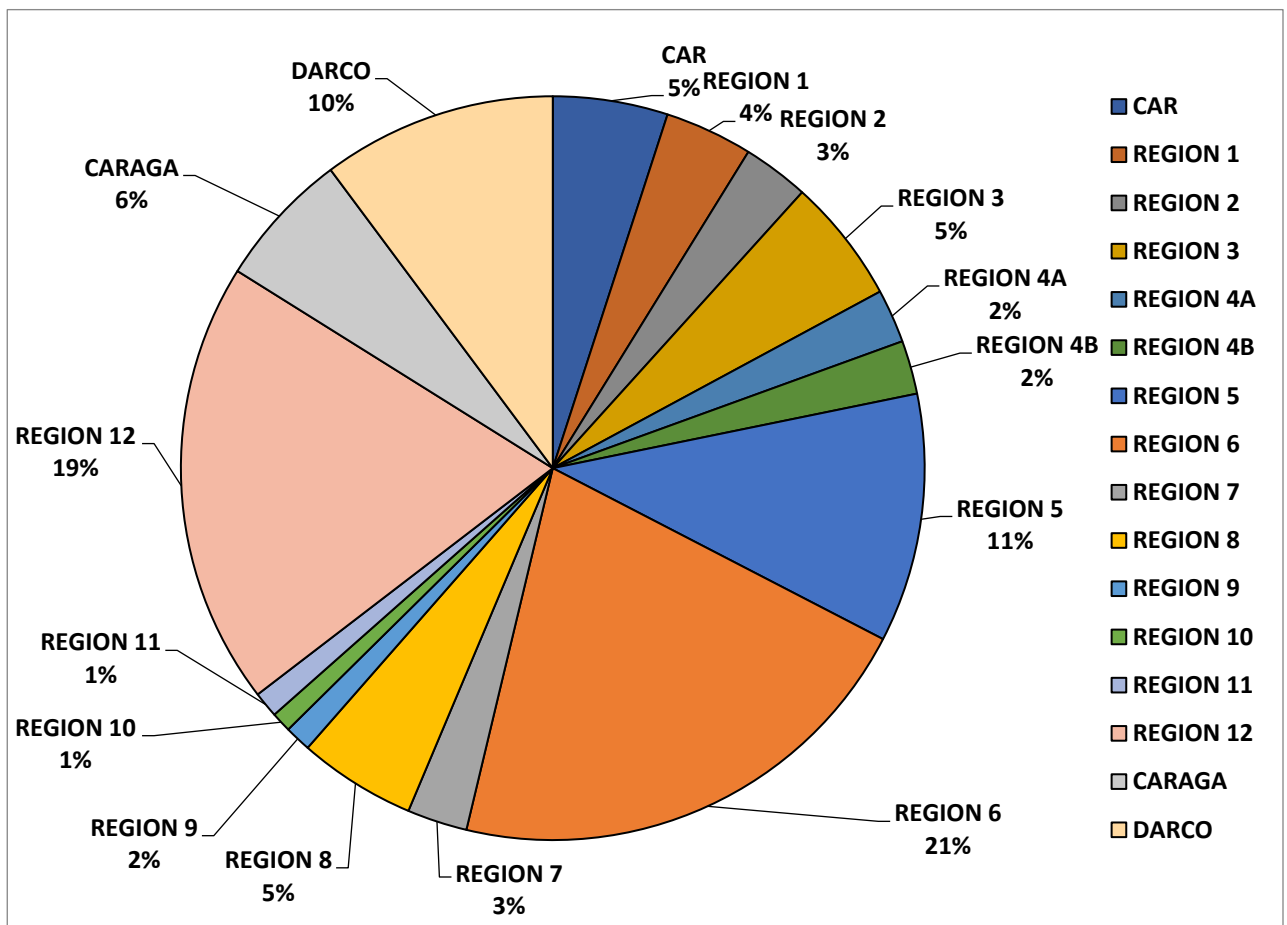
Customer Type	Overall
Farmers	36%
People's Organization (PO/NGO/CSOs)	2%
Landowner	17%
Legal Counsel / Representative	11%
Student/Researchers	3%
Others (Iba pa)	26%
Did not specify	5%
OVERALL	100%



This chart shows the type of clients who were served by the Department. Majority belongs to the farmer's group, with thirty-six percent (36%) share, followed by other types of clients at twenty-six percent (26%), and seventeen percent (17%) are landowners. The minority comes from the People's Organization with the lowest share of only two percent (2%), researchers at three percent (3%), and Legal Counsel/Representatives with eleven percent (11%) share.

D3. Region	Overall
1. Region I	4%

2. Region II	3%
3. Region III	5%
4. Region IV-A	2%
5. MIMAROPA	2%
6. Region V	11%
7. Region VI	21%
8. Region VII	3%
9. Region VIII	5%
10. Region IX	2%
11. Region X	1%
12. Region XII	1%
13. Region XIII	19%
14. NCR	10%
15. CAR	5%
OVERALL	100%



This chart illustrates the top three regions with the highest over-all rating: Region VI at twenty-one percent (21%); Region XII at nineteen percent (19%), and Region V at eleven percent (11%).

B. Count of CC and SQD results

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	21,013	90%
2. I know what a CC is but I did not see this office's CC.	1,066	5%
3. I learned of the CC only when I saw this office's CC.	1,032	4%
4. I do not know what a CC is and I did not see this office's CC.	301	1%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	20,668	89%
2. Somewhat easy to see	1,703	7%
3. Difficult to see	640	3%
4. Not visible at all	185	1%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	21,208	92%
2. Somewhat helped	1,786	8%
3. Did not help	65	0%

CC1: This describes the clients' awareness of the Citizen's Charter of the Office. Ninety percent (90%) of the clients know and saw the office's Citizen's Charter. Five percent (5%) know what the Citizen's Charter is but did not see the office's Citizen's Charter. Four percent (4%) only learned about the Citizen's Charter when they saw the office's Citizen's Charter, and only one percent (1%) does not know what the Citizen's Charter is and did not see this office's Citizen's Charter.

CC2: This describes how the office's Citizen's Charter are determined by the clients who are aware of it. Eighty-nine percent (89%) of the respondents say that the Citizen's Charter is easy to see, seven percent (7%) of the respondents say that it is somewhat easy to see, three percent (3%) of the respondents say it is difficult to see, and only one percent (1%) says that it is not visible at all.

CC3: This describes how helpful the office' Citizen's Charter are to those clients who are aware of it. Ninety-two percent (92%) of the respondents say that it helped very much, eight percent (8%) of the respondents say it somewhat helped, while zero percent (0%) or sixty-five (65) respondents say that it did not help.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
SQD0	11788	1619	142	31	72	14	13,739	97.68%

This table shows the overall results of the client satisfaction to the rendered services of the Department to the 13,739 respondents for CY 2023. The Department garnered an average score of 97.68% among the eight (8) SQD, with an adjectival rating of **OUTSTANDING**.

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	25244	3788	459	104	120	46	29761	97.49%
Reliability	25169	3875	418	106	98	78	29744	97.71%
Access and Facilities	24352	3238	413	100	102	1509	29714	97.39%
Communication	24368	4350	448	82	116	341	29705	97.66%
Costs	19801	3174	469	61	124	4528	28157	96.96%
Integrity	25751	3180	424	75	112	178	29720	97.71%
Assurance	24121	2938	387	61	86	2190	29783	98.34%
Outcome	26037	2885	398	86	99	114	29619	97.55%
Overall	194843	27428	3416	675	857	8984	236203	97.61%

Among the eight (8) SQDs, the Department excels in Assurance with a score of 98.34%. This is followed by Reliability and Integrity with a score of 97.71%. Communication got a score of 97.66%, Outcome is 97.55%, Responsiveness is 97.49%, Access and Facilities is 97.39% while Costs received a score of 96.96%.

C. Overall score per service

EXTERNAL Service Quality Dimension	Responsiveness	Assurance	Reliability (Quality)	Integrity	Communication	Access & Facilities	Costs	Outcome	Over-all Rating
External CS 1. Assistance in Handling of Queries or Complaints as provided by PACCU	4.74	4.70	4.72	4.74	4.73	4.66	4.68	4.72	4.71031832
External CS 2. Processing of Payments of Disbursement Vouchers / Claims	4.86	4.83	4.81	5.16	4.85	4.83	4.85	4.82	4.877291851
External CS 3. Request for Issuance of Certification of Remittances	4.86	4.88	4.80	4.84	4.83	4.68	4.70	4.86	4.805887987
External CS 4. Processing of DAR Clearance	4.79	4.68	4.74	4.75	4.73	4.76	4.77	4.75	4.746428655
External CS 5. Conduct of Mediation	4.70	4.59	4.60	4.71	4.67	4.71	4.71	4.62	4.663819342
External CS 6. Legal Representation	4.78	4.75	4.74	4.76	4.77	4.73	4.78	4.73	4.753871582
External CS 7. Issuance of Certificate of Case Status (Pending/ No Pending)	4.87	4.76	4.78	4.80	4.76	4.75	4.84	4.79	4.792852412
External CS 8. Issuance of Certified Copies of Documents (Case Records, Resolution, Decision, Order and/or Transcript of Stenographic Notes (TSN))	4.84	4.77	4.76	4.74	4.77	4.59	4.73	4.85	4.754709402
External CS 9. Issuance of Entry of Judgement	4.84	4.79	4.83	4.79	4.71	4.52	4.84	4.75	4.758867117
External CS 10. Provision of Data and Information from EP / CLOA Database	4.77	4.65	4.69	4.70	4.68	4.64	4.67	4.72	4.689146085
External CS 11. Processing of Application for Vacant Position	4.94	4.90	4.84	4.85	4.86	4.83	4.86	4.82	4.861393002
External CS 12. Provision of Data/Information to Clients	4.85	4.72	4.72	4.76	4.70	4.68	4.82	4.74	4.748626004
External CS 13. Issuance of Certificate on Motion for Reconsideration / Appeal filed on Agrarian Reform Implementation (ALI) Case/s	4.68	4.64	4.68	4.64	4.52	4.48	4.56	4.71	4.613541667
External CS 14. Issuance of Certified True Copies (CTC) of DAR Issuances	4.87	4.85	4.88	4.83	4.78	4.71	4.84	4.79	4.817544935
External CS 15. Issuance of Certified True Copies (CTC) of Orders / Documents	4.71	4.48	4.45	4.49	4.48	4.36	4.49	4.62	4.50962595
External CS 16. Issuance of Official Receipts for Payment of Bidding Documents.	4.75	4.73	4.82	4.84	4.80	4.82	4.83	4.83	4.801440542

External CS 17. Facilitation to Access Agricultural and Enterprise/Livelihood Credit to Individual ARBs and ARB Members of ARBOs	4.74	4.74	4.77	4.80	4.80	4.59	4.50	4.72	4.707239521
External CS 18. Provision of Appropriate Trainings to ARB Organizations	4.77	4.78	4.80	4.77	4.82	4.77	4.75	4.77	4.779660705
External CS 19. Transfer of Awarded Lands	4.50	4.50	4.60	4.70	4.70	4.70	4.50	4.50	4.5875
	4.78	4.72	4.74	4.77	4.74	4.67	4.72	4.74	4.74

For the external services, the following were observed, thus:

External CS 1. Assistance in Handling of Queries or Complaints as provided by PACCU: This service got the highest score of 4.74 in terms of Responsiveness and Integrity. This office should improve on Access and Facilities.

External CS 2. Processing of Payments of Disbursement Vouchers / Claims : Although this service has an over-all rating of 4.87, it also needs to improve on Reliability (Quality) as this is their lowest.

External CS 3. Request for Issuance of Certification of Remittances: This service excels in the dimension of Assurance. Their lowest is Access and Facilities.

External CS 4. Processing of DAR Clearance: This service excels in Responsiveness but needs to improve on Assurance.

External CS 5. Conduct of Mediation: This service needs to improve on the dimension of Assurance.

External CS 6. Legal Representation: This service needs to improve on the dimensions of Access and Facilities, and Outcome.

External CS 7. Issuance of Certificate of Case Status (Pending/ No Pending): This service should improve on the dimension of Access and Facilities.

External CS 8. Issuance of Certified Copies of Documents (Case Records, Resolution, Decision, Order and/or Transcript of Stenographic Notes (TSN): This service should improve on the dimension of Access and Facilities.

External CS 9. Issuance of Entry of Judgement : This office should improve on the dimension of Communication.

External CS 10. Provision of Data and Information from EP / CLOA Database: This service should improve on the dimension of Costs.

External CS 11. Processing of Application for Vacant Position: This service got the over-all rating of 4.86. However, this service needs to improve more on the dimension of Outcome.

External CS 12. Provision of Data/Information to Clients: This service may consider improving on the Access and Facilities.

External CS 13. Issuance of Certificate on Motion for Reconsideration / Appeal filed on Agrarian Reform Implementation (ALI) Case/s: This service should improve more on Communication.

External CS 14. Issuance of Certified True Copies (CTC) of DAR Issuances: This office may consider improving on the Access and Facilities.

External CS 15. Issuance of Certified True Copies (CTC) of Orders / Documents: This office needs to improve on the Access and Facilities.

External CS 16. Issuance of Official Receipts for Payment of Bidding Documents: This office may consider improving on Assurance.

External CS 17. Facilitation to Access Agricultural and Enterprise/Livelihood Credit to Individual ARBs and ARB Members of ARBO: This service may consider improving on Costs.

External CS 18. Provision of Appropriate Trainings to ARB Organizations: This office may consider improving on the Costs.

External CS 19. Transfer of Awarded Lands: This office needs to improve on the dimension of Responsiveness, Assurance, Costs, and Outcome.

INTERNAL Service Quality Dimension	Responsiveness	Assurance	Reliability (Quality)	Integrity	Communication	Access & Facilities	Costs	Outcome	Over-all Rating
INTERNAL CS 1 Provision of ICT Services (Service Desk)	4.91	4.87	4.81	4.74	4.82	4.78	4.76	4.80	4.81
INTERNAL CS 2 Issuance of Personnel Records	4.88	4.94	4.88	4.91	4.90	4.84	4.82	4.91	4.89
INTERNAL CS 3 Processing of Application for Leave of Absence	4.98	4.91	4.93	4.94	4.93	4.93	4.88	4.91	4.93
INTERNAL CS 4 Processing of First Salary on Original Appointment, Reemployment, and Last Payment	4.94	4.91	4.90	4.86	4.91	4.87	4.76	4.92	4.89
INTERNAL CS 5 Processing of Terminal Leave Claim	4.95	4.97	4.95	4.91	4.87	4.89	4.45	4.95	4.87
INTERNAL CS 6 Procurement of Goods and Services through Competitive Bidding	4.99	4.85	4.90	4.85	4.91	4.68	4.91	4.94	4.88
INTERNAL CS 7 Procurement of Goods and Services through Negotiated Procurement - SVP	4.75	4.67	4.77	4.78	4.57	4.58	4.84	4.85	4.73
INTERNAL CS 8 Cancellation of Property Accountability	5.00	5.00	5.00	5.00	5.00	4.75	5.00	5.00	4.97
INTERNAL CS 9 Provision of Office Inventory Items and Equipment	4.69	4.83	4.81	4.90	4.87	4.60	4.85	4.87	4.80
INTERNAL CS 10 Processing of Request for Repair and Maintenance of PPE	4.60	4.62	4.62	4.62	4.42	4.42	4.72	4.61	4.58
	4.87	4.86	4.86	4.85	4.82	4.73	4.80	4.88	4.83

For internal services, the following are observed, thus:

INTERNAL CS 1 Provision of ICT Services (Service Desk): This office gets an over-all rating of 4.81. However, their lowest is the dimension on Costs.

INTERNAL CS 2 Issuance of Personnel Records: This office gets an over-all rating of 4.89. Its lowest score is the Costs dimension.

INTERNAL CS 3 Processing of Application for Leave of Absence: The 2nd from the highest ranking office providing internal service with a rating of 4.93. Their lowest score is 4.88 on the Costs dimension.

INTERNAL CS 4 Processing of First Salary on Original Appointment, Reemployment, and Last Payment: This office gets an over-all rating of 4.89. Its lowest score is on the dimension of Costs.

INTERNAL CS 5 Processing of Terminal Leave Claims: This office gets an over-all rating of 4.87. Its lowest is on the dimension of Costs.

INTERNAL CS 6 Procurement of Goods and Services through Competitive Bidding: This office gets an over-all rating of 4.88. Its lowest is on the dimension of Access and Facilities.

INTERNAL CS 7 Procurement of Goods and Services through Negotiated Procurement: SVP: This office gets an over-all rating of 4.73. Its lowest rating is on the dimension of Communication.

INTERNAL CS 8 Cancellation of Property Accountability: The highest-ranking office with an over-all rating of 4.97. Its lowest score is on the dimension of Costs.

INTERNAL CS 9 Provision of Office Inventory Items and Equipment: This office gets an over-all rating of 4.80. Its lowest score is on the dimensions of Access and Facilities.

INTERNAL CS 10 Processing of Request for Repair and Maintenance of PPE: This office gets an over-all rating of 4.58, with its lowest score on the dimensions of Communication, and Access, and Facilities.

	Service Quality Dimension	EXTERNAL SERVICES RATING AVERAGE	INTERNAL SERVICES RATING AVERAGE	OVER-ALL RATING AVERAGE
1	Responsiveness	4.78	4.87	4.825
2	Assurance	4.72	4.86	4.79
3	Reliability (Quality)	4.74	4.86	4.8
4	Integrity	4.77	4.85	4.81
5	Communication	4.74	4.82	4.78
6	Access & Facilities	4.67	4.73	4.7
7	Costs	4.72	4.7	4.71
8	Outcome	4.74	4.88	4.81
	Over-all Rating	4.74	4.82	4.78

External Services	Overall Rating
Assistance and Handling of Queries or Complaints as Provided by	96%

the Public Assistance and Complaints Coordinating Unit (PACCU)	
Processing and Payments of Disbursement Vouchers/Claims	98%
Request for Issuance of Certification of Remittances	100%
Processing of DAR Clearance (A.O. 4 s. 2021)	96%
Conduct of Mediation / Dialogue	97%
Conduct of Legal Counselling	94.99%
Issuance of Certificate of Finality	94.57%
Issuance of Certificate of No Pending Appeal	89.44%
Legal Representation	96%
Land Use Conversion (Above 5 hectares)	96.60%
Issuance of Certification on the issued Certificate of Land Transfer (CLT)/ Emancipation Patent (EP)/ Certificate of Land Ownership Award (CLOA) and/or Certified True Copy of the Records/Masterlist of the Issued CLT/EP/CLOA	97.26%
Issuance of Certification as to Case Status (Pending/No Pending)	97%
Issuance of Certified Copies of Documents (Case Records, Decisions, Resolutions, Orders) and/or Transcript of Stenographic Notes (TSN)	99%
Issuance of Entry of Judgment	97%
Processing of Application for Vacant Position	99%
Provision of Data/Information to Clients	95%
Provision of Date and Information from EP/CLOA Database	98%
Issuance of Certification on Motion for Reconsideration/Appeal filed on Agrarian Reform Implementation (ALI) Case/s	96%
Issuance of Certified True Copies (CTC) of DAR Issuances	96%
Issuance of Certified True Copies (CTC) of Orders/Documents	97%
Facilitation to Access Agricultural and Enterprise/Livelihood Credit to Individual ARBs and ARB Members of ARBOs	99%
Provision of Appropriate Trainings to ARB Organizations	99%
Transfer of Awarded Lands (A.O. 8 s 1995)	100%
Issuance of Official Receipt for Payment of Bidding Documents	100%
External Service Total	97.06%
Internal Service	
Providing ICT Technical Support (Service Desk)	95%
Issuance of Personnel Records	99.02%
Processing of Application for Leave of Absence	98.92%
Processing of First Salary on Original Appointment, Promotional Appointment, Reappointment, Reemployment, and Last Payment	99.04%
Processing of Terminal Leave Claim	100%
Procurement for Goods and Services through Competitive Bidding	100%
Procurement of Goods and Services through Negotiated Procurement – Small Value Procurement	100%
Issuance of Official Receipt for payment of DAR Clearance	N/A
Cancellation of Property Accountability	100%
Provision of Office Inventory Items and Equipment	100%
Processing of Request for Repair and Maintenance of Property, Plant and Equipment (PPE)	91.66%
Internal Service Total	98.36%
OVERALL TOTAL	97.44%

In summary, the top three external services are: 1.) Request for Issuance of Certification of Remittances 2.) Transfer of Awarded Lands (A.O. 8 s 1995); and 3.) Issuance of Official Receipt for Payment of Bidding Documents. The external service with the lowest rating is the Issuance of Certificate of No Pending Appeal.

For internal services, the top three with the highest ratings are: 1.) Processing of terminal leave claim; 2.) Provision of office inventory items and equipment; and 3.) Procurement

for Goods and Services through Competitive Bidding. The internal service with the lowest rating is the Processing of Request for Repair and Maintenance of Property, Plant and Equipment (PPE)

V. Results of the Agency Action Plan reported for FY 2022:

- Enhancing the physical set-up of the Public Assistance Center/Desk

The Public Assistance Center was renovated during the 4th quarter of the year resulting in an improved façade of the office.

- Establishment of the Visitors Access Portal System (VAPS) down to the DAR Regional and Provincial Offices with assistance from MISS

This action plan was not implemented due to budget deficiency and slow internet connectivity.

- Digitization of the Client Management System, a system developed by the MISS

This action plan was not implemented due to budget deficiency and slow internet connectivity.

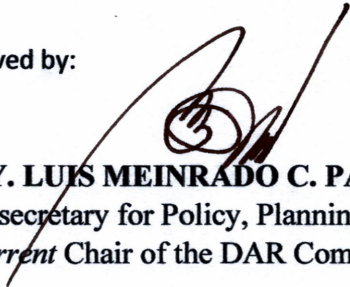

- Installation of “CHATBOT”, an auto-response program on the DAR Facebook and website

This action plan was not implemented due to budget deficiency and slow internet connectivity

VI. Continuous Agency Improvement Plan for FY 2024:

- Enhancement of the physical structure/appearance of the Public Assistance and Information Center (PAIC)/PACD to include provisions/amenities for PWD, senior citizens, and pregnant women;
- Expansion of the Visitors Access Portal System (VAPS) down to the DAR Regional and Provincial Offices;
- Digitization of the CSMF and CIS;
- Continuous capability building of DAR Personnel
- Continuous information dissemination and orientation on the proper filling-up of Client Satisfaction Measurement Form

Approved by:


ATTY. LUIS MEINRADO C. PAÑGULAYAN, MNSA, CESO I
Undersecretary for Policy, Planning and Research
concurrent Chair of the DAR Committee on Anti-Red Tape 

ANNEX A. Survey Questionnaire/s Used



**REPUBLIC OF THE PHILIPPINE
DEPARTMENT OF AGRARIAN REFORM
Tunay na Pagbabago sa Repormang Agraryo**

CLIENT ASSISTANCE SATISFACTION FORM

Opisang nagbigay ng serbisyo (Office who rendered service): _____

Petsa (Date): _____ Time (In): _____
Time (Out): _____

Kliyente (Client): Lagyan po ng tsek (✓)

<input type="checkbox"/> Magsasaka (Farmer)	<input type="checkbox"/> May-ari ng Lupa (Landowner)
<input type="checkbox"/> People's Organization (PO) / NGOs / CSOs	<input type="checkbox"/> Legal Counsel/Representative
<input type="checkbox"/> Estudyante (Student) / Researchers	<input type="checkbox"/> Iba pa (Other s) _____ <i>(Tukuyin/Specify)</i>

Serbisyong ibinigay (Service/s Provided): Assistance Advice Information Document Others

Lagayan ng TSEK ang kahon na tumutugma sa iyong sagot kung saan ang 1 ay ang pinakamababa, 5 ang pinakamataas (CHECK h the box that corresponds to your answer on the following wherein
(1 - Poor, 2 - Unsatisfactory, 3 - Satisfactory, 4 - Very Satisfactory, 5 - Outstanding)

	1	2	3	4	5
1. Agarang pagtugon sa kahilingan o pangangailangan ng mga kliyente <i>(Responsiveness: Readily responds to customer's request)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Sapat na kaalaman sa pagtugon sa katanungan/pangangailangan <i>(Assurance: Has the knowledge to answer customers' questions/request)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Ginagawa ang serbisyo nang tama sa unang pagkakataon <i>(Reliability: Performs the service right the first time)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Pagbigay ng tamang dokumento/serbisyo at katapatan sa paglilingkod <i>(Integrity: Feel safe and secure in their transactions)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Malinaw at madaling intindihin ang nakapaskil na proseso sa lahat ng mga serbisyo na ibinigay ng kagawaran <i>(Communication: Updated Citizen's Charter to show all services that citizen can avail and visually appealing materials associated with the service)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Maayos at gumagana ang pasilidad na magagamit ng mga PWD, Senior Citizen at buntis <i>(Access and Facilities: Availability of amenities for PWD/Senior Citizen and Pregnant Women)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Karampatang halaga ng bayarin sa bawat kailangang dokumento/serbisyo (fees) <i>(Cost: Value for money)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Kontento sa buong serbisyo o dokumentong naibigay <i>(Outcome: The actual service provided)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Mangyari lamang na magbigay ng Komento o mungkahi para mas mapabuti o mapaganda ang aming paglilingkod.

Age:	30 and below	<input type="checkbox"/>
	31 to 40	<input type="checkbox"/>
	41 to 50	<input type="checkbox"/>
	51 to 60	<input type="checkbox"/>
	61 and above	<input type="checkbox"/>

Lagda sa ibabaw ng Pangalan
(Signature over printed Name)

Contact Number: _____

Sex: Male Female

Control No: _____



DEPARTMENT OF AGRARIAN REFORM

HELP US SERVE YOU BETTER!

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

Client type: Citizen Student Government (Employee or another agency) 30 and below
 Farmer Landowner Others: _____ Age Group: 31 to 40
 41 to 50
 51 to 60
 61 and above

Date: _____ Sex: Male Female

Region of Concern: _____ Service Availed: _____






Time In : _____ Time Out: _____

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 a 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 4. Not visible at all
 2. Somewhat easy to see 5. N/A
 3. Difficult to see
- CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
 1. Helped very much 3. Did not help
 2. Somewhat helped 4. N/A

INSTRUCTIONS:

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

	 Strongly Disagree 1	 Disagree 2	 Neither Agree nor Disagree 3	 Agree 4	 Strongly Agree 5	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.						
SQD1. I spent a reasonable amount of time for my transaction.						
SQD2. The office followed the transaction's requirements and steps based on the information provided.						
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4. I easily found information about my transaction from the office or its website.						
SQD5. I paid a reasonable amount of fees for my transaction.						
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.						
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

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

Email address (optional): _____



DEPARTMENT OF AGRARIAN REFORM

TULUNGAN MO KAMI MAS MAPABUTI ANG AMING PROSESO AT SERBISYO

Ang Client Satisfaction Measurement (CSM) ay naglalayong masubaybayan ang karanasan ng taumbayan hinggil sa kanilang pakikitransaksyon sa mga tanggapan ng gobyerno. Makatutulong ang inyong kasagutan ukol sa inyong naging karanasan sa katatapos lamang na transaksyon, upang mas mapabuti at lalong mapahusay ang aming serbisyo publiko. Ang personal na impormasyon na inyong ibabahagi ay manatiling kumpidensyal. Maari rin piliin na hind sagutan ang serbey na ito.

Uri ng Kliyente: [] Mamamayan [] Negosyo [] Magsasaka [] May-ari ng Lupa [] Gobyerno (Empleyado o Ahensya) [] Iba pa: _____
Edad: [] 30 and below [] 31 to 40 [] 41 to 50 [] 51 to 60 [] 61 and above
Kasarian: [] Lalake [] Babae
Rehiyon (Region of Concern): _____
Uri ng Transaksyon o Serbisyo: _____
Petsa: _____ Time in: _____ Time Out: _____

PANUTO: Lagyan ng tsek (✓) ang inyong sagot sa mga sumusunod na katanungan tungkol sa Citizen's Charter (CC). Ito ay isang opisyal na dokumento na naglalaman ng mga serbisyo sa isang ahensya/opisina ng gobyerno, makikita rito ang mga kinakailangan na dokumento, kaukulang bayarin, at panglabuang oras ng pagpoproseso.

CC1 Alin sa mga sumusunod ang mga naglalarawan sa iyong kaalaman sa CC?
[] 1. Alam ko ang CC at Nakita ko ito sa napuntahang opisina
[] 2. Alam ko ang CC pero hindi ko ito Nakita sa napuntahang opisina
[] 3. Nalaman ko ang CC nang makita ko ito sa napuntahang opisina
[] 4. Hindi ko alam kung ano ang CC at wala akong nakita sa napuntahang opisina
(Lagyan ng tsek ng 'N/A' sa CC2 at CCC3 kapag ito ang inyong sagot)
CC2 Kung alam ang CC (Nag-tsek sa opsyon 1-3 sa CC1), masasabi mo ba na ang CC nang napuntahang opisina ay...
[] 1. Madaling makita [] 4. Hindi nakita
[] 2. Medyo madaling makita [] 5. N/A
[] 3. Mahirap makita
CC3 Kung alam ng CC (Nag-tsek sa opsyon 1-3 sa CC1) gaano nakatulong ang CC sa transaksyon mo?
[] 1. Sobrang nakatulong [] 3. Hindi nakatulong
[] 2. Nakatulong naman [] 4. N/A

PANUTO: Para sa SQD 0-8, lagyan ng tsek (✓) ang hanay na pinakaangkop sa inyong sagot.

Table with 7 columns: Question (SQD0-SQD8), and six columns of smiley face icons representing satisfaction levels (Lubos na hindi sumasang-ayon, Hindi sumasang-ayon, Walang kinikilingan, Sumasang-ayon, Labis na sumasang-ayon, N/A Not Applicable).

Mga suhestiyon kung paano pa mapabuti pa ang aming serbisyo (opsyonal):

Email address (opsyonal): _____

MARAMING SALAMAT!

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

Office	Responses	Total Population
Central Office	6,802	6,802
Regional Office CAR	3,335	3,335
Regional Office 1	2,551	2,551
Regional Office 2	1925	1925
Regional Office 3	3,623	3,623
Regional Office IV-A	1,558	1,558
Regional Office IV-B	1,554	1,554
Regional Office 5	7,222	7,222
Regional Office 6	14,107	14,107
Regional Office 7	1,745	1,745
Regional Office 8	3,411	3,411
Regional Office 9	764	764
Regional Office 10	580	580
Regional Office 11	749	749
Regional Office 12	12,846	12,846
Regional Office CARAGA	3,952	3,952

Report

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

1. DAR Central Office

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2248	88%
2. I know what a CC is but I did not see this office's CC.	50	2%
3. I learned of the CC only when I saw this office's CC.	119	5%
4. I do not know what a CC is and I did not see this office's CC.	118	5%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2263	93%
2. Somewhat easy to see	135	6%
3. Difficult to see	11	0%
4. Not visible at all	17	1%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2103	87%
2. Somewhat helped	280	12%
3. Did not help	18	1%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	2271	505	25	35	35	33	2965	94.68%
Reliability	2308	465	15	27	27	66	2965	95.65%
Access and Facilities	2046	394	14	23	23	402	2965	95.20%
Communication	2301	414	15	34	34	116	2965	95.30%
Costs	1563	254	8	22	22	1051	2965	94.93%
Integrity	2288	427	15	33	33	68	2965	93.72%
Assurance	2433	401	8	27	27	32	2965	96.62%
Outcome	2305	407	22	43	43	104	2965	94.79%
Overall	17515	3267	122	244	244	1886	23720	95.18%

External Services	Responses	Total Transactions
Assistance and Handling of Queries or Complaints as Provided by the Public Assistance and Complaints Coordinating Unit (PACCU)	1032	1032
Conduct of Legal Counselling	155	155
Issuance of Certificate of Finality	232	232
Issuance of Certificate of No Pending Appeal	22	22
Legal Representation	12	12
Land Use Conversion (Above 5 hectares)	121	121
Issuance of Certification on the issued Certificate of Land Transfer (CLT)/ Emancipation Patent (EP)/ Certificate of Land Ownership Award (CLOA) and/or Certified True Copy of the Records/Masterlist of the Issued CLT/EP/CLOA	288	288
Issuance of Certification as to Case Status (Pending/No Pending)	4	4
Issuance of Certified Copies of Documents (Case Records, Decisions, Resolutions, Orders) and/or Transcript of Stenographic Notes (TSN)	77	77
Issuance of Entry of Judgment	16	16
Issuance of Certification on Motion for Reconsideration/Appeal filed on Agrarian Reform Implementation (ALI) Case/s	36	36
Issuance of Certified True Copies (CTC) of DAR Issuances	3	3
Issuance of Certified True Copies (CTC) of Orders/Documents	15	15

Provision of Data/Information to Clients	6	6
OVERALL TOTAL	2019	2019

2. Regional Office 3

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1159	79
2. I know what a CC is but I did not see this office's CC.	16	1%
3. I learned of the CC only when I saw this office's CC.	230	16%
4. I do not know what a CC is and I did not see this office's CC.	52	4%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1327	94%
2. Somewhat easy to see	82	6%
03. Difficult to see	2	0%
4. Not visible at all	6	0%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1298	92%
2. Somewhat helped	112	8%
3. Did not help	6	0%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	7037	906	115	11	18	5	8092	98.22%
Reliability	7023	928	103	19	12	7	8092	98.34%
Access and Facilities	7075	872	102	16	13	14	8092	98.38%
Communication	7010	926	109	11	13	23	8092	98.35%
Costs	5559	796	122	13	15	121	6626	97.69%
Integrity	7039	898	117	14	14	10	8092	98.21%
Assurance	5540	630	82	7	6	1827	8092	98.48%
Outcome	7248	723	91	13	11	6	8092	98.58%
Overall	53531	6679	841	104	102	2013	65393	95.00%

External Services	Responses	Total Transactions
Assistance and Handling of Queries or Complaints as Provided by the Public Assistance and Complaints Coordinating Unit (PACCU)	1713	1728
Processing and Payments of Disbursement Vouchers/Claims	1498	3158
Request for Issuance of Certification of Remittances	23	23
Processing of DAR Clearance (A.O. 4 s. 2021)	1063	1210
Conduct of Mediation / Dialogue	1481	1849
Legal Representation	65	113
Issuance of Certification as to Case Status (Pending/No Pending)	693	693
Issuance of Certified Copies of Documents (Case Records, Decisions, Resolutions, Orders) and/or Transcript of Stenographic Notes (TSN)	209	209

Issuance of Entry of Judgment	128	169
Processing of Application for Vacant Position	58	58
Provision of Data/Information to Clients	404	404
Provision of Date and Information from EP/CLOA Database	157	157
Issuance of Certification on Motion for Reconsideration/Appeal filed on Agrarian Reform Implementation (ALI) Case/s	208	208
Issuance of Certified True Copies (CTC) of DAR Issuances	49	49
Issuance of Certified True Copies (CTC) of Orders/Documents	105	105
Facilitation to Access Agricultural and Enterprise/Livelihood Credit to Individual ARBs and ARB Members of ARBOs	1739	2655
Provision of Appropriate Trainings to ARB Organizations	374	853
Issuance of Official Receipt for Payment of Bidding Documents	14	14
External Service Total	9981	13655
Internal Services		
Providing ICT Technical Support (Service Desk)	68	68
Issuance of Personnel Records	178	178
Processing of Application for Leave of Absence	238	276
Processing of First Salary on Original Appointment, Promotional Appointment, Reappointment, Reemployment, and Last Payment	89	89
Processing of Terminal Leave Claim	8	13
Procurement for Goods and Services through Competitive Bidding	6	6
Procurement of Goods and Services through Negotiated Procurement – Small Value Procurement	295	328
Cancellation of Property Accountability	17	17
Provision of Office Inventory Items and Equipment	17	21
Processing of Request for Repair and Maintenance of Property, Plant and Equipment (PPE)	18	41
Internal Service Total	934	1037
OVERALL TOTAL	10915	14692

3. Regional Office 5

Citizen's Charter Answers		Responses	Percentage
CC1. Which of the following describes your awareness of the CC?			
1. I know what a CC is and I saw this office's CC.		560	60%
2. I know what a CC is but I did not see this office's CC.		26	3%
3. I learned of the CC only when I saw this office's CC.		302	32%
4. I do not know what a CC is and I did not see this office's CC.		47	5%
CC2. If aware of CC, would you say that the CC of this office was...?			
1. Easy to see		449	50%
2. Somewhat easy to see		412	46%
03. Difficult to see		27	3%
4. Not visible at all		4	1%
CC3. If aware of CC, how much did the CC help you in your transaction?			
1. Helped very much		482	54%
2. Somewhat helped		395	45%
3. Did not help		10	1%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	4193	781	171	11	22	6	5184	96.06%
Reliability	4227	749	179	7	17	5	5184	96.08%
Access and Facilities	4230	737	168	3	16	31	5184	96.39%
Communication	4182	770	189	5	16	22	5184	95.93%
Costs	4005	742	219	3	21	193	5184	95.11%
Integrity	4255	725	178	2	20	3	5184	96.12%
Assurance	4247	737	173	7	18	2	5184	96.18%
Outcome	4245	742	171	2	19	4	5184	96.27%
Overall	33584	5983	1448	40	149	266	41472	96.02%

External Services	Responses	Total Transactions
Assistance and Handling of Queries or Complaints as Provided by the Public Assistance and Complaints Coordinating Unit (PACCU)	4774	4979
Processing and Payments of Disbursement Vouchers/Claims	35	35
Request for Issuance of Certification of Remittances	221	221
Processing of DAR Clearance (A.O. 4 s. 2021)	2705	2705
Conduct of Mediation / Dialogue	287	287
Legal Representation	243	243
Issuance of Certification as to Case Status (Pending/No Pending)	99	99
Issuance of Certified Copies of Documents (Case Records, Decisions, Resolutions, Orders) and/or Transcript of Stenographic Notes (TSN)	50	50
Issuance of Entry of Judgment	122	122
Processing of Application for Vacant Position	183	183
Provision of Data/Information to Clients	375	375
Provision of Date and Information from EP/CLOA Database	311	311
Issuance of Certification on Motion for Reconsideration/Appeal filed on Agrarian Reform Implementation (ALI) Case/s	1	1
Issuance of Certified True Copies (CTC) of DAR Issuances	30	30
Issuance of Certified True Copies (CTC) of Orders/Documents	126	126
Facilitation to Access Agricultural and Enterprise/Livelihood Credit to Individual ARBs and ARB Members of ARBOs	12	12
Provision of Appropriate Trainings to ARB Organizations	62	62
External Service Total	9636	9841

Internal Services		
Issuance of Personnel Records	3	3
Processing of Application for Leave of Absence	1	1
Processing of First Salary on Original Appointment, Promotional Appointment, Reappointment, Reemployment, and Last Payment	90	90
Processing of Terminal Leave Claim	7	7
Processing of Request for Repair and Maintenance of Property, Plant and Equipment (PPE)	14	14
Internal Service Total	115	115
OVERALL TOTAL	9751	9956

4. Regional Office 9

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	7945	90%
2. I know what a CC is but I did not see this office's CC.	433	5%
3. I learned of the CC only when I saw this office's CC.	306	3%
4. I do not know what a CC is and I did not see this office's CC.	162	2%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	7299	83%
2. Somewhat easy to see	737	8%
03. Difficult to see	569	7%
4. Not visible at all	156	2%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	7940	92%
2. Somewhat helped	693	8%
3. Did not help	10	0%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	1359	350	26	26	10	2	1773	96.49%
Reliability	1332	373	19	21	6	0	1751	97.37%
Access and Facilities	1331	371	11	15	8	46	1782	98.04%
Communication	1026	659	25	13	10	18	1751	97.23%
Costs	737	303	14	5	2	737	1798	98.02%
Integrity	1312	395	23	11	14	24	1779	97.26%
Assurance	1361	343	26	7	7	64	1808	97.70%
Outcome	1375	331	23	15	8	0	1752	97.37%
Overall	9833	3125	167	113	65	891	14194	97.40%

External Services	Responses	Total Transactions
Assistance and Handling of Queries or Complaints as Provided by the Public Assistance and Complaints Coordinating Unit (PACCU)	1498	1620
Processing and Payments of Disbursement Vouchers/Claims	1867	1867
Request for Issuance of Certification of Remittances	7	7
Processing of DAR Clearance (A.O. 4 s. 2021)	722	722
Conduct of Mediation / Dialogue	2401	2662
Legal Representation	251	251
Issuance of Certification as to Case Status (Pending/No Pending)	80	80
Issuance of Certified Copies of Documents (Case Records, Decisions, Resolutions, Orders) and/or Transcript of Stenographic Notes (TSN)	11	11
Issuance of Entry of Judgment	130	130
Processing of Application for Vacant Position	322	322
Provision of Data/Information to Clients	0	4
Provision of Date and Information from EP/CLOA Database	349	349
Issuance of Official Receipt for payments of Bidding Documents	8	8
Facilitation to Access Agricultural and Enterprise/Livelihood Credit to Individual ARBs and ARB Members of ARBOs	33	33
Provision of Appropriate Trainings to ARB Organizations	92	92
External Service Total	7771	8158
Internal Services		
Issuance of Personnel Records	445	445

Processing of Application for Leave of Absence	250	250
Processing of First Salary on Original Appointment, Promotional Appointment, Reappointment, Reemployment, and Last Payment	43	43
Processing of Terminal Leave Claim	9	9
Procurement of Goods and Services through Competitive Bidding	2	2
Cancellation of Property Accountability	3	3
Provision of Office items and Equipments	130	130
Processing of Request for Repair and Maintenance of Property, Plant and Equipment (PPE)	25	25
Internal Service Total	907	907
OVERALL TOTAL	8678	9065

5. Regional Office 10

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	4599	100%
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 this office's CC.		
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4599	100%
2. Somewhat easy to see		
03. Difficult to see		
4. Not visible at all		
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4599	100%
2. Somewhat helped		
3. Did not help		

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	4017	514	47	15	6	0	4599	98.52%
Reliability	3924	616	27	24	8	0	4599	98.71%
Access and Facilities	4384	122	46	34	13	0	4599	97.97%
Communication	3524	870	34	9	7	155	4599	98.87%
Costs	3858	621	23	10	34	53	4599	98.52%
Integrity	4380	92	28	13	14	72	4599	98.78%
Assurance	4395	117	39	7	13	0	4599	98.10%
Outcome	4506	51	32	8	2	0	4599	99.08%
Overall	32988	3003	276	120	97	280	36792	98.57%

External Services	Responses	Total Transactions
Assistance and Handling of Queries or Complaints as Provided by the Public Assistance and Complaints Coordinating Unit (PACCU)	256	256
Processing and Payments of Disbursement Vouchers/Claims	133	133
Request for Issuance of Certification of Remittances	25	25
Processing of DAR Clearance (A.O. 4 s. 2021)	522	522
Conduct of Mediation / Dialogue	123	123
Legal Representation	25	25
Issuance of Certification as to Case Status (Pending/No Pending)	158	158
Issuance of Certified Copies of Documents (Case Records, Decisions, Resolutions, Orders) and/or Transcript of Stenographic Notes (TSN)	33	33
Issuance of Entry of Judgment	4	4
Processing of Application for Vacant Position	256	256
Issuance of Certified true copies (CTC) of DAR Issuances	70	70
Issuance of Certified true copies (CTC) of Orders/Documents	45	45
Provision of Date and Information from EP/CLOA Database	1076	1076
Issuance of Official Receipt for payments of Bidding Documents	2	2
Facilitation to Access Agricultural and Enterprise/Livelihood Credit to Individual ARBs and ARB Members of ARBOs	210	210
Provision of Appropriate Trainings to ARB Organizations	105	105
External Service Total	3043	3043
Internal Services		

Provision of ICT Services (Service Desk)	57	57
Issuance of Personnel Records	136	136
Processing of Application for Leave of Absence	257	257
Processing of First Salary on Original Appointment, Promotional Appointment, Reappointment, Reemployment, and Last Payment	46	46
Processing of Terminal Leave Claim	18	18
Procurement of Goods and Services through Competitive Bidding	152	152
Procurement Of Goods And Services Through Negotiated Procurement- Small Value Procurement	266	266
Issuance of official receipt for payment of DAR Clearance	451	451
Cancellation of Property Accountability	3	3
Provision of Office items and Equipments	130	130
Processing of Request for Repair and Maintenance of Property, Plant and Equipment (PPE)	40	40
Internal Service Total	1556	1556
OVERALL TOTAL	4599	4599

6. Regional Office 11

CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2857	89%
2. I know what a CC is but I did not see this office's CC.	162	5%
3. I learned of the CC only when I saw this office's CC.	176	5%
4. I do not know what a CC is and I did not see this office's CC.	29	1%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2743	86%
2. Somewhat easy to see	396	13%
03. Difficult to see	34	1%
4. Not visible at all	9	0%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2663	84%
2. Somewhat helped	491	15%
3. Did not help	20	1%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	2314	403	70	6	25	0	2819	96.38%
Reliability	2325	394	68	7	25	0	2819	96.45%
Access and Facilities	2298	373	58	9	25	0	2825	94.54%
Communication	2307	355	69	10	33	0	2764	96.30%
Costs	1853	332	66	8	16	365	2660	95.02%
Integrity	2401	338	58	2	13	0	2775	98.70%
Assurance	2340	371	48	5	14	0	2778	97.58%
Outcome	2467	307	25	6	20	0	2825	98.19%
Overall	18305	2873	462	53	171	365	22265	96.70%

External Services	Responses	Total Transactions
Assistance and Handling of Queries or Complaints as Provided by the Public Assistance and Complaints Coordinating Unit (PACCU)	1175	1175
Processing and Payments of Disbursement Vouchers/Claims	1930	2032
Processing of DAR Clearance (A.O. 4 s. 2021)	2600	2616
Conduct of Mediation / Dialogue	827	830
Legal Representation	272	272
Issuance of Certification as to Case Status (Pending/No Pending)	289	289
Issuance of Certified Copies of Documents (Case Records, Decisions, Resolutions, Orders) and/or Transcript of Stenographic Notes (TSN)	55	55
Issuance of Entry of Judgment	108	108
Processing of Application for Vacant Position	44	44
Provision Of Data / Information To Clients	69	69
Provision of Date and Information from EP/CLOA Database	95	99
Issuance of Official Receipt for payments of Bidding Documents	14	14
Facilitation to Access Agricultural and Enterprise/Livelihood Credit to Individual ARBs and ARB Members of ARBOs	1528	1528
Provision of Appropriate Trainings to ARB Organizations	52	52
External Service Total	9058	9183
Internal Services		
Issuance of Personnel Records	186	186
Processing of Application for Leave of Absence	250	250
Processing of First Salary on Original Appointment, Promotional Appointment, Reappointment, Reemployment, and Last Payment	38	38

Processing of Terminal Leave Claim	3	3
Procurement of Goods and Services through Competitive Bidding	21	21
Procurement Of Goods And Services Through Negotiated Procurement- Small Value Procurement	435	435
Provision of Office items and Equipments	4	4
Processing of Request for Repair and Maintenance of Property, Plant and Equipment (PPE)	64	64
Internal Service Total	1001	1001
OVERALL TOTAL	10059	10184

7. Regional Office 12

CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3892	90%
2. I know what a CC is but I did not see this office's CC.	427	10%
3. I learned of the CC only when I saw this office's CC.	15	0%
4. I do not know what a CC is and I did not see this office's CC.	7	0%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4250	98%
2. Somewhat easy to see	74	2%
03. Difficult to see	5	0%
4. Not visible at all	6	0%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4225	98%
2. Somewhat helped	93	2%
3. Did not help	16	0%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	4053	329	5	0	4	0	4391	99.79%
Reliability	4030	350	7	1	3	0	4391	99.74%
Access and Facilities	2988	369	14	0	4	1016	4391	99.46%
Communication	4018	356	7	0	3	7	4391	99.77%
Costs	2226	126	17	0	14	2008	4391	98.69%
Integrity	4076	305	5	0	4	1	4391	99.79%
Assurance	4059	302	8	0	2	0	4391	99.31%
Outcome	4018	260	11	0	2	0	4391	97.42%
Overall	29468	2397	74	1	36	3032	35128	99.28%

External Services	Responses	Total Transactions
Assistance and Handling of Queries or Complaints as Provided by the Public Assistance and Complaints Coordinating Unit (PACCU)	2890	4431
Processing and Payments of Disbursement Vouchers/Claims	1	1
Processing of DAR Clearance (A.O. 4 s. 2021)	178	182
Conduct of Mediation / Dialogue	823	823
Legal Representation	2	2
Issuance of Certification as to Case Status (Pending/No Pending)	216	216
Issuance of Certified Copies of Documents (Case Records, Decisions, Resolutions, Orders) and/or Transcript of Stenographic Notes (TSN)	3	3
Processing of Application for Vacant Position	11	11
Provision Of Data / Information To Clients	13	13
Provision of Date and Information from EP/CLOA Database	21	21
Issuance Of Certified Of True Copies Of Orders / Documents.	15	15
Facilitation to Access Agricultural and Enterprise/Livelihood Credit to Individual ARBs and ARB Members of ARBOs	90	90
Provision of Appropriate Trainings to ARB Organizations	22	22
Transfer of Awarded Lands	58	58
External Service Total	4343	5888
Internal Services		
Processing of Application for Leave of Absence	4	4
Internal Service Total	4	4
OVERALL TOTAL	4347	5892