



National Wages and Productivity Commission

Client Satisfaction Measurement Report

Consolidated

2024 (1st Edition)

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I. Overview:

Mandate:

As the key policy-making body on wages, incomes, and productivity improvement, the National Wages and Productivity Commission (NWPC), through the Regional Tripartite Wage and Productivity Boards (RTWPBs), is mandated to:

- Determine minimum wages at the regional, provincial, and/or industry levels; and
- Promote productivity improvement and gainsharing schemes, particularly among micro, small, and medium enterprises (MSMEs).

Vision:

Justly remunerated and productive Filipino workforce in globally competitive enterprises.

Mission:

Set minimum wage that protects vulnerable workers from undue low pay.

Promote productivity improvement and incentive schemes among MSMEs.

Service Pledge:

We, the officers and staff of the NWPC and RTWPBs, commit to provide quality service through prompt, polite, and adequate manner, in attending to the needs of our clients on wage and productivity-related matters.

II. Scope and Methodology:

NWPC and RTWPBs administered the surveys for its various services in the Citizen's Charter in the central office and 16 regions from January to December 2024.

It can be noted that NWPC and RTWPBs only shifted to the use of the standard harmonized CSM questionnaire effective 10 June 2024, through the implementation of NWPC Office Order No. 14-2024. Hence, only the results of the June-December 2024 survey include questions on the Citizen's Charter and the eight (8) questions related to Service Quality Dimensions.

The services NWPC and RTWPBs surveyed are for the following:

	Number of Transactions	Number of Responses	Response Rate (%)	Required Samples
External Services				
❖ Frontline Services	2,504	2,419	97%	333
❖ Learning Session/ Wage Clinique/ Seminars/ Fora	3,275	3,275	100%	344
❖ Productivity Trainings	7,289	7,228	99%	365
❖ Approval of Part Fixed, Part Performance-Based Compensation	60	60	100%	52
❖ Application for Exemption from Wage Order	15	15	100%	15
Subtotal	13,143	12,997	99%	1,109
Internal Services				
❖ Response to Job Applications	251	251	100%	152
❖ Filing of Application for Leave	159	159	100%	113
❖ Authority to Travel Abroad on Personal Capacity	17	17	100%	16
❖ Service Record (Current Employee)	46	46	100%	41
❖ Service Record (Former Employee)	13	13	100%	13
Subtotal	486	486	100%	335
OVERALL TOTAL	13,629	13,483	98.9%	1,444

In total, 13,482 individuals were able to answer the survey among the population of 13,682. This is equivalent to a response rate of 98.9% for 2024. Using the sampling calculator provided by the Anti-Red Tape Authority (ARTA), the required sample size for external services is 1,109, while 335 for internal services. It carries a confidence level of 95% and a margin of error of 5%.

Methodology

The survey was administered at the end of every transaction. Physical clients are provided with the Client Satisfaction Form which they submit upon completion of a service, including training, to the designated focal or through the drop box near the office exit. In case when the training is held online, they will be given a link for the survey to be accomplished before receiving their training certificate.

The survey used a 5-point likert scale where a simple average is used to get the overall score for the rated service. The interpretation of the results is as follows:

Scale	Average	Rating
5	4.50-5.00	Excellent
4	3.50-4.49	Very Satisfied
3	2.50-3.49	Satisfied
2	1.50-2.49	Dissatisfied
1	1.00-1.49	Very Dissatisfied

The results are summarized through the tables that are to be presented in the succeeding chapter of the report. Note that the demographic data used the total population, reflecting all the responses received after completing the availed service, while the survey results is slightly higher than the required sample, in view of the note from ARTA that agencies are encouraged to go beyond the minimum number of respondents based on the computation using the sample calculator by ARTA.

B. Response Rates per Client Type. The table below outlines the response distribution based on the type of client availing external and internal services. It highlights how different client groups, access the various services of NWPC and RTWPBs.

	No. of Transactions	Number of Responses					Response rate
		General Public	Employer	Employee	Civil Servant	Did not say	
External Services							
Frontline Services	2,504	-	526	1,504	-	389	97%
Learning Session/ Wage Clinique/ Seminars/ Fora	3,275	826	371	1,915	49	114	100%
Productivity Training	7,289	2,325	535	3,811	48	509	99%
Approval of Part Fixed, Part Performance-Based Compensation	60	-	25	35	-	-	100%
Application for Exemption from Wage Order	15	12	2	-	-	1	100%
Subtotal	13,143	3,163	1,459	7,265	97	1,013	99.2%
Internal Services							
Response to Job Applications	251	-	-	-	251	-	100%
Filing of Application for Leave	159	-	-	-	159	-	100%
Authority to Travel Abroad on Personal Capacity	17	-	-	-	17	-	100%
Service Record (Current Employee)	46	-	-	-	46	-	100%
Service Record (Former Employee)	13	13	-	-	-	-	100%
Subtotal	486	13	-	-	473	-	100%
OVERALL TOTAL	13,629	3,176	1,459	7,265	570	1,013	99.6%

The response rate per client type shows that **employees** accounted for the majority of external services availed at **53.31% (7,265 responses)**, followed by the **general public at 23.3% (3,163)**, **employers at 10.71% (1,459)**, **civil servants at 4.18% (97)**, and **7.43% (1,013)** of respondents preferred not to disclose their identity. These collectively accounted for **12,997 responses**, translating to a **99.6% response rate**, indicating strong client engagement in the feedback process.

Meanwhile, **internal services** recorded **486 transactions** availed by fellow civil servants, achieving a **100% response rate**.

Overall, **13,483 responses** were recorded from a total of **13,629 transactions**, equating to an overall response rate of **99.6%**. These figures demonstrate a high level of responsiveness and cooperation from clients across both service categories, reflecting positively on the effectiveness of the NWPC and RTWPBs feedback collection mechanism.

C. Client Demography (Client Type). The table below provides a breakdown of the types of clients who responded to the survey.

	General Public	Employer	Employee	Civil Servant	Did not Say	Total
External Services						
❖ Frontline Services	-	526	1,504	-	389	2,419
❖ Learning Session/ Wage Clinique/ Seminars/ Fora	826	371	1,915	49	114	3,275
❖ Productivity Training	2,325	535	3,811	48	509	7,228
❖ Approval of Part Fixed, Part Performance-Based Compensation	-	25	35	-	-	60
❖ Application for Exemption from Wage Order	12	2	-	-	1	15
Subtotal	3,163	1,459	7,265	97	1,013	12,997
Internal Services						
❖ Response to Job Applications	-	-	-	251	-	251

	General Public	Employer	Employee	Civil Servant	Did not Say	Total
❖ Filing of Application for Leave	-	-	-	159	-	159
❖ Authority to Travel Abroad on Personal Capacity	-	-	-	17	-	17
❖ Service Record (Current Employee)	-	-	-	46	-	46
❖ Service Record (Former Employee)	13	-	-	-	-	13
Subtotal	13	-	-	473	-	486
OVERALL TOTAL	3,176	1,459	7,265	570	1,013	13,483

In terms of client demography based on client type, **employees** represented the largest share of respondents for both external and internal services at **53.88% (7,265)**, followed by the **general public** at **23.56% (3,176)**, **employers** at **10.82% (1,459)**, and **civil servants** at **4.23% (570)**. Additionally, **7.51% (1,013)** respondents opted not to disclose their identity.

D. Client Demography (Sex). The table below provides a breakdown of clients according to their biological sex who responded to the survey.

	Male	Female	Did not say	Total
External Services				
❖ Frontline Services	1,043	1,123	253	2,419
❖ Learning Session/ Wage Clinique/ Seminars/ Fora	740	2,535	-	3,275
❖ Productivity Training	3,314	3,687	227	7,228
❖ Approval of Part Fixed, Part Performance-Based Compensation	47	13	-	60
❖ Application for Exemption from Wage Order	9	6	-	15
Subtotal	5,153	7,364	480	12,997
Internal Services				
❖ Response to Job Applications	97	154	-	251

	Male	Female	Did not say	Total
❖ Filing of Application for Leave	64	95	-	159
❖ Authority to Travel Abroad on Personal Capacity	4	13	-	17
❖ Service Record (Current Employee)	15	31	-	46
❖ Service Record (Former Employee)	6	7	-	13
Subtotal	186	300	480	486
OVERALL TOTAL	5,339	7,664	480	13,483

Based on client demographics by sex, **56.84% (7,664)** of respondents identified as female. Female participation was notably higher in **productivity training at 27.35% (3,687)** and **learning sessions at 18.8% (2,535)**. This trend also extends to internal services, where female engagement remained consistently higher. On the other hand, **male respondents** comprised **39.6% (5,339)**, with significant involvement in external services, particularly in **productivity training at 24.58% (3,314)** and **frontline services at 7.74% (1,043)**. Meanwhile, **3.56% (480)** respondents **opted not to disclose their identity**.

E. Client Demography (Age Bracket). The table below provides a breakdown of clients according to their age who responded to the survey.

	24 & below	25-40 y/o	41-55 y/o	56&above	Did not say	Total
External Services						
Frontline Services	23	250	186	49	1,911	2,419
Learning Session/ Wage Clinique/ Seminars/ Fora	487	1,116	844	63	765	3,275
Productivity Training	1,034	2,476	1,285	91	2,342	7,228
Approval of Part Fixed, Part Performance-Based Compensation	-	8	20	9	23	60
Application for Exemption from Wage Order	-	6	5	4	-	15
Subtotal	1,544	3,856	2,340	216	5,041	12,997
Internal Services						
Response to Job Applications	49	178	21	3	-	251
Filing of Application for Leave	-	80	45	12	22	159
Authority to Travel Abroad on Personal Capacity	-	5	6	1	5	17

	24 & below	25-40 y/o	41-55 y/o	56&above	Did not say	Total
Service Record (Current Employee)	-	27	13	6	-	46
Service Record (Former Employee)	-	11	-	2	-	13
Subtotal	49	301	85	24	27	486
OVERALL TOTAL	1,593	4,157	2,425	240	5,068	13,483

The age distribution of clients indicates that the largest group of respondents, 30.83% (4,157), falls within the 25–40 age range, followed by 18% (2,425) in the 41–55 age group. A significant portion, 37.59% (5,068), opted not to disclose their age. Meanwhile, 11.81% (1,593) are aged 24 and below, and 1.78% (240) are in the 56 and above category. This trend is reflected across both external services, such as trainings and learning sessions, and internal services, including job applications and service record requests.

F. Citizen’s Charter Results (started June 2024). Below summarizes the result of the questions related to the Citizen’s Charter:

Criteria / Rating	1	2	3	4	5
a. Awareness of the CC	638 (46%)	279 (20%)	230 (17%)	231 (17%)	
b. Impression of the CC	665 (48%)	175 (13%)	-	134 (10%)	404 (29%)
c. Relevance of the CC to the Frontline Service	728 (53%)	176 (13%)	7 (1%)	467 (34%)	
Number of Respondents (Rate)	1,378 (88%)				
Number of Participants	1,572				

Below are the insights on the results of the Citizen’s Charter:

- Majority of the respondents (46%) have read or saw the Citizen’s Charter. However, there is still a significant number of respondents who are either aware but has not seen the Citizen’s Charter (20%), has only learned about it (17%), or without complete knowledge about it (17%).
- Majority of the respondents finds the Citizen’s Charter as either easy to read/see (48%) or somewhat easy to read/see (13%). However, a significant number (29%) responded “not applicable” which underscores the importance of increasing its visibility.
- More than half of the respondents finds the Citizen’s Charter as helpful (53%) to somewhat helpful (13%). However, a significant number (34%) of the respondents answered “not applicable” which underscores the importance of further advocating awareness of its importance.

G. Service Quality Dimension Results. The table below provides detailed results on service quality dimensions. The sample size used is on top of the required sample of the total respondents.

Kindly note that there were two questionnaires used by NWPC-RTWPBs in 2024. The organization used the old version of the standard CSM questionnaires from January to May 2024, before adopting the new version in June 2024.

JANUARY – MAY 2024

	Excellent	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Responses	Average Rating
a. Rating Responsiveness	774 (93%)	53 (6%)	7 (1%)	0	0	834	4.92
b. Reliability	774 (93%)	53 (6%)	7 (1%)	0	0	834	4.92
c. Accessibility	774 (93%)	53 (6%)	7 (1%)	0	0	834	4.92
d. Communication	775 (93%)	52 (6%)	7 (1%)	0	0	834	4.92
e. Integrity	775 (93%)	52 (6%)	7 (1%)	0	0	834	4.92
f. Assurance	774 (93%)	53 (6%)	7 (1%)	0	0	834	4.92
g. Outcome	774 (93%)	53 (6%)	7 (1%)	0	0	834	4.92

JUNE – DECEMBER 2024

	Excellent	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Responses	Average Rating
1. Overall Satisfaction	1,423 (90%)	139 (9%)	23 (1%)	0	0	1,585	4.89
2. Responsiveness	1,423 (90%)	134 (8%)	28 (2%)	0	0	1,585	4.88
3. Reliability	1,422 (90%)	136 (8%)	27 (2%)	0	0	1,585	4.88
4. Access and Facilities	1,409 (89%)	140 (9%)	36 (2%)	0	0	1,585	4.87
5. Communication	1,422 (90%)	130 (8%)	33 (2%)	0	0	1,585	4.88
6. Costs	N/A	N/A	N/A	N/A	N/A	N/A	N/A
7. Integrity	1,428 (90%)	128 (8%)	29 (2%)	0	0	1,585	4.88
8. Assurance	1,422 (90%)	137 (8%)	26 (2%)	0	0	1,585	4.88
9. Outcome	1,438 (91%)	112 (7%)	35 (2%)	0	0	1,585	4.89

Below are the insights on the results of the Service Quality Dimension:

- It should be noted that these responses are based on the required sample from the total respondents, ensuring the reliability and validity of the data collected.
- From January – May 2024, 93% of the 834 respondents rated the service quality dimensions including Responsiveness, Reliability, Accessibility, Communication, Integrity, Assurance, and Outcome, as excellent. Consistently throughout that period, 6% of respondents reported very satisfied while 1% rated satisfied. These results culminate in an overall service quality rating of 4.92 out of 5 for the said period.
- From June – December 2024, an average of 90% of the 1,585 respondents rated the service quality dimension as excellent. Additionally, an average of 8.13% responded very satisfied, and 1.88% responded satisfied. Notably, there were no reports of dissatisfaction during this period. The average service quality rating for these months stands at 4.88 out of 5.

Looking through the overall rating per service, below is a summary of the results:

Services	Responses based on Sampling	Overall Rating
EXTERNAL		
• Walk-in Queries / IEC materials	333	4.88
• Learning Session	344	4.85
• Productivity Training	365	4.67
• Approval of Part Fixed, Part Performance-Based Compensation	52	4.75
• Application for Exemption from Wage Order	14	4.83
INTERNAL		
• Response to Job Applications	152	4.70
• Filing of Application for Leave	113	4.93
• Authority to Travel Abroad on Personal Capacity	16	4.91
• Service Record (Current Employee)	41	4.92
• Service Record (Former Employee)	13	4.90

H. **Free Responses.** NWPC-RTWPBs value the comments/feedback that it receive from clients through the CSF. It has been the practice of the organization to contact clients who rated services below satisfactory to take the necessary adjustments in the delivery of the service. Below is a summary of the actions taken for such cases:

Advocacy Activities	Criteria in the Evaluation Form	Participants' Comments	Evaluation / Remarks / Action Taken
1. Rating below "satisfactory" or "3"			
a. Front Line	N/A	N/A	N/A
b. Learning Session/Seminar/ Fora	N/A	N/A	N/A
c. Productivity Training	Rating scale	Based on a telephone conversation to clarify her rating of "2," she said she was confused by the rating scale and was in a hurry to be an exhibitor at the event. She added that she has overall positive feedback with the rating.	The RTWPB 2 contacted the respondent and explained thoroughly the rating scale.
2. Comments of Participants			
Advocacy Activities	Criteria in the Evaluation Form	Participants' Comments	Evaluation / Remarks / Action Taken
a. Front Line	Walk-in clients	Fast and responsive service	N/A
		Very useful!	N/A
		My expectations were met, and everything was clearly and precise	N/A
b. Learning Session/Seminar/ Fora	Learning Session	Thank you and continue to provide more seminars.	N/A
		Make this frequent	N/A
		The seminar was very educational	N/A
		Hoping to attend the next learning session	
c. Productivity Training	N/A	N/A	N/A

The majority of feedback from participants has been overwhelmingly positive, particularly among walk-in clients who commended the delivery of services for being fast, responsive, and useful. Participants expressed satisfaction, noting that their expectations were met and that information was conveyed to them clearly and precisely.

- I. **Results of the Agency Action Plan (Previous Year).** Aligned with its commitment towards adhering to the mandated guidelines on the use of the CSF, the NWPC-RTWPBs adopted the harmonized CSM form, fielding in questions related to the Citizen's Charter and the additional Service Quality Dimension questions. It has also implemented the use of CSF in its internal services.
- J. **Continuous Agency Improvement Plan.** The National Wages and Productivity Commission is dedicated to advancing its operations in the fiscal year 2025. In alignment with this commitment, the agency will continuously adhere to all mandated guidelines.

Further, it will strengthen efforts to imbed the use of CSM in all its services to solicit valuable feedback from clients, which will be instrumental in refining the agency's processes and enhancing overall service delivery.

Prepared by:

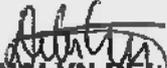
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ANNEX A. Survey Questionnaire/s Used



Department of Labor and Employment
National Wages and Productivity Commission
 Regional Tripartite Wages and Productivity Board _____

FW-NWPC-QMS-06
 Revision: 3
 05 December 2022

CLIENT SATISFACTION FEEDBACK (CSF) FORM

Thank you for giving us the opportunity to serve you.
Please help us improve the quality of our services by taking a few minutes to fill out about your experience with us.

To be filled out by OFFICER OF THE DAY:

Type of Client/Service:
 General Public Employer Employee Government Official / Employee

Name of Company: _____ Name of Employee: _____ Name of Officer: _____

Services/Assisted by the Client:

Information, Education, and Communication Materials Creation/Review / Technical Assistance on Wages, Income, Productivity & Labor Standards
 Copies of Wage Order Request for Facility Evaluation / ILM & Motion Study
 Request for Training / Technical Assistance Consultation / Technical Assistance on Bus-Competition Scheme
 Request for Data / Statistics on Wages, Income and Productivity OTHERS, please specify: _____

To be filled out by CLIENT:

Petsa (Date): 9/17/24 Kasarian (Sex): Male Female Email Address: _____
 Pangalan (Name): Tom Opatel Edad (Age): _____ Contact Number: _____

Pakilagyan ng tsek (✓) ang kahon na nagsasaad ng iyong tugon. (Please put a check mark (✓) in the appropriate box corresponding to your response.)

Mga Detalye (Particulars)	Napaka-bastusya (Excellent)	Lubos na Nasiyahan (Very Satisfied)	Nasiyahan (Satisfied)	Hindi nasiyahan (Dissatisfied)	Lubos na hindi nasiyahan (Very Dissatisfied)	Hindi angkop (Not applicable)
	(5)	(4)	(3)	(2)	(1)	(NA)
1. Ang hinilinging serbisyo ay natibigay sa itinakdang oras (The requested service/s were delivered in a timely manner)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Nagbibigay ng tamang impormasyon (Provided accurate information)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Maayos at kaaya-ayang tanggapan at pasilidad (Well-maintained and pleasant office and facilities)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Natatugon ng maayos sa katanungan/pangangailangan (The client's queries/needs were properly responded to by the concerned personnel or unit)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Tama ang kaulahang bayad (The fees are reasonable)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6. Tapat at propesyonal sa pagbibigay serbisyo (was honest and professional while providing service)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. May sapat na kaalaman sa programa/serbisyo ng NWPC (Knowledgeable on the NWPC programs/services)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Nasiyahan sa serbisyong natanggap (The client is satisfied with the service/s received)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Mungkahi o rekomendasyon upang mas mapaganda pa ramin ang pangkalahatang serbisyong natibigay (Suggestion/ Recommendation on how we could improve our overall service):

Lagda (signature)

Note: The information provided in this document is protected under the Data Privacy Act of 2012, protecting individual personal information in information and communications systems in the government and the private sector.

***JANUARY - MAY 2024**



Department of Labor and Employment
National Wages and Productivity Commission
Regional Tripartite Wages and Productivity Board

FM-NWPC-QMS-06
Revision: 4
10 June 2024

CLIENT SATISFACTION FEEDBACK (CSF) FORM

NOTE: Thank you for taking 5-10 minutes to complete this survey. Your responses help us improve the quality of our services. It will take about 5-10 minutes to fill out. About your experience with us today.

To be filled out by OFFICER OF THE DAY:

Type of Client Served:
 General Public Employer Employee Government Official / Employer
 Name of Company: _____ Name of Office: _____

Services Availed by the Client:
 Information, Education and Communication Materials Consultation / Technical Assistance on Wages, Incomes, Productivity & Labor Standards
 Copies of Wage Order Request for Facility Inspections / Time & Motion Study
 Request for Training / Technical Assistance Consultation / Technical Assistance on Bus Compensation Scheme
 Request for Data / Statistics on Wages, Incomes and Productivity OTHERS: _____

To be filled out by CLIENT:
 Petas (Date): 10-10-24 Kasarian (Sex): Male Female Email Address: _____
 Pangalan (Name): John Carlo F. Bermundo Edad (Age): _____ Contact Number: 09033413457

Pakilagyan ng titik (✓) ang kahon na nagasaad ng iyong tugon. (Please put a check mark (✓) in the appropriate box corresponding to your response.)

- I. Alin sa mga sumusunod ang naglalarawan sa iyong kaalaman sa Citizen's Charter (CC)? (Which of the following best describes your awareness of CC?)
 1. Alam ko ang CC at nabasa/nakita ko ito sa opisina. (I know what a CC is and I read/saw this at the office)
 2. Alam ko ang CC pero hindi ko ito nabasa/nakita sa opisina. (I know what a CC is but I did not see this in the office)
 3. Nakalam ko ang CC nang malita ko ito sa opisina. (I learned of the CC only when I read/saw this in the office)
 4. Hindi ko alam kung ano ang CC at wala akong nabasa/nakita sa opisina. Lagyan ng titik ang "N/A" sa sumod na dalawang tanong. (I do not know what a CC is nor did I read/saw this in the office. Answer "N/A" in the next two questions.)
- II. Kung alam ang CC (nag titik sa opsyon 1-3 sa pinaka-umang tanong), masasabi mo ba na ang CC sa napantahang opisina ay... (If aware of CC (answered 1-3 from the first question), would you say that the CC of this office was...)
 1. Madaling mabasa/makita (Easy to read/see) 3. Mahirap mabasa/makita (Difficult to read/see) 5. N/A
 2. Medyo madaling mabasa/makita (Somewhat easy to read/see) 4. Hindi malita (Not visible at all)
- III. Kung alam ang CC (nag titik sa opsyon 1-3 sa pinaka-umang tanong), gaano nakatulong ang CC sa transaksyon mo? (If aware of CC (answered 1-3 from the first question), how much did the CC help you in your transaction?)
 1. Sobrang nakatulong (Helped very much) 3. Hindi nakatulong (Did not help)
 2. Nakatulong naman (Somewhat helped) 4. N/A

Mga Detalye (Particulars)	Napaka-kasadya (Excellent) (5)	Lubos na Kasadya (Very Satisfactory) (4)	Kasadya (Satisfactory) (3)	Hindi kasadya (Dissatisfied) (2)	Lubos na hindi kasadya (Very Dissatisfied) (1)	Hindi angkop (Not applicable) (N/A)
1. Kasadya sa serbisyong natanggap (The client is satisfied with the service/s received)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Ang hinilinging serbisyo ay nalibgay sa takdang oras (The requested service/s is/are delivered in a timely manner)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Nagbigay ng tamang impormasyon (Provided accurate information)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Maayos at kaaya-ayang tanggapan at pasilidad (Well-maintained and pleasant office and facilities)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Nakatugon ng maayos sa katanungan / pangangailangan (The client's queries/needs is/are properly responded to by the concerned personnel or unit)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Tama ang kaukulang bayad (The fees are reasonable)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Tapat at propesyonal sa pagbibigay serbisyo (was honest and professional while providing service)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. May sapat na kaalaman sa programa/serbisyo ng NWPC (Knowledgeable on the NWPC programs / services)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Nakuha ko ang kinailangan at kung tinanggihan man, sapat na ang ipinaliwanag sa akin (I got what I needed or, if denied, the explanation given to me already suffices)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Mungkahi o rekomendasyon upang mas mapaganda pa natin ang pangkalahatang serbisyong nalibgay (Suggestion/ Recommendation on how we could improve our overall service):

John Carlo F. Bermundo
Lagda (Signature)

Note: The information provided in this document is protected under the Data Privacy Act of 2012, ensuring individual personal information in information and communications systems in the government and the private sector.

* JUNE – DECEMBER 2024

ANNEX B. List of Regional and Satellite Offices

NWPC – Central Office	RTWPB – Bicol Region
RTWPB – National Capital Region	RTWPB – Western Visayas
RTWPB – Cordillera Administrative Region	RTWPB – Central Visayas
RTWPB – Ilocos Region	RTWPB – Eastern Visayas
RTWPB – Cagayan Valley Region	RTWPB – Zamboanga Peninsula
	RTWPB – Northern Mindanao
RTWPB – Central Luzon	RTWPB – Davao Region
RTWPB – CALABARZON	RTWPB – SOCCSKSARGEN
RTWPB – MIMAROPA	RTWPB – CARAGA

**ANNEX C. CSM Results Per Office
(based on sampling)**

1. CENTRAL OFFICE

Service Quality Dimensions	Excellent	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N/A	Total Responses
Overall Satisfaction	364	102	35	0	0	0	501
Responsiveness	364	102	35	0	0	0	501
Reliability	364	102	35	0	0	0	501
Access and Facilities	364	102	35	0	0	0	501
Communication	364	102	35	0	0	0	501
Costs	0	0	0	0	0	501	0
Integrity	364	102	35	0	0	0	501
Assurance	364	102	35	0	0	0	501
Outcome	364	102	35	0	0	0	501

2. RTWPB NCR

Service Quality Dimensions	Excellent	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N/A	Total Responses
Overall Satisfaction	168	2	0	0	0	0	170
Responsiveness	168	2	0	0	0	0	170
Reliability	168	2	0	0	0	0	170
Access and Facilities	168	2	0	0	0	0	170
Communication	168	2	0	0	0	0	170
Costs	0	0	0	0	0	170	0
Integrity	168	2	0	0	0	0	170
Assurance	168	2	0	0	0	0	170
Outcome	168	2	0	0	0	0	170

3. RTWPB CAR

Service Quality Dimensions	Excellent	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N/A	Total Responses
Overall Satisfaction	81	4	0	0	0	0	85
Responsiveness	81	4	0	0	0	0	85
Reliability	81	4	0	0	0	0	85
Access and Facilities	81	4	0	0	0	0	85
Communication	81	4	0	0	0	0	85
Costs	0	0	0	0	0	85	0
Integrity	81	4	0	0	0	0	85
Assurance	81	4	0	0	0	0	85
Outcome	81	4	0	0	0	0	85

4. RTWPB I

Service Quality Dimensions	Excellent	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N/A	Total Responses
Overall Satisfaction	226	0	0	0	0	0	226
Responsiveness	226	0	0	0	0	0	226
Reliability	226	0	0	0	0	0	226
Access and Facilities	226	0	0	0	0	0	226
Communication	226	0	0	0	0	0	226
Costs	0	0	0	0	0	226	0
Integrity	226	0	0	0	0	0	226
Assurance	226	0	0	0	0	0	226
Outcome	226	0	0	0	0	0	226

5. RTWPB II

Service Quality Dimensions	Excellent	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N/A	Total Responses
Overall Satisfaction	54	1	0	0	0	0	55
Responsiveness	54	1	0	0	0	0	55
Reliability	54	1	0	0	0	0	55
Access and Facilities	54	1	0	0	0	0	55
Communication	54	1	0	0	0	0	55
Costs	0	0	0	0	0	55	0
Integrity	54	1	0	0	0	0	55
Assurance	54	1	0	0	0	0	55
Outcome	54	1	0	0	0	0	55

6. RTWPB III

Service Quality Dimensions	Excellent	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N/A	Total Responses
Overall Satisfaction	72	19	5	0	0	0	96
Responsiveness	72	19	5	0	0	0	96
Reliability	72	19	5	0	0	0	96
Access and Facilities	72	19	5	0	0	0	96
Communication	72	19	5	0	0	0	96
Costs	0	0	0	0	0	96	0
Integrity	72	19	5	0	0	0	96
Assurance	72	19	5	0	0	0	96
Outcome	72	19	5	0	0	0	96

7. RTWPB CALABARZON

Service Quality Dimensions	Excellent	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N/A	Total Responses
Overall Satisfaction	130	27	0	0	0	0	157
Responsiveness	130	27	0	0	0	0	157
Reliability	130	27	0	0	0	0	157

Access and Facilities	130	27	0	0	0	0	157
Communication	130	27	0	0	0	0	157
Costs	0	0	0	0	0	157	0
Integrity	130	27	0	0	0	0	157
Assurance	130	27	0	0	0	0	157
Outcome	130	27	0	0	0	0	157

8. RTWPB MIMAROPA

Service Quality Dimensions	Excellent	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N/A	Total Responses
Overall Satisfaction	13	1	0	0	0	0	14
Responsiveness	13	1	0	0	0	0	14
Reliability	13	1	0	0	0	0	14
Access and Facilities	13	1	0	0	0	0	14
Communication	13	1	0	0	0	0	14
Costs	0	0	0	0	0	14	0
Integrity	13	1	0	0	0	0	14
Assurance	13	1	0	0	0	0	14
Outcome	13	1	0	0	0	0	14

9. RTWPB V

Service Quality Dimensions	Excellent	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N/A	Total Responses
Overall Satisfaction	84	0	0	0	0	0	84
Responsiveness	84	0	0	0	0	0	84
Reliability	84	0	0	0	0	0	84
Access and Facilities	84	0	0	0	0	0	84
Communication	84	0	0	0	0	0	84
Costs	0	0	0	0	0	84	0
Integrity	84	0	0	0	0	0	84
Assurance	84	0	0	0	0	0	84
Outcome	84	0	0	0	0	0	84

10. RTWPB VI

Service Quality Dimensions	Excellent	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N/A	Total Responses
Overall Satisfaction	49	9	0	0	0	0	58
Responsiveness	49	9	0	0	0	0	58
Reliability	49	9	0	0	0	0	58
Access and Facilities	49	9	0	0	0	0	58
Communication	49	9	0	0	0	0	58
Costs	49	9	0	0	0	0	58
Integrity	49	9	0	0	0	0	58
Assurance	49	9	0	0	0	0	58

Outcome	49	9	0	0	0	0	58
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11. RTWPB VII

Service Quality Dimensions	Excellent	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N/A	Total Responses
Overall Satisfaction	102	30	4	0	0	0	136
Responsiveness	102	30	4	0	0	0	136
Reliability	102	30	4	0	0	0	136
Access and Facilities	102	30	4	0	0	0	136
Communication	102	30	4	0	0	0	136
Costs	0	0	0	0	0	136	0
Integrity	102	30	4	0	0	0	136
Assurance	102	30	4	0	0	0	136
Outcome	102	30	4	0	0	0	136

12. RTWPB VIII

Service Quality Dimensions	Excellent	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N/A	Total Responses
Overall Satisfaction	172	24	1	0	0	0	197
Responsiveness	172	24	1	0	0	0	197
Reliability	172	24	1	0	0	0	197
Access and Facilities	172	24	1	0	0	0	197
Communication	172	24	1	0	0	0	197
Costs	0	0	0	0	0	197	0
Integrity	172	24	1	0	0	0	197
Assurance	172	24	1	0	0	0	197
Outcome	172	24	1	0	0	0	197

13. RTWPB IX

Service Quality Dimensions	Excellent	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N/A	Total Responses
Overall Satisfaction	45	0	0	0	0	0	45
Responsiveness	45	0	0	0	0	0	45
Reliability	45	0	0	0	0	0	45
Access and Facilities	45	0	0	0	0	0	45
Communication	45	0	0	0	0	0	45
Costs	0	0	0	0	0	45	0
Integrity	45	0	0	0	0	0	45
Assurance	45	0	0	0	0	0	45
Outcome	45	0	0	0	0	0	45

14. RTWPB X

Service Quality Dimensions	Excellent	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N/A	Total Responses
Overall Satisfaction	207	16	2	0	0	0	225
Responsiveness	207	16	2	0	0	0	225

Reliability	207	16	2	0	0	0	225
Access and Facilities	207	16	2	0	0	0	225
Communication	207	16	2	0	0	0	225
Costs	0	0	0	0	0	225	0
Integrity	207	16	2	0	0	0	225
Assurance	207	16	2	0	0	0	225
Outcome	207	16	2	0	0	0	225

15. RTWPB XI

Service Quality Dimensions	Excellent	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N/A	Total Responses
Overall Satisfaction	104	8	1	0	0	0	113
Responsiveness	104	8	1	0	0	0	113
Reliability	104	8	1	0	0	0	113
Access and Facilities	104	8	1	0	0	0	113
Communication	104	8	1	0	0	0	113
Costs	0	0	0	0	0	113	0
Integrity	104	8	1	0	0	0	113
Assurance	104	8	1	0	0	0	113
Outcome	104	8	1	0	0	0	113

16. RTWPB XII

Service Quality Dimensions	Excellent	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N/A	Total Responses
Overall Satisfaction	47	1	0	0	0	0	48
Responsiveness	47	1	0	0	0	0	48
Reliability	47	1	0	0	0	0	48
Access and Facilities	47	1	0	0	0	0	48
Communication	47	1	0	0	0	0	48
Costs	47	1	0	0	0	48	0
Integrity	47	1	0	0	0	0	48
Assurance	47	1	0	0	0	0	48
Outcome	47	1	0	0	0	0	48

17. RTWPB XIII

Service Quality Dimensions	Excellent	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N/A	Total Responses
Overall Satisfaction	208	1	0	0	0	0	209
Responsiveness	208	1	0	0	0	0	209
Reliability	208	1	0	0	0	0	209
Access and Facilities	208	1	0	0	0	0	209
Communication	208	1	0	0	0	0	209
Costs	0	0	0	0	0	209	0
Integrity	208	1	0	0	0	0	209
Assurance	208	1	0	0	0	0	209

Outcome	208	1	0	0	0	0	209
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Learning Session (CO) / Wage Clinique & Seminars (RBs)

	Excellent	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Topics					
1) Addressed participant's issues	3,275 (100%)	0	0	0	0
2) Overall content is easily understandable	3,275 (100%)	0	0	0	0
Resource Persons					
1) Knowledgeable	3,275 (100%)	0	0	0	0
2) Answered pax's questions	3,275 (100%)	0	0	0	0
3) Established rapport	3,275 (100%)	0	0	0	0
Number of Respondents (Rate)	3,275 (100%)				
Number of Participants	3,275				

Trainings (Regional Boards)

A. Per Training Program:

Training Program	Number of Respondents (Rate)	Excellent	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Basic Level Training						
1) 7S of Good Housekeeping	1,608 (23%)	1,025 (63%)	530 (33%)	52 (3%)	1 (<1%)	-
2) Productive Career Choice	-	-	-	-	-	-
3) ISTIV Bayanihan	481 (6%)	408 (85%)	70 (14%)	3 (1%)	-	-
4) ISTIV PAP	431 (6%)	299 (69%)	128 (30%)	4 (1%)	-	-
5) Productivity 101	-	-	-	-	-	-
6) Produktibong Kasambahay	-	-	-	-	-	-
7) Work Ethics of a Productive Worker	346 (5%)	222 (64%)	123 (36%)	1 (<1%)	-	-
Intermediate Level Training						
8) BCRP	-	-	-	-	-	-

9) Design Thinking	76 (1%)	42 (55%)	33 (44%)	1 (1%)	-	-
10) Green Productivity	77 (1%)	52 (68%)	21 (27%)	4 (5%)	-	-
11) Employee Engagement	930 (13%)	605 (65%)	303 (33%)	22 (2%)	-	-
12) Financial Analysis	66 (1%)	53 (80%)	13 (20%)	-	-	-
13) Inventory Mngt.	31 (<1%)	16 (52%)	15 (48%)	-	-	-
14) Social Media Marketing	147 (2%)	95 (65%)	50 (34%)	2 (1%)	-	-
15) ISTIV-SIB	57 (1%)	51 (89%)	6 (11%)	-	-	-
16) Lean Mngt.	209 (3%)	120 (57%)	88 (42%)	1 (<1%)	-	-
17) Marketing Productivity	31 (<1%)	16 (52%)	15 (48%)	-	-	-
18) Entrepreneurship & Planning	-	-	-	-	-	-
19) Retail & Visual Merchandising	94 (1%)	74 (79%)	20 (21%)	-	-	-
20) SQ & Customer Advocacy	-	-	-	-	-	-
21) Starting your Online Business	-	-	-	-	-	-
22) Brand Reputation	50 (<1%)	50 (100%)	-	-	-	-
23) Work-Life Balance	275 (4%)	166 (60%)	107 (39%)	2 (<1%)	-	-
Advanced Level Training						
24) Green ME for Hotel Industry	-	-	-	-	-	-
25) PBIS	-	-	-	-	-	-
26) SQ Plus	-	-	-	-	-	-
Others: pls. specify						
A. Service Quality	1,352 (19%)	931 (69%)	397 (29%)	24 (2%)	-	-
B. DILEEP	79 (1%)	74 (94%)	5 (6%)	-	-	-
C. Retail and Service	46 (<1%)	40 (87%)	6 (13%)	-	-	-
D. BCPM	290 (4%)	198 (68%)	85 (29%)	7 (2%)	-	-

E. Bookkeeping and Stock Control	-	-	-	-	-	-
F. Leaner Management in the Better Normal	237 (3%)	130 (55%)	103 (43%)	4 (2%)	-	-
G. Improving Productivity through Social Media Marketing	99 (1%)	99 (100%)	-	-	-	-
H. Green ME (My Enterprise) in the Better Normal	49 (<1%)	43 (88%)	5 (10%)	1 (2%)	-	-
I. Costing and Pricing	68 (1%)	51 (75%)	16 (24%)	1 (1%)	-	-
J. Succeeding in Business in the New Normal	-	-	-	-	-	-
K. Service Quality Improvement Program (SQIP)	99 (1%)	70 (71%)	29 (29%)	-	-	-
TOTAL	7,228	4,930 (68%)	2,168 (30%)	129 (2%)	1 (<1%)	-

B. Per Regional Boards:

RTWPBs	Excellent	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Total Responses	Total Pax	Average Rating*
RTWPB-NCR	253	110	38	0	0	401 (100%)	401	4.54
RTWPB-CAR	304	90	1	0	0	395 (100%)	396	4.77
RTWPB-I	317	66	11	0	0	394 (100%)	394	4.78
RTWPB-II	371	284	18	1	0	674 (100%)	674	4.52
RTWPB-III	259	119	5	0	0	383 (98%)	390	4.66
RTWPB-IVA	285	124	0	0	0	409 (100%)	409	4.70
RTWPB-IVB	352	45	1	0	0	398 (100%)	398	4.88
RTWPB-V	280	69	3	0	0	352 (100%)	352	4.79
RTWPB-VI	272	118	3	0	0	393 (94%)	418	4.68
RTWPB-VII	272	132	14	0	0	418 (100%)	418	4.62
RTWPB-VIII	149	125	12	0	0	286 (100%)	286	4.48
RTWPB-IX	271	135	11	0	0	417 (100%)	417	4.62
RTWPB-X	453	35	7	0	0	495 (100%)	497	4.90

RTWPB-XI	222	150	0	0	0	372 (100%)	372	4.60
RTWPB-XII	389	288	0	0	0	677 (100%)	678	4.57
RTWPB-XIII	481	278	5	0	0	764 (97%)	789	4.62
TOTAL	4,930	2,168	129	1	0	7,228 (99%)	7,289	4.66

*Average rating = [1(a)] + [2(b)] + [3(x)] + [4(y)] + [5(z)] / total number of respondents

C. Approval of Part Fixed, Part Performance-Based Compensation

RTWPBs	No. of Transactions	Sex Disaggregated Data		Age Bracketing			
		Male	Female	24 & below	25 to 40 y.o.	41 to 55 y.o.	56 & above
RTWPB-NCR	3	3	-	-	-	3	-
RTWPB-CAR	5	5	-	-	-	2	3
RTWPB-I	23	16	7	-	11	9	3
RTWPB-II	14	11	3	-	-	10	4
RTWPB-III	-	-	-	-	-	-	-
RTWPB-IVA	-	-	-	-	-	-	-
RTWPB-IVB	-	-	-	-	-	-	-
RTWPB-V	-	-	-	-	-	-	-
RTWPB-VI	-	-	-	-	-	-	-
RTWPB-VII	-	-	-	-	-	-	-
RTWPB-VIII	15	-	-	-	8	5	2
RTWPB-IX	0	-	-	-	-	-	-
RTWPB-X	0	-	-	-	-	-	-
RTWPB-XI	0	-	-	-	-	-	-
RTWPB-XII	0	-	-	-	-	-	-
RTWPB-XIII	0	-	-	-	-	-	-
TOTAL	60	47	13	-	19	29	12

D. Application for Exemption from Wage Order

RTWPBs	No. of Transactions	Sex Disaggregated Data		Age Bracketing			
		Male	Female	24 & below	25 to 40 y.o.	41 to 55 y.o.	56 & above
RTWPB-NCR	7	5	2	-	1	2	4
RTWPB-CAR	-	-	-	-	-	-	-
RTWPB-I	-	-	-	-	-	-	-
RTWPB-II	2	1	1	-	2	-	-
RTWPB-III	-	-	-	-	-	-	-
RTWPB-IVA	-	-	-	-	-	-	-

RTWPB-IVB	-	-	-	-	-	-	-
RTWPB-V	-	-	-	-	-	-	-
RTWPB-VI	2	1	1	-	-	-	-
RTWPB-VII	-	-	-	-	-	2	-
RTWPB-VIII	-	-	-	-	-	-	-
RTWPB-IX	-	-	-	-	-	-	-
RTWPB-X	-	-	-	-	-	-	-
RTWPB-XI	-	-	-	-	-	-	-
RTWPB-XII	4	2	2	-	3	1	-
RTWPB-XIII	-	-	-	-	-	-	-
TOTAL	15	9	6	-	6	5	4

E. Complaints. There are zero (0) customer complaints reported throughout 2024, indicating a high level of customer satisfaction and the effectiveness of our customer service efforts during the year.