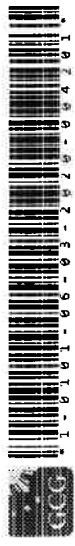




Office of the President of the Philippines
GOVERNANCE COMMISSION
 FOR GOVERNMENT OWNED OR CONTROLLED CORPORATIONS
 3/F, Citibank Center, 8741 Paseo De Roxas, Makati City, Philippines 1226



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02 March 2020

MR. SILVESTRE C. AFABLE, JR.
Chairperson

MR. ALLAN R. GARCIA
President and CEO

JOHN HAY MANAGEMENT CORPORATION (JHMC)
 John Hay Special Economic Zone
 Camp John Hay, Baguio City

**RE: TRANSMITTAL OF SURVEY QUESTIONNAIRES FOR
 THE CONDUCT OF CUSTOMER SATISFACTION
 SURVEY STARTING 2020**

Dear Chairperson Afable and PCEO Garcia,

This is to formally transmit copies of the survey questionnaires for individual (paying tourists) and business organization (locators and event organizers) customers of JHMC. As initially informed through our letter dated 24 September 2019¹, the Enhanced Standard Methodology on the Conduct of Customer Satisfaction Survey, together with these questionnaires, will be utilized starting 2020.

We take this opportunity to remind JHMC to strictly adhere to the standard guideline in the implementation of the annual customer satisfaction survey. Modification or alteration of the transmitted questionnaires remains prohibited. However, GOCCs may add questions specific to their products and services, as long as the survey instrument remains in accordance with the guidelines prescribed. Additional information on the conduct of the customer satisfaction survey can be found in the GCG website at https://gcg.gov.ph/site/public_files/gcg1525769934.pdf and https://gcg.gov.ph/site/public_files/gcg1569382256.pdf.

FOR INFORMATION AND COMPLIANCE OF JHMC.

Very truly yours,

SAMUEL G. DAGPIN, JR.

Chairman

Maries C. Doral
MARIES C. DORAL
Commissioner

Michael P. Cloribel
MICHAEL P. CLORIBEL

Commissioner

¹ Officially received by the JHMC on 26 September 2019.



**CUSTOMER SATISFACTION SURVEY
JOHN HAY MANAGEMENT CORPORATION (JHMC)
INDIVIDUAL CUSTOMER: TOURISTS (PAYING CLIENTS)**

QUESTIONNAIRE NUMBER

RESPONDENT INFORMATION	
Respondent Name	Time Start (in 24:00)
Respondent Address	Time End (in 24:00)
Respondent Phone Number (House)	Respondent Phone Number (Mobile)
INTERVIEWER INFORMATION	
Interviewer Name	Date of Interview
Interviewer ID	Time of Interview
QUALITY CONTROL CHECKS AND VALIDATIONS	
Witnessed/Validated by	Edited by
Witness/Validation Date:	Date of Editing
Signature	Signature
Quality Checked by	Data Punched by
Quality Check Date	Data Punch Date
Signature	Signature
Observed by	Cleared by
Observation Date	Clearing Date
Signature	Signature
Back-checked by	
Backcheck Date	
Signature	

INTRODUCTION

As part of the government's initiative to deepen citizen participation in government processes, particularly in the delivery of products and/or services, we are conducting this survey to gauge customer satisfaction on the services of the **JOHN HAY MANAGEMENT CORPORATION (JHMC)**. We would appreciate if you could spare a few minutes of your time to participate in our survey. Your insights will greatly help the JHMC improve its product and/or service delivery and meet your expectations to serve you better in the future. Please be assured that all answers provided will be kept in strictest confidentiality.

Any information that is obtained in connection with this study and that can be identified with you will remain confidential and will be disclosed only with your permission. By filling out the survey form, you are giving consent to the [RESEARCH AGENCY/GOCC] to process all the provided information. As the data subject, you have the right to access and ask for changing or deleting your personal data, which will be kept by the [RESEARCH AGENCY/GOCC].

I am _____ from [RESEARCH AGENCY], a market research company. I will be your interviewer for today.

SCREENER

S1. Are you or any of your close family/relatives working with JHMC?

	CODE	ROUTE
Yes	1	Close interview
No	2	Proceed to S2

S2. Which of the following service/s did you avail from JHMC in during this visit? [MA]

	CODE	
[SERVICE A]	1	Proceed to Q1
[SERVICE B]	2	
[SERVICE C]	3	
Others (pls. specify)	4	
Did not avail of the services of JHMC in [SPECIFY YEAR]	99	Close interview

NOTE TO GOCC: List all possible services that may be availed.

MAIN QUESTIONNAIRE

PART I. TRANSACTING WITH JHMC

Q1. How long have you been availing services from JHMC?

	CODE
Less than a year	1
1 – 2 years	2
3 – 5 years	3
6 – 10 years	4
More than 10 years	5
Don't know/refused	9

NO. OF YEARS: _____
NO. OF MONTHS: _____

Q2. Thinking about all your dealings/transactions with JHMC last [SPECIFY YEAR], in what ways did you transact with them? [MA]

	CODE
Office visit	1
Phone call	2
Mail delivery	3
Send text / SMS message	4
Online	
Visit website	5
Send email	6
Chat using apps (e.g. Viber, WhatsApp, Line, Facebook messenger, Skype, etc.)	7
Connected to their social media accounts (e.g. Facebook, Twitter, LinkedIn, Instagram, etc.)	8
Others, pls. specify	9

Q3. Where do you most often get information about JHMC and its services? [SA]

	CODE
Information desk	1
Website	2
Phone/Hotline	3
Social media (Specify _____)	4
Conferences	5
Text/SMS	6
Bulletins	7
Others (Specify _____)	8

PART II. OVERALL SATISFACTION

NOTE TO INTERVIEWER: For Q4, present showcard below while asking satisfaction/dissatisfaction rating questions. Do not include N/A in the showcard.

Q4. Overall, how satisfied or dissatisfied you are with the service provided by JHMC? Please use this rating scale where 5 means very satisfied, 4 means satisfied, 3 means neither satisfied nor dissatisfied, 2 means dissatisfied and 1 means very dissatisfied. How would you rate JHMC on the overall? [SA]

SHOWCARD	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Overall Satisfaction Rating	5	4	3	2	1

Q5. Why do you say that you are [RESPONSE in Q4] with JHMC? What else? Any other reasons?

NOTE TO INTERVIEWER: ASK SPONTANEOUSLY. PROBE UNTIL RESPONDENT SAYS NONE.

PART III. EXECUTION OF SERVICE

NOTE TO INTERVIEWER: For Q6, present showcard below while asking level of agreement questions. Do not include N/A in the showcard.

Q6. Now, we will talk about the different aspects of JHMC's services. Using this rating scale where 5 means strongly agree, 4 means agree, 3 means neither agree nor disagree, 2 means disagree and 1 means strongly disagree, please let us know how much you agree or disagree with the statements that I am going to read out. Let's start with... [READ OUT ATTRIBUTES]. [SA per attribute]

STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE
5	4	3	2	1

NOTE TO INTERVIEWER: Read attributes one at a time and wait for the respondent's answer. Do not leave any blanks. If the attribute is not applicable or the respondent says "Don't Know" even after probing, mark as N/A.

	SA	A	Neither	D	SD	N/A
Staff JHMC's staff...						
treats customers with respect	5	4	3	2	1	99
strictly and fairly implements the policies, rules and regulations (e.g. no discrimination, no "palakasan" system)	5	4	3	2	1	99

	SA	A	Neither	D	SD	N/A
are knowledgeable and competent or skilled in delivering the needed services	5	4	3	2	1	99
provides clear and sufficient information (i.e., solutions to problems, answers to inquiries, and information on products and services)	5	4	3	2	1	99
addresses queries/concerns in a prompt manner	5	4	3	2	1	99
demonstrates willingness to assist customers	5	4	3	2	1	99
is easy to contact	5	4	3	2	1	99
appears neat, well-dressed, and professional	5	4	3	2	1	99
conveys trust and confidence	5	4	3	2	1	99
<u>Tourist – Services</u>						
Booking and reservation are simple and easy	5	4	3	2	1	99
Terms and conditions (e.g., payment terms, penalties) are clear and reasonable	5	4	3	2	1	99
Prices offer good value for money	5	4	3	2	1	99
Prices are comparable with that of other events place	5	4	3	2	1	99
Parking spaces are easily accessible	5	4	3	2	1	99
Cleanliness and ambiance of the surroundings are maintained before the event	5	4	3	2	1	99
Historic and historic architecture is preserved	5	4	3	2	1	99
Tourist information are available	5	4	3	2	1	99
Safety within the area	5	4	3	2	1	99
<u>Information and Communication</u>						
Information from JHMC is...						
easy to obtain	5	4	3	2	1	99
clear and relevant	5	4	3	2	1	99
<u>Information and Communication (Website)</u>						
JHMC's website...						
is available and accessible (e.g., no downtime, loads easily)	5	4	3	2	1	99

	SA	A	Neither	D	SD	N/A
contains the information needed	5	4	3	2	1	99
is user-friendly	5	4	3	2	1	99
is secured	5	4	3	2	1	99
<u>Complaints Handling and Records Keeping</u>						
Filing of complaints is easy and systematic	5	4	3	2	1	99
Complaints are resolved within prescribed timeframe	5	4	3	2	1	99
Resolutions to complaints are satisfactory/acceptable	5	4	3	2	1	99
<u>Facilities (Office)</u>						
Signages are visible and readable (e.g. Citizen's Charter, steps and procedures, directional signages)	5	4	3	2	1	99
Office premises are clean, orderly and well-maintained	5	4	3	2	1	99
Office premises are well-ventilated and have good lighting	5	4	3	2	1	99
Office premises are safe and secure (e.g., with security guard)	5	4	3	2	1	99
Office has separate lane for senior citizens, PWDs, pregnant women	5	4	3	2	1	99
Seating is adequate and comfortable	5	4	3	2	1	99

Q7. What are your suggestions for the improvement of JHMC's services? What else? Anything else?

NOTE TO INTERVIEWER: ASK SPONTANEOUSLY. PROBE UNTIL RESPONDENT SAYS NONE.



**CUSTOMER SATISFACTION SURVEY
JOHN HAY MANAGEMENT CORPORATION (JHMC)
BUSINESS ORGANIZATIONS: EVENT ORGANIZERS**

QUESTIONNAIRE NUMBER

RESPONDENT INFORMATION	
Respondent Name	Time Start (in 24:00)
Respondent Address	Time End (in 24:00)
Respondent Phone Number (House)	Respondent Phone Number (Mobile)
INTERVIEWER INFORMATION	
Interviewer Name	Date of Interview
Interviewer ID	Time of Interview
QUALITY CONTROL CHECKS AND VALIDATIONS	
Witnessed/Validated by	Edited by
Witness/Validation Date:	Date of Editing
Signature	Signature
Quality Checked by	Data Punched by
Quality Check Date	Data Punch Date
Signature	Signature
Observed by	Cleared by
Observation Date	Clearing Date
Signature	Signature
Back-checked by	
Backcheck Date	
Signature	

INTRODUCTION

As part of the government's initiative to deepen citizen participation in government processes, particularly in the delivery of products and/or services, we are conducting this survey to gauge customer satisfaction on the services of the **JOHN HAY MANAGEMENT CORPORATION (JHMC)**. We would appreciate if you could spare a few minutes of your time to participate in our survey. Your insights will greatly help the JHMC improve its product and/or service delivery and meet your expectations to serve you better in the future. Please be assured that all answers provided will be kept in strictest confidentiality.

Any information that is obtained in connection with this study and that can be identified with you will remain confidential and will be disclosed only with your permission. By filling out the survey form, you are giving consent to the [RESEARCH AGENCY/GOCC] to process all the provided information. As the data subject, you have the right to access and ask for changing or deleting your personal data, which will be kept by the [RESEARCH AGENCY/GOCC].

I am _____ from [RESEARCH AGENCY], a market research company. I will be your interviewer for today.

SCREENER

S1. Are you or any of your close family/relatives working with JHMC?

	CODE	ROUTE
Yes	1	Close interview
No	2	Proceed to S2

S2. Which of the following service/s did you avail from JHMC in [SPECIFY YEAR]?
What else? Anything else? [MA]

	CODE	
[SERVICE A]	1	Proceed to S3
[SERVICE B]	2	
[SERVICE C]	3	
Others (pls. specify)	4	
Did not avail of the services of JHMC in [SPECIFY YEAR]	99	Close interview

NOTE TO GOCC: List all possible services that may be availed.

S3. How would you describe your role in your company when it comes to dealing with JHMC?

	CODE	
I am the owner/primary decision-maker in the company	1	Proceed to Q1
I am the primary person-in-charge of dealing / transacting with JHMC	2	Proceed to Q1
I do not have any say or involvement when it comes to dealing / transacting with JHMC	3	ASK FOR THE ELIGIBLE RESPONDENT

MAIN QUESTIONNAIRE

PART I. TRANSACTING WITH JHMC

Q1. How long have you been availing services from JHMC?

	CODE
Less than a year	1
1 – 2 years	2
3 – 5 years	3
6 – 10 years	4
More than 10 years	5
Don't know/refused	9

NO. OF YEARS: _____
NO. OF MONTHS: _____

Q2. Thinking about all your dealings/transactions with JHMC last [SPECIFY YEAR], in what ways did you transact with them? [MA]

	CODE
Office visit	1
Phone call	2
Mail delivery	3
Send text / SMS message	4
Online	
Visit website	5
Send email	6
Chat using apps (e.g. Viber, WhatsApp, Line, Facebook messenger, Skype, etc.)	7
Connected to their social media accounts (e.g. Facebook, Twitter, LinkedIn, Instagram, etc.)	8
Others, pls. specify	9

Q3. Where do you most often get information about JHMC and its services? [SA]

	CODE
Information desk	1
Website	2
Phone/Hotline	3
Social media (Specify _____)	4
Conferences	5
Text/SMS	6
Bulletins	7
Others (Specify _____)	8

PART II. OVERALL SATISFACTION

NOTE TO INTERVIEWER: For Q4, present showcard below while asking satisfaction/dissatisfaction rating questions. Do not include N/A in the showcard.

Q4. Overall, how satisfied or dissatisfied you are with the service provided by JHMC? Please use this rating scale where 5 means very satisfied, 4 means satisfied, 3 means neither satisfied nor dissatisfied, 2 means dissatisfied and 1 means very dissatisfied. How would you rate JHMC on the overall? [SA]

SHOWCARD	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Overall Satisfaction Rating	5	4	3	2	1

Q5. Why do you say that you are [RESPONSE in Q4] with JHMC? What else? Any other reasons?

NOTE TO INTERVIEWER: ASK SPONTANEOUSLY. PROBE UNTIL RESPONDENT SAYS NONE.

PART III. EXECUTION OF SERVICE

NOTE TO INTERVIEWER: For Q6, present showcard below while asking level of agreement questions. Do not include N/A in the showcard.

Q6. Now, we will talk about the different aspects of JHMC's services. Using this rating scale where 5 means strongly agree, 4 means agree, 3 means neither agree nor disagree, 2 means disagree and 1 means strongly disagree, please let us know how much you agree or disagree with the statements that I am going to read out. Let's start with... [READ OUT ATTRIBUTES]. [SA per attribute]

STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE
5	4	3	2	1

NOTE TO INTERVIEWER: Read attributes one at a time and wait for the respondent's answer. Do not leave any blanks. If the attribute is not applicable or the respondent says "Don't Know" even after probing, mark as N/A.

	SA	A	Neither	D	SD	N/A
Staff JHMC's staff...						
treats customers with respect	5	4	3	2	1	99
strictly and fairly implements the policies, rules and regulations (e.g. no discrimination, no "palakasan" system)	5	4	3	2	1	99

	SA	A	Neither	D	SD	N/A
are knowledgeable and competent or skilled in delivering the needed services	5	4	3	2	1	99
provides clear and sufficient information (i.e., solutions to problems, answers to inquiries, and information on products and services)	5	4	3	2	1	99
addresses queries/concerns in a prompt manner	5	4	3	2	1	99
demonstrates willingness to assist customers	5	4	3	2	1	99
is easy to contact	5	4	3	2	1	99
appears neat, well-dressed, and professional	5	4	3	2	1	99
conveys trust and confidence	5	4	3	2	1	99
<u>Tourist – Services</u>						
Booking and reservation are simple and easy	5	4	3	2	1	99
Terms and conditions (e.g., payment terms, penalties) are clear and reasonable	5	4	3	2	1	99
Prices offer good value for money	5	4	3	2	1	99
Prices are comparable with that of other events place	5	4	3	2	1	99
Parking spaces are easily accessible	5	4	3	2	1	99
Cleanliness and ambiance of the surroundings are maintained before the event	5	4	3	2	1	99
Historic and historic architecture is preserved	5	4	3	2	1	99
Tourist information are available	5	4	3	2	1	99
Safety within the area	5	4	3	2	1	99
<u>Information and Communication</u>						
Information from JHMC is...						
easy to obtain	5	4	3	2	1	99
clear and relevant	5	4	3	2	1	99
<u>Information and Communication (Website)</u>						
JHMC's website...						
is accessible (e.g., no downtime, loads easily)	5	4	3	2	1	99
is user-friendly and easy to navigate	5	4	3	2	1	99

	SA	A	Neither	D	SD	N/A
contains the information needed	5	4	3	2	1	99
is useful and reliable when doing desired transaction	5	4	3	2	1	99
is secured	5	4	3	2	1	99
<u>Complaints Handling and Records Keeping</u>						
Filing of complaints is easy and systematic	5	4	3	2	1	99
Complaints are resolved within prescribed timeframe	5	4	3	2	1	99
Resolutions to complaints are satisfactory/acceptable	5	4	3	2	1	99
Files/records are accurate and updated	5	4	3	2	1	99
<u>Facilities (Office)</u>						
Signages are visible and readable (e.g. Citizen's Charter, steps and procedures, directional signages)	5	4	3	2	1	99
Office/branch is accessible and convenient to customers	5	4	3	2	1	99
Office premises are clean, orderly and well-maintained	5	4	3	2	1	99
Office premises are well-ventilated and have good lighting	5	4	3	2	1	99
Office premises are safe and secure (e.g., with security guard)	5	4	3	2	1	99
Seating is adequate and comfortable	5	4	3	2	1	99

Q7. What are your suggestions for the improvement of JHMC's services? What else? Anything else?

NOTE TO INTERVIEWER: ASK SPONTANEOUSLY. PROBE UNTIL RESPONDENT SAYS NONE.

SOCIO DEMOGRAPHIC PROFILE

NAME OF ORGANIZATION	COMPLETE ADDRESS OF ORGANIZATION		
YEAR ORGANIZATION ESTABLISHED: _____	TYPE OF OWNERSHIP		
	Foreign 1	Domestic 2	
NUMBER OF EMPLOYEES Actual _____	ASSET VALUES (SHOWCARD)		
1 to 99 (Micro / Small) 1	Micro / Small (₱15,000,000 or less)	1	
100 to 199 (Medium) 2	Medium (₱15,000,001 – ₱100,000,000)	2	
200 and up (Enterprise) 3	Enterprise (₱100,000,001 and above)	3	
POSITION IN THE ORGANIZATION			
ACTUAL POSITION: _____	YEARS IN THE ORGANIZATION		
DEPARTMENT: _____	ACTUAL NO. OF YEARS: _____		
Owner / Head of the office or association 1	Less than a year 1	16 – 20 years	6
Manager/Keeper/Supervisor 2	1 – 2 years 2	21 – 25 years	7
Operations Staff 3	3 – 5 years 3	More than 25 years	8
Admin Staff 4	6 – 10 years 4	Don't know/refused	9
Others, pls. specify _____ 5	11 – 15 years 5		
Don't know/refused 9			
CONTACT DETAILS			
DECISION-MAKING ROLE IN THE ORGANIZATION			
Landline: _____	I alone decide for the organization 1		
Cellphone: _____	I share with someone else the decision-making process for the organization 2		
E-mail: _____			
Office landline: _____	I do not have any say when it comes to the decision-making process for the organization 3		
Other contact info: _____			

<p>I declare that this interview has been carried out strictly in accordance with your specification and has been conducted within the ESOMAR Code of Conduct with a person unknown to me.</p>	<p style="text-align: center;">Interviewers' Signature</p> <p style="text-align: center;">Supervisor's Signature</p>
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**CUSTOMER SATISFACTION SURVEY
JOHN HAY MANAGEMENT CORPORATION (JHMC)
BUSINESS ORGANIZATIONS: LOCATORS**

QUESTIONNAIRE NUMBER

RESPONDENT INFORMATION	
Respondent Name	Time Start (in 24:00)
Respondent Address	Time End (in 24:00)
Respondent Phone Number (House)	Respondent Phone Number (Mobile)
INTERVIEWER INFORMATION	
Interviewer Name	Date of Interview
Interviewer ID	Time of Interview
QUALITY CONTROL CHECKS AND VALIDATIONS	
Witnessed/Validated by	Edited by
Witness/Validation Date:	Date of Editing
Signature	Signature
Quality Checked by	Data Punched by
Quality Check Date	Data Punch Date
Signature	Signature
Observed by	Cleared by
Observation Date	Clearing Date
Signature	Signature
Back-checked by	
Backcheck Date	
Signature	

INTRODUCTION

As part of the government's initiative to deepen citizen participation in government processes, particularly in the delivery of products and/or services, we are conducting this survey to gauge customer satisfaction on the services of the **JOHN HAY MANAGEMENT CORPORATION (JHMC)**. We would appreciate if you could spare a few minutes of your time to participate in our survey. Your insights will greatly help the JHMC improve its product and/or service delivery and meet your expectations to serve you better in the future. Please be assured that all answers provided will be kept in strictest confidentiality.

Any information that is obtained in connection with this study and that can be identified with you will remain confidential and will be disclosed only with your permission. By filling out the survey form, you are giving consent to the [RESEARCH AGENCY/GOCC] to process all the provided information. As the data subject, you have the right to access and ask for changing or deleting your personal data, which will be kept by the [RESEARCH AGENCY/GOCC].

I am _____ from [RESEARCH AGENCY], a market research company. I will be your interviewer for today.

SCREENER

S1. Are you or any of your close family/relatives working with JHMC?

	CODE	ROUTE
Yes	1	Close interview
No	2	Proceed to S2

S2. Which of the following service/s did you avail from JHMC in [SPECIFY YEAR]?
What else? Anything else? [MA]

	CODE	
[SERVICE A]	1	Proceed to S3
[SERVICE B]	2	
[SERVICE C]	3	
Others (pls. specify)	4	
Did not avail of the services of JHMC in [SPECIFY YEAR]	99	Close interview

NOTE TO GOCC: List all possible services that may be availed.

S3. How would you describe your role in your company when it comes to dealing with JHMC?

	CODE	
I am the owner/primary decision-maker in the company	1	Proceed to Q1
I am the primary person-in-charge of dealing / transacting with JHMC	2	Proceed to Q1
I do not have any say or involvement when it comes to dealing / transacting with JHMC	3	ASK FOR THE ELIGIBLE RESPONDENT

MAIN QUESTIONNAIRE

PART I. TRANSACTING WITH JHMC

Q1. How long have you been availing services from JHMC?

	CODE
Less than a year	1
1 – 2 years	2
3 – 5 years	3
6 – 10 years	4
More than 10 years	5
Don't know/refused	9

NO. OF YEARS: _____
NO. OF MONTHS: _____

Q2. Thinking about all your dealings/transactions with JHMC last [SPECIFY YEAR], in what ways did you transact with them? [MA]

	CODE
Office visit	1
Phone call	2
Mail delivery	3
Send text / SMS message	4
Online	
Visit website	5
Send email	6
Chat using apps (e.g. Viber, WhatsApp, Line, Facebook messenger, Skype, etc.)	7
Connected to their social media accounts (e.g. Facebook, Twitter, LinkedIn, Instagram, etc.)	8
Others, pls. specify	9

Q3. Where do you most often get information about JHMC and its services? [SA]

	CODE
Information desk	1
Website	2
Phone/Hotline	3
Social media (Specify _____)	4
Conferences	5
Text/SMS	6
Bulletins	7
Others (Specify _____)	8

PART II. OVERALL SATISFACTION

NOTE TO INTERVIEWER: For Q4, present showcard below while asking satisfaction/dissatisfaction rating questions. Do not include N/A in the showcard.

Q4. Overall, how satisfied or dissatisfied you are with the service provided by JHMC? Please use this rating scale where 5 means very satisfied, 4 means satisfied, 3 means neither satisfied nor dissatisfied, 2 means dissatisfied and 1 means very dissatisfied. How would you rate JHMC on the overall? [SA]

SHOWCARD	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Overall Satisfaction Rating	5	4	3	2	1

Q5. Why do you say that you are [RESPONSE in Q4] with JHMC? What else? Any other reasons?

NOTE TO INTERVIEWER: ASK SPONTANEOUSLY. PROBE UNTIL RESPONDENT SAYS NONE.

PART III. EXECUTION OF SERVICE

NOTE TO INTERVIEWER: For Q6, present showcard while asking level of agreement per attribute. Do not include N/A in the showcard

Q6. Now, we will talk about the different aspects of JHMC's services. Using this rating scale where 5 means strongly agree, 4 means agree, 3 means neither agree nor disagree, 2 means disagree and 1 means strongly disagree, please let us know how much you agree or disagree with the statements that I am going to read out. Let's start with... [READ OUT ATTRIBUTES]. [SA per attribute]

STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE
5	4	3	2	1

NOTE TO INTERVIEWER: Read attributes one at a time and wait for the respondent's answer. Do not leave any blanks. If the attribute is not applicable or the respondent says "Don't Know" even after probing, mark as N/A.

	SA	A	Neither	D	SD	N/A
Staff JHMC's staff...						
treats customers with respect	5	4	3	2	1	99
strictly and fairly implements the policies, rules and regulations (e.g. no discrimination, no "palakasan" system)	5	4	3	2	1	99

	SA	A	Neither	D	SD	N/A
are knowledgeable and competent or skilled in delivering the needed services	5	4	3	2	1	99
provides clear and sufficient information (i.e., solutions to problems, answers to inquiries, and information on products and services)	5	4	3	2	1	99
addresses queries/concerns in a prompt manner	5	4	3	2	1	99
demonstrates willingness to assist customers	5	4	3	2	1	99
is easy to contact	5	4	3	2	1	99
delivers services within prescribed timeframe	5	4	3	2	1	99
appears neat, well-dressed, and professional	5	4	3	2	1	99
conveys trust and confidence	5	4	3	2	1	99
Regulatory Policies, rules and regulations...						
are clear, consistent, and sufficient	5	4	3	2	1	99
are strictly implemented	5	4	3	2	1	99
are properly updated	5	4	3	2	1	99
are properly disseminated	5	4	3	2	1	99
Reportorial/documentary requirements are reasonable	5	4	3	2	1	99
Timeline for compliance is fair and reasonable	5	4	3	2	1	99
Fees and/or penalties imposed are fair and reasonable						
Regulatory Application with JHMC						
Requirements are properly disseminated	5	4	3	2	1	99
Filing of applications is simple and easy	5	4	3	2	1	99
Documentary requirements are reasonable	5	4	3	2	1	99
Process is completed within a reasonable amount of time	5	4	3	2	1	99
Documents issued are free from defects or typographical errors	5	4	3	2	1	99
Leasing Services						

	SA	A	Neither	D	SD	N/A
Requirements are properly disseminated	5	4	3	2	1	99
Process for applying for lease is simple and easy	5	4	3	2	1	99
Documentary requirements are reasonable	5	4	3	2	1	99
Contracts are awarded through a transparent process	5	4	3	2	1	99
Lease applications are processed/completed within a reasonable amount of time	5	4	3	2	1	99
Lease terms and conditions (e.g., payment terms, penalties) are clear and reasonable	5	4	3	2	1	99
Lease rates are reasonable	5	4	3	2	1	99
Documents issued are free from defects or typographical errors	5	4	3	2	1	99
Payments are easy to make	5	4	3	2	1	99
Client information is kept confidential	5	4	3	2	1	99
<u>Information and Communication</u>						
Information from JHMC is...						
easy to obtain	5	4	3	2	1	99
clear and relevant	5	4	3	2	1	99
<u>Information and Communication (Website)</u>						
JHMC's website...						
is available and accessible (e.g., no downtime, loads easily)	5	4	3	2	1	99
contains the information needed	5	4	3	2	1	99
is user-friendly	5	4	3	2	1	99
is useful and reliable when doing desired transaction	5	4	3	2	1	99
is secured	5	4	3	2	1	99
<u>Complaints Handling and Records Keeping</u>						
Filing of complaints is easy and systematic	5	4	3	2	1	99
Complaints are resolved within prescribed timeframe	5	4	3	2	1	99
Resolutions to complaints are satisfactory/acceptable	5	4	3	2	1	99
Files/records are accurate and updated	5	4	3	2	1	99

	SA	A	Neither	D	SD	N/A
Facilities						
Utilizes up-to-date and modern procedures, facilities, and resources	5	4	3	2	1	99
Signages are visible and readable (e.g. Citizen's Charter, steps and procedures, directional signages)	5	4	3	2	1	99
Office premises are clean, orderly and well-maintained	5	4	3	2	1	99
Office premises are well-ventilated and have good lighting	5	4	3	2	1	99
Office premises are safe and secure (e.g., with security guard)	5	4	3	2	1	99
Seating is adequate and comfortable	5	4	3	2	1	99

Q7. What are your suggestions for the improvement of JHMC's services? What else? Anything else?

NOTE TO INTERVIEWER: ASK SPONTANEOUSLY. PROBE UNTIL RESPONDENT SAYS NONE.

SOCIO DEMOGRAPHIC PROFILE

NAME OF ORGANIZATION	COMPLETE ADDRESS OF ORGANIZATION		
YEAR ORGANIZATION ESTABLISHED: _____	TYPE OF OWNERSHIP Foreign 1 Domestic 2		
NUMBER OF EMPLOYEES Actual _____	ASSET VALUES (SHOWCARD)		
1 to 99 (Micro / Small) 1	Micro / Small (₱15,000,000 or less) 1		
100 to 199 (Medium) 2	Medium (₱15,000,001 – ₱100,000,000) 2		
200 and up (Enterprise) 3	Enterprise (₱100,000,001 and above) 3		
POSITION IN THE ORGANIZATION			
ACTUAL POSITION: _____	YEARS IN THE ORGANIZATION		
DEPARTMENT: _____	ACTUAL NO. OF YEARS: _____		
Owner / Head of the office or association 1	Less than a year 1	16 – 20 years 6	
Manager/Keeper/Supervisor 2	1 – 2 years 2	21 – 25 years 7	
Operations Staff 3	3 – 5 years 3	More than 25 years 8	
Admin Staff 4	6 – 10 years 4	Don't know/refused 9	
Others, pls. specify _____ 5	11 – 15 years 5		
Don't know/refused 9			
CONTACT DETAILS			
Landline: _____	DECISION-MAKING ROLE IN THE ORGANIZATION		
Cellphone: _____	I alone decide for the organization 1		
E-mail: _____	I share with someone else the decision-making process for the organization 2		
Office landline: _____	I do not have any say when it comes to the decision-making process for the organization 3		
Other contact info: _____			

<p>I declare that this interview has been carried out strictly in accordance with your specification and has been conducted within the ESOMAR Code of Conduct with a person unknown to me.</p>	Interviewers' Signature Supervisor's Signature
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