# Republic of the Philippines Office of the President



# Harmonized CSM Report 2023 (1st Edition)

# **Executive Summary**

This Harmonized Client Satisfaction Measurement (CSM) Report for 2023 for John Hay Management Corporation (JHMC) is the response of the agency to the call of the Anti-Red Tape Authority (ARTA) to assess the overall satisfaction and perception of its clients on the services it provides based on its Citizens' Charter (CC). The report covers January to December 2023 and covers the entire area operated and maintained by the corporation.

Feedback was generated from both external and internal clients. External clients involved locators within the area, walk-in clients needing various services of the organization like event coordinators, tourists, and other stakeholders. The latter involved local government units (LGUs) and other locators requiring permits to bring out forest products or construction materials and/or equipment into the John Hay Special Economic Zone (JHSEZ). Internal sources were JHMC employees requiring various support services from JHMC operating units.

While the minimum sample size using ARTA guidelines was estimated to be 933 for the 93,330 transactions recorded for the year, the survey was able to solicit 1,233 responses from JHMC's clients. This covered 1,171 external services and 62 internal services for the period January to December 2023. This represents an overall response rate of 125.51%.

The CSM tool used was as prescribed by ARTA focusing on three questions on the CC (awareness, ease or difficulty in use, and helpfulness). Additionally, there were eight Service Quality Dimensions (SQDs) where the respondents' level of satisfaction was measured. These were: responsiveness, reliability, access and facilities, communication, costs, integrity, assurance, and outcome. The survey was done in both English and Tagalog using two modes. One was on-site or face-to-face mode through actual interviews, self-administered survey forms, or survey boxes at the JHMC Office or the tourist exit at the Historical Core. The second was remote mode through emails, telephone interviews, and online survey format through a QR code linked to Google Forms.

Most respondents identified themselves as citizens, most of whom were tourists visiting the Historical Core. More than half were male, and four-fifths were millennials. Almost one-half were Cordillerans.

Significantly, more than half were aware of a CC and also the JHMC CC. Almost two-thirds found it easy or somewhat easy to see the JHMC CC. More than three-fourths considered the JHMC CC as helpful or somewhat helpful.

External clients rated JHMC 94.38% or Very Satisfactory while internal clients gave the office rating of 96.80%, or Outstanding. Overall, JHMC obtained a rating of 94.50% or Very Satisfactory.

The level of satisfaction with JHMC services in terms of the eight Service Quality Dimensions showed a rating of 93.16% or Very Satisfactory. The SQD Assurance received an Outstanding rating (95.45%), while Communication was Satisfactory (89.90%).

In terms of operating units, most of the offices received an Outstanding rating with scores ranging from 96.67% to 100.0%. These offices, however, had only one to 30 respondents. The office having the greatest number of respondents was the Finance Services Department. It had 806 respondents and was rated Very Satisfactory (94.42%) for the services it provided. On the other hand, internal services received an average rating of 96.80% or Outstanding.

On the results of the agency action plan for FY 2022, all recommendations were favorably acted upon by JHMC. The continuous agency improvement plan for FY 2024 based on respondents' comments and suggestions revolved around enhanced visibility of the JHMC CC, improved services, systems, and facilities, and enhancement of services of the operating units with low ratings.

Further, some improvements are necessary to the JHMC client satisfaction measurement for greater efficiency and effectiveness. Finally, a system of monitoring and evaluating the implementation of CY 2023 and CY 2022 JHMC Continuous Improvement Plans is recommended.

### ABBREVIATIONS AND ACRONYMS

ARTA Anti-Red Tape Authority

ASD Administrative Services Department

BARMM Bangsamoro Autonomous Region of Muslim Mindanao

BCDA Bases Conversion and Development Authority CALABARZON Cavite, Laguna, Batangas, Rizal, Quezon

CAR Cordillera Administrative Region

CC Citizens Charter

CCTV Closed Circuit Television

CEC Certificate of Environment Compliance

COC Certificate of Coverage
CF Confidence Level
CY Calendar Year

CSM Client Satisfaction Measurement

EAMD Environment and Asset Management Department

EO Executive Order FY Fiscal Year

G2B Government-to-Business
G2C Government-to-Citizens
G2G Government-to-Government

GCG Governance Commission for GOCCs

GOCC Government-Owned and Controlled Corporation

GSD General Services Division

ICT Information Communication Technology IRR Implementing Rules and Regulations
JHDC John Hay Development Corporation
JHMC John Hay Management Corporation
JHSEZ John Hay Special Economic Zone

JHSTEZ John Hay Special Tourism Economic Zone
JPDC John Hay Poro Point Development Corporation

LPF Local Purchase Form

MIMAROPA Mindoro, Marinduque, Romblon, Palawan

NCR National Capital Region

MOE Margin of Error

LGUs Local Government Units
OSAC One Stop Actin Center

PCEO President and Chief Executive Officer
PEZA Philippine Economic Zone Authority
PPMC Poro Point Management Corporation

PTO Permit to Operate
PWD Persons with Disability
QR Quick Response
RA Republic Act

SEZ Special Economic Zone

SEZAD Special Economic Zone Administration Department
SEZRIS Special Economic Zone Regulatory Information System
SOCCSKSARGEN South Cotabato, Cotabato, Sultan Kudarat, Sarangani,

**General Santos** 

SQDs Service Quality Dimensions
SMS Short Messaging Service
SUCs State Universities and Colleges
TPTO Temporary Permit to Operate

VPCOO Vice President and Chief Operating Officer

U.S. United States

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# I. Overview

# A. John Hay Management Corporation

The John Hay Management Corporation (JHMC) is a Government-Owned and Controlled Corporation (GOCC) and a subsidiary of the Bases Conversion and Development Authority (BCDA) which took over the management of the John Hay Air Station, a former U.S. rest and recreation facility, as provided by Presidential Proclamation No. 198 on June 29, 1993.

The facility was later named Camp John Hay and declared for tourism, human resource development center, and multiple-use forest watershed reservation. In the same year, through Executive Order (EO) No.103, the BCDA was provided its operating and implementing arm in the John Hay Development Corporation (JHDC) which was tasked to manage Camp John Hay. The JHDC was mandated to develop, manage, lease, and operate all establishments and facilities within the camp. This EO was amended by EO 31 series of 1994 which created the John Hay Poro Point Development Corporation (JPDC) and expanded the JHDC's scope of responsibility to cover the former Wallace Air Station in Poro Point, La Union.

Again in 1994, the John Hay Special Economic Zone (JHSEZ) was created through Proclamation No. 420 which designated the portion of land occupied by the former Camp John Hay Reservation. The objective of this was to lease out certain portions of the land to develop the leased property into a wholesome family-oriented public tourism complex, multiple uses of forest watershed, and a human resource development center. Finally, in 2002, the EO 132 was issued renaming the JPDC as the John Hay Management Corporation (JHMC), while the Poro Point Management Corporation (PPMC) was created to oversee the development of the Poro Point Special Economic and Freeport Zone.

At present, the JHMC continues to carry its mandate of monitoring the development within Camp John Hay and enforcing the Implementing Rules and Regulations of the JHSEZ, while ensuring the preservation of the reservation areas and regulating the development of the unleased areas.

As administrator of the JHSEZ and steward of its forest reservation. the corporation is guided by a vision that "by 2040. JHMC shall have transformed and developed Camp John Hay into a premier, sustainable, safe and enjoyable tourism destination in the North with preserved historical and cultural sites, promoting investments through innovative approaches. with improved economic opportunities and gender-responsive quality services protecting the environment." It commits to a mission that "as the steward of Camp John Hay, JHMC develops the estate into a premier tourist destination, continuously contributing to the economic growth and sustainable use and preservation of the forest watershed, with efficient and effective regulations." Relatedly, it is committed to providing excellent, efficient, and responsive services towards stakeholder's satisfaction.

Camp John Hay is a popular destination for tourists who visit the Historical Core, a living museum that showcases the history of the camp. This area which the JHMC manages features the Bell House Museum and Bell Amphitheater, the History Trail, a two-kilometer path that cuts through a pine forest, and the Cemetery of Negativism, which is believed to serve as a burial ground for negative thoughts.

# B. The Client Satisfaction Measurement (CSM) Project in 2023

All government agencies including the JHMC are required by RA 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 to establish a feedback mechanism. Section 6 of the Act stipulates that all government agencies, including Local Government Units (LGUs), GOCCs, Local Water Districts, State Universities and Colleges (SUCs), and other government instrumentalities shall set up their respective most current and updated service standards to be known as Citizens Charter (CC). This CC is a primary tool that agencies use to communicate their service standards on the delivery of government services to their citizens or clients.

Further, the IRR of the said RA provides that the feedback mechanism and client satisfaction measurement shall be embedded in the agencies' process improvement efforts. Consequently, the Anti-Red Tape Authority (ARTA) has required all government agencies to assess the overall satisfaction and perception of applicants or requesting parties on the government services accessed based on the agency CCs. The purpose of this CSM is the adoption of a harmonized and standardized framework for measuring client satisfaction across all levels of the government.

Similarly, the Governance Commission for GOCCs (GCG), through

MC 2012-07, directs the JHMC and other GOCCs to, among other things, ensure integrity and honesty in dealing with clients and operate a highly effective and efficient organization.

The JHMC therefore targeted in their 2023 Performance Scorecard the result of the client feedback. It engaged the services of this Independent Consultant as a third party to undertake its CSM for CY 2023. This serves to understand how satisfied the JHMC clients were with its products, services, or customer support experience.

### C. The Measurement Results

The questionnaire prescribed by the Anti-Red Tape Authority (ARTA) was used to carry out the CSM. As summarized in Table 1, JHMC obtained an overall satisfaction rating of 94.50% or Very Satisfactory, with most of the Service Quality Dimensions (SQDs) also rated Very Satisfactory. The level of satisfaction with assurance was rated highest at 95.45% or Outstanding. This was followed by integrity at 94.83%. The level of satisfaction with communication was rated lowest at 89.90%.

Table 1. Summary of CSM survey results

Particulars	Mean Score	Adjectival Rating
Overall Satisfaction	94.50%	Very satisfactory
Satisfaction with Responsiveness	90.59%	Very satisfactory
Satisfaction with Reliability	94.62%	Very satisfactory
Satisfaction with Access and	94.04%	Very satisfactory
Facilities		
Satisfaction with Communication	89.90%	Satisfactory
Satisfaction with Costs	90.65%	Very satisfactory
Satisfaction with Integrity	94.83%	Very satisfactory
Satisfaction with Assurance	95.45%	Outstanding
Satisfaction with Outcome	93.27%	Very satisfactory

# II. Scope

### A. Period Covered

The JHMC CSM covers the period from January 2023 to December 2023.

# B. Geographic and Office Coverage

This survey covered the entire area operated and maintained by JHMC. Included were the locators inside, the walk-in clients needing various services of the GOCC, the tourists who visited the Historical Core, and other stakeholders. The tourists visited designated camp areas such as the Bell House, the amphitheater, and the Cemetery of Negativity. The other stakeholders included the LGUs and other non-locators receiving services such as permits to bring out forest products or to bring in construction materials and/or equipment into the JHSEZ.

The ARTA required that client satisfaction feedback be gathered from both external sources and internal sources. The JHMC personnel who used the services of the corporation's operating units were considered internal clients.

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

The JHMC services enrolled under the Citizens' Charter were surveyed from January to December 2023. As indicated in Table 2, a total of 1,233 responses were obtained, with 1,171 related to 10 JHMC external services and 62 responses from personnel who availed eight internal services. Mostly availed by (811 out of 1,171) external clients were those from the Finance Services Department followed by the Special Economic Zone Administration Department with 246 client respondents. On the other hand, many of the (27 out of 62) internal clients availed of the services of the General Services Division.

Table 2. List of services provided for external and internal clients

Services Provided for External and Internal Clients	Number of Transactions	No. of Responses		
EXTERNAL CLIENTS				
ASD – Human Resource Division		3		
Preparation of Last Pay of Separated     Employees		1		
Request for Human Resource Documents, Records or Certifications by Former JHMC Personnel		1		
3. Others: Career inquiry		1		
ASD – Information and Communications Technology Division		5		
1. Request of JHMC Records/ Documents		3		
2. Others: RMS Inquiry		2		
Business Development Department	20	19		
Eco-Walk and Photoshoot Bookings at the Historical Core		8		
2. Events Planning and Management		10		
3. Others – Business/Restaurant		1		
EAMD – Environment Management Division	59	24		
Fireworks Display Permit Within the John Hay Special Economic Zone (JHSEZ)		1		
Issuance of Certificate of Environment     Compliance (CEC) for Food-Related     Establishment, New Application		2		
Issuance of Certificate of Environment     Compliance (CEC) for Food-Related     Establishment, Renewal Application		15		
III. Issuance of Certificate of Environment Compliance (CEC) for Non-Food Related Establishment, New Application		1		
5. Issuance of Certificate of Environment Compliance (CEC) for Non-Food Related Establishment, Renewal Application		5		
EAMD – Land and Asset Management	45	30		
Division  1. Issuance of Cortificate of Coverage (COC)		0		
Issuance of Certificate of Coverage (COC)     Others: (Consultation re Barangay		8 22		
Segregation Program, Inquiries, etc)				
EAMD - Project Management Division		5		
Request for Payment by Qualified     Infrastructure Service Providers - Final Billing		3		

Services Provided for External and Internal Clients	Number of Transactions	No. of Responses
2. Others: Conditional Permit		2
Finance Services Department	88,000	811
Collection of Entrance Fees at the     Historical Core		711
Collection of Permit Fees and Other     Payments From Locators, Residents, etc.		100
Office of the Building Official	105	16
Issuance of Building Permit for New     Application or Repair/Alteration		1
Issuance of Certificate of Annual Electrical and/or Mechanical Inspection		15
Safety and Security Department		1
Request for Security Assistance to External Personnel/Agencies		1
Special Economic Zone Administration Department	5,101	246
Application for Accreditation and Permit to Operate (PTO) - New		8
Application for Renewal of Certificate of Accreditation and Permit to Operate (PTO)		42
Application for a Temporary Permit to Operate (TPTO) for Locators		23
Application for Gate pass, Local Purchase Form and Permit to Bring-In for Exhibitors, Bazaars and Stakeholders		42
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Application for Permit to Bring-Out for Locators - Local Articles for Permanent Pull-out		3
7. Application for Permit to Bring-out for Locators — Temporary Transfer		4
Application for Permit to Bring-Out for Stakeholders		1
9. Request for Overtime from Locators		1
10. Request for Overtime from Stakeholders		2
11. Others: Checking out LR-Finance Analyst, Various GSD related activities (delivery of office supplies, Area inspection for janitorial services, etc.), OSAC Permit		18
Not indicated		11
Total for External Services	93,330	1,171

Services Provided for External and Internal Clients	Number of Transactions	No. of Responses		
INTERNAL CLIENTS				
ASD - Human Resource Division		1		
Request for Human Resource Documents, Records or Certifications by Current JHMC Personnel		1		
ASD - General Services Division		26		
1. Travel Request (Within 50-km Radius)		1		
2. Service Request		22		
3. Job Order Request		3		
ASD - Information and Communications Technology Division		13		
1. Request for ICT Service/s		10		
2. Request for Repairs of ICT Equipment		2		
3. Request for Web Posting		1		
EAMD – Environment Management Division		1		
1. Others: Nursery management		1		
EAMD – Project Management Division		3		
Request for Technical Documents		3		
Finance Services Department		5		
Reimbursements by Employees for Official Disbursements Through Check Payments		1		
Reimbursements by Employees for Official Disbursements Through the Petty Cash Fund		2		
3. Others: Cash advance		2		
Legal Department		8		
Certification of various legal documents		1		
Others: Contract drafting, Legal opinion, Review of demand letter		7		
Office of the Corporate Secretary		5		
Request for Issuance of Secretary's     Certificate		5		
Total for Internal Clients		62		
TOTAL	93,330	1,233		

Table 3 shows the response rates of JHMC clients. The overall response rate is about 125.51%. Among the external clients, tourists have the highest response rate at 185.88%, followed by event organizers at 110.19% and business locators having 99.74%.

Table 3. Response rate by client types

Type of Client	Transac- tions	Minimum No. of Sample @ 95% CF & 5% MOE	Respon- ses	Response rate
Business Locator (Business)	2,665	336	335	99.74%
Event Organizer (Business/Citizen)	20	19	21	110.19%
Tourists (Citizens)	88,000	382	711	185.88%
Other Stakeholders (Businesses, Citizens, LGUs, etc)	2,651	196	104	53.18%
JHMC Employees (government) for internal services			62	N/A
Total		933	1,233	125.51%

CF - Confidence Level, MOE - Margin of Error

The survey got a lower response rate (53.18%) from other stakeholders because of the difficulty of tracing and contacting them. This client group consists of the JHSEZ residents and visitors, contractors, suppliers, and others who get permits from JHMC to bring in or out materials and equipment. They were initially requested through email to answer the CSM questionnaire but they failed to respond despite repeated follow-ups through emails and SMS. Nevertheless, the computed margin of error for the other stakeholders' low response was 6.7% at a 95% confidence level. This is still within the 10% acceptable rate for social surveys.

On the other hand, the locators who did not respond to emails and SMS were then visited for a face-to-face interview. Other target respondents could not be found and some were reported to have served only the needs of company employees inside the establishments. Incidentally, these areas were off-limits to the data collectors.

There were two services of the JHMC where no clients responded in the CSM CY 2023. These internal services were on request for assistance that were newly approved processes and had just been integrated into the Citizen's Charter. These were offered by offices listed in Table 4.

Table 4. JHMC services with no client responses

	Services with No Client Responses		
1	1.	Internal Audit Office	
[2	2.	Office of the PCEO – Corporate Planning Unit	

# D. Sampling

The minimum number of responses for the CSM survey was determined using the worksheet as prescribed by the ARTA (<a href="https://tinyurl.com/CSMsamplesize">https://tinyurl.com/CSMsamplesize</a>) based on JHMC's record of completed transactions for the period January - December of 2023. Details of the sampling frame are shown in Table 5.

For purposes of this study, the data collectors gathered more than the minimum prescribed sample to elicit critical comments and suggestions to improve JHMC's services.

There was no sample targeted for internal services since this was optional for CY 2023 and because of incomplete data. Table 5 presents the computed sample sizes allowing a 95 % level of confidence with a 5% margin of error. Most of the respondents (718) in the sample size of 933 respondents were tourists and locators. Only a few (19) were from the event organizers. Details on the sampling and response rates are provided in Annexes A-1 and A-2.

Table 5. Client population and sample size

Client	Population	Required sample
Locators	2,665	336
Event organizers	20	19
Tourists	88,000	382
Other stakeholders	2,651	196
Total	93,330	933

# IV. Methodology

The JHMC CSM in 2023 employed a quantitative research design. Trained data collectors were fielded to administer the standard harmonized

questionnaire prescribed by the ARTA among the four groups of clients, namely, locators, walk-in clients, tourists, and other stakeholders.

The ARTA questionnaire asked the clients' demographic questions followed by three Citizen's Charter (CC) questions/statements as follows:

- What describes the respondent's awareness of a CC;
- Whether the CC of the JHMC was easy or difficult to use; and
- How helpful was the CC in the transaction done.

These were followed by statements related to the respondents' level of satisfaction with the JHMC service received along the following eight Service Quality Dimensions (SQDs):

- 1. Responsiveness the willingness to help, assist, and provide prompt service to citizens/ clients;
- 2. Reliability the provision of what is needed and what was promised, following the policy and standards, with zero to a minimal error rate;
- 3. Access and Facilities the convenience of location, ample amenities for comfortable transactions, use of clear signage and modes of technology;
- 4. Communication the act of keeping citizens and clients informed in a language they can easily understand, as well as listening to their feedback:
- 5. Costs the satisfaction with timeliness of the billing, billing processes, preferred methods of payment, reasonable payment period, value for money, the acceptable range of costs, and qualitative information on the cost of each service:
- 6. Integrity the assurance that there is honesty, justice, fairness, and trust in each service while dealing with the citizens/ clients:
- 7. Assurance the capability of frontline staff to perform their duties, product and service knowledge, understand citizen/ client needs, helpfulness, and good work relationships; and
- 8. Outcome the extent of achieving outcomes or realizing the intended benefits of government services.

# A. Mode of Survey Implementation

The CSM survey was conducted in both English and Tagalog versions (see Annexes B-1 to B-3), in varied modes:

### 1. On-site mode

- a. Text-based or audio-based questions physically presented by data collectors on-site for the tourists and locators;
- b. Survey boxes available near the exit of the JHMC Office; and
- c. Survey boxes at the tourist exit of the Historical Core.

### 2. Remote mode

- a. Emailed survey and follow-up for the locators, event coordinators, and other stakeholders;
- b. Telephone interviews mostly for follow-up with locators, event coordinators, and other stakeholders; and
- c. Online survey format developed through Google Forms and accessed through QR codes emailed to clients and posted at JHMC premises, with English and Tagalog versions for both internal and external services.

### B. Feedback and Collection Mechanism

The Consultant hired eight data collectors and trained them on the following aspects of data collection:

- 1. Features of the CSM the actors, survey objectives, respondents, coverage, and mechanics of implementation;
- 2. Content of the questionnaire and how each question should be properly answered;
- 3. Skills in data collection to ensure that every question is accurately responded to:
- 4. Expected roles and responsibilities of a data collector;
- 5. Safety measures to be undertaken while on the field;
- 6. Areas of assignment and dates of data collection; and
- 7. Other matters related to the project.

Each data collector was provided with the following: numbered questionnaires, JHMC letter of authorization to gather data; ID (with jacket and lace); data collector's guidelines, supplies (two pieces ballpens and five pieces pencils), three pieces clipboard; map of John Hay indicating data collection areas; list of JHMC services and list of provinces by regions.

The CSM questionnaire as prescribed by ARTA started with a note explaining the purpose of the survey. The demographic profile contained respondent information such as client type, sex, age, region of residence, and service availed. For the main part of the questionnaire, the respondent was instructed to pick from a selection of possible answers to the items/ questions, as follows:

- 1. Part A three (3) questions related to the JHMC citizen's charter (CC) followed by four (4) to five (5) answer options, and
- 2. Part B nine (9) items that pertain to the following Service Quality Dimensions (SQD): overall satisfaction, responsiveness, reliability, access & facilities, communication, costs, integrity, assurance, and outcome of JHMC services. These are in a matrix form with six (6)

answer options.

3. For part B, the overall score was computed based on the following formula:

4. The questionnaire ends with space for suggestions to improve the JHMC's services.

The CSM questionnaires were available in both English and Tagalog versions, also both in hard and digital copies. On site, these were served to the respondents who were given the option to answer the questionnaires themselves or to respond to the questions as read by the data collector.

Quality control was ensured. As advised during their training and mock interviews, the data collectors needed to get complete answers by reviewing after the respondent accomplished the questionnaire. For unanswered or ambiguous answers, they had to determine the reason. In addition, the assigned field supervisor was always present to observe and monitor the data collection and also to correct the filling-up of the questionnaires, as necessary.

# C. Scoring System

Part 2 of the CSM follows the scoring scale prescribed by ARTA which uses a Five-Point Likert Scale to measure the SQDs as shown in Table 6. The responses were Strongly Disagree, Disagree, Neither Agree nor Disagree, Agree, and Strongly Agree, with a sixth answer "Not applicable".

Table 6. Scoring scale and responses

Scale	Rating/ Response
5	Strongly agree
4	Agree
3	Neither agree nor disagree
2	Disagree
1	Strongly disagree

# D. Data Analysis and Interpretation

- The collected data were encoded and processed after the final review of all completed questionnaires for completeness and accuracy. The written responses were integrated with the online/ digital responses.
- 2. The consolidated data were organized:
  - a. By type of client; and
  - b. By type of JHMC service availed.

They were processed into tables that included the table title, list of responses, and others.

Data were analyzed for each of the four types of clients - the locators, walk-in clients, the tourists, and other stakeholders. These data were processed to determine the distribution and the totals of responses by type of service availed, rating, and the like.

- 3. The data for Part A on the CC were analyzed as follows:
  - a. The number of respondents who were aware and those unaware of a CC were counted. The frequencies were translated into percentages.
  - b. For those who were aware of the CC, their responses were further analyzed to count the following and measure in percentages.
    - The ones who saw the JHMC CC, those who did not see the JHMC CC, and those who learned of the CC only when they saw the JHMC CC;
    - ii. Those that found the JHMC CC easy to see, somewhat easy to see, difficult to see, or not visible at all:
    - iii. Those who considered the JHMC CC very helpful, somewhat helpful, or not helpful.
- 4. The data for Part B on client satisfaction with the JHMC services were analyzed based on the nine SQDs as follows:
  - a. For each SQD, the number of respondents that strongly disagreed, disagreed, neither agreed nor disagreed, agreed, or strongly agreed were counted for every type of service experienced. The frequencies were translated into overall scores and corresponding adjectival ratings. In addition, percentages for each type of service were calculated.
  - b. Table 7 illustrates how the overall scores were interpreted following ARTA MC 2023-05. The percentage of respondents that rated "Agree" and "Strongly Agree" for all eight SQDs was used to calculate the numerical rating. ARTA required that all

agencies strive to achieve an overall percentage of 80% or higher or an adjectival rating of "Satisfactory" or higher.

Table 7. Overall scores and adjectival rating

% Score Numerical rating	Adjectival Rating
Below 60.0%	Poor
60.0% - 79.9%	Fair
80.0% - 89.9%	Satisfactory
90.0% - 94.9%	Very Satisfactory
95.0% - 100.0%	Outstanding

# IV. Findings

# A. Demographic Characteristics

Table 8 presents the respondents' profiles by type of client. Many of the respondents identified themselves as citizens (65.37%). They comprised mostly the tourists who visited the Historical Core. The business sector stood at 27.09%. Respondents coming from the government, particularly LGUs or national government agencies represented 7.54%. This implied that almost two-thirds of the JHMC transactions were of the government-to-citizens (G2C) type. Meantime more than one-fourth of the transactions were of the government-to-business (G2B) type. Only a few were of the government-to-government (G2G) kind.

In terms of specific JHMC customers, more than half (57.66%) of the 1,233 responses came from tourists visiting the Historical Core, while event organizers submitted the least at 1.70%. The business locators, on the other hand, managed to submit 335 responses (or 27.17%) covering CY 2023 transactions.

The majority of these responses (94.97%) were external services. The remaining five percent were internal services submitted by JHMC employees.

Table 8. Respondents profiles by client type

Type of Clients	Business	Citizen	Govern-	Respon	%
			ment	ses	
<u>External</u>				1,171	94.97
Business Locator	294	41		335	27.17
Event Organizer	19		2	21	1.70
Other	20	70	14	104	8.43
Stakeholders					
(LGU, Residents,					
Suppliers, etc)					
Tourists		696	15	711	57.66
Internal				62	5.03
JHMC					
Employees					
Total	333	807	31	1,233	
Responses					
%	27.09	65.37	7.54		100.0

As presented in Table 9, there were more than half of the female respondents (56.69%) as compared to male respondents who made up 37.55%.

Table 9. Respondents' profile by sex

Sex	External	Internal	Overall	%
Male	652	47	699	56.69%
Female	450	13	463	37.55%
Not	69	2	71	5.76%
indicated				
Total	1,171	62	1,233	100.00%

Table 10 indicates that the respondents were mostly (58.07%) young adults of ages 20 to 34 years. There were also many (22.79%) who were middle-aged adults or who were 35 to 49 years old. Very few respondents were seniors (1.46%) or teenagers (3.41%).

Cordillera Administrative Region was the source of most of the respondents (47.36%), as indicated in Table 11. The NCR, Central Luzon, and CALABARZON were likewise significant regions of residence (17.68%, 8.11%, and 8.03%, respectively). Very few came from the Visayas and Mindanao regions.

Noticeably, 50 respondents, or 4.06% did not indicate their region of residence. These respondents answered to the item on the Region which was translated to Tagalog as "Rehiyon," and was mistakenly taken as Religion.

Table 10. Respondents' profile by age

			Overal	
Age	External	Internal		%
19 or lower	42	0	42	3.41
20 - 34	697	19	716	58.07
35 - 49	242	39	281	22.79
50 - 64	91	1	92	7.46
65 or higher	16	2	18	1.46
Not indicated	83	1	84	6.81
Total	1171	62	1233	100.00

Table 11. Respondents' profile by region of residence

Region of Residence	External	Internal	Overall	%
Cordillera Administrative	522	62	584	47.36%
Region				
Region I – Ilocos Region	63		63	5.11%
Region II – Cagayan Valley	32		32	2.60%
Region III – Central Luzon	100		100	8.11%
National Capital Region	218		218	17.68%
Region IV A- CALABARZON	99		99	8.03%
Region IV B – MIMAROPA	7		7	0.57%
Region V – Bicol Region	8		8	0.65%
Region VI – Western Visayas	10		10	0.81%
Region VII – Central Visayas	26		26	2.11%
Region VIII – Eastern Visayas	8		8	0.65%
Region IX – Zamboanga	7		7	0.57%
Peninsula				
Region X – Northern Mindanao	2		2	0.16%
Region XI – Davao Region	5		5	0.41%
Region XII –	4		4	0.32%
SOCCSKSARGEN				
Region XIII – Caraga	4		4	0.32%
Bangsamoro Autonomous	1		1	0.08%
Region in Muslim Mindanao				
Outside the Philippines	5		5	0.41%
Not Indicated	50		50	4.06%
Total	1,171	62	1,233	100.00%

# B. Citizens' Charter Results

# 1. Awareness of a Citizens' Charter (CC)

About two-thirds of the respondents (66.87%) said they knew what a CC was. The rest (33.13%) had no idea of a CC before the transaction, as can be gleaned in Table 12 and Annex C.

# 2. Awareness of the JHMC CC

More than half of the respondents (58.98%) said they were fully aware of the JHMC's CC while 7.89% were aware but did not see that document in the office when they had the transaction. It is also noted that a significant number, 260 respondents or 22.79% did not know what a CC was and had not seen this in the JHMC office.

# 3. Visibility of the JHMC CC

Most respondents (76.27%) found it easy or somewhat easy to see the JHMC CC. On the other hand, only 4.41% or 47 respondents found this CC difficult to see or even not visible at all. It is also observed that 206 respondents (19.32%) found this "not applicable", which is related to the large number who did not see the JHMC CC.

Table 12. Respondents level of awareness on the citizens' charter

Responses to the Citizens' Charter	Overall	%
CC1. Which of the following descr	ibes your awaren	ess of the CC?
I know what a CC is and I saw this in the office's CC	673	58.98%
2. I know what a CC is but I did not see this office's CC.	90	7.89%
3. I learned of the CC only when I saw this office's CC.	118	10.34%
4. I do not know what a CC is and I did not see this office's CC.	260	22.79%
Total	1141	100.00%
CC2. If aware of CC, would you sa	y that the CC of t	his office
was?		
1. Easy to see	682	63.98%
2. Somewhat easy to see	131	12.29%
3. Difficult to see	29	2.72%
4. Not visible at all	18	1.69%
5. Not Applicable	206	19.32%
Total	1066	100.00%
CC3. If aware of CC, how much did	the CC help you	in your
transaction?		
Helped very much	693	65.19%
2. Somewhat helped	136	12.79%
3. Did not help	13	1.22%
4. Not Applicable	221	20.79%
Total	1063	100.00%

# 4. Helpfulness of the JHMC CC

More than three-fourths of the respondents (77.98%) considered the JHMC CC as helpful or somewhat helpful. Only 13 respondents or 1.22% answered that it did not help. Again, a significant 221 respondents, or 20.79% did not consider the question applicable because the subject CC was not visible and therefore did not give any help to the respondents. For details on CC results by type of clients, please refer to Annex C.

# C. Service Quality Dimension Results

# 1. Overall Level of Satisfaction with Services Availed

Table 13 summarizes the overall satisfaction of the respondents with the JHMC service they received. Those who availed external services rated JHMC 94.38% or Very Satisfactory while those who availed of internal services gave the office rating of 96.77%, or Outstanding. Overall, JHMC obtained a rating of 94.50% or Very Satisfactory. Details of these services availed are also shown in Tables 15 and 16.

The level of satisfaction with JHMC services in terms of the eight Service Quality Dimensions (SQD) is presented in Table 14. The average rating of 93.16% was Very Satisfactory. The rating for almost all SQDs was likewise Very Satisfactory, except with Assurance which is Outstanding (95.45%), and Communication which is Satisfactory (89.90%).

Table 13. Overall satisfaction with JHMC service availed

Services availed	SA	А	NAD	D	SD	NA	Respon ses	SQD Rating
External Services	656	401	29	5	29	2	1,122	94.38% <b>VS</b>
Internal Services	52	8	2				62	96.8% <b>O</b>
OVERALL SQD0	708	409	31	5	29	2	1184	94.5% <b>VS</b>

SA – Strongly Agree, A - Agree, NA/D – Neither Agree nor Disagree, D – Disagree, SD – Strongly Disagree, NA – Not Applicable

# 2. Level of Satisfaction with Responsiveness

The respondents were asked whether they spent a reasonable amount of time on their JHMC transactions. As shown in Table 14, there was great satisfaction with a rating of 90.59%, which was Very Satisfactory. The rating was slightly lower than the average for all eight SQDs but ranked sixth highest. Incidentally, responsiveness was noted to have the highest number of respondents (59) who disagreed and strongly disagreed.

# 3. Level of Satisfaction with Reliability

For the statement on the office having followed the transaction's requirements and steps based on the information provided, the respondents answered positively in general. The rating for this SQD was 94.62% - the fourth highest ranking of all SQDs in terms of level of satisfaction. It was also the second highest in terms of the number of respondents (1,097) who agreed and strongly agreed. The rating was higher than the overall average rating of 93.16%.

Table 14. Level of satisfaction with JHMC services availed, by service quality dimension (SQD)

SQDs	SA	A	NA/D	D	SD	NA	Total	Rating %
SQD1 Responsiveness	648	414	46	25	34	16	1183	90.59 <b>VS</b>
SQD2 Reliability	696	401	29	4	27	26	1183	94.62 <b>VS</b>
SQD3 Access and Facilities	694	370	29	6	29	49	1177	94.04 <b>VS</b>
SQD4 Communication	617	397	73	9	29	53	1178	89.90 <b>S</b>
SQD5 Costs	581	377	48	20	30	126	1182	90.65 <b>VS</b>
SQD6 Integrity	728	358	25	5	27	33	1176	94.83 <b>VS</b>
SQD7 Assurance	785	326	20	4	27	21	1183	95.45 <b>O</b>
SQD8 Outcome	672	369	43	3	27	62	1176	93.27 <b>VS</b>
Overall	5421	3012	313	76	230	386	9438	93.16 <b>VS</b>

SA – Strongly Agree, A - Agree, NA/D – Neither Agree nor Disagree, D – Disagree, SD – Strongly Disagree, NA – Not Applicable

# 4. Level of Satisfaction with Access and Facilities

Likewise, there was a Very Satisfactory rating of 94.04% for this SQD - the third highest rank relative to the steps being easy and simple to do the transaction. It also rated higher than the overall or average rating for all SQDs

### 5. Level of Satisfaction with Communication

On communication, whether it was easy or not to find information about the transaction from the office or its website, the rating was Satisfactory at 89.90%. In terms of rank, it was lower than the overall or average rank for all SQDs. It was the lowest in satisfaction rating. It also had the third-highest number of respondents (38) who disagreed and strongly disagreed. Similarly, many respondents (73) who were neutral, were noted.

# 6. Level of Satisfaction with Costs

This SQD was likewise given a high rating of Very Satisfactory on the payment of a reasonable amount of fees for their transaction. The rating of 90.65% was equivalent to Very Satisfactory. This was the SQD with the lowest rank in satisfaction rating. It was the seventh in ranking among the SQDs. Noticeably, it was the highest in number of respondents (50) who disagreed and strongly disagreed.

# 7. Level of Satisfaction with Integrity

For the question of whether the office was fair to everyone or "walang palakasan" during the transaction, the rating was 94.83% or Very Satisfactory. It was the second-ranking SQD in the level of satisfaction.

### 8. Level of Satisfaction with Assurance

This item got the highest satisfaction rating. For the statement on being treated courteously by the staff, and the staff being helpful, the respondents gave a rating of 95.45%, which was Outstanding. It also had the highest number of respondents (1,111) who agreed and strongly disagreed with the statement.

### 9. Level of Satisfaction with Outcome

Relative to whether the respondents got what they needed from the government office, or if the denial of a request was sufficiently explained to them, the rating was 93.27% or Very Satisfactory. It ranked fifth in satisfaction rating among the SQDs. For details on the CC responses by type of clients/customers, this can be referred to Annex C.

# D. Overall Score per Operating Unit

As reflected in Table 15, five JHMC operating units (Human Resource Division, Information and Communications Technology Division, Business Development Department, Safety and Security Department, and the Special Economic Zone Administration) received perfect ratings of 100% or Outstanding for external services rendered. It was noted that these operating units except for the SEZAD served few (one to 19) client respondents during the year. Two others, the Land and Asset Management Division, and the Environment Management Division were rated 96.7% and 95.2%, respectively, and with equivalent Outstanding ratings. The Finance Services Department served 806 client respondents and received a Very Satisfactory rating. The Office of the Building Official was rated Satisfactory or 84.6% with 13 responses while the Project Management Division got a Fair rating out of four responses. The eleven responses that did not indicate the operating units gave a 72.7% rating.

Table 15. Rating of JHMC operating units on external services

Services Availed	SA	Α	NA/D	D	SD	NA	Total	Rating
ASD – Human Resource Division	1	1	0	0	0	0	2	100.0% <b>O</b>
Preparation of Last Pay of Separated Employees								
2. Request for Human Resource Documents, Records or Certifications by Former JHMC Personnel	1						1	
3. Career inquiry		1					1	
ASD – Information and Communications Technology Division	5	0	0	0	0	0	5	100.0% <b>O</b>
Request of JHMC Records/Documents	3						3	
2. RMS Inquiry	2						2	
Business Development Department	14	1	0	0	0	0	15	100.0% <b>O</b>
Eco-Walk and Photoshoot Bookings at the Historical Core	6						6	

Services Availed	SA	Α	NA/D	D	SD	NA	Total	Rating
Business Development Department	14	1	0	0	0	0	15	100.0% <b>O</b>
2. Events Planning and Management	8	1					9	
3. Others – Inquiry re Business								
EAMD – Environment Management Division	5	15	0	1	0	0	21	95.2% <b>O</b>
Fireworks Display Permit Within the John Hay Special Economic Zone (JHSEZ)		1					1	
2. Issuance of Certificate of Environment Compliance (CEC) for Food - Related Establishment, New Application		1		1			2	
3. Issuance of Certificate of Environment Compliance (CEC) for Food - Related Establishment, Renewal Application	4	10					14	
4. Issuance of Certificate of Environment Compliance (CEC) for Non Food - Related Establishment, New Application								
5. Issuance of Certificate of Environment Compliance (CEC) for Non Food - Related Establishment, Renewal Application	1	3					4	
EAMD – Land and Asset Management Division	19	10	0	0	1	0	30	96.7% <b>O</b>
Issuance of Certificate of Coverage (COC)	5	3					8	
2. Others: (Consultation re BSP, Inquiries, etc)	14	7			1		22	
EAMD – Project Management Division	2	1	1	0	0	0	4	75.0% <b>F</b>
Request for Payment by Qualified Infrastructure Service Providers - Final Billing	1	1	1				3	
2. Others: Conditional Permit	1						1	

Services Availed	SA	Α	NA/D	D	SD	NA	Total	Rating
Finance Services Department	478	281	19	4	22	2	806	94.4% <b>VS</b>
Collection of Entrance Fees at the Historical Core	411	255	18	4	19	2	709	
2. Collection of Permit Fees and Other Payments From Locators, Residents, etc.	67	26	1		3		97	
Office of the Building Official	5	6	2	0	0	0	13	84.6% <b>S</b>
Issuance of Building Permit for New Application or Repair/ Alteration		1					1	
Issuance of Certificate of Annual Electrical and/or Mechanical Inspection	5	5	2				12	
Safety and Security Department	1	0	0	0	0	0	1	100.0% <b>O</b>
Request for Security     Assistance to External     Personnel/Agencies	1						1	
Special Economic Zone Administration Department	119	85	6	0	4	0	214	100.0% <b>O</b>
Application for Accreditation and Permit to Operate (PTO) - New	3	3					6	
2. Application for Renewal of Certificate of Accreditation and Permit to Operate (PTO)	16	16	1				33	
3. Application for a Temporary Permit to Operate (TPTO) for Locators	10	8	1				19	
4. Application for Gate pass, Local Purchase Form and Permit to Bring-In for Exhibitors, Bazaars and Stakeholders	25	15					40	
5. Application for Gate pass, Local Purchase Form and Permit to Bring-In for Locators	48	36	2		4		90	
6. Application for Permit to Bring-Out for Locators — Local Articles for Permanent Pull-out	2		1				3	
7. Application for Permit to Bring-out for Locators — Temporary Transfer	2	1					3	
8. Application for Permit to Bring-Out for Stakeholders			1				1	

Services Availed	SA	А	NA/D	D	SD	NA	Total	Rating
9. Request for Overtime from Locators								
10. Request for Overtime from Stakeholders		1					1	
11. Others: Checking out LR- Finance Analyst, OSAC Permit, Various GSD related activities (delivery of office supplies, Area inspection for janitorial services, etc.)	13	5					1	
Not Indicated	7	1	1		2		11	72.7% <b>S</b>
Total Result	656	401	29	5	29	2	1,122	94.38% <b>VS</b>

As shown in Table 16, the internal clients also projected Outstanding ratings for six operating units. These were the General Services Division, Human Resource Division, Environmental Management Division, Project Management Division, Finance Services Department, and Office of the Corporate Secretary. The Information and Communications Technology Division received a Very Satisfactory rating while the Legal Department was rated Satisfactory.

Table 16. Rating of JHMC Operating Units on Internal Services

Services availed	SA	Α	NA/D	D	SD	NA	Total	Rating
ASD - General Services Division	24	2	0	0	0	0	26	100.0% <b>O</b>
1. Travel Request (Within 50-km Radius)	1						1	
2. Service Request	20	2					22	
3. Job Order Request	3						3	
ASD – Human Resource Division	1	0	0	0	0	0	1	100.0% <b>O</b>
Request for Human     Resource Documents,     Records or Certifications by     Current JHMC Personnel	1						1	

Services availed	SA	Α	NA/D	D	SD	NA	Total	Rating
ASD - Information and Communications Technology Division	12	0	1	0	0	0	13	92.3% <b>VS</b>
1. Request for ICT Service/s	10						10	
2. Request for Repairs of ICT Equipment	1		1				2	
3. Request for Web Posting	1						1	
EAMD – Environment Management Division	1	0	0	0	0	0	1	100.0% <b>O</b>
Others: Nursery management	1						1	
EAMD – Project Management Division	3	0	0	0	0	0	3	100.0% <b>O</b>
Request for Technical Documents	3						3	
Finance Services Department	3	2	0	0	0	0	5	100.0% <b>O</b>
Reimbursements by     Employees for Official     Disbursements Through     Check Payments	1						1	
2. Reimbursements by Employees for Official Disbursements Through the Petty Cash Fund		2					2	
3. Others: Cash advance	2						2	
Legal Department	5	2	1	0	0	0	8	87.5% <b>S</b>
Certification of various legal documents		1					1	
2. Others: Contract drafting, Legal opinion, Review of demand letter	5	1	1				7	
Office of the Corporate Secretary	3	2	0	0	0	0	5	100.0% <b>O</b>
Request for Issuance of Secretary's Certificate	3	2					5	
Total Result	52	8	2				62	96.8% O

# V. Results of the Agency Action Plan Reported in FY 2022

The JHMC CSM 2022 indicated the following Agency Actions:

- A. Consider the suggestions of the respondents as part of their strategic planning geared towards the further improvement of their services, especially along with the improvement of the facilities to make the place more attractive to Tourists;
- B. Sustain its best efforts to communicate its plans and programs to the Tourists and Locators thereby eliciting their appreciation, acceptance, and cooperation on matters that will ensure the best interest and welfare of all concerned, such as the conduct of annual Locators' Meetings; and
- C. Further upgrade and update its website to maintain its significant role as a source of relevant and reliable source of information about JHMC, its facilities, protocols, and services.

The JHMC responded favorably to the recommended actions. The first area for improvement was considered in all the corporate planning activities held in 2023, such as the Strategic Planning, the Operations Planning, and the Departmental and Budget Planning sessions. The approved JHMC Strategic Plan 2024-2028 had the following approved infrastructure projects because of the consideration of the recommendations. Among these were the smart street lighting within the JHSEZ, enhancement of the Historical Core, enhancement of the Secret Garden, and more related repairs and maintenance for the improvement of the facilities to attract tourists.

In the second recommendation, this was also considered in all the 2023 Quarterly Locators' Meetings being conducted by the JHMC among all JHSEZ locators through the Special Economic Zone Administration Department.

The suggested re-upgrading and updating of the website was likewise part of discussions during reviews through Management Committee meetings, Performance and Management Reviews and/or Conferences, Departmental Meetings, and Process Review sessions. The JHMC Official Website continues to be reviewed and updated as the main source of relevant and reliable information about JHMC.

These JHMC actions must continue to direct its efforts to these actions, and sustain its Very Satisfactory rating, or even upgrade it to an Outstanding rating from its clients.

# VI. Continuous Agency Improvement Plan for FY 2024

The respondents in the JHMC CSM were very satisfied with the services that they availed in CY 2023. The agency should use this and other client/customer feedback as the basis for its continuing effort to understand the clients and improve services in the JHMC and in the government, in general.

For a sustaining effort, it is recommended that the JHMC Improvement Plan cover the following for the year 2024:

- Enhancement of the visibility of the JHMC Citizens Charter (CC) inside and outside the offices to build citizen and client awareness and understanding of the CC as provided for by R.A. 11032. This could be in the form of a poster in laminated format on the wall or through a digital kiosk at the visitors' waiting area;
- 2. Improvement of the JHMC services, systems, and facilities as suggested or requested by the respondent locators, tourists, event organizers, and other stakeholders:

### a. Improved responsiveness

- i. Reduce the requirements for the permits (five respondents):
- ii. Shorten the processing time for SEZ forms and CEC contracts (five respondents);
- iii. Provide flexible payment schedules, like noontime (no break) and payments during holidays, during weekdays (four respondents);
- iv. Ensure faster responses to letters (two respondents).

### b. Improved access and facilities

- i. Provide additional and functional comfort rooms such as faucets, drainage, lights, etc. (10 respondents);
- ii. Maintain and upgrade tourist areas such as the secret garden, and trails, and display more plants and flowers in these areas and inside JHMC offices (nine respondents);
- iii. Give tourists access to more areas such as the secret garden, and trails (four respondents);
- iv. Introduce more tourism and event opportunities such as photography spots, tree top climbs, and other adventures, etc., outside and indoors too (four respondents);
- v. Provide free drinking water inside offices (three respondents);
- vi. Provide space for coffee shop, and food and souvenir stalls within the Historical Core (two respondents);
- vii. Ensure safety such as easier PWD ramp, fixing slippery paths,

- steps, and security CCTV cameras (respondents);
- viii. Provide baggage storage counters (two respondents);
- ix. Set up water stations, and sell water along trails (two respondents);
- x. Employ paper wristbands at the entrance, payment stamps on hands (two respondents);
- xi. Pave the access road to ease up the logistics of delivering goods for enterprise locators;
- xii. Others provide tissue paper and calendars.

# c. Improved communication

- Upgrade the website/SEZRIS to make it more user-friendly, fast, stable, and accessible to users who do online transactions (14 respondents);
- ii. Increase tourist aides to inform and guide guests through maps, history accounts, and brochures, QR codes to inform on the tourist attractions, and signages (six respondents);
- iii. Assign or add in-house guides to inform and explain to guests at the Bell House Museum, etc. (four respondents);
- iv. Others Regularize the meetings with locators; facilitate contacts for inquiries.

# d. Improved costs and payment service

- Allow other options for payment (22 respondents);
  - Provide an electronic payment system for JHMC services.
     This can be done via direct bank deposits and e-wallets like Gcash or Pay Maya (10 respondents);
  - Transfer back the payment center for permits and gate passes to the Customs area where permits are processed instead of the JHMC office which was far, tiring, and timewasting (eight respondents);
  - Set up a one-stop-shop for the processing, payment and issuance of gate passes and permits (four respondents);
- ii. Reduce entrance fees for tourists commensurate to comfort and access (seven respondents);
- iii. Lower the fees for permits (two respondents);
- iv. Lower the fees for use of comfort rooms two respondents):
- v. Provide a printer for cashiering (two respondents);
- vi. Others Review the fees required for gate passes for equipment that is for regular operations of businesses in the camp; consider fair rates, i.e., not much higher on holidays (five respondents);

### e. Improved assurance

- Train the security guards on the JHMC operations and procedures, security checks, and courtesy in service (four respondents).
- 3. Interventions to enhance the services of the units/departments with lower ratings (Fair and Satisfactory). These services are mostly related to access and user-friendliness of the web portal and ICT services.
- 4. Improvements in the JHMC CSM
  - a. Enhance the questionnaire for the CSM in 2024 onward:
    - Replace the demographic factor of Region/Rehiyon of Residence with or add Province, which is easier to identify;
    - ii. Add response categories for Clients that are unique to the JHMC (Locator, Events Organizer, Tourist, Others (LGU/Government, Residents, Supplier, Contractor, etc.).
  - Provide timely and complete information on the contact details of the locators, event coordinators, and other stakeholders such as office head, office addresses, email addresses, and mobile phones;
  - Increase collected feedback for all the JHMC operating units by making them the source of the CSM forms that can be filled up immediately after transactions, and dropped in appropriate boxes at the JHMC lobby;
  - d. Intensify promotion of awareness on the Citizens Charter and CSM 2024 among internal and external clients.
- 5. Establish a system of monitoring and evaluating the implementation of CY 2023 and CY 2022 JHMC Continuous Improvement Plans.

## Annex A-1 Minimum Sample and Response Rates for External Services by Operating Unit

Specific services availed	Transactions	Sample @95% CF & 5% MOE	Responses	Response Rate
ASD – Human Resource Division			3	N/A
Preparation of Last Pay of Separated Employees			1	
Request for Human Resource Documents, Records or Certifications by Former JHMC Personnel			1	
Others: Career inquiry			1	
ASD – Information and Communications Technology Division			5	N/A
Request of JHMC Records/Documents Others: RMS Inquiry			3 2	
<b>Business Development Department</b>	20	19	19	100.00%
Eco-Walk and Photoshoot Bookings at the			6	
Historical Core Events Planning and Management			10	
Others: Business/Restaurant	50	F.4	1	47.000/
EAMD – Environment Management Division	59	51	24	47.06%
Fireworks Display Permit Within the John Hay Special Economic Zone (JHSEZ)			1	
Issuance of Certificate of Environment Compliance (CEC) for Food - Related Establishment, New Application			2	
Issuance of Certificate of Environment Compliance (CEC) for Food - Related Establishment, Renewal Application			15	
Issuance of Certificate of Environment Compliance (CEC) for Non Food - Related Establishment, New Application			1	
Issuance of Certificate of Environment Compliance (CEC) for Non Food - Related Establishment, Renewal Application			5	
EAMD – Land and Asset Management Division	45	40	30	75.00%
Issuance of Certificate of Coverage (COC)			8	
Others: Consultation (BSP, Inquiries, etc.)			22	
EAMD – Project Management Division			5	N/A
Request for Payment by Qualified			2	
Infrastructure Service Providers - Final Billing				
Others: (Conditional Permit)			2	

Specific services availed	Transactions	Sample @95% CF & 5% MOE	Responses	Response Rate
Finance Services Department	88000	382	811	212.30%
Collection of Entrance Fees at the Historical Core			711	
Collection of Permit Fees and Other Payments From Locators, Residents, etc.			100	
Office of the Building Official	105	83	16	19.28%
Issuance of Certificate of Annual Electrical and/or Mechanical Inspection			15	
Issuance of Building Permit for New Application or Repair/Alteration			1	
Safety and Security Department				
Request for Security Assistance to External Personnel/Agencies			1	N/A
Special Economic Zone Administration Department	5101	357	246	68.91%
Application for Accreditation and Permit to Operate (PTO) - New			8	
Application for Renewal of Certificate of Accreditation and Permit to Operate (PTO)			42	
Application for a Temporary Permit to Operate (TPTO) for Locators			23	
Application for Gate pass, Local Purchase Form and Permit to Bring-In for Locators			102	
Application for Gate pass, Local Purchase Form and Permit to Bring-In for Exhibitors, Bazaars and Stakeholders			42	
Application for Permit to Bring-Out for Locators — Local Articles for Permanent Pullout			3	
Application for Permit to Bring-out for Locators — Temporary Transfer			4	
Application for Permit to Bring-Out for Stakeholders			1	
Request for Overtime from Locators			1	
Request for Overtime from Stakeholders			2	
Others: Checking out LR-Finance Analyst, Various GSD-related activities (delivery of office supplies, area inspection for janitorial services, etc.), OSAC permit processing			1	
Others:			9	
Not Indicated			11	N/A
Total Result	93330	933	1171	125.51%

Annex A-2 Minimum Sample and Response Rates for Internal Services by Operating Unit

Specific services availed	Transactions	Sample @95% CF & 5% MOE	Responses	Response Rate
ASD – General Services Division			24	N/A
Travel Request (Within 50-km Radius)			1	
Service Request			20	
Job Order Request			3	
ASD – Human Resource Division			1	N/A
Request for Human Resource Documents, Records or Certifications by Current JHMC Personnel			1	
ASD – Information and Communications Technology Division			10	N/A
Request for ICT Service/s			7	
Request for Repairs of ICT Equipment			2	
Request for Web Posting			1	
EAMD – Environment Management Division			1	N/A
Others: Nursery management			1	
<b>EAMD – Project Management Division</b> Request for Technical Documents			3	N/A
Finance Services Department			4	N/A
Reimbursements by Employees for Official Disbursements Through Check Payments			1	
Reimbursements by Employees for Official Disbursements Through the Petty Cash Fund			1	
Cash advance			2	
Legal Department			6	N/A
Certification of various legal documents			1	
Others: Contract drafting, Legal opinion, Review of demand letter			5	
Office of the Corporate Secretary Request for Issuance of Secretary's Certificate			<b>5</b> 5	
Total Result			62	N/A

## Annex B-1 CSM Survey Used, Onsite Services (English and Tagalog)

Republic of the Philippines Office of the President	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-General-Form 004
JHMC BOUNDAY MAXIMGAMINAT CORPORATION	CUSTOMER SATISFACTION MEASUREMENT FORM	Revision Number	4
a marrier of The BCDA Group		Page Number	1 of 1
	INTERNAL FORM	Effectivity Date	03 October 2023

		INTE	RNAL FOR	M	Et	fectivity Date	03 Octob	per 2023
		HELP U	IS SERVE	YOU BET	TER!			
		at (CSM) tracks the cus e a better service. Perso						
Client type: Citizen	Business	Government (Emplo	yee or anothe	er agency)				
Date:		Sex: Male F	emale	Age:				
Region of residence:		Service Availed:						
		your answer to the Citize					ial docume	nt that reflects
☐ 1. I kno 2. I kno 3. I lea	ow what a CC is ow what a CC is med of the CC	est describes your aware s and I saw this office's ( s but I did NOT see this only when I saw this off a CC is and I did not see	CC. office's CC. ice's CC.		N/A' on CC2 and	CC3)		
1. Easy 2. Som	of CC (answere y to see newhat easy to cult to see		say that the isible at all	CC of this offic	e was?			
1. Help	of CC (answere bed very much newhat helped	d codes 1-3 in CC1), ho 3. Did n 4. N/A		e CC help you	in your transaction	1?		
INSTRUCTIONS:	ut a abaak ma	rk ( ) on the column th	at boot correct	nondo to vous	annuar			
For SQD 0-0, prease p	out a check ma	rk ( ) on the column to	at best corres	polids to your	aliswel.			N/A
					(-)			
			Strongly Disagree	Disagree	Neither Agree no Disagree	Agree	Strongly Agree	Not Applicable
SQD0. I am satisfied	with the service	e that I availed.						
SQD1. I spent a r transaction.	reasonable am	ount of time for my						
SQD2. The office fol and steps based on		saction's requirements provided.						
SQD3. The steps (in my transaction were		nt) I needed to do for le.						
SQD4. I easily four from the office or its		about my transaction						
SQD5. I paid a re transaction. (If service		ount of fees for my rk N/A.)						
SQD6. I feel the off palakasan*, during m		everyone, or "walang						
SQD7. I was treate asked for help) the s		by the staff, and (if						
		government office, or ufficiently explained to						
Suggestions on how we can fi	urther improve our s	ervices (optional):		-				

THANK YOU!

Republic of the Philippines Office of the President	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-General-Form 004
JHMC	CUSTOMER SATISFACTION MEASUREMENT FORM	Revision Number	4
a member of The BCBs Group		Page Number	1 of 1
	INTERNAL FORM	Effectivity Date	03 October 2023

#### TULUNGAN MO KAMI MAS MAPABUTI ANG AMING MGA PROSESO AT SERBISYO!

mga tangg mapabuti	t Satisfaction Measuremer apan ng gobyemo. Makat at lalong mapahusay ang a a hindi sagutan ang sarbe	utulong ang inyo aming serbisyo j	ong kasagutan	ukol sa inyong n	aging karana	san sa <u>ƙakata</u>	apos lamang	na transaksy	<u>on,</u> upang mas
Uri ng Kliy	ente: 🗆 Mamamayan	□ Negosyo	□ Gobyemo	(Empleyado o A	hensya)				
Petsa:		Kasarian:	☐ Lalaki	☐ Babae	Edad:		-		
Rehiyon: _	Uri ng	transaksyon o s	erbisyo:						
dokumente	Lagyan ng <b>tsek ( 🗸 )</b> ang i o na naglalaman ng mga s pangkabuuang oras ng pa	erbisyo sa isang							
CC1	Alin sa mga sumusunod	ang naglalarawa	an sa iyong ka	alaman sa CC?					
	☐ 1. Alam ko ang CC at ☐ 2. Alam ko ang CC pt ☐ 3. Nalaman ko ang Ct ☐ 4. Hindi ko alam kun ang iyong sagot)	ero hindi ko ito n C nang makita k	akita sa napur o ito sa napun	ntahang opisina tahang opisina	ahang opisina	(Lagyan ng	tsek ang 'N/A	√ sa CC2 at	CC3 kapag ito
CC2	Kung alam ang CC (Nag	g-tsek sa opsyon	1-3 sa CC1),	masasabi mo ba	na ang CC na	ang napuntah	ang opisina a	y	
	□ 1. Madaling makita     □ 2. Medyo madaling m     □ 3. Mahirap makita	akita	□ 4. H □ 5. N	Hindi makita N/A					
CC3	Kung alam ang CC (nag	-tsek sa opsyon	1-3 sa CC1),	gaano nakatulonç	ang CC sa ti	ansaksyon m	10?		
	□ 1. Sobrang nakatulon     □ 2. Nakatulong naman		□ 3. H □ 4. N	Hindi nakatulong N/A					
PANUTO: Para sa Si	QD 0-8, lagyan ng tsek (	) ang hanay na	ı pinakaangko	p sa iyong sagot.					
				Lubos na hindi sumasang ayon	Hindi sumasang ayon	Walang kinikilingan	Sumasang -ayon	Labis na sumasang ayon	N/A Not Applicable
SQD0. Na na tangga	siyahan ako sa serbisyo na pan.	a aking natangga	ap sa napuntai	han					
SQD1. Ma aking trans	katwiran ang oras na aking saksyon.	g ginugol para sa	a pagproseso i	ng					
	g opisina ay sumusunod sa kbang batay sa impormasy		gang dokume	nto					
	g mga hakbang sa pagpros at simple lamang.	seso, kasama na	ang pagbaya	d					
	bilis at madali akong nakal ansaksyon mula sa opisina			l					
	gbayad ako ng makatwiran on. ( <i>Kung ang sebisyo ay il</i> ng N/A.)			sek					
SQD6. Pa	akiramdam ko ay patas a ", sa aking transaksyon.	ang opisina sa	lahat, o "wal	ang					
	galang akong trinato ng m g tulong) alam ko na sila ay			ay					
	kuha ko ang kinakailangan kung tinanggihan man, ito			kin.					
Mga suhes	stiyon kung paano pa mapa	apabuti pa ang a	ming mga ser	bisyo (opsyonal):					
Email add	ress (opsyonal):								

MARAMING SALAMAT!

## Annex B-2 CSM Survey Used, Online Services (English and Tagalog)

# JOHN HAY MANAGEMENT CORPORATION Document Code JHMC-General-Form 004

CUSTOMER SATISFACTION MEASUREMENT FORM

					ge i tuilloei	1 0	
	INTE	RNAL FOR	М	Ef	fectivity Date	03 Octob	er 2023
	HELP	US SERV	E YOU BE	TTER!			
your recently conclu	ion Measurement (CSM) tra ided transaction will help th d you always have the optio	nis office pr	ovide a bett	er service. Pe			
Client type: Citize Date: Region of residence	Sex: Male		)	other agency) Age:	_	_	
	heck mark ( ) your answ nat reflects the services o nong others.						
1. I know 2. I know 3. I leame	following best describes your awa what a CC is and I saw this office's what a CC is but I did NOT see this of of the CC only when I saw this of t know what a CC is and I did not s	s CC. s office's CC. office's CC.		· 'N/A' on CC2 and	I CC3)		
1. Easy to	hat easy to see 5. N/A	t visible at all	e CC of this offi	ce was?			
<ol> <li>Helped</li> </ol>	CC (answered codes 1-3 in CC1), h very much 3. Did vhat helped 4. N/A	not help	the CC help you	ı in your transacti	on?		
INSTRUCTIONS: For SQD 0-8, please	eputa <b>check mark (</b> ) or	the colum	n that best o	orresponds to	your answe	r	
		Strongly	Disagree	Neither Agree nor	Agree	Strongly	N/A Not Applicable
SQD0. I am satisfic availed.	ed with the service that I	Disagree		Disagree		Agree	, ppicabio
SQD1. I spent a re for my transaction.	asonable amount of time						
requirements and information provided							
needed to do for nand simple.	(including payment) I ny transaction were easy						
SQD4. I easily fou transaction from the	nd information about my office or its website.						
	onable amount of fees for service was free, mark						
SQD6. I am confide was secure.	ent my online transaction						
available, and (if support was quick to							
	at I needed from the or (if denied) denial of ntly explained to me.						
Suggestions on how	we can further improve ou	services (d	optional):				
Funcil address (autic	mal):						

THANK YOU!

Republic of the Philippines Office of the President	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-General-Form 004
JHMC	CUSTOMER SATISFACTION MEASUREMENT FORM	Revision Number	4
a member of The BCDA Group.		Page Number	1 of 1
	INTERNAL FORM	Effectivity Date	03 October 2023

#### TULUNGAN MO KAMI MAS MAPABUTI ANG AMING MGA PROSESO AT SERBISYO!

Ang Client Satisfaction Measurement (CSM) ay naglalayong masubaybayan ang karanasan ng taumbayan hinggil sa kanilang pakikitransaksyon sa mga tanggapan ng gobyemo. Makatutulong ang inyong kasagutan ukol sa inyong naging karanasan sa kakatapos lamang na transaksyon, upang mas mapabuti at lalong mapahusay ang aming serbisyo publiko. Ang personal na impormasyon na iyong ibabahagi ay mananatiling kumpidensyal. Maaari ring pillin na hindi sagutan ang sarbey na ito.

Uri ng Kliye	ente:	☐ Mamamayan	□ Negosyo	☐ Gobyen	no (Emp	leyado o Ahe	nsya)				
Petsa:		_	Kasarian:	☐ Lalaki	☐ Bat	ae	Edad: _				
Rehiyon: _		Uri ng	transaksyon o s	serbisyo:				_			
dokumento	na nag	ng <b>tsek ( 🗸)</b> ang i lalaman ng mga s buuang oras ng pa	erbisyo sa isang								
CC1	Alin sa	mga sumusunod	ang naglalaraw	an sa iyong l	kaalama	n sa CC?					
	□ 2. A □ 3. N □ 4. H	alam ko ang CC at alam ko ang CC po lalaman ko ang C Hindi ko alam kun ong sagot)	ero hindi ko ito n C nang makita k	nakita sa nap ko ito sa nap	untahan untahan	g opisina g opisina	ang opisina (	Lagyan ng ts	ek ang 'N/A'	sa CC2 at C	C3 kapag ito
CC2	Kung	alam ang CC (Nag	g-tsek sa opsyor	n 1-3 sa CC1	), masa	sabi mo ba na	ang CC nan	g napuntaha	ng opisina ay		
	□ 2. N	Madaling makita Medyo madaling m Mahirap makita	nakita		. Hindi n i. N/A	nakita					
CC3	Kung	alam ang CC (nag	j-tsek sa opsyon	1-3 sa CC1	), gaano	nakatulong a	ng CC sa tra	nsaksyon mo	?		
		Sobrang nakatulon Nakatulong naman			. Hindi n . N/A	akatulong					
PANUTO:	OD 0-8.1	agyan ng tsek (	) and hanav n	a ninakaand	kon sa iv	ona saaot					
						Lubos na hindi sumasang ayon	Hindi sumasang ayon	Walang kinikilingan	Sumasang -ayon	Labis na sumasang ayon	N/A Not Applicable
SQD0. Na na tangga		n ako sa serbisyo	na aking natang	gap sa napu	ntahan	.,					
SQD1. M aking tran		in ang oras na aki n.	ng ginugol para	sa pagprose	so ng						
		na ay sumusunod batay sa imporma:		angang doku	umento						
		hakbang sa pagpr le lamang.	oseso, kasama	na ang pagb	ayad						
		madali akong nak yon mula sa opisi			ngkol						
transaksy tsek sa h	yon. (Kui anay ng		ibinigay ng libre	e, maglagay							
SQD6.Tiv	wala ako	na ligtas ang onli	ne transakyon k	integridad	i)						
		g opisina ay mayr ang ano mang kata		port, na kung	saan						
		o ang kinakailanga nanggihan man, it			a akin.						
Mga suhes	stiyon ku	ng paano pa map	apabuti pa ang a	aming mga s	erbisyo	(opsyonal):		<u> </u>	ı		1
Email addr	ress (ops	syonal):									

MARAMING SALAMAT!

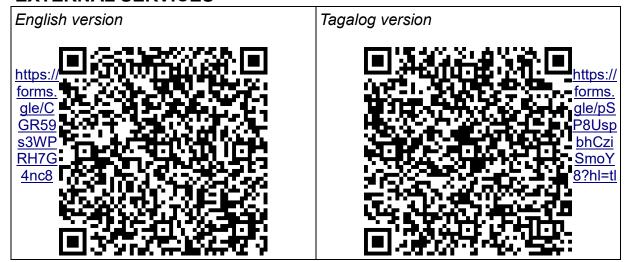
CSM Survey Used, Web Format Incorporating Onsite & Online Services
Availed (English and Tagalog) Accessible Through QR Code

### JHMC CUSTOMER SATISFACTION MEASUREMENT, CY 2023

#### **INTERNAL SERVICES**



#### **EXTERNAL SERVICES**



**NOTE**: To ensure your privacy, we suggest that you <u>copy</u> the URL and paste it on your browser (Firefox, Chrome, Edge or Opera) in <u>GUEST, PRIVATE, SECRET or INCOGNITO mode.</u>

2/15/23, 2:51 PM	2023 Customer Satisfaction Measurement Survey - EXTERNAL SERVICES				
	2023 Customer Satisfaction Measurement		Region of     Mark only		
	Survey - EXTERNAL SERVICES		Regi	ion I – Ilocos Region Skip to question 8	
1	This Customer 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.		Regio	ion II – Cagayan Valley Skip to question 8	
F	Personal information shared will be kept <b>confidential.</b>			ion III – Central Luzon Skip to question 8 onal Capital Region Skip to question 8	
*in	idicates required question		Regio	ion IV A- CALBARZON Skip to question 8	
	20. 2.22			ion IV B – MIMAROPA Region Skip to question 8	
1.	Date availed of the transaction			ion V – Bicol Region Skip to question 8 ion VI – Western Visayas Skip to question 8	
			Regio	ion VII – Central Visayas Skip to question 8	
R	Respondent's Profile			ion VIII – Eastern Visayas Skip to question 8	
Y	Your responses below will help us to failor improve our services to suit your needs.			ion D. – Zamboanga Peninsula Skip to question 8 ion X – Northern Mindanao Skip to question 8	
			Regio	ion XI – Davao Region Skip to question 8	
2.	Category (Please select one) *			ion XII – SOCCSKSARGEN Skip to question 8	
	Check all that apply.  Business Locator			ion XIII – Caraga Skip to question 8  - Conditiera Administrative Region Skip to question 8	
	Business Locator Event Organizer			MM – Bangsamoro Autonomous Region In Muslim Mindanao Skip to question 8	
	☐ Tourists ☐ JHSEZ Residents		Outs	ide the Philippines Skip to question 7	
	JHRA Residents		Untitled Secti	ion	
	Other Stakeholders				
			7. Country of	Residence *	
3.	Type of Client (Please select one) *				
	Check of that apply:		Skip to question		
	Business		The Citizen	's Charter of JHMC	
	Government (Employee or another agency)		INSTRUCTION Charter is an o	NS: Check mark (*) your answer to the Citizen's Charter (CC) questions. The Citizen's official document that reflects the services of a government agencyloffice including its	
10			require ments,	fees, and processing times among others.	
4.	Sex: Check all that apply		0 CC1: Whi	ich of the following best describes your awareness of a CC? (Please select one) *	
	Male		Check all th		
	Female			w what a CC is and I saw this office's CC.	
				ow what a CC is but I did NOT see this office's CC. rned of the CC only when I saw this office's CC.	
5.	Age:		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)	
	ro/farmssl/1_eN64.Pjc:nW544;jd81kgNH+vrmLjinuxl8Y139GxYQGQU edit	1/13	https://docs.google.com/forms&11		2/13
	m/formstl/1eN6E.Fjc:nW54zjid8RqMHvrmLjinw388Y193GxYQGQUledit  2023 Customer Satisfaction Measurement Survey - EXTERNAL SERVICES	1/13	https://docs.google.com/formself/1 12/15/23, 2:51 PM	2023 Customer Satisfaction Measurement Survey - EXTERNAL SERVICES	2/13
12/15/23, 2:51 PM		1/13	12/35/23, 2:51 PM	3033 Customer Satisfaction Measurement Survey - EXTERNAL SERVICES ton Service availed *	2/13
12/15/23, 2:51 PM	2023 Customer Salisfaction Measurement Survey - EXTERNAL SERVICES  CC2: If aware of CC (preserved 1-3 in CC1), would you say that the CC of this office was? * (Phase select one)	1/13	12/35/23, 2:51 PM	ion/Service availed: *	2/13
12/15/23, 2:51 PM	2023 Customer Satisfaction Measurement Survey - EXTERNAL SERVICES  CC2: If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was? *	1/13	12/33/23, 2:31 PM  12. Transaction  May only  1.1	ion/Service availed."  yone oual.  The proposition of Last Pay of Separahol Employees	2/13
12/15/23, 2:51 PM	2023 Customer Satisfaction Measurement Survey - EXTERNAL SERVICES  CC2: If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was? *  (Phase select one)  1: Early to see  2: Somewhat leavy to see	из	12/33/23, 2:31 PM  12. Transaction  May only  1.1	fonGevce availed.*  yone oral.  Yequation of Last Pay of Sepanhed Employees  Yequation of Last Pay of Sepanhed Employees  Yequation Human Resource Documents, Records or Certifications by Former JHMC	2/13
12/15/23, 2:51 PM	2023 Customer Satisfaction Measurement Survey - EXTERNAL SERVICES  CC2: If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was? *  (Pilease solided one)  Closed all find stoply  1: Early to see  2: Somewhald early to see  3: Difficult to see  4: Not viable at all	1/13	12/15/23, 2:51 PM  12. Transaction  Mark only  1 Person  9 a R	ion/Gevice availed.*  yone oral.  Jone ora	2/13
12/15/23, 2:51 PM	2023 Customer Salisfaction Measurement Survey - EXTERNAL SERVICES  CC2: If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was? *  (Phase saled care)	יחנ	12/15/23, 2:51 PM  12. Transaction  Mark only  1 Person  9 a Etic Optic	from Glevice availed.*  yone onal.  Sequential of Last Pay of Sequented Employees Sequent Framen Resource Documents, Records or Certifications by Former JHMC of the Certification of Certification of Certification (Appearance Documents).  Sequential Certification of Appearance (CA) by JHMC Visitors, Clerks, Stakeholders, on 1.	2/13
12/15/23, 2:51 PM	2023 Customer Salisfaction Measurement Survey - EXTERNAL SERVICES  CC2: If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was? *  (Phase salist care)  1: Easy to see  2: Somewhat easy to see  3: Not if you are see  4: Not visible at all  5: Not (if you arewered 4 in CC1)	וחז	12/15/23, 2:51 PM  12. Transacti  Mark con  1. P  2. R  Purson  3. R  EL Copt	ion/Service availed.*  Preparation of Last Pay of Sepanded Employees  Request for Naman Resource Documents, Records or Certifications by Farmer JHMC of  Request for Certification of Appearance (CA) by JHMC Violans, Clients, Stakeholders,  1.1	2/13
12/15/23, 2:51 PM	2023 Customer Satisfaction Measurement Survey - EXTERNAL SERVICES  CC2: If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was? *  (Pilease solided one)  Closed all find stoply  1: Early to see  2: Somewhald early to see  3: Difficult to see  4: Not viable at all	ını	12/15/23, 2:51 PM  12. Transacti  Mark con  1. P  2. R  Purson  3. R  EL Copt	from Glevice availed.*  yone onal.  Sequential of Last Pay of Sequented Employees Sequent Framen Resource Documents, Records or Certifications by Former JHMC of the Certification of Certification of Certification (Appearance Documents).  Sequential Certification of Appearance (CA) by JHMC Visitors, Clerks, Stakeholders, on 1.	2/13
12/15/23, 2:51 PM	2023 Customer Satisfaction Measurement Survey - EXTERNAL SERVICES  CC2: If awaire of CC (answered 1-3 in CC1), would you say that the CC of this office was? *  (Please select one)	ını	12/13/23, 2:51 PM  12. Transacti  Mark colo  1. P. Person  1. S. B. Colo  (b) Administra  13. Transacti  14. Transacti  15. Transacti  17. Transacti  18. Transacti  18. Transacti  19. Tr	ion/Service availed.*  Preparation of Last Pay of Sepanded Employees  Request for Numan Resource Documents, Records or Certifications by Farmer JHMC of  Request for Certification of Appearance (ICA) by JHMC Violans, Cliente, Stakeholders, on 1  22  23  24  25  26  26  27  28  28  28  28  28  28  28  28  28	2/13
12/15/23, 2:51 PM	2023 Customer Satisfaction Measurement Survey - EXTERNAL SERVICES  CC2: If aware of CC (preserved 1-3 in CC1), would you say that the CC of this office was? *  (Phase select one)  1: Early to see  1: Somewhat say to see  1: No (Tyou amazend 4 in CC1)  5: No (Tyou amazend 4 in CC1)  CC3: If aware of CC (amazend codes in CC1), how much did the CC help you in your transaction 7; (Please select one)	ını	12/15/23, 2:51 PM  12. Transaction  Mark only  1 F. P.  Person  B. E. Cope  (b) Administra  13. Transaction  Mark only  Administra  Mark only  Administra  Mark only	Ion Service availed.*  Integration of Last Pay of Separabed Employees  Request for Numan Resource Documents, Records or Certifications by Former JHMC of  Request for Certification of Appearance (CA) by JHMC Visions, Clerks, Stakeholders, on 1  22  22  23  24  25  26  26  27  27  28  28  28  28  28  28  28  28	2/13
12/15/23, 2:51 PM	2023 Customer Satisfaction Measurement Survey - EXTERNAL SERVICES  CC2: If searce of CC (prosecred 1-3 in CC1), would you say that the CC of this office was? *  (Please seriest one)  1: Early to see  1: Somewhat leay to see  1: No first you seement 4 in CC1)  5: No first you areasend 4 in CC1)  CC3: If searce of CC (prosecred 4 in CC1)  CC4: If searce of CC (graveered codes in CC1), how much did the CC help you in your transaction? (Please select one)  Cast of first apply  1: Neighbor stay  1: Neighbor select one)	ını	12/15/23, 2:51 PM  12. Transaction  Mark only  1 F. P.  Person  B. E. Cope  (b) Administra  13. Transaction  Mark only  Administra  Mark only  Administra  Mark only	ion/Service availed.*  Preparation of Last Pay of Sepanded Employees  Request for Numan Resource Documents, Records or Certifications by Farmer JHMC of  Request for Certification of Appearance (ICA) by JHMC Violans, Cliente, Stakeholders, on 1  22  23  24  25  26  26  27  28  28  28  28  28  28  28  28  28	2/13
12/15/23, 2:51 PM 9.	2023 Customer Satisfaction Measurement Survey - EXTERNAL SERVICES  CC2: If aware of CC (pressered 1-3 in CC1), would you say that the CC of this office was? *  (Phastie safety care)  1: Early to see  2: Somewhat early to see  3: No first you areasered 4 in CC1)  CC3: If aware of CC (pressered codes in CC1), how much did the CC help you in your transaction? (Phase select one)  CC4: If aware of CC (pressered codes in CC1), how much did the CC help you in your transaction? (Phase select one)  CC5: If service of CC (pressered codes in CC1), how much did the CC help you in your transaction? (Phase select one)  CC6: If service of CC (pressered codes in CC1), how much did the CC help you in your transaction? (Phase select one)  CC6: If service of CC (pressered 4 in CC1)	ını	12/15/23, 2:51 PM  12. Transaction  Mark only  1 F. P.  Person  B. E. Cope  (b) Administra  13. Transaction  Mark only  Administra  Mark only  Administra  Mark only	ion/Service availed.*  Preparation of Last Pay of Sepanded Employees  Request for Numan Resource Documents, Records or Certifications by Farmer JHMC of  Request for Certification of Appearance (ICA) by JHMC Violans, Cliente, Stakeholders, on 1  22  23  24  25  26  26  27  28  28  28  28  28  28  28  28  28	2/13
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12/35/23, 2:51 PM 9.	2023 Customer Satisfaction Measurement Survey - EXTERNAL SERVICES  CC2: If aware of CC (pressered 1-3 in CC1), would you say that the CC of this office was? *  (Phastie safety care)  1: Early to see  2: Somewhat early to see  3: No first you areasered 4 in CC1)  CC3: If aware of CC (pressered codes in CC1), how much did the CC help you in your transaction? (Phase select one)  CC4: If aware of CC (pressered codes in CC1), how much did the CC help you in your transaction? (Phase select one)  CC5: If service of CC (pressered codes in CC1), how much did the CC help you in your transaction? (Phase select one)  CC6: If service of CC (pressered codes in CC1), how much did the CC help you in your transaction? (Phase select one)  CC6: If service of CC (pressered 4 in CC1)	ını	12/15/23, 2:51 PM  12. Transaction  Mark only  13. Transaction  (b) Administra  13. Transaction  Aark only  18.	ion/Service availed.*  Preparation of Last Pay of Separated Employees  Request for Human Resource Documents, Records or Certifications by Farmer JHMC of  Request for Continues (EA) by JHMC Violans, Cliente, Stakeholders, on 1  Certification of Appearance (EA) by JHMC Violans, Cliente, Stakeholders, on 1  attack Services Department – Information and Communications Technology Division  tion/Service availed:  yone onal.  leaguest of JHMC Records/Documents	2/13
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9.	2023 Customer Satisfaction Measurement Survey - EXTENAL SERVICES  CC2: If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was? *  (Please saled cone)  1: Early to see  1: Somewhat say to see  1: No (if you arrewered 1 in CC1)  2: No (if you arrewered 4 in CC1)  3: Difficult for a see of CC (answered codes in CC1), how much did the CC help you in your transaction? (Please saled cone)  1: Integrated of CC (answered codes in CC1), how much did the CC help you in your transaction? (Please saled cone)  1: Integrated of CC (answered codes in CC1), how much did the CC help you in your transaction? (Please saled cone)  1: Integrated of the graph  1: Integrated in CC1)  2: Integrated of CC (answered 4 in CC1)  3: Integrated in CC1)  3: Integrated in CC1  3: Integrated in CC1  4: Integrated in CC1  4: Integrated in CC1  5: Integrated in CC1  5: Integrated in CC1  6: Integrated in CC1  7: Integrated in CC1  8: Integrated in CC1  8: Integrated in CC1  9: Integrated	ını	12/15/23, 2:51 PM  12. Transaction Mark coly	Ion/Service availed: *  yone out.  **  **  **  **  **  **  **  **  **	2/13
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9.	2023 Customer Satisfaction Measurement Survey - EXTENAL SERVICES  CC2: If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was? *  (Please satisfact conj.)  1: Early to see  2: Semenhal cary to see  3: Semenhal cary to see  3: Not (if you americed 4 in CC1)  4: Not (if you americed 4 in CC1)  10: CC3: If aware of CC (previewed codes in CC1), how much did the CC help you in your transaction? (Please select one)  10: Code at an apply  11: Not (if you americed 4 in CC1)  12: One what hipped  13: One on the hipped  14: Not (if you arewared 4 in CC1)  15: Defended the your content of the CC1  15: Defended the your content of the CC1  16: Defended the Service Department - Information and Communications Technology Division Step to question 12  16: Defended Services  16: Defended Services  17: Sep to question 14  18: Defended Services  18: Defend	ını	12/15/23, 2:51 PM  12. Transaction  Adar's only  1 p. P.  Person  3 n. Etc. Opt  (b) Adminish  13. Transaction  Mark only  1 R.  Ce Business  14. Transaction  Adar's only  15 p. Ce Business  14. Transaction  Adar's only  15 p. Ce Business  16 p. Ce Business  17 p. Ce Business  18 p. Ce Business  19 p. Ce Business  10 p. Ce Business  10 p. Ce Business  11 p. Ce Business	ion Genvice availed.*  yone oval.  **Treparation of Last Pay of Bigsanshi Employees  (request for Human Resource Documents, Records or Certifications by Former JHMC of the Control of Certification of Certificat	2/13
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9.	2023 Customer Salisfaction Measurement Survey - EXTERNAL SERVICES  CCE: If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was? *  (Phase saled care)  - Early to see - Somewhat early to see - In the visible at all - N. NA (if you answered 4 in CC1)  - CC3: If aware of CC (answered codes in CC1), how much did the CC help you in your transaction? (Phase saled cone)  - CC3: If aware of CC (answered codes in CC1), how much did the CC help you in your transaction? (Phase saled cone)  - CC3: If aware of CC (answered codes in CC1), how much did the CC help you in your transaction? (Phase saled cone)  - CC3: If aware of CC (answered codes in CC1), how much did the CC help you in your transaction? (Phase saled cone)  - CC3: If aware of CC (answered codes in CC1), how much did the CC help you in your transaction? (Phase saled cone)  - CC3: If aware of CC (answered codes in CC1), how much did the CC help you in your transaction? (Phase saled cone)  - No Amarity of the CC help you in your transaction	ını	12/15/23, 2:51 PM  12. Transaction  Adark only  1. F.  Person  3. R.  Etc. Opt  (b) Administ  Adark only  1. R.  1. Transaction  (c) Business  1. Transaction  1. R.  L. L.  L.	Ion Genze availed: *  yone oval.  **  **  **  **  **  **  **  **  **	2/13
9.	CC2: If searce of CC (preserved 1-3 in CC1), would you say that the CC of this office was? * of Please select one)  CC3: If searce of CC (preserved 1-3 in CC1), would you say that the CC of this office was? * of Please select one)  CC4: If searce of CC (preserved 1-3 in CC1), would you say that the CC of this office was? * of Please select one)  CC5: If searce of CC (preserved 1-3 in CC1), how much did the CC help you in your transaction? (Please select one)  CC5: If searce of CC (preserved 4 in CC1)  CC5: If searce of CC (preserved 4 in CC1)  1. Helpod very much  2. Comments the pad  3. Order on help  4. NRI (if you arrevered 4 in CC1)  IMMC External Services  JAMC Office you transacted with: *  Mark onlyone out.  (p) Administrative Services Department – Human Resource Division Skip to question 12  (p) Business Development and Asset Management Department – Environment Management Division Skip to question 15  (p) Services and Asset Management Department – Land and Asset Management Division Skip to question 17  (p) Services and Asset Management Department – Environment Management Division Skip to question 17  (p) Services and Asset Management Department – Environment Management Division Skip to question 17  (p) Face Services (preserved and Asset Management Department – Project Management Division Skip to question 17  (p) Face Services and Asset Management Department – Project Management Division Skip to question 17  (p) Face Services and Asset Management Department – Project Management Division Skip to question 17	ins	12/15/23, 2:51 PM  12. Transaction  Adark only  1. F.  Person  3. R.  Etc. Opt  (b) Administ  Adark only  1. R.  1. Transaction  (c) Business  1. Transaction  1. R.  L. L.  L.	Ion Genze availed: *  yone oval.  **  **  **  **  **  **  **  **  **	2/13
9.	CC2: If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was?  **CR2: If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was?  **CR2: If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was?  **CR2: If aware of CC (answered 1-3 in CC1), how much did the CC of this office was?  **Difful to say to see  **Stormards to see  **In Not (if you amerited 4 in CC1)  **Difful to say to see  **In Not (if you amerited 4 in CC1)  **Difful to difful apply  **In Not (if you amerited 4 in CC1)  **Difful to difful apply  **In Not (if you amerited 4 in CC1)  **In Not (if you amerited 4 in CC1)  **In Not (if you amerited 4 in CC1)  **In Not (if you are you amerited 4 in CC1)  **In Not (if you are you ar	ını	12/15/23, 2:51 PM  12. Transaction  Adark only  1. F.  Person  3. R.  Etc. Opt  (b) Administ  Adark only  1. R.  1. Transaction  (c) Business  1. Transaction  1. R.  L. L.  L.	Ion Genze availed: *  yone oval.  **  **  **  **  **  **  **  **  **	2/13
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12/15/23, 2:51 PM  9.	2023 Customer Satisfaction Measurement Survey - EXTERNAL SERVICES  CCE: If aware of CC (prosecred 1-3 in CC1), would you say that the CC of this office was? *  (Please select one)  Leavy to see  1. Somewhat leavy to see  1. Somewhat leavy to see  1. No (17 you areasend 4 in CC1)  CCE: If aware of CC (prosecred odds in CC1), how much did the CC help you in your transaction? *  (CCI: If aware of CC (prosecred odds in CC1), how much did the CC help you in your transaction? // Please select one)  CCCI: If aware of CC (prosecred 4 in CC1)  1. Nelpd of way much  2. Comewhat helped  3. Did not hot helped  3. Did not hot helped  4. Nell Fyou areasened 4 in CC1)  WHAT Cottoms Services  MAK Cotty you fransacted with: *  Say Did pustion 17  (a) Business Development Department - Haman Resource Division Stap to question 12  (b) Subvises Development Department - Skip to question 14  (c) Subvises Development Department - Land and Asset Management Department - Skip to question 18  (b) Of Cort of the Building Official Skip to question 18  (c) Office of the Building Official Skip to question 20	ini	12/15/23, 2:51 PM  12. Transaction  Adark only  1. F.  Person  3. R.  Etc. Opt  (b) Administ  Adark only  1. R.  1. Transaction  (c) Business  1. Transaction  1. R.  L. L.  L.	Ion Genze availed: *  yone oval.  **  **  **  **  **  **  **  **  **	2/13
12/15/23, 2:51 PM  9.	CC2: If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was? *  (Please soled one)  1. Early to see  2. Somewhat leave to see  3. Somewhat leave to see  4. Not shabe at a see  4. Shabe of shabe at a see  4. Shabe of shabe at a see at a	ini	12/15/23, 2:51 PM  12. Transaction  Adark only  1. F.  Person  3. R.  Etc. Opt  (b) Administ  Adark only  1. R.  1. Transaction  (c) Business  1. Transaction  1. R.  L. L.  L.	Ion Genze availed: *  yone oval.  **  **  **  **  **  **  **  **  **	2/13
12/15/23, 2:51 PM  9.	CC2: If assers of CC (pressered 1-3 in CC1), would you say that the CC of this office was? *  (Phastie select cee)  CC3: If assers of CC (pressered 1-3 in CC1), would you say that the CC of this office was? *  (Phastie select cee)  CC4: If assers of CC (pressered 1-3 in CC1), would you say that the CC of this office was? *  (Phastie select cee)  CC5: If assers of CC (pressered codes in CC1), how much did the CC help you in your transaction? (Phase select cone)  CC6: If assers of CC (pressered 4 in CC1)  CC6: If assers of CC (pressered 4 in CC1)  CC6: If assers of CC (pressered 4 in CC1)  CC6: If assers of CC (pressered 4 in CC1)  CC6: If assers of CC (pressered 4 in CC1)  CC6: If assers of CC (pressered 4 in CC1)  CC6: If assers of CC (pressered 4 in CC1)  CC6: If assers of CC (pressered 4 in CC1)  CC6: If assers of CC (pressered 4 in CC1)  CC7: If assers of CC (pressered 4 in CC1)  CC6: If assers of CC (pressered 4 in CC1)  CC7: If assers of CC (pressered 4 in CC1)  CC6: If assers of CC (pressered 4 in CC1)  CC6: If assers of CC (pressered 4 in CC1)  CC6: If assers of CC (pressered 4 in CC1)  CC6: If assers of CC (pressered 4 in CC1)  CC6: If assers of CC (pressered 4 in CC1)  CC6: If assers of CC (pressered 4 in CC1)  CC6: If assers of CC (pressered 4 in CC1)  CC6: If assers of CC (pressered 4 in CC1)  CC6: If assers of CC (pressered 4 in CC1)  CC6: If assers of CC (pressered 4 in CC1)  CC6: If assers of CC (pressered 4 in CC1)  CC6: If assers of CC (pressered 4 in CC1)  CC6: If assers of CC (pressered 4 in CC1)  CC6: If assers of CC1 (pressered 4 in CC1)  CC6: If assers of CC1 (pressered 4 in CC1)  CC6: If assers of CC2 (pressered 4 in CC1)  CC6: If assers of CC2 (pressered 4 in CC1)  CC6: If assers of CC2 (pressered 4 in CC1)  CC6: If assers of CC2 (pressered 4 in CC1)  CC6: If assers of CC2 (pressered 4 in CC1)  CC6: If assers of CC2 (pressered 4 in CC1)  CC6: If assers of CC2 (pressered 4 in CC1)  CC6: If assers of CC2 (pressered 4 in CC1)  CC6: If assers of CC2 (pressered 4 in CC1)  CC6:		12/15/23, 2:51 PM  12. Transaction  Mark only  13. Transaction  (b) Administra  14. Transaction  Mark only  15. E. C. Business  14. Transaction  Mark only  15. E. C. Business  16. E. C. Business  17. Transaction  18. E. C. Business  18. Transaction  Mark only  19. E. C. Business  10. E. C. Business  11. Transaction  Mark only  12. E. C. Business  13. Transaction  Mark only  14. Transaction  Mark only  15. E. C. Business  16. E. C. Business  17. Transaction  Mark only	ion/Service availed: *  yone out.  **Requested of Lain Pey of Sepanded Employees  Requested From Resource Documente, Records or Certifications by Former JHMC   **Requested For Certificate of Appearance (CA) by JHMC Visitors, Cierta, Stakeholders, or 1  **22  **22  **22  **22  **23  **24  **24  **25  **25  **25  **26  **27	
12/15/23, 2:51 PM  9.	CC2: If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was? *  (Please soled one)  1. Early to see  2. Somewhat leave to see  3. Somewhat leave to see  4. Not shabe at a see  4. Shabe of shabe at a see  4. Shabe of shabe at a see at a	2/13	12/15/23, 2:51 PM  12. Transaction  Mark only  13. Transaction  (b) Administra  14. Transaction  Mark only  15. E. C. Business  14. Transaction  Mark only  15. E. C. Business  16. E. C. Business  17. Transaction  18. E. C. Business  18. Transaction  Mark only  19. E. C. Business  10. E. C. Business  11. Transaction  Mark only  12. E. C. Business  13. Transaction  Mark only  14. Transaction  Mark only  15. E. C. Business  16. E. C. Business  17. Transaction  Mark only	Ion Genze availed: *  yone oval.  **  **  **  **  **  **  **  **  **	2/13

12/15/23. 2:51 PM	2023 Customer Satisfaction Measurement Survey - EXTERNAL SERVICES	12/15/23, 2:51 PM		2023 Custome	er Satisfaction	Measurem	ent Survey	- EXTERNAL SI	ERVICES	
	PREMAPERAL SERVICES	may may study study 1976					and welly			
15. Transaction/Serv	rice availed:	18.	. Transaction/Sen	vice availed:						
Mark only one ov	ral.		Mark only one or	val.						
1. Endorser	ment to DENR-CAR- of Applications for Tree Cutting/Pruning/Earthballing Permit. Developments Within the John Hay Special Economic Zone (JHSEZ)			n of Entrance Fees n of Permit Fees an			vontore Basi	idente etc		
	nent for Emergency Tree Cutting/Pruning/Retrieval Permit Within Camp John Hay		tin to assessing 22	ii or remik rees an	io Culai r ayiir	and r rom L	200000000000000000000000000000000000000	conta, esc.		
	ment for Sanitation Tree Cutting/Pruning Within Camp John Hay		(h) Office of the Bu	ilding Official						
4. Permit to Available Firewo	Bring Out Forest Products Services Rendered to All Who Desire to Benefit From od for Family and Other Social/Cultural Occasions	_								
	s Display Permit Within the John Hay Special Economic Zone (JHSEZ)	19.	. Transaction/Sen Mark only one or							
New Application	of Certificate of Environment Compliance (CEC) for Food - Related Establishment,			of Building Permit	for New Applic	ation or Rep	air/Alteration	,		
7. Issuance Renewal Applica	of Certificate of Environment Compliance (CEC) for Food - Related Establishment, ation		2 Issuance	of Certificate of Oc	cupancy					
8. Issuance Establishment, N	of Certificate of Environment Compliance (CEC) for Non Food - Related		3. Issuance	of Certificate of An	nual Electrical	and/or Mech	anical Inspe	ection		
9. Issuance	of Certificate of Environment Compliance (CEC) for Non Food - Related									
	Renewal Application	(	(i) Safety and Secu	rity Department						
Skip to question 22	d Asset Management Department – Land and Asset Management	20.	. Transaction/Sen	vice availed:						
(e) Environment an Division	d Asset Management Department – Land and Asset Management		Mark only one or	vat.						
16. Transaction/Serv	vine availed:		Request for	r Security Assistanc	e to External P	ersonnel/Ag	encies			
Mark only one ov			kip to question 22							
1. Issuance	of Certificate of Coverage (COC)		(j) Special Econom	ic Zone Administ	tration Depar	tment				
Skip to question 22	d Asset Management Department – Project Management Division									
17. Transaction/Serv										
Mark only one ov										
	for Payment by Qualified Infrastructure Service Providers - Progress Billing for Payment by Qualified Infrastructure Service Providers - Final Billing									
Skip to question 22										
(g) Finance Service	s Department									
2/15/23, 2:51 PM	2023 Customer Salisfaction Measurement Survey - EXTERNAL SERVICES	12/15/23, 2:51 PM		2023 Custome	r Satisfaction	ı Measurei	ment Survi	ey - EXTERNAI	SERVICES	
21. Transaction/Serv	ice availed:	23.	INSTRUCTIONS:	For SQD 0-8, ple						
21. Transaction/Serv Mark only one ow	ice availed: al.	23.	INSTRUCTIONS: corresponds to yo Mark only one oval p	For SQD 0-8, ple ur answer.						
21. Transaction/Serv Mark only one ow	ice availled: al. ns for Accreditation and Permit to Operate (PTO) - New	23.	corresponds to yo Mark only one oval p	For SQD 0-8, plu sur answer.	ease put a cl	neck mark	(*) on th	e column that		
21. Transaction@erv Mark only one ou  1. Applicatio 2. Applicatio 3. Applicatio	ice availled: al. in for Accreditation and Permit to Operate (PTO) - New in the Renneul of Certificate of Accreditation and Permit to Operate (PTO) in for a Temporary Permit to Operate (TPTO) for Locations	23.	corresponds to yo Mark only one oval p	For SQD 0-8, ple ur answer.	Nether Agree	neck mark		ne column that		
21. TransactionServ Mark only one ou  1. Application  2. Application  3. Application  4. Application	ice availited:  al.  In the Accreditation and Permit to Operate (PTO) - New  In the Received of Conflictude of Accreditation and Permit to Operate (PTO) in  the 'a Temporary Permit to Operate (PTO) for Locations  In the 'a Temporary Permit to Operate (PTO) for Exhibitors and Bazzans  In the 'a Temporary Permit to Operate (PTO) for Exhibitors and Bazzans	23.	corresponds to yo Mark only one oval p St Di	For SQD 0-8, plu sur answer.	ease put a cl	neck mark	(✓) on the	ne column that		
21. Transaction/Serv  Mark only one ou  1. Applicatio  2. Applicatio  3. Applicatio  4. Applicatio  6. Applicatio  6. Applicatio	ice availited: al. in for Accreditation and Permit to Operate (PTO) - New in for Renewal of Conflictual or Accreditation and Permit to Operate (PTO) in for a Temporary Permit to Operate (PTO) for Location in for a Temporary Permit to Operate (PTO) for Exhibitors and Bazans in for Gall Temporary Permit to Operate (PTO) for Exhibitors and Bazans in for Gall peass, Local Purchase Form and Permit to Birgoin for Location in for Gall peass, Local Purchase Form and Permit to Birgoin for Exhibitors, Sazans	23.	Corresponds to you Mark only one oval p St Di SQD0.1 am satisfied with	For SQD 0-8, plk rur answer. ser row trongly Disagree	Nether Agree nor Disagree	neck mark	Strongly Agree	Not Applicable		
21. Transaction/Serv  Mark only one ov  1. Agelicatio  2. Agelicatio  3. Agelicatio  5. Agelicatio  6. Agelicatio  and Stakeholded	ice availled: al.  In for Accreditation and Permit to Operate (PTO) - New In for Renewal of Certificate of Accreditation and Permit to Operate (PTO) In for a Temporary Permit to Operate (TPTO) for Locations In for a Temporary Permit Operate (TPTO) for Exhibitions and Bazarars In for Gate pass, Local Purchase Form and Permit to Bring-In for Locators In for Gate pass, Local Purchase Form and Permit to Bring-In for Exhibitions, Bazarars In for Gate pass, Local Purchase Form and Permit to Bring-In for Exhibitions, Bazarars In for Gate pass, Local Purchase Form and Permit to Bring-In for Exhibitions, Bazarars In for Gate pass, Local Purchase Form and Permit to Bring-In for Exhibitions, Bazarars In formation of the Permit Technology Information I	23.	Corresponds to you Mark only one oval p St Di SQD0.1 am satisfied with	For SQD 0-8, plu sur answer.	Nether Agree	neck mark	(✓) on the	ne column that		
21. Transaction Serv  Mark only one ou  1. Applicatio  2. Applicatio  3. Applicatio  6. Applicatio  6. Applicatio  and Stakeholden  7. Application	ice availited: al. in for Accreditation and Permit to Operate (PTO) - New in for Renewal of Conflictual or Accreditation and Permit to Operate (PTO) in for a Temporary Permit to Operate (PTO) for Location in for a Temporary Permit to Operate (PTO) for Exhibitors and Bazans in for Gall Temporary Permit to Operate (PTO) for Exhibitors and Bazans in for Gall peass, Local Purchase Form and Permit to Birgoin for Location in for Gall peass, Local Purchase Form and Permit to Birgoin for Exhibitors, Sazans	23.	SQD0. I am satisfied with the service that I	For SQD 0-8, plk rur answer. ser row trongly Disagree	Nether Agree nor Disagree	neck mark	Strongly Agree	Not Applicable		
21. Transaction/Surv  Mark only one ou  1. Ageistado  2. Ageistado  3. Ageistado  6. Ageistado  7. Ageistado  8. Ageistado  9. Ageistado  9. Ageistado  9. Ageistado  9. Ageistado  9. Ageistado  9. Ageistado	ice availled:  al.  In for Accreditation and Permit to Operatio (PTO) - New In for Renewal of Certificate of Accreditation and Permit to Operate (PTO) In for a Temporary Permit to Operate (TPTO) for Excellence In a Temporary Permit to Operate (TPTO) for Exhibitions and Bazzars In for Gate pass, Local Purchase Form and Permit to Bring-In for Locators In for Gate pass, Local Purchase Form and Permit to Bring-In for Exhibition, Bazzars In for Gate pass, Local Purchase Form and Permit to Bring-In for Exhibition, Bazzars In for Permit to Bring-Out for Location — Local Articles for Permanent Pull-out In to Permit to Bring-Out for Location — Temporary Transfer In Permit to Bring-Out for Exhibitions In Permit to Bring-	23.	corresponds to yo  Mark only one oval p  SI  Oil  SQD0.1 am satisfied with the service that I availed.  SQD1.1 spent a spent a reasonable	For SQD 0-8, pk pk pr answer.	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable		
21. Transaction/Serv  Mark only one ou  1. Application  2. Application  3. Application  4. Application  6. Application  7. Application  8. Application  8. Application  10. Application  11. Application  12. Application  13. Application  14. Application  15. Application  16. Application  17. Application  18. Application  19. Application  19. Application  19. Application	ice availitet:  at.  In the Accreditation and Permit to Operatin (PTO) - New  In the Received of Conflictate of Accreditation and Permit to Operatin (PTO) In  In a Temporary Permit to Operatin (PTO) for Locations  In the a Temporary Permit to Operatin (PTO) for Exhibitors and Bazzars  In the Caller passa, Local Purchase Form and Permit to Birngol in for Locations  In the Caller passa, Local Purchase Form and Permit to Birngol in for Exhibitors, Bazzars  In or Permit to Birngo Out for Location — Local Articles for Perminanter Pull-out  In the Permit to Birngo Out for Location — Temporary Transfer	23.	Corresponds to you Mark only one oval p St Di St	For SQD 0-8, plk rur answer. ser row trongly Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable		
21. Transaction Serv.  Mark only one ou  1. Aegistado  2. Agriculos  3. Agriculos  6. Agriculos  10. Agriculos  11. Agriculos  10. Agriculos  10. Agriculos  10. Agriculos  10. Agriculos  10. Agriculos  11. Request  11. Request  11. Request	ice availled:  al.  In for Accreditation and Permit to Operatio (PTO) - New In for Renewal of Certificate of Accreditation and Permit to Operate (PTO) In for a Temporary Permit to Operate (PTO) for Excellence In a Temporary Permit to Operate (PTO) for Excellence In a Temporary Permit to Operate (PTO) for Exhibitors and Bazzars In for Gate pass, Local Purchase Form and Permit to Bring-In for Locators In for Gate pass, Local Purchase Form and Permit to Bring-In for Exhibitors, Bazzars In for Gate pass, Local Purchase Form and Permit to Bring-In for Exhibitors, Bazzars In for Permit to Bring-Out for Locators—Local Articles for Permanent Pull-out In to Permit to Bring-Out for Exhibitors—Temporary Transfer In for Permit to Bring-Out for Exhibitors In Formation Formation Card (II) for J-INSEZ Employees Interview Temporary Temporar	23.	SODO. I am satisfied with the service that I availed.  SODI. I am satisfied with the service that I availed.  SODI. I service that I availed.	For SQD 0-8, pk pk pr answer.	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable		
21. Transaction/Serv  Mark only one ou  1. Application  2. Application  3. Application  5. Application  6. Application  7. Application  7. Application  9. Application  10. Reposed  11. Request  11. Request	ice availitet:  al.  In for Accreditation and Permit to Operate (PTO) - New  In FR Remeate of Coefficiale of Accreditation and Permit to Operate (PTO) In  In a Temporary Permit to Operate (PTO) for Location  In Fa Temporary Permit to Operate (PTO) for Exhibitors and Bazaars  In For Galer pass, Local Perchase Form and Permit to Birrigh in Fr. Locations  In For Galer pass, Local Perchase Form and Permit to Birrigh in Fr. Exhibitors, Bazaars  In Formation Birrigh Cut for Locations — Local Articles for Permit many Permit to Birrigh to Fr. Exhibitors, Bazaars  In Fermit to Birrigh Cut for Locations — Temporary Transfer  In Formation Birrigh Cut for Standardores  For Vermit to Birrigh Cut for JHSEZ Employees  For Identification Card (ED) for JHSEZ Employees  For Mangement From Accredit exiltering stewed Business Enterprises (RBEs)  For Mangement From Accredit exiltering stewed Business Enterprises (RBEs)  For an Operation on CREATE Excenditional Policy Labor Center Policy, CAO 2-86	23.	SQD0. I am satisfied with the service that I apvailed amount of time for my transaction.  SQD1. I am satisfied with the service that I availed.  SQD1. I spent a reasonable amount of time for my transaction.  SQD2. The office	For SQD 0-8, pk pk pr answer.	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable		
21. Transaction/Serv  Mark only one or  1. Application  2. Application  3. Application  4. Application  5. Application  7. Application  17. Application  19. Application  10. Application  11. Request	ice availited:  al.  In for Accreditation and Permit to Operate (PTO) - New  for Renewal of Certificate of Accreditation and Permit to Operate (PTO)  In for a Temporary Permit to Operate (PTO) for Exhibitors and Bazzaers  In for a Temporary Permit to Operate (PTO) for Exhibitors and Bazzaers  In for Cellate pass, Local Perchaser Form and Permit to Bring-In for Locators  In for Cellate pass, Local Perchaser Form and Permit to Bring-In for Locators  In for Cellate pass, Local Perchaser Form and Permit to Bring-In for Exhibitors, Bazzaers  In for Permit to Bring-Out for Location — Local Articles for Permanent Pull-out  In for Permit to Bring-Out for Location — Local Articles for Permanent Pull-out  In Ferman to Bring-Out for Location — Temporary Transfer  for Vermit Permit to Bring-Out for Location — Temporary Transfer  Tor Vermit Permit Locators  For Joseph Location — Temporary Transfer  Tor Vermit Permit Locators	23.	corresponds to yo  Mask only one oval p  SIDD:  SODD: I am suitabled with the service that I sport a sonalde amount of time for my transaction.  Transaction.	For SQD 0-8, pla for an analysis of the state of the stat	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable		
21. Transaction/Serv  Mark only one ov  1. Application  2. Application  3. Application  6. Application  7. Application  8. Application  10. Application  11. Reposed  11. Request  12. Request  13. Request  14. Request  15. Request  16. Request  17. Request  18. Reposed  19. Request  19. Request  19. Request  19. Request  10. Request  10. Request  10. Request  11. Request	ice availied:  at  for Accreditation and Permit to Operate (PTO) - New  for Renewal of Centificate of Accreditation and Permit to Operate (PTO) in  for a Temporary Permit to Operate (PTO) for Locations  in for a Temporary Permit to Operate (PTO) for Locations  in for a Temporary Permit to Operate (PTO) for Exhibitors and Bazaars  in for Gales pass, Local Purchases Form and Permit to Bring-in for Locations  in for Gales pass, Local Purchases Form and Permit to Bring-in for Exhibitors, Bazaars  in for Permit to Bring-Quit for Locations — Local Articles for Permit manual Pull-out  in for Permit to Bring-Quit for Locations — Local Articles for Permit manual Pull-out  in for Permit to Bring-Quit for Locations — Local Articles for Permit manual Pull-out  in for Permit to Bring-Quit for Locations — Local Articles for Permit manual Pull-out  in for Permit to Bring-Quit for Locations  to Hord Recovery (PTO) of the Statished Manual Pull-out  in for Overline From Locations  to Manual Permit to Bring-Quit for Life SEZ Employees  to Manual Permit to Bring-Quit for Life SEZ Employees  to Manual Permit to Bring-Quit for Life SEZ Employees  to Manual Permit to Bring-Quit for Life SEZ Employees  to Manual Permit to Bring-Quit for Life SEZ Employees  to Manual Permit to Bring-Quit for Life SEZ Employees  to Manual Permit to Bring-Quit for Life SEZ Employees  to Manual Permit to Bring-Quit for Life SEZ Employees  to Manual Permit to Bring-Quit for Life SEZ Employees  to Manual Permit to Bring-Quit for Life SEZ Employees  to Manual Permit to Bring-Quit for Life SEZ Employees  to Manual Permit to Bring-Quit for Life SEZ Employees  to Manual Permit to Bring-Quit for Life SEZ Employees  to Manual Permit to Bring-Quit for Life SEZ Employees  to Manual Permit to Bring-Quit for Life SEZ Employees  to Manual Permit to Bring-Quit for Life SEZ Employees  to Manual Permit to Manual Permit to Bring-Duit for Manual Permit for Manual Permit for Manu	23.	Corresponds to yo  Mark only one eval if  SQDD. I am satisfied with the service that it availed.  SQDD. I appear a reasonable reason	For SQD 0-8, pk pk pr answer.	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable		
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ROS MESTING	8° 6			SQD1. I spent a reasonable amount of time for my							
Material, long person from the person of the				sQD2. The office followed the transaction's requirements and steps							
Skp to question 2:	5			based on the information provided. SQD3. The steps (including							
				(including payment) I needed to do for my transaction were easy and simple.							
				SQD4. I easily found information about my transaction from the office's							
				SQD5. I paid a reasonable amount of fees for my transaction.						0	
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Skp to question 25 25. Suggestions	on how we can further improve our services (Optional):										
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CC1: Awareness of the JHMC CC by Type of Client

Category	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.	Total
Business Locator	63.31%	7.79%	8.77%	20.13%	308
Event Organizer	27.78%	5.56%	16.67%	50.00%	18
Tourists	53.54%	8.75%	11.61%	26.09%	664
Other Stakeholders	69.47%	4.21%	9.47%	16.84%	94
JHMC Employee	82.26%	4.84%	4.84%	8.06	57
Valid n=1,141	673	90	118	260	1,141
	58.98%	7.85%	10.38%	22.12%	100.00%

### CC2: Visibility of the JHMC CC by Type of Client

Category	1. Easy to see	2. Somewhat easy to see	3. Difficult to see	4. Not visible at all	N/A	Total
Business Locator	66.45%	9.30%	3.99%	0.33%	19.93%	301
Event Organizer	31.25%	18.75%			50.00%	16
Tourists	60.13%	14.91%	2.68%	2.51%	19.77%	598
Other Stakeholders	72.63%	5.26%	1.05%	1.05%	20.00%	94
JHMC Employee	85.96%	10.53%		3.51%		57
Valid n=1,066	682	131	29	19	205	1066
	63.98%	12.29%	2.72%	1.78%	19.23%	100.00%

## CC3: Helpfulness of the JHMC CC by Type of Client

Category	1. Helped very much	2. Somewhat helped	3. Did not help	N/A	Total
Business Locator	66.45%	12.96%	0.33%	20.27%	301
Event Organizer	37.50%	6.25%		56.25%	16
Tourists	61.01%	15.29%	2.02%	21.68%	596
Other Stakeholders	72.63%	4.21%		23.16%	94
JHMC Employee	98.21%	1.79%			56
Total	693	136	13	221	1063
Valid n=1,063	65.19%	12.79%	1.22%	20.79%	100.00%

### Annex D

## **Comments/Suggestions for Improvement of JHMC Services**

#### Locators

Areas of improvement	Frequency	Comments/Suggestions
Good services	21	Good service. Just continue what you are doing.
		2. Marks good.
		3. No problem w/ their services (2x)
		4. Ok naman lahat ng services nila (5x)
		5. Sana po ay maipagpatuloy ang maayos na serbisyo.
		6. Service is exceptional from guards to all staff.
		7. They are all accommodating and assistive
		8. Staff do accommodate their clients well.
		9. Thank you so much for accommodating us.
		10. Thank you! (2x)
		11. Good service.
		<ol> <li>Maayos po naman ang processing with regards to PTO especially website na ang panukala nila.</li> <li>(Minsan lang po ay hindi gumagana ang website).</li> </ol>
Need to improve/ Upgrade	17	Minsan lang po ay hindi gumagana ang website.
SEZRIS Online Portal		<ol><li>Areas for improvement are on the SEZRIS website as sometimes the website is down and we have no access.</li></ol>
		3. At times medyo hassle ang pag process online then mag-antay ng feedback before processing.
		4. Di maayos ang online transaction ng PBI/PBO, laging sira ang online nila.
		5. JHMC website must be available at all times to avoid delays of deliveries.
		6. Please update SEZRIS account to a newer version if possible.

Areas of improvement	Frequency	Comments/Suggestions
		7. Sana maayos na po yung online system ni SEZRIS since lage siyang offline at mahirap buksan kahit na sa incognito chrome namin siya e open.
		8. Sana po any maayos na ang SEZRIS.
		SEZRIS website cannot be accessible sometimes.
		10. The website sometimes have problem to process LPF like this month of November.
		11. Upgrade SEZRIS.
		12. Your portal is not easy to use (4x)
		<ol> <li>The JHMC website also has security issues. I have difficulty opening the website using the chrome browser.</li> </ol>
		14. Also improve the SEZRIS because it is usually a down system.
One-stop shop/accessibility of cashier	13	<ol> <li>No Cashier to pay to. Only BDD was present (because of their Christmas party). They should have put a memo that transactions are not available during their Christmas party at lunchtime. 2nd time to happen in 2 weeks. Tanggalin ninyo na yung "No Noonbreak" policy ninyo.</li> </ol>
		2. No one was in for the transaction at 12:05 Offline online transaction and access to payment so far
		3. Minsan mahirap ma contact office nila for other questions per CEC.
		4. Gawin opisina ang OSAC office for payment para di mahirapan ang locators ng Ayala.
		5. Di maayos ang online transaction ng PBI/PBO, laging sira ang online nila.
		6. Maibalik po sana sa Custom sa pagbabayad ng LPF/Gatepass.
		7. Mas madali magbayad sa Custom para hindi malayo.
		<ol> <li>We suggest that the payment will be back at the Custom office because your new JHMC office is too far I suggest that somehow the processes and payments will eventually become a one stop shop.</li> </ol>
		9. One stop shop.
		10. Bumalik po sana sa customs sa pagbabayad ng LPF/gatepass para hindi po malayo sa amin lalo na po na nasa gate 1 po kami.
		11. Dapat sa dati po yong pagbabayaran ng LPF. sa dati sana.
		12. Allow payment at Customs Office every weekdays please Gate pass required we paid even if just to

Areas of improvement	Frequency	Comments/Suggestions
		bring in equipment in buildings requiring company's services.
		13. We suggest that the payment will be back at the Custom Office because your new JHMC office is too far.
Very long processing time	10	<ol> <li>About payment of fees, it would be much better if there were online payment options available. Transactions would be much better.</li> </ol>
		<ol> <li>At times medyo hassle ang pag process online then mag-antay ng feedback before processing.</li> <li>JHMC website must be always available to avoid delays of deliveries.</li> </ol>
		4. Kung renewal ang PTO, dapat ang requirements na lang PTO ang kukunin na pang-approve ng permit. Wala na yung ibang requirements. Ang gamit natin permit ay two from Baguio (permit to business) and sa JHMC (permit to operate).
		<ol><li>Minsan mahirap ma contact office nila for other questions per CEC. Late magbigay ng certificate kahit na processed at bayad mo na ito. Dapat pagkabayad, issue ka agad ang CEC for locators.</li></ol>
		6. Some of the employees working at the respective offices needed for PTO renewal are not helpful. Their attitude is more like "Why don't you know what you are doing?" Instead of being just helpful to the locators. I have encountered a few with this attitude. In addition, most of the fees that need to be paid for every renewal are not explained to the locators. We don't know what it's for and why the fee is so high.
		7. Renewing the PTO takes a lot of effort and patience from every locator plus it costs a lot. I wish this could be simplified and some tests can be done every other year instead of yearly especially when nothing has changed. (an example is the Megger test, environmental compliance, it has to be done yearly when all the equipment in the store is the same) getting permits and the like for delivery/repairs is also so difficult. We have stores in SM malls and transacting with them is so much easier.
		8. This is tiring takes our time. (2x)
		<ol> <li>Tuloy-tuloy lang po ang pagkakaroon ng meeting every quarter. Agenda kaysa sa mga bagong kaalaman sa loob ng JHMC.</li> </ol>
		10. We hope hindi kami maihirapan sa requirements namin for PTO like CEC and our contract.

Areas of improvement	Frequency	Comments/Suggestions
Very long processing time	10	About payment of fees, it would be much better if there were online payment options available.  Transactions would be much better.
		2. At times medyo hassle ang pag process online then mag-antay ng feedback before processing.
		3. JHMC website must be always available to avoid delays of deliveries.
		4. Kung renewal ang PTO, dapat ang requirements na lang PTO ang kukunin na pang-approve ng permit. Wala na yung ibang requirements. Ang gamit natin permit ay two from Baguio (permit to business) and sa JHMC (permit to operate).
		<ol> <li>Minsan mahirap ma contact office nila for other questions per CEC. Late magbigay ng certificate kahit na processed at bayad mo na ito. Dapat pagkabayad, issue ka agad ang CEC for locators.</li> </ol>
		6. Some of the employees working at the respective offices needed for PTO renewal are not helpful. Their attitude is more like "Why don't you know what you are doing?" Instead of being just helpful to the locators. I have encountered a few with this attitude. In addition, most of the fees that need to be paid for every renewal are not explained to the locators. We don't know what it's for and why the fee is so high.
		7. Renewing the PTO takes a lot of effort and patience from every locator plus it costs a lot. I wish this could be simplified and some tests can be done every other year instead of yearly especially when nothing has changed. (an example is the Megger test, environmental compliance, it has to be done yearly when all the equipment in the store is the same) getting permits and the like for delivery/repairs is also so difficult. We have stores in SM malls and transacting with them is so much easier.
		8. This is tiring takes our time. (2x)
		<ol> <li>Tuloy-tuloy lang po ang pagkakaroon ng meeting every quarter. Agenda kaysa sa mga bagong kaalaman sa loob ng JHMC.</li> </ol>
		10. We hope hindi kami maihirapan sa requirements namin for PTO like CEC and our contract.

Areas of improvement	Frequency	Comments/Suggestions
Payment options	8	<ol> <li>I suggest that somehow the processes and payments will eventually become a one-stop shop.</li> <li>With regard to payment of fees, it would be much better if there were online payment options available. transactions would be much better.</li> <li>E-payment, please. (2x)</li> <li>Allow payment at the Customs office every weekday please.</li> <li>The permits can now be done online, request the payment can also be done online.</li> <li>Bank-to-bank transfer/online payment for all permits/services availed.</li> <li>Allow payment at Customs every weekday please.</li> <li>Having online payment options make the transaction easier.</li> </ol>
Simplify/Reduce documentary requirements	8	<ol> <li>Kung renewal ang PTO, dapat ang requirements na lang pto ang kukunin na pang-approve ng permit. Wala na yung ibang requirements. Ang gamit natin permit ay two from Baguio (permit to business) and sa JHMC (permit to operate).</li> <li>Some of the employees working at the respective offices needed for PTO renewal are not helpful. Their attitude is more like "why don't you know what you are doing?" Instead of being just helpful to</li> </ol>
		<ol> <li>the locators. I have encountered a few with this attitude.</li> <li>Renewing the pto takes a lot of effort and patience from every locator plus it really costs a lot. I wish this can be simplified and some tests can be done every other year instead of yearly especially when nothing has changed. (example is the megger test, environmental compliance, it has to be done yearly when all the equipment in the store are the same) getting permits and the like for delivery/ repairs is also so difficult. We have stores in SM malls and transacting with them is so much easier.</li> </ol>
		4. We hope hindi kami maihirapan sa requirements namin for PTO like CEC and our contract
		5. Need to lessen the requirements.
		6. Simplify requirements for PTO
		7. The processing of PTO have a lot of requirements.
		8. We do hope na ma grant na yung PTO namin. God bless.

Areas of improvement	Frequency	Comments/Suggestions
Fairness of fees	5	In addition, most of the fees that need to be paid every renewal are not explained to the locators.  We don't know what it's for and why the fee is so high.
		<ol><li>Gate pass required we paid even if just to bring in equipment in buildings requiring company's services.</li></ol>
		<ol> <li>Big and small volume of product have same fee - not fair. One thousand pesos fee during holidays is too much for us smaller businesses.</li> </ol>
		4. Gatepass is too much expensive.
		5. Kung mas mababa pa sana ang singil ng lahat ng permit.
Frontline/Security Issues	6	<ol> <li>Some of the employees working at the respective offices needed for PTO renewal are not helpful.         Their attitude is more like "Why don't you know what you are doing?" Instead of being just helpful to the locators. I have encountered a few with this attitude.     </li> </ol>
		<ol><li>In addition, most of the fees that need to be paid for every renewal are not really explained to the locators. We don't know what it's for and why the fee is so high.</li></ol>
		3. Renewing the PTO takes a lot of effort and patience from every locator plus it really costs a lot. I wish this can be simplified getting permits and the like for delivery/ repairs is also so difficult. We have stores in SM malls and transacting with them is so much easier.
		4. Additionally, they also gave a feedback to John Hay's security saying that they are strict and do not
		want to cooperate - the security "sometimes" does not believe that they are business owners upon reaching the security check in the entrance of Camp John Hay.
		<ol> <li>Guard service poor shouting and raising voice; not explaining procedures well; As if client is stupid enough to understand protocols. I think it is better that the guards are informed as well about these permits because sometimes the problem is not the office but the guards.</li> </ol>
		6. No one was in for the transaction at 12:05 pm.
Printer for cashier	3	1. Printer for cashier. (2x)
		Printer for cashier for fast transaction.

Areas of improvement	Frequency	Comments/Suggestions
Improvement of facilities	2	<ol> <li>Client suggests that the road that leads to the back of the bldg a across the entrance of Concentrix needs improvement as it currently is not paved and this impacts their logistics to deliver goods to the enterprise.</li> <li>Maintain the cleanliness of the place</li> </ol>
Free water, Free sticker for members (locators?)	2	Free drinking water.     Provide stickers to all members.
Continue quarterly meetings with Locators	1	Tuloy-tuloy lang po ang pagkakaroon ng meeting every quarter. Agenda kaysa sa mga bagong kaalaman sa loob ng JHMC.

## Other stakeholders and Event Organizers

Areas of improvement	Frequency	Comments/Suggestions
Good services	9	<ol> <li>It's more fun here. Keep it up.</li> <li>Keep up the good work.</li> <li>No comment; staff is accommodating.</li> <li>Service rendered by mark was very exemplary.</li> <li>Very informative and friendly.</li> <li>Staff are truly accommodating and helpful.</li> <li>Thank you.</li> <li>They are very good and kind and entertaining their clients.</li> <li>Very thankful.</li> </ol>
Very long processing time	3	<ol> <li>Ang tagal ma approved ng letter (2x)</li> <li>Recommend to have a fast approval of letter for not to delay of projects.</li> </ol>

Areas of improvement	Frequency	Comments/Suggestions
One-stop shop/ Accessibility of cashier	2	1. Customs permit and payment/checking should be a one stop shop process (2x)
Need to improve/ Upgrade SEZRIS Online Portal	1	I hope we can enpower the transactions via online also.
Others	1	Just more CCTV cam for more chance to see what happens in the workplace

## **Tourists**

Areas of improvement	Frequency	Comments/Suggestions
Good services & facilities	30	1. 100/100 excellent customer service everyone was friendly & approachable.
		2. Accommodating and welcoming tour guide, did her best and shared knowledge to us. She's the best!
		3. Accommodating!
		4. All good.
		5. As a history major, the historical trail must be maintained regularly. Nevertheless, historically accurate and informative!
		6. Commendations on residence discount.
		7. Entrance staff was good.
		8. Good job.
		9. Good service! 5 stars.
		10. Good services.
		11. Great experience.
		12. Maganda po ang serbisyo at maganda ang tanawin.
		13. Nice environment, clean facilities.

Areas of improvement	Frequency	Comments/Suggestions
		14. No comment at all, Thank you for accommodating.
		15. No need for improvements, its good the way it was.
		16. Nothing more cuz i've experienced satisfying services from each of the staffs.
		17. Ok po ang pagtanggap.
		18. Service is ok as it is.
		19. Staff are very friendly, very accommodating, Thank you and more power.
		20. Very beautiful and clean.
		21. Very accommodating.
		22. The service was good.
		23. I had fun inside and I'd definitely go back here.
		24. The staff were very kind.
		25. Very accommodating staff.
		26. Very good.
		27. Malinis pa yung house. (?)
		28. Very nice place and relaxing.
		29. Very nice, approachable staff, nice view.
		30. Thank <3 keep up the good work.
Fix/Improve facilities	13	As a history major, the historical trail must be maintained regularly. Nevertheless, historically accurate and informative!
		2. Baggage counter.
		3. Better accessibility/better transportation.
		4. CR is clean and with water! Liberty loop really beautiful.
		5. Gravel stones slippery for kids.
		6. (Maybe you can lower the price, ) it's nice that you adopted PWD ramps since not many places in the philippines do.
		7. More improvement, faucet draining, interior beautification, light (christmas light)

Areas of improvement	Frequency	Comments/Suggestions
		<ul> <li>8. Need pa e improve yung sa secret garden kasi ang plain ng ambiance.</li> <li>9. Slippery steps.</li> <li>10. Suggestion to have a baggage counter.</li> <li>11. The PWD ramp was difficult to walk on Water station inside.</li> <li>12. Water station inside</li> <li>13. Water stations.</li> </ul>
Need for better signages/ maps, info	11	<ol> <li>As a history major, the historical trail must be maintained regularly. Nevertheless, historically accurate and informative!</li> <li>Historical signage was good.</li> <li>Add map/brochure of area.</li> <li>Make the CC more visible.</li> <li>Make the CC more visible especially at the front of the office.</li> <li>More historical facts about camp John Hay.</li> <li>Provide maps.</li> <li>QR code for attraction.</li> <li>Signages.</li> <li>Someone avails the services for her, and no guide around/ no guide, needs more information.</li> <li>There should be a map of the Historical Core.</li> </ol>
Fairness of fees	10	<ol> <li>Commendations on residence discount.</li> <li>Maybe you can lower the price.</li> <li>40-50 pesos entrance fee or just lower the entrance fee in general.</li> <li>(Ang baho ng CR, ang layo pa.) Ang mahal pa naman ng singil.</li> <li>(Pota CR not working;) Fees too high.</li> <li>Lower payment to get in and make discounts for others.</li> </ol>

Areas of improvement	Frequency	Comments/Suggestions
		<ol> <li>Lower the entrance fee.</li> <li>Medyo mahal entrance fee.</li> <li>Price (entrance fee) got more expensive.</li> <li>The price i paid isn't worth the experience.</li> </ol>
Dirty/Non-functioning CR	10	<ol> <li>Ang baho ng CR, ang layo pa. Ang mahal pa naman ng singil. Pota.</li> <li>Untidy comfort room and not accessible.</li> <li>More improvement, faucet draining, interior beautification, light (christmas light).</li> <li>Comfort room (3x)</li> <li>CR broken.</li> <li>Every places needs public CR.</li> <li>Please make sure the bathroom equipment is working.</li> <li>Tissues.</li> </ol>
Payment options	6	<ol> <li>Ecash payment; cr broken.</li> <li>E-payment please.</li> <li>E-payment (gcash).</li> <li>Gcash, paymaya.</li> <li>The office should have enough coins or change during the morning to not delay the transactions Transaction took long.</li> <li>Ecash payment;</li> </ol>
Need for better frontline services	7	<ol> <li>Transaction took long.</li> <li>Someone avails the services for her, and no guide around/ no guide, needs more information.</li> <li>Maging maunawain at mapag – pasensya.</li> <li>Paper wrist band, calendar hehe!!</li> <li>Polite and friendly staff.</li> <li>Security staff in main gate of camp john hay should talk to tourist nicely instead of shouting.</li> <li>Stamp in the hands for the guards to see who paid.</li> </ol>

Areas of improvement	Frequency	Comments/Suggestions
More flowers	6	Need pa e improve yung sa secret garden kasi ang plain ng ambiance.
		2. Add more flowers in secret garden.
		3. More flowers in the secret garden.
		4. More plants to view.
		5. Paki dagdagan po yong bulaklak sa secret garden po. Thank <3 keep up the good work.
		6. Plant more flowers/plants.
Open up more areas/trails	6	<ol> <li>Keep the areas open as some are closed.</li> <li>Limited indoor activities.</li> <li>Make more spot for photo ops. Thank you.</li> <li>Open some of the closed trails.</li> <li>Some places are not open.</li> <li>The secret garden is not open/path is closed.</li> </ol>
Need for tour guide	5	<ol> <li>Someone avails the services for her, and no guide around/ no guide, needs more information.</li> <li>A need for your guide in the house to explain.</li> <li>A tour guide of the place for 1st timers would be a great addition for the attraction Additional tour guide or staff to assist tourist.</li> <li>Tour guide about what camp John Hay was.</li> </ol>
Add more shops/ stalls	5	<ol> <li>Build some coffee shops.</li> <li>More tourist destination like stall.</li> <li>Provide or at least build food stalls or cafe inside within the vicinity.</li> <li>Stalls in the middle of the trail to buy waters.</li> <li>Tree top - bring it back.</li> </ol>
Preserve the area	1	As a history major, the historical trail must be maintained regularly. Nevertheless, historically accurate and informative!

Areas of improvement	Frequency	Comments/Suggestions
		2. Maganda po ang serbisyo at maganda ang tanawin.