



REPUBLIC OF THE PHILIPPINES
NATIONAL ECONOMIC AND DEVELOPMENT AUTHORITY

PHILIPPINE NATIONAL VOLUNTEER SERVICE COORDINATING AGENCY

Customer Satisfaction Feedback Form

PNVSCA continuously works to improve the quality of services we provide to our stakeholders and would like to request that you accomplish the questions below.

(For any personal data/ information you provided by which you can be identified, rest assured that it will only be used in accordance with the Republic Act No. 10173 or the Data Privacy Act of 2012. We keep personal data/information for as long as it is necessary. If purpose/s have been served, personal data collected will be disposed/discarded in accordance with pertinent laws. You have the right to ask for a copy of any personal data/information we hold about you, as well as to ask for it to be corrected or updated as needed. To do so, please email us at info@pnvsca.gov.ph.)

*Required

***A. Transaction with PNVSCA. Please CHECK below the appropriate transaction with PNVSCA and use ONE feedback form for every transaction.**

- Inquiries on Volunteer Program and Services
- Inquiries o Admin Concerns:
 - Cashiering
 - Procurement
 - Recruitment
 - Others (please specify) _____
- Processing of Request for Foreign Volunteer Assistance
- Registration of Volunteer Service Organization
- Request for Resource Person (e.g. Orientation on Volunteerism)
- Request for Technical Services
- Processing of Request for Clearance of Filipino Overseas Volunteers

B. Feedback: Using the rating of 1-5 with 1-Poor; 2-Needs Improvement; 3-Satisfactory; 4-Very Satisfactory; and 5-Outstanding, please rate the following aspects of handling your transaction/s with us.

- a. Responsiveness (the willingness of the staff to help, assist and provide service to the client; response time)

1 2 3 4 5

- b. Reliability/Quality (the service provided meets the standards, with zero to a minimal error rate)

1 2 3 4 5

c. Access and Facilities (convenience and comfortability of location, if face to face; use of technology, e.g. zoom, etc.)

1 2 3 4 5

d. Communication (clarity of information/instructions provided, use of easy-to-understand language/terms, listening to the feedback of clients)

1 2 3 4 5

e. Integrity (frontline staff shows honesty and fairness in dealing with the client/s)

1 2 3 4 5

f. Assurance (frontline staff is able to perform his/her duties well, knowledgeable about the service, shows courtesy and understanding of client's needs)

1 2 3 4 5

g. Outcome (extent of achieving/realizing the desired result/outcome)

1 2 3 4 5

h. Over-all Experience

1 2 3 4 5

*Name of PNVSCA staff who provided assistance: _____

Complaint (if any):

*Name of PNVSCA staff being complained: _____

Recommendations/Suggestions/Desired action from our office (optional):

C. Client Information

Email Address*: _____

Name (optional): _____

Contact No. (optional): _____

Sex*:

- Male
- Female
- Prefer not to say

Age:

- Below 20
- 21-30
- 31-40
- 41-50
- 51-60
- Above 60
- Prefer not to say

Office/Agency: _____

Sector:

- National Government Agency (NGA)
- Government-Owned and Controlled Corporation (GOCC)
- Local Government Unit (LGU)
- Academe
- Civil Society Organization (CSO)/ Non-Government Organization (NGO)
- Private/Corporate Foundation

Region*:

- CAR
- Region I
- Region II
- Region III
- NCR
- Region IVA
- Region IVB
- Region V
- Region VI
- Region VII
- Region VIII
- Region IX
- Region X
- Region XI
- Region XII
- Region XIII
- CARAGA
- BARMM

City/Municipality: _____