



REPUBLIC OF THE PHILIPPINES
NATIONAL ECONOMIC AND DEVELOPMENT AUTHORITY

PHILIPPINE NATIONAL VOLUNTEER SERVICE COORDINATING
AGENCY

Customer Satisfaction Survey Form: External Services

HELP US SERVE YOU BETTER!

PNVSCA endeavors to consistently provide effective and efficient services to meet our client's needs. In this regard, may we request you to help us improve our services by answering this survey form. 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.

To know more about PNVSCA and our Citizen's Charter, please click this https://www.pnvzca.gov.ph/?page_id=146.

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

<input type="checkbox"/> Inquiries on: <input type="checkbox"/> Volunteer Program and Services <input type="checkbox"/> Volunteer events/activities <input type="checkbox"/> Volunteer Awards/Recognition <input type="checkbox"/> Clearing of International (Foreign) Volunteer Assistance/Assignment <input type="checkbox"/> Registration of Volunteer Service Organization <input type="checkbox"/> Endorsement of Filipinos Volunteering Overseas <input type="checkbox"/> Processing of Claims of External Suppliers <input type="checkbox"/> Hiring of Plantilla Personnel <input type="checkbox"/> Others	<input type="checkbox"/> Provision of Technical Assistance <i>(e.g. request for resource person, request for review of volunteerism-related policies)</i>
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B. Personal Information/Details

Name (Optional): _____ Office/Agency: _____

Email Address: _____ Contact Details : _____

Sex: <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Prefer not to say Age group: <input type="checkbox"/> 20 & below <input type="checkbox"/> 21-30 <input type="checkbox"/> 31-40 <input type="checkbox"/> 41-50 <input type="checkbox"/> 51-60 <input type="checkbox"/> 61 & above	PWD: <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Prefer not to say Member of any Indigenous Group: <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Prefer not to say Solo Parent: <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Prefer not to say	Client Type: <input type="checkbox"/> Government <input type="checkbox"/> Business <input type="checkbox"/> Citizen Sector: <input type="checkbox"/> National Government Agency (NGA) <input type="checkbox"/> Government-Owned and Controlled Corporation (GOCC) <input type="checkbox"/> Local Government Unit (LGU) <input type="checkbox"/> Non-Government Organization (NGO) <input type="checkbox"/> Corporate <input type="checkbox"/> Academe
Region: <input type="checkbox"/> Cordillera Administrative Region (CAR) <input type="checkbox"/> 1 – Ilocos <input type="checkbox"/> 2 – Cagayan Valley <input type="checkbox"/> 3 – Central Luzon <input type="checkbox"/> 4A – Southern Luzon (CALABARZON) <input type="checkbox"/> 4B – Southern Luzon (MIMAROPA) <input type="checkbox"/> 5 – Bicol <input type="checkbox"/> 6 – Western Visayas <input type="checkbox"/> 7 – Central Visayas <input type="checkbox"/> 8 – Eastern Visayas <input type="checkbox"/> 9 – Zamboanga Peninsula <input type="checkbox"/> 10 – Northern Mindanao <input type="checkbox"/> 11 – Davao <input type="checkbox"/> 12 – SOCCSKSARGen <input type="checkbox"/> 13 – Caraga <input type="checkbox"/> Bangsamoro (BARMM) <input type="checkbox"/> National Capital Region (NCR)		

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Citizen's Charter

The Citizen's Charter is an official document that reflects the services of a government agency/office, including its requirements, fees, and processing times, among others

CC1. Which of the following best describes your awareness of a Citizen's Charter (CC)?

- 1. I know what a CC is and I saw PNVSCA's CC.
 - 2. I know what a CC is but I did not see PNVSCA's CC. __ (pls check if transaction was made online)
 - 3. I learned of the CC only when I saw PNVSCA's CC.
 - 4. I do not know what a CC is and I did not see one in PNVSCA.
- __ (pls check if transaction was made online) (Answer 'N/A' in CC2 and CC3)






CC2. If aware of CC (answered codes 1-3 in CC1), would you say that the CC of PNVSCA was...?

- Easy to see
- Somewhat easy to see
- Difficult to see
- Not visible at all
- Not applicable (N/A)

CC3. If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- Helped very much
- Somewhat helped
- Did not help
- Not applicable (N/A)

***C. Feedback: Please put a check mark (✓) on the column that best corresponds to your answer.**

						N/A
	Strongly Agree (Lubos na Sumasang ayon)	Agree (Sumasang ayon)	Neither Agree nor Disagree (Sumasang ayon o Hindi sumasang ayon)	Disagree (Hindi Sumasang ayon)	Strongly Disagree (Lubos na Hindi Sumasang ayon)	Not Applicable
SQD0. I am satisfied with the service that I availed.						
SQD1. I spent a reasonable amount of time on my transaction.						
SQD2. The office followed the transaction's requirements and steps based on the information provided.						
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4. I easily found information about my transaction from the office or its website.						
SQD5. I paid a reasonable amount of fees for my transaction.						
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.						
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						
a. Outcome (extent of achieving/realizing the desired result/outcome)						
b. Over-all Experience						

*Name of PNVSCA staff who provided assistance: _____

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

THANK YOU!

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