

2021

# Customer Satisfaction Survey

# LBP Resources and Development Corporation (LBRDC)



**Implemented by**



**Premier Value Provider, Inc.**

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This report presents the findings of the 2021 Customer Satisfaction Survey of the LBP Resources and Development Corporation (LBRDC).

Data was collected through phone interviews from November 10, 2022 to January 5, 2023. The total number of respondents was 11 (10 Manpower Outsourcing Customers and 1 Property Management Customer).

Key findings of the survey are as follows:

For Manpower Outsourcing Customers:

1. Overall customer satisfaction rating is very satisfactory – 90% positive ratings (Average rating = 4.2).
2. The highest scoring factor was the Manpower Outsourcing Services (100%) although it can be noted that only 1 respondent provided a rating for this component of the survey. Information and Communication also got a high score (90%).
3. The lowest scoring factors were Facilities (0%) – noting that there was only 1 respondent who provided a rating for this, Complaints Handling and Records Keeping (50%), and Website (60%).
4. Qualitative comments from the positive raters were mostly pertaining to transactions. The neutral rater made a comment on the service which he/she found as not addressing the needs of the customers.
5. Analysis of scores per item indicated low scoring items are in the areas of: Website, Complaints Handling and Records Keeping, and Facilities.

For Property Management Customer:

1. Overall customer satisfaction rating is very satisfactory with positive rating of 100%. Note however there was only 1 respondent.
2. The lone respondent gave a 100% positive for all factors except “Facilities” which respondent indicated as not applicable.

This report presents the findings of the 2021 Customer Satisfaction Survey of the LBP Resources and Development Corporation (LBRDC). In accordance with the guidelines of the Governance Commission for Government Owned or Controlled Corporation (GCG), LBRDC engaged the consulting services of Premier Value Provider, Inc. (PVP) to implement this survey.

The survey objectives are as follows:

- 1) to determine the overall customer satisfaction levels of Construction Customers, Manpower Outsourcing Customers, and Property Management Customers;
- 2) to determine the level of satisfaction in the specific facets of client experience; and
- 3) identify the drivers of customer satisfaction.

The GCG provided a very detailed description of the standard methodology for the conduct of the customer satisfaction survey. PVP adopted all the specifications and procedures as stated in the document.

A quantitative research design (correlational survey design) was used. Data was collected through phone interviews.

## Respondents

Data was collected from a total of 11 respondents (10 Manpower Outsourcing Customers and 1 Property Management Customer). There were no respondents for Construction because for the two customers for this service, one did not agree to be interviewed and the other could not be reached with the contact details provided by LBRDC.

It should be noted that data collection was a year after and respondents made their responses in retrospect of their 2021 experience.

### Distribution of Respondents (Manpower Outsourcing Customers)

Variable		Respondents	%
Role in the Company			
	I am the primary person-in-charge of dealing/transacting with LBRDC	10	100%
Years in the Organization			
	1 - 2 years	4	38.5%
	6 – 10 years	2	23.1%
	More than 10 years	4	38.5%
Type of Ownership			
	Domestic	10	100.00%
Number of Employees			
	1 to 99 (Micro/Small)	6	53.8%
	100 to 199 (Medium)	3	30.8%
	200 and up (Enterprise)	1	15.4%
Position in the Organization			
	Admin Staff	1	15.4%
	Manager/Keeper/Supervisor	8	69.2%
	Account Specialist	1	15.4%
TOTAL		10	100%

## Survey Instrument

The full survey instrument as provided by the GCG guideline document was used.

The instrument includes screener items, while the main survey section includes items to measure: Overall satisfaction and ratings for the following specific customer experience factors (or attributes: 1) Staff, 2) On Manpower Outsourcing Services / Property Management Services (Lease) 3) Information and communication 4) Website, 5) Complaints handling and records keeping and 6) Facilities.

See Attachments A and B for the full instruments.

## Data Collection

Data was collected through phone interviews from November 10, 2022 to January 5, 2023. This covers customer experience with LBRDC for the year 2021.

The following quality control procedures were conducted:

### I. Data Quality Control Objective

Premier Value Provider, Inc. (PVP) implemented the quality control procedures stipulated in the GCG standards to ensure that the data gathered for the 2021 Customer Satisfaction Survey of the LBP Resources and Development Corporation (LBRDC) is of highest quality possible.

### II. Data Quality Control Procedures Implemented

The following quality control procedures stipulated in the GCG standards were implemented by Premier Value Provider, Inc. (PVP) in the conduct of the 2021 Customer Satisfaction Survey of LBRDC.

#### A. Observation, including Clearing/Debriefing Sessions

PVP carried out the observation during the first day of the survey conduct (November 10, 2022 to January 5, 2023) to check if the questionnaires were accomplished properly and consistently, following the prescribed guidelines given in the training of the enumerators. Further, observation was also undertaken even beyond the initial days of the data collection to continuously ensure consistent, proper accomplishment of the survey questionnaires all throughout.

The clearing/debriefing session was conducted on November 17, where the field data collector raised their concerns and challenges faced during the initial days of the data collection to the entire survey team. As initially expected, the most common problem faced by the interviewers was the reluctance of the customers to be interviewed citing they don't want to be interviewed. Also, as the survey is being done about the respondents' 2021 experience (one year ago), the interviewers were instructed to remind the respondents that they are being asked about their

2021 experience. Other standard reminders and pointers that were given during the training to the field data collectors were reiterated during the debriefing session.

## **B. Supervision and Spot Checking**

To ensure that the data gathered for the 2021 Customer Satisfaction Survey of LBP Resources and Development Corporation is of highest possible quality, Premier Value Provider, Inc. (PVP) undertook Supervision and Spot Checking, which are GCG-prescribed quality control procedures. Supervision also included the daily fieldwork progress monitoring activities.

As purposed, supervision was undertaken by the field manager to ensure the proper implementation of the survey conduct (i.e., the telephone interviews) whereas spot checking was undertaken by the field supervisors to ensure that the interviewers (i) did proper sampling (ii) implemented proper skipping of items, (iii) interviewers are indeed in the area covered by the study, and (iv) were conducting the interviews correctly.

### **a. Supervision**

Supervision was undertaken by the field manager throughout the conduct of the telephone interviews from November 10, 2022 to January 5, 2023. This was carried out through the support of the field supervisor and group leader who monitored the team throughout the data collection, which allowed for the interviewer to be observed, well above the minimum requirement in the GCG Guidebook on CSS Conduct for 30% of the total sample size to be observed.

**Fieldwork Progress Monitoring.** Figures on completed survey interviews were tallied daily at the end of the work day by the team leaders and validated against the daily interview targets of the telephone interviewer. Once validated, these figures were forwarded to the field manager along with the accomplished questionnaires.

In turn, the field manager validated the reported numbers of completed survey interviews against the submitted questionnaires and subsequently forwarded these to the Data Processing Team to check the accomplished questionnaires for data completion and transferred these responses onto the tabulated file. Data cleaning to ensure zero errors were also undertaken by the Data Processing team on the tabulation of responses.

### **b. Spot Checking**

Spot checks were prescribed by the GCG Guidebook to ensure that interviewers (a) did proper sampling (b) implemented proper skipping of items, (c) interviewers are indeed in the area covered by the study, and (d) were conducting the interviews correctly.

Spot checks were undertaken by the team leaders and the findings were summarized in the table below:

<b>Areas for Spot Checking</b>	<b>Findings</b>
That the interviewers...	
1. implemented proper sampling	No sampling was required because total universe was n=14.
2. implemented proper skipping of items	Proper skipping of items was properly conducted as evidenced by the accomplished questionnaires.
3. are indeed in the area covered by the study	Since data collection was being done through telephone interviews, the areas covered by the study were interviewed remotely. As such, item no. 3 for spot checking is not applicable to this study.
4. are interviewing correctly	The interviewer was correctly administering the survey, following the guidelines and procedures set out during the training.

### **C. Back-Checking**

As proposed, back-checking was undertaken as a validation measure i.e., to ensure that the survey interviews were actually conducted and completed and that all responses provided were properly and accurately recorded.

Respondents were re-contacted on January 5, 2023 by trained personnel who did not participate in the data collection process.

The GCG Guidebook on CSS Conduct noted that a combination of phone and in-person back-checking should be done. However, back-checking was done through telephone calls due to the Covid-19 pandemic.

The back-checkers introduced themselves to the respondents as part of the Premier Value Provider, Inc. (PVP) team and asked if they have received a telephone call from other members of the team to conduct a customer satisfaction survey for the LBP Resources and Development Corporation. The respondents were then asked to verify that the answers they gave as recorded in the survey form were correct.

Back-checking results showed that the phone interviews were indeed conducted and completed correctly and accurately. Moreover, respondents confirmed their responses in the survey, thus ensuring consistency and accuracy of the given responses.



A total of 7 or 50% of the respondents were re-contacted, satisfying the GCG minimum requirement of at least 30% of the total sample size were to be back-checked.

#### **D. Data Processing**

##### **1. Field Editing**

PVP implemented the process wherein after every data collection day, the telephone interviewer reviewed the accomplished CSS questionnaires to ensure completeness of data. Thereafter, the accomplished CSS questionnaires were submitted to their designated team leader to ensure a final consistency check on all outputs prior to submission to the field manager, who in turn, after review of the same, submitted them to the data processing team.

##### **2. Coding**

PVP had included the proper indication of codes during data collection in the CSS questionnaires, allowing for consistency checks, to be undertaken simultaneously during data collection and subsequently during the review of the accomplished questionnaire at every turn. Further, open-ended questions in the questionnaire were coded and code frames were created to facilitate processing of data.

##### **3. Double-Encoding in Data Encoding/Entry**

PVP implemented double-encoding on data entry, where completed questionnaires are encoded by two different encoders. After double-encoding the data separately, the two datasets were automatically compared, and discrepancies were verified and corrected accordingly to form a single dataset.

The accomplished questionnaires were encoded using the Microsoft Excel application, had features for data comparison and validation which allowed for automated verification consistency checks on the encoded data.

##### **4. Data Processing**

Once the data reached zero errors, data was prepared for table processing. Data tabulation specifications or tabspecs were developed by the statistician, and included the following key details:

- a. List of tables with table titles and base descriptions
- b. Segments to be read in the table banners/headers
- c. Stubs or list of responses
- d. Formatting of the tables

e. Filter/logic checks

The data table processing involves descriptive statistics and several cross-tabulations, aligned with the data requirements.

All tables, where statistically feasible, were subjected to statistical tests for groups to measure the variance among the existing groups/segments in the sample. Significance testing was done at 95% confidence level, as prescribed in the GCG Guidebook on CSS Conduct.

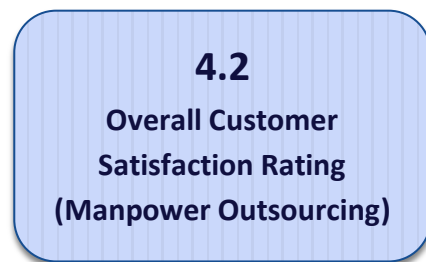
## **Data Analysis Procedures**

Data analyses were carried out using a combination of statistical and data visualization software (SPSS and Microsoft Power BI). With the very small number of respondents, only descriptive analytics was generated.

## I. Overall Customer Satisfaction Scores

### A. For Manpower Outsourcing

Using a Likert scale of 1 to 5, LBRDC's overall average customer satisfaction rating is 4.2 which is satisfactory. The level of overall customer satisfaction rating is very high with a 90% overall positive rating.



Response Category	No. of Respondents	%
Very Satisfied	3	30
Satisfied	6	60
Neither Satisfied Nor Dissatisfied	1	10
Dissatisfied	0	0
Very Dissatisfied	0	0
TOTAL	10	100

Positive	Neutral	Negative
90%	10%	0%

### B. Property Management

For the Property Management Customers, the LBRDC's overall average customer satisfaction rating is 5.0. (note that there was only 1 respondent) The level of overall customer satisfaction rating is very high with a 100% overall positive rating.



Response Category	No. of Respondents	%
Very Satisfied	1	100
Satisfied		
Neither Satisfied Nor Dissatisfied		
Dissatisfied		
Very Dissatisfied		
TOTAL	1	100

Positive	Neutral	Negative
100%	0%	0%

*Technical Note:*

*% positive pertains to the percentage of respondents who gave an overall rating of 4 or 5 (on a scale of 1 to 5). Similarly, % neutral is the percentage of respondents who gave an overall rating of 3 while % negative is the percentage of respondents who gave a rating of 1 or 2.*

*Interpretation of Scores:*

*For the Average Rating: 1 to 1.80 (Very Dissatisfied), 1.81 to 2.60 (Dissatisfied), 2.61 to 3.40 (Neither Satisfied nor Dissatisfied), 3.41 to 4.20 (Satisfied), 4.21 to 5.0 (Very Satisfied)*

*For the Percentage Rating: Below 50% (Areas for Improvement/Poor), 50%-79% (Flag-up/Satisfactory, 80% and above (Strength/Excellent)*

## II. Detailed Findings for Manpower Outsourcing

### A. Breakdown of Scores by Factor

- Overall, the highest scoring factor was the Manpower Outsourcing Services (100%) although it can be noted that only 1 respondent provided a rating for this component of the survey. Information and Communication also got a high score (90%).
- The lowest scoring factors were Facilities (0%) – noting that there was only 1 respondent who provided a rating for this, Complaints Handling and Records Keeping (50%), and Website (60%)

**Breakdown of Satisfaction Ratings (by Factor)**

Factor	Resp.	Negative Raters	Neutral Raters	Positive Raters	Average Rating
<b>Satisfaction (Overall)</b>	10	-	10%	<b>90%</b>	<b>4.2</b>
Staff	10	-	20%	<b>80%</b>	<b>4.5</b>
On Manpower Outsourcing Services	1	-	0%	<b>100%</b>	<b>4.8</b>
Information and Communication	10	-	10%	<b>90%</b>	<b>4.7</b>
Website	5	-	40%	<b>60%</b>	<b>4.1</b>
Complaints Handling and Records Keeping	4	-	50%	<b>50%</b>	<b>4.1</b>
Facilities	1	-	100%	<b>0%</b>	<b>3.8</b>

### B. Reasons for the Satisfaction Ratings

- Responses from the positive raters were mostly pertaining to transactions.
- The neutral rater made a comment on the service which he/she found as not addressing the needs of the customers.
- See table below for verbatim comments.

Type of Rater	Verbatim Comments (Reason for the Satisfaction Rating)
	<ul style="list-style-type: none"> <li>Transactions were done smoothly, there were many accomplished payments.</li> <li>There were needed adjustments in the modes of communication where difficulties were encountered - both ends (us and LBRDC).</li> <li>There are delays in requests.</li> <li>I am satisfied with the services, adjustments in transactions because of the pandemic.</li> </ul>

	<ul style="list-style-type: none"> <li>• <i>There were adaptations in the modes of communication especially because of the pandemic. Delays and adjustment in timelines were inevitable; and considerations were made especially on the side of the clients so it was difficult, but it was handled well.</i></li> <li>• <i>Adjustments in transactions because of the pandemic.</i></li> </ul>
<b>Neutral</b>	<ul style="list-style-type: none"> <li>• <i>Speaking as a government employee, there are services that are not fit or does not satisfy the needs of clients.</i></li> </ul>

### C. Breakdown of Scores Per Item

- Analysis of breakdown of scores per item indicated the following specific areas with the relatively low ratings:

Factor	Item with very low ratings (below 80%)
Staff	None
On Manpower Outsourcing Services	None
Information and Communication	None
Website	<ul style="list-style-type: none"> <li>• is accessible (e.g., no downtime, loads easily)" (60%)</li> <li>• contains the information needed (60%)</li> <li>• is user-friendly and easy to navigate (60%)</li> <li>• is useful and reliable when doing desired transaction (60%)</li> <li>• is secured (60%)</li> </ul>
Complaints Handling and Records Keeping	<ul style="list-style-type: none"> <li>• Filing of complaints is easy and systematic (75%).</li> <li>• Complaints are resolved within prescribed timeframe (50%).</li> <li>• Resolutions to complaints are satisfactory/acceptable (75%).</li> <li>• Files/records are accurate and updated (50%).</li> </ul>
Facilities	<ul style="list-style-type: none"> <li>• Signages are visible and readable (e.g., Citizen's Charter, steps and procedures, directional signages (0%)</li> <li>• Office premises are safe and secure (e.g., with security guard) (0%)</li> <li>• Seating is adequate and comfortable (0%)</li> </ul>

See Attachment C for the detailed breakdown of score for all the survey items.

#### D. Suggestions for Improvement

Below are the verbatim suggestions for improvement by the respondents

- *On the manpower that they deliver, they need to update their skills. For instance in housekeeping and utilities they need to be up-to-date in terms of training, latest trends, better if they have (more) certifications.*
- *Have limited set of rules unless the policy changes.*
- *Ensure requirements are complete, to be processed promptly.*
- *Continuous improvement on the system. Push for more technological innovations to meet more requirements more efficiently and without errors.*

### III. Detailed Findings for Property Management

There was only one respondent representing this service. We provide the details, nonetheless.

#### A. Breakdown of Scores by Factor

- The rating was 100% for all the factors except for facilities which the respondent indicated as not applicable.

**Breakdown of Satisfaction Ratings (by Factor)**

Factor	Resp.	Negative Raters	Neutral Raters	Positive Raters	Average Rating
<b>Satisfaction (Overall)</b>	1	-	-	<b>100%</b>	<b>5.0</b>
Staff	1	-	-	<b>100%</b>	<b>4.7</b>
Property Management Services (Lease)	1	-	-	<b>100%</b>	<b>4.9</b>
Information and Communication	1	-	-	<b>100%</b>	<b>5.0</b>
Website	1	-	-	<b>100%</b>	<b>5.0</b>
Complaints Handling and Records Keeping	1	-	-	<b>100%</b>	<b>5.0</b>
Facilities		-			<b>n/a</b>

#### B. Reasons for the Satisfaction Ratings

The respondent provided the following reason for the rating:

*There were adaptations in the modes of communication especially because of the pandemic. Delays and adjustment in timelines were inevitable; and considerations were made especially on the side of the clients so it was difficult, but it was handled well.*

#### C. Breakdown of Scores Per Item

- Analysis of breakdown of scores per item indicated that the respondent gave a high rating for all applicable items.



#### D. Suggestions for Improvement

The respondent indicated that following suggestion:

*Continuous improvement on the system. Push for more technological innovations to meet more requirements more efficiently and without errors.*

### IV. OVERALL CONCLUSIONS AND RECOMMENDATIONS

1. Overall customer satisfaction rating of 90% for Manpower Outsourcing Customers is very satisfactory but there is much room for improvement. The rating is driven primarily by ratings for Manpower Outsourcing Services (which is a strength area with 100% positive raters) and Information and Communication (90%). Based on the scores, priority areas should be Complaints Handling and Records Keeping (50%) and Website (60%).

Recommendation:

- Prioritize concerns Complaints Handling and Records Keeping. The qualitative comments must also be reviewed and accordingly addressed.

2. For Property Management Customers, there were only 1 respondent. The ratings were all high.

Recommendation:

- Look into the qualitative response of the lone respondent. He was suggesting pushing for more technological innovations to improve efficiency.

## ATTACHMENT A

### Survey Questionnaire for Manpower Outsourcing Customers



**CUSTOMER SATISFACTION SURVEY**  
**LBP RESOURCES AND DEVELOPMENT CORPORATION (LBRDC)**  
**BUSINESS ORGANIZATIONS: MANPOWER OUTSOURCING CUSTOMERS**  
**(LANDBANK-PAD AND OTHER BUSINESS ENTITIES/CLIENTS)**

QUESTIONNAIRE  
NUMBER

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

## INTRODUCTION

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

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

I am \_\_\_\_\_ from [Premier Value Provider (PVP) Inc.], a market research company.  
I will be your interviewer for today.

## SCREENER

S1. Are you or any of your close family/relatives working with LBRDC [SA]

	CODE	ROUTE
Yes	<input type="radio"/> 1	Close Interview
No	<input type="radio"/> 2	Proceed to S2

S2. Which of the following service/s did you avail from LBRDC in 2021 and 2022? What else? Anything else? [MA]

	CODE	ROUTE
Service A – Construction	<input type="checkbox"/> 1	Proceed to S3
Service B – Manpower Outsourcing Customer	<input type="checkbox"/> 2	
Service C – Property Management Customer/Manpower	<input type="checkbox"/> 3	
Others (pls. specify)	<input type="checkbox"/> 4	
Did not avail of the services of LBRDC	<input type="checkbox"/> 99	Close Interview

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

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

	CODE	ROUTE
I am the owner/primary decision-maker in the company	<input type="radio"/> 1	Proceed to Q1
I am the primary person-in-charge of dealing/transacting with LBRDC	<input type="radio"/> 2	Proceed to Q1
I do not have any say or involvement when it comes to dealing/transacting with LBRDC	<input type="radio"/> 3	ASK FOR THE ELIGIBLE RESPONDENT

## MAIN QUESTIONNAIRE

**PART I. TRANSACTING WITH LBRDC**

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

NO. OF YEARS: \_\_\_\_\_

NO. OF MONTHS: \_\_\_\_\_

	CODE
Less than a year	<input type="radio"/> 1
1-2 years	<input type="radio"/> 2
3-5 years	<input type="radio"/> 3
6-10 years	<input type="radio"/> 4
More than 10 years	<input type="radio"/> 5
Don't know/refused	<input type="radio"/> 9

Q2. Thinking about all your dealings/transactions with LBRDC last 2021 and 2022, in what ways did you transact with them? [MA]

	CODE
Office Visit	<input type="checkbox"/> 1
Phone Call	<input type="checkbox"/> 2
Mail Delivery	<input type="checkbox"/> 3
Send text / SMS Message	<input type="checkbox"/> 4
Online	
Visit Website	<input type="checkbox"/> 5
Send Email	<input type="checkbox"/> 6
Chat using apps (e.g. Viber, WhatsApp Line, Facebook Messenger, Skype, etc.)	<input type="checkbox"/> 7
Connected to their social media accounts (e.g. Facebook, Twitter, LinkedIn, Instagram, etc.)	<input type="checkbox"/> 8
Others, pls. specify _____	<input type="checkbox"/> 9

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

	CODE
Information desk	<input type="radio"/> 1
Website	<input type="radio"/> 2
Phone/Hotline	<input type="radio"/> 3
Social media (Specify _____)	<input type="radio"/> 4
Conferences	<input type="radio"/> 5
Text/SMS	<input type="radio"/> 6
Bulletins	<input type="radio"/> 7
Others (Specify _____)	<input type="radio"/> 8

**PART II. OVERALL SATISFACTION**

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

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

SHOWCARD	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Overall Satisfaction Rating	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1

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

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

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### **PART III. EXECUTION OF SERVICE**

**NOTE TO INTERVIEWER:** For Q6, present showcard below while asking level of agreement questions.

Do not include N/A in the showcard.

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

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

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

	SA	A	NEITHER	D	SD	N/A
<b><u>Staff</u></b>						
LBRDC's staff....						
treats customers with respect	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
strictly and fairly implements policies, rules and regulations (e.g. no discrimination, no "palakasan" system)	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
Are knowledgeable and competent or skilled in delivering the needed services	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
provides clear and sufficient information (i.e., solutions to problems, answers to inquiries, and information on products and services)	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
addresses queries/concerns in a prompt manner	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
demonstrates willingness to assist customers	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
is easy to contact	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
appears neat, well-dressed, and professional	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
conveys trust and confidence	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
<b><u>On Manpower Outsourcing Services</u></b>						
Make use of an effective recruitment and selection process	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99

Recruitment and selection process strictly adhere to laws (labor laws and other codes, ordinances, rules, and regulations)	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
Deploys manpower requirements in a timely manner	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
Deploys highly skilled/qualified manpower	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
Management fee / charges are reasonable and acceptable	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
<b>Information and Communication</b>						
Information from LBRDC is ...						
easy to obtain	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
clear and relevant	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
<b>Information and Communication (Website)</b>						
LBRDC's website ...						
is accessible (e.g., no downtime, loads easily)	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
is user-friendly and easy to navigate	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
contains the information needed	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
Is useful and reliable when doing desired transaction	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
Is secured	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
<b>Complaints Handling and Records Keeping</b>						
Filing of complaints is easy and systematic	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
Complaints are resolved within prescribed timeframe	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
Resolutions to complaints are satisfactory/acceptable	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
Files/records are accurate and updated	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
<b>Facilities(LBRDC's Office)</b>						
Utilizes up-to-date and modern procedure, facilities, and resources	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
Signages are visible and readable (e.g., Citizen's Charter, steps and procedures, directional signages)	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
Office/branch is accessible to customers	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
Office premises are clean, orderly and well-maintained	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
Office premises are well-ventilated and have good lighting	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
Office premises are safe and secure (e.g., with security guard)	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
Seating is adequate and comfortable	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99

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

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




## SOCIO DEMOGRAPHIC PROFILE

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

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

## ATTACHMENT B

### Survey Questionnaire for Property Management Customers



**CUSTOMER SATISFACTION SURVEY**  
**LBP RESOURCES AND DEVELOPMENT CORPORATION (LBRDC)**  
**BUSINESS ORGANIZATIONS: PROPERTY MANAGEMENT CUSTOMERS**  
**(LANDBANK-FMD AND OTHER BUSINESS ENTITIES/CLIENTS)**

QUESTIONNAIRE  
NUMBER

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



## INTRODUCTION

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

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

I am \_\_\_\_\_ from [Premier Value Provider (PVP) Inc.], a market research company.  
I will be your interviewer for today.

## SCREENER

S1. Are you or any of your close family/relatives working with LBRDC [SA]

	CODE	ROUTE
Yes	<input type="radio"/> 1	Close Interview
No	<input type="radio"/> 2	Proceed to S2

S2. Which of the following service/s did you avail from LBRDC in 2021 and 2022? What else? Anything else? [MA]

	CODE	ROUTE
Service A – Construction	<input type="checkbox"/> 1	Proceed to S3
Service B – Manpower Outsourcing Customer	<input type="checkbox"/> 2	
Service C – Property Management Customer/Manpower	<input type="checkbox"/> 3	
Others (pls. specify)	<input type="checkbox"/> 4	
Did not avail of the services of LBRDC	<input type="checkbox"/> 99	Close Interview

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

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

	CODE	ROUTE
I am the owner/primary decision-maker in the company	<input type="radio"/> 1	Proceed to Q1
I am the primary person-in-charge of dealing/transacting with LBRDC	<input type="radio"/> 2	Proceed to Q1
I do not have any say or involvement when it comes to dealing/transacting with LBRDC	<input type="radio"/> 3	ASK FOR THE ELIGIBLE RESPONDENT

## MAIN QUESTIONNAIRE

**PART I. TRANSACTING WITH LBRDC**

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

NO. OF YEARS: \_\_\_\_\_

NO. OF MONTHS: \_\_\_\_\_

	CODE
Less than a year	<input type="radio"/> 1
1-2 years	<input type="radio"/> 2
3-5 years	<input type="radio"/> 3
6-10 years	<input type="radio"/> 4
More than 10 years	<input type="radio"/> 5
Don't know/refused	<input type="radio"/> 9

Q2. Thinking about all your dealings/transactions with LBRDC last 2021 and 2022, in what ways did you transact with them? [MA]

	CODE
Office Visit	<input type="checkbox"/> 1
Phone Call	<input type="checkbox"/> 2
Mail Delivery	<input type="checkbox"/> 3
Send text / SMS Message	<input type="checkbox"/> 4
Online	
Visit Website	<input type="checkbox"/> 5
Send Email	<input type="checkbox"/> 6
Chat using apps (e.g. Viber, WhatsApp, Line, Facebook Messenger, Skype, etc.)	<input type="checkbox"/> 7
Connected to their social media accounts (e.g. Facebook, Twitter, LinkedIn, Instagram, etc.)	<input type="checkbox"/> 8
Others, pls. specify _____	<input type="checkbox"/> 9

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

	CODE
Information desk	<input type="radio"/> 1
Website	<input type="radio"/> 2
Phone/Hotline	<input type="radio"/> 3
Social media (Specify _____)	<input type="radio"/> 4
Conferences	<input type="radio"/> 5
Text/SMS	<input type="radio"/> 6
Bulletins	<input type="radio"/> 7
Others (Specify _____)	<input type="radio"/> 8

**PART II. OVERALL SATISFACTION**

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

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

SHOWCARD	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Overall Satisfaction Rating	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1

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

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


### **PART III. EXECUTION OF SERVICE**

**NOTE TO INTERVIEWER:** For Q6, present showcard below while asking level of agreement questions.

Do not include N/A in the showcard.

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

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

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

	SA	A	NEITHER	D	SD	N/A
<b>Staff</b>						
LBRDC's staff....						
treats customers with respect	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
strictly and fairly implements policies, rules and regulations (e.g. no discrimination, no "palakasan" system)	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
Are knowledgeable and competent or skilled in delivering the needed services	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
provides clear and sufficient information (i.e., solutions to problems, answers to inquiries, and information on products and services)	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
addresses queries/concerns in a prompt manner	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
demonstrates willingness to assist customers	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
is easy to contact	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
appears neat, well-dressed, and professional	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
conveys trust and confidence	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
<b>Property Management Services (Lease)</b>						
Requirements are properly disseminated	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
Process for applying for lease is simple and easy	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
Documentary requirements are reasonable	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99

4

Contracts are awarded through a transparent process	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
Lease applications are processed/completed within a reasonable amount of time	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
Lease terms and conditions (e.g., payments terms, penalties) are clear and reasonable.	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
Lease rates are reasonable	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
Documents issued are free from defects or typographical errors	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
Payments are easy to make	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
Client information is kept confidential	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
<b>Information and Communication</b>						
Information from LBRDC is ...						
easy to obtain	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
clear and relevant	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
<b>Information and Communication (Website)</b>						
LBRDC's website ...						
is available and accessible (e.g., no downtime, loads easily)	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
is user-friendly and easy to navigate	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
contains the information needed	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
Is useful and reliable when doing desired transaction	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
Is secured	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
<b>Complaints Handling and Records Keeping</b>						
Filing of complaints is easy and systematic	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
Complaints are resolved within prescribed timeframe	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
Resolutions to complaints are satisfactory/acceptable	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
Files/records are accurate and updated	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
<b>Facilities(LBRDC's Office)</b>						
Utilizes up-to-date and modern procedure, facilities, and resources	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
Signages are visible and readable (e.g., Citizen's Charter, steps and procedures, directional signages)	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
Office/branch is accessible to customers	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
Office premises are clean, orderly and well-maintained	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
Office premises are well-ventilated and have good lighting	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
Office premises are safe and secure (e.g., with security guard)	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99
Seating is adequate and comfortable	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 99

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

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


## SOCIO DEMOGRAPHIC PROFILE

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

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



## ATTACHMENT C

### (Breakdown of Scores Per Item)

#### For Manpower Outsourcing Customers

Factor	Item	Average Score	Positive Raters	Respondents
<b>Staff</b>	A01. treats customers with respect	4.6	90%	10
	A02. strictly and fairly implements policies, rules and regulations (e.g. no discrimination, no “palakasan” system)	4.7	100%	10
	A03. Are knowledgeable and competent or skilled in delivering the needed services	4.3	90%	10
	A04. provides clear and sufficient information (i.e., solutions to problems, answers to inquiries, and information on products and services)	4.4	90%	10
	A05. addresses queries/concerns in a prompt manner	4.1	100%	10
	A06. demonstrates willingness to assist customers	4.7	100%	10
	A07. is easy to contact	4.1	90%	10
	A08. appears neat, well-dressed, and professional	4.0	100%	2
	A09. conveys trust and confidence	4.0	100%	2
<b>On Manpower Outsourcing Services</b>	B01. Make use of an effective recruitment and selection process	5.0	100%	1
	B02. Recruitment and selection process strictly adhere to laws (labor laws and other codes, ordinances, rules, and regulations)	5.0	100%	1
	B03. Deploys manpower requirements in a timely manner	5.0	100%	1
	B04. Deploys highly skilled/qualified manpower	4.0	100%	1
	B05. Management fee / charges are reasonable and acceptable	5.0	100%	1
<b>Information and Communication</b>	C01. easy to obtain	4.6	90%	10
	C02. clear and relevant	4.6	90%	10
<b>Website</b>	D01. is accessible (e.g., no downtime, loads easily)	4.2	60%	5
	D02. is user-friendly and easy to navigate	4.0	60%	5
	D03. contains the information needed	4.0	60%	5
	D04. is useful and reliable when doing desired transaction	4.0	60%	5
	D05. is secured	4.0	60%	5
<b>Complaints Handling and Records Keeping</b>	E01. Complaints Handling and Records Keeping Filing of complaints is easy and systematic	4.0	75%	4
	E02. Complaints are resolved within prescribed timeframe	3.8	50%	4
	E03. Resolutions to complaints are satisfactory/acceptable	4.0	75%	4
	E04. Files/records are accurate and updated	3.8	50%	4

<b>Facilities</b>	F01. Utilizes up-to-date and modern procedure, facilities, and resources	4.0	100%	1
	F02. Signages are visible and readable (e.g., Citizen's Charter, steps and procedures, directional signages)	3.0	0%	1
	F03. Office/branch is accessible to customers	4.0	100%	1
	F04. Office premises are clean, orderly and well-maintained	4.0	100%	1
	F05. Office premises are well-ventilated and have good lighting	4.0	100%	1
	F06. Office premises are safe and secure (e.g., with security guard)	3.0	0%	1
	F07. Seating is adequate and comfortable	3.0	0%	1

## PVPI Research Team

Project Manager	:	Dr. Marshall Valencia
Assistant Project Manager	:	Abigail Hinto
Data Processing Manager	:	Mark Jervin Villanueva
Data Processing and Field Supervisors	:	Alain Garcia and Zaldy Collado
Statistician/Quality Checker	:	Dr. Marshall Valencia
Data Processors/Tabulators	:	Anne Cheng
Data Encoder	:	Jose Marie Hulleza
Interviewer	:	Fatima Pamittan
Back-Checker	:	Roselle Valeroso