



PHILIPPINE COMPETITION COMMISSION

Client Satisfaction Measurement Report

2023 (1st Edition)

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Client Satisfaction Measurement (CSM) Report For Fiscal Year 2023

I. OVERVIEW

The Philippine Competition Commission (PCC) or the “Commission” is an independent quasi-judicial body mandated to enforce Republic Act No. 10667 or the Philippine Competition Act (PCA), which is the country’s primary competition law aimed at maintaining and promoting market competition through the regulation of anti-competitive conduct.

In September 2017, the PCC released the first version of its Citizen’s Charter to increase public awareness of PCC’s functions and mandate and to provide basic information on a) PCC’s key services; b) the performance standards that the PCC adheres to when transacting with the public; and c) support and feedback mechanisms that will allow PCC to continually improve its services.

Pursuant to Republic Act No.110321¹ and the commitment of the Commission to deliver quality service to its stakeholders, the PCC Citizen’s Charter (CC) underwent revision in March 2023 and December 2023, reflecting the ongoing efforts towards service enhancement.

The FY 2023 PCC Client Satisfaction Measurement (CSM) yielded a response rate of 43.82% (188 out of 429 clients). Among those who responded, 94.15% (177 out of 188) of PCC clients were aware of the CC. Among those aware, 59.89% (106) said the CC was easy to find, and 52.54% (93) considered it helpful. Both external (88.28%) and internal (96.21%) clients reported high satisfaction, resulting in an overall score of 93.03% or Very Satisfactory.

	Score
CC Awareness:	94.15%
CC Visibility:	59.89%
CC Helpfulness:	52.54%
Response Rate:	43.82%
Overall Score:	93.03%

¹ The Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

II. SCOPE

Period Covered. Between January and December 2023, a total of **four hundred twenty-nine (429)** clients (both external and internal) availed one or more of PCC's twelve (12) external and internal services.

Geographic and Office coverage. The PCC's main office in Quezon City served as the central location for completing all these client transactions.

List of services surveyed, responses, and total number of transacting clients. Out of the four hundred twenty-nine (429) clients, only **one hundred eighty-eight (188)** or **43.82%** of the clients participated in the survey.

The total number of recorded feedback from external clients is **seventy-five (75)** or **39.89%** while the total number of recorded feedback from internal clients is **one hundred thirteen (113)** or **60.11%**.

A total of **two hundred forty-one (241)** or **56.18%** of the clients were excluded because of the following reasons: (a) clients expressed unwillingness to participate in the survey, (b) did not respond to survey invitation or (c) clients' contact information could not be ascertained.

The **one hundred eighty-eight (188)** clients who participated in the survey were the clients of the following services:

EXTERNAL SERVICES ²	RESPONSES	TOTAL TRANSACTIONS
Review of Mergers and Acquisitions Transactions	4	27
Provision of Pre-Notification Consultation	17	27
Evaluation of Letters on Non-Coverage	41	118
Receipt and Processing of Enforcement-Related Questions and Queries (Via E-mail and online portal)	5	47
Provision of Competition Orientation Outreach Program (COOP) Services	2	5
Issuance of Certificate of Employment and Service Record	6	19
Total External Services	75	243

² There was no availed transaction for the Receipt and Processing of Enforcement Complaints and Issuance of Binding Ruling during the covered period.

INTERNAL SERVICE ³	RESPONSES	TOTAL TRANSACTIONS
Issuance of Plain and Authenticated Copies of Commission Decisions and Resolution	3	3
Issuance of Certification of No Pending Administrative Case	30	35
Issuance of Legal Opinion	2	3
Circulation of Library Books - Renewing/Re-borrowing	78	145
Total Internal Services	113	186
OVERALL TOTAL	188	429

The following services had no clients in FY 2023

1. Receipt and Processing of Enforcement Complaints – Zero
2. Issuance of Binding Ruling – Zero

Sampling. PCC services are **demand-driven** in nature, resulting in a variable transaction volume. To ensure a comprehensive dataset, the PCC opted for a complete enumeration (census) of all service users for FY 2023.

Moreover, external clients who availed and completed transactions between January and December 2023 were included in the CSM survey, while for internal clients, the survey period covered those who completed their transactions from July to December 2023.

III. METHODOLOGY

Feedback and Collection Mechanism. The PCC conducted the CSM online survey for **four hundred twenty-nine (429)** clients within 13 October 2023 to 16 January 2024. Only **one hundred eighty-eight (188)** or **43.82%** answered the online survey. It was observed that **two hundred forty-one (241)** or **56.18%** did not opt to answer.

Clients participated by completing the self-administered survey online. The survey was distributed through two channels:

- QR codes: Clients could scan designated QR codes to access the online survey.
- Email: Clients received emails containing clickable links that directed them to the Microsoft (MS) Forms survey.

Scoring System. The clients were asked to rate their level of satisfaction with their experience in transacting within the PCC using a five-point scale

³ Following ARTA MC 2022-5 Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement, government agencies have the option to cover only **external services**. With the CSM in a transitory phase, the PCC also tested four (4) internal services to be considered in FY 2023.

(i.e., Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, Strongly Disagree).

SCALE	RATING
5	Strongly Agree (SA)
4	Agree (A)
3	Neither Agree nor Disagree (N)
2	Disagree (D)
1	Strongly Disagree (SD)

The Overall score for the eight (8) Service Quality Dimensions (SQDs) was computed based on the following formula:

Overall Score	=	$\frac{\text{Number of 'Strongly Agree' answers} + \text{Number of 'Agree' answers}}{\text{Total Number of Respondents} - \text{Number of 'N/A' answers}}$
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The interpretation of the results are as follows:

PERCENTAGE	RATING
Below 60.0%	Poor
60.0% - 79.9%	Fair
80.0% - 89.9%	Satisfactory
90.0% - 94.9%	Very Satisfactory
95.0% - 100%	Outstanding

IV. DATA AND INTERPRETATION

A. Demographic Profile

D1. Age. **Out of one hundred eighty-eight (188)** external and internal clients who completed the CSM online survey, **one hundred eighty-five (185) or 98%** fall within the 18-59 age range, and only **three (3) or 2%** fall within the age range of 60 years old and above.

Breaking down the data further, among the **seventy-five (75)** external clients, **seventy-two (72) or 96%** of clients fall within the age range of 18-59 years old, while **three (3) or 4%** fall within the age range of 60 years old and above. On the other hand, **one hundred thirteen (113) or 100%** of clients on internal services fall within the age range of 18-59 years old.

D2. Sex. Out of the **one hundred eighty-eight (188)** external and internal clients who completed the CSM online survey, **seventy-seven (77) or 41%** are **male, eighty-one (81) or 43%** are **female**, and **thirty (30) or 16%** of clients preferred not to disclose their sex.

Breaking down the data further, among the **seventy-five (75)** external clients, **thirty-five (35)** or **47%** of clients are **male**, while **thirty-six (36)** or **48%** are female and **four (4)** or **5%** of clients preferred not to disclose their sex. On the other hand, out of the **one hundred thirteen (113)** internal clients, **forty-two (42)** or **37%**, of clients on are **male**, **forty-five (45)** or **40%**, are **female**, and **twenty-six (26)** or **23%** of clients preferred not to disclose their sex.

D3. PWD. Out of the **one hundred eighty-eight (188)** external and internal clients who completed the CSM online survey, **one hundred seventy-nine (179)** or **95%** indicated that they don't identify themselves as persons with disabilities (PWD), while **nine (9)** or **5%** preferred not to disclose their disabilities.

Breaking down the data further, among the **seventy-five (75)** external clients, **seventy-four (74)** or **99%** indicated that they do not identify themselves as persons with disabilities (PWD) while **one (1)** or **1%** preferred not to disclose their disabilities. On the other hand, among the **one hundred thirteen (113)** internal clients, **one hundred five (105)** or **93%** indicated that they do not identify themselves as persons with disabilities (PWD) while **eight (8)** or **7%** of clients preferred not to disclose their disabilities.

DEMOGRAPHIC PROFILE	EXTERNAL	INTERNAL	OVERALL
D.1 Age			
1. 18-59 years old	96%	100%	98%
2. 60 years old and above	4%	0%	2%
D2. Sex			
1. Male	47%	37%	41%
2. Female	48%	40%	43%
3. Prefer Not to say	5%	23%	16%
D3. PWD			
1. Yes	0%	0%	0%
2. No	99%	93%	95%
3. Prefer not to say	1%	7%	5%

D4. Region. Out of **one hundred eighty-eight (188)** external and internal clients who completed the CSM online survey, **one hundred seventy-three (173)** or **92%** are from the National Capital Region (NCR), **one (1)** or **1%** is from Region III, **ten (10)** or **13%** are from Region IV-A (CALABARZON), **one (1)** or **1%** is from Region V, and **three (3)** or **4%** are from Region VII.

Breaking down the data further, among the **seventy-five (75)** external clients, **sixty (60)** or **80%** are from the National Capital Region (NCR), **one (1)** or **1%** is from Region III, **ten (10)** or **13%** are from Region IV-A (CALABARZON), **one (1)** or **1%** is from Region V, **three (3)** or **4%** are from Region VII (Central Visayas). On the other hand, **one hundred thirteen (113)** or **100%** of internal clients are from the National Capital Region (NCR).

D3. REGION	EXTERNAL	INTERNAL	OVERALL
1. Region I	0%	0%	0%
2. Region II	0%	0%	0%
3. Region III	0%	0%	0%
4. Region IV-A	13%	0%	5%
5. MIMAROPA	0%	0%	0%
6. Region V	1%	0%	1%
7. Region VI	0%	0%	0%
8. Region VII	4%	0%	2%
9. Region VIII	0%	0%	0%
10. Region IX	0%	0%	0%
11. Region X	0%	0%	0%
12. Region XII	0%	0%	0%
13. Region XIII	0%	0%	0%
14. NCR	80%	100%	92%
15. CAR	0%	0%	0%
16. BARMM	0%	0%	0%
17. Did not specify	0%	0%	0%

D5. Customer Type. Out of the **one hundred eighty-eight (188)** external and internal clients who completed the CSM online survey, **one hundred twenty (120)** or **64%** are **government clients**, **fifty-eight (58)** or **31%**, are from the **business sectors**, and **ten (10)** or **5%** are **individual citizens**.

Breaking down the data further, among the **seventy-five (75)** external clients, **seven (7)**, or **9%** are government clients, **fifty-eight (58)** or **77%** are from the business sectors, and **ten (10)** or **13%** are individual citizens. On the other hand, **one hundred thirteen (113)** or **100%** internal clients are **government clients**.

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
D4. Government	9%	100%	64%
D4. Business	77%	0%	31%
D4. Citizen	13%	0%	5%
D4. Did not specify	0%	0%	0%

B. Count of Citizen's Charter (CC) Results

CC1 Awareness of the CC. In terms of awareness regarding the CC, out of the **one hundred eighty-eight (188)** external and internal clients who completed the CSM online survey, **one hundred thirty-four (134)** or **71.28%** know what a CC is and saw the PCC's CC, **thirty-five (35)** or **18.62%** doesn't know the CC but saw in the office, **eight (8)** or **4.26%** just learned the CC when it saw in the office, and **eleven (11)** or **5.85%** are not aware of the CC and did not see one in PCC.

CC2 Visibility. Of the **one hundred seventy-seven (177)**⁴ clients who are aware of the PCC’s CC, **one hundred six (106)** or **59.89%** answered that the CC is easy to see, **forty-three (43)** or **24.29%** answered that the CC is somewhat easy to see, **six (6)** or **3.39%** answered that the CC is difficult to see, **four (4)** or **2.26%** answered that the CC is Not visible at all, and **eighteen (18)** or **10.17%** did not opt to answer.

CC3 Helpfulness. Of the **one hundred seventy-seven (177)**⁵ clients who are aware of the PCC’s CC, **ninety-three (93)** or **52.54%** answered that the CC helped their transactions very much, **forty (40)** or **22.60%** answered that the CC somewhat helped with his/her transactions, **twenty (20)** or **11.30%** answered that the CC did not help with his/her transactions, and **twenty-four (24)** or **13.56%** did not opt to answer.

CITIZEN’S CHARTER ANSWERS (INTERNAL SERVICES)	RESPONSES	PERCENTAGE
AWARENESS		
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office’s CC.	134	71.28%
2. I know what a CC is but I did not see this office’s CC.	35	18.62%
3. I learned of the CC only when I saw this office’s CC.	8	4.26%
4. I do not know what a CC is and I did not see this office’s CC.	11	5.85%
TOTAL	188	100.00%
VISIBILITY		
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	106	59.89%
2. Somewhat easy to see	43	24.29%
3. Difficult to see	6	3.39%
4. Not visible at all	4	2.26%
5. N/A	18	10.17%
TOTAL	177	100.00%
HELPFULNESS		
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	93	52.54%
2. Somewhat helped	40	22.60%
3. Did not help	20	11.30%
4. N/A	24	13.56%
TOTAL	177	100.00%

⁴ This value was obtained by aggregating the responses of those who selected: a) I know what a CC is and I saw this office’s CC, (b) I know what a CC is but I did NOT see this office’s CC, and (c) I learned of the CC only when I saw this office’s CC.

⁵ This value was obtained by aggregating the responses of those who selected: a) I know what a CC is and I saw this office’s CC, (b) I know what a CC is but I did NOT see this office’s CC, and (c) I learned of the CC only when I saw this office’s CC.

C. Count of Service Quality Dimensions (SQD) Results

SQD 0 (Overall Client Satisfaction). Out of the **one hundred eighty-eight (188)** external and internal clients who completed the CSM online survey, **one-hundred fifty-three (153)** or **81.38%** rated Strongly Agree, **twenty-nine (29)** or **15.43%** rated Agree, **five (5)** or **2.66%** rated Neither Agree nor Disagree, and **one (1)** or **0.53%** rated Strongly Disagree.

This translates to a **96.81% (Outstanding)** overall client satisfaction rating for SQD 0.

SQD	SA	A	N	D	SD	N/A	Total Responses	Overall ⁶
0	153	29	5	0	1	0	188	96.81% ⁷

SQD 1-8 (Service Quality Dimensions). Out of the one hundred eighty-eight (188) clients who completed the CSM online survey, the overall rating for each SQDs are as follows:

For the SQDs, **Reliability** received the highest rating at **97.34%**, followed by **Outcome** at **95.21%**. **Costs** received the lowest rating at **75.00%**. Collectively, the **SQDs** achieved an **overall rating of 93.24% (Very Satisfactory)**.

SQD	SA	A	N	D	SD	N/A	Total Responses	Overall ⁸
Responsiveness	144	31	9	2	2	0	188	93.09%
Reliability	149	34	4	0	1	0	188	97.34%
Access and Facilities	149	26	11	1	1	0	188	93.09%
Communication	130	40	12	2	1	0	188	90.43%
Costs	1	2	0	1	0	0	4	75.00%
Integrity	140	33	14	0	1	0	188	92.02%
Assurance	138	32	17	0	1	0	188	90.43%
Outcome	148	31	7	1	1	0	188	95.21%
Overall	999	229	74	7	8	0	1317	93.24% ⁹

D. Overall score per service

Out of the five hundred twenty-nine (529) total responses for external services, there are **four hundred sixty-seven (467)** or **88.28%** that rated Strongly Agree and Agree. While out of seven hundred ninety-one (791)

⁶ This is computed by taking the sum of those who answered, "Strongly Agree" and "Agree," then dividing it by the total number of respondents who answered the question (excluding those who said "N/A").

⁷ Note for Computation: $182/188=96.81\%$

⁸ This is computed by taking the sum of those who answered, "Strongly Agree" and "Agree," then dividing it by the total number of respondents who answered the question (excluding those who said "N/A").

⁹ Note for Computation: $1,228/1,317 = 93.24\%$

total responses for internal services, there are **seven hundred sixty-one (761)** or **96.21%** that rated Strongly Agree and Agree.

EXTERNAL SERVICES¹⁰	TOTAL SA + A	TOTAL RESPONSES	OVERALL RATING¹¹
Review of Mergers and Acquisitions Transactions ¹²	25	32	78.13%
Provision of Pre-Notification Consultation	98	119	82.35%
Evaluation of Letters of Non-Coverage	263	287	91.64%
Receipt and Processing of Enforcement-Related Questions and Queries (via e-mail and online portal)	26	35	74.29%
Provision of Competition Orientation Outreach Program (COOP) Services	14	14	100.00%
Issuance of COE and SR	41	42	97.62%
External Services Total	467	529	88.28%¹³
INTERNAL SERVICES			
Issuance of Plain and Authenticated Copies of Commission Decisions and Resolution	21	21	100.00%
Issuance of Certification of No Pending Administrative Case	205	210	97.62%
Issuance of Legal Opinion	7	14	50.00%
Circulation of Library Books - Renewing/Re-borrowing	528	546	96.70%
Internal Services Total	761	791	96.21%
OVERALL SCORE TOTAL	1,228	1,320	93.03%¹⁴

Out of one thousand three hundred twenty (1,320) responses, **one thousand two hundred twenty-eight (1,228)** indicate Strongly Agree and Agree, resulting in an overall satisfaction rating of **93.03% (Very Satisfactory)**.

¹⁰ There were no availed services for Receipt and Processing of Enforcement Complaints, and Issuance of Binding Ruling

¹¹ This is computed by taking the sum of those who answered, "Strongly Agree" and "Agree," then dividing it by the total number of respondents who answered the question (excluding those who said "N/A").

¹² Only Review of Mergers and Acquisitions Transactions has Cost.

¹³ Note for Computation: 467/529 = 88.28%

¹⁴ Note for Computation: 1,228/1,320 = 93.03%

V. RESULTS OF THE AGENCY ACTION PLAN REPORTED FOR FY 2023:

ACTION PLAN	STATUS
<p>Ensure sustained compliance with applicable statutory and regulatory, and applicable provisions of R.A. No. 11032 and its IRR and other subsequent issuances of ARTA.</p>	<p>PCC submitted the following:</p> <ul style="list-style-type: none"> • 27 January 2023: Special Order formally constituting the PCC Committee on Anti-Red Tape (CART), Office of the Executive Director Memorandum designating PCC officials and personnel to the PCC CART and its Technical Working Group (TWG) and Secretariat, and Directory of PCC CART Members, TWG, and Secretariat. • 20 March 2023: PCC Zero Backlog Program including Inventory of Licenses, Permits, Certifications, Authorizations, Clearances tagged as a Backlog • 31 March 2023: PCC Citizen’s Charter 8th Edition. • 29 December 2023: PCC Citizen’s Charter 9th Edition.
<p>Establish new and/or continue to improve existing initiatives on digitalization of processes and systems specifically in processing client transactions and queries.</p>	<p><u>New Initiatives:</u></p> <ol style="list-style-type: none"> 1. Review of Mergers and Acquisitions Transactions <ul style="list-style-type: none"> • Integrated Information Management Application (“IIMA”) – target implementation date is 2024 2. Provision of Competition Orientation Outreach Program (COOP) Services <ul style="list-style-type: none"> • Online registration • E-Certificate Automation 3. Issuance of Authenticated Copies of Management Committee Meetings Summary of Discussions (SOD) <ul style="list-style-type: none"> • Availability of requested Authenticated Summary of Discussions (SOD) in electronic format.

	<p><u>Enhanced Initiatives:</u></p> <ol style="list-style-type: none"> 1. Provision of Competition Orientation Outreach Program (COOP) Services <ul style="list-style-type: none"> • Online/e-mail submission of the accomplished and signed COOP Request Form (“CRF”) • Conduct of webinars/online orientations, in lieu of in-person orientations • Introduced a standardized program for the conduct of the webinars 2. Issuance of Authenticated Copies of Official Records <ul style="list-style-type: none"> • Change from GSD-Service Request System (SRS) to AO-Service Request System Portal 3. Requisition and Issuance of Supplies and Equipment <ul style="list-style-type: none"> • Change from GSD-Service Request System (SRS) to AO-Service Request System Portal 4. Provision of Information and Communications Technology (ICT) Services for Routine and General Requests <ul style="list-style-type: none"> • AO-Service Request System Portal 5. Provision of ICT Services for User Control and Mission Critical Requests <ul style="list-style-type: none"> • AO-Service Request System Portal <p><u>Ongoing Development:</u></p> <ol style="list-style-type: none"> 1. Circulation of Library Books – Borrowing <ul style="list-style-type: none"> • Library Automated Borrowing-Returning-Renewing System (LABS) 2. Circulation of Library Books – Returning
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	<ul style="list-style-type: none"> • Library Automated Borrowing-Returning-Renewing System (LABS) <p>3. Circulation of Library Books -- Renewing/Re-borrowing</p> <ul style="list-style-type: none"> • Library Automated Borrowing-Returning-Renewing System (LABS) <p><u>Continual Implementation of Initiatives:</u></p> <p>1. Review of Mergers and Acquisitions Transactions</p> <ul style="list-style-type: none"> • Mergers and Acquisitions Office (“MAO”) E-Notification Filing System • Mergers and Acquisitions Office (“MAO”) Case Management Access <p>2. Provision of Pre-Notification Consultation (PNC)</p> <ul style="list-style-type: none"> • Online/e-mail submission of request for PNC • Conduct of Online PNC <p>3. Evaluation of Letters of Non-Coverage</p> <ul style="list-style-type: none"> • Mergers and Acquisitions Office (“MAO”) E- Notification Filing System • Mergers and Acquisitions Office (“MAO”) Case Management Access <p>4. Receipt and Processing of Enforcement Complaints</p> <ul style="list-style-type: none"> • Online/e-mail submission of Enforcement-Related Questions and Queries • PCC COVID-19 Resource Page in the PCC Website <p>5. Receipt and Processing of Enforcement-Related Questions and Queries (via E-mail and online portal)</p>
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	<ul style="list-style-type: none"> • PCC Client Appointment System (“PCAS”) <p>6. Issuance of Binding Ruling</p> <ul style="list-style-type: none"> • PCC Client Appointment System (“PCAS”) <p>7. Provision of Competition Orientation Outreach Program (COOP) Services</p> <ul style="list-style-type: none"> • Proposed/Planned improvement is to convert the COOP into a completely online initiative <p>8. Issuance of Authenticated Copies of Commission Decisions and Resolutions</p> <ul style="list-style-type: none"> • Sending e-copy of the requested Authenticated document. <p>9. Issuance of Legal Opinion</p> <ul style="list-style-type: none"> • Development of electronic or online and/or paperless application systems, payment systems, new service delivery channels, and contactless transactions • Creating capacities for data management and analytics • Modernization of existing systems and applications <p>10. Issuance of Certification of No Pending Administrative Case</p> <ul style="list-style-type: none"> • Development of electronic or online and/or paperless application systems, payment systems, new service delivery channels, and contactless transactions • Modernization of existing systems and applications <p>11. Issuance of Certificate of Employment (COE) and Service Record (SR)</p> <ul style="list-style-type: none"> • Online submission of request via e-mail and issuance of approved e-copy documents.
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	<p>12. Provision of Service Vehicle</p> <ul style="list-style-type: none"> • General Services Division – Motor Pool Reservation System (GSD-MPRS) <p>13. Issuance of Travel Authority</p> <ul style="list-style-type: none"> • Online submission of request via e-mail and issuance of approved e- copy documents <p>14. Processing of Request for the Approval of Local Capacity-Building Programs (amounting to Php 50,000.00 and below)</p> <ul style="list-style-type: none"> • The online approval of requests is included and defined in the revised Office Procedure on Attendance to Capacity Building Programs • Offices and employees can submit online their nominations and requests to attend L&D programs • The Personnel Development Committee and its Secretariat, the Human Capital Management Division, maintain online repository of the materials and information on the various requested programs and nominations for easy access, sharing and retrieval • The Human Capital Management Division maintains online database for easy sharing and processing of information relative to previously approved L&D programs and their participants. <p>15. Processing of Request for the Approval of Local Capacity-Building Programs (amounting to Php 50,000.01 and above)</p> <ul style="list-style-type: none"> • The online approval of requests is included and defined in the revised Office Procedure on Attendance to Capacity Building Programs • Offices and employees can submit online their nominations
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	<p>and requests to attend L&D programs</p> <ul style="list-style-type: none"> • The Personnel Development Committee and its Secretariat, the Human Capital Management Division, maintain online repository of the materials and information on the various requested programs and nominations for easy access, sharing and retrieval • The Human Capital Management Division maintains online database for easy sharing and processing of information relative to previously approved L&D programs and their participants. <p>16. Processing of Request for the Approval of Foreign Capacity-Building Programs</p> <ul style="list-style-type: none"> • The online approval of requests is included and defined in the revised Office Procedure on Attendance to Capacity Building Programs • Offices and employees can submit online their nominations and requests to attend L&D programs • The Personnel Development Committee and its Secretariat, the Human Capital Management Division, maintain online repository of the materials and information on the various requested programs and nominations for easy access, sharing and retrieval • The Human Capital Management Division maintains online database for easy sharing and processing of information relative to previously approved L&D programs and their participants. <p>17. Processing of Requests to Participate in Approved Capacity Building Programs (Foreign and Local Programs)</p>
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	<ul style="list-style-type: none"> • The online approval of requests is included and defined in the revised Office Procedure on Attendance to Capacity Building Programs • Offices and employees can submit online their nominations and requests to attend L&D programs • The Personnel Development Committee and its Secretariat, the Human Capital Management Division, maintain online repository of the materials and information on the various requested programs and nominations for easy access, sharing and retrieval • The Human Capital Management Division maintains online database for easy sharing and processing of information relative to previously approved L&D programs and their participants. <p>18. Processing of Certification of Availability of Allotment (CAA)</p> <ul style="list-style-type: none"> • Online processing of CAA using MS Outlook application as the main platform for receiving, evaluating and endorsing paperless transactions for funding (March 2020) • Development of systematic repository of approved electronic records and relevant supporting documents (November 2020) • Enabling data linkages of storage files and locations in MS SharePoint and TeamSite (August 2021) <p><i>Note: Initiatives tagged as “Continual Implementation” were examined by concerned offices to be consistently efficient, streamlined, and relevant in FY 2023.</i></p>
Formulate PCC internal guidelines providing for the operationalization/implementation of the	To ensure continuous improvement and a more client-centered approach, PCC introduced Office Circular (OC) No.

<p>ARTA MC on Harmonized Client Satisfaction Measurement.</p>	<p>2023-006 on September 11, 2023. This OC establishes a standardized framework for measuring client satisfaction across all PCC services. The key objectives are:</p> <ul style="list-style-type: none"> • Implement a harmonized system for gathering client feedback. • Enhance service delivery through effective feedback collection. • Equip PCC offices and units with appropriate methodologies and tools for client satisfaction measurement.
<p>Continue the culture of continual improvement in the agency by providing recognition and awards to deserving employees and offices/units based on outstanding work performance, innovative ideas, responsiveness to the public, and organizational effectiveness.</p>	<p>On 13 December 2023, the PCC conducted the FY 2023 Quality Management System (QMS) Awards. This is an annual recognition program that aims to acknowledge the commitment and contributions of PCC Offices and employees towards the adoption of quality management principles and standards within the organization.</p>

VI. CONTINUOUS AGENCY IMPROVEMENT PLAN FOR FY 2024:

In line with the PCC’s commitment to continually improve the delivery services to its stakeholders, the PCC shall:

1. Ensure sustained compliance to all statutory and regulatory requirements, including the provisions set forth in RA 11032, its Implementing Rules and Regulations (IRR), and all subsequent issuances promulgated by the Anti-Red Tape Authority (ARTA).
2. Ensure transparency by publishing the Client Satisfaction Measurement Report through the PCC website for all clients to access.
3. Develop and implement new digital initiatives, or improve existing ones, to automate and streamline client transaction processing and query handling systems.
4. Foster a culture of continuous improvement by recognizing and awarding employees and units for exceptional performance, innovation, public service, and contribution to organizational success.

Prepared by:



Jon Patrick C. Catacutan
Administrative Officer, FPMO-CPMD



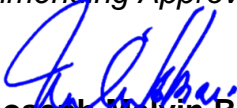
Leane Antoinette A. Fernando
Administrative Officer I, FPMO-CPMD

Reviewed by:



Joseph D. Bernat
Planning Officer V, FPMO-CPMD

Recommending Approval:



Atty. Joseph Melvin B. Basas
Director IV, FPMO / Vice-Chairperson, PCC CART

Approved by:



Kenneth V. Tanate, PhD
Executive Director / Chairperson, PCC CART

17 April 2024

ANNEX A: Survey Questionnaire/s Used

HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of the Philippine Competition Commission (PCC). Your feedback on your recently concluded transaction will help this office provide a better service.

Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type: Citizen Business Government (Employee or another agency)

Date: _____ Sex: Male Female Prefer not to say Age: _____






Region of residence: _____ Service Availed: _____

INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. 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 CC?
- 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. (Answer 'N/A' on CC2 and CC3)
- CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?
- 1. Easy to see
 - 2. Somewhat easy to see
 - 3. Difficult to see
 - 4. Not visible at all
 - 5. N/A
- CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
- 1. Helped very much
 - 2. Somewhat helped
 - 3. Did not help
 - 4. N/A

INSTRUCTIONS:

For SQD 0-8, please put a **check mark (✓)** on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
[SQD0] Overall I am satisfied with the service that I availed.						
[SQD1] Responsiveness I spent a reasonable amount of time for my transaction						
[SQD2] Reliability The office followed the transaction's requirements and steps based on the information provided.						
[SQD3] Access and Facilities The steps (including payment) I needed to do for my transaction were easy and simple.						
[SQD4] Communication I easily found information about my transaction in the office or its website.						
[SQD5] Costs I paid a reasonable amount of fees for my transaction. <i>(If service was free, mark the 'N/A' column)</i>						
[SQD6] Integrity. I am confident my online transaction was secure.						

[SQD7] Assurance. The office's online support was available, and (if asked questions) online support was quick to respond.						
[SQD8] Outcome. I got what I needed from the PCC, or (if denied) denial of request was sufficiently explained to me.						

1. What are your suggestions for the improvement of [PCC OFFICE's] services, if any?

2. What specific aspect of [PCC OFFICE's] service delivery would you like them to continue doing, if any?

3. Is there any personnel you would like to commend in relation to the service availed?

Email address (*optional*): _____

THANK YOU!

ANNEX B: Citizen's Charter (CC) Results

B.1 Citizen's Charter (External Services)

Citizen's Charter	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	43	57%
2. I know what a CC is but I did not see this office's CC.	17	23%
3. I learned of the CC only when I saw this office's CC.	5	7%
4. I do not know what a CC is and I did not see this office's CC.	10	13%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	34	45%
2. Somewhat easy to see	16	21%
3. Difficult to see	3	4%
4. Not visible at all	3	4%
5. N/A	9	12%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	24	32%
2. Somewhat helped	21	28%
3. Did not help	7	9%
4. N/A	13	17%

B.2 Citizen's Charter (Internal Services)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	91	81%
2. I know what a CC is but I did not see this office's CC.	18	16%
3. I learned of the CC only when I saw this office's CC.	3	3%
4. I do not know what a CC is and I did not see this office's CC.	1	1%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	72	64%
2. Somewhat easy to see	27	24%
3. Difficult to see	3	3%
4. Not visible at all	1	1%
5. N/A	9	8%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	69	61%
2. Somewhat helped	19	17%
3. Did not help	13	12%
4. N/A	11	10%

ANNEX C: Service Quality Dimensions (SQDs) on External Services

1. Review of Mergers and Acquisitions Transactions

Service Quality Dimension	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	1	3	0	0	0	0	4	100.00%
Reliability	1	3	0	0	0	0	4	100.00%
Access and Facilities	2	0	1	1	0	0	4	50.00%
Communication	2	1	0	1	0	0	4	75.00%
Cost	1	2	0	1	0	0	4	75.00%
Integrity	1	1	2	0	0	0	4	50.00%
Assurance	2	1	1	0	0	0	4	75.00%
Outcome	2	2	0	0	0	0	4	100.00%
Overall	12	13	4	3	0	0	32	78.13%

2. Provision of Pre-Notification Consultation

Service Quality Dimension	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	4	11	2	0	0	0	17	88.24%
Reliability	3	13	1	0	0	0	17	94.12%
Access and Facilities	7	7	3	0	0	0	17	82.35%
Communication	4	10	3	0	0	0	17	82.35%
Cost								N/A
Integrity	4	10	3	0	0	0	17	82.35%
Assurance	9	4	4	0	0	0	17	76.47%
Outcome	4	8	4	1	0	0	17	70.59%
Overall	35	63	20	1	0	0	119	82.35%

3. Evaluation of Letters of Non-Coverage

Service Quality Dimension	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	25	11	5	0	0	0	41	88.24%
Reliability	28	13	0	0	0	0	41	100.00%
Access and Facilities	24	13	4	0	0	0	41	90.24%
Communication	25	13	3	0	0	0	41	92.68%
Cost								N/A
Integrity	26	11	4	0	0	0	41	90.24%
Assurance	18	15	8	0	0	0	41	80.49%
Outcome	28	13	0	0	0	0	41	100.00%
Overall	174	89	24	0	0	0	287	91.64%

4. Receipt and Processing of Enforcement-Related Questions and Queries (via e-mail and online portal)

Service Quality Dimension	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	1	3	0	0	1	0	5	80.00%
Reliability	2	1	1	0	1	0	5	60.00%
Access and Facilities	2	2	0	0	1	0	5	80.00%
Communication	2	2	0	0	1	0	5	80.00%
Cost								N/A
Integrity	2	2	0	0	1	0	5	80.00%
Assurance	2	2	0	0	1	0	5	80.00%
Outcome	2	1	1	0	1	0	5	60.00%
Overall	13	13	2	0	7	0	35	74.29%

5. Provision of Competition Orientation Outreach Program (COOP) Services

Service Quality Dimension	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	2	0	0	0	0	0	2	100.00%
Reliability	2	0	0	0	0	0	2	100.00%
Access and Facilities	2	0	0	0	0	0	2	100.00%
Communication	2	0	0	0	0	0	2	100.00%
Cost								N/A
Integrity	2	0	0	0	0	0	2	100.00%
Assurance	2	0	0	0	0	0	2	100.00%
Outcome	2	0	0	0	0	0	2	100.00%
Overall	14	0	0	0	0	0	14	100.00%

7. Issuance of COE and SR

Service Quality Dimension	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	4	1	0	1	0	0	6	83.33%
Reliability	6	0	0	0	0	0	6	100.00%
Access and Facilities	6	0	0	0	0	0	6	100.00%
Communication	5	1	0	0	0	0	6	100.00%
Cost								N/A
Integrity	3	3	0	0	0	0	6	100.00%
Assurance	6	0	0	0	0	0	6	100.00%
Outcome	6	0	0	0	0	0	6	100.00%
Overall	36	5	0	1	0	0	42	97.62%

Annex D: Service Quality Dimensions (SQDs) on Internal Services

1. Issuance of Plain and Authenticated Copies of Commission Decisions and Resolution

Service Quality Dimension	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	3	0	0	0	0	0	3	100.00%
Reliability	3	0	0	0	0	0	3	100.00%
Access and Facilities	3	0	0	0	0	0	3	100.00%
Communication	2	1	0	0	0	0	3	100.00%
Cost								N/A
Integrity	2	1	0	0	0	0	3	100.00%
Assurance	3	0	0	0	0	0	3	100.00%
Outcome	3	0	0	0	0	0	3	100.00%
Overall	19	2	0	0	0	0	21	100.00%

2. Issuance of Certification of No Pending Administrative Case

Service Quality Dimension	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	28	2	0	0	0	0	30	100.00%
Reliability	28	2	0	0	0	0	30	100.00%
Access and Facilities	26	3	1	0	0	0	30	96.67%
Communication	19	8	3	0	0	0	30	90.00%
Cost								N/A
Integrity	27	3	0	0	0	0	30	100.00%
Assurance	23	6	1	0	0	0	30	96.67%
Outcome	26	4	0	0	0	0	30	100.00%
Overall	177	28	5	0	0	0	210	97.62%

3. Issuance of Legal Opinion

Service Quality Dimension	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	1	0	1	0	0	0	2	50.00%
Reliability	1	0	1	0	0	0	2	50.00%
Access and Facilities	1	0	1	0	0	0	2	50.00%
Communication	1	0	0	1	0	0	2	50.00%
Cost								N/A
Integrity	1	0	1	0	0	0	2	50.00%
Assurance	1	0	1	0	0	0	2	50.00%
Outcome	1	0	1	0	0	0	2	50.00%
Overall	7	0	6	1	0	0	14	50.00%

4. Circulation of Library Books - Renewing/Re-borrowing

Service Quality Dimension	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	75	0	1	1	1	0	78	96.15%
Reliability	75	2	1	0	0	0	78	98.72%
Access and Facilities	76	1	1	0	0	0	78	98.72%
Communication	68	4	6	0	0	0	78	92.31%
Cost								N/A
Integrity	72	2	4	0	0	0	78	94.87%
Assurance	72	4	2	0	0	0	78	97.44%
Outcome	74	3	1	0	0	0	78	98.72%
Overall	512	16	16	1	1	0	546	96.70%

Annex E: What are your suggestions for the improvement of PCC Services?

1. External Services

Review of Mergers and Acquisitions Transactions

1. PCC may opt to forego the submission of physical/hard copies and/or may opt to provide for longer periods of submission (especially in RFIs and NODs) without the need of filing for an extension.

Provision of Pre-Notification Consultation

1. The MAO should comply with the statutory periods for merger review. It should avoid issuing supplemental requests that are likely to require significant time to respond to and would result in requests for extension from transacting parties. It should avoid asking for information that are over broad and irrelevant to the review.
2. I'm generally satisfied with the MAO's services in relation to PNCs. For me, the areas for improvement would go into some of the requirements for merger notifications.
3. Probably remove the old versions or properly label the online materials in the PCC website to indicate the latest versions. Sometimes the online materials which appear first upon a Google search are the old versions of the materials.
4. Treat clients as if new/not knowledgeable of the PCC processes. During the first PNC we availed of, we were not really knowledgeable on the Notification process and we do not know what specific questions to ask the PCC. It would be good if the PCC gives a walk-through of the notification process especially for first time clients.

Evaluation of Letters of Non-Coverage

1. I am highly satisfied with the assistance and services provided by the MAO. Given my limited transaction with the MAO, however, I do not have as yet any suggestion for the improvement of its services.
2. Allow submission of hard copies for walk-ins. It takes time if submissions are scheduled online.
3. Increase threshold for notifiable transactions.
4. None. PCC is one of the most efficient government office in the Philippines.
5. Perhaps a secured portal for the business to have visibility of their mergers acquisition status.
6. To simplify the registration process for accessing the MAO-E Notification.
7. If possible, much quicker response times.
8. Keep up the good work.
9. None, we are satisfied on the service.
10. Issuance of guidelines/exemptions on acquisition of property by banks as payment for a loan.
11. From our end, it was not clear whether a clearance/certificate is needed from PCC or not.

Receipt and Processing of Enforcement-Related Questions and Queries (via E-mail and online portal)

1. Good job to the CEO for quickly addressing my concerns.
2. Don't use so much deep English.

2. Internal Services

Issuance of Certification of No Pending Administrative Case

1. Online Request Form for Issuance.
2. None. Kudos, ambilis nyo mag approve ng request ko. Wala pang 24 hours.
3. Keep up the good work!

Issuance of Legal Opinion

1. Correctly identify legal or competition issues to provide appropriate response, check documents provided.

Circulation of Library Books - Renewing/Re-borrowing

1. Email reminder for due of book, automatic calendar, option for renewal before due date.
2. Pursue the creation of PCC's knowledge hub.
3. Just a very minor issue with the web page. I bookmark the library website, but the link expires as it seems the web address is always changing. I wonder what's up with that.
4. Maybe in due time (considering the budget & priorities of the office), the CKMO may consider the Integrated Library System as an initiative as far as the efficiency and digitalization are concerned.
5. Expedite processes for procurement.
6. Since i dont use teams as often, i rely on email. Was looking for email reminders.
7. Regular updates on new books, subscriptions, and other new materials.
8. The notifications for the new system for the renewal of books (uploaded via LABS) can be easily overlooked. and it makes me shy that a lot of people can see the books that i borrowed and are due for renewal/return.

Annex F: What specific aspect of PCC Office service delivery would you like them to continue doing, if any?

1. External Services

Review of Mergers and Acquisitions Transactions

1. Online Meetings.
2. Responsive to calls and requests for clarification; PCC Sharepoint Facility is very convenient.
3. The MAO should continue to provide prompt and relevant advice to inquiries even outside of a PNC, either via email or through phone. This is very helpful for transacting parties.

Provision of Pre-Notification Consultation

1. Responsive to calls and requests for clarification; PCC Sharepoint Facility is very convenient.
2. The MAO should continue to provide prompt and relevant advice to inquiries even outside of a PNC, either via email or through phone. This is very helpful for transacting parties.
3. I hope that the MAO would continue to be accessible and responsive, even to queries by phone or by email.
4. Strictly adhering to prescribed period under the rules.
5. The MAO is one of the most responsive offices in government. It responds very quickly to queries and requests sent via email. Please keep it up.
6. PCC's quick response to queries via email I appreciate very much. I hope PCC continues this practice.
7. PCC's immediate response to emailed queries, and it's strict compliance with meeting schedules/times.
8. Upload decisions on the website "real time"; inform the parties of their decision and not wait for the 30-day period to lapse.

Evaluation of Letters of Non-Coverage

1. The MAO is very accessible, either through phone or email. Officers and staff are very responsive and prompt Please keep this up!
2. Promptness and responsiveness to queries even through emails.
3. The office has provided reply on a timely manner and is faster than expected.
4. Online filing and responsiveness of inquiries through phone calls.
5. Online submission of requests has been helpful.

6. Please continue to be very helpful and provide easy to understand instructions/requirements.
7. Quick turn around and approachable employees.
8. PCC complied with the required turn around time of evaluation pursuant to Joint Circular No.1.
9. Quick response to our application, 12 days to sum up to get our confirmation of Non-Coverage.
10. Reliable staff and personnel - queries are always answered over the phone and/or via email.
11. Being very responsive and helpful through emails, phone calls, and meetings. We find it very easy to set appointments with PCC (compared to any other government office). The staff is very professional and knowledgeable of the relevant laws and rules.
12. Transparency in process, timeliness, integrity/confidentiality of documents and information.
13. Fast response to customer queries. Phone always reachable.
14. Quick response to clients and clear guidance.

Receipt and Processing of Enforcement-Related Questions and Queries (via Email and online portal)

1. Being responsive to my concerns.

Provision of Competition Orientation Outreach Program (COOP) Services

1. I greatly appreciate CKMO-CBAD's service delivery, especially their responsiveness and sense of urgency. It's evident that they prioritize addressing issues promptly and effectively.
2. Prompt response.

Issuance of Certificate of Employment (COE) and Service Records (SR)

1. I greatly appreciate CKMO-CBAD's service delivery, especially their responsiveness and sense of urgency. It's evident that they prioritize addressing issues promptly and effectively.
2. Prompt response.

2. Internal Services

Issuance of Authenticated Copies of Commission Decisions and Resolutions

1. Continue being accommodating and responsive.
2. Fast action to my reply.

Issuance of Certification of No Pending Administrative Case

1. Fast and responsive to email inquiries.
2. Being responsive.
3. Quick and accurate transactions.
4. Madaling kausap.
5. Quick acknowledgment of received requests.
6. Fast response to queries and requests.

Circulation of Library Books - Renewing/Re-borrowing

1. The library is very good at all aspect of their work. its a quiet little office but works consistently professionally.
2. Announcement of newly purchased resource materials; survey on the procurement of other academic books.
3. The regular reminder to renew borrowed books.
4. Personal follow ups via Teams on book borrowing/returning.
5. To enable online transactions.
6. Their value in service quality.
7. Promptness of service.
8. they are very dedicated.

Annex G: Is there any personnel you would like to commend in relation to the service availed?

1. External Services

PCC Personnel	Frequency
Atty. Kat Baldos	3
Atty. Lianne Ivy Medina	3
Atty. Marielle Magtira	3
Atty. Reiniel Y. Honrubia	2
Atty. Michelle Esquivias	1
Licelle B. Varias	1

2. Internal Services

PCC Personnel	Frequency
Jonathan Santos	33
Lea C. Gomez	20
Icon Pillares	3
Sheila Gimeno	2
Mary Grace G. Garin	2
Atty. Paolo Ruperto D. Trinidad	1