

PUBLIC INFORMATION BULLETIN

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This bulletin presents the public satisfaction rating of selected public service agencies in Naga City. The information offered here is part of the results of the 2015 1st Quarter Poverty and Governance Public Opinion Poll that was conducted by the Ateneo Student Researchers Pool (ASRP) from February 8 to March 8, 2015. It involved face-to-face interviews with a 400 randomly selected residents (aged 18 yrs old and above) of Naga City. The poll is performed semi-annually by the ASRP for the purpose of promoting good governance in Naga City.

Public Satisfaction Rating Naga City Mayor's Office

1. Sa nakaaging 6 na bulan, nakaduman po kamo sa Naga City Mayor's Office tanging mag-avail nin anuman na klase nin serbisyo?

Responses	Percent
Iyo	25.8
Dai	74.2
Total	100.0

2. Base po sa kagabsan na naginibo kan Naga City Mayor's Office sa nakaaging 6 NA BULAN bilang sarong serbisyo publiko kan Cuidad nin Naga, ano po kamo...?

Responses	Percent
Talagang kontento/Kontento	56.3
Medyo kontento/Medyo dai kontento	35.0
Dai kontento/Talagang dai kontento	8.7
Net Satisfaction Rating*	47.6

*SWS Net satisfaction interpretation: 70 and above= EXCELLENT; 50 to 69 = VERY GOOD; 30 to 49 = GOOD; 10 to 29 = MODERATE; 9 to -9 = NEUTRAL; -10 to -29 = POOR; -30 to -49 = BAD; -50 and lower = VERY BAD.

3. KUN TALAGANG KONTENTO/ KONTENTO, anong aspeto kan saindang serbisyo an talagang nasunuan mo?

Responses	Percent
Nagtataong tabang/financial assistance/scholarship	43.1
Mabilis/madali/organized ang pagproseso nin mga transaksyon	25.9
Magalang/madaling dulukon/maasikaso/napakikiulayan/maboot an mga empleyado	15.5
Tapat sa trabaho/honesto	8.6
Magayon an facilities	5.2
Magayon an palakaw/management	1.7

For more details, visit our website at http://www.adnu.edu.ph/wp-content/uploads/sites/1/2015/04/Media-release-1ST-QTR-2015.FINAL_.pdf. For inquiries/comments/suggestions, please contact Michael A. Cuesta, Ph.D., Ateneo Social Science Research Center, G/F F.C. Dolan, S.J. Hall, Ateneo de Naga University, Naga City; Tel. No. (054) 472-3178 or (054) 472-2368 local 2550; E-mail address: micuesta75@yahoo.com



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