

# PUBLIC INFORMATION BULLETIN

May 5, 2015

Issue No. 2, Series of 2015

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 1<sup>st</sup> 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 Public Safety Office

1. Sa nakaaging 6 na bulan, nakaduman po kamo sa Public Safety Office tanganing mag-avail nin anuman na klase nin serbisyo?

Responses	Percent
Iyo	12.8
Dai	87.2
<b>Total</b>	<b>100.0</b>

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

Responses	Percent** (2014)	Percent (2015)
Talagang kontento/Kontento	53.1	54.9
Medyo kontento/Medyo dai kontento	35.3	27.5
Dai kontento/Talagang dai kontento	11.5	17.6
<b>Net Satisfaction Rating*</b>	<b>41.6</b>	<b>37.3</b>

\*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.  
\*\*Percentages may not total to 100% due to rounding.

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

Responses	Percent
magalang/ madaling dulukon/ maasikaso/ napakikiulayan/ maboot ang mga empleyado	50.0
magayon ang palakaw/ management	17.9
nagtatao nin tabang	10.7
tapat sa trabaho/ honesto	10.7
mabilis/ madali/ organize ang pagproseso nin mga transaksyon	10.7

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](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](mailto:micuesta75@yahoo.com)



Prepared by the  
Ateneo Student Researchers Pool



Under the guidance of the  
Ateneo Social Science Research Center



Funded by the  
University Research Council,  
Ateneo de Naga University