

PUBLIC INFORMATION BULLETIN

May 5, 2015

Issue No. 4, 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 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 Police Office (NCPO)

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

| Responses | Percent |
|--------------|--------------|
| Iyo | 13.0 |
| Dai | 87.0 |
| Total | 100.0 |

2. Base po sa kagabsan na naginibo kan NCPO sa nakaaging 6 NA BULAN bilang sarong serbisyo publiko kan Ciudad nin Naga, ano po kamo...?

| Responses | Percent (2014) | Percent** (2015) |
|------------------------------------|----------------|------------------|
| Talagang kontento/Kontento | 37.0 | 46.2 |
| Medyo kontento/Medyo dai kontento | 49.0 | 40.4 |
| Dai kontento/Talagang dai kontento | 14.0 | 13.5 |
| Net Satisfaction Rating* | 23.0 | 32.7 |

*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 | 45.8 |
| mabilis/ madali/ organize ang pagproseso nin mga transaksyon | 20.8 |
| magayon ang palakaw/ management | 12.5 |
| dakol ang criminal cases ang nasolve/ peaceful ang Naga | 12.5 |
| nagtatao nin tabang | 4.2 |
| tapat sa trabaho/ honesto | 4.2 |

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



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