

# PUBLIC INFORMATION BULLETIN

May 5, 2015

Issue No. 6, 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 City Health Office (CHO)

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

Responses	Percent
Iyo	26.8
Dai	73.2
<b>Total</b>	<b>100.0</b>

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

Responses	Percent (2014)	Percent (2015)
Talagang kontento/Kontento	62.0	61.7
Medyo kontento/Medyo dai kontento	32.0	31.8
Dai kontento/Talagang dai kontento	6.0	6.5
<b>Net Satisfaction Rating*</b>	<b>56.0</b>	<b>55.2</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.

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

Responses	Percent
nagtatao nin tabang	40.9
magalang/ madaling dulukon/ maasikaso/ napakikiulayan/ maboot ang mga empleyado	36.4
mabilis/ madali/ organize ang pagproseso nin mga transaksyon	13.6
magayon ang palakaw/ management	6.1
magayon ang facilities	3.0

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