

# 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 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 Civil Registrar's Office

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

Responses	Percent
Iyo	14.8
Dai	85.2
<b>Total</b>	<b>100.0</b>

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

Responses	Percent
Talagang kontento/Kontento	74.6
Medyo kontento/Medyo dai kontento	22.0
Dai kontento/Talagang dai kontento	3.4
<b>Net Satisfaction Rating*</b>	<b>71.2</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
mabilis/ madali/ organize ang pagproseso nin mga transaksyon	56.8
magalang/ madaling dulukon/ maasikaso/ napakikiulayan/ maboot ang mga empleyado	27.3
magayon ang palakaw/ management	6.8
nagtatao nin tabang	4.5
steady ang supply nin serbisyo	2.3
updated ang records/ postings	2.3

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)