

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 Hospital

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

Responses	Percent
Iyo	38.5
Dai	61.5
Total	100.0

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

Responses	Percent (2014)	Percent (2015)
Talagang kontento/Kontento	63.7	51.3
Medyo kontento/Medyo dai kontento	28.8	34.4
Dai kontento/Talagang dai kontento	7.5	14.3
Net Satisfaction Rating*	56.2	37.0

*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
magalang/ madaling dulukon/ maasikaso/ napakikiulayan/ maboot ang mga empleyado	51.9
nagtatao nin tabang	32.9
mabilis/ madali/ organize ang pagproseso nin mga transaksyon	11.4
magayon ang palakaw/ management	2.5
Don't know	1.3

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. 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