

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 City Administrator's Office

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

Responses	Percent
Iyo	4.5
Dai	95.5
Total	100.0

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

Responses	Percent**
Talagang kontento/Kontento	55.6
Medyo kontento/Medyo dai kontento	27.8
Dai kontento/Talagang dai kontento	16.7
Net Satisfaction Rating*	38.9

*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	40.0
mabilis/ madali/ organize ang pagproseso nin mga transaksyon	40.0
magayon ang palakaw/ management	20.0

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. 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



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