



**PHILIPPINE COUNCIL FOR
AGRICULTURE AND FISHERIES**

PCAF-QP07-F02
Version 1

Customer Satisfaction

PCAF-CSMSC-2023-001

CUSTOMER SATISFACTION MONITORING SCORE CARD

Reference Number

Date:

FOR 1ST	Service Quality Dimension	General Management and	Development and	Partnership Development	Planning, Monitoring	Overall per SO	ADJECTIVAL RATING
Participatory Planning, Monitoring, and Policy Making in the Agriculture and Fisheries including relevant Support Services	Responsiveness	4.9	4.4	4.3	4.8	4.6	Very Good
	Reliability	4.6	4.4	4.3	4.7	4.5	
	Access and Facilities	4.6	4.3	4.2	4.7	4.5	
	Communication	4.6	4.4	4.3	4.7	4.5	
	Assurance	4.7	4.4	4.3	4.6	4.5	
	Outcome	4.9	4.4	4.2	4.7	4.6	
	Overall per Service	4.7	4.4	4.3	4.7	4.5	
	No. of Respondents	72	434	74	123	703	
	ADJECTIVAL RATING	Excellent	Very Good	Very Good	Excellent		
FOR 2ND	Service Quality Dimension	General Management and	Development and	Partnership Development	Planning, Monitoring	Overall per SO	ADJECTIVAL RATING
Participatory Planning, Monitoring, and Policy Making in the Agriculture and Fisheries including relevant Support Services	Responsiveness	4.8	4.4	4.6	4.7	4.6	Excellent
	Reliability	4.8	4.3	4.6	4.6	4.6	
	Access and Facilities	4.8	4.3	4.5	4.6	4.6	
	Communication	4.8	4.3	4.6	4.6	4.6	
	Assurance	4.8	4.4	4.6	4.6	4.6	
	Outcome	4.8	4.3	4.6	4.7	4.6	
	Overall per Service	4.8	4.3	4.6	4.7	4.6	
	No. of Respondents	129	375	534	92	1,130	
	ADJECTIVAL RATING	Excellent	Very Good	Excellent	Excellent		
FOR 3RD	Service Quality Dimension	General Management and	Development and	Partnership Development	Planning, Monitoring	Overall per SO	ADJECTIVAL RATING
Participatory Planning, Monitoring, and Policy Making in the Agriculture and Fisheries including relevant Support Services	Responsiveness	4.8	4.6	4.8	4.5	4.7	Excellent
	Reliability	4.7	4.4	4.8	4.5	4.6	
	Access and Facilities	4.7	4.5	4.8	4.5	4.6	
	Communication	4.7	4.5	4.8	4.5	4.6	
	Assurance	4.7	4.5	4.8	4.5	4.6	
	Outcome	4.7	4.5	4.8	4.5	4.6	
	Overall per Service	4.7	4.5	4.8	4.5	4.6	
	No. of Respondents	130	307	304	130	871	
	ADJECTIVAL RATING	Excellent	Very Good	Excellent	Very Good		
FOR 4TH	Service Quality Dimension	General Management and	Development and	Partnership Development	Planning, Monitoring	Overall per SO	ADJECTIVAL RATING
Participatory Planning, Monitoring, and Policy Making in the Agriculture and Fisheries including relevant Support Services	Responsiveness	4.8	4.5	4.7	4.7	4.7	Excellent
	Reliability	4.8	4.3	4.5	4.7	4.6	
	Access and Facilities	4.8	4.5	4.8	4.7	4.7	
	Communication	4.7	4.4	4.6	4.7	4.6	
	Assurance	4.8	4.5	4.7	4.7	4.7	
	Outcome	4.8	4.5	4.7	4.7	4.7	
	Overall per Service	4.8	4.5	4.7	4.7	4.7	
	No. of Respondents	96	357	245	306	1,004	
	ADJECTIVAL RATING	Excellent	Very Good	Excellent	Excellent		
FOR FY: 2023	Service Quality Dimension	General Management and	Development and	Partnership Development	Planning, Monitoring	Overall per SO	ADJECTIVAL RATING
Participatory Planning, Monitoring, and Policy Making in the Agriculture and Fisheries including relevant Support Services	Responsiveness	4.8	4.5	4.6	4.7	4.7	Excellent
	Reliability	4.7	4.4	4.6	4.6	4.6	
	Access and Facilities	4.7	4.4	4.6	4.6	4.6	
	Communication	4.7	4.4	4.6	4.6	4.6	
	Assurance	4.8	4.5	4.6	4.6	4.6	
	Outcome	4.8	4.4	4.6	4.7	4.6	
	Overall per Service	4.8	4.4	4.6	4.6	4.6	
	No. of Respondents	427	1,473	1,157	651	3,708	
	ADJECTIVAL RATING	Excellent	Very Good	Excellent	Excellent		

