



**PHILIPPINE COUNCIL FOR
AGRICULTURE AND FISHERIES**

PCAF-Q07-F02

Version 1

Customer Satisfaction

PCAF-CSMSC-2024-001

CUSTOMER SATISFACTION MONITORING SCORE CARD

Reference Number

Date: **04/18/2024**

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	4.8	4.5	4.7	4.7	4.6		
	Reliability	4.7	4.4	4.7	4.8	4.6		
	Access and Facilities	4.7	4.5	4.7	4.5	4.6		
	Communication	4.7	4.5	4.8	4.7	4.6		
	Assurance	4.8	4.6	4.7	4.8	4.7		
	Outcome	4.7	4.5	4.7	4.7	4.6		
	Overall per Service	4.7	4.5	4.7	4.7	4.6		
	No. of Respondents	75	432	65	63	635		
	ADJECTIVAL RATING	Excellent	Very Good	Excellent	Excellent	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							
	Reliability							
	Access and Facilities							
	Communication							
	Assurance							
	Outcome							
	Overall per Service							
	No. of Respondents							
	ADJECTIVAL RATING							
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							
	Reliability							
	Access and Facilities							
	Communication							
	Assurance							
	Outcome							
	Overall per Service							
	No. of Respondents							
	ADJECTIVAL RATING							
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							
	Reliability							
	Access and Facilities							
	Communication							
	Assurance							
	Outcome							
	Overall per Service							
	No. of Respondents							
	ADJECTIVAL RATING							
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							
	Reliability							
	Access and Facilities							
	Communication							
	Assurance							
	Outcome							
	Overall per Service							
	No. of Respondents							
	ADJECTIVAL RATING							