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Control of the Contro	PHILIPPINE COUNCIL FOR AGRICULTURE AND FISHERIES						PCAF-QP07-F02												
	Customer Satisfaction					Version 1 PCAF-CSMSC-2024-001				\$ I	ļ	å I		å	<b></b>	ļ	<b>!</b>	l	
win (S)	CUSTOMER SATISFACTION MONITORING SCORE CARD					Reference Number					<b>†</b>	†·····	<b></b>	<b>†</b>				······	
		I		I		Date:	04/18/2024					İ		İ					
		General	Development	rarmersmp	riaming,	Overan per	ADJECTIVAL			İ	İ	ļ	İ	İ					
FOR 1ST	Service Quality Dimension	Management and	and	Development	Monitoring	so	DATING					ļ		ļ					
Participatory	Responsiveness Reliability	4.8 4.7	4.5 4.4	4.7 4.7	4.7 4.8	4.6			<b> </b>	ļ	<del> </del>	<del> </del>	<b> </b>	<del> </del>	<b> </b>	<b> </b>	ļ	ļ	
Planning,	Access and Facilities	4.7	4.4	4.7	4.5	4.6				ļ	-	<del> </del>	<b>!</b>	<b>!</b>	<b></b>	<b></b>	·	ļ	
Monitoring, and Policy Making in	Communication	4.7	4.5	4.8	4.7	4.6	1			<u> </u>	<b>!</b>	<del> </del>	ł	<u> </u>	<b>!</b>	<b></b>	l	l	
the Agriculture	Assurance	4.8	4.6	4.7	4.8	4.7					İ	1	<b></b>	•	<b>†</b>				
and Fisheries	Outcome	4.7	4.5	4.7	4.7	4.6						I							
including relevant Support	Overall per Service	4.7	4.5	4.7	4.7	4.6					<u> </u>	<u> </u>		<u> </u>	<u> </u>				
Services	No. of Respondents	75	432	65	63	635						<b></b>		ļ					
	ADJECTIVAL RATING	Excellent	Very Good	Excellent	Excellent	Excellent			<b></b>	ļ	<b></b>	<b>↓</b>	ļ	<b></b>	ļ	ļ	ļ	l	
							<del> </del>			<b></b>	·	<b>}</b>	<b></b>	<b> </b>	<b></b>		<b></b>	ļ	
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	Responsiveness	Management and	and	Davalonmant	Monitorina	SO.	DATING					İ		å					
B	Reliability										<b></b>	†		<u> </u>				l	
Participatory Planning,	Access and Facilities										<b>†</b>	<b>†</b>	<b></b>	<b>!</b>	<b></b>	<b></b>			
Monitoring, and											<u> </u>	<del> </del>	<del> </del>	<u> </u>	<del> </del>	<b>!</b>	<b></b>		
7	Communication									ļ	<b> </b>	ł	ļ	ļ	ļ	<b></b>	ļ		
the Agriculture and Fisheries	Assurance			-					ļ	ļ	<b> </b>	<b>}</b>	ļ	<b>!</b>	ļ	<b> </b>	ļ	ļ	
including	Outcome									ļ	<b> </b>	<b></b>	<b> </b>	<b> </b>			ļ	<b> </b>	
relevant Support Services	Overall per Service									ļ	Ļ	ļ		ļ	ļ	ļ	ļ		
SCI VICES	No. of Respondents											<u> </u>							
	ADJECTIVAL RATING							<u> </u>			<u> </u>	<u> </u>		<u> </u>	<u> </u>				
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FOR 3RD	Responsiveness	Management and	hae	Development	Monitorina	50	RATING					<del> </del>		<b>!</b>	ļ		ļ	ļ	
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Planning,	Access and Facilities										·	<b>†</b>		İ			· · · · · · · · · · · · · · · · · · ·		
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the Agriculture	Assurance											<u> </u>							
and Fisheries including	Outcome										<u> </u>	<u> </u>	ļ	<u> </u>	<u> </u>		ļ		
relevant Support	Overall per Service									<u> </u>	ļ	<b>↓</b>		<u> </u>	ļ				
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	ADJECTIVAL RATING									ļ	<b></b>	ļ		<b></b>	ļ			ļ	
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FOR 4TH	Service Quality Dimension	General	Development	Partiersinp	Manitaring,	overan per	RATING	İ	<b></b>	İ	†******************************	†	†	İ	İ	<b> </b>	İ	ļ''''''''	
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Monitoring, and	Access and Facilities											Ļ	ļ	ļ		ļ	ļ	<u>                                     </u>	
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the Agriculture and Fisheries	Assurance									<b>.</b>	ļ	<b>ļ</b>	ļ	<b> </b>	<u> </u>	<b></b>	ļ	ļ	
Including	Overall per Service									ļ	<b></b>	<b></b>		<b></b>	<b>}</b>	ļ	ļ	<b>!</b>	
relevant Support Services	No. of Respondents										<b></b>	ł	İ	ł	<b></b>				
Services	ADJECTIVAL RATING										<u> </u>	†		İ	<u> </u>		l		
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FOR FY: 2023	Service Quality Dimension	Management and	and	Development	rianning, Monitoring	so so	BATING				ļ	ļ		ļ					
Participators	Responsiveness										ļ	ļ		ļ					
Planning,	Reliability									<b></b>	<b>ļ</b>	<b> </b>	ļ	<b> </b>	ļ		ļ	ļ	
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and Fisheries	Outcome										<b></b>	<b></b>	<b>†</b>		<b>†</b>	<u> </u>	<b>!</b>	·	
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