






**TOURISM
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MEMORANDUM

FOR : The OIC, Travel Tax Department
The Manager, Privilege Administration Division
The Manager, Examination Division
The Manager, Administrative Services Department


FROM : The Manager, Corporate Planning Department

SUBJECT : **TRAVEL TAX SURVEY RESULT**
Re: Anti-Red Tape Act Summary Report

DATE : 25 November 2020

Relative to the implementation of the Anti-Red Tape Act (ARTA), attached is the Summary Report of the Card Survey of the Travel Tax Department for the month of March 2020.

Thank you.


FRANCIS RANDY J. HORTELANO

cc: Assistant COO, Administration and Finance Sector

ARTA/memo march to dec2020

25 November 2020

Travel Tax Department
SUMMARY OF THE ANTI-RED TAPE ACT (ARTA) REPORT CARD SURVEY
March 2020

Equivalent Adjectival Rating:
1 - Lowest
5 - Highest

(The global impact of lockdowns on international travel has drastically reduced the number of travel tax transactions, with only a handful of 19 respondents participating in the Survey - epd)

<i>Items</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	<i>*Abstained</i>
ON THE MANNER OF HOW EMPLOYEE DEALS WITH THE CLIENT	-	-	-	4	15	-
ON THE QUALITY OF SERVICE PROVIDED TO THE CLIENT	-	-	-	2	15	2
ON THE PHYSICAL WORKING CONDITION OF THE OFFICE	-	-	1	2	14	2

**Respondent failed to rate two of the enumerated items.*

Please note of the following:

1. The above table shows a summary of the responses on the various aspects of services being evaluated. As indicated, a greater number of respondents were highly satisfied with the services they received.
2. The survey feedbacks, coming from the respondents' own words, are as follows:
 - 2.1 Their inspiring and encouraging remarks :
 - Satisfied
 - Maganda at maayos
 - Nice staff, pleasing and accommodating
 - I come here at least twice a year. These guys are very polite & professional
 - I recommend Ate Feponia. She is helpful & giving good quality of service.
 - Excellent service by Glenda Serano

- I like how one employee had questioned some ways that do not make sense, and actually doing something about the problem. Thank you very much.
- Well done
- Ms. Gina Sanchez of SM Manila Office went above & beyond the call of duty providing guidance & update when I requested help.
- Very helpful and accommodating
- Representative is very quiet but serviced us well. The wait is good enough considering we got our refunds same day.
- Fully satisfied – personnel and service

Prepared by:



ELAINE P. DIZON

Sr. Project Planning and Development Officer

Noted by:



FRANCIS RANDY J. HORTELANO

Manager, Corporate Planning Department