



Republic of the Philippines
Tourism Infrastructure & Enterprise Zone Authority

OFFICE ORDER

No. 121-2021 *edf*

To further TIEZA's pursuit towards quality public service and satisfy the needs of our internal stakeholders in accordance with the implementation of the Quality Management System (QMS), all Sectors/Departments/Offices are enjoined to use the attached standard Internal Customer Satisfaction (CSS) Survey instrument to monitor and measure the satisfaction of your respective internal stakeholders.

Each Sector/Department/Offices shall be provided a drop-box for the accomplished CSS forms.

An assigned member of the CART Secretariat shall retrieve all accomplished forms, if any, on a Monthly basis and affix his/her initials in every CSS form. Then turnover the same to the Operations Audit Division for processing.

The satisfaction rating shall be reported to the CART and, as necessary, to the Management Committee and the Performance Management Team.

The CART may recognize the top Sector/Department/Offices during appropriate TIEZA events.

Appropriate Guidelines shall be issued by the CART, as necessary, to further improve internal customer satisfaction.

This Office Order takes effect immediately until superseded.

Issued this 25th day of October 2021.

MARK T. LAPID
Chief Operating Officer








TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY INTERNAL CUSTOMER SATISFACTION SURVEY FORM

Name (Optional)		Sector/Department	
Sex	<input type="checkbox"/> Male <input type="checkbox"/> Female	Age: _____	Date and Time of Visit/Request

Sector/Department Visited: _____ Purpose: _____

DEAR CLIENT,

As part of our objective to improve our services, please rate the following items by putting a check (✓) in the appropriate/applicable box (□) indicating the emoji reflecting to your evaluation to each statement below.

	 Very Satisfied	 Satisfied	 Neither Satisfied nor Dissatisfied	 Dissatisfied	 Very Dissatisfied
1. SERVICE DELIVERY					
<i>Prompt (within prescribed timeline)</i>					
<i>Complete</i>					
<i>Accurate (no errors)</i>					
2. STAFF					
<i>Responsive (assist/reacted quickly)</i>					
<i>Fair and trustworthy (serviced with honesty and fairness)</i>					
<i>Competent (knowledgeable on the process/service)</i>					
<i>Courteous in dealing with clients</i>					
<i>Timely</i>					
<i>Wears proper office attire, identification card, and required PPE</i>					
3. PHYSICAL WORKPLACE ENVIRONMENT					
<i>Work/service areas are clean and tidy.</i>					
<i>Passageways are kept clear and free from obstructions.</i>					
<i>Desks are labeled with employees' first name at the right side.</i>					
<i>Office observes minimum health protocols.</i>					
4. COMMUNICATION					
<i>Clear steps and procedures (information about process is available and understandable)</i>					

OTHER COMMENTS AND RECOMMENDATIONS OR COMMENDATION:

Thank you for your participation!