CITY LEGAL OFFICE CLIENT SATISFACTION MEASUREMENT RESULT For the period of January 2025

1. Office Services

The service of the City Legal Office were the following:

Office Services	Responses	Total Transaction
External Services		
Legal Consultation	5	10
Legal Assistance	97	100
Issuance of Certification of No Pending Case	0	0
Total External Services	102	110
Internal Services	•	
Total Internal Services	0	0

2. Client Demographic Profile

Region	External	Internal	Overall
Region I	0	0	0
Region II	0	0	0
Region III	0	0	0
Region IV	0	0	0
MIMAROPA	0	0	0
Region V	0	0	0
Region VI	0	0	0
Region VII	0	0	0
Region VIII	0	0	0
Region IX	5	0	5
Region X	0	0	0
Region XI	0	0	0
Region XII	0	0	0
Region XIII	0	0	0
NCR	0	0	0
CAR	0	0	0
BARMM	0	0	0
Did not specify	0	0	0

Age	External	Internal	Overall
19 or lower	1	0	1
20-34	2	0	2
35-49	1	0	1
50-64	1	0	1
65 or higher	0	0	0
Did not specify	0	0	0

Sex	External			
Male	2	0	2	
Female	2	0	2	
Did Not Specify	1	0	1	

Client Type	External	Internal	Overall
Citizen	5	0	5
Business	0	0	0
Government	0	0	0
Did not Specify	0	0	0

CC1 Which of the following best describes your awareness of a Citizens Charter?	
Response	Count
I know what a Citizens Charter is and I saw this offices Citizens Charter.	5
I know what a Citizens Charter is but I did NOT see this offices Citizens Charter.	0
I learned of the Citizens Charter only when I saw this offices Citizens Charter.	0
I do not know what a Citizens Charter is and I did not see one in this office. (Answer N/A on CC2 and CC3)	0
CC2 If aware of Citizen's Charter (answered 1-3 in CC1), would you say that the CC of this office w	vas?
Response	Count
Easy to see	5
Somewhat easy to see	0
Difficult to see	0
Not visible at all	0
N/A	0
CC3 If aware of Citizen's Charter (answered codes 1-3 in CC1), how much did the Citizen's Charte	r help you in your transaction?
Response	Count
Helped very much	5
Somewhat helped	0
Did not help	0
N/A	0

Legal Consultation															
SQD Questions	Strong	ly Agree	Agre	ee	Neither Agree nor Disagree		^e Disagree		Strongly Disagree		Not Applicable		TOTA L Resp onse s	Ratin g	Over all
	5		4		3		2		1		0				-
	Qty	%	Qty	%	Qty	%	Qty	%	Qty	%	Qty	%	Qty		%

SQD0. I am satisfied with the service that I availed	5	100%	0	09		0%	0	0%	0	0%	0	0%	5	5.00	100
tnat i avalled	25		0		0		0		0		0		25	5.00	
SQD1. I spent a reasonable amount of time for my transaction.	5	100%	0	09		0%	0	0%	0	0%	0	0%	5	5.00	100
•	25		0		0		0		0		0		25	5.00	
SQD2. The office followed the transaction's requirements and steps	5	100%	0	09		0%	0	0%	0	0%	0	0%	5	5.00	100
based on the information provided.	25		0		0		0		0		0		25	5.00	
SQD3. The steps (including payment) I needed to do for my transaction were	5	100%	0	09	% 0	0%	0	0%	0	0%	0	0%	5	5.00	100
easy and simple.	25		0		0		0		0		0		25	5.00	
SQD4. I easily found information about	5	100%	0	09	% 0	0%	0	0%	0	0%	0	0%	5	5.00	100
my transaction from the office or its website.	25		0		0		0		0		0		25	5.00	
SQD5. I paid a reasonable amount of	5	100%	0	09	% 0	0%	0	0%	0	0%	0	0%	5	5.00	100
fees for my transaction.	25		0		0		0		0		0		25	5.00	
SQD6. I feel the office was fair to	5	100%	0	09	% 0	0%	0	0%	0	0%	0	0%	5	5.00	100
everyone, or walang palakasan, during my transaction.	25		0		0		0		0		0		25	5.00	
SQD7. I was treated courteously by the	5	100%	0	09		0%	0	0%	0	0%	0	0%	5	5.00	100
staff, and (if asked for help) the staff was	25	10070	0	0 /	0	0 70	0	0 70	0	070	0	070	25	5.00	100
helpful.															
SQD8. I got what I needed from the government office or (if denied) denial of	5	100%	0	09		0%	0	0%	0	0%	0	0%	5	5.00	100
request was sufficiently explained to me.	25		0		0		0		0		0		25	5.00	
Total	45	100%	0	0%	% 0	0%	0	0%	0	0%	0	0%	45	45.00	900
Legal Assistance															
													TOTA		
SQD Questions	Strong Agree	ly	Agre	ee	Neither nor Disa		Disag	jree	Strongly Disagre		Not Appl	licable	L Resp onse s	Ratin g	Over all
	5		4		3		2		1		0				
	Qty	%	Qty	%	Qty	%	Qty	%	Qty	%	Qty	%	Qty		%
SQD0. I am satisfied with the service	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0	0
that I availed	0		0		0		0		0		0		0	0	
SQD1. I spent a reasonable amount of	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0	0
time for my transaction.	0		0		0		0		0		0		0	0	
SQD2. The office followed the	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0	0
transaction's requirements and steps	0	070	0	0 70	0	070	0	070	0	070	0	070	0	0	
based on the information provided.		00/		00/		00/		00/	0	00/	_	00/		0	0
SQD3. The steps (including payment) I needed to do for my transaction were	0	0%	0	0%		0%	0	0%		0%	0	0%	0		0
easy and simple.	0		0		0		0		0		0		0	0	
SQD4. I easily found information about my transaction from the office or its	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0	0
website.	0		0		0		0		0		0		0	0	
SQD5. I paid a reasonable amount of	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0	0
fees for my transaction.	0		0		0		0		0		0		0	0	
SQD6. I feel the office was fair to	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0	0
everyone, or walang palakasan, during my transaction.	0		0		0		0		0		0		0	0	
SQD7. I was treated courteously by the	0	0%	0	0%		0%	0	0%	0	0%	0	0%	0	0	0
staff, and (if asked for help) the staff was	0		0	. , 3	0		0		0		0		0	0	
helpful.	<u> </u>	00/		007	_	00/				00/		00/	_		_
SQD8. I got what I needed from the government office or (if denied) denial of	0	0%	0	0%		0%	0		0	0%	0	0%	0	0	0
request was sufficiently explained to me.	0		0		0		0		0		0		0	0	
Total	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0.00	0
Issuance of Certification of No Pe	nding Ca	ase													
SQD Questions	Strong Agree	ly	Agre	ee	Neither nor Disa		Disag	jree	Strongly Disagre		Not Appl	licable	TOTA L Resp onse s	Ratin g	Over all
	5		4		3		2		1	0					•
	Qty	%	Qty	%	Qty	%	Qty	%	Qty	%	Qty	%	Qty		%
SQD0. I am satisfied with the service	0	0%	0	\vdash	0	0%	0	-	0	0%	0	0%	0	0	0
that I availed	0		0		0		0		0		0		0	0	
SQD1. I spent a reasonable amount of	0	0%	0	0%		0%	0	-	0	0%	0	0%	0	0	0
time for my transaction.	0		0		0		0		0		0		0	0	
SQD2. The office followed the	0	0%	0	0%		0%	0	0%	0	0%	0	0%	0	0	0
transaction's requirements and steps	0	J /U		J /0	0	J /U		J /0	0	J / U	0	J / U		0	_
based on the information provided.			0			***	0	***					0		
SQD3. The steps (including payment) I needed to do for my transaction were	0	0%	0	0%		0%	0	0%	0	0%	0	0%	0	0	0
easy and simple.	0		0		0		0		0		0		0	0	
SQD4. I easily found information about	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0	0
my transaction from the office or its website.	0		0		0		0		0		0		0	0	
SQD5. I paid a reasonable amount of	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0	0
fees for my transaction.	0		0		0		0		0		0		0	0	
															. '

SQD6. I feel the office was fair to everyone, or walang palakasan, during	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0	0
my transaction.	0		0		0		0		0		0		0	0	
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0	0
helpful.	0		0		0		0		0		0		0	0	
SQD8. I got what I needed from the government office or (if denied) denial of	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0	0
request was sufficiently explained to me.			0		0		0		0		0		0	0	
Total	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0.00	0

Summary (Office)

SQD Question	Strongly Agree (5)	Agree (4)	Neither (3)	Disagree (2)	Strongly Disagree (1)	Not Applicable (0)	Total Responses
SQD0. I am satisfied with the service that I availed	5	0	0	0	0	0	5
SQD1. I spent a reasonable amount of time for my transaction.	5	0	0	0	0	0	5
SQD2. The office followed the transaction's requirements and steps based on the information provided.	5	0	0	0	0	0	5
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.	5	0	0	0	0	0	5
SQD4. I easily found information about my transaction from the office or its website.	5	0	0	0	0	0	5
SQD5. I paid a reasonable amount of fees for my transaction.	5	0	0	0	0	0	5
SQD6. I feel the office was fair to everyone, or walang palakasan, during my transaction.	5	0	0	0	0	0	5
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.	5	0	0	0	0	0	5
SQD8. I got what I needed from the government office or (if denied) denial of request was sufficiently explained to me.	5	0	0	0	0	0	5

Comments and Suggestions

Positive Comments									
okay ni na comment	None								
Negative Comments									
Suggestions									
Complaints									
Interventions									