MUNICIPAL GOVERNMENT OF SAN RAFAEL

Harmonized CSM Report

2024 (1st Edition)

I. Overview:

The Municipal Government of San Rafael (MGO San Rafael) is a first class municipality and one of the 21 municipalities and three cities that compose the Province of Bulacan. In ensuring compliance with Section I, Rule VI of the IRR of R.A. 11032, the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, MGO San Rafael adheres to the responsibility to render fast, efficient, convenient, reliable service and ensure no complaints are being processed beyond the prescribed processing time.

As stated in the ARTA Memorandum Circular (MC) No. 2022-02, government agencies shall provide the harmonized CSM survey to clients who have completed a transaction.

II. Scope:

MGO San Rafael conducted surveys throughout the year from January 2023 to December 2023

MGO San Rafael surveyed every client that visited the offices, as well as those that contacted MGO San Rafael through email if any.

The survey used the standard harmonized Client Satisfaction Measurement (CSM) questionnaire. It asked clients demographical questions, three (3) Citizen's Charter questions and eight (8) questions related to the following Service Quality Dimensions:

1. Responsiveness
2. Reliability
3. Access and Facilities

4. Communication
5. Costs
6. Integrity
7. Assurance
8. Outcome

The services MGO San Rafael surveyed are the following:

External Services	Responses	Total Transactions
Issuance of Community Mortgage Plan Certificate	188	318
Issuance of Endorsement and Recommendation	301	389
Issuance of Affidavit of low Income	130	174
Issuance of business permit	1657	1657
Issuance of Certification	170	250
Issuance of Municipal Mayor's Clearance	215	446
Issuance of Tricycle Franchise	992	992
Birthing Services	203	203
Issuance of Medical/Health Certificate	1288	5487
Issuance of Sanitary Permit	371	1717
Out-Patient Consultation	11454	23033
Application for Marriage License	325	411
Registration of Civil Registry Documents	1256	1732
Issuance of Transcription Certificate of Birth, Marriage and Death	1514	1778
Issuance of Certified True Copy of Tax Declaration	125	178
Issuance of Certified True Copy of Tax Map	32	35
Issuance of Property Certification	310	364
Issuance of Building Permit- Commercial	58	68
Issuance of Building Permit –Residential	80	100
Issuance of Certificate of Electrical Inspection	1055	2448
Issuance of Occupancy Permit	75	87
Issuance of Certificate of Indigency	225	542

Issuance of Pre-marriage Counselling Certificate	80	100
Issuance of Purchase Booklets	338	2799
Issuance of Social Case Study Report	310	1614
Provision of Aid to Individual in Crisis Situation	310	1614
Provision of Identification cards	338	2799
Processing of Development permit (DP) and reclassification of Agricultural Lands	63	63
Issuance of DP and Reclassification of Agricultural Lands	10	10
Issuance of Locational Clearance	91	91
Issuance of Community Tax Certificate (CTC) – Corporation	92	183
Issuance of Community Tax Certificate (CTC) – Individual	2160	4344
Real Property Tax Payment	8057	16212
Distribution of Certified/Hybrid Seeds	312	312
Distribution of Non-Organic/Chemical Fertilizers	94	94
Distribution of Organic Fertilizers and Vegetable Seeds	8	8
Registration of Farmers to Registry System for Basic Section in Agriculture	3	3
Internal Services		
Certificate of Employment	170	298
Issuance of Service Record	21	21
TOTAL	34481	71598

In aggregate, 34,481 people were able to answer the survey, among a population of 71,598. This resulted in a 48.16% response rate for 2023.

III. Methodology:

For physical clients, surveys were handed out and collected by the concerned personnel immediately at the end of the transaction.

The 8 SQD questions were scored using a 5-point Likert Scale. The simple average of the questions was used to get the Overall score. The interpretation of the results are as follows:

Scale	Average	Rating
1	1.00-1.49	Very Unsatisfied
2	1.50-2.49	Unsatisfied
3	2.50-3.49	Neither Unsatisfied nor Satisfied
4	3.5-4.49	Satisfied
5	4.50-5.00	Very Satisfied

IV. Results of the harmonized CSM for FY 2023:

A. Count of CC and SQD results

While the majority of respondents know the existence of a Citizen's Charter (CC), 14% of clients were still unaware of the CC. Meanwhile, among those that knew the CC, 99% were able to see MGO San Rafael's CC and 99% of clients were able to use it as a guide for their service.

Internal Services	Responses	Percentage
CC1. I know what a CC is and I saw this office's CC.	21013	61.55%
CC1. I know what a CC is but I did not see this office's CC.	2	.01%
CC1. I learned of the CC only when I saw this office's CC.	8383	24.55 %
CC1. I do not know what a CC is and I did not see one in this office.	4741	13.89%
CC2. Easy to see	34010	99.08%
CC2. Somewhat easy to see	02	.01%
CC2. Difficult to see	0	0%
CC2. Not visible at all	312	.91%
CC2. N/A	0	0%
CC3. Citizen's Charter helped very much	33910	99.60%
CC3. Citizen's Charter somewhat helped	2	.01%
CC3. Citizens's Charter did not help	134	.39%
CC3. N/A	0	0%

Meanwhile, most respondents were 'Very Satisfied' with ARTA in terms of the 8 service quality dimensions, recording a score range of 4.93-4.96.

The data below shows the breakdown of the results per service quality dimension.

Service Quality Dimension	Strongly Disagree (1)	Disagree (2)	Neither Agree nor Disagree (3)	Agree (4)	Strongly Agree (5)	Responses	Rating
Responsiveness	2	2	4	606	33867	34481	4.92%
Reliability	2	0	2	1431	33046	34481	4.92%
Access and Facilities	1	0	3	391	32485	34481	4.94%
Communication	1	0	2	853	33625	34481	4.93%
Costs	1	0	1	2291	32188	34481	4.95%
Integrity	1	0	8	1040	33432	34481	4.96%
Assurance	1	0	18	713	33749	34481	4.94%
Outcome	1	1	13	589	33877	34481	4.93%
Overall	**10**	**3**	**51**	**7914**	**266269**	**274247**	**4.94%**

B. Average score per service

Looking at the scores per service, respondents rated the service either “Satisfied” or “Very Satisfied” with their completed transactions, recording a score range of 4.74-5.00. No service garnered a score of 4.73 or lower.

As a result, MGO San Rafael recorded an Overall score of 4.94, which translates to “Very Satisfied”.

The data below shows the Overall rating of each service surveyed.

External Services	Overall Rating
Issuance of Community Mortgage Plan Certificate	4.96
Issuance of Endorsement and Recommendation	4.93
Issuance of Affidavit of low Income	5
Issuance of business permit	5
Issuance of Certification	5
Issuance of Municipal Mayor’s Clearance	5
Issuance of Tricycle Franchise	5
Birthing Services	4.97
Issuance of Medical/Health Certificate	4.96
Issuance of Sanitary Permit	4.97
Out-Patient Consultation	4.96
Application for Marriage License	4.95
Registration of Civil Registry Documents	4.95
Issuance of Transcription Certificate of Birth, Marriage and Death	4.95
Issuance of Certified True Copy of Tax Declaration	4.82
Issuance of Certified True Copy of Tax Map	4.77
Issuance of Property Certification	4.81

Issuance of Building Permit- Commercial	4.92
Issuance of Building Permit –Residential	4.91
Issuance of Certificate of Electrical Inspection	4.99
Issuance of Occupancy Permit	4.93
Issuance of Certificate of Indigency	4.97
Issuance of Pre-marriage Counselling Certificate	5
Issuance of Purchase Booklets	4.98
Issuance of Social Case Study Report	4.98
Provision of Aid to Individual in Crisis Situation	4.98
Provision of Identification cards	4.98
Processing of Development permit (DP) and reclassification of Agricultural Lands	5
Issuance of DP and Reclassification of Agricultural Lands	5
Issuance of Locational Clearance	5
Issuance of Community Tax Certificate (CTC) – Corporation	4.97
Issuance of Community Tax Certificate (CTC) – Individual	4.97
Real Property Tax Payment	4.97
Distribution of Certified/Hybrid Seeds	4.74
Distribution of Non-Organic/Chemical Fertilizers	4.74
Distribution of Organic Fertilizers and Vegetable Seeds	4.74
Registration of Farmers to Registry System for Basic Section in Agriculture	4.74
External Service Overall	**4.93**
Internal Services	
Certificate of Employment	4.95
Issuance of Service Record	4.98
Internal Service Overall	**4.96**
Overall	**4.94**

V. Results of the Agency Action Plan reported in FY 2021:

No result reported since Harmonized CSM tool under ARTA MC No. 2022-05 was issued only after FY 2021.

VI. Continuous Agency Improvement Plan for FY 2024:

Our agency shall continue to implement the use of the Harmonized Client Satisfaction Measurement (CSM) questions prescribed by the Authority and submit the CSM reports yearly to comply with ARTA Memorandum Circular No. 2022-05.

LADY AIZA S. MAPOY
Chairperson, CART