



# NATIONAL LIBRARY OF THE PHILIPPINES

## Client Satisfaction Measurement Report

### Consolidated

2024 (1<sup>st</sup> Edition)



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## I. Overview

Pursuant to Section 20 of the Republic Act (RA) No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, a feedback mechanism shall be established in all government agencies covered under Section 3 of the said RA. Section 3 of the Implementing Rules and Regulations (IRR) of the said RA states that “All agencies shall embed feedback mechanisms and client satisfaction measurement in their process improvement efforts. The agency shall report to the Authority the results of the Client Satisfaction Survey for each service based on the guidelines to be issued by the Authority”. Further ARTA MC No. 2022-05 Series of 2022 provides the guidelines on the implementation of the harmonized client satisfaction measurement.

As repository of the printed and recorded cultural heritage materials of the country and other intellectual, literary and information services, the National Library of the Philippines (NLP) is committed in continually improving its quality management system ensuring that customers are receiving the best quality of service they deserve and satisfaction also to its stakeholder.

The National Library of the Philippines (NLP) implements Feedback Management Procedure as part of its Quality Management System. The procedure applies to all the products and services of the NLP which were used in the evaluation and monitoring of its products and services in terms of and requirements and expectations for the year 2024.

	Score
CC Awareness:	58.11%
CC Visibility:	61.74%
CC Helpfulness:	68.95%
Response Rate:	31.50 %
Overall Score:	96.89%



## II. Scope

NLP conducted the survey throughout the year from January 2024 to Dec 2024, and was administered by each division online. A total of 7,935 clients responded to the CSM survey.

The services National Library of the Philippines surveyed were the following:

SERVICES	Responses	No. of Transactions	Minimum Responses
<b>EXTERNAL</b>			
Access to Library Resources *	1,619	7,002	364
Braille and Audiobook Production	4	26	24
Children's Services	202	104	82
Online Reference Services	286	1,552	308
Onsite Educational Tour	533	1,096	285
Virtual Educational Tour	297	297	168
<b>ACQUISITION</b>			
Acceptance of Donation (Books, serials, theses, dissertations, and other library materials)	457	2,433	332
Request for Certificate of Legal Deposit	332	1,075	283
Procurement of Books and Other Forms of Library Materials (within Annual Procurement Plan) (Alternative Mode of Procurement)	59	133	99
Request for Book Donation	88	11	11
<b>COPYRIGHT</b>			
Copyright Registration and Deposit	1311	2,675	336
Certified True Copy (CTC) of the Certificate of Copyright Registration	160	160	113



SERVICES	Responses	No. of Transactions	Minimum Responses
and Deposit/ Instrument and Deposit**			
Duplicate Copy of Certificate	2	2	2
<b>FINANCE AND ADMINISTRATION</b>			
Procurement of Goods and Services under Negotiated (NP)	79	79	66
Receiving and dissemination of incoming records/emails	34	34	31
Issuance of BIR Form (2307)	67	67	57
<b>NUMBERING SYSTEM</b>			0
Request for International Standard Book Number (ISBN)	321	1,960	321
Request for International Standard Serial Number (ISSN)	30	434	204
Request for International Standard Music Number (ISMN)	15	16	15
<b>PRODUCTION</b>			
Indexing	10	10	10
Processing of Cataloging-in-Publication (CIP)	234	330	178
<b>TECHNICAL ASSISTANCE TO PUBLIC LIBRARIES ***</b>	422	1,139	287
Training to Affiliated Public Libraries and Reading Centers	777	2,161	326
<b>INTERNAL SERVICES</b>			
Processing of Library Materials	87	329	177
Cataloging and Classification	90	310	172

SERVICES	Responses	No. of Transactions	Minimum Responses
Delivery, Inspection and Acceptance of Supplies, Materials & Equipment	199	284	164
Petty Cash Fund Administration for the Procurement of Goods and Services for Petty Miscellaneous Expenses (15K and Below)	9	9	9
Processing of Disbursement	49	678	245
Procurement of APP-CSE at PS-DBM Virtual Store	7	7	7
Procurement-Small Value Procurement (SVP) with Approved Budget for the Contract (ABC) of 100,000 and below	20	49	44
Request for Certified True Copy (CTC) of Records	10	10	10
Request for Maintenance and Repair	17	43	39
Request for Service Record	2	45	40
Request for Personnel Records	27	27	25
Repair of Software/Hardware	79	600	234
<b>OVERALL TOTAL</b>	<b>7,935</b>	<b>25,187</b>	

Integrate as one service

*\* Access to Library Resources*

- Access ID Registration
- Books, Theses and Dissertations, Government Publications and Serials
- eResources (Onsite)



- eResources (Offsite)
- Rare Collections
- Scanning/Printing of Library Resources

*\*\*Certified True Copy (CTC) of the Certificate of Copyright Registration and Deposit/ Instrument and Deposit*

- Certification of Copyright Registration and Deposit
- Releasing of Certificate of Copyright Registration and Deposit

*\*\*\*Technical Assistance to Public Libraries*

- Distribution of Library Resource Allocation
- Online/Virtual Technical Assistance and Observation (TAO)
- Onsite Technical Assistance and Observation
- Submission of Requirements for Affiliation of Public Library with NLP

On the other hand, the following services opted not to administer customer satisfaction survey to its clients:

- Transmittal of IPOPHIL-Registered Copyright
- Procurement-Small Value Procurement (SVP) with Approved Budget for the Contract (ABC) of 100,000 and below
- ISSN Registration to International Center (IC)

Internal service

- Monthly Transmittal of Published Books
- Designation of Petty Cash Fund Custodian
- Issuance of Property Clearance (Applicant with Property Accountability)
- Liquidation (without refund)
- Liquidation (with refund)
- Payroll Processing of Job Order and Contract of Service
- Processing of Obligation, Request, and Status (ORs)
- Refund of GSIS Loan Amortization
- Remittance of Mandatory Contribution and Loans
- Remittance of Other Payables



- Request for Budget Clearance
- Request for Transport Service (within NCR and out-of-town trips)
- Request and issuance of supplies and materials
- Renewal of Contracts for Job Order/ Contract of Service Personnel

Out of 25,187 transactions, 7,935 clients responded to the Customer Satisfaction Measurement (CSM) survey, resulting in a response rate of 31.50%.

This relatively low response rate is primarily due to clients' lack of enthusiasm in completing the form, which many describe as being too lengthy. Additionally, clients who avail of multiple services typically provide feedback for only one, limiting the comprehensiveness of the responses. The structure of the *Citizens Charter 2024, 1st Edition*—which involves multiple services that may be interrelated within a single transaction—further complicates the feedback collection process. In response, the agency has revised the *Citizens Charter* to streamline and improve the client feedback mechanism.

The following services had no clients in CY 2024

1. Funds Availability
2. Request for On-the-Job Training/Internship
3. Retrieval of 201 Files of Officials/ Employees/Requests for Certificate of Employment by Former Employees

### III. Methodology

NLP conducted feedback surveys throughout the year, from January to December 2024. Onsite clients were provided with a dedicated tablet to complete the feedback survey after each transaction, while online clients received the feedback link via email.





The 8 SQD questions were scored using a 5-point Likert Scale.

SCALE	RATING
5	Strongly Agree
4	Agree
3	Neither Agree nor Disagree
2	Disagree
1	Strongly Disagree

The Overall score for the 8 SQDs were computed based on the following formula:

$$\text{Overall Score} = \frac{\text{Number of 'Strongly Agree' answers} + \text{Number of 'Agree' answers}}{\text{Total Number of Respondents} - \text{Number of 'N/A' answers}}$$

The interpretation of the results are as follows:

Percentage	Rating
Below 60.0%	Poor
60.0% - 79.9%	Fair
80.0% - 89.9%	Satisfactory
90.0% - 94.9%	Very Satisfactory
95.0% - 100%	Outstanding

## IV. Results of the Harmonized CSM for FY 2024

### A. Demographic Profile

The highest percentage of respondents falls within the 20-29 age group (38.29%), followed by the 30-39 age group (19.13%). The lowest percentage is in the 60 and above age group (4.59%). The majority of respondents identified as female across all

categories (external, internal). The percentage of male respondents is lower compared to females. The percentage of respondents who preferred not to disclose their sex is relatively small across all categories.

D1. Age and D2. Sex	External	Internal	Overall
20 - 29 years old	39.42%	24.33%	38.29%
30 - 39 years old	19.32%	16.78%	19.13%
40 - 49 years old	16.72%	26.85%	17.48%
50 - 59 years old	12.54%	15.77%	12.78%
19 years old and below	8.13%	1.51%	7.64%
60 years old and above	3.76%	14.77%	4.59%
No answer	0.11%	0.00%	0.10%
Female	60.28%	58.05%	60.11%
Male	37.81%	39.60%	37.95%
Prefer not to say	1.91%	2.35%	1.94%

In terms of Region of residence of external clients:

- The National Capital Region (NCR) has the highest percentage of respondents at 49.49%, followed by CALABARZON (21.86%), and Central Luzon (8.57%).
- Other regions such as Ilocos Region, Central Visayas, Bicol Region, Cagayan Valley, MIMAROPA, Western Visayas, Northern Mindanao, Cordillera Administrative Region, SOCCSKSARGEN, Northern Mindanao, Davao Region also have notable representation, each ranging from 1% to 4%.

While in internal clients or employees of NLP:



- The NCR dominates internal respondents with a significantly higher percentage of 79.03%.
- CALABARZON is the second highest, but the percentage is much lower compared to NCR, at 8.56%.
- Other regions have minimal or no representation among internal respondents.

D3. Region	External	(%)	Internal	(%)	Overall
NCR – National Capital Region	3632	49.49%	471	79.03%	51.71%
Region IV-A – CALABARZON	1604	21.86%	51	8.56%	20.86%
Region III – Central Luzon	629	8.57%	47	7.89%	8.52%
Region I – Ilocos Region	300	4.09%	10	1.68%	3.91%
Region VII – Central Visayas	159	2.17%	2	0.34%	2.03%
Region V – Bicol Region	138	1.88%	1	0.17%	1.75%
Region II – Cagayan Valley	137	1.87%	1	0.17%	1.74%
MIMAROPA Region	129	1.76%	5	0.84%	1.69%
Region VI – Western Visayas	125	1.70%	1	0.17%	1.59%
CAR – Cordillera Administrative Region	87	1.19%	1	0.17%	1.11%
Region XII – SOCCSKSARGEN	82	1.12%	1	0.17%	1.05%
Region X – Northern Mindanao	81	1.10%	1	0.17%	1.03%
Region XI – Davao Region	79	1.08%	2	0.34%	1.02%
Region VIII – Eastern Visayas	41	0.56%		0.00%	0.52%
Region XIII – Caraga	37	0.50%	2	0.34%	0.49%
Region IX – Zamboanga Peninsula	36	0.49%			0.45%
BARMM – Bangsamoro Autonomous Region in Muslim Mindanao	23	0.31%			0.29%
No answer	20	0.27%			0.25%

Most of the respondents came from the general public or citizens (49.91%), followed by the government sector (29.35%), and the business or organization sector (20.74%) .



D4. Customer Type	External	Internal	Overall
D4. Citizen	53.96%		49.91%
D4. Business/Organization	22.43%		20.74%
D4. Government	23.61%	100%	29.35%

The analysis of the demographics reveals that there are distinct patterns across various categories like age groups, sex, region, and customer type. When it comes to age demographics (D1), the external respondents have a higher proportion of individuals in the 20-29 and 30-39 age brackets, while the internal respondents are more skewed towards the 40-49 age range. Overall, the most prevalent age group is the 20-29 age group, followed by the 30-39 age group. In terms of sex demographics (D2), females constitute the majority across all categories, males comprise the second largest group, and a small percentage prefers not to disclose their sex. The distribution of respondents across regions (D3) showcases a significant difference between the external and internal groups. The National Capital Region (NCR) has the highest representation among external respondents, while internal respondents are predominantly concentrated within the NCR. Overall, the NCR emerges as the region with the highest respondent concentration. Regarding customer type (D4), internal respondents exclusively represent the Government category, while external respondents encompass the Citizen, Business/Organization, and Government categories. The Citizens customer type has the highest representation overall, followed by Government and Business/Organization. These insights illuminate the demographic composition of respondents across various categories, offering valuable perspectives for understanding the surveyed population.

### ***B. Count of CC and SQD results***

The results of the survey show that over half of the respondents (58.11%) are aware of the Citizens Charter (CC) and have seen the office's CC. This is a significant indication of how the office's commitment to transparency is being recognized.



However, a substantial portion (16.84%) of the respondents are still unaware of the CC and haven't seen the office's CC yet.

Among those who are aware of CC, the majority (61.74%) found the office's CC easy to see. This is a clear indication that the office is taking the right steps to make the CC visible to the public. However, a small percentage of respondents (2.30%) found it difficult to see or not visible at all (1.40%). It is essential that the office takes necessary steps to make the CC visible to everyone.

The survey also revealed that the majority of respondents who were aware of CC found it to be helpful in their transactions (68.95%). This indicates that the CC is serving its purpose and helping the public in their dealings with the office. However, some respondents (1.44%) indicated that it did not help them. The office should take steps to address this issue to ensure that its CC is as effective as possible.

Overall, the results of the survey indicate that the office is making progress towards achieving transparency and accountability. While there is still work to be done to increase awareness of the CC among the public, the office should be commended for its efforts. The CC is serving its purpose and helping the public in their dealings with the office, and it is essential that the office takes necessary steps to make the CC visible and accessible to everyone.

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	4,265	58.11%
2. I know what a CC is but I did not see this office's CC.	783	10.67%
3. I learned of the CC only when I saw this office's CC.	1,055	14.38%
4. I do not know what a CC is and I did not see this office's CC.	1,236	16.84%
CC2. If aware of CC, would you say that the CC of this office was...?		
Easy to see	4,531	61.74%
Somewhat easy to see	1,307	17.81%

Citizen's Charter Answers	Responses	Percentage
Difficult to see	169	2.30%
Not visible at all	103	1.40%
NA (Not applicable)	1,229	16.75%
CC3. If aware of CC, how much did the CC help you in your transaction?		
Helped very much	5,060	68.95%
Somewhat helped	925	12.60%
Did not help	106	1.44%
NA (Not applicable)	1,248	17.01%

A combined total of 7,596 respondents (95.78%) either strongly agree or agree that they are satisfied with the service they availed. This indicates a high level of satisfaction among the majority of respondents. A smaller proportion of respondents (228 individuals, 2.87%) neither agree nor disagree, suggesting some ambivalence in their satisfaction. Only 107 respondents (1.35%) either disagree or strongly disagree with their satisfaction level, indicating a very low dissatisfaction rate.

Overall, the overwhelming majority of respondents (95.78%) express satisfaction with the service they availed. The proportion of respondents expressing dissatisfaction is minimal, with only 1.35% indicating disagreement or strong disagreement. A small portion of respondents appear ambivalent about their satisfaction level, with 2.87% neither agreeing or disagreeing.

In conclusion, the data suggests that the service provided has generally met or exceeded the expectations of the respondents, as evidenced by the high satisfaction rate. However, it's worth investigating the reasons behind the small portion of respondents who express ambivalence to understand any areas for potential improvement in service delivery. Overall, this data reflects positively on the quality of service provided.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
SQD0. <i>I am satisfied with the service that I availed.</i>	6,274	1,322	228	32	75	4	7,935	95.78%

The survey results indicate that the service has been rated positively across different dimensions.

- Responsiveness: The majority of respondents strongly agree or agree with the responsiveness of the service, with over 92.36% expressing satisfaction.
- Reliability: This dimension has the highest satisfaction level among all, with over 95% expressing agreement.
- Access and Facilities: Satisfaction is high, with over 94% expressing agreement.
- Communication: While still positive, satisfaction with communication is relatively lower compared to other dimensions, with around 92% agreement.
- Costs: The majority agree with the cost aspect, but satisfaction is relatively lower compared to other dimensions, with around 92% agreement.
- Integrity: Satisfaction is very high in this dimension, with over 95% expressing agreement.
- Assurance: High satisfaction level, with around 95% expressing agreement.
- Outcome: Satisfaction is relatively high, with around 94% expressing agreement.

Overall, the data suggests a generally positive sentiment towards service quality, with specific areas such as communication and costs identified as potential areas for improvement to further enhance overall satisfaction.

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	5,666	1,491	439	74	79	186	7,749	92.36%
Reliability	6,082	1,373	289	23	35	133	7,802	95.55%
Access and Facilities	5,718	1,381	360	36	43	397	7,538	94.18%
Communication	5,648	1,493	444	56	50	244	7,691	92.85%
Costs	4,180	1,036	332	33	40	2,314	5,621	92.79%
Integrity	6,030	1,258	315	24	44	264	7,671	95.01%
Assurance	6,167	1,238	272	29	41	188	7,747	95.59%
Outcome	5,984	1,339	356	27	37	192	7,743	94.58%
<b>Overall</b>	<b>45,475</b>	<b>10,609</b>	<b>2,807</b>	<b>302</b>	<b>369</b>	<b>3,918</b>	<b>59,562</b>	<b>94.16%</b>

### C. Overall score per service

External Services	Overall Rating
Access to Library Resources	90.49%
Braille and Audiobook Production	90.32%
Children's Services	91.56%
Online Reference Services	90.78%
Onsite Educational Tour	93.46%
Virtual Educational Tour	93.46%
Acceptance of Donation (Books, serials, theses, dissertations, and other library materials)	96.34%
Request for Certificate of Legal Deposit	96.34%
Procurement of Books and Other Forms of Library Materials (within Annual Procurement Plan) (Alternative Mode of Procurement)	96.27%
Request for Book Donation	91.73%





Copyright Registration and Deposit	96.84%
Certified True Copy (CTC) of the Certificate of Copyright Registration and Deposit/ Instrument and Deposit	96.84%
Duplicate Copy of Certificate	96.84%
Procurement of Goods and Services under Negotiated (NP)	95.70%
Receiving and dissemination of incoming records/mails	98.50%
Issuance of BIR Form (2307)	99.62%
Request for International Standard Book Number (ISBN)	96.65%
Request for International Standard Serial Number (ISSN)	96.65%
Request for International Standard Music Number (ISMN)	96.65%
Indexing	95.89%
Processing of Cataloging-in-Publication (CIP)	93.36%
Technical Assistance to Public Libraries	92.23%
Training to Affiliated Public Libraries and Reading Centers	92.99%
External Service Total	94.76%
<b>Internal Services</b>	
Processing of Library Materials	98.46%
Cataloging and Classification	99.22%
Delivery, Inspection and Acceptance of Supplies, Materials & Equipment	98.90%
Petty Cash Fund Administration for the Procurement of Goods and Services for Petty Miscellaneous Expenses	100.00%
Processing of Disbursement	100.00%
Procurement of APP-CSE at PS-DBM Virtual Store	100.00%
Procurement-Small Value Procurement (SVP) with Approved Budget for the Contract (ABC) of 100,000 and below	100.00%
Request for Certified True Copy (CTC) of Records	100.00%



Request for Maintenance and Repair	94.44%
Request for Service Record	100.00%
Request for Personnel Records	99.49%
Repair of Software/Hardware	97.70%
Internal Service Total	99.02%
<b>OVERALL TOTAL</b>	<b>96.89%</b>

#### *D. Free responses*

**This portion may be used for your compliment, suggestion, or complaint (optional)**

- *Mababait Sila at madaling kausap satisfied talaga Lalo sa service nila - Samson, mark jerome*
- *Very polite and prompt - Wilma*
- *The librarian staff are very friendly and approachable. I am from La Union looking for books for my thesis and it was my first time. They are accomodating and friendly.*
- *Nice - Kenneth*
- *Quick delivery of requested books and documents and approachable staffs. - Queenie Valdoz*
- *Thanks for being so quick to respond and help out. Your kindness and keen attention to details didn't go unnoticed. Again, thank you, NLP, and for your people's commendable professionalism. God bless! - Avegail Cruz*
- *Very good - Kathrine Dianne cabezudo*
- *It's nice to be here. I suggest upgrade the wifi for best internet connection - Cri*
- *The staff is very welcoming and so is the person who keeps finding the book that we needed - James errol*
- *Very nice service and good transaction with their employees - Mary Grace*
- *Thanks for the help although navigating is quite challenging due to slow internet connection*
- *Madali maghanap at mabait mga two - Samson mark jerome*
- *Thank you very much...And God Bless. - Ruben S Panlilio Jr*
- *I wish there were more books on the subject I want to read on that are also up to date if*



possible.

- *The Librarians are heartwarming - Rei*
- *Thank you so much for making it easier for me to understand on how to follow up here as this is my very first time in my life to visit this kind of place. To the lady who I get to learn the process here, thank you so much to you! I got to take note for the next visit. - Kyla*
- *Very kind in their assistance to my needed documents, even extending it to allowing me access to the microfilms even if they were not originally part of my inquiry.*
- *Thank you for helping us through the use of guiding and giving us the book that we are looking. A big appreciation to all of you!*
- *I hope they could give more wifi vouchers because it is really needed and is applicable for more than one device. - Divina*
- *They are Very helpful public servants. So proud of how they treat their clients and I saw how they are very accomodating to all their clients. Kudos to all the employees.*
- *The cr smells so bad, sorry? Random ramps are kinda bad for easily clumsy people and old folks. The lighting in the reading room should be better, overall experience really fun, thank you po ^^ - Tatiana*
- *Thank you we learned a lot... Hope to have more trainings with you someday, all of the staff are accommodating and knowledgeable in sharing thier works. - Zamboanga City*
- *A safe place for everyone na gustong matuto. This serves as a comfort place na nakakatulong Hindi lang sa mga mag-aaral kundi pati na rin sa lahat ng taong gustong magpalipas ng oras sa paglilibang at magdagdag pa ng di natatapos na kaalaman*
- *Na-satisfy po ako sa una Kong pagpunta rito sa NLP! Solid Yung experience at 'yong environment. Keep up the good work mga Mahal naming staff!!! Babalik pa po kami kasi any genuine po my service ninyo para sa sambayanang Pilipino na kapwa rin namin, kabataan. - Joselindo F. Colegio*
- *Thank you for a wonderful experience.*
- *Please provide longer library hours for students to have places to study even for 6pm onwards, thank you - Jovy*
- *Very hospitable - Cai*
- *She's my stay in NLP for two weeks, Ms. Elle helped me and asst me in my needs. Her outfit also lighten the mood and her great voice uplift my tired soul inn searching for my dissertation*



- *Thank you for giving us a safe place to review. Hoping to have more public libraries in different cities.*
- *Superlative service and courtesy extended by all.*
- *Staff very polite - Penny Ramos*
- *Sir/Mam may I suggest in our Library we need more access resources like for instance high technology in our organization. - Gliceria Q. Kilapkilap*
- *I 'am very happy that our National Library has improved a lot. It has a good ambience, good ventilation, good lighting, over all, easy accesibility on materials, good facilities and services from NLP staff. - DIANNE BACQUIAN*
- *may NLP sustain its people-centric service - ian alfonso*
- *Thank you po and keep up the good work. - Eufemio Agbayani III*
- *Not helpful the assistant desk are not helpful they have bad attitude - Aaron Jeffer Quelapuego*
- *Assistance desk in reading area is not approachable to the first time goers and users somewhat it's kind of a rude and not easily to talk with. Hope that they don't be like that.*
- *Sana po mas updated po yung resources since National Library siya ng bansa. Sana iinclude po ang thesis/dissertations from year 2020 Onwards kasi yun po ang hinohonor sa research paper - Felix*
- *Salamat sa magandang pag aasikaso - Milagros L. Bagaporo*
- *magtayo na kayo ng xerox / photocopy area pls*
- *Staff was fast, helpful, and polite.*
- *The staff is very helpful - JOHN DERICK BANO*
- *Very approachable and all is well.Good job! - Jessie T. Manalo*
- *Napakabait na tao at lahat ng gusto ko malaman nay nasasagot nya ng may magandang ngiti mahusay at mabait siya yan ang tunay na empleyado - Christian rick v. mangahas*
- *Thank u so much for your service ;)*
- *Fast transaction and friendly staff - Michelle Dig*
- *Maganda po ang serbisho inaasikaso k ng ma ayos salamat - Jay*
- *Transaction was smooth, thanks for the help of staff. - Pauline Alexis Reyes*
- *Very easy to talk to, very courteous. With sense of humor. 😊 - Gerald Domer*
- *Superb gov.service - Anicia Guzman*



- *People at this agency are very helpful - Ellen Siapno*
- *Very accomodating NLP. Tatak Pilipino - ANNIE G*
- *The people from the cashiers office were very helpful even during phone inquiry. They were also courteous when I went in their office. The security people are also polite and helpful - Qualipress*
- *Excellent servouce - Anicia B Guzman*
- *Helpful and fast transaction. - Antero situbal*
- *The service provider was very prompt and clear on addressing my concerns and suggesting relevant actions needed to process the transaction smoothly. As to the citizen's charter, I couldn't give an answer because I didn't do the transaction on site.*
- *I was very jappy with thr speed of the service and results - Ramoncito Cruz*
- *Thank you very much for always assisting with the CIP. I am very grateful. - Cindy Velasquez*
- *Nice one ty - John Lexous Nadua*
- *Thank you so much po*
- *More information be given to clients especially in filling out the forms correctly..though there are info's in the net... More sample in filling up the forms be provided.. I commend the Courteous staff of the national library especially in the copyright section...The environment is very suitable.. thanks for the genuine assistance... Thank you and God bless.*
- *Make it quick*
- *Very cordial, helpful and efficient. Fast and amazing changes - Albert Banico*
- *The service provider is accomodating. - Jimuell Apolonio*
- *Services is very satisfactory 😊*
- *Staff are all nice and very accomodating keep up the good work 😊*
- *The facilitators are approachable and very accomodating in their clients*
- *Very welcoming and nice ushers - Nomer*
- *Great experience - Nathe Zuckerberg*
- *The girl who welcomed us is so jolly. A great way to start my experience in national library. Keep it up. Thank you. - Geli*
- *Promotion for other universities and more hands-on activities (with minor additional fees added to tour) as option*



- *I strongly commend the services of our guide and the there employees*
- *Staff are accommodating. Students enjoyed the program in auditorium for educational tour. Please revised your survey form depending on your guest. Overall, good services so far!*
- *I admire the librarians' passion and hardwork towards their job. I enjoyed the library tour and the services it offer. There are no dull moments and I learned a lot during my stay.*
- *thank you so much for the tour yesterday, Ma'am Melai. Super clear po ng mga explanations, very professional and at the same time very jolly rin ang personality! I really do enjoy the tour yesterday because of her and the other librarians also. Thank you so much!*
- *It was my first time to visit the National Library of the Philippines. I was amused on its services and its collection. Particularly the Library for the blind. I haven't heard or seen a library that offers that kind of services aside from NLP. This service will be a great help to the person with eye impairment. Through this service, it will shows that learning is limitless, beyond sight. Also as a BLIS student, I was happy that I was able to see the Microform reader up close and to experience using it. The NLP tour was a great help to me as a BLIS student. I learned a lot from this library tour experience. But this won't be possible without the guide of our Service Provider Ma'am Melanie Marquez. I learned a lot from her. She discussed and introduce the history, services, collections, and staffs of NLP very clearly.*
- *Thank you so much for accommodating our queries and for the smooth transaction. Mabuhay and more power!*
- *Thank you for always being responsive, and such an outstanding work efficiency. Nakakaproud maging Pinoy dahil sa inyo. God bless, NLP!*
- *Maraming salamat for your fast and efficient service. Thank you very much! - Richard Gavina Castor*
- *Continue to give quality services to your clients. Thank you! - RODEN SAMSON*
- *The said office rendered their services in a timely and courteously manner. - shirley B. De Leon*
- *Your Office is consistent in giving excellent online service. Congratulations and GOD BLESS.*
- *Thank you for your prompt/quick response to our ISBN Application, as always. More power! - Maria Perpetua P Ocampo*
- *I would like to give good comments on the consistency of the good service of the personnel of the National Library of the Philippines. I have a lot of questions regarding the process yet their patience and dedication to serve is present and consistent both on online*



*communication and through a phone. Thank you NLP for your great service. - Fritz Jeran L. Velasco*

- *They are very courteous and willing to guide their clients, especially if there are problems with the application of ISBN and ISSN - Jennifor Aguilar*
- *Kudos to the National Library for your excellent service which is very rare in government. I had a difficult time in another office I had to transact with before yours. - Lilia B. de Lima*
- *Thanks for the quick assistance! I received feedback on my request on the same day that I submitted it.*
- *This is just a suggestion*
- *sana yung payment process mapabilis nyo, and sana may update from time to time, medyo mahirap magfollow up ng payment, "hindi daw po nya trabaho yun at may kanya kanya daw po silang tarabaho" sabi ni sir na nag-inquire saakin, sya kasi yung pinafollow up ko, dahil sya yung alam ko na may contact info saakin. thank you.*
- *Ms. De Pedro was very polite and courteous. She demonstrates a service comes from the heart. Hope to visit NLP again in the near future. - Mark Cruz*
- *The Cortes Municipal Library in Surigao del Sur is overwhelmed of the NLP services, in giving technical assistance especially on the PPA's. - Martin C. Esmeralda, Jr*
- *Thank you for your prompt and valuable services to Quezon Provincial Library - RIA MARELLE A. TIMBAL*
- *Thank you for helping us achieve our aspiration for a digitalize library services through the enhancement of the INPL Opac. Thanks also to the resources and knowledge you shared with us. God bless po - Ilocos Norte Provincial Library*
- *Thank you for the never ending guidance to every libraries nationwide. - SWEDEN D. SALANDANAN*
- *Thank you for organizing this free webinar with CPD points - Ria Marelle A. Timbal*

## **V. Results of the Agency Action Plan reported for FY 2023**

The Customer Satisfaction Management Team (CSMT) has made significant strides in enhancing client engagement and service delivery. In response to client





suggestions and concerns, the team has proactively implemented a systematic approach to handling feedback. A streamlined system utilizing Google Sheets has been deployed, providing real-time access to feedback for designated focal persons across all divisions. This promotes open and continuous dialogue among process owners, focal persons, and clients, enabling quicker response times and more informed service improvements.

This approach reinforces the agency's commitment to customer satisfaction by ensuring timely and effective responses to client needs, while fostering a culture of transparency and responsiveness.

Furthermore, to address challenges in complex transactions and enhance the feedback-gathering process, the agency has scheduled a revision of the **NLP Citizen's Charter**. This revision aims to simplify service processes and facilitate a more efficient and accurate collection of data for the **Client Satisfaction Measurement Report**. The planned updates are expected to lead to more meaningful engagement with clients and better-informed service enhancements.

## **VI. Continuous Agency Improvement Plan for FY 2025**

As part of our continuous improvement efforts, the CSMT has initiated collaboration with the Performance Management Team to streamline the feedback collection process. This joint initiative aims to enhance the efficiency and effectiveness of how feedback is gathered, reviewed, and utilized.

Through this collaboration, both teams are working to ensure that all procedures related to feedback collection are fully compliant with existing regulatory standards. Moreover, these efforts are aligned with the guidelines and service commitments outlined in the Citizen's Charter to ensure transparency, accountability, and responsiveness in our service delivery.

In addition, related services now share the same feedback link, allowing for a more centralized and consistent approach to feedback management.





This coordinated approach supports the development of a more streamlined and standardized system for managing feedback, ultimately contributing to improved performance and increased client satisfaction.

Prepared by :

Maricel M. Urena

Chief, Research and Publications Division

Team Leader, Customer Satisfaction Management Team

Noted by:

Blesila P. Velasco

Chief, Public Libraries Division

CART Chairperson

Approved by :

Cesar Gilbert Q. Adriano


Director IV

National Library of the Philippines



## ANNEX A. Survey Questionnaire/s Use (Printed version)

Control No. 1050  
(On-Site Version)

 **NATIONAL LIBRARY OF THE PHILIPPINES**  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type: ☐ Citizen ☐ Business ☐ Government (Employee or another agency)

Date: MARCH 7, 2014 Sex: ☐ Male ☒ Female Age: 40 Region of residence: N/A

Service Availed: ☒ Access to Library Resources ☐ Online Reference Service ☐ Children and Young Adults Services  
☐ Guided Library Tour ☐ Request for Book Donations ☐ Donation and Legal Deposit ☐ Procurement of books and other library material  
☐ Copyright ☐ Cash Management Process - Collection ☐ Receiving and Dissemination of Incoming Records ☐ Procurement of Goods and Services thru PS-DBM ☐ Procurement of Goods and Services thru Purchase request ☐ Numbering System ☐ Indexing ☐ Cataloguing-in-publication (CIP) ☐ Braille and audiobook ☐ Technical Assistance to Affiliated Public Libraries and Barangay Reading Centers ☐ Training to Affiliated Public Libraries and Reading Centers






**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

**CC1** Which of the following best describes your awareness of a CC?  
☐ 1. I know what a CC is and I saw this office's CC.  
☐ 2. I know what a CC is but I did NOT see this office's CC.  
☒ 3. I learned of the CC only when I saw this office's CC.  
☐ 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

**CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?  
☒ 1. Easy to see ☐ 4. Not visible at all  
☐ 2. Somewhat easy to see ☐ 5. N/A  
☐ 3. Difficult to see

**CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?  
☒ 1. Helped very much ☐ 3. Did not help  
☐ 2. Somewhat helped ☐ 4. N/A

**INSTRUCTIONS:**  
For SQD 0-8, please put a **check mark (✓)** on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.				✓		
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.				✓		
<b>SQD2.</b> The office followed the transaction's requirements and steps based on the information provided.				✓		
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.				✓		
<b>SQD4.</b> I easily found information about my transaction from the office or its website.				✓		
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction. (If service was free, mark the 'N/A' column)				✓		
<b>SQD6.</b> I feel the office was fair to everyone, or "walang palakasan", during my transaction.				✓		
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.				✓		
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				✓		

Suggestions on how we can further improve our services (optional):  
\_\_\_\_\_  
\_\_\_\_\_

Email address (optional): henalib@nli.gov.ph

**THANK YOU!**



Online version using Google form



Republic of the Philippines  
NATIONAL LIBRARY OF THE PHILIPPINES

## Customer Satisfaction and Feedback Survey

### HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of NLP. Your feedback on your recently concluded transaction will help us to provide a better service. Personal information shared will be kept confidential and you always have the option not to answer this form.

[Mag-sign in sa Google](#) para i-save ang iyong pag-usad. [Matuto pa](#)

\* Tumutukoy sa kinakailangang tanong

### DATA PRIVACY NOTICE

The National Library of the Philippines (NLP) maintains and protects the privacy of personal data that you share with us. We commit to implement appropriate security measures to maintain the confidentiality, integrity, and availability of your personal data in accordance with RA 10173 or the Data Privacy Act of 2012.

I confirm that I have read, understood, and agreed to the Data Privacy Notice stated above \*

☒ Yes

☐ No

[Susunod](#)

[I-clear ang form](#)



Republic of the Philippines  
NATIONAL LIBRARY OF THE PHILIPPINES

## Customer Satisfaction and Feedback Survey

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\* Tumutukoy sa kinakailangang tanong

### CUSTOMER PROFILE

#### Date and Time of Transaction

Iyong sagot

#### Client Type \*

- ☐ Citizen
- ☐ Business
- ☐ Government
- ☒ Organization
- ☐ NLP Employee

#### Sex \*

- ☐ Male
- ☒ Female
- ☐ Prefer not to say

**Age \***

- ☐ 19 - below
- ☐ 20 - 29
- ☐ 30 - 39
- ☒ 40 - 49
- ☐ 50 - 59
- ☐ 60 and above

**Region of residence \***

- ☒ NCR – National Capital Region
- ☐ CAR – Cordillera Administrative Region
- ☐ Region I – Ilocos Region
- ☐ Region II – Cagayan Valley
- ☐ Region III – Central Luzon
- ☐ Region IV-A – CALABARZON
- ☐ MIMAROPA Region
- ☐ Region V – Bicol Region
- ☐ Region VI – Western Visayas
- ☐ Region VII – Central Visayas
- ☐ Region VIII – Eastern Visayas
- ☐ Region IX – Zamboanga Peninsula
- ☐ Region X – Northern Mindanao
- ☐ Region XI – Davao Region
- ☐ Region XII – SOCCSKSARGEN
- ☐ Region XIII – Caraga
- ☐ BARMM – Bangsamoro Autonomous Region in Muslim Mindanao

- ☐ Region VII – Central Visayas
- ☐ Region VIII – Eastern Visayas
- ☐ Region IX – Zamboanga Peninsula
- ☐ Region X – Northern Mindanao
- ☐ Region XI – Davao Region
- ☐ Region XII – SOCCSKSARGEN
- ☐ Region XIII – Caraga
- ☐ BARMM – Bangsamoro Autonomous Region in Muslim Mindanao

**Name (Optional)**

lyong sagot

**Contact number (Optional)**

lyong sagot

**Email address \***

put NA if none

na

Bumalik

Susunod

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Huwag isumite kailanman ang mga password sa pamamagitan ng Google Forms.



## External Services

### Service Availed \*

- ☐ Access to Library Resources
- ☐ Online Reference Service
- ☐ Children's Services
- ☐ Onsite Educational Tour
- ☐ Virtual Educational Tour
- ☐ Request for Book Donations
- ☐ Acquisition (Donation and Legal Deposit)
- ☐ Acquisition (Procurement of books and other library material)
- ☐ Request for donation
- ☐ Copyright
- ☐ Certificate of Copyright registration deposit/instrument deposit
- ☐ Duplicate copy of certificate
- ☐ Procurement of Goods and Services thru PS-DBM
- ☐ Receiving and Dissemination of Incoming Records
- ☐ Cash Management Process – Issuance of BIR Form (2307)
- ☐ Procurement of Goods and Services thru Purchase request
- ☐ Numbering System (ISBN, ISSN, ISMN)
- ☐ Indexing
- ☐ Cataloguing-in-publication (CIP)
- ☐ Braille and audiobook
- ☐ Technical Assistance to Affiliated Public Libraries and Barangay Reading Centers
- ☐ Training to Affiliated Public Libraries and Reading Centers

### Mode of Service Delivery \*

- ☐ Online
- ☐ Onsite



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## Customer Satisfaction and Feedback Survey

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\* Tumutukoy sa kinakailangang tanong

### Citizen's Charter (CC) Related Questions

The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

#### CC 1: Which of the following best describes your awareness of a Citizen's Charter (CC)? \*

- ☐ 1. I know what a CC is and I saw this office's CC.
- ☐ 2. I know what a CC is but I did NOT see this office's Citizen's CC.
- ☐ 3. I learned of the CC only when I saw this office's CC.
- ☐ 4. I do not know what a CC is and I did not see one in this office

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Ginawa ang form na ito sa National Library of the Philippines.  
Mukha bang kahina-hinala ang item na ito? [Ulat](#)

Google Forms





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## Customer Satisfaction and Feedback Survey

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\* Tumutukoy sa kinakailangang tanong

### Citizen's Charter (CC) Related Questions

**CC 2: If aware of Citizen's Charter (CC) (answered 1-3 in CC1), would you say that the CC of this office was ...?** \*

- ☐ Easy to see
- ☐ Somewhat easy to see
- ☐ Difficult to see
- ☐ Not visible at all

**CC 3: If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?** \*

- ☐ Helped very much
- ☐ Somewhat helped
- ☐ Did not help

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## Customer Satisfaction and Feedback Survey

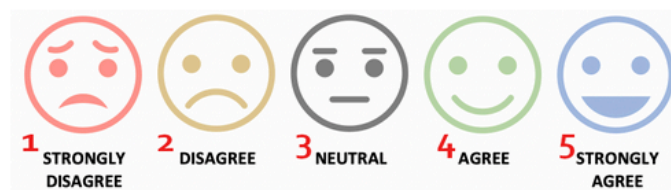
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\* Tumutukoy sa kinakailangang tanong

### Customer Satisfaction Survey

For the next questions, this rating scale shall be used: 1 to 5 and 0 if not applicable;  
1 - Strongly Disagree ; 2 - Disagree ; 3 - Neither Agree nor Disagree ; 4 - Agree ; 5 - Strongly Agree

RATING ( 5 is the highest rating)



**SQD0. I am satisfied with the service that I availed.** \*

1 2 3 4 5  
Strongly Disagree ☐ ☐ ☐ ☐ ☐ Strongly Agree



**SQD1. I spent a reasonable amount of time for my transaction \***

0 - N/A ; 1 - Strongly Disagree ; 2 - Disagree ; 3 - Neutral ; 4 - Agree ; 5 - Strongly Agree

0 1 2 3 4 5  
Not Applicable ☐ ☐ ☐ ☐ ☐ ☐ Strongly Agree

**SQD2. The office followed the transaction's requirements and steps based on the information provided. \***

0 - N/A ; 1 - Strongly Disagree ; 2 - Disagree ; 3 - Neutral ; 4 - Agree ; 5 - Strongly Agree

0 1 2 3 4 5  
Not Applicable ☐ ☐ ☐ ☐ ☐ ☐ Strongly Agree

**SQD3. The steps (including payment) I needed to do for my transaction were easy and simple \***

0 - N/A ; 1 - Strongly Disagree ; 2 - Disagree ; 3 - Neutral ; 4 - Agree ; 5 - Strongly Agree

0 1 2 3 4 5  
Not Applicable ☐ ☐ ☐ ☐ ☐ ☐ Strongly Agree

**SQD4. I easily found information about my transaction from the office's website. \***

0 - N/A ; 1 - Strongly Disagree ; 2 - Disagree ; 3 - Neutral ; 4 - Agree ; 5 - Strongly Agree

0 1 2 3 4 5  
Not Applicable ☐ ☐ ☐ ☐ ☐ ☐ Strongly Agree

**SQD5. I paid a reasonable amount of fees for my transaction. (If service was free, mark the 'N/A or 0' column) \***

0 - N/A ; 1 - Strongly Disagree ; 2 - Disagree ; 3 - Neutral ; 4 - Agree ; 5 - Strongly Agree

0 1 2 3 4 5  
Not Applicable ☐ ☐ ☐ ☐ ☐ ☐ Strongly Agree

**SQD6. (For onsite delivery) I feel the office was fair to everyone, or "walang palakasan", during my transaction. (onsite) \***

(For online service delivery) I am confident my online transaction was secure. (online)

0 - N/A ; 1 - Strongly Disagree ; 2 - Disagree ; 3 - Neutral ; 4 - Agree ; 5 - Strongly Agree

0 1 2 3 4 5  
Not Applicable ☐ ☐ ☐ ☐ ☐ ☐ Strongly Agree

**SQD7. (For onsite delivery) I was treated courteously by the staff, and (if asked for help) the staff was helpful. \***

(For online service delivery) The office's online support was available, and (if asked questions) online support was quick to respond.

0 - N/A ; 1 - Strongly Disagree ; 2 - Disagree ; 3 - Neutral ; 4 - Agree ; 5 - Strongly Agree

0 1 2 3 4 5  
Not Applicable ☐ ☐ ☐ ☐ ☐ ☐ Strongly Agree

**SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me. \***

0 - N/A ; 1 - Strongly Disagree ; 2 - Disagree ; 3 - Neutral ; 4 - Agree ; 5 - Strongly Agree

0 1 2 3 4 5  
Not Applicable ☐ ☐ ☐ ☐ ☐ ☐ Strongly Agree

Bumalik

Susunod

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## Customer Satisfaction and Feedback Survey

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### Customer Feedback (optional)

Name of Service Provider (Optional)

Iyong sagot

Feedback Type (optional)

- ☐ Compliment
- ☐ Suggestion
- ☐ Complaint

This portion may be used for your compliment, suggestion, or complaint (optional)

Iyong sagot

[Bumalik](#)

[Submit](#)

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