

# WERE CITIZENS HAPPY WITH FRONTLINE GOVERNMENT SERVICE IN 2020?

**Overall  
Citizen Satisfaction  
Score in 2020\***

**70.14**  
Nationwide

**68.74**  
Luzon

**71.98**  
Visayas

**75.80**  
Mindanao

\* Based on citizens' transaction with 124 frontline government agencies and offices in 17 regions across the country

## Citizen Satisfaction e-Survey results gives evidence-based insights on



Improving citizen satisfaction on frontline government services



Designing and delivering better frontline services whether face-to-face, phone call, or online



Standardizing quality of frontline government services

## Despite movement restrictions and health protocols during the COVID-19 pandemic...

frontline government agencies and offices still got an almost good overall satisfaction score of 70.14 nationwide in 2020. The score reflects both the challenging period and ongoing efforts to meet citizens' expectations during the new normal.

For more details, see <https://www.dap.edu.ph/government-frontliners-get-an-almost-good-score-national-citsat-survey-report-2020/> and/or more e-CitSat study results, including key drivers of satisfaction, in the next infographics SQS No. 2, 2021.



For questions, comments, suggestions, information, and updates, please connect with us: