

# 2018 CITIZEN SATISFACTION SURVEY

## "Ano ang sabi ng bayan sa serbisyo ng gobyerno?"

The Citizen Satisfaction Survey (CitSat) is part of the annual whole-of-government survey being conducted by the Development Academy of the Philippines (DAP) under the Government Quality Management Program (GQMP). The CitSat measures the satisfaction score of Government to Citizens (G2C) transactions, gives insights on meeting citizen expectations, and identifies priorities for improving the quality of frontline government service delivery experience.

### 2018 Government to Citizen Satisfaction Score\*

#### G2C Scores by Geographical Location



**86.93**  
OVERALL G2C  
SATISFACTION SCORE

#### G2C Scores by Agency Cluster



#### Top 10 Key Drivers of Citizen Satisfaction in 2018



#### Takeaway point



With this information, frontline government agencies and offices can aim for better client service delivery experience and increase level of citizen satisfaction.

Consider the 2018 key drivers of citizen satisfaction in improving the design and delivery of face-to-face frontline government services.



For the "new normal" drivers of citizen satisfaction and service quality standards for whole-of-government frontline services, see the next posts of infographics from DAP-PDC.

\* The 2018 CitSat covered G2C transactions in 12 frontline government agencies in Metro-Manila, Pampanga, Cebu, and Davao with 3,146 respondents at  $\pm 2.0\%$  margin of error and 95% confidence level.