

2019 BUSINESS SATISFACTION SURVEY

"Ano ang sabi ng mga negosyante sa serbisyo ng gobyerno?"

The Business Satisfaction Survey (BizSat) 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 BizSat measures the satisfaction score of Government to Business (G2B) transactions, gives insights on meeting business expectations, and identifies priorities for improving the quality of frontline government service delivery experience.

2019 Government to Business Satisfaction Score*

G2B Scores by Geographical Location



80.53
OVERALL G2B
SATISFACTION SCORE

G2B Scores by Agency Cluster



Top 10 Drivers of Business Satisfaction in 2019



Takeaway point



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

Consider the 2019 key drivers of business satisfaction in improving the design and delivery of face-to-face frontline government services.



For the "new normal" drivers of business satisfaction and service quality standards for whole-of-government frontline services, participate in the 2021 Business Satisfaction Survey (BizSat).

* The 2019 BizSat covered G2B transactions in 17 frontline government agencies and offices in Metro-Manila, Laguna, Cebu, and Davao with 3,570 respondents at $\pm 2.0\%$ margin of error and 95% confidence level.