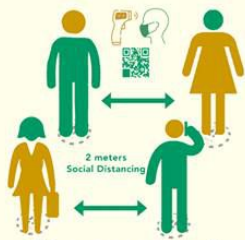


Based on the 2020 national Citizen Satisfaction e-Survey on frontline government services

Top Service Attributes That Matter to Citizens in 2020

These top service attributes can be used at the minimum by government agencies to set Service Quality Standards for the "new normal." These attributes cover the eight service quality dimensions provided by the Inter-Agency Task Force on Harmonization of National Government Performance Monitoring, Information and Reporting Systems (AO25 IATF) in its 2020 guidelines.

Reliability



Observance of minimum health protocols



Frontliners wear face masks and shields



Protection on personal and confidential information as promised

Outcome



Getting what is needed

Access and Facilities



Clean and well-lit waiting area



Easy to contact agency by phone



Availability and accessibility of agency website



Fast Transaction

Assurance



Helpful frontliners



Agency confirms successful online transactions

Integrity



Fairness of agency

Cost



Immediately issues official receipts

Communication



Easy to get updated and accurate information