



2021 BUSINESS SATISFACTION

e-Survey (e-BizSat) on Frontline Government Services

How satisfied are business owners and representatives with the frontline government services they received in 2021?

2021 Government to Business (G2B) Satisfaction Score

82.58

OVERALL G2B
SATISFACTION SCORE

G2B Scores
by Geographical
Location

74.13
NCR

81.74
Luzon, excluding
NCR

84.49
Visayas

88.57
Mindanao

G2B Scores
by Agency Cluster

81.42
Business
Registration

81.53
Economic,
Employment,
& Licensing

81.72
Local
Government

77.01
Social &
Welfare Services

Key Drivers of Business Satisfaction



Government Regulation

Benefits of regulations to business growth



Regulatory Requirements

Adjustments of regulatory requirements due to Covid-19



Costs

Ease of payment



Integrity

Fair treatment or no "palakasan"



Complaint mechanism

Speed to resolve complaints



Communication

Clear transaction process



Reliability

Observance of health protocol



Access and Facilities

Reachable & responsive agency



Assurance

Professionalism of frontline government staff



Responsiveness

Overall transaction time

Note: All figures presented are in percent, unless otherwise specified.

For more details or assistance in conducting satisfaction surveys and developing evidence-based service quality standards, you may reach us through:



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