



02 March 2020

**MR. GREGORIO D. GARCIA III**

*Chairperson*

**MR. VIVENCIO B. DIZON**

*President and CEO*

**BASES CONVERSION AND DEVELOPMENT AUTHORITY (BCDA)**

2/F, Bonifacio Technology Center, 31st St. cor.  
2nd Ave., Bonifacio Global City, Taguig

**RE: TRANSMITTAL OF SURVEY QUESTIONNAIRES FOR  
THE CONDUCT OF CUSTOMER SATISFACTION  
SURVEY STARTING 2020**

Dear Chairperson Garcia and PCEO Dizon,

This is to formally transmit copies of the survey questionnaires for business organization customers of BCDA. As initially informed through our letter dated 24 September 2019<sup>1</sup>, the Enhanced Standard Methodology on the Conduct of Customer Satisfaction Survey, together with these questionnaires, will be utilized starting 2020.

We take this opportunity to remind BCDA to strictly adhere to the standard guideline in the implementation of the annual customer satisfaction survey. Modification or alteration of the transmitted questionnaires remains prohibited. However, GOCCs may add questions specific to their products and services, as long as the survey instrument remains in accordance with the guidelines prescribed. Additional information on the conduct of the customer satisfaction survey can be found in the GCG website at [https://gcg.gov.ph/site/public\\_files/gcg1525769934.pdf](https://gcg.gov.ph/site/public_files/gcg1525769934.pdf) and [https://gcg.gov.ph/site/public\\_files/gcg1569382256.pdf](https://gcg.gov.ph/site/public_files/gcg1569382256.pdf).

**FOR INFORMATION AND COMPLIANCE OF BCDA.**

Very truly yours,

**SAMUEL G. DAGPIN, JR.**

*Chairman*

  
**MICHAEL P. CLORIBEL**  
*Commissioner*

  
**MARITES C. DORAL**  
*Commissioner*

<sup>1</sup> Officially received by the BCDA on 30 September 2019.



**CUSTOMER SATISFACTION SURVEY  
BASES CONVERSION AND DEVELOPMENT AUTHORITY (BCDA)  
BUSINESS ORGANIZATIONS: JOINT VENTURE PARTNERS**

<b>QUESTIONNAIRE NUMBER</b>
---------------------------------

RESPONDENT INFORMATION			
<b>Respondent Name</b>		Time Start (in 24:00)	
Respondent Address		Time End (in 24:00)	
Respondent Phone Number (House)		Respondent Phone Number (Mobile)	
INTERVIEWER INFORMATION			
<b>Interviewer Name</b>		Date of Interview	
Interviewer ID		Time of Interview	
QUALITY CONTROL CHECKS AND VALIDATIONS			
<b>Witnessed/Validated by</b>		<b>Edited by</b>	
Witness/Validation Date:		Date of Editing	
Signature		Signature	
<b>Quality Checked by</b>		<b>Data Punched by</b>	
Quality Check Date		Data Punch Date	
Signature		Signature	
<b>Observed by</b>		<b>Cleared by</b>	
Observation Date		Clearing Date	
Signature		Signature	
<b>Back-checked by</b>			
Backcheck Date			
Signature			

## INTRODUCTION

As part of the government's initiative to deepen citizen participation in government processes, particularly in the delivery of products and/or services, we are conducting this survey to gauge customer satisfaction on the services of the **BASES CONVERSION AND DEVELOPMENT AUTHORITY (BCDA)**. We would appreciate if you could spare a few minutes of your time to participate in our survey. Your insights will greatly help the BCDA improve its product and/or service delivery and meet your expectations to serve you better in the future. Please be assured that all answers provided will be kept in strictest confidentiality.

Any information that is obtained in connection with this study and that can be identified with you will remain confidential and will be disclosed only with your permission. By filling out the survey form, you are giving consent to the [RESEARCH AGENCY/GOCC] to process all the provided information. As the data subject, you have the right to access and ask for changing or deleting your personal data, which will be kept by the [RESEARCH AGENCY/GOCC].

I am \_\_\_\_\_ from [RESEARCH AGENCY], a market research company. I will be your interviewer for today.

## SCREENER

S1. Are you or any of your close family/relatives working with BCDA?

	CODE	ROUTE
Yes	1	Close interview
No	2	Proceed to S2

S2. Which of the following service/s did you avail from BCDA in [SPECIFY YEAR]?  
What else? Anything else? [MA]

	CODE	
[SERVICE A]	1	<b>Proceed to S3</b>
[SERVICE B]	2	
[SERVICE C]	3	
Others (pls. specify)	4	
Did not avail of the services of BCDA in [SPECIFY YEAR]	99	<b>Close interview</b>

**NOTE TO GOCC:** List all possible services that may be availed.

S3. How would you describe your role in your company when it comes to dealing with BCDA?

	CODE	
I am the owner/primary decision-maker in the company	1	<b>Proceed to Q1</b>
I am the primary person-in-charge of dealing / transacting with BCDA	2	<b>Proceed to Q1</b>
I do not have any say or involvement when it comes to dealing / transacting with BCDA	3	<b>ASK FOR THE ELIGIBLE RESPONDENT</b>

## MAIN QUESTIONNAIRE

### PART I. TRANSACTING WITH BCDA

Q1. How long have you been availing services from BCDA?

**NO. OF YEARS:** \_\_\_\_\_

**NO. OF MONTHS:** \_\_\_\_\_

	CODE
Less than a year	1
1 – 2 years	2
3 – 5 years	3
6 – 10 years	4
More than 10 years	5
Don't know/refused	9

Q2. Thinking about all your dealings/transactions with BCDA last [SPECIFY YEAR], in what ways did you transact with them? [MA]

	CODE
Office visit	1
Phone call	2
Mail delivery	3
Send text / SMS message	4
Online	
Visit website	5
Send email	6
Chat using apps (e.g. Viber, WhatsApp, Line, Facebook messenger, Skype, etc.)	7
Connected to their social media accounts (e.g. Facebook, Twitter, LinkedIn, Instagram, etc.)	8
Others, pls. specify	9

Q3. Where do you most often get information about BCDA and its services? [SA]

	CODE
Information desk	1
Website	2
Phone/Hotline	3
Social media (Specify _____)	4
Conferences	5
Text/SMS	6
Bulletins	7
Others (Specify _____)	8

### PART II. OVERALL SATISFACTION

**NOTE TO INTERVIEWER:** For Q4, present showcard below while asking satisfaction/dissatisfaction rating questions. Do not include N/A in the showcard.

Q4. Overall, how satisfied or dissatisfied you are with the service provided by BCDA? Please use this rating scale where 5 means very satisfied, 4 means satisfied, 3 means neither satisfied nor dissatisfied, 2 means dissatisfied and 1 means very dissatisfied. How would you rate BCDA on the overall? [SA]

SHOWCARD	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Overall Satisfaction Rating	5	4	3	2	1

Q5. Why do you say that you are [RESPONSE in Q4] with BCDA? What else? Any other reasons?

**NOTE TO INTERVIEWER: ASK SPONTANEOUSLY. PROBE UNTIL RESPONDENT SAYS NONE.**

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**PART III. EXECUTION OF SERVICE**

**NOTE TO INTERVIEWER:** For Q6, present showcard below while asking level of agreement questions. Do not include N/A in the showcard.

Q6. Now, we will talk about the different aspects of BCDA's services. Using this rating scale where 5 means strongly agree, 4 means agree, 3 means neither agree nor disagree, 2 means disagree and 1 means strongly disagree, please let us know how much you agree or disagree with the statements that I am going to read out. Let's start with... [READ OUT ATTRIBUTES]. [SA per attribute]

STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE
5	4	3	2	1

**NOTE TO INTERVIEWER:** Read attributes one at a time and wait for the respondent's answer. Do not leave any blanks. If the attribute is not applicable or the respondent says "Don't Know" even after probing, mark as N/A.

	SA	A	Neither	D	SD	N/A
<b>Staff</b> BCDA's staff...						
treats customers with respect	5	4	3	2	1	99
strictly and fairly implements the policies, rules and regulations (e.g. no	5	4	3	2	1	99

	SA	A	Neither	D	SD	N/A
discrimination, no “palakasan” system)						
are knowledgeable and competent or skilled in delivering the needed services	5	4	3	2	1	99
provides clear and sufficient information (i.e., solutions to problems, answers to inquiries, and information on services)	5	4	3	2	1	99
addresses queries/concerns in a prompt manner	5	4	3	2	1	99
demonstrates willingness to assist customers	5	4	3	2	1	99
is easy to contact	5	4	3	2	1	99
appears neat, well-dressed, and professional	5	4	3	2	1	99
conveys trust and confidence	5	4	3	2	1	99
<b><u>Joint Venture</u></b>						
Process for entering into a joint venture with BCDA is systematic and fair	5	4	3	2	1	99
Contracts are awarded through a transparent process	5	4	3	2	1	99
Contract agreements clearly define roles and responsibilities	5	4	3	2	1	99
Contract agreements clearly define timeliness and deliverables	5	4	3	2	1	99
BCDA provides sufficient assistance in the implementation and completion of joint venture activities	5	4	3	2	1	99
Joint venture projects consistently undergo proper consultation with relevant or affected parties	5	4	3	2	1	99
<b><i>BCDA's Joint Venture activities...</i></b>						
are well-thought of and planned	5	4	3	2	1	99
are well-organized and coordinated by BCDA	5	4	3	2	1	99
are closely monitored, ensuring quality of output	5	4	3	2	1	99
accomplish set goals and objectives	5	4	3	2	1	99
are profitable and mutually beneficial	5	4	3	2	1	99
<b><u>Information and Communication</u></b> Information from BCDA is...						

	SA	A	Neither	D	SD	N/A
easy to obtain	5	4	3	2	1	99
clear and relevant	5	4	3	2	1	99
<b><u>Information and Communication (Website)</u></b>						
BCDA's website...						
is available and accessible (e.g., no downtime, loads easily)	5	4	3	2	1	99
contains the information needed	5	4	3	2	1	99
is user-friendly						
is secured	5	4	3	2	1	99
<b><u>Complaints Handling and Records Keeping</u></b>						
Filing of complaints is easy and systematic	5	4	3	2	1	99
Complaints are resolved within prescribed timeframe	5	4	3	2	1	99
Resolutions to complaints are satisfactory/acceptable	5	4	3	2	1	99
Files/records are accurate and updated	5	4	3	2	1	99
<b><u>Facilities</u></b>						
Utilizes up-to-date and modern procedures, facilities, and resources	5	4	3	2	1	99
Signages are visible and readable (e.g. Citizen's Charter, steps and procedures, directional signages)	5	4	3	2	1	99
Office premises are clean, orderly and well-maintained	5	4	3	2	1	99
Office premises are well-ventilated and have good lighting	5	4	3	2	1	99
Office premises are safe and secure (e.g., with security guard)	5	4	3	2	1	99
Seating is adequate and comfortable	5	4	3	2	1	99

Q7. What are your suggestions for the improvement of BCDA's services? What else? Anything else?

**NOTE TO INTERVIEWER: ASK SPONTANEOUSLY. PROBE UNTIL RESPONDENT SAYS NONE.**

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## SOCIO DEMOGRAPHIC PROFILE

<b>NAME OF ORGANIZATION</b>	<b>COMPLETE ADDRESS OF ORGANIZATION</b>				
<b>YEAR ORGANIZATION ESTABLISHED:</b> _____	<b>TYPE OF OWNERSHIP</b>				
	Foreign      1				
	Domestic    2				
<b>NUMBER OF EMPLOYEES</b> Actual _____	<b>ASSET VALUES (SHOWCARD)</b>				
1 to 99 (Micro / Small)      1	Micro / Small (₱15,000,000 or less)				1
100 to 199 (Medium)      2	Medium (₱15,000,001 – ₱100,000,000)				2
200 and up (Enterprise)    3	Enterprise (₱100,000,001 and above)				3
<b>POSITION IN THE ORGANIZATION</b>	<b>YEARS IN THE ORGANIZATION</b>				
<b>ACTUAL POSITION:</b> _____	<b>ACTUAL NO. OF YEARS:</b> _____				
<b>DEPARTMENT:</b> _____					
Owner / Head of the office or association    1	Less than a year	1	16 – 20 years	6	
Manager/Keeper/Supervisor                    2	1 – 2 years	2	21 – 25 years	7	
Operations Staff                                    3	3 – 5 years	3	More than 25 years	8	
Admin Staff                                         4	6 – 10 years	4	Don't know/refused	9	
Others, pls. specify _____                5	11 – 15 years	5			
Don't know/refused                              9					
<b>CONTACT DETAILS</b>	<b>DECISION-MAKING ROLE IN THE ORGANIZATION</b>				
Landline: _____	I alone decide for the organization				1
Cellphone: _____	I share with someone else the decision-making process for the organization				2
E-mail: _____					
Office landline: _____	I do not have any say when it comes to the decision-making process for the organization				3
Other contact info: _____					

<p>I declare that this interview has been carried out strictly in accordance with your specification and has been conducted within the <b>ESOMAR Code of Conduct</b> with a person unknown to me.</p>	<p>Interviewers' Signature</p>	<p>Supervisor's Signature</p>
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**CUSTOMER SATISFACTION SURVEY  
BASES CONVERSION AND DEVELOPMENT AUTHORITY (BCDA)  
BUSINESS ORGANIZATIONS: LESSEES**

<b>QUESTIONNAIRE NUMBER</b>
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RESPONDENT INFORMATION			
<b>Respondent Name</b>		Time Start (in 24:00)	
Respondent Address		Time End (in 24:00)	
Respondent Phone Number (House)		Respondent Phone Number (Mobile)	
INTERVIEWER INFORMATION			
<b>Interviewer Name</b>		Date of Interview	
Interviewer ID		Time of Interview	
QUALITY CONTROL CHECKS AND VALIDATIONS			
<b>Witnessed/Validated by</b>		<b>Edited by</b>	
Witness/Validation Date:		Date of Editing	
Signature		Signature	
<b>Quality Checked by</b>		<b>Data Punched by</b>	
Quality Check Date		Data Punch Date	
Signature		Signature	
<b>Observed by</b>		<b>Cleared by</b>	
Observation Date		Clearing Date	
Signature		Signature	
<b>Back-checked by</b>			
Backcheck Date			
Signature			

**INTRODUCTION**

As part of the government’s initiative to deepen citizen participation in government processes, particularly in the delivery of products and/or services, we are conducting this survey to gauge customer satisfaction on the services of the **BASES CONVERSION AND DEVELOPMENT AUTHORITY (BCDA)**. We would appreciate if you could spare a few minutes of your time to participate in our survey. Your insights will greatly help the BCDA improve its product and/or service delivery and meet your expectations to serve you better in the future. Please be assured that all answers provided will be kept in strictest confidentiality.

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I am \_\_\_\_\_ from [RESEARCH AGENCY], a market research company. I will be your interviewer for today.

**SCREENER**

S1. Are you or any of your close family/relatives working with BCDA?

	CODE	ROUTE
Yes	1	Close interview
No	2	Proceed to S2

S2. Which of the following service/s did you avail from BCDA in [SPECIFY YEAR]?  
What else? Anything else? [MA]

	CODE	
[SERVICE A]	1	<b>Proceed to S3</b>
[SERVICE B]	2	
[SERVICE C]	3	
Others (pls. specify)	4	
Did not avail of the services of BCDA in [SPECIFY YEAR]	99	<b>Close interview</b>

**NOTE TO GOCC:** List all possible services that may be availed.

S3. How would you describe your role in your company when it comes to dealing with BCDA?

	CODE	
I am the owner/primary decision-maker in the company	1	<b>Proceed to Q1</b>
I am the primary person-in-charge of dealing / transacting with BCDA	2	<b>Proceed to Q1</b>
I do not have any say or involvement when it comes to dealing / transacting with BCDA	3	<b>ASK FOR THE ELIGIBLE RESPONDENT</b>

## MAIN QUESTIONNAIRE

### PART I. TRANSACTING WITH BCDA

Q1. How long have you been availing services from BCDA?

**NO. OF YEARS:** \_\_\_\_\_

**NO. OF MONTHS:** \_\_\_\_\_

	CODE
Less than a year	1
1 – 2 years	2
3 – 5 years	3
6 – 10 years	4
More than 10 years	5
Don't know/refused	9

Q2. Thinking about all your dealings/transactions with BCDA last [SPECIFY YEAR], in what ways did you transact with them? [MA]

	CODE
Office visit	1
Phone call	2
Mail delivery	3
Send text / SMS message	4
Online	
Visit website	5
Send email	6
Chat using apps (e.g. Viber, WhatsApp, Line, Facebook messenger, Skype, etc.)	7
Connected to their social media accounts (e.g. Facebook, Twitter, LinkedIn, Instagram, etc.)	8
Others, pls. specify	9

Q3. Where do you most often get information about BCDA and its services? [SA]

	CODE
Information desk	1
Website	2
Phone/Hotline	3
Social media (Specify _____)	4
Conferences	5
Text/SMS	6
Bulletins	7
Others (Specify _____)	8

### PART II. OVERALL SATISFACTION

**NOTE TO INTERVIEWER:** For Q4, present showcard below while asking satisfaction/dissatisfaction rating questions. Do not include N/A in the showcard.

Q4. Overall, how satisfied or dissatisfied you are with the service provided by BCDA? Please use this rating scale where 5 means very satisfied, 4 means satisfied, 3 means neither satisfied nor dissatisfied, 2 means dissatisfied and 1 means very dissatisfied. How would you rate BCDA on the overall? [SA]

SHOWCARD	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Overall Satisfaction Rating	5	4	3	2	1

Q5. Why do you say that you are [RESPONSE in Q4] with BCDA? What else? Any other reasons?

**NOTE TO INTERVIEWER: ASK SPONTANEOUSLY. PROBE UNTIL RESPONDENT SAYS NONE.**

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### **PART III. EXECUTION OF SERVICE**

**NOTE TO INTERVIEWER:** For Q6, present showcard below while asking level of agreement questions. Do not include N/A in the showcard.

Q6. Now, we will talk about the different aspects of BCDA's services. Using this rating scale where 5 means strongly agree, 4 means agree, 3 means neither agree nor disagree, 2 means disagree and 1 means strongly disagree, please let us know how much you agree or disagree with the statements that I am going to read out. Let's start with... [READ OUT ATTRIBUTES]. [SA per attribute]

STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE
5	4	3	2	1

**NOTE TO INTERVIEWER:** Read attributes one at a time and wait for the respondent's answer. Do not leave any blanks. If the attribute is not applicable or the respondent says "Don't Know" even after probing, mark as N/A.

	SA	A	Neither	D	SD	N/A
<b>Staff</b> BCDA's staff...						
treats customers with respect	5	4	3	2	1	99
strictly and fairly implements the policies, rules and regulations (e.g. no discrimination, no "palakasan" system)	5	4	3	2	1	99

	SA	A	Neither	D	SD	N/A
are knowledgeable and competent or skilled in delivering the needed services	5	4	3	2	1	99
provides clear and sufficient information (i.e., solutions to problems, answers to inquiries, and information on products and services)	5	4	3	2	1	99
addresses queries/concerns in a prompt manner	5	4	3	2	1	99
demonstrates willingness to assist customers	5	4	3	2	1	99
is easy to contact	5	4	3	2	1	99
appears neat, well-dressed, and professional	5	4	3	2	1	99
conveys trust and confidence	5	4	3	2	1	99
<b><u>On Leasing Services</u></b>						
Requirements are properly disseminated	5	4	3	2	1	99
Process for applying for lease is simple and easy	5	4	3	2	1	99
Documentary requirements are reasonable	5	4	3	2	1	99
Contracts are awarded through a transparent process	5	4	3	2	1	99
Lease applications are processed/completed within a reasonable amount of time	5	4	3	2	1	99
Lease terms and conditions (e.g., payment terms, penalties) are clear and reasonable	5	4	3	2	1	99
Lease rates are reasonable	5	4	3	2	1	99
Documents issued are free from defects or typographical errors	5	4	3	2	1	99
Payments are easy to make	5	4	3	2	1	99
Client information is kept confidential	5	4	3	2	1	99
<b><u>Information and Communication</u></b> Information from BCDA is...						
easy to obtain	5	4	3	2	1	99
clear and relevant	5	4	3	2	1	99
<b><u>Information and Communication (Website)</u></b> BCDA's website...						

	SA	A	Neither	D	SD	N/A
is available and accessible (e.g., no downtime, loads easily)	5	4	3	2	1	99
contains the information needed	5	4	3	2	1	99
is user-friendly	5	4	3	2	1	99
is useful and reliable when doing desired transaction	5	4	3	2	1	99
is secured	5	4	3	2	1	99
<b>Complaints Handling and Records Keeping</b>						
Filing of complaints is easy and systematic	5	4	3	2	1	99
Complaints are resolved within prescribed timeframe	5	4	3	2	1	99
Resolutions to complaints are satisfactory/acceptable	5	4	3	2	1	99
Files/records are accurate and updated	5	4	3	2	1	99
<b>Facilities</b>						
Utilizes up-to-date and modern procedures, facilities, and resources	5	4	3	2	1	99
Signages are visible and readable (e.g. Citizen's Charter, steps and procedures, directional signages)	5	4	3	2	1	99
Office/branch is accessible and convenient to customers	5	4	3	2	1	99
Office premises are clean, orderly and well-maintained	5	4	3	2	1	99
Office premises are well-ventilated and have good lighting	5	4	3	2	1	99
Office premises are safe and secure (e.g., with security guard)	5	4	3	2	1	99
Seating is adequate and comfortable	5	4	3	2	1	99

Q7. What are your suggestions for the improvement of BCDA's services? What else? Anything else?

**NOTE TO INTERVIEWER: ASK SPONTANEOUSLY. PROBE UNTIL RESPONDENT SAYS NONE.**

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**CUSTOMER SATISFACTION SURVEY**  
**BASES CONVERSION AND DEVELOPMENT AUTHORITY (BCDA)**  
**BUSINESS ORGANIZATIONS: PROPERTY BUYERS**

QUESTIONNAIRE  
NUMBER

RESPONDENT INFORMATION			
<b>Respondent Name</b>		Time Start (in 24:00)	
Respondent Address		Time End (in 24:00)	
Respondent Phone Number (House)		Respondent Phone Number (Mobile)	
INTERVIEWER INFORMATION			
<b>Interviewer Name</b>		Date of Interview	
Interviewer ID		Time of Interview	
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Witness/Validation Date:		Date of Editing	
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Backcheck Date			
Signature			



**INTRODUCTION**

As part of the government’s initiative to deepen citizen participation in government processes, particularly in the delivery of products and/or services, we are conducting this survey to gauge customer satisfaction on the services of the **BASES CONVERSION AND DEVELOPMENT AUTHORITY (BCDA)**. We would appreciate if you could spare a few minutes of your time to participate in our survey. Your insights will greatly help the BCDA improve its product and/or service delivery and meet your expectations to serve you better in the future. Please be assured that all answers provided will be kept in strictest confidentiality.

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I am \_\_\_\_\_ from [RESEARCH AGENCY], a market research company. I will be your interviewer for today.

**SCREENER**

S1. Are you or any of your close family/relatives working with BCDA?

	CODE	ROUTE
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No	2	Proceed to S2

S2. Which of the following service/s did you avail from BCDA in [SPECIFY YEAR]?  
What else? Anything else? [MA]

	CODE	
[SERVICE A]	1	<b>Proceed to S3</b>
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[SERVICE C]	3	
Others (pls. specify)	4	
Did not avail of the services of BCDA in [SPECIFY YEAR]	99	<b>Close interview</b>

**NOTE TO GOCC:** List all possible services that may be availed.

S3. How would you describe your role in your company when it comes to dealing with BCDA?

	CODE	
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I do not have any say or involvement when it comes to dealing / transacting with BCDA	3	<b>ASK FOR THE ELIGIBLE RESPONDENT</b>

## MAIN QUESTIONNAIRE

### PART I. TRANSACTING WITH BCDA

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**NO. OF YEARS:** \_\_\_\_\_  
**NO. OF MONTHS:** \_\_\_\_\_

	CODE
Less than a year	1
1 – 2 years	2
3 – 5 years	3
6 – 10 years	4
More than 10 years	5
Don't know/refused	9

Q2. Thinking about all your dealings/transactions with BCDA last [SPECIFY YEAR], in what ways did you transact with them? [MA]

	CODE
Office visit	1
Phone call	2
Mail delivery	3
Send text / SMS message	4
Online	
Visit website	5
Send email	6
Chat using apps (e.g. Viber, WhatsApp, Line, Facebook messenger, Skype, etc.)	7
Connected to their social media accounts (e.g. Facebook, Twitter, LinkedIn, Instagram, etc.)	8
Others, pls. specify _____	9

Q3. Where do you most often get information about BCDA and its services? [SA]

	CODE
Information desk	1
Website	2
Phone/Hotline	3
Social media (Specify _____)	4
Conferences	5
Text/SMS	6
Bulletins	7
Others (Specify _____)	8

### PART II. OVERALL SATISFACTION

**NOTE TO INTERVIEWER:** For Q4, present showcard below while asking satisfaction/dissatisfaction rating questions. Do not include N/A in the showcard.

Q4. Overall, how satisfied or dissatisfied you are with the service provided by BCDA? Please use this rating scale where 5 means very satisfied, 4 means satisfied, 3 means neither satisfied nor dissatisfied, 2 means dissatisfied and 1 means very dissatisfied. How would you rate BCDA on the overall? [SA]

SHOWCARD	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Overall Satisfaction Rating	5	4	3	2	1

Q5. Why do you say that you are [RESPONSE in Q4] with BCDA? What else? Any other reasons?

**NOTE TO INTERVIEWER: ASK SPONTANEOUSLY. PROBE UNTIL RESPONDENT SAYS NONE.**

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**PART III. EXECUTION OF SERVICE**

**NOTE TO INTERVIEWER:** For Q6, present showcard below while asking level of agreement questions. Do not include N/A in the showcard.

Q6. Now, we will talk about the different aspects of BCDA's services. Using this rating scale where 5 means strongly agree, 4 means agree, 3 means neither agree nor disagree, 2 means disagree and 1 means strongly disagree, please let us know how much you agree or disagree with the statements that I am going to read out. Let's start with... [READ OUT ATTRIBUTES]. [SA per attribute]

STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE
5	4	3	2	1

**NOTE TO INTERVIEWER:** Read attributes one at a time and wait for the respondent's answer. Do not leave any blanks. If the attribute is not applicable or the respondent says "Don't Know" even after probing, mark as N/A.

	SA	A	Neither	D	SD	N/A
<b>Staff</b> BCDA's staff...						
treats customers with respect	5	4	3	2	1	99
strictly and fairly implements the policies, rules and regulations (e.g. no	5	4	3	2	1	99

	SA	A	Neither	D	SD	N/A
discrimination, no "palakasan" system)						
are knowledgeable and competent or skilled in delivering the needed services	5	4	3	2	1	99
provides clear and sufficient information (i.e., solutions to problems, answers to inquiries, and information on products and services)	5	4	3	2	1	99
addresses queries/concerns in a prompt manner	5	4	3	2	1	99
demonstrates willingness to assist customers	5	4	3	2	1	99
is easy to contact	5	4	3	2	1	99
appears neat, well-dressed, and professional	5	4	3	2	1	99
conveys trust and confidence	5	4	3	2	1	99
<b><u>Sale</u></b>						
Bidding process for property ownership is systematic and fair	5	4	3	2	1	99
Requirements are properly disseminated	5	4	3	2	1	99
Documentary requirements are reasonable	5	4	3	2	1	99
Contracts are awarded through a transparent process	5	4	3	2	1	99
Contracts agreements are adequately discussed	5	4	3	2	1	99
Contract agreements are clear and reasonable	5	4	3	2	1	99
Sale is completed properly and in accordance with existing laws	5	4	3	2	1	99
<b><u>Information and Communication</u></b> Information from BCDA is...						
easy to obtain	5	4	3	2	1	99
clear and relevant	5	4	3	2	1	99
<b><u>Information and Communication (Website)</u></b> BCDA's website...						
is available and accessible (e.g., no downtime, loads easily)	5	4	3	2	1	99
contains the information needed	5	4	3	2	1	99
is user-friendly	5	4	3	2	1	99

	SA	A	Neither	D	SD	N/A
is useful and reliable when doing desired transaction	5	4	3	2	1	99
is secured	5	4	3	2	1	99
<b><u>Complaints Handling and Records Keeping</u></b>						
Filing of complaints is easy and systematic	5	4	3	2	1	99
Complaints are resolved within prescribed timeframe	5	4	3	2	1	99
Resolutions to complaints are satisfactory/acceptable	5	4	3	2	1	99
Files/records are accurate and updated	5	4	3	2	1	99
<b><u>Facilities</u></b>						
Utilizes up-to-date and modern procedures, facilities, and resources	5	4	3	2	1	99
Signages are visible and readable (e.g. Citizen's Charter, steps and procedures, directional signages)	5	4	3	2	1	99
Office/branch is accessible and convenient to customers	5	4	3	2	1	99
Office premises are clean, orderly and well-maintained	5	4	3	2	1	99
Office premises are well-ventilated and have good lighting	5	4	3	2	1	99
Office premises are safe and secure (e.g., with security guard)	5	4	3	2	1	99
Seating is adequate and comfortable	5	4	3	2	1	99

Q7. What are your suggestions for the improvement of BCDA's services? What else? Anything else?

**NOTE TO INTERVIEWER: ASK SPONTANEOUSLY. PROBE UNTIL RESPONDENT SAYS NONE.**

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## SOCIO DEMOGRAPHIC PROFILE

<b>NAME OF ORGANIZATION</b>	<b>COMPLETE ADDRESS OF ORGANIZATION</b>				
<b>YEAR ORGANIZATION ESTABLISHED:</b> _____	<b>TYPE OF OWNERSHIP</b>				
<b>NUMBER OF EMPLOYEES</b> Actual _____ 1 to 99 (Micro / Small)           1 100 to 199 (Medium)           2 200 and up (Enterprise)       3	Foreign           1				
	Domestic       2				
	<b>ASSET VALUES (SHOWCARD)</b>				
	Micro / Small (₱15,000,000 or less)           1				
	Medium (₱15,000,001 – ₱100,000,000)       2				
	Enterprise (₱100,000,001 and above)       3				
<b>POSITION IN THE ORGANIZATION</b>	<b>YEARS IN THE ORGANIZATION</b>				
<b>ACTUAL POSITION:</b> _____	<b>ACTUAL NO. OF YEARS:</b> _____				
<b>DEPARTMENT:</b> _____					
Owner / Head of the office or association   1	Less than a year	1	16 – 20 years	6	
Manager/Keeper/Supervisor                   2	1 – 2 years	2	21 – 25 years	7	
Operations Staff                                 3	3 – 5 years	3	More than 25 years	8	
Admin Staff                                       4	6 – 10 years	4	Don't know/refused	9	
Others, pls. specify _____             5	11 – 15 years	5			
Don't know/refused                             9					
<b>CONTACT DETAILS</b>			<b>DECISION-MAKING ROLE IN THE ORGANIZATION</b>		
Landline:			I alone decide for the organization		1
Cellphone:			I share with someone else the decision-making process for the organization		2
E-mail:					
Office landline:			I do not have any say when it comes to the decision-making process for the organization		3
Other contact info:					

<p>I declare that this interview has been carried out strictly in accordance with your specification and has been conducted within the <b>ESOMAR Code of Conduct</b> with a person unknown to me.</p>	Interviewers' Signature	Supervisor's Signature
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