



## STATISTICAL SURVEY REVIEW AND CLEARANCE SYSTEM Service Feedback Form

Dear Valued Client,

In line with our commitment to provide solid, responsive and world-class service, we are administering this service feedback form to gather insights on the quality of our service and to improve our relationship with you as our partner in statistical development.

We would appreciate if you could give us a few minutes of your time to provide us with your feedback on the service we have given you/your office in relation to the Statistical Survey Review and Clearance System (SSRCS). You may accomplish the SSRCS Feedback Form at: [https://bit.ly/PSA\\_SSRCSForm6](https://bit.ly/PSA_SSRCSForm6).

The information gathered from this form will be evaluated and aggregated when included in reports, thus ensuring utmost confidentiality in the entire process.

Thank you very much.

Claire Dennis S. Mapa, Ph.D.  
Undersecretary  
National Statistician and Civil Registrar General

### General Information

Sectoral Statistics Office (SSO) - Social Sector Statistics Service (SSSS) -  
Government Agency/Unit: Labor Standards and Relations Statistics Division (LSRSD)

Title of Survey Granted Clearance: 2020 Occupational Wages Survey (OWS)

1. How often have you dealt with PSA in the past year with regard to the SSRCS?  
(Check one of the following options.)

☐ Once ☒ 2-5 times ☐ 6 times or more

2. Where did you learn about the SSRCS? (Check as many as possible.)

☒ PSA website ([www.psa.gov.ph/ssrcs](http://www.psa.gov.ph/ssrcs)) ☐ Office/official/colleague in my agency  
☐ Radio program ☒ PSA staff/official  
☐ Primer/publication ☐ Others (specify: Discussed in PSA-IAC)

D. What do you suggest to further improve the SSRCS?

We would like to extend our gratitude to your team's expert advice and comments in our two (2) surveys. For improvement, we suggest that given the current WFH situation due to COVID-19 pandemic, an advance copy of Form 3 would be very much appreciated by concerned subject matter divisions to give ample time to readily revise the survey materials as per your recommendation. Another suggestion is that some of the comments/recommendations in Form 4 which were explained/justified for its non-applicability due to survey objectives and methodology were the same comments/ recommendations received in Form 4 of the last survey round.

Signature over printed name: YOLANDA L. NAVEA

Contact details:

Email address: lsrsd.staff@psa.gov.ph

Contact Number: (02) 8376 1921

Date Accomplished: 30 September 2020

Should you have further inquiries on the SSRCS, you may reach the SSRCS Secretariat of the Philippine Statistics Authority at telephone number (02) 8376-1931 or through e-mail at [ssd.staff@psa.gov.ph](mailto:ssd.staff@psa.gov.ph) and [ssdss.staff@gmail.com](mailto:ssdss.staff@gmail.com).

Thank you very much.



PSA Complex, East Avenue, Diliman,  
Quezon City, Philippines 1101  
Telephone: (632) 8461-0500 local 810

## SSRCS Clearance Procedure

A. Please rate the **SSRCS CLEARANCE PROCEDURE** by checking the appropriate box:

Legend:

**SA** – Strongly Agree

**A** – Agree

**U** – Undecided

**D** – Disagree

**SD** – Strongly Disagree

**NA** – Not Applicable

SSRCS CLEARANCE PROCEDURE	SA	A	U	D	SD	NA
1. The procedures and forms in line with the application of clearance under SSRCS are easily accessible.	✓					
2. The procedures for the application of SSRCS Clearance are clear to me.	✓					
3. The forms were easy to fill up.	✓					
4. I was promptly informed of the PSA's receipt of SSRCS documents.	✓					
5. The conduct of bilateral meeting was effective in addressing issues, concerns and comments about the survey.	✓					
6. The decision on the application for clearance and recommendations for the improvement of survey were written and explained clearly.	✓					
7. The PSA recommendations were helpful in improving survey design and implementation	✓					
8. It took a reasonable time for the decision on clearance application.		✓				
9. The PSA press release on survey granted clearance was helpful in the advocacy for the survey.	✓					
10. The monitoring form was sufficient to document action taken by/feedback of my office to PSA recommendations.	✓					

## SSRCS Coordinators and Staff

B. Please rate our **SSRCS COORDINATORS AND STAFF** by checking the appropriate box:

Legend:

**SA** – Strongly Agree

**A** – Agree

**U** – Undecided






**D** – Disagree

**SD** – Strongly Disagree

**NA** – Not Applicable

SSRCS COORDINATORS AND STAFF	SA	A	U	D	SD	NA
1. The PSA staff acted professionally in communicating with me with regard the review of the survey.	✓					
2. The PSA staff responded to my queries in a courteous and timely manner.	✓					
3. It was easy to communicate with the PSA staff via email and through phone call.	✓					
4. The PSA staff has extensive knowledge on the SSRCS.	✓					
5. The PSA staff provided clear information, instructions and explanations.						✓
6. The PSA staff gave useful recommendations and guidance.	✓					

C. How satisfied are you overall with the service provided by the PSA through the SSRCS? (Encircle one of the options.)

				
Very Satisfied	Satisfied	Undecided	Dissatisfied	Very Dissatisfied