

BUSINESS OWNERS, ENTREPRENEURS AND MANAGERS

The **2021 Business Satisfaction e-Survey or e-BizSat** seeks to get the satisfaction level of business owners, entrepreneurs, and managers on their experience with frontline government service. Results of the survey will give frontline government service managers and staff evidence-based insights on:



- Improving **business satisfaction** on frontline government services; and
- Designing and delivering **better frontline services face-to-face, online, or via phone call**

This biennial national survey, conducted by the Development Academy of the Philippines under the Government Quality Management Program (GQMP), is designed to capture levels of satisfaction, key drivers of satisfaction, and service expectations of businesses.

Access the **2021 Business Satisfaction e-survey (e-BizSat)**
Part II: Expectations and Service Features that Matter Most survey through
the **QR** code or the **link** below:



bit.ly/ebizsat21

Survey period is extended until
20 December 2021



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