

**TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY
COMMITTEE ON ANTI-RED TAPE**

**Accomplishment Report
1st Quarter 2025**



Laoag Travel Tax Unit Participates in ARTA's Report Card Survey 2.0

The Anti-Red Tape Authority (ARTA), through its Compliance Monitoring and Evaluation Office (CMEO), officially launched the 2024 implementation of the Report Card Survey (RCS) 2.0 on 13 August 2024 at Novotel Hotel, Quezon City. The event was attended by representatives from the Committee on Anti-Red Tape (CART), including the Vice Chairperson and a member of the Secretariat.

As part of this initiative, RLR Research and Analysis Inc., a third-party evaluator engaged by ARTA under the RCS 2.0, visited the Laoag Travel Tax Unit on 8 January 2025 to assess its compliance with ARTA's service delivery standards. Despite limited space, the unit efficiently accommodated both regular and priority clients at a shared service desk, which also served as the Public Assistance and Complaints Desk (PACD). Essential ARTA materials and the Citizen's Charter were clearly displayed and accessible to the public.

The evaluation also confirmed that the Laoag Travel Tax Unit met ARTA's visibility and transparency requirements. Signage for key facilities and a working wall clock were prominently installed, contributing to a service environment aligned with ARTA's standards.



Commitment to Service Excellence Continues in Corregidor Island

In line with ARTA's mission to promote streamlined and efficient service delivery, the Committee on Anti-Red Tape (CART) conducted a strategic monitoring visit to Corregidor Island on 13 March 2025. This visit aimed to reinforce ARTA compliance, promote awareness of anti-red tape measures, and assess frontline service conditions in one of TIEZA's flagship Tourism Enterprise Zones (TEZs). CART representatives participated in a comprehensive tour of the island and conducted on-site engagement with tourism personnel and operational staff. Activities included discussions on operational challenges, service innovations, and an orientation on key ARTA tools such as the Citizen's Charter and the Client Satisfaction Measurement (CSM) Survey.

The team emphasized the importance of clear, visible communication tools to ensure that visitors and clients understand their rights and can easily provide feedback. During the visit, the committee introduced QR code-enabled feedback systems and reinforced the integration of ARTA materials within service areas.

The Corregidor operations team, led by its Officer-In-Charge, actively supported these initiatives. CART recognizes their commitment in implementing practical and creative solutions to improve service accessibility and client engagement.



DATA INTERPRETATION

CC3 Helpfulness - Of the 34,205 clients aware of the CC, 88% (30,180 clients) reported that the CC was very helpful in their transactions, while 9% (2,775 clients) found it was somewhat helpful. Only 7% (273 clients) indicated that it did not help them and there is a notably large number of respondents 3% (977 clients) who stated Not Applicable in the survey.

C. Service Quality Dimension Results

Service Quality Dimension Results

Service	Rating					N/A	TOTAL	OVERALL SCORE
	5	4	3	2	1			
SQD0	33,521	3,919	182	40	86	259	38,007	99.18%

Table SQD0

A substantial majority, **32,782 clients strongly agreed** that TIEZA services met their expectations and **3,861 agreed**, indicating that most clients had positive customer experience in transacting with TIEZA. A small portion of **181 clients** provided **neutral responses**, which means that they were neither satisfied nor dissatisfied. A small number of clients express their dissatisfied customers reflected in 39 who disagree and 86 clients who strongly disagree.

When clients were surveyed about their overall satisfaction with the transaction, TIEZA received a score of **99.18%** for **SQD0**, reflecting a consistently high level of client satisfaction. This marks an improvement from last year's already strong score of 98.20%, indicating sustained excellence in service delivery.

Submission of the 2024 Client Satisfaction Measurement (CSM) Report

On April 14 2025, the TIEZA-CART officially submitted the 2024 Client Satisfaction Measurement (CSM) Report, marking the culmination of a year-long effort to gather and analyze feedback from TIEZA clients. The report reflects the Authority's ongoing commitment to improving service quality and enhancing public satisfaction.

Throughout 2024, two Job Order (JO) personnel, assigned by CART, were responsible for the full implementation of the survey. This included the collection, tabulation, and analysis of both hard copy and online survey responses. The finalization of the data and the generation of actionable insights continued through April 2025, ensuring the integrity and relevance of the results.

To maintain consistency, transparency, and accuracy, the standard CSM questionnaire, as outlined by ARTA Memorandum Circular No. 2022-05, was utilized. The report not only highlights the collaborative efforts of the team but also serves as a testament to the dedication and teamwork of all involved. CART acknowledges the frontline personnel who actively distributed and collected surveys, resulting in the highest response rate recorded compared to the 2023 CSM Report. Their contributions underscore the agency's unwavering commitment to service excellence.

A strategic decision was made to carry out the CSM process in-house for 2024, an approach that not only empowered the TIEZA workforce but also led to significant cost savings for the Authority—estimated at PHP 1.2 million.