



Republic of the Philippines  
CIVIL AVIATION AUTHORITY OF THE PHILIPPINES

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**NOTICE**

**TO : ALL CONCERNED CAAP STAKEHOLDERS**

**DATE : January 11, 2022**

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Pursuant to the guidelines of the Governance Commission for GOCC (GCG), to conduct an annual Customer Satisfaction Survey (CSS), the Civil Aviation Authority of the Philippines (CAAP) has engaged the Development Academy of the Philippines (DAP) to administer the survey for CY 2021.

The DAP is mandated to undertake, among others, research projects, and has extensive experience in policy research and technical assistance to other government and international agencies. Thus, the CAAP has authorized the DAP to conduct the CSS to CAAP concessionaires and to the local airport authorities commencing on **January 11, 2022**.

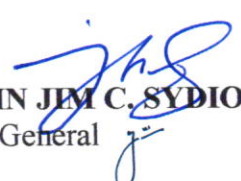
The conduct of the CSS shall determine the level of client satisfaction of CAAP's stakeholders (concessionaires and local airport authorities). Specifically, the CSS will:

1. Determine the overall satisfaction rating of CAAP on its service delivery attributes;
2. Determine the factors and relationship affecting the satisfaction of the primary customers of CAAP;
3. Identify opportunities for improvement to enhance the satisfaction of CAAP's primary customers; and,
4. Comply with the Performance Scorecard non-negotiable requirement of the GCG.

In view of the foregoing, CAAP would like to request the participation of the public, especially the primary customers (concessionaires and local airport authorities) who will be the respondents of the survey.

Rest assured that all the information and the responses gathered in connection with the CSS shall be kept confidential.

For information.

  
**CAPTAIN JIM C. SYDIONGCO**  
Director General