ANTI-MONEY LAUNDERING COUNCIL

CLIENT SATISFACTION MEASUREMENT REPORT

2024 (1st Edition)

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Overview:

In compliance with Anti-Red Tape Authority (ARTA) Memorandum Circular (MC) Nos. 2019-002, series of 2019, 2022-004 and 2022-005, series of 2022, on the Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act No. 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018," and its Implementing Rules and Regulations (IRR), the Anti-Money Laundering Council (AMLC) submits its 2024 Year-End Client Satisfaction Measurement Report.

This report encompasses the results of the client satisfaction surveys/forms of the AMLC sub-groups that provide services to its internal and external stakeholders as indicated in its current Citizen's Charter.

The report is provided into four parts: (a) external services provided by the Compliance and Supervision Group (CSG) - Data Collection and Management Unit (DCMU); (b) external services provided by the Commitments and Policy Group (CPG) - Capacity Building Staff (CBS)[1]; (c) internal services provided by the Counseling, Adjudication and Mutual Legal Assistance Unit; and (d) internal services provided by the Enterprise Technology Management Group (ETMG).

1 Formerly Capacity Building and Communications Staff.

Scope:

The AMLC conducted the surveys starting from 02 December 2024 to 28 March 2025. The AMLC released via e-mail a Client Satisfaction Survey answerable through MS forms. The survey used the standard harmonized client satisfaction measurement questionnaire. It asked clients the following: demographical questions, three (3) questions related to the Citizen's Charter, one (1) question related to the client's overall satisfaction with the service availed of, and eight (8) questions related to the following Service Quality Dimensions (SQD):

a) Responsiveness;
b) Reliability;
c) Access and Facilities;
d) Communication;
e) Costs;
f) Integrity;
g) Assurance; and
h) Outcome.

The Enterprise Technology Management Group used a separate survey to measure various ICT services, systems, and support provided. There were four (4) questions involving the Citizen's Charter, and questions on the ETMG's reliability, capability, responsiveness, effectiveness, and satisfaction.

The services the AMLC surveyed are the following:

External Services	Responses	Total Transactions
Accessing and Uploading Registration Requirements through the AMLC Portal For Certificate of Registration (COR)	564[2]	800
Accessing and Uploading Registration Requirements through the AMLC Portal For Provisional Certificate of Registration (PCOR)		
Issuance of a COR for Designated Non-Financial Businesses and Professions (DNFBPs)		
Accreditation of Institutional Training Providers	0	1
Requests for lecturers	122	122
Requests for training events	1	1
Total	687	924

Internal Services	Responses	Total Transactions

2 The response rate is low given that the covered persons are not obligated to respond. Further, the AMLC belatedly discovered that the outgoing emails sent to the Yahoo e-mail addresses were blocked.

Requests for Contract Reviews	57[3]	58
End-User Support Services	113	174[4]
Total	857	1156

The following services had no clients in 2024:

Queries on the AMLC Registration and Reporting Guidelines (ARRG)[5]
Accreditation of E-learning providers[6]
Ad Hoc Database Query Request
Whitelisting of Websites
Accreditation of External Trainers[7]

In aggregate, 857 people were able to answer the survey, among a population of 1,156. This resulted in a 74.2% response rate for 2024.

3 A total of 57 responses were captured in the survey, however, only some responses were for other services and NOT Request for Contract Reviews.
4 Application Support and End-User Assistance Transactions
5 Clear instructional videos are available on the AMLC website.
6 No applications were received for the year 2023.
7 Accreditation was suspended until 31 December 2024.

Methodology:

The AMLC released via email a Client Satisfaction Survey answerable through MS forms.

The scoring system of the results are as follows:

Scale	Rating
5	Strongly Agree
4	Agree
3	Neither Agree nor Disagree
2	Disagree
1	Strongly Disagree

The Overall score for the 8 SQDs were computed based on the following formula:

$$\text{Overall Score} = \frac{\text{Number of 'Strongly Agree' answers + Number of 'Agree' answers}}{\text{Total Number of Respondents - Number of 'N/A' answers}}$$

The interpretation of the results are as follows:

Percentage	Rating
Below 60.0%	Poor
60.0% - 79.9%	Fair
80.0% - 89.9%	Satisfactory
90.0% - 94.9%	Very Satisfactory
95.0% - 100%	Outstanding

For the ETMG, the scoring marked 1 as the lowest and 5 as the highest. The questions on the Citizen's Charter were divided into "Yes" or "No" categories.

Data and Interpretation

A. Demographic Profile

For external services, the first dataset comprising of the DCM services shows a fairly-balanced distribution across multiple age groups, with a notable concentration in the 30-39 age range. The second dataset, comprising of the CBS services, the second dataset shows a heavy skew towards the 20-29 age group, making up 87% of the respondents.

D1.1 Age - DCMU	External
1. 20-29	*14%*
2. 30-39	*33%*
3. 40-49	*26%*
4. 50-59	*20%*
5. 60 or higher	*7%*
6. Did not specify	*0.00%*

D1.2 Age - CBS	External
1. 20-29	*87%*
2. 30-39	*7%*
3. 40-49	*6%*
4. 50-59	*2%*
5. 60 or higher	*0%*
6. Did not specify	*0.00%*

For internal services, the ETMG did not include the demographic part of the survey. As for CAMU, the largest group consists of those from the 30-39 age group and the 40-49 age group.

D1.3 Age - CAMU	Internal
1. 20-29	*17.86%*
2. 30-39	*32.14%*
3. 40-49	*30.36%*
4. 50-59	*8.93%*
5. 60 or higher	
6. Did not specify	*0.00%*

As for sex, most of the respondents of those availing external services are female. They make up the majority, followed by males, with a small fraction of the respondents preferring not to disclose their gender.

D.2.1. Sex	External

1. Female	*59.29%*
2. Male	*40.71%*
3. Did not specify	*0.16%*

Most of the respondents of those availing internal services[8] are also female.

D2.2. Sex	Internal
1. Female	*58.51%*
2. Male	*39.89%*
3. Did not specify	*1.60%*

In both external and internal services, the National Capital Region (NCR) had the highest representation with the second most represented from Region IV-A (CALABARZON). All other regions had lower representations, with several regions having no respondents at all.

For external services, NCR made up 46.45% of the total combined responses. CALABARZON had 15.42% and Region III had the third highest representation with 7.13%.

D3.1 Region	External
1. Region I	*2.47%*
2. Region II	*2.47%*
3. Region III	*7.13%*
4. Region IV-A – CALABARZON	*15.42%*
5. Region IV-B – MIMAROPA	*1.02%*
6. Region V	*2.33%*
7. Region VI	*3.79%*
8. Region VII	*4.95%*
9. Region VIII	*1.17%*
10. Region IX	*1.46%*
11. Region X	*2.33%*
12. Region XI	*2.47%*
13. Region XII	*1.75%*
14. Region XIII	*1.02%*
15. NCR	*46.45%*
16. CAR	*2.33%*
17. BARMM	*0.29%*
18. Did not specify	*1.6%*
19. Negros Island Region	*1.02%*

[8] Results are from CAMU Survey since ETMG did not include this part.

For internal services[9], NCR made up 69.64% of the total combined responses. CALABARZON had 16.07% and Region III had the third highest representation with 14.29%.

D3.2 Region	Internal
1. Region I	*0%*
2. Region II	*0%*
3. Region III	*14.29%*
4. Region IV-A – CALABARZON	*16.07%*
5. Region IV-B – MIMAROPA	*0%*
6. Region V	*0%*
7. Region VI	*0%*
8. Region VII	*0%*
9. Region VIII	*0%*
10. Region IX	*0%*
11. Region X	*0%*
12. Region XI	*0%*
13. Region XII	*0%*
14. Region XIII	*0%*
15. NCR	*69.64%*
16. CAR	*0%*
17. BARMM	*0%*
18. Did not specify	*0%*

The survey results[10] indicate that for external and internal services, government clients constitute the largest segment, with Citizens and Business clients following respectively.

D.4.1 Customer Type	External
D4. Citizen	*9.84%*
D4. Business	*3.25%*
D4. Government	*87.70*
D4. Did not specify	*0.00%*

D.4.2 Customer Type	Internal
D4. Citizen	*3.51%*
D4. Business	*0%*
D4. Government	*96.49%*
D4. Did not specify	*0.00%*

The data suggests that for external services, these extend to diverse array in terms of age, with a notably strong female majority, and region, with government clients dominating. Most of the respondents to the survey are government clients as the bulk of the services provided by the AMLC, i.e.

[9] Results are from CAMU Survey since ETMG did not include this part.
10 We note that the type of client was not included in the survey for DCMU and ETMG services.

online registration, were provided to covered persons who are considered business entities.

For internal services, clients are mostly peers or colleagues that need help in the day-to-day-operations of the AMLC. There is a clear dominance of the 30-39 and 40-49 age groups that make up the majority of the AMLC officers and employees. There is also a higher concentration of requests from NCR as this is where the AMLC head office is based.

B. Count of Citizen's Charter Survey Questions

On the AMLC's Citizen's Charter (CC), 41.46% have actually seen a copy of the AMLC's CC. 30.89% know what a CC is but did not see a copy of the AMLC's CC. 17.07% learned about the CC only upon seeing the office's CC, which suggests a level of awareness that is tied directly to the AMLC's display. 10.57% did not know what a CC is and did not see one in the office pointing to a lack of awareness or lack of engagement with the display materials.

Among those who were aware of the CC, 36% of respondents were aware of the CC before the transaction or registration with the AMLC; 28% became aware only when they saw the AMLC Registration portion; and 36% were not aware of the CC.

CC 1.1 Citizen's Charter Answers (EXTERNAL -CBS)	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	51	41.46%
2. I know what a CC is but I did not see this office's CC.	38	30.89%
3. I learned of the CC only when I saw this office's CC.	21	17.07%
4. I do not know what a CC is and I did not see this office's CC.	13	10.57%
TOTAL:	123	100%

CC 1.2 Citizen's Charter Answers (EXTERNAL - DCMU)	Responses	Percentage
CC1. Do you know about the Citizen's Charter (CC)?		
1. Yes. Aware before my transaction/registration with the AMLC.	202	36%
2. Yes. But aware only when I saw the AMLC Registration Portion in the Citizen's Charter.	159	28%
3. No, not aware of the AMLC Registration portion in the Citizen's Charter.	203	36%
TOTAL:	564	100%

For internal services - CAMU, a large majority of the respondents know what a CC is and a smaller group knew what was a CC but did not see one in

the office. 5% were aware of the CC upon seeing it in the office and 2% were unaware of the CC entirely. One response was slightly ambiguous.

CC 1.3 Citizen's Charter Answers (INTERNAL-CAMU)	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	46	80.70%
2. I know what a CC is but I did not see this office's CC.	4	7.02%
3. I learned of the CC only when I saw this office's CC.	3	5.26%
4. I do not know what a CC is and I did not see this office's CC.	2	3.51%
Others	2	3.51%
	57	100%

For external services - ETMG, all of the respondents were aware that there is Citizen's Charter.

CC 1.4 Citizen's Charter Answers (INTERNAL-ETMG)	Responses	Percentage
CC1. Do you know about the AMLC Citizen's Charter?		
1. Yes, aware before my transaction with this office.	2	50%
2. Yes, but aware only when I saw the CC of this office.	2	50%
3. No. not aware of the CC (Skip questions CC2 and CC3)		
TOTAL	4[11]	100%

The second survey question pertains to the awareness of the AMLC's own CC. For external services -CBS, 43.1% observed that the CC was easy to see and was the most common response while 3% said that the CC was not visible at all. 16.3% responded N/A suggesting uncertainty, irrelevance, or misunderstanding of the question.

CC 2.1 Citizen's Charter Answers (EXTERNAL -CBS)	Responses	Percentage
CC2. The CC of this Office was?		
1. Easy to see	53	43.1%
2. Somewhat easy to see	35	28.5%
3. Difficult to see	12	9.8%
4. Not visible at all	3	2.4%
5. N/A	20	16.3%
Total	**123**	**100%**

11 Majority of the respondents did not answer the CC part of the survey.

For external services – DCMU, the questions were centered on the visibility of the CC. 64% stated that the CC was easy to find and 27% answered that they did not see the office's CC.

CC 2.2 Citizen's Charter Answers (EXTERNAL - DCMU)	Responses	Percentage
CC2. If Yes to the previous question, did you see the office's Citizen's Charter?		
1. Yes, the CC was easy to find	231	64%
2. Yes, but the CC was hard to find	34	9%
3. No, I did not see this office's CC (Skip question CC3)	96	27%
Total	**564**	**100%**

For internal services – CAMU, the majority of respondents reported that the CC was easy to see and 5.45% indicated that it was not visible at all.

CC 2.3 Citizen's Charter Answers (INTERNAL - CAMU)	Responses	Percentage
CC2. The CC of this Office was?		
1. Easy to see	40	72.73%
2. Somewhat easy to see	10	18.18%
3. Difficult to see	3	5.45%
4. Not visible at all	2	3.64%
Total	**55**	**100%**

For internal services – ETMG, all respondents confirmed that the AMLC's CC was easy to find.

CC 2.4 Citizen's Charter Answers (INTERNAL - ETMG)	Responses	Percentage
CC2. If Yes to the previous question, did you see the office's Citizen's Charter?		
1. Yes, the CC was easy to find	4	100%
2. Yes, but the CC was hard to find	0	0%
3. No, I did not see this office's CC (Skip question CC3)		0%
Total	**4**[12]	**100%**

The third survey question pertains to the usage of the Citizen's charter. For external services – CBS, a clear majority stated that the CC aided them in availing of the transaction.

CC 3.1 Citizen's Charter Answers (EXTERNAL -CBS)	Responses	Percentage
CC3. If aware of CC, would you say that the CC of this Office was…?		
1. Helped very much	74	60.16%
2. Somewhat helped	29	23.58%
3. Did not help	1	0.81%

12 Majority of the respondents did not answer the CC part of the survey.

4. N/A	19	15.45%
Total	123	100%

For external services – DCMU, more than half was able to use the Office's CC.

CC 3.2 Citizen's Charter Answers (EXTERNAL - DCMU)	Responses	Percentage
CC3. If Yes to the previous question, did you use the CC as a guide for the service/s you availed?		
1. Yes, I was able to use the CC	204	77%
2. No, I was able to use the CC because of other reasons.	61	23%
Total	265[13]	100%

For internal services – CAMU, most of the respondents acknowledged that the CC helped them.

CC 3.3 Citizen's Charter Answers (INTERNAL – CAMU)	Responses	Percentage
CC3. If aware of CC, would you say that the CC of this Office was…?		
1. Helped very much	36	65%.5
2. Somewhat helped	16	29.1%
3. Did not help	3	5.5%
Total	55	100%

For internal services – ETMG, all of the respondents acknowledged that they use the CC for their transactions.

CC 3.2 Citizen's Charter Answers (EXTERNAL - DCMU)	Responses	Percentage
CC3. If Yes to the previous question, did you use the CC as a guide for the service/s you availed?		
1. Yes, I was able to use the CC	4	100%
2. No, I was able to use the CC because of other reasons.	0	0%
Total	4[14]	100%

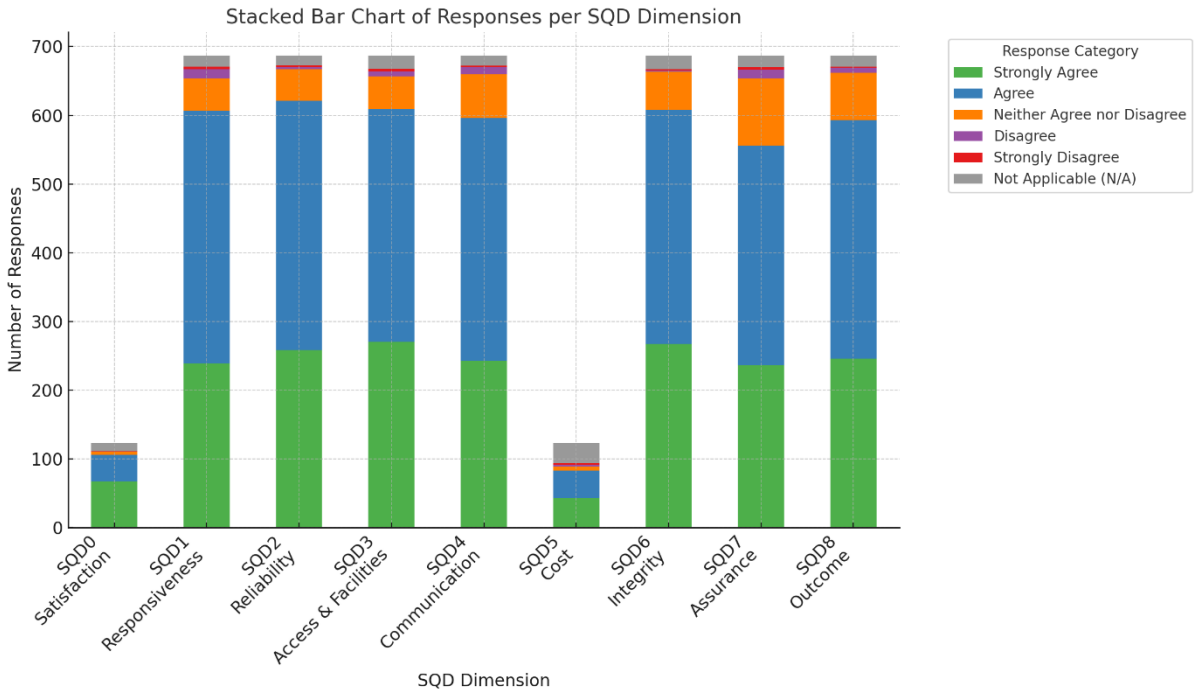
Across both internal and external services, awareness and visibility of the CC are generally high. Internal services show high awareness, visibility, and usage of the CC.

C. Service Quality Dimensions (SQD) Results

13 Only half of the respondents were able to answer this question.
14 Majority of the respondents did not answer the CC part of the survey.

The survey results reflect the perceptions of respondents regarding the service quality dimensions (SQD).

S.1 Stacked Bar Chart of Responses per SQD Dimension for External Services[15]



a. Satisfaction (SQD0)[16]: The majority of the respondents expressed satisfaction with the service with 86% indicating agreement or strong agreement. There was a single "Strongly Disagree" and 10% of the respondents marked the item as not applicable.

b. Responsiveness (SQD1): It is highly-rated with nearly 88% expressing agreement indicating strong perception that the service responds promptly and efficiently, with few users experiencing delays or lack of engagement.

c. Reliability (SQD2): Generally high satisfaction with 90% of the respondents agreeing or strongly agreeing. Negative responses were minimal. Most users had a positive experience with consistent and dependable service delivery.

d. Access and Facilities (SQD3): Most respondents (89%) rated access and facilities positively. However, this dimension had one of the higher "N/A" responses accounting to the fact that the services offered are online.

[15] The results are a mix of the SQD results from the DCMU and CBS survey.
[16] Only CBS included this SQD for this part of the survey.

e. Communication (SQD4): Generally high satisfaction with 87% of the respondents perceiving this area positively. It indicates that the AMLC effectively shares appropriate information with clients.

f. Cost (SQD5): Only 123 responses were recorded. Among those that responded, 67% responded positively and 24% marked this as "Not Applicable." This is possibly due to the nature of service given since the DCMU does not impose registration fees.

g. Integrity (SQD6): One of the highest rated SQDs, with 88% expressing trust in the service. This might indicate high level of public trust in the service given by the DCMU and CBS.

h. Assurance (SQD7): Assurance had an 81% agreement score but also had the highest number of neutral responses. This might indicate a degree of inconsistency in the extent to which people felt confident and secure in the service

i. Outcome (SQD8): This SQD received an 86% agreement score but also had a high number of neutral responses. Most client are satisfied with the results of the service but may be unsure of the impact regarding final outcome.

j. Overall Rating: Reflecting on the overall service quality, there is strong approval in areas like reliability, responsiveness, and integrity. A large majority of the respondents chose "Strongly Agree" or "Agree" across most dimensions, indicating a general sense of satisfaction and trust in the service. Disagreement were minimal and neutral responses tend to cluster around communication, assurance, and outcome. The relatively low rate of negative feedback highlights effective service performance overall with 89.4%.

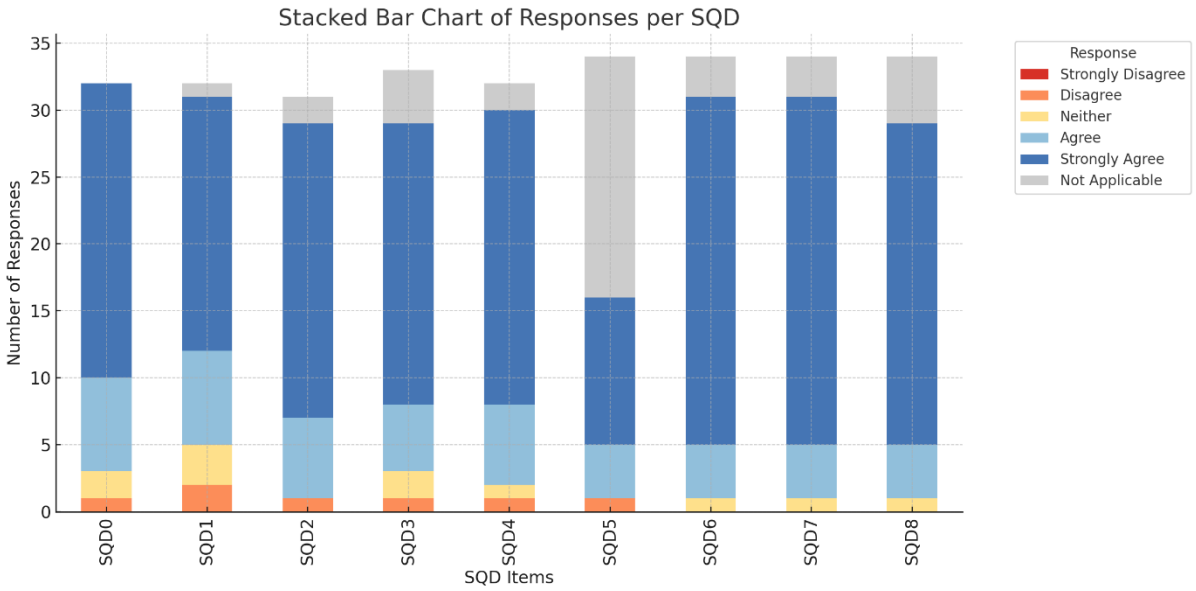
Using the formula, the following are the results of the computation for External Services for SQDs:

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Satisfaction	67	39	12	0	1	12	123	95.5%
Responsiveness	239	367	16	13	4	16	687	90.31%
Reliability	258	363	14	3	3	14	687	92.27%
Access and Facilities	270	339	19	7	4	19	687	91.17%

Communication	243	353	15	10	2	15	687	88.69 %
Costs	43	40	29	2	3	29	123	88.30 %
Integrity	267	341	20	2	2	20	687	91.15 %
Assurance	236	320	17	12	4	17	687	82.99 %
Outcome	246	347	16	7	2	16	687	88.38 %
Overall	1,869	2,509	438	56	25	158	**5055**	89.4 %

This shows the stacked bar results for Internal Services – CAMU. The survey used a rating of 1-5 with 1 bearing the lowest score of "Strongly Disagree" and 5 with the highest score of "Strongly Agree."

S.3 Stacked Bar Chart of Responses per SQD Dimension for Internal Services - CAMU.



a. Satisfaction with Transaction (SQD0): The majority of the respondents expressed a generally positive experience with the service.

b. Transaction Timeliness (SQD1): There is a high proportion of 4 and 5 responses with fewer lower scores.

c. Fairness of Requirements (SQD2): Most of the respondents felt that the transaction was fair and objective.

d. Ease of Accessing Service (SQD3): Most of the respondents agreed that the service offered was easily accessible.

e. Clarity of Procedures (SQD4): Generally high score with some mid-range ratings indicating that procedures are mostly clear but could benefit from better communication for full comprehension.

f. Cost (SQD5): Most answered "Not Applicable" since the service does not ask for a fee.

g. Employee Fairness (SQD7): Generally positive score with clients perceiving the staff to be fair.

h. Courtesy (SQD6): One of the highest rated SQDs, with lots of high ratings. There is high confidence in staff behavior and competence.

i. Effective Results (SQD8): Most clients feel that they got what they needed from the service.

j. Overall Rating: The overall score of 91.6% indicates a very high level of satisfaction of respondents across the SQD evaluated. The score indicates that the services provided are meeting or exceeding user expectations. There is a continued focus on courtesy, effective results, and fairness. Minor improvements can be considered in communicating steps in the service and fairness of requirements.

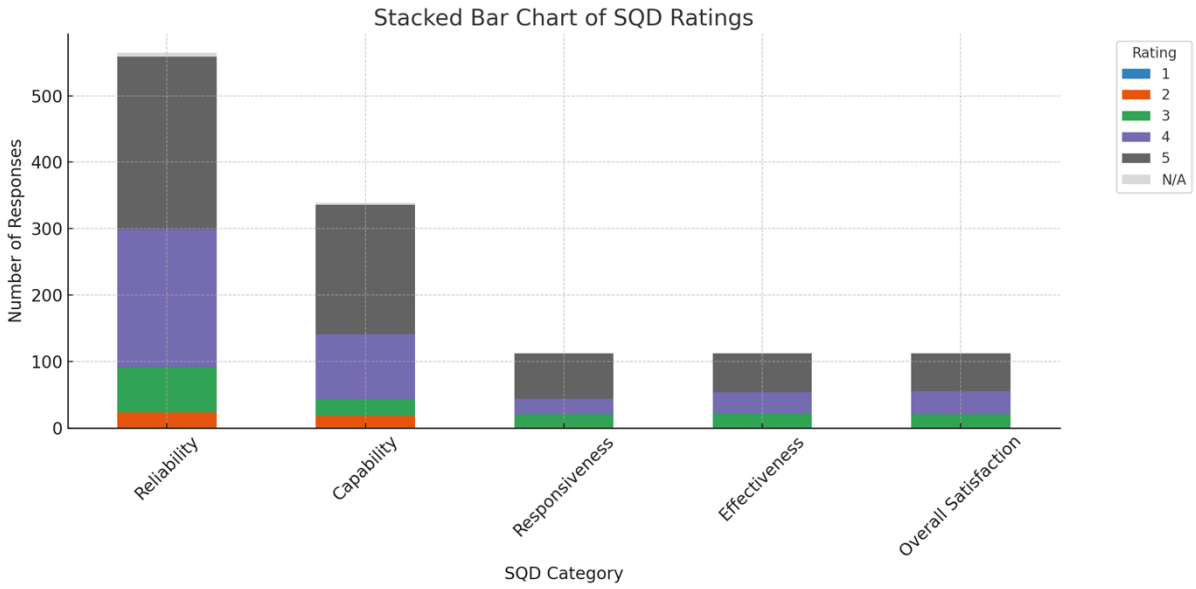
Using the formula, the following are the results of the computation for Internal Services - CAMU for SQDs:

Service Quality Dimensions	5 (Strongly Agree)	4 (Agree)	3 (Neutral)	2 (Disagree)	1 (Strongly Disagree)	N/A	Total Responses	Overall
Satisfaction with Transaction	22	7	2	0	1	1	33	84.1%
Transaction Timeliness	18	8	1	3	2	0	32	86.7%
Fairness of Requirements	22	6	1	1	1	1	32	81.6%
Ease of Accessing Service	20	6	1	0	1	4	32	87.1%
Clarity of Procedures	22	6	1	1	1	1	32	79.3%
Cost	11	2	1	0	0	18	32	87.9%
Employee Fairness	26	4	0	0	1	1	32	89.5%
Courtesy	26	4	0	0	1	1	32	89.1%
Effective Results	24	5	1	0	1	1	32	89.8 %

Overall	191	48	8	5	9	28	289	91.6%

We note that the ETMG used different survey questions for its SQD. It measured the reliability, capability, responsiveness, effectiveness, and overall satisfaction of its service. The survey used a rating of 1-5 with 1 bearing the lowest score of "Strongly Disagree" and 5 with the highest score of "Strongly Agree."

S.4. Stacked Bar Chart of Responses per SQD Dimension for Internal Services - ETMG.



a. Reliability: High scores dominate this area. The IT infrastructure, applications, and equipment are viewed as very reliable.

b. Capability: Majority of the respondents gave a positive response. The IT's team's skills and ability to provide support are well-regarded and there is little satisfaction.

c. Responsiveness: Majority of the respondents gave agreeable scores. While most users are satisfied, some may have experienced delays or inconsistency in the immediate service given.

d. Effectiveness: One of the areas with slightly lower scores with noticeable "Neutral" answers as compared to the other areas. There may be some room for improvement in this area.

e. Overall Satisfaction: Majority gave a positive response but some respondents gave a "Neutral" answer.

f. Overall Rating: The overall score of 84.3% indicates a strongly positive perception of the service provided. There is a consistent level of

confidence and satisfaction in all service quality dimensions. The low levels of disagreement highlight that negative experiences are rare. This implies that the Internal Service – ETMG is meeting or exceeding expectations for most users.

Service Quality Dimensions	5 (Strongly Agree)	4 (Agree)	3 (Neutral)	2 (Disagree)	1 (Strongly Disagree)	N/A	Total Responses	Overall
Reliability	260	208	68	22	1	6	565[17]	83.7%
Capability	195	99	24	18	0	3	339[18]	87.5%
Responsiveness	68	24	19	1	0	1	113	82.1%
Effectiveness	58	33	21	0	0	1	113	81.2%
Overall Satisfaction	57	35	20	0	0	1	113	82.1%
Overall	638	399	152	41	1	12	1,243	84.3 %

D. Overall score per service

The below table shows that our stakeholders are highly satisfied with our processes. The AMLC garnered a rating of 92.21% for External Services and 87.95% for Internal Services.

External Services	Overall Rating
Accessing and Uploading Registration Requirements through the AMLC Portal For Certificate of Registration (COR)	88.36%
Accessing and Uploading Registration Requirements through the AMLC Portal For Provisional Certificate of Registration (PCOR)	
Issuance of a COR for Designated Non-Financial Businesses and Professions (DNFBPs)	
Accreditation of Institutional Training Providers	-[19]
Requests for Lecturers	88.28%
Requests for Training Events	100%
TOTAL	92.21%[20]

INTERNAL SERVICES	Overall Rating

[17] Combined total responses for Question 5 in the ETMG Survey (e.g. responses for IT Infrastructure, In-house Applications, IT Equipment, Security Controls, and Microsoft 365 experience).
[18] Combined total responses for Question 6 in the ETMG Survey (e.g. to provide relevant solutions, secure our IT systems, provide immediate support).
[19] No response was made for this service but there was 1 transaction recorded.
[20] Accreditation of Institutional Training Providers was excluded from the computation.

Request for Contract Reviews	91.6%
End-user Support Services	84.3%
TOTAL	87.95%

As a result, the AMLC recorded an overall score of 90.08%[21] or a "*Very Satisfactory*" rating.

[21] Average of the Internal and External Services' Total Rating.

Feedback/Free Responses

All services were able to gather free responses from its respondents. For External Services- DCMU, the over-all sentiment was positive. Some constructive feedback were related to technical/access issues, communication/support, and usability of the Portal. Some positive feedback are:

- “Online registration was fast and easy.”
- “Very convenient and easy step-by-step application.”
- “AMLC’s Registration Officers are very helpful.”
- “More streamlined than it used to be.”
- “Better than previous version.”
- “Accessible and reliable.”

For External Services – CBS, the sentiment was constructive and positive with most entries suggesting enhancements to the service such as adding icebreakers and including English translation and transcript at the bottom of the recorded video training. Some positive feedback are:

- “It was a great seminar.”
- “More power.”
- “Everything was efficient.”
- “You’re doing excellent. Keep up the good work.”

This indicates that participants are generally satisfied and value the efforts of the lecturers and the training team.

For Internal Services – CAMU, the over-all sentiment was largely positive with neutral responses, and a few constructive suggestions on legal service process concerns and accessibility of receiving area. Some positive feedback are:

- “Thank you for working hard.”
- “Good job, CAMU! Keep it up.”
- “Services provided were exceptional.”
- “So far so good.”

For Internal Services -ETMG, the general sentiment was largely positive with constructive suggestions on extended support hours, laptop and equipment upgrade, and centralization of Information Technology (IT) solutions. Some positive feedback are:

- “Excellent job, Sirs! Carry on!
- “The ETMG is doing a great job. Thank you.”
- “I am satisfied with the services. Thank you!”’
- “Please continue to be responsive in addressing requests. Thank you very much.”

Continuous Agency Improvement Plan for FY 2025:

For our External Services – DCMU, it will undertake a focused and continuous improvement initiative of its online registration system and the security of the Certificate of Registration (COR). This will prioritize a user-centric approach, actively incorporating feedback from covered persons to enhance the efficiency and usability of the online registration process. Simultaneously, the DCMU plans to implement robust security features on the AMLC COR, including advanced digital signatures and secure QR codes. These enhancements are crucial to fortify the COR against unlawful misuse, prevent counterfeiting, and further strengthen the AMLC's role in combating money laundering and terrorist financing within the Philippines. This plan underscores our commitment to continuous innovation and pro-active security measures in fulfilling the AMLC's mandate.

For our External Services – CBS, the CBS is committed to enhancing its accreditation process and stakeholder engagement. It is currently revising its accreditation guidelines to clarify requirements, streamline procedures, and ensure alignment with recent issuances and regulatory changes. The CBS is pro-actively improving its operational processes to meet the needs of external stakeholders. It is streamlining workflows to improve both effectiveness and efficiency. Moreover, it is exploring innovative technologies and systems to enhance request management and facilitate seamless and responsive stakeholder interactions.

For our Internal Services – CAMU, the CAMU plans to revisit the inclusion of this service to the Citizen's Charter.

For our Internal Services – ETMG, the ETMG plans to enhance hardware support and explore ways to improve maintenance of IT equipment. It is also continuing to enhance in-house developed applications. The ETMG is currently evaluating current network infrastructure for any possible upgrades to ensure consistent uptime. It is also continuing the dissemination of campaigns and refreshers on cybersecurity practices to its users.

MATTHEW M. DAVID
Executive Director

LIST OF ACRONYMS

AMLC – Anti-Money Laundering Council

ARTA – Anti-Red Tape Authority

ARRG – AMLC Registration and Reporting Guidelines

CALABARZON – Region IV-A (Cavite, Laguna, Batangas, Rizal, Quezon)

CAMU – Counseling, Adjudication, and Mutual Legal Assistance Unit

CBS – Capacity Building Staff

CC – Citizen's Charter

COR – Certificate of Registration

CPG – Commitments and Policy Group

CSG – Compliance and Supervision Group

DCMU – Data Collection and Management Unit

DNFBPs – Designated Non-Financial Businesses and Professions

ETMG – Enterprise Technology Management Group

IRR – Implementing Rules and Regulations

MIMAROPA – Region IV-B (Mindoro, Marinduque, Palawan, Romblon)

NCR – National Capital Region

PCOR – Provisional Certificate of Registration

SQD – Service Quality Dimensions

ANNEX: A Survey Questionnaires Used
Data Collection Management

2025 AMLC Online Registration System Survey

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

* Required

1. Name (optional)

2. Age *

- ◯ 20-29
- ◯ 30-39
- ◯ 40-49
- ◯ 50-59
- ◯ 60 or higher

3. Sex *

- ◯ Male
- ◯ Female

4. Region *

- ◯ NCR
- ◯ CAR
- ◯ Ilocos Region (Region I)
- ◯ Cagayan Valley (Region II)
- ◯ Central Luzon (Region III)
- ◯ CALABARZON (Region IV-A)
- ◯ Southwestern Tagalog Region (MIMAROPA)
- ◯ Bicol Region (Region V)
- ◯ Western Visayas (Region VI)
- ◯ Negros Island Region (NIR)
- ◯ Central Visayas (Region VII)
- ◯ Eastern Visayas (Region VIII)
- ◯ Zamboanga Peninsula ((Region IX)
- ◯ Northern Mindanao (Region X)
- ◯ Davao Region (Region XI)
- ◯ Soccsksargen (Region XII)
- ◯ CARAGA (Region XIII)
- ◯ Bangsamoro (BARMM)

Choose your answer to the Citizen's Charter questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

5. CC1 - Do you know about the Citizen's Charter (CC)? *

- ◯ Yes, aware before my transaction/registration with the AMLC
- ◯ Yes, but aware only when I saw the AMLC Registration portion in the Citizen's Charter
- ◯ No, not aware of the AMLC registration portion in the Citizen's Charter (Skip question CC2 and CC3)

6. CC2 - If Yes to the previous question, did you see this office's Citizen's Charter? *

- ◯ Yes, the CC was easy to find
- ◯ Yes, but the CC was hard to find
- ◯ No, I did not see this office's CC (Skip question CC3)

7. CC3 - If Yes to the previous question, did you use the Citizen's Charter as a guide for the service/s you avalied? *

- ◯ Yes, I was able to use the CC
- ◯ No, I was able to use the CC because of other reasons

8. Please choose the column that best corresponds to your answer *

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
SQD1. I spent an acceptable amount of time for my transaction (Responsiveness)	○	○	○	○	○
SQD2. The office accurately informed and followed the transaction's requirements and steps (Reliability)	○	○	○	○	○
SQD3. My online transaction was simple and convenient (Access and Facilities)	○	○	○	○	○
SQD4. I easily found information about my transaction from the office or its website (Communication)	○	○	○	○	○
SQD6. I am confident my online transaction was secure (integrity)	○	○	○	○	○
SQD7. The office's online support was available, or (if asked questions) online support was quick to respond (Assurance)	○	○	○	○	○
SQD8. I got what I needed from the government officer (Outcome)	○	○	○	○	○

9. Remarks (optional):

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Capacity Building Staff

2024 AMLC-CBS Client Satisfaction Survey (For AMLC and Accredited Partners)

This short Client Satisfaction Measurement (CSM) survey aims to track the customer experience of the Anti-Money Laundering Council (AMLC)-Commitments and Policy Group (CPG). Your answers will enable us to provide better service. Personal information shared will be kept confidential.

* Required

1. Client type: *

Choose one (1) of the following.

- ◯ Citizen
- ◯ Business
- ◯ Government (Employee or another agency)

2. Sex *

- ◯ Male
- ◯ Female
- ◯ Prefer not to say

3. Age *

4. Region of Residence *

5. Service Availed *

Instructions: Check mark (/) your answer to the Citizen's Charter (CC) questions.

The Citizen's Charter is an official document that reflects the services of the government agency/offices including its requirements, fees, processing times and among others.

6. CC2: If aware of CC (answered 1st 3 in CC1) would you say that the CC of this office was...? *

- ◯ 1. Easy to see
- ◯ 2. Somewhat easy to see
- ◯ 3. Difficult to see
- ◯ 4. Not visible at all
- ◯ 5. N/A

7. CC1: Which of the following describes your awareness of a CC. *

- ◯ 1. I know what a CC is and I saw this office's CC.
- ◯ 2. I know what a CC is but I did not see the office's CC.
- ◯ 3. I learned of the CC only when i saw this office's CC.
- ◯ 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

8. CC3: If aware of CC (answered 1st 3 choices in CC1), how much did the CC help you in your transaction? *

- ◯ 1. Helped very much
- ◯ 2. Somewhat helped
- ◯ 3. Did not help
- ◯ 4. N/A

9. Instructions: For SQD 0-8 Please put a check (/) mark choose on the column that best corresponds to your answer. *

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Not Applicable N/A
SQD0. I am satisfied with the service I availed.	○	○	○	○	○	○
SQD1. I spent reasonable amount of time for my transaction.	○	○	○	○	○	○
SQD2. The office followed the transaction's requirement and steps based on the information provided.	○	○	○	○	○	○
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.	○	○	○	○	○	○
SQD4. I easily found information from my transaction from the office or its website.	○	○	○	○	○	○
SQD5. I paid reasonable amount of fees for my transaction (if the service was free, mark the N/A column.	○	○	○	○	○	○
SQD6. I feel the office was fair to everyone or "walang palakasan", during my transaction.	○	○	○	○	○	○
SQD7. I was treated courteously by the staff, and (if asked for help) the was helpful.	○	○	○	○	○	○
SQD8. I got what I needed from the government office, of if (denied) denial of request was sufficiently explained to me.	○	○	○	○	○	○

10. Suggestions on how we can further improve our services (optional).

11. Email address(optional)

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2024 AMLC-CBS Client Satisfaction Survey (For AMLC External Customers)

This short Client Satisfaction Measurement (CSM) survey aims to track the customer experience of the Anti-Money Laundering Council (AMLC)-Capacity Building Staff (CBS). Your answers will enable us to provide better service. Personal information shared will be kept confidential.

* Required

1. Client type: *

Choose one (1) of the following.

- ◯ Citizen
- ◯ Business
- ◯ Government (Employee or another agency)

2. Sex *

- ◯ Male
- ◯ Female
- ◯ Prefer not to say

3. Age *

4. Region of Residence *

5. Service Availed *

Instructions: Check mark (/) your answer to the Citizen's Charter (CC) questions.

The Citizen's Charter is an official document that reflects the services of the government agency/offices including its requirements, fees, processing times and among others.

6. CC1: Which of the following describes your awareness of a CC. *

- ◯ 1. I know what a CC is and I saw this office's CC.
- ◯ 2. I know what a CC is and but I did not see the office's CC.
- ◯ 3. I learned of the CC only when I saw this office's CC.
- ◯ 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

7. CC2: If aware of CC (answered 1st 3 in CC1) would you say that the CC of this office was...? *

- ◯ 1. Easy to see
- ◯ 2. Somewhat easy to see
- ◯ 3. Difficult to see
- ◯ 4. Not visible at all
- ◯ 5. N/A

8. CC3: If aware of CC (answered 1st 3 choices in CC1), how much did the CC help you in your transaction? *

- ◯ 1. Helped very much
- ◯ 2. Somewhat helped
- ◯ 3. Did not help
- ◯ 4. N/A

Data Collection Management

9. Instructions: For SQD 0-8 Please put a check (/) mark choose on the column that best corresponds to your answer. *

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Not Applicable N/A
SQD0. I am satisfied with the service I availed.	○	○	○	○	○	○
SQD1. I spent reasonable amount of time for my transaction.	○	○	○	○	○	○
SQD2. The office followed the transaction's requirement and steps based on the information provided.	○	○	○	○	○	○
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.	○	○	○	○	○	○
SQD4. I easily found information from my transaction from the office or its website.	○	○	○	○	○	○
SQD5. I paid reasonable amount of fees for my transaction (if the service was free, mark the N/A column).	○	○	○	○	○	○
SQD6. I am confident my online transaction was secure.	○	○	○	○	○	○
SQD7. The office's online support was available, and (if asked questions) online support was quick to respond.	○	○	○	○	○	○
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.	○	○	○	○	○	○

10. Suggestions on how we can further improve our services (optional).

11. Email address(optional)

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AMLC
Client Satisfaction Survey

* Required

AMLC Client Satisfaction Measurement

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Ang Client Satisfaction Measurement (CSM) ay naglalayong masubaybayan ang karanasan ng taumbayan hinggil sa kanilang pakikitransaksyon sa mga tanggapan ng gobyerno. Makatutulong ang inyong kasagutan ukol sa inyong naging karanasan sa kakatapos lamang na transaksyon, upang mas mapabuti at lalong mapahusay ang aming serbisyo publiko. Ang personal na impormasyon na iyong ibabahagi ay mananatiling kumpidensyal. Maaari ring piliin na hindi sagutan ang sarbey na ito.

1. Client Type / *Uri ng Kliyente* *

- ◯ Citizen / *Mamamayan*
- ◯ Business / *Negosyo*
- ◯ Government (Employee or another agency) / *Gobyerno (Empleyado o Ahensya)*

2. Date / *Petsa* *

3. Sex / *Kasarian* *

- ◯ Male / *Lalaki*
- ◯ Female / *Babae*
- ◯ Prefer not to say / *Mas gustong hindi sabihin.*

4. Age / *Edad* *

The value must be a number

5. Region of Residence / *Rehiyon* *

- ◯ NCR
- ◯ CAR
- ◯ Region 1 - Ilocos Region
- ◯ Region 2 - Cagayan Valley
- ◯ Region 3 - Central Luzon
- ◯ Region 4A - Calabarzon
- ◯ Region 4B - Mimaropa
- ◯ Region 5 - Bicol Region
- ◯ Region 6 - Western Visayas
- ◯ Region 7 - Central Visayas
- ◯ Region 8 - Eastern Visayas
- ◯ Region 9 - Zamboanga Peninsula
- ◯ Region 10 - Northern Mindanao
- ◯ Region 11 - Davao Region
- ◯ Region 12 - SOCCSKSARGEN
- ◯ CARAGA
- ◯ ARMM

6. Service Availed / *Uri ng Transaction o Serbisyo*

- ◯ AMLC Online Registration System
- ◯ Accreditation of E-learning Providers
- ◯ Accreditation of External Trainers
- ◯ Accreditation of Institutional Training Providers
- ◯ Requests for Lectures
- ◯ Requests for Training Events
- ◯ Requests under the EO 2, s. of 2016 through the Freedom of Information (FOI) Portal
- ◯ Requests for Contract Reviews
- ◯ Ad-hoc Database Query Requests
- ◯ End-user Support Services
- ◯ Whitelisting of Websites

Citizen's Charter (CC)

The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

Ang "Citizen's Charter" ay isang opisyal na dokumento na naglalaman ng mga serbisyo sa isang ahensya/opisina ng gobyerno, makikita rito ang mga kinakailangan na dokumento, kaukulang bayarin, at pangkabuuang oras ng pagproseso.

7. **CC1**: Which of the following best describes your awareness of a CC? / *Alin sa mga sumusunod ang naglalarawan sa iyong kamalayan sa isang CC?* *

- ◯ I know what a CC is and I saw this office's CC. / *Alam ko ang CC at nakita ko ito sa napuntahang opisina.*
- ◯ I know what a CC is but I did NOT see this office's CC. / *Alam ko ang CC pero hindi ko ito nakita sa napuntahang opisina.*
- ◯ I learned of the CC only when I saw this office's CC. / *Nalaman ko ang CC nang makita ko ito sa napuntahang opisina.*
- ◯ I do not know what a CC is and I did not see one in this office. / *Hindi ko alam kung ano ang CC at wala akong nakita sa napuntahang opisina.*

8. **CC2**: The CC of this office was ... / *Ang CC ng opisinang ito ay ...* *

- ◯ Easy to see / *Madaling makita*
- ◯ Somewhat easy to see / *Medyo madaling makita*
- ◯ Difficult to see / *Mahirap makita*
- ◯ Not visible at all / *Hindi makita*

9. **CC3**: How much did the CC help you in your transaction? / *Gaano kang natulungan ng CC sa iyong transaksiyon?* *

- ◯ Helped very much / *Sobrang nakatulong*
- ◯ Somewhat helped / *Nakatulong naman*
- ◯ Did not help / *Hindi nakatulong*

Service Quality Dimensions

10. Please choose the best answer. / *Piliin ang nararapat na sagot.*

*

	1 - Strongly Disagree / *Lubos na Hindi Sumasang-ayon*	2 - Disagree / *Hindi Sumasang-ayon*	3 - Neutral	4 - Agree / *Sumasang-ayon*	5 - Strongly Agree / *Lubos na Sumasang-ayon*	Not Applicable
SQD0. I am satisfied with the service I availed. / *Nasiyahan ako sa serbisyo na aking natanggap sa napuntahan na tanggapan.*	○	○	○	○	○	○
SQD1. I spent reasonable amount of time for my transaction. / *Makatwiran ang oras na aking ginugol para sa pagproseso ng aking transaksyo.*	○	○	○	○	○	○
SQD2. The office followed the transaction's requirements and steps based on the information provided. / *Ang opisina ay sumusunod sa mga kinakailangang dokumento at mga hakbang batay sa impormasyong ibinigay.*	○	○	○	○	○	○
SQD3. The steps I needed to do for my transaction were easy and simple. / *Ang mga hakbang sa pagproseso, kasama na ang pagbayad ay madali at simple lamang.*	○	○	○	○	○	○
SQD4. I easily found information from my transaction from the office or its website. / *Mabilis at madali akong nakahanap ng impormasyon tungkol sa aking transaksyon mula sa opisina o sa website nito.*	○	○	○	○	○	○
SQD5. I paid reasonable amount of fees for my transaction (if the service was free, mark the						

N/A column). / *Nagbayad ako ng makatwirang halaga para sa aking transaksyon. (Kung ang sebisyo ay ibinigay ng libre, maglagay ng tsek sa hanay ng N/A.)*

11. ı how we can further improve our services (optional) / *Mga suhestiyon kung ıpabuti ang aming mga serbisyo (opsyonal)*:

12. optional / *opsyonal*):

SQD6: I feel the office was fair to everyone, or "walang palakasan", during my transaction. / *Pakiramdam ko ay patas ang opisina sa lahat, o "walang palakasan", sa aking transaksyon.*	○	○	○	○	○	○
SQD7: I was treated courteously by the staff, and (if asked to help) the staff was helpful. / *Magalang akong trinato ng mga tauhan, at (kung sakali ako ay humingi ng tulong) alam ko na sila ay handang tumulong sa akin.*	○	○	○	○	○	○
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me. / *Nakuha ko ang kinakailangan ko mula sa tanggapan ng gobyerno, kung tinanggihan man, ito ay sapat na ipinaliwanag sa akin.*	○	○	○	○	○	○

Enterprise Technology Management Group

AMLC Information Technology (IT) Satisfaction Survey 2024

This survey aims to gather insights from AMLC officers and staff about ETMG's managed resources, services, applications, and support. We encourage you to provide your most honest assessment. Rest assured, all responses will be treated with the utmost confidentiality.

Kindly indicate your rating on a scale of 1 to 5, with 5 being the highest, or select N/A if not applicable.

* Required

* This form will record your name, please fill your name.

1. Do you know about the AMLC Citizen's Charter *

- ◯ Yes, aware before my transaction with this office
- ◯ Yes, but aware only when I saw the CC of this office
- ◯ No, not aware of the CC (Skip questions CC2 and CC3)

2. If Yes to the previous question, did you see the AMLC Citizen's Charter? *

- ◯ Yes, the CC was easy to find
- ◯ Yes, but the CC was hard to find
- ◯ No, I did not see this office's CC (Skip question CC3)

3. If Yes to the previous question, did you use the AMLC Citizen's Charter as a guide for the service/s you availed? *

- ◯ Yes, I was able to use the CC
- ◯ No, I was not able to use the CC because .....

4. If No to the previous question, please state the reason.

Data Collection Management

Capacity Building Staff

5. How would you rate the reliability of the following AMLC IT systems: *

	1	2	3	4	5	N/A
IT Infrastructure (ex. Internet, VPN, WIFI, LAN)	○	○	○	○	○	○
In-house Applications (ex. TAO-ORS, AWSE, IAMS-Web, Documents Viewer)	○	○	○	○	○	○
IT Equipment (ex. Laptops/Desktops, Printers, Headsets)	○	○	○	○	○	○
Security Controls (ex. Anti-Malware, User Awareness, etc.)	○	○	○	○	○	○
Microsoft 365 experience (MS Outlook, MS Teams, MS Forms etc.)	○	○	○	○	○	○

6. How would you rate ETMG's capabilities to provide the following: *

	1	2	3	4	5	N/A
To provide relevant solutions	○	○	○	○	○	○
To secure our IT systems	○	○	○	○	○	○
To provide immediate support	○	○	○	○	○	○

7. How would you rate the responsiveness of ETMG in addressing requests? *

1	2	3	4	5	N/A
○	○	○	○	○	○

8. How would you rate ETMG's effectiveness in keeping stakeholders informed about system changes, maintenance, or downtime? *

1	2	3	4	5	N/A
○	○	○	○	○	○

9. How would you rate the current AMLC IT as a whole? *

1	2	3	4	5	N/A
○	○	○	○	○	○

10. Recommendations on how ETMG can improve its services. *

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