

EXECUTIVE SUMMARY

Citizen Charter, as an offshoot of the implementation of RA 9485, is the compulsory posting of government agencies of all transactions and its procedures as well as the time duration within which the transaction must be concluded. The study was conducted at Capiz State University - Burias Campus, from October to December 2018, to answer the following questions; 1. What is the socio-demographic profile of the respondents in terms of the following; age, sex, course and year level, academic classification, academic load (number of units)?; 2. What is the perceived effectiveness in the implementation of Citizen's Charter among frontline service offices?; and 3. Is there significant differences in the perceived effectiveness of Citizen's Charter when the respondents are group according to their profile? The descriptive research design was used in the study. Data were gathered by the researchers using questionnaire from 245 randomly chosen college students of Capiz State University- Burias Campus. As to the result of the study, majority of the respondents were 20 years old, female, Bachelor of Secondary Education, fourth year students, regular students and have a 21 units academic load. The result indicates that the University frontline service offices implement a very effective citizen's charter in CapSU Burias Campus. There is a significant difference in the perceived effectiveness in the implementation of citizen's Charter among frontline service offices of the University in terms of sex and course.