From the perspective of PPCC eGP systems integration, uptown, and downtown, this survey methodology should help collect useful information into the efficacy and areas for improvement of both NASSCORP and LRA integrated systems.

Survey Questionnaire on Tax Clearance Certificate (TCC) System and National Social Security Corporation (NASSCORP) System

General Information

1. **Name of Entity/Organization**: _____

2. **Your Role/Position**: _____

3. **Email Address**: _____

4. **Phone Number(s)**: _____

5. **Submission Date**:_____

Part 1: Tax Clearance Certificate (TCC) System

A. Uptown – Strengths of the TCC System

1. How would you rate the overall uptown of using the TCC system as it relates to system integration with other GoL systems?

☐ Excellent

☐ 24/hrs./365 days

☐ Average

☐ Poor

2. What features of the TCC system do you find most consistent? (Select all that apply)

    ☐ Fast processing times

    ☐ User-friendly interface

    ☐ Accessible online services

    ☐ Clear guidelines and support

    ☐ Accurate TCC query output

    ☐ Limited downtown experience

    ☐ Other (Please specify): _____

_____

3. How has the TCC system improved other GoL entity's tax compliance processes and systems integration?

    ☐ Significantly improved

    ☐ Moderately improved

    ☐ Slightly improved

    ☐ No improvement

4. What aspects of the TCC system need resource improvement to keep the system up 24 hours, 7 days a week, and 365 days a year uptown?

_____

_____

_____

B. Downtown – Challenges of the TCC System

1. What are the main challenges of downtown associated with the TCC system? (Select all that apply)

   ☐ Complicated process

   ☐ Frequent system downtime

   ☐ Extended vendors systems outage

   ☐ Single server hosting the TCC

   ☐ Limited supplier support

   ☐ Bad hosting service supplier

   ☐ Other (Please specify): _____

   _____

2. How often the TCC system encounter technical issues (e.g., system crashes, errors, out-of-service, etc.)?

   ☐ Frequently

   ☐ Occasionally

   ☐ Rarely

   ☐ Never

3. What improvements would you suggest for the TCC system to overcome these challenges? _____

Part 2: National Social Security Corporation (NASSCORP) System

A. Uptown – Strengths of the NASSCORP System

1. How would you rate the overall uptown of the **NASSCORP** system?

☐ Excellent

☐ 24/hrs./365 days

☐ Average

☐ Poor

2. What features of the **NASSCORP** system do you find most efficient? (Select all that apply)

☐ Quick respond to query from third party system

☐ Accurate respond to integrated systems

☐ Easy query submission

☐ Reliable support services

☐ Secure and confidential data handling

☐ Other (Please specify): _____

_____

3. How has the consistent uptown of the NASSCORP system impacted other GoL systems integrated with the **NASSCORP** system?

☐ Significantly improved

☐ Moderately improved

☐ Slightly improved

☐ No improvement

4. What aspect of the **NASSCORP** system do you consider the challenge or remedy for improvement that will need resources and support for consistent uptown?

_____

_____

B. Downtown – Challenges of the NASSCORP System

1. What are the difficulties that would currently cause downtown when using the **NASSCORP** system? (Select all that apply)

   ☐ Complicated or outdated interface

   ☐ Limited online services

   ☐ Technical difficulties (e.g. system crashes, slow loading, updated code, etc.)

   ☐ Unclear guidelines or lack of support

   ☐ Delays in processing third-party systems calls

   ☐ Data security concerns

   ☐ Other (Please specify): _____

2. How frequently do you encounter downtown issues with the **NASSCORP** system?

   ☐ Frequently

   ☐ Occasionally

   ☐ Rarely

   ☐ Never

3. What improvements would you suggest for the **NASSCORP** system to make it more effective? _____

Part 3: General Feedback

1. In your experience, how does the efficiency of the **TCC** and **NASSCORP** systems compare to other governmental systems you interact with have helped in terms of system integration?

☐ TCC is more efficient

☐ **NASSCORP** is more efficient

☐ Both are equally efficient

☐ Both are less efficient than other systems

2. What additional features or changes would you like to see in either GoL systems to better meet your system needs in terms of systems integration?

_____

_____

_____

3. Would you recommend any of these systems to other GoL entities for system integration?

☐ Yes

☐ No

☐ Not sure