

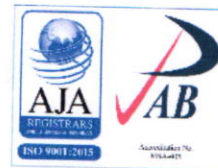


**DOST-PCAARRD**

Department of Science and Technology

**PHILIPPINE COUNCIL FOR AGRICULTURE, AQUATIC AND NATURAL RESOURCES  
RESEARCH AND DEVELOPMENT**

ISO 9001:2015



Certificate No. AJA13-0034

## **CITIZEN/CLIENT SATISFACTION REPORT**

As of December 31, 2019

### **I. Description of the Citizen/Client Satisfaction Survey**

PCAARRD's Customer satisfaction survey forms include information on customers' profile, the various types of services availed in the Council, the customers' assessment and degree of satisfaction to the services provided to them; and recommendations/suggestions on how PCAARRD can improve its services.

Accomplished survey forms are consolidated and results are analysed by respective units for each frontline service using descriptive statistics such as frequency counts, and percentage proportions only. Responses were organized and presented in appropriate tables and figures. Results of analysis are presented to the Directors' Council for management review and appropriate action.

PCAARRD's clients are mostly from state universities and colleges (SUCs), local government units (LGUs), national government agencies (NGAs), business/ investors groups, non-government organizations (NGOs) and international organizations, among others.

In general, the different purposes of their visits include the following:

1. Availment of publications and other information, education, communication (IEC) materials;
2. Presentation of proposed/ongoing/completed programs/projects for consideration under PCAARRD/DOST Grants In-Aid Program support;
3. Attendance to meetings;
4. Thesis/dissertation grant assistance;
5. Consultation/inquiries on technologies related to agriculture, aquatic and natural resources (AANR) sector; and
6. Attendance to fora/symposia/workshop/trainings/seminars/meetings organized/coordinated by PCAARRD.

### **II. Survey Results**

In 2019, PCAARRD used the five-rating rating scale for its semestral reporting of customer satisfaction feedback (CSF) to which it received a general performance rating of Outstanding, the highest in the set criteria. It also started adopting the January-June and July-December reporting period. Results of each rating period are as follows:

### **January to June**

For the period January to June, there were a total of 846 responses from walk-in clients which consisted of 421 males (49.8%), 414 female (48.9%) and 11 (1.3%) other individuals who did not indicate their sex orientation.

Majority (36.41%) are aged between 21 to 30, followed by those belonging to the 31 to 40 age bracket (19.27%). Others belong to age groups such as 41-50 years old (13.95%), 51-60 (13.48%), 20 and below (8.51%), and Above 60 (7.68%). Some 6 respondents (0.70%) did not reveal which age bracket/group they belong.

PCAARRD received an *Outstanding* performance/customer satisfaction rating with respect to the following criteria: a) quality of service (81.3%), b) promptness/timeliness (81.0%), c) courteous staff (84.0%), and d) overall rating (81.3%).

### **July to December**

From July to December, PCAARRD was able to collect 853 responses from walk-in clients which consisted of 434 (50.9%) male and 406 (47.6%) female, and 13 (1.5%) who did not indicate their sex orientation.

Majority (39.6%) of the respondents are aged 21 to 30 followed by 31-40 years old (16.3%). Others belong to 51-60 years old (13.8%), 41-50 years old (12.4%), 20 and below (10.0%), and Above 60 (6.4%). Some respondents (1.4%) did not reveal which age bracket/group they belong.

PCAARRD received an *Outstanding* performance/customer satisfaction rating with respect to the following criteria: a) quality of service (75.69%), b) prompt service (75.19%), c) personnel's qualities (74.65%), and d) overall rating (75.24%).

### **General Comments/Suggestions**

Some of the comments/suggestions from the respondents included the following:

- Very good. Thank you very much.
- Very helpful and accommodating.
- Keep up the good service.
- Extremely efficient 😊
- Very accommodating and approachable.
- Very good and supportive staff.
- Very much improved service in recent years.
- Efficient and hardworking.

### **III. Improvement Action Plan for FY 2020**

In 2019, PCAARRD initiated the development of the CSF System, an online system that aims to aid in real-time monitoring of CSF results. In January 2020, the system will be subject to pilot implementation with the inclusion of CSF for Walk-in customers and Exhibits.



**DOST-PCAARRD**

Department of Science and Technology

**PHILIPPINE COUNCIL FOR AGRICULTURE, AQUATIC AND NATURAL RESOURCES  
RESEARCH AND DEVELOPMENT**

ISO 9001:2015




Certificate No. AJA13-0034

The Council will continue to assess and enhance the system to incorporate CSF for other services namely, a) Thesis/Dissertation Grant Assistance Program; b) Publication Dissemination; and c) NAARRDN Facilities Improvement Program. By the end of 2020, it intends for the enhanced CSF System to be fully operational.

Furthermore, PCAARRD plans to send more personnel to trainings on Customer Relations in order to capacitate and equip the staff in satisfying the needs and expectations of its customers.

**Prepared by:**

  
**LILIAN G. BONDOC**  
Director  
Policy Coordination and Monitoring Division

2/14/2020  
Date

**Approved by:**

  
**REYNALDO V. EBORA**  
Executive Director

2/17/20  
Date