



DOST-PCAARRD

Department of Science and Technology

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

ISO 9001:2015

CITIZEN/CLIENT SATISFACTION REPORT

As of December 31, 2020

I. Data Gathering Methods

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.

While printed forms are used to capture customer's feedback, the Council implemented the Customer Satisfaction Feedback Information System (CSF IS), an online system that aims to aide in the real time monitoring of the Council's CSF for its various internal and external services. It served as an additional tool in the consolidation and processing of the customer's feedback.

II. Respondent Criteria

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.

III. Survey Sampling Coverage/Sampling Procedure

In each service, PCAARRD encourages all its clients to provide responses.

IV. Survey Instrument/Questionnaire

For the rating period January 1 to June 30 and July 1 to October 14, PCAARRD used its existing CSF forms. The general criteria used were: a) quality of service b) promptness/ timeliness; and c) attending personnel's qualities. Additional criteria were used depending on the service.

From October 15 to December 31, the criteria was revised based on the service quality dimensions indicated in the MC 2020-1 dated June 2, 2020. The following were captured: responsiveness, reliability (quality), access and facilities, communication, integrity, assurance, and outcome. Cost was excluded PCAARRD services does not require monetary amount from its clients.

V. Data Analysis

JANUARY 1 TO JUNE 30

External Services

Walk-in/Online Platforms

During this period, the Council facilitated the collection of customer response via walk-in and online platforms. Particularly during the Extended Community Quarantine (ECQ), no face-to-face transaction with external customers took place. For transactions conducted online i.e. email inquiries and online meetings, the existing CSF Form for Walk-in Clients, which was intended primarily to capture feedback from external customers, was used. This captured the following criteria: a) quality of service b) promptness/timeliness; and c) attending personnel's qualities.

There was a total of 530 responses from walk-in clients which consisted of 162 male (30.5%), 342 female (64.5%) and 26 (5.0%) other individuals who did not indicate their sex orientation. Majority (30.57%) are aged between 21 to 30, followed by those belonging to the 31 to 40 age bracket (23.21%). Others belong to age groups such as 41-50 years old (19.62%), 51-60 (12.26%), Above 60 (5.85%), and 20 and below (2.08%), and some 34 respondents (6.42%) did not reveal which age bracket/group they belong.

The following were their purpose of visit/availed services: Attend meeting (14.93%), inquiry/consultation (11.15%), program/project presentation (6.99%), request for publication (6.24%), job application (3.59%), program review (2.86%), submission of project/program documents (1.59%). Others did not indicate their purpose of visit.

PCAARRD received an *Outstanding* performance/customer satisfaction rating with respect to the following criteria: a) quality of service (70.00%), b) promptness/timeliness (71.32%), and c) attending personnel's qualities (72.83%).

Thesis/Dissertation

One male customer belonging to the 21 to 30 age range, rated the service with Very Satisfactory in terms of quality of service, Satisfactory in terms of Response and delivery time; and Outstanding in terms of Personnel's Qualities.

Publications

A total of 182 responses was recorded which consisted 108 (59.0%) male, 74 (41.0%) female. Majority (37.0%) of the respondents are aged 21 to 30 followed by 31-40 years old (28.0%). Others belong to 41-50 years old (25.0%), 51-60 years old (21.0%), Above 60 (10.0%), and 10 and below (5.0%).

PCAARRD received an *Outstanding* performance/customer satisfaction rating with respect to the following criteria: a) content (61.0%), b) usefulness/significance (73.0%), c) overall design (57.0%), and d) response and delivery time (84.0%).

Non-Degree Training

Two trainings were conducted attended by 39 participants and supporting 22 institutions. PCAARRD received an outstanding rating on the following criteria: Program Content, Methods/Processes, Instructional Materials, Resource Person, Conduct of Training, and Overall Coordination of the course.

Seminar/Workshop/Forum

Forty-eight response was received for the seminar conducted. PCAARRD received an Outstanding rating for the following criteria: Content (56.0%), Usefulness (46.0%), Resource Speaker (71.0%), Venue (54.0%) and Attending Personnel's Qualities (54.0%).

Services with no transaction:

NAARRDN Facilities Improvement Program, Visitor's Bureau

Internal Services

Audio-Visual Services

A total of 61 responses was recorded who availed the following services: Use of AV equipment (91.0%), photo/video documentation (7.0%), and Exhibit Materials (2.0%). Sixty-one (100%) of the customers gave PCAARRD an Outstanding rating for the following: quality of work, timeliness, and personnel's qualities.

FAD-related Services

A total of 43 clients rated their services availed related to Finance and Administration. Three (7.0%) requested Philhealth certifications while 40 (93.0%) requested personnel-related documents. PCAARRD received an *Outstanding* performance/customer satisfaction rating with respect to the following criteria: a) quality of service (98.0%), b) response and delivery time (96.0%), and c) personnel's qualities (98.0%).

ICT Services

A total of 203 responses were recorded for the services related to Information Communications Technology (ICT.) PCAARRD received an Outstanding rating in terms of Quality of Service (76.85%).

Repair and Maintenance of PCAARRD Facilities

A total of 57 responses was recorded who availed the following services: carpentry (35.0%), electrical (31.0%), plumbing (21.0%), repair of equipment (9.0%), painting (2.0%) and other related services (2.0%). PCAARRD received an outstanding rating in terms of the following: completeness of job performed (77.19%), resourcefulness and efficiency in the use of materials (77.19%), job performed within the expected due time (73.68%), and demonstrate good behavior and courtesy in dealing with clients (77.19%).

JULY 1 TO OCTOBER 14

External Services

Walk-in/Online Platforms

Using the existing criteria, a total of 41 responses was recorded in the CSF IS which consisted 22 (53.7%) male and 19 (46.34%) female. Majority (29.27%) of the respondents are aged 21 to 30 followed by 31-40 years old (21.95%). Others belong to Above 60 (21.95%), 51-60 years old (12.19%), and 41 to 50 (7.32%).

The customers availed the following services: Attend meeting (70.27%), program/project presentation (10.81%), job application (8/10%), inquiry/consultation (5.40%), and delivery of supplies (2.70%) and request for publication (2.70%). Four did not indicate their purpose of visit.

PCAARRD received an *Outstanding* performance/customer satisfaction rating with respect to the following criteria: a) quality of service (75.0%), b) prompt service (62.5%), c) personnel's qualities (68.75%), and d) overall rating (75.0%).

Thesis/Dissertation

Three respondents, 2 male and 2 female, who all belong to the 31-40 age bracket rated PCAARRD with Outstanding in terms of quality of service, Response and delivery time, and Personnel's Qualities.

Publications

A total of 3,441 responses was recorded which consisted 2,301 (67.0%) male, 1,140 (33.0%) female. Majority (43.0%) of the respondents are aged 21 to 30 followed by 31-40 years old (20.0%). Others belong to 41-50 years old (17.0%), Above 60 (12.0%), and 20 and below (8.0%).

PCAARRD received an *Outstanding* performance/customer satisfaction rating with respect to the following criteria: a) content (75.0%), b) usefulness/significance (75.0%), c) overall design (69.0%), and d) response and delivery time (74.0%).

Services with no transaction:

NAARRDN Facilities Improvement Program, Visitor's Bureau, Non-Degree Training, Seminar/Workshop/Forum

Internal Services

Audio-Visual Services

A total of 33 responses was recorded who availed the request for use of AV Equipment and Documentation. Thirty-three (100%) of the customers gave PCAARRD an Outstanding rating for the following: quality of work, timeliness, and personnel's qualities.

FAD-related Services

A total of 29 clients rated their services availed related to Finance and Administration. Twenty-five (87.0%) requested for personnel-related document, Three (10.0%) requested for ID, and one (3.0%) requested Philhealth certifications. PCAARRD received an *Outstanding* performance/customer satisfaction rating with respect to the following criteria: a) quality of service (95.41%), b) response and delivery time (95.0%), and c) personnel's qualities (97.0%).

Repair and Maintenance of PCAARRD Facilities

A total of 77 responses was recorded who availed the following services: plumbing (34.0%), carpentry (27.0%), electrical (20.0%), repair of equipment (12.0%), and plaiting (1.0%). PCAARRD received an outstanding rating in terms of the following: completeness of job performed (75.0%), resourcefulness and efficiency in the use of materials (74.0%), job performed within the expected due time (74.0%), and demonstrate good behavior and courtesy in dealing with clients (75.0%).

Services with no transaction:

ICT Services

OCTOBER 15 TO DECEMBER 31

Walk-in/Online Platforms

Using the new CSF forms with the seven service quality dimensions, the following results were analysed:

A total of 43 responses was recorded in the CSF IS which consisted 23 (53.5%) male, 19 (44.2%) female, and 1 (2.3) who did not indicate his/her sex orientation. Majority (34.9%) of the respondents are aged 31 to 40 followed by 51 to 60 years old (25.6%). Others belong to 41 to 50 years old (11.6%), and both 21 to 30 and 60 Above brackets with six (14%) respondents each.

PCAARRD received the following rating for these criteria: responsiveness (4.12), reliability (4.08), Access and Facilities (3.94), Communication (4.08), Integrity (3.98), Assurance (4.10), and Outcome (4.10).

Non-Degree Training

Seven online training courses was conducted with a total of 183 participants and 59 institutions. PCAARRD received the following rating for these criteria: responsiveness (4.88), reliability (4.77), Access and Facilities (4.53), Communication (4.82), Integrity (4.84), Assurance (4.80), and Outcome (4.78).

Seminar/Workshop/Forum

Eight activities were conducted with a total of 5,421 participants. PCAARRD received the following rating for these criteria: responsiveness (4.67), reliability (4.64), Access and

Facilities (4.59), Communication (4.63), Integrity (4.71), Assurance (4.70), and Outcome (4.68).

Services with no transaction:

NAARRDN Facilities Improvement Program, Thesis/Dissertation, Visitor's Bureau

Internal Services

Services with no transaction:

Audio-Visual Services, FAD-related Services, ICT Services, Repair and Maintenance of PCAARRD Facilities

Summary

Service Quality Dimension	Walk-in/ Online Platform	Non-Degree Training	Seminar/Workshop/ Forum/ Conference
Responsiveness	4.12	4.88	4.67
Reliability	4.08	4.77	4.64
Access and Facilities	3.94	4.53	4.59
Communication	4.08	4.82	4.63
Integrity	3.98	4.84	4.71
Assurance	4.10	4.80	4.70
Outcome	4.10	4.78	4.68
TOTAL	4.06	4.78	4.66

7. Agency Best Practice Report

Title of best practice in service quality or productivity conducted in FY 2020: Use of the CSF Information System

Department/Agency: PCAARRD

Delivery Unit Responsible: PCMD/MISD

Best Practice Thematic Area: Innovative and Relevant

Summary of Practice/Initiative: Use of the CSF Information System

Background and Problem: Difficulty in capturing responses from external customers due to the health protocols and adjustments to the new service quality dimension.

Milestones/Results: The use of the CSF Information System helped in the easier consolidation of customer feedback particularly during the pandemic where communication was heavily reliant on online mechanisms.