



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, 2021

a. Description of the Methodology of the CCSS Used

1. Respondents Criteria

PCAARRD's clients/customers 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.

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.

2. Survey Sampling Coverage

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

3. Sampling Procedure

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

4. Survey Instrument/Questionnaire

The Council used the revised Customer Satisfaction Feedback (CSF) forms in capturing the feedback of its clients/customers. The revised forms incorporated 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 as PCAARRD services do not require monetary amount from its clients/customers.

The data captured in the CSF forms are embedded in the Customer Satisfaction Feedback Information System (CSF-IS), an online system that aims to aid in real-time monitoring of CSF results. In 2021, while printed forms were allowed to be used, the CSF-IS served as the main tool in gathering customers' feedback for the following services:

External:

- Walk-in/Online Platforms
- Grants-in-Aid
- Non-Degree Training
- Seminars/Forums/Workshops/Conference

- Thesis/Dissertation Assistance
- Facilities Improvement Program

Internal:

- Disbursement Services
- Repair and Maintenance of PCAARRD Facilities
- ICT Services
- Personnel-related Services

The CSF for Publications, on the other hand, is imbedded in the PCAARRD Science Library Integrated Management System (SLIMS) eLibrary, the Council's digital library used to efficiently and promptly disseminate and share Agriculture, Aquatic and Natural Resources (AANR) and other science and technology (S&T) information 24/7 to the grassroots of the society. Since the SLIMS is still undergoing enhancement, PCAARRD used the previous criteria in capturing its CSF for publications – Content, Overall Layout/Design, Response and Delivery Time, and Usefulness/Significance.

For the Audio-Visual Services, the previous criteria was used during the January to June rating period, namely: Quality of Work, Timeliness, and Attending Personnel's Qualities. During the July to December rating period, the revised CSF forms containing the service quality dimensions were used.

The results were 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.

b. Results of the CCSS for FY 2021

External Services

Walk-in/Online Platforms

For January to June, PCAARRD captured responses from 137 customers – 49 (35.5%) female and 34 (24.6%) male. Fifty-five (39.9%) opted not to disclose their sexual orientation. Majority - 42 (38.9%) were researchers/from the academe and 41 (38.0%) from the government. Eleven (10.2%) were students, 8 (7.4%) private individuals, and 1 (0.9%) was a farmer. Three (2.8%) chose Others while 2 (1.9%) did not indicate their customer type. In terms of Age Range, most customers - 28 (20.3%) were aged 21-30, 18 (13.0%) were aged 41-50 and 51-60, 9 (6.5%) were aged 31-40, 7 (5.1%) were aged 60 and above, and 6 (4.3%) were aged 20 and below. For purpose/types of services availed, 108 (78.3%) attended meeting; 10 (7.2%) research; 4 (2.9%) inquiry/consultation; and 1 (0.7%) job application. Thirteen (9.4%) chose Others while 1 (1.4%) did not provide any response. During this period, PCAARRD received a rating of **4.76**.

For July to December, PCAARRD captured responses from 52 customers – 12 (23.1%) female and 10 (19.2%) male. Thirty (57.3%) opted not to disclose their sexual orientation. Twenty-three (44.2%) were researcher/from the academe, 18 (34.6%) government employees, 2 (3.8%) farmers, and 9 (17.3%) chose Others as Customer Type. In terms of Age Range, most of the customers – 8 (15.4%) were aged 31-40; 5 (9.6%) were aged 20 and below; 4 (7.7%) were aged 41-50; 3 (5.8%) were aged 51-60, and 2 (3.8%) were aged 21-30. Thirty (57.7%) did not disclose their age range. For purpose/types of services availed, 33 (63.5%) attended meeting; 15 (28.8%) requested for publications; and 4 (7.7%) inquiry/consultation. During this period, PCAARRD received a rating of **4.72**.

Combining the scores received from the two rating periods, PCAARRD received a 4.73 rating for responsiveness, 4.73 for reliability (quality), 4.69 for access and facilities, 7.75 for communication, 4.76 for integrity, 4.74 for assurance, and 4.77 for outcome. PCAARRD's overall rating for the year for walk-in/online platforms is **4.74**

Comments/Remarks received include:

- Keep up the good work!
- It was a successful meeting and effectively facilitated.
- The staff are responsive.
- The start of the meeting is always on time.
- Everything's well delivered.

Grants-in-Aid (GIA)

For January to June, PCAARRD received responses from 31 customers –19 (61.3%) female and 12 (38.7%) male. Most of the customers – 14 (43.8%) were from the government, 10 (31.3%) students, and 8 (25.0%) were researchers/from the academe. In terms of Age Range, mostly – 13 (41.9%) were aged 21-30; 6 (19.4%) were aged 31-40; 3 (9.7%) were aged 41-50; 3 (9.7%) were aged 51-60; and 1 (3.2%) was aged 60 and above. During this period, PCAARRD received a rating of **4.66**.

For July to December, PCAARRD captured responses from 159 customers – 109 (68.6%) female and 50 (31.4%) male. Ninety-two (57.9%) were researcher/from the academe, 55 (34.6%) government employees, 4 (2.5%) private individuals, and 2 (1.3%) from international organization. Six (3.8%) cited Others as Customer Type. In terms of Age Range, mostly – 50 (31.4%) were aged 21-30; 38 (23.9%) were aged 31-40; 27 (17.0%) were aged 41-50; and 26 (16.4%) were aged 51-60. Seventeen (10.7%) were Above 60. One (0.6%) belonged from ages 20 and below. For purpose/types of services availed, 101 (63.5%) respondents cited project review, 25 (15.7%) inquiry of PCAARRD-GIA project, 7 (4.4%) submission of new proposal, and 6 (3.8%) project renewal. Twenty (12.6%) did not provide any response. During this period, PCAARRD received a rating of **4.81**.

Combining the scores received from the two rating periods, PCAARRD received a 4.76 rating for responsiveness, 4.79 for reliability (quality), 4.70 for access and facilities, 7.79 for communication, 4.83 for integrity, 4.82 for assurance, and 4.81 for outcome. PCAARRD's overall rating for the year for GIA is **4.79**

The following are the Comments/Remarks received by the Council:

- Thank you very much.
- Excellent.
- Keep up the good work!
- It was already handled/carried out pretty good. Keep it up!
- She (staff) is very polite, accommodating and very helpful to us.

Non-Degree Training

For January to June, PCAARRD conducted 10 trainings and received responses from 338 participants. For July to December, the Council conducted 27 trainings and received responses from 859 participants.

Apart from the 7 service quality dimensions, the CSF for Non-degree training included additional criteria such as Program Content, Methods/Processes, Adequacy of Training Materials, and Resource Person. From these 11 criteria, PCAARRD received an overall rating of **4.78** for the January to June rating period and **4.84** rating for July to December.

Combining the scores received from the two rating periods, PCAARRD received a 4.84 rating for responsiveness, 4.82 for reliability (quality), 4.75 for access and facilities, 4.82 for communication, 4.84 for integrity, 4.82 for assurance, 4.82 for outcome, 4.82 for program content, 4.82 for methods/processes, 4.81 for adequacy of training materials, and 4.82 for resource person. PCAARRD's overall rating for non-degree training for 2021 is **4.81**.

The following are the Comments/Remarks received by the Council:

- Hoping for more trainings like this.
- Good job. Thank you!
- Resource Speakers are great.
- Very comprehensive.

Seminars/Forums/Workshops/Conference

For January to June, PCAARRD conducted 13 seminars/workshops/forums and received responses from 1,331 participants. For July to December, PCAARRD conducted 28 seminars/workshops/forums and received responses from 8,360 participants.

Apart from the 7 service quality dimensions, the CSF for the seminars/forums/workshops/conference included additional criteria such as Assessment of the Activity and Resource Person. From these 9 criteria, PCAARRD received an overall rating of **4.75** for the January to June rating period and **4.76** rating for July to December.

Combining the scores received from the two rating periods, PCAARRD received a 4.73 rating for responsiveness, 4.75 for reliability (quality), 4.69 for access and facilities, 4.74 for communication, 4.76 for integrity, 4.76 for assurance, 4.75 for outcome, 4.80

for assessment of the activity and 4.83 for Resource Person. PCAARRD's overall rating for seminars/forums/workshops for 2021 is **4.75**.

Comments/Remarks received are the following:

- Very informative and helpful.
- Webinars using this platform is very useful and accessible to farmers and agripreneurs in this time crisis. Good job!
- The webinar is timely and helpful to us that gained insights on business incubation and growth of entrepreneurship mind. Thank you and God bless.

Publications

For January to June, PCAARRD received 5,613 responses. Due to ongoing system enhancement, the existing criteria were used in the rating customer's satisfaction. In terms of Content, PCAARRD received 4,175 (74.38%) Outstanding Rating, 895 (15.95%) Very Satisfactory (VS), 267 (4.76%) Satisfactory, 81 (1.44%) Unsatisfactory, and 195 (3.47%) Poor. In terms of Overall Layout/Design, 3,967 (70.68%) customers rated the Council with O, 1035 (18.44%) with VS, 332 (5.91%) with S, 92 (1.64%) with US, and 187 (3.33%) with Poor. For Response and Delivery Time, 4,138 (73.72%) rated the Council with O, 920 (16.39%) with VS, 267 (4.76%) with S, 69 (1.23%) with US, and 219 (3.90%) with P. Lastly, for usefulness/significance, 4,186 (74.58%) rated the Council with O, 907 (16.16%) with VS, 245 (4.36%) with S, 90 (1.60%) with US, and 185 (3.30%) with P.

For July to December, PCAARRD received a total of 5,463 responses. For Content, it received 4,399 (80.52%) Outstanding, 608 (11.13%) Very Satisfactory, 209 (3.83%) Satisfactory, 81 (1.48%) Unsatisfactory, and 166 (3.04%) Poor. In terms of Overall Layout/Design, 4,166 (76.26%) customers rated the Council with O, 743 (13.60%) with VS, 275 (5.03%) with S, 83 (1.52%) with US, and 196 (3.59%) with Poor. For Response and Delivery Time, 4,327 (79.21%) rated the Council with O, 634 (11.61%) with VS, 239 (4.37%) with S, 68 (1.24%) with US, and 195 (3.57%) with P. Lastly, for usefulness/significance, 4,371 (80.01%) rated the Council with O, 627 (11.48%) with VS, 231 (4.23%) with S, 73 (1.34%) with US, and 161 (2.95%) with P.

Positive comments included:

- The e-Library is an excellent venue to access information related to AANR; and
- Library resources are very accessible, informative and useful for farming, academic, livelihood and more.

While the Council received mostly Outstanding and Very Satisfactory ratings, it also focused on the Unsatisfactory and Poor ratings. PCAARRD relied on the comments of the customers in analyzing the possible reasons for low ratings. The following issues were noted:

- Incomplete downloads (only abstract of research studies are accessible);
- Outdated publications;
- Repetitive CSF (annoying, disruptive, and inefficient feedback mechanism);
- Website interface (downloading and registration problems, inaccessible to mobile devices).

For incomplete downloads, PCAARRD noted that only abstracts can be downloaded on thesis/dissertations and terminal/technical reports due to copyright and Intellectual Property (IP) issues. To address the concern, a disclaimer is already displayed in the system.

Catalog Details ★

Disclaimer:
 *For technical reports, theses, dissertations, we only provide abstracts, table of contents, and bibliographic references due to copyright issues that we need to protect.

Title	Bionomics and control of the mango pulp weevil <i>Sternochetus frigidus</i> (Fabr.) in Palawan
Material Type	Technical Reports
By	by L. R. A. de Jesus, O. Ushiku, D. Dimaano, R. Gabo, and F. Cortez
Call Number	Fil(NTR) SB608.M3 D45 1997
Publisher	Southern Tagalog Integrated Agricultural Research Center, 1997
Physical Description	with colored photos

On outdated publications, all PCAARRD publications are included in the system.

For repetitive CSF, the Council is currently finalizing system enhancement to

For downloading problems, it is noted that the speed depends on the file size and internet connectivity of the users. A video guide on how to use the eLib is also available.

PCAARRD eLibrary
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Internal Services

Disbursement Services

For January to June, PCAARRD received a total of 44 responses. Twenty-two (72.7%) availed reimbursement of expenses, 10 (22.7%) payment of salary and other benefits, 1 (2.3%) cash advance, and 1 (2.3%) identified others. During this period, PCAARRD received a rating of **4.82**.

For July to December, PCAARRD received a total of 54 responses. Seventeen (31.0%) availed fund transfer to other agencies, 14 (26.0%) reimbursement of expenses, 7 (13.0%) payment of salary, 6 (11.0%) honorarium, 3 (6.0%) payment of publication incentive, 3 (6.0%) payment of Balik Scientist Incentive, 2 (3.0%) payment of thesis/Dissertation, 1 (2.0%) Cash Award, and 1 (2.0%) Cash Advance. During this period, PCAARRD received a rating of **4.88**.

Combining the scores received from the two rating periods, PCAARRD received a 4.84 rating for responsiveness, 4.72 for reliability (quality), 4.82 for access and facilities, 4.79 for communication, 4.90 for integrity, 4.90 for assurance, and 4.89 for outcome. PCAARRD's overall rating for the year for Disbursement Services is **4.84**.

Some of the Comments/Remarks received are the following:

- Pleasant Service.
- Fast Transaction.
- Very accommodating.
- The staff are very friendly and helpful.

Repair and Maintenance of PCAARRD Facilities

For January to June, PCAARRD received a total of 72 responses. Twenty-nine (40.3%) requested for plumbing, 15 (20.8%) carpentry, 14 (19.4%) electrical, and 6 (8.3%) for repair of equipment. During this period, PCAARRD received a rating of **4.91**.

For July to December, PCAARRD received a total of 49 responses. Thirty-seven (29.84%) requested plumbing, 24 (19.35%) carpentry, 24 (19.35%) electrical, and 6 (4.84%) repair of equipment. Twenty-nine (23.39%) indicated Others which includes repair of door knob, ceiling, cabinet, restroom, toilet bowl); installation of alcohol dispenser and led wall; and replacement of bulb, utility box, and flexible hose; and relocation of faucet. Four (3.23%) did not indicate the type of service availed. During this period, PCAARRD received a rating of **4.91**.

Combining the scores received from the two rating periods, PCAARRD received a 4.84 rating for responsiveness, 4.72 for reliability (quality), 4.82 for access and facilities, 4.79 for communication, 4.90 for integrity, 4.90 for assurance, and 4.89 for outcome. PCAARRD's overall rating for the year for maintenance and repair of PCAARRD facilities is **4.91**.

Comments/Remarks:

- Staff Outstanding! He is kind & polite.

Information and Communications Technology (ICT) Services

For January to June, PCAARRD received a total of 366 responses. 140 (38.0%) requested for web publishing, 41 (11.1%) hardware repair, 22 (6.0%) database services, 18 (4.9%) network problems, 11 (3.0%) PC assembly and installation of

software, 6 (1.6%) software problem, 7 (1.9%) account requests, 3 (0.8%) installation of antivirus/removal of virus, 3 (0.8%) LAN Cabling, 2 (0.5%) equipment borrowing, and 1 (0.3%) purchase and external repair recommendation. Fifty-seven (15.5%) cited Others and another 57 (15.5%) did not respond. During this period, PCAARRD received a rating of **4.96**.

For July to December, PCAARRD received a total of 589 responses. 267 (45.56%) requested web publishing, 69 (11.77%) hardware repair, 41 (7.85%) software problem, 26 (4.44%) account requests, 23 (3.92%) network problems, 23 (3.92%) LAN cabling, 22 (3.75%) PC assembly and installation, 22 (3.75%) database services, 12 (2.05%) equipment borrowing, 5 (0.85%) purchase and external repair recommendation, and 4 (0.68%) installation of antivirus/removal of virus. Forty-six (7.85%) indicated Others and 29 (4.95%) did not indicate the type of service availed. During this period, PCAARRD received a rating of **4.75**.

Combining the scores received from the two rating periods, PCAARRD received a 4.82 rating for responsiveness, 4.80 for reliability (quality), 4.81 for communication, 4.81 for integrity, and 4.79 for assurance. PCAARRD's overall rating for the year for ICT services is **4.80**.

Some of the Comments/Remarks include the following:

- Thank you. Thank you very much.
- Very fast!
- Thank you for the immediate response.
- Staff concerned and immediate supervisor were courteous and accommodating.

Personnel-related Services

For January to June, PCAARRD received a total of 41 responses. Twenty-five (61.0%) requested for issuance of certification; 10 (24.2%) issuance of service record, 2 (4.9%) issuance of IDs and name tags. Three (7.3%) indicated others while 1 (2.4%) did not indicate the type of service availed. During this period, PCAARRD received a rating of **4.96**.

For July to December, PCAARRD received a total of 49 responses. Thirty-six (73.0%) requested for issuance of certification, 9 (18.0%) issuance of service record, and 4 (8.0%) issuance of IDs and name tags. During this period, PCAARRD received a rating of **5.0**.

Combining the scores received from the two rating periods, PCAARRD received a 4.98 rating for responsiveness, 4.99 for reliability (quality), 4.99 for access and facilities, 4.98 for communication, 4.98 for integrity, 4.98 for assurance, and 4.99 for outcome. PCAARRD's overall rating for the year is **4.98**.

Comments/Remarks received are the following:

- Thank you very much
- Excellent.
- Quick response/action on my request.

- Accommodating.

Audio-Visual Services

For January to June, PCAARRD received a total of 62 responses covering 387 requested service. During the period, the Council still used its existing criteria. Sixty-two (100%) of the respondents rated PCAARRD **Outstanding** in terms of Quality of Work, Timeliness, and Attending Personnel’s Qualities.

For July to December, PCAARRD received a total of 60 responses covering 515 services. During the period, the Council started using the revised CSF forms indicating the service quality dimensions. PCAARRD received an overall score of **4.97** as it received 4.97 in terms of responsiveness, reliability, access and facilities, communication, integrity, assurance, and outcome.

Comments/Remarks:

- Team was quick to adopt/suggest solutions re: technical issues.

PCAARRD Summary of Service Quality Dimensions for 2021

Service Quality Dimension	EXTERNAL SERVICES				INTERNAL				
	Walk-in/ Online Platform	Grants -in-Aid	Non-Degree Training	Seminar/ Workshop/ Forum/ Conference	Disbursement Services	Repair and Maintenance of PCAARRD Facilities	ICT Services	Personnel-related Services	Score in All Services
Responsiveness	4.73	4.76	4.84	4.73	4.84	4.91	4.82	4.98	4.82
Reliability (Quality)	4.73	4.79	4.82	4.75	4.72	4.93	4.80	4.99	4.82
Access and Facilities	4.69	4.70	4.75	4.69	4.82	4.91	-	4.99	4.79
Communication	4.75	4.79	4.82	4.74	4.79	4.91	4.81	4.98	4.82
Integrity	4.76	4.83	4.84	4.76	4.90	4.91	4.81	4.98	4.84
Assurance	4.74	4.82	4.82	4.76	4.90	4.90	4.79	4.98	4.84
Outcome	4.77	4.81	4.82	4.75	4.89	4.92	-	4.99	4.85
Overall Score	4.74	4.79	4.81	4.74	4.84	4.91	4.80	4.98	4.83

Notes:

1. CSF for Publications not included since a different set of criteria is still being used. For Audio-Visual Services, the service quality dimensions were only considered for the Jul-Dec rating period. Previous criteria were used for the Jan-Jun rating period.
2. Did not include other criteria for Non-degree training and Seminars/Workshops/Forums/Conference.

No customer feedback was received for the following services: Thesis/Dissertation Assistance Program; and Facilities Development for the NAARRDN for the year covered.

From all the external and internal services which PCAARRD have gathered its customer feedback, the Council received a rating of 4.82 in terms of responsiveness, 4.82 for reliability (quality), 4.79 for access and facilities, 4.82 for communication, 4.84 for integrity, 4.84 for assurance, and 4.85 for outcome; hence, a **4.83** overall score for 2021.

(Please see attached sample forms used.)

c. Results of Agency Action Plan Reported in FY 2020 PBB

CSF Information System

Since its implementation in 2020, the Customer Satisfaction Information System (CSF-IS), an online system that aims to aid in real-time monitoring of CSF results, has continually been enhanced to accommodate the needs of PCAARRD's customers satisfaction management. The system now incorporates the service quality dimensions stated in Memo Circular 2020-1.

In the 2020 CCSS Report, PCAARRD was only able to report 3 services using the service quality dimensions, namely: Walk-in/Online Platform, Non-Degree Training, and Seminar/Workshop/Forum/Conference.

In 2021, PCAARRD strengthened the implementation of the CSF-IS thereby capturing the customers' feedback for more services using the 7 service quality dimensions. It has since been able to capture CSF for: Grants-in-Aid, Disbursement Services, Repair and Maintenance of PCAARRD Facilities, ICT Services, and Personnel-related Services; hence, the inclusion in the report.

On the other hand, the SLIMS eLibrary, which captures the CSF for Publications, started its enhancement in 2021. The purpose was not only to include the 7 service quality dimensions but to incorporate strategies to address the customers' needs based on their comments and suggestions.

Further, the CSF for Audio-Visual Services was used during the July to December rating period after further review to ensure its suitability.

Capacity-Building

In November 23, 2021, PCAARRD conducted a Training on Customer Satisfaction Management. This was attended by members of PCAARRD's CSF Focal Team, division secretaries, and other interested staff. In general, this capability building activity aimed to provide the participants an appreciation of the whys and hows of managing CSF. Specifically, it aimed for the participants to:

1. Understand the basic principles of customer satisfaction vis-à-vis the ISO 9001:2015 Standard. What are customers? Why do we need to satisfy them? How can we satisfy them?
2. Learn strategies and best practices of customer satisfaction management in the public sector;
3. Know more about handling customer feedbacks via on-site and online (email, phone, social media, etc.) modes; and
4. Have a better appreciation of their roles within the context of the approved/ documented PCAARRD Quality Management System Process (QMSP) on Customer Satisfaction Management and use of the CSF Information System (CSF-IS).

A total of 58 regular and non-regular employees of the Council participated. Based on their feedback, some of their significant takeaways include empathy among customers, excellent verbal and non-verbal communication skills, and putting one's heart in serving customers. One participant shared that the activity encouraged her to remove

the notion that government employees are “masungit”. She emphasized that public servants like herself should provide good customer service.

d. Continuous Agency Improvement Plan for FY 2022

In 2022, PCAARRD plans to continue the implementation of the current practices in customer satisfaction specially the use of the CSF-IS. It also plans to implement the enhanced SLIMS eLib capturing the service quality dimensions and other strategies as recommended by the customers.

The Council will also continue to provide capability building activities necessary for the PCAARRD staff in managing its customers. Its target participants include PCAARRD staff who are directly involved with dealing with clients/customers/customers i.e. Industry Strategic Programs (ISP) Managers and other project staff. In addition, other attendees can be included such as the new hires and those that were not able to attend the previous year training due to conflict of schedule.

In general, PCAARRD plans to improve its customer satisfaction management by developing strategies to address the issues and concerns of its customers by looking intently to the remarks/recommendations/suggestions indicated in the different tools used in capturing their feedback.