



CITIZEN/CLIENT SATISFACTION REPORT

I. Description of the Citizen /Client Satisfaction Survey

Introduction

The Palawan Council for Sustainable Development (PCSD) is the administrative machinery for the implementation of Republic Act 7611, otherwise known as the Strategic Environmental Plan (SEP) for Palawan Act. The PCSD is a multi-sectoral and interdisciplinary body. The PCSD Staff (PCSDS) serves as the regular professional staff to coordinate the policy and functions, implement programs, and organize services as required by the PCSD under Republic Act 7611.

This assessment of critical service targets was carried out in a transparent and objective client satisfaction survey (CSS) to determine the agency's execution of its mandate and levels of client satisfaction and how its services may be improved.

The main objective of this survey is to assess the overall clients' satisfaction and perception on various PCSDS processes and services whether their service expectations are being met by the agency. Likewise, the survey will look into the percentage of stakeholders that rate the PCSD policies as good or better.

The following are the services in the 2018 Citizen's Charter which were included in this survey:

Name of Service	Service Provider
1. Securing SEP Clearance	DMO, EZMED, OED
2. Wildlife Collector's Permit (Reef Fish for Food or RFF)	DMO, EZMED, OED
3. Wildlife Special Use Permit (Reef Fish for Food or RFF)	DMO, EZMED, OED
4. Wildlife Farm Permit (Reef Fish for Food or RFF)	DMO, EZMED, OED
5. Local Transport Permit (Reef Fish for Food or RFF)	DMO, EZMED, OED
6. Non-CITES Export Permit (Reef Fish for Food or RFF)	DMO, EZMED, OED
7. Permit to Purchase (Chainsaw)	DMO, EZMED, OED
8. Securing Chainsaw Registration (Chainsaw)	DMO, EZMED, OED
9. Securing Renewal of Chainsaw Registration (Chainsaw)	DMO, EZMED, OED
10. Securing Transport/Special Use Permit (Chainsaw)	DMO, EZMED, OED
11. Securing Permit to Sell (Chainsaw)	DMO, EZMED, OED
12. Gratuitous Permit (Administrative Order No. 12)	DMO, EZMED, OED
13. Wildlife Farm Permit (Administrative Order No. 12)	DMO, EZMED, OED



14. Wildlife Special Use Permit (Administrative Order No. 12)	DMO, EZMED, OED
15. Local Transport Permit (Administrative Order No. 12)	DMO, EZMED, OED
16. CITES Export/Import Permit and Non- CITES Export/Import Certification (Administrative Order No. 12)	DMO, EZMED, OED
17. GIS Services	
18. Environmental Laboratory Services	EMED
19. Environmental Library	EMED
20. Legal Services	EMED
21. Media Relations and Other Services	EZMED
22. PCSD Adjudication Board Secretariat	EEED
23. Operation of Wildlife Traffic Monitoring Unit (WTMU)	OED EZMED
24. Receiving of Obligations and Disbursements	AFD
25. Receiving of Liquidations	
26. Review and Approval of Ecological Solid Waste Management Plans (ESWMP)	AFD EPRPD, OED

Methodology

A questionnaire was developed using forced-choice response categories and the five-scale rating of client's satisfaction with least use of qualitative responses. The instrument was applicable to all respondents covered by the CSS with transactions from January to December 2018.

A team of enumerators was organized and trained by a designated supervisor before implementation. An encoder was also involved and trained for the CSS. All questionnaires were encoded using the SurveyPro software.

To compute for the target sample size, a confidence level of 95% and interval of 5% was used. A survey calculator was also used to determine the number of respondents needed in order to get results that reflect the target population as precisely as needed. It can be accessed online through this link <https://www.surveysystem.com/sscalc.htm>.

The total number of respondents per PCSDS process is shown in the table below.

PCSD Process	Number of Respondents
1. Securing SEP Clearance	53
2. Wildlife Collector's Permit (RFF)	18
3. Wildlife Special Use Permit (RFF)	64
4. Wildlife Farm Permit (RFF)	4



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5. Local Transport Permit (RFF)	121
6. Non-CITES Export Permit (RFF)	4
7. Permit to Purchase (Chainsaw)	50
8. Securing Chainsaw Registration (Chainsaw)	50
9. Securing Renewal of Chainsaw Registration (Chainsaw)	50
10. Securing Transport/Special Use Permit (Chainsaw)	110
11. Securing Permit to Sell (Chainsaw)	50
12. Gratuitous Permit (AO 12)	29
13. Wildlife Farm Permit (AO 12)	64
14. Wildlife Special Use Permit (AO 12)	64
15. Local Transport Permit (AO 12)	121
16. CITES Export/Import Permit and Non-CITES Export/Import Certification (AO 12)	4
17. GIS Services	28
18. Environmental Laboratory Services	14
19. Environmental Library	24
20. Legal Services	-
21. Media Relations and Other Services	18
22. PCSD Adjudication Board Secretariat	-
23. Operation of WTMU	121
24. Receiving of Obligations and Disbursements	52
25. Receiving of Liquidations	52
26. Review and Approval of ESWMP	4
TOTAL	1,169

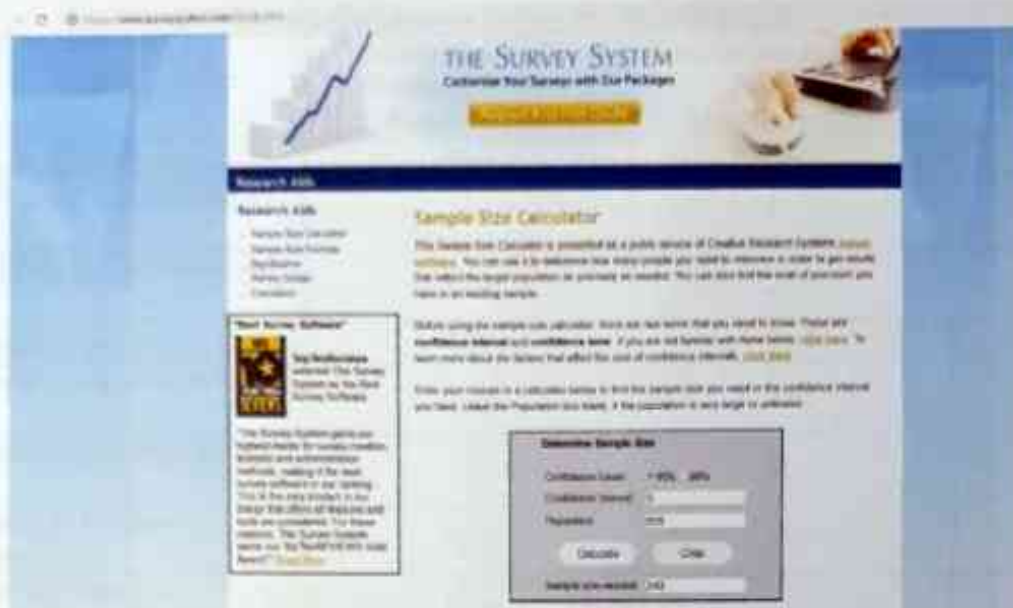


Figure 1. Screenshot of the survey calculator.

All questionnaires per process were encoded in the SurveyPro software that automatically computes for the results at 95% confidence level. A file for each process was kept. The overall citizen/client satisfaction rating for each process was computed through averaging the (i) percentage scores of the overall satisfaction of the clients who directly answered that they were satisfied with the product, and (ii) the overall average satisfaction in terms of policy and management. For the grand average of the citizen/client satisfaction rating of all the process of the PCSDS, the result was computed by averaging the client satisfaction of all the processes.

Respondents' answers for the overall satisfaction with the product are answered 'yes' or 'no' while for the overall average satisfaction in terms of policy and management, the respondents rated the quality of service/product received, staff professionalism, their awareness of the service/product, as well as the policies and plans through a scale of 1 - 5 (1=Very Dissatisfied, 2=Dissatisfied, 3=Neutral, 4=Satisfied, 5=Very Satisfied). The satisfaction rating was achieved by adding the percentage scores for Satisfied and Very Satisfied. Neutral scores were not counted as satisfaction rates as they were perceived to be undecided.

Results/Conclusions

The result of the 2018 Client Satisfaction Survey showed that clients of the PCSDS are satisfied with the overall delivery of the agency's services and products with an overall citizen/client satisfaction rating of 81.3% which is more than the targeted 80% client satisfaction rating in the 2018 Office Performance Commitment and Review (OPCR). The results are shown in Table 2.



Table 2. Satisfaction Rating Per PCSDS Process

Process	Satisfaction to the Product/Services Received (%)	Satisfaction in terms of Policy and Management (%)	Average (%)
1. Securing SEP Clearance	90.9	85.7	88.3
2. Wildlife Collector's Permit (RFF)	100	91.7	95.9
3. Wildlife Special Use Permit (RFF)	88.9	75.0	81.9
4. Wildlife Farm Permit (RFF)	100	79.2	81.3
5. Local Transport Permit (RFF)	100	79.2	89.6
6. Non-CITES Export Permit (RFF)	100	62.5	81.3
7. Permit to Purchase (Chainsaw)	78.6	46.5	62.5
8. Securing Chainsaw Registration (Chainsaw)	78.6	46.5	62.5
9. Securing Renewal of Chainsaw Registration (Chainsaw)	78.6	46.5	62.5
10. Securing Transport/Special Use Permit (Chainsaw)	72.7	79.7	76.2
11. Securing Permit to Sell (Chainsaw)	78.6	46.5	62.5
12. Gratuitous Permit (AO 12)	100	90.0	95.0
13. Wildlife Farm Permit (AO 12)	100	62.5	81.3
14. Wildlife Special Use Permit (AO 12)	88.9	75.0	81.9
15. Local Transport Permit (AO 12)	100	79.2	89.6
16. CITES Export/Import Permit and Non-CITES Export/Import Certification (AO 12)	100	62.5	81.3
17. GIS Services	100	75.0	87.5
18. Environmental Laboratory Services	80.0	55.0	67.5
19. Environmental Library	100	91.6	95.8
20. Legal Services			-
21. Media Relations and Other Services	87.5	87.5	87.5
22. PCSD Adjudication Board Secretariat			-
23. Operation of WTMU	100	79.2	89.6
24. Receiving of Obligations and Disbursements	100	68.7	84.4



25. Receiving of Liquidations	100	68.7	84.4
26. Review and Approval of ESWMP	88.0	88.0	88.0
Overall Citizen/Client Satisfaction Rating			81.3%

The results generally indicates that the clients of the PCSDS are generally satisfied with the agency's products/services. This results show a 1.8 percentage point increase from the 2017 Client Satisfaction Result. The services can still be improved through streamlining of processes and establishment of online permitting and applications.

II. Improvement Action Plan for FY 2019

The PCSDS will be adopting the following Action to improve its delivery of products and services.

PCSDS 2018 Improvement Action Plan						
Service/Product	Strategy/Activity	Timetable				Responsibility Center
		Q1	Q2	Q3	Q4	
Policies and Plans	• Review of PCSDS processes					<ul style="list-style-type: none"> • OED • Planning • EMED • PBB Focal
	• Streamlining of processes					
Quality of Service	• Continue feedback mechanism for external and internal clients					<ul style="list-style-type: none"> • AFD • QMS Feedback Committee
	• Develop online permitting system					
	Conduct of QMS Audit of Processes					<ul style="list-style-type: none"> • QMS Focal • Internal Quality Audit Team
Staff Professionalism	• Continuous staff personality development orientations					<ul style="list-style-type: none"> • AFD • QMS Feedback Committee
	• Continue Monitoring of feedbacks on services delivery					
Client Awareness of the Service or Product	• Continuous education and information activities for clients on PCSDS					<ul style="list-style-type: none"> • EEED • DMOs • EMED



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	products and services					
	<ul style="list-style-type: none"> Develop materials for products/services (audio-visual, print, web, social media) 					
	<ul style="list-style-type: none"> Document community of champions and popularize services/products 					

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