



Republic of the Philippines  
(Republic Act 7611)

## **PALAWAN COUNCIL FOR SUSTAINABLE DEVELOPMENT STAFF**

Onsite Management Authority of the Palawan Biosphere Reserve



### **CITIZEN/CLIENT SATISFACTION REPORT**

#### **A. 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 No. (RA) 7611, otherwise known as the Strategic Environmental Plan (SEP) for Palawan Act. The PCSD is a multisectoral 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 RA 7611.

The assessment of PCSDS critical services was carried out in a transparent and objective client satisfaction survey (CSS) to determine the effectiveness of the agency's execution of its mandate as perceived by its clients and the levels of client satisfaction. This will enable the PCSDS to identify strategic approaches to improve its services.

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

##### **i. Scope and Period Covered of the Citizen/Client Satisfaction Survey**

The following are the services in the 2019 Citizen's Charter which were included in the survey:

<b>Name of Service</b>	<b>Service Provider</b>
1. Request for Brochures and Materials on PCSD Policies and Laws	EEED
2. Request for Briefing on PCSD, SEP, ECAN, and Other Laws	EEED
3. Request for Interview	EEED
4. Mapping and Map Printing	EMED
5. Environmental Laboratory	EMED
6. Access to PCSD Library (Knowledge Center)	EMED
7. ECAN Map Updating	EPRPD
8. Approval of Ten-Year Ecological Solid Waste Management Plans	EPRPD
9. Technical Assistance in the Preparation of Cave Management Plans	EPRPD
10. Issuance of ECAN Zoning Certification	DMDs
11. Issuance of SEP Clearance	DMDs/EZMED/OED
12. Processing of Wildlife Collectors Permit (WCP)	DMDs,EZMED,OED
13. Processing of Wildlife Special Use Permit (WSUP)	DMDs,EZMED,OED
14. Processing of Wildlife Farm Permit (WFP)	DMDs,EZMED,OED
15. Issuance of Local Transport Permit	DMDs
16. Processing of Permit to Purchase Chainsaw	DMDs,EZMED,OED

**Name of Service****Service Provider**

17. Processing of Chainsaw Registration	DMDs,EZMED,OED
18. Processing of Chainsaw Special Use Permit	DMDs,EZMED,OED
19. Issuance of Gratuitous Permit	EZMED
20. Issuance of CITES Export/Non-CITES Export Permit	EZMED
21. Issuance of CITES Import/Non-CITES Import Certificate	EZMED
22. Express Permitting System of Wildlife Traffic Monitoring Unit	EZMED
23. Issuance of Wildlife Clearance	EZMED
24. Issuance of CITES Re-Export Permit	EZMED

**ii. Methodology of the Citizen/Client Satisfaction Survey**

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 2019.

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.

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

<b>PCSD Services</b>	<b>Number of Identified Clients</b>	<b>Number of Respondents</b>
1. Request for Brochures and Materials on PCSD Policies and Laws	10	4
2. Request for Briefing on PCSD, SEP, ECAN, and Other Laws	7	1
3. Request for Interview	8	3
4. Mapping and Map Printing	34	19
5. Environmental Laboratory	3	1
6. Access to PCSD Library (Knowledge Center)	24	6
7. ECAN Map Updating	10	10
8. Approval of Ten-Year Ecological Solid Waste Management Plans	6	6
9. Technical Assistance in the Preparation of Cave Management Plans	4	4
10. Issuance of ECAN Zoning Certification	63	18
11. Issuance of SEP Clearance	118	26
12. Processing of Wildlife Collectors Permit	16	6
13. Processing of Wildlife Special Use Permit	50	10
14. Processing of Wildlife Farm Permit	1	1
15. Issuance of Local Transport Permit	106	22
16. Processing of Permit to Purchase Chainsaw	19	6

<b>PCSD Services</b>	<b>Number of Identified Clients</b>	<b>Number of Respondents</b>
17. Processing of Chainsaw Registration	17	7
18. Processing of Chainsaw Special Use Permit	37	12
19. Issuance of Gratuitous Permit	20	5
20. Issuance of CITES Export/Non-CITES Export Permit	2	1
21. Issuance of CITES Import/Non-CITES Import Certificate	2	1
22. Express Permitting System of Wildlife Traffic Monitoring Unit	-	-
23. Issuance of Wildlife Clearance	No client for the year	
24. Issuance of CITES Re-Export Permit	No client for the year	
<b>TOTAL</b>	<b>557</b>	<b>169</b>

The (i) overall satisfaction on service received/requested and (ii) overall satisfaction on PCSD policy and management of services rating for each service were computed by using a CSAT Calculator. It can be accessed online through the link <http://www.npscalculator.com/Csat/Index>. For the overall average of the citizen/client satisfaction rating of all the services of the PCSDS, the result was computed by getting the average of (i) and (ii) of each service.

Figure 1 shows the questionnaire used for the CSS. Respondents' answers for the overall satisfaction with the service received/requested can range from 1 to 5 (1=Very Dissatisfied, 2=Dissatisfied, 3=Neutral, 4=Satisfied, 5=Very Satisfied). The same rating scale was used for the overall satisfaction on PCSD policy and management of services. The satisfaction rating was achieved by adding the percentage scores for "Satisfied" and "Very Satisfied" using the CSAT Calculator (baseline CSAT rating result was considered also).

Control No. 2020-580

Reference DENR 2016  
Client Satisfaction Survey Form



Mobile Number: \_\_\_\_\_ Date of Interview (Petsa ng Panayam): \_\_\_\_\_ Division: \_\_\_\_\_

**INTRO:**

Magandang umaga/hapon/gabi, ako po si \_\_\_\_\_ isang Third-party data collector na inupahan ang serbisyo ng Palawan Council for Sustainable Development. Ako po ay tumawag sa inyo upang isagawa ang Client Satisfaction Survey (CSS) upang malaman ang iyong lebel ng kasiyahan o satsipaksyon sa serbisyo ng opisina ng PCSD sa taong 2019. Ang Client Satisfaction Survey ay isinasagawa upang ang resulta nito ay maging basehan upang higit pang mapabuti ang mga patakaran at pamamahala ng serbisyo ng opisina ng PCSD.

Makakaasa po kayo na ang ibabahagi ninyo na impormasyon ay mananatiling "confidential". Maari na po ba ako magsimula sa mga katanungan?

OO/ PUMAPAYAG

HINDI/ TUMATANGGI/HINDI MATAWAGAN/SUMAGOT SA TAWAG

1. Anong serbisyo ang inyong natanggap sa taong 2019?	2. Sino ang gumamit ng serbisyo na inyong natanggap?	3. Ano ang iyong layunin sa pagkuha ng serbisyo?	4. Mula sa kahilingan hanggang sa pagtatanggap ng serbisyo gaano karaming ulit ka pumunta sa opisina para makuha ang ninanais ninyong serbisyo?	5. Overall Rate of Satisfaction on Service requested/ received Ano ang iyong marka o lebel ng kasiyahan o satsipaksyon sa serbisyo na iyong hiniling/natanggap sa taong 2019?				
				1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied
	<ul style="list-style-type: none"> <li><input type="checkbox"/> Self</li> <li><input type="checkbox"/> Family</li> <li><input type="checkbox"/> Private/ Business</li> <li><input type="checkbox"/> Local Government Unit</li> <li><input type="checkbox"/> National Government Agency</li> <li><input type="checkbox"/> NGO</li> <li><input type="checkbox"/> Community</li> <li><input type="checkbox"/> Others</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Personal/Family</li> <li><input type="checkbox"/> Work</li> <li><input type="checkbox"/> School</li> <li><input type="checkbox"/> Livelihood</li> <li><input type="checkbox"/> Business</li> <li><input type="checkbox"/> Community Project</li> <li><input type="checkbox"/> Others</li> </ul>	Estimated No. of Visits					

6. Kung "Very dissatisfied/ Dissatisfied" bakit?

**7. Level of Satisfaction on PCSD Policy and Management of Services**

Ano ang marka o lebel ng iyong kasiyahan o satsipaksyon sa patakaran, proseso, at serbisyong binibigay ng Palawan Council for Sustainable Development ayon sa mga sumusunod na aspeto:

Indicators	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5
<b>Satisfaction on Communication and Responsiveness</b> Madaling matukoy at handa ang detalye tungkol sa patakaran, proseso, at serbisyong binibigay ng PCSD sa pamamagitan ng mga kawani (frontline staff), Citizen Charter, bulletin board, website, social media accounts, posters at brochures.					
<b>Satisfaction on Transparency</b> Nagbibigay ang kawani (staff) ng kompleto at malinaw na paliwanag at impormasyon tungkol sa patakaran, proseso, at serbisyong binibigay ng PCSD.					
<b>Satisfaction on Reliability and Effectiveness</b> Ang patakaran, proseso, at serbisyong binibigay ng PCSD ay sang-ayon sa batayan at kalidad na nasasaad sa pamantayan at naibibigay sa tamang oras na ayon sa kahilingan ng kliyente.					
<b>Satisfaction on Professionalism</b> Ang mga kawani (staff) ay nagpapakita ng paggalang at may kakayahan at kaalaman sa paghahatid ng impormasyon tungkol sa patakaran, proseso, at serbisyong binibigay ng PCSD.					
<b>Satisfaction on Facilities</b> Mayroong sapat na kagamitan, karatula, palikuran para maging komportable ang mga kliyente sa kanilang pag bisita sa opisina ng PCSD					
<b>Overall Rate of Satisfaction on PCSD Policy and Management of Services</b> Sa pangkalahatan, ano ang marka o lebel ng iyong kasiyahan o satsipaksyon sa patakaran, proseso, at serbisyong binibigay ng Palawan Council for Sustainable Development para sa taong 2019??					
Kung "Dissatisfied/ Very Dissatisfied" bakit?					

Anong mga mungkahi ang iyong malibigay upang mas mapabuti pa ng PCSD ang pag bibigay ng serbisyo?

THANK YOU FOR YOUR COOPERATION  
WE AT PCSDS VALUE YOUR FEEDBACK. LET US KNOW HOW YOU FEEL ABOUT OUR SERVICE AND HELP US IMPROVE

Figure 1. PCSDS Client Satisfaction Survey Form 2019.

## B. Results

The result of the 2019 Client Satisfaction Survey showed that clients of the PCSDS are satisfied with the overall delivery of the agency's services and products based on an overall citizen/client satisfaction rating of **87.06%**. This result is 5.76 percentage points higher than the 2018 CSS result of **81.30%**.

The satisfaction rating per PCSD service is shown in the table below.

PCSD Services	Satisfaction on Service Received/ Requested	Satisfaction on PCSD Policy and Management of Services	Average
1. Request for Brochures and Materials on PCSD Policies and Laws	100%	100%	100%
2. Request for Briefing on PCSD, SEP, ECAN, and Other Laws	100%	100%	100%
3. Request for Interview	66.67%	66.67%	66.67%
4. Mapping and Map Printing	89.47%	89.47%	89.47%
5. Environmental Laboratory	100%	100%	100%
6. Access to PCSD Library (Knowledge Center)	80%	80%	80%
7. ECAN Map Updating	80%	100%	90%
8. Approval of Ten-Year Ecological Solid Waste Management Plans	100%	100%	100%
9. Technical Assistance in the Preparation of Cave Management Plans	100%	100%	100%
10. Issuance of ECAN Zoning Certification	86.11%	80.56%	83.34%
11. Issuance of SEP Clearance	87.56%	85.33%	86.45%
12. Processing of Wildlife Collectors Permit	66.67%	83.33%	75%
13. Processing of Wildlife Special Use Permit	87.50%	79.38%	83.44%
14. Processing of Wildlife Farm Permit	100%	50%	75%
15. Issuance of Local Transport Permit	72.78%	92.22%	82.5%
16. Processing of Permit to Purchase Chainsaw	63.89%	56.25%	60.07%
17. Processing of Chainsaw Registration	81.25%	93.75%	87.5%
18. Processing of Chainsaw Special Use Permit	65.91%	65.91%	65.91%

<b>PCSD Services</b>	<b>Satisfaction on Service Received/ Requested</b>	<b>Satisfaction on PCSD Policy and Management of Services</b>	<b>Average</b>
19. Issuance of Gratuitous Permit	100%	100%	100%
20. Issuance of CITES Export/Non-CITES Export Permit	100%	100%	100%
21. Issuance of CITES Import/Non-CITES Import Certificate	100%	100%	100%
22. Express Permitting System of Wildlife Traffic Monitoring Unit	80%	100%	90%
23. Issuance of Wildlife Clearance	No client for the year		
24. Issuance of CITES Re-Export Permit	No client for the year		
<b>Overall Citizen/Client Satisfaction Rating</b>		<b>87.06%</b>	

The results generally indicate that the clients of the PCSDS are generally satisfied with the agency's products/services.

### **C. Results of Action Plan Reported in the FY 2018 PBB**

The table below summarizes the actions taken and results of implementation of the Action Plan for FY 2019:

<b>Service/Product</b>	<b>Strategy/Activity</b>	<b>Results and Actions Taken</b>
Policies and Plans	Review of PCSDS processes	<ul style="list-style-type: none"> <li>• Several workshops were done to review processes</li> </ul>
	Streamlining of processes	<ul style="list-style-type: none"> <li>• Attendance to the Training on Streamlining of Process Improvement of Critical Services for National Government Agencies</li> <li>• Several re-echo/orientations on Streamlining of Process Improvement of Critical Services were conducted per District Management Office</li> <li>• Several workshops were done for the Streamlining of Process Improvement of Critical Services per division</li> </ul>

Service/Product	Strategy/Activity	Results and Actions Taken
Quality of Service	Continue feedback mechanism for external and internal clients	<ul style="list-style-type: none"> <li>• Continuous implementation of feedback mechanism for internal and external clients</li> <li>• Drop boxes are placed for feedback forms per division</li> </ul>
	Development online permitting system	<ul style="list-style-type: none"> <li>• Developed initial phase of online permitting system (BRAIN – Biodiversity Resource Access Information Network)</li> </ul>
	Conduct of ISO 9001:2015 Quality Management System (QMS) audit processes	<ul style="list-style-type: none"> <li>• Conducted QMS Internal Quality Audits (IQAs) and QMS third-party audit</li> <li>• Conducted management review of processes</li> </ul>
Staff Professionalism	Continuous staff personality development orientations	<ul style="list-style-type: none"> <li>• Conduct of Ating Alamin (lecture series) sessions on Personality Development</li> </ul>
	Continue monitoring of feedback on service delivery	<ul style="list-style-type: none"> <li>• Quarterly checking of feedback forms from Feedback Boxes by QMS Feedback and Monitoring Committee</li> <li>• Reminders during Management Committee and Division Meetings</li> </ul>
Client Awareness of the Service or Product	Continuous education and information activities for clients on PCSDS	<ul style="list-style-type: none"> <li>• One-on-one briefing to clients/applicants</li> <li>• Conducted more than 50 Information, Education and Communications activities in various municipalities and rural barangays</li> </ul>

#### D. Continuous Improvement Plan for FY 2020

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

PCSDS 2020 Continuous Improvement Plan						
Service/Product	Strategy/Activity	Timetable				Responsibility Center
		Q1	Q2	Q3	Q4	
Policies and Plans	Review PCSDS processes in the Citizens Charter					All divisions
	Review policies for amendment					

Quality of Service	Continue implementation of feedback mechanism for external and internal clients					All Divisions, QMS Feedback and Monitoring Committee
	Continue development of online permitting system					EZMED, AFD, OED
	Perform QMS Internal Quality Audit (IQA) and engage with a third party for QMS ISO recertification audit of PCSDS processes					QMS Team, IQA Team
Staff Professionalism	Continue staff personality development orientations/training					AFD, EEED
	Continue staff briefing, review, and updating of new policy issuances					OED, DMO, EEED
Client Awareness of the Service or Product	Continue education and information activities for clients					DMO, EEED
	Update posted Citizens Charter processes in conspicuous places of PCSDS offices					AFD
	Continue cascading of QMS ISO principles to staff and conduct speaker's bureau sessions					AFD, EEED
	Develop materials on PCSDS services and processes for dissemination					EEED

Prepared by: Ma. Christina D. Rodriguez  
 OIC, ECAN Education and Extension Division  
 Date: Feb. 27, 2020

Approved by: Atty. Adelina B. Benavente-Villena  
 Acting Executive Director  
 Date: 2/28/2020