



Center for Governance

(Center)

2017 PROJECT ACCOMPLISHMENT REPORT

I. Project Information

Project Code: CPRAN

Project Title: 2016 Port Users' Annual Satisfaction Survey (PASS)

Project Start: May 01, 2016

Project End: April 15, 2017

Project Price: P 3,580,886.40

Client Organization: Philippine Ports Authority (PPA)

II. Project Team

Project Manager: Ma. Czarina Krisha De Leon

Team Members: Imelda Caluen, Joebert Sayson, Aya Caraphina Abraham, Evelyn Morales, Angelica Herico, Roxanne Marie Tabor, Dianne Jennifer Manaois, Jenno Ravalo

Supervising Fellow: Gilbert Lumantao

Consultants/ Resource Persons: Vella Leonor Salazar, Ryan L. Laurel, Venez P. Lupena, Alma L. Escanillan, Maria Jjaneev A. Consemينو, Michelle Mikiko S. Pagaran, Sylvarstein Razner L. Sursigis, Erwin C. Escanillan, Maricel Rodriguez-Camofias, Jessica V. Aquino, Gina G. Macabaya, Shiela Marie D. Sinues, Gamela Ann V. Septo, Ghay-Ann S. Reason, Ma. Nadia S. Villanueva, Riz Ivan B. Velasquez

III. Project Details

Project Description: The Philippine Ports Authority (PPA), taking into account its various interactions with different stakeholders, recognizes the necessity to identify and address the needs of stakeholders as part of its goal of providing world-class services and facilities. In doing so, the PPA, with the Development Academy of the Philippines (DAP) as technical consultant, conceptualized the Port Users' Needs and Satisfaction Survey (PUNSS) as a feedback mechanism to measure the satisfaction level of PPA clients.

Since 2002, the PPA has conducted three (3) rounds of PUNSS to gather the perception of its port users on the effectiveness of its regulatory functions and quality of its service delivery aspects. The results of these assessments led PPA to introduce necessary changes in its operations to ensure excellent provision of port services and facilities.

The Governance Commission for Government Owned and Controlled Corporations (GCG) issued Memorandum Circular 2013-02, which enabled public participation in the evaluation of the performance of Government Owned and Controlled Corporations (GOCCs) in the 2015 cycle. Along this line, the GCG required all GOCCs to adopt and conduct a third-party customer satisfaction survey. With the third run of the PUNSS, the PPA recognized the continuing importance of conducting the needs and satisfaction survey, with the same comprehensiveness and scope, every five (5) years, so as to periodically check the effectiveness of improvements introduced as a result of previous studies. In between the conduct of the PUNSS and in compliance with GCG requirements, a simpler customer satisfaction survey was recommended to be conducted annually to monitor the performance of selected offices in terms of satisfying the needs of port users. This annual survey may build on the questionnaires used in the PUNSS, covering all the dimensions prescribed in the Performance Evaluation System (PES) Guidebook of the GCG.

The PPA considers MC 2013-02 as an opportunity to further work for excellence as it allows them to improve its services further, and to meet the expectations of and satisfy its customers better. It is in this context that the Development Academy of the Philippines (DAP), with its extensive experience in policy research and technical assistance for Philippine government and international agencies, is



Center for Governance

(Center)

2017 PROJECT ACCOMPLISHMENT REPORT

submitting this proposal to provide consultancy services for the conduct of the third Port Users' Needs and Satisfaction Survey.

Project Objective: The 2016 Port Users' Annual Satisfaction Survey (PASS) aims to measure the level of satisfaction of the port users (i.e. passengers and shipping lines) on the quality of services and facilities of PPA subsequent to the improvements that the PMOs have introduced as a response to the previous assessments. The project will also evaluate the responsiveness of PPA to the needs of the port users.

Specifically, the project will:

- 1) Develop a survey methodology and enhance the existing questionnaire to identify the needs and objectively measure the satisfaction of the port users;
- 2) Determine the service quality index of PPA which will define the level of satisfaction of the port users on the service delivery aspects of PPA;
- 3) Determine the degree of improvements in the service delivery of PPA; and
- 4) Identify the factors and relationships affecting the satisfaction of the port users as well as the opportunities for improvement to enhance the satisfaction of the port users.

Focus Area: Governance

Project Type: Technical Assistance, Research

Project Beneficiary:

Regional Coverage: National coverage

IV. Project Accomplishments

Key Activities Implemented: Client Meeting, Project Team Meeting, Debriefing Meeting, Data Gathering, Report Writing and Technology Transfer

Major Outputs: 1) Inception Report; 2) Tools Development Report; 3) Encoded survey data and survey findings; 4) Draft final report; 5) Final report; and 6) Presentation materials for PPA staff

Project Impact: Improved service delivery of PPA

Lessons Learned:

- Allot lead time for the preparation of travel documents (i.e. travel order and itinerary) so that cash advances can be released to the team prior data gathering; and
- Purchase request for tokens should be prepared once the target number of respondents has been identified so that the items can be purchased ahead of time.

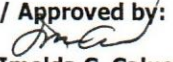
V. Attachments

- Certificates of Project Deliverables Accepted
- Certificate of Project Closure

Prepared by:


Ma. Czarina Krisha M. de Leon
Project Manager

Noted / Approved by:


Imelda C. Caluen
Center Head

Notes:

1. Project details on Section I-III can be generated thru PMIS based on PMs Inputs.



development academy of the philippines

ISO 9001: 2008 Certified
CIP/4045/08/06/579

Center for Governance

(Center)

2017 PROJECT ACCOMPLISHMENT REPORT

2. Project Managers are required to accomplish Section IV & provide Section V to reflect results of project implementation
3. Project Managers can update/adjust the pre-filled sections(I-III) based on actual data