



# Productivity and Development Center PDC IN FOCUS

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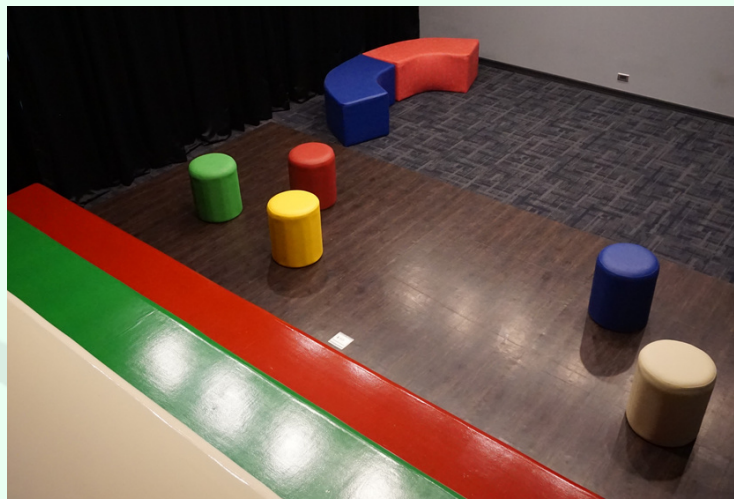
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# What's New?

## Spearheading the Way of Innovation in the Government *DAP Conference Center Tagaytay to Launch FCIL Pilot Facility*

The DAP yet again marks another milestone in its pursuit to innovation through the launch of the Future Center Innovation Laboratory (FCIL) Facility at the DAP Conference Center (DAPCC), Tagaytay. Aimed to introduce a space that fosters creative and innovative thinking through collaboration, experimentation, idea generation, and solutions formulation, the pilot facility is now up and ready for innovators in all walks of life.

The FCIL facility boasts a creatively designed plenary hall with bleachers and interactive projector. It also has four pods ideal for reflection, individual learning, and collaborative workshops. Each pod is equipped with a projector that working teams may use in idea generation and brainstorming. Overall the facility is expected to give a one-of-a-kind experience in a learning atmosphere that aids in unleashing creativity and out of the box thinking.



The DAP has long been serving the public sector as change catalyst, capacity builder and partnership builder. Over the years, the DAP has capacitated government officials, conducted strategic research, produced innovative solutions, and developed efficient management systems for the public sector. Through Public Sector Productivity Innovation Laboratory (PSP InnoLab) and the FCIL Pilot Facility, achieving the objective for the Philippines to serve as the hub of a “web collaborators” on innovation and productivity in the public sector is now closer at hand.



Today, the public sector faces increasing sophistication of public demand and other new challenges. Addressing these issues potentially requires new ideas. Changing citizen expectations, policy challenges, global trends, fiscal pressures, and technological changes are just some issues that drive the government sector to extract and apply innovative ideas to its existing systems.

The FCIL pilot facility, through the PSP InnoLab, is expected to give a new experience in developing new technologies, products, solutions, or programs as they adopt experimental methods to tackle social, political, and organizational issues, among others . -Adrian A. Ramirez





## Understanding Risks as it Paves Way Towards Achievement of Service Quality



With the onset of a global pandemic, it was very challenging, both for private and public sector organizations, to sustain their service delivery. Day to day lives of the Filipino people and operations of organizations were heavily affected.

Despite this, public sector organizations (PSOs) saw this both a challenge and opportunity to improve their service delivery, inspiring them to earnestly provide quality services to citizens by coping with digital transformation.

Regardless of this breakthrough to ensure that the true meaning of “malasakit” is exemplified through the sustenance of public service delivery even in the presence of disruptions, it is imperative that we, in the public sector, strengthen our risk management capabilities to keep abreast with the existing needs and expectations of our countrymen.

The GQMP envisions to further enhance, strengthen, and expand the adoption and effectiveness of the QMS in the bureaucracy, all the while strengthening the QMS risk-based management capability of PSOs towards the attainment of organizational goals and objectives.

Hence, the GQMP launched a 2nd Call for Beneficiary Agencies for the provision of technical assistance on Strengthening Risk Management, Service Quality Improvement/Innovation, and Capability-Building Intervention on QMS. A total of 25 agencies have been chosen as program recipients, 10 of whom shall receive the Technical Assistance on Strengthening Risk Management and

one Capability-Building Intervention on QMS specifically on the ISO 31000 Risk Management Guidelines.

A Basic Course on Risk Management has been organized by the GQMP for participants from the Department of Budget and Management, Department of Interior and Local Government, and the Internal Audit Office of the Office of the President, to level-up their knowledge about risk management, enhance their awareness on the current issues and challenges that may occur in implementing risk management. The important application of RM in improving existing QMS, ensuring public service continuity, and reinforcing internal controls in the public sector were the main topics of the course.

An advanced training course on risk quantification will also be conducted in the future. Both of these training courses will soon be offered to PSOs until a pool of risk management experts and practitioners for the whole of government are developed.

*-Mariel R. Mañibo*

## 60% of SMEs in 10 Asian countries received COVID-19 government support, ADBI survey says

Survey results on the impact of COVID-19 on small and medium enterprises (SMEs) reveal that over 60 percent of firms have received government support by June 2021, while guidance and information (15%) and internet connectivity-related support (24%) increased over time. This is the aggregate result of the two waves of surveys conducted in June 2021 and in February 2022 commissioned by the Asian Development Bank Institute (ADBI) to National Productivity Organizations (NPOs) of the Asian Productivity Organization (APO) in 10 countries, including the Philippines. The other nine countries in Asia included in the study were Bangladesh, Cambodia, India, Indonesia, Lao PDR, Malaysia, Mongolia, Pakistan, and Vietnam.

However, both surveys found that about 93 percent of the firms still felt that they would need more support from the government, while the need for loan- and tax-related support remains high and the need for lump-sum grant and subsidies for employees' compensations are continuously rising.

The ADBI—whose commitment to help build capacity, skills, and knowledge related to poverty reduction and other areas that support long-term growth and competitiveness in developing economies in Asia and the Pacific— commissioned the survey so that it can publish a report on the impact of COVID-19 on SMEs in APO member countries to eventually help them plan for effective strategies and assist them to recover from the pandemic. The survey results will guide the Asian Development Bank and policymakers in identifying approaches to assist SMEs experiencing economic downturns due to the COVID-19 pandemic.



*Use of online payment methods increased during the pandemic. Photo by: Manila Bulletin*

The Philippines had the largest number of registered firms among the participating countries. Almost 100 percent of the enterprises that participated in the survey are DTI-registered and are compliant with the minimum requirements for their recognition.

Over 50 percent of firms in Mongolia and Pakistan seemed to be unaware of available support from the government, while 20 percent of the firms in the other countries, except for Bangladesh, felt reluctant to receive any support. On the other hand, around 20-25 percent of firms in Indonesia, Malaysia, and in the Philippines attempted to apply for support but did not receive any. In addition, 40 percent of the respondents in the Philippines said that the number one reason for failing to avail of government support is the lack of or limited information. The above facts and figures may still vary or change once the final analysis of the research is completed. The results of the data gathered from the two waves of the survey will be shared by the DAP and the ADBI. -*Ferdinand Del Rosario*

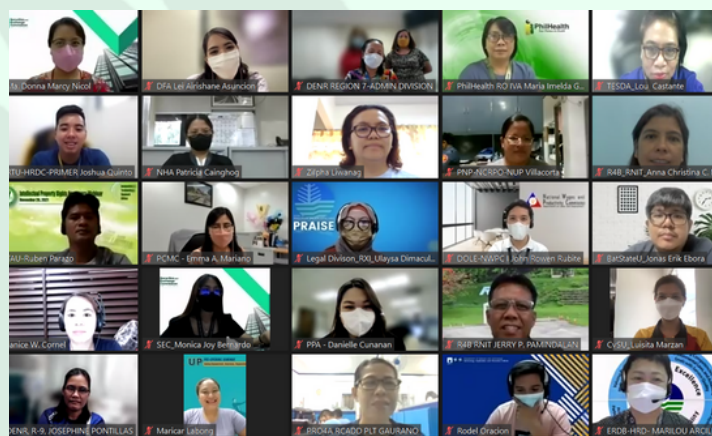
## On Pursuing Benchmarks in the Public Sector:

### *GBPR Launches its Call for Entries*

The Government Best Practice Recognition (GBPR) is one of the Business Excellence programs for the public sector along with the Philippine Quality Award and the Government Excellence Class. Implemented as a component activity of the Government Quality Management Program (GQMP), GBPR aims to promote and showcase outstanding and innovative practices demonstrated by PSOs and cultivate communities where best practices are made accessible for benchmarking and adoption.

GBPR believes that best practices are the building blocks for quality improvement and the solution formula in the attainment of organizational outcomes—relevant policies, quality service, and organizational effectiveness. Best practices may be treated only as small victories but these can create big impact and significant change on how PSOs deliver the services as they grow, mature, and scale up over a period of time.

As part of the commencement of the GBPR journey, the call for entries was launched on May 18 and two batches of half-day orientation were held virtually on May 20 and June 3 to discuss the project objectives, application process, and criteria for judging the best practices.



A total of 424 participants representing 207 public sector agencies attended the said activity.

With the goal of addressing the most frequently received inquiries about the GBPR, the orientation underlined the content of the e-registration form,



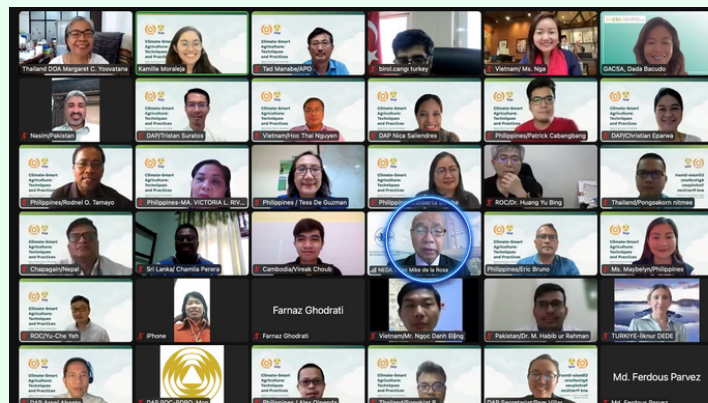
which is the main platform for submitting the best practice entries, as well as the criteria for judging that will guide the agencies in preparing for their application. Presentation of the sample online content and videos of the previous recipients and finalists capped the orientation to inspire the participants to share their best practices and become the benchmarks of other agencies.

GBPR serves as a harmonizing strategy to attain the objective of the APO in designating the Philippines as the Center of Excellence on Public Sector Productivity, “to advance the public sector productivity movement” among the APO member countries.

For more information on the GBPR, inquiries may be emailed to [govbestpractices@dap.edu.ph](mailto:govbestpractices@dap.edu.ph).

-*Steffhanie Lacbayo*

## DAP organizes multi-country workshop on climate-smart agriculture



*Undersecretary De La Rosa together with some of the participants, APO, and DAP project team during the Workshop on Climate-smart Agriculture conducted via Zoom.*

A three-day, multi country, digital workshop on climate-smart agriculture (CSA), done in partnership with the APO ,was conducted on April 26-28, 2021

The workshop, supports the APO’s efforts to meet the United Nations’ Sustainable Development Goals through Green Productivity, a concept promoted by the former to enhance productivity and reduce the negative impacts on the environment.

A total of 40 official representatives from different APO member countries, as well as, 1,281 viewers on Zoom and YouTube were provided with an overview of the CSA and case studies from Japan, Thailand, and Philippines.

In his speech, the National Economic and Development Authority (NEDA) Undersecretary and APO Director for the Philippines Jose Miguel Dela Rosa stressed that “Climate-smart agriculture should be ingrained in the cultural practices of a future-ready farmer.” With the current threat of climate change, in which agriculture is one sector that is extremely at risk, CSA is an approach that helps guide actions to transform agri-food systems towards green and climate-resilient practices.

The roster of resource persons are composed of the following international and local CSA experts: Imelda Bacudo, co-chair of Global Alliance for Climate-Smart Agriculture, Food and Agriculture Organization, UN Italy; Dr. Ricardo F. Orge, supervising science



### WHAT OUR CLIENTS ARE SAYING...

*“DAP has been very efficient in disseminating invitations, and online registration is the normal that DAP and other organizers have adopted to improve ease in doing so.”*

**Gina V. Wenceslao**

Department of the Interior and Local Government

*“I would like to commend DAP for organizing such activity to provide awareness and information to government employees on how we can improve quality in our service to the Filipino businesses and people, based on the public’s feedback..... this is actually very informative. I was actually clueless in the beginning. After attending this , and with more symposiums and trainings to come, I believe I will be a better public servant.”*

**Jackie Lou R. Balmores**

Bangko Sentral ng Pilipinas



research specialist, Philippine Rice Research Institute; Dr. Saturnina Halos, senior technical adviser, Department of Agriculture-Climate Resilient Agriculture Office; Dr. Shigeto Sudo, leader, Mitigation System Group, Institute for Agro-Environmental Sciences, National Agriculture and Food Research Organization (Japan); and, Dr. Margaret Yoovatana, director, International Agricultural Affairs Group, Department of Agriculture (Thailand).

APO Liaison Officer for the Philippines Armand Tristan Suratos highlighted, in his closing remarks, the importance of having science-and-evidence-based options and actions in providing strategies and techniques for the policymakers, the continuous collaboration with regional and international communities, and maintaining the productivity and income of farmers amidst the pandemic and threats of climate change.

The workshop participants came from the following APO member countries: Bangladesh, Cambodia, Fiji, India, Islamic Republic of Iran, Nepal, Pakistan, Philippines, Republic of China, Sri Lanka, Thailand, Turkey, and Vietnam. -*Kamille Moraleja*

## DAP Holds 3rd GQMP Symposium on Service Quality Standards (SQS)

The DAP-PDC recently conducted the 3rd GQMP Symposium on Institutionalizing Service Quality Standards: Best Practices in Using Evidence-based Service Quality Standards to Delight Citizens and Business Clients on June 30, 2021.

This year's symposium raised awareness on the whole-of-government satisfaction score and expectations given by businesses in 2021 during the pandemic. Mainly, the symposium encouraged participants to consider evidence-based inputs from businesses in their efforts to improve the design and delivery of frontline government service in the new normal; and to showcase best practices in using client-based service standards for improving service design and delivery PSOs.

DBM Undersecretary Kim Robert C. De Leon, in his keynote message, spoke of seeking clarity in order to excel in life and career. He pointed out that knowing one's self, capabilities, and shortfalls is key to seeking clarity. He encouraged the participants to look beyond themselves and see from the eyes of others to learn more about themselves through feedback.



The result of the 2021 e-Business Satisfaction Survey or e-BizSat was presented by Director Monica D. Saliendres. She pointed out that a significant shift in expectations from the business sector was observed in the survey results from "efficient frontline service in 2021" to "clear transaction process" in 2022. She described the key steps in establishing evidence-based SQS and discussed how they can use these in managing expectations of the transacting public on frontline government services in the new normal. She said that the results of the survey may serve as basis of the agencies in crafting their minimum standards to improve their service delivery.

The other guest speakers, Senior Vice President Elcid C. Pangilinan of the Landbank of the Philippines, Senior Vice President Ronaldo U. Tepora of the Development Bank of the Philippines, and Officer-in-Charge Jill Noreen R. Legaspi of the Philippine Airlines, also shared their best practices in using evidence-based service quality standards to meet clients' expectations and delight them.

The event was attended by over 300 participants from various national government agencies, local government units, government-owned and controlled corporations and state universities and colleges, through YouTube Live Stream. -*Rica Bustamante*



## Researches conducted by the PDC-Productivity Development Research Office from 2020-2022



### Study on the Development of a Monitoring System for Prices in the Supply Chain of Major Agricultural and Fishery Commodities



### Full Blown Impact Assessment of the Agriculture and Fisheries Modernization Act (AFMA): Integrative Assessment of the Impact of AFMA



For inquiries,  
please email [pdcr.pdro@dap.edu.ph](mailto:pdcr.pdro@dap.edu.ph)

## LINKS TO PREVIOUS ARTICLES:

- DAP to present 2021 e-BizSat results  
[bit.ly/3cdv3Hy](https://bit.ly/3cdv3Hy)
- DAP, APO slated to hold multi-country workshop on climate-smart agriculture  
[bit.ly/3cwt01s](https://bit.ly/3cwt01s)
- Improving frontline government services through citizens' feedback  
[bit.ly/3v7Vncx](https://bit.ly/3v7Vncx)
- Government Quality Management Program Grants Technical Assistance to 13 Agencies this 2022  
[bit.ly/3B8INPp](https://bit.ly/3B8INPp)



## QUOTABLE QUOTES

*Productivity is never an accident. It is always the result of commitment to excellence, intelligent planning, and focused effort."*

– Paul J. Meyer

Founder- Success Motivation Institute Inc.





## TRAINING CALENDAR

### AUGUST

**08-12** Capability Building on Co-Creation Innovation Process (COE Innolab)

**09-12** Training Course on Knowledge Management (Batch 3)

**23-26** Training Course on ISO 9001:2015 Quality Management System Requirements and Documentation (Batch 4)

**16-19** 25th Basic Course on Regulatory Impact Assessment

**30** 26th Basic Course on Regulatory Impact Assessment  
TO SEPTEMBER 02

### SEPTEMBER

**05-09** Bootcamp on Innovating the Public Sector 4 (COE-Innolab)

**06-09** Training Course on ISO 19011:2018 Guidelines on Auditing Management Systems (Batch 3)

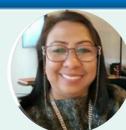
**20-23** Training Course on Root Cause Analysis and Corrective Action Formulation (Batch 3)

**27-30** Training Course on ISO 27001:2013 Information Security Management System (Batch 3)



## DID YOU KNOW...

...that the Philippines' commitment in the Asian Productivity Organization Convention in July 1, 1967 served as the legal basis in the establishment of the PDC under the then National Economic Council, now the NEDA, and was transferred to the DAP by virtue of PD No. 205 (section 14) in June 7, 1973 ...



## NOTES FROM THE EDITOR

We are delighted to share with you the 2nd issue of *The PDC In Focus*. The positive response to our maiden issue from our readers and partners certainly inspired us to continue reaching out and staying connected with you and keeping you abreast about new goings-on as well as future plans of the DAP PDC.

We hope that you find the articles herein interesting and useful in your "productivity journey". We would love to hear from you. What would you like us to feature in this publication? Please share your thoughts as well as any suggestions you may have for our next issues.

**Evangeline M. Macariola**  
Director, PDC-AIDO

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