



**CENTER FOR GOVERNANCE**

(Center)

**2015 PROJECT ACCOMPLISHMENT REPORT**

**I. Project Information**

Project Code: CPRXF  
Project Title: STAKEHOLDER SATISFACTION STUDY (GCG)  
Project Start: 2015-04-01  
Project End: 2015-07-29  
Project Price: Php 614,000.00  
Client Organization: GOVERNANCE COMMISSION OF GOCCs (GCG)

**II. Project Team**

Project Manager: Aya Caraphina S. Abraham  
  
Team Members: Joebert D. Sayson  
Eliza Salud C. Galang  
Evelyn E. Morales  
Supervising Fellow: Maria Rosario A. Abian  
Consultants/Resource Persons: None

**III. Project Details**

**Project Description:**

Established under Republic Act 10149, the Governance Commission for GOCCs (GCG), is the central advisory, monitoring and oversight body with authority to formulate, implement and coordinate policies concerning government-owned and controlled corporations, government financial institutions, government instrumentalities with corporate powers and government corporate entities. Specifically, the GCG is tasked to perform the following:

- Evaluate, assess, and determine the performance and relevance of GOCCs;
- Coordinate and monitor the operations of GOCCs;
- Provide technical advice and assistance to GOCCs; and
- Establish performance evaluation systems including performance scorecards which shall apply to all GOCCs.

The GCG requested assistance from the Development Academy of the Philippines (DAP) to conduct a Stakeholder Feedback Study in compliance to their Quality Management System and Performance Governance System requirements. By doing so, the GCG continues to play a vital role in effectively administering and overseeing the activities and management of GOCCs in pursuit of good governance.



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**Project Objective:**

The study seeks to determine the satisfaction and collect feedback of GCG's stakeholders in the efforts of GCG in fulfilling its mandate. Specifically, the study aims to:

1. Determine satisfaction of GOCCs and other stakeholders in GCG's delivery of service, which includes among others
  - a. evaluating and assessing performance of GOCCs;
  - b. providing technical assistance to GOCCs; and
  - c. processing of request for rationalization, compensation adjustments, creation of new GOCCs, GOCC mergers, abolition of GOCCs, and privatization of GOCCs.
2. Determine satisfaction of GCG employees on GCG as a work environment

Focus Area: Customer Satisfaction

Project Type: Survey

Project Beneficiary:

Regional Coverage: National Coverage

**IV. Project Accomplishments**

**Key Activities Implemented:**

**Project Mobilization and Preparation**

- Client and Project Team Meetings
- Preparation of project mobilization documents

**Survey Development**

- FGD with GCG officers for the employee engagement
- KII with GCG employees for client satisfaction survey
- Research
- Review of enhanced questionnaire
- Development of discussion guide

**Pre-test**

**Conduct of Survey**

- Online survey for client satisfaction
- Classroom survey for employee engagement
- Monitor survey responses

**Data Analysis and Report Writing**

- Encode questionnaires
- Process data
- Write report

**Major Outputs:**

Terminal Report (Client Satisfaction Survey and Employee Engagement Survey)

**Project Impact:**

Developed a questionnaire for GCG satisfaction surveys (client satisfaction and employee engagement). GCG became aware on the level of satisfaction and expectation of its clients and employees to the organization as well as the important driving factors for GCG



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employees. The areas that need enhancement to improve service delivery and GCG staff/officials work performance were also covered in the study.

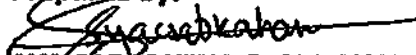
**Lessons Learned:**

- There must be a common framework for surveys used in DAP
- Surveys must measure satisfaction and importance
- Baseline for satisfaction index of GCG is set
- In measuring importance, the dimensions must be forced rank by choosing the top and the least important dimension/s
- The plan of analysis must be clear from the start of the project and presented to the client. This includes the acceptable number of respondents, clustering of respondents and computing the level of satisfaction among others.
- The questionnaires must be short, simple and with clear instructions. It is also advisable if the number of questions in each dimension is equal.
- In administering online surveys, there must be a guideline in accomplishing the survey.
- Distinguish the using of the title or the name of the project in relation to the scope of the study. In the case of GCG, client satisfaction was used as the name of component but it covers even partner agencies and the congress/senate.

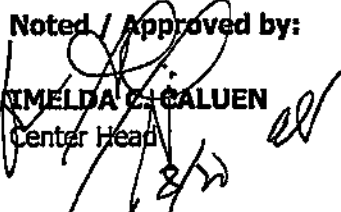
**V. Attachments**

- Summary of Evaluation for Course and Resource Persons (for training program)
- Certificate of Project Closure (for all completed projects)

**Prepared by:**

  
**AYA CARAPHINA S. ABRAHAM**  
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.
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



Office of the President of the Philippines  
**GOVERNANCE COMMISSION**  
FOR GOVERNMENT OWNED OR CONTROLLED CORPORATIONS  
3/F, Citibank Center, 8741 Paseo De Roxas, Makati City, Philippines 1226



04 September 2015

**MS. IMELDA C. CALUEN**

*Managing Director, Center for Governance*

**DEVELOPMENT ACADEMY OF THE PHILIPPINES**

DAP Building, San Miguel Avenue

Ortigas, Pasig City

**RE: CERTIFICATE OF PROJECT DELIVERABLE ACCEPTED**

Dear Director Caluen,

With reference to your letter dated 17 August 2015<sup>1</sup> regarding the submission of the **Terminal Report of the Stakeholder Satisfaction Study for the Governance Commission for GOCCs**, attached is the **Certificate of Project Deliverable Accepted** duly signed by Chairman Cesar L. Villanueva.

Thank you.

Very truly yours,

**ALVIN P. DIAZ**  
Director IV

<sup>1</sup> Received by GCG on August 19, 2015



**development academy of the philippines**

ISO 9001:2008 Certified  
CIP/4046/08.08.679

## CERTIFICATE OF PROJECT DELIVERABLE ACCEPTED

Date : 17-Aug-15

Center : Center for Governance Project Code : CPRXF  
Project Title : Stakeholder Satisfaction Study

Client : Governance Commission for GOCC's  
Project Manager : Aya Caraphina S. Abraham

### Deliverable Information/ Report

Project Phase : Project Closure  
Deliverable : Submission of Terminal Report

### Acceptance Information/Report

Approved

Deferred

Comments :

Authorized Representative/s:

CESAR L. VILLANUEVA

Signature over printed name ~~✗~~

Chairman

Position / Designation