



Center for Governance

(Center)

2016 PROJECT ACCOMPLISHMENT REPORT

I. Project Information

Project Code: CPRAM

Project Title: Third Port Users' Needs and Satisfaction Survey

Project Start: April 15, 2015

Project End: February 15, 2016

Project Price: P 6,904,091.60

Client Organization: Philippine Ports Authority (PPA)

II. Project Team

Project Manager: Katrina Miradora/ Ma. Czarina Krisha De Leon

Team Members: Imelda Caluen, Gilbert Lumantao, Ma. Christina Valte, Hilda Fatima Bancolita, Joebert Sayson, Aya Caraphina Abraham, Evelyn Morales, Michelle Belga, Rocio Isabel Paloma, Maria Paz Miguella Hipolito, Jemima Landong, John Rey Roque, Leslie Ramos, Ismael Usman, Rayhana Ditucalan, Stephanie Tarobal, Ma. Nacielyn Rizal, Jenny Darish, Marjorie Don Resuello, Merriam Dy, Enrico Caja, Angelica Herico, Mary Ann Fajardo

Supervising Fellow: Magdalena M. Mendoza

Consultants/ Resource Persons: Clarinda Berja, Jalton Taguibao, Ruby Marilou Mutia, Marie Angelica Lou Rasco, Honeyleen Loilo, Angelica Faye Cameguing, Fernando Presno, Ella Mae Salibio, Gilda Joannah Calderon, Jean Micka Bonsol, Angelie Marie T. Tebelin

III. Project Details

Project Description: The Philippine Ports Authority, as the oversight body for the establishment, development, regulation, management, and operation of the national port system, recognizes the importance of conducting a periodic client satisfaction survey and the useful insights that can be gained from this to improve their operations. As such, the PPA initiated a nationwide Port Users' Need and Satisfaction Survey (PUNSS) in 2002. The PUNSS is the PPA's tool for gathering customers' perception on the organization's services and facilities. It provides the PPA with customer service benchmarks and aids its service improvement initiatives. However many changes in the national government requirements have been introduced since the last conduct of PUNSS in the PPA in 2003.

In 2007, the Republic Act no. 9485, also known as the Anti-Red Tape Act, was enacted to streamline quality public service delivery among government offices. For the 2015 cycle of performance evaluation, the Governance Commission for Government Owned and Controlled Corporations (GCG) enabled the participation of the public in evaluating GOCCs. This was manifested through the inclusion of customer satisfaction surveys in the GOCCs' performance scorecards. This issuance also requires a customer satisfaction survey to be conducted by an external party. Furthermore, the PPA service offerings were developed and changed in the context of the emergent dynamics of service delivery in the past decade.

Project Objective: The Third Port Users' Need and Satisfaction Survey is expected to measure the level of satisfaction of the PPA's clients and to provide baseline data regarding the quality of all frontline services of the PPA.

Specifically, the project aims to:

- 1) Update the service delivery dimensions measured by the current PUNSS tool based on the clients'/stakeholders' viewpoints, minimum requirements of the National Government, and acceptable service delivery benchmarks;



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- 2) Identify the needs and measure the satisfaction level of the PPA's clients/stakeholders using the updated PUNSS tool and provide a comprehensive report on the current state of the PPA's service delivery;
- 3) Determine factors affecting the satisfaction and dissatisfaction of the PPA's clients/stakeholder and translate the observations to recommendations for quality improvement;
- 4) Create a service delivery index that will effectively encapsulate and summarize the general level of satisfaction of clients on all the PPA services; and
- 5) Develop an acceptable performance standard that will keep the clients of the PPA satisfied.

Focus Area: Governance

Project Type: 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) Status Report on Project Team Mobilization and Inception Report; 2) Enhanced PUNSS questionnaire, FGD and KII guides, Manual for Field Assessors, Documentation of Pre-test Results, and Service Quality Index; 3) Training materials for PMT and enumerators, status reports and survey results; 4) Encoded survey data and survey findings; 5) Interim report, draft final report, presentation materials and final report; and 6) Training materials for PPA staff

Project Impact: Improved service delivery of PPA

Lessons Learned:

- Allot lead time for the review and turnover of the documents (i.e. contract, LOI, reports, etc.);
- Include extra weeks (2 to 3 weeks) in the schedule of data gathering as buffer in case of unavailability of target respondents; and
- Better to have an on-board statistician on the team instead of engaging services of an external consultant.

V. Attachments

- Summary of Evaluation for Course and Resource Person for the Technology Transfer Activity
- Certificate of Project Closure

Prepared by:

Ma. Czarina Krisha M. de Leon
Project Manager

Noted / Approved by:

Imelda C. Caluen
Center Head

06 MAY 2016

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