



Sustainable Human Development Program (SHDP)
(Center)

[2017] PROJECT ACCOMPLISHMENT REPORT

I. Project Information

Project Code:	HDRGQ
Project Title:	2016 Customer Satisfaction Survey for the National Transmission Corporation (TransCo)
Project Start	October 10, 2016
Project End	March 31, 2017
Project Price	Php 579,656.00
Client/Organization	National Transmission Corporation

II. Project Team

Project Manager	Leah Lina O. Marquez
Project Team Member/s	Diane Paola M. Bool Justine Imbag
Supervising Fellow	Armand Tristan R. Suratos
Consultants/ Resource Persons	Vella Leonor Salazar

III. Project Details

Project Description	<p>The National Transmission Corporation (TransCo), taking into account its various interactions with different customers, recognizes the necessity to address and identify the needs of customers as part of its vision to be a highly valued and essential pillar of the power industry.</p> <p>In 2015, the TransCo engaged the Development Academy of the Philippines (DAP) to undertake its first third-party customer satisfaction survey which covered respondents from the National Grid Corporation of the Philippines (NGCP), Renewable Energy Developers (REDs), and business locators in Authority of the Freeport Area of Bataan (AFAB) and Baguio City Economic Zone (BCEZ).</p> <p>Being true to their mission, TransCo seeks to continually fulfill its commitment of delivering quality services for their stakeholders with an acceptable degree of confidentiality and integrity. With the issuance of the Governance Commission for GOCCs's (GCG) Memorandum Circular to have a third-party customer satisfaction survey as part of the performance evaluation of GOCCs, TransCo recognized an opportunity to further improve their services.</p> <p>It is in this context that the DAP, with extensive experience in policy research and in providing technical assistance to Philippine</p>
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	government agencies and GOCCs, was engaged and provided consultancy services for the conduct of the 2016 Customer Satisfaction Survey for the National Transmission Corporation.
Project Objective	The 2016 Customer Satisfaction Survey aimed to measure the level of satisfaction of TransCo customers. Specifically, the project: 1. Developed a survey methodology and enhance the existing questionnaire to identify needs and objectively measure the satisfaction TransCo customers; 2. Determined the service quality index of TransCo; and 3. Identified the factors and relationships affecting the satisfaction of TransCo customers as well as the opportunities for improvement.
Focus Area	Transformational & Innovation towards performance excellence.
Project Type	Technical Assistance
Project Beneficiary	Public Sector
Regional Coverage	Nationwide

IV. Project Accomplishments

Key Activities Implemented	<ol style="list-style-type: none"> 1. Inception activities conducted <ol style="list-style-type: none"> a. Project team was created and mobilized b. Inception meeting was conducted c. Inception report was prepared and submitted 2. Survey questionnaire was reviewed and enhanced <ol style="list-style-type: none"> a. FGD/KII with select TransCo officers and staff was conducted b. Survey questionnaire was revised and uploaded to SurveyMonkey ® c. Uploaded survey questionnaires were pilot-tested d. Survey questionnaires for all sectors covered were finalized 3. Data gathering activities were conducted <ol style="list-style-type: none"> a. Plan of analysis for the survey data was prepared and submitted b. Online survey was administered starting Nov 3, 2016 until Jan 9, 2017
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	<ol style="list-style-type: none"> 4. Initial survey data gathered from Nov 3 to Dec 2, 2016 were processed and analyzed <ol style="list-style-type: none"> a. Survey results were consolidated and analyzed b. Initial results were presented to TransCo-PSMT (Dec 12, 2016) 5. Complete survey data (from Nov 3, 2016 to Jan 9, 2017) were processed and analyzed 6. Presentation of final survey results to the following: <ol style="list-style-type: none"> a. TransCo Management (Jan 16, 2017) b. TransCo Board – Technical Committee (Jan 20, 2017) c. TransCo Board of Trustees (Feb 14, 2017) 7. Submission of final report (Feb 22, 2017)
Major Outputs	<ol style="list-style-type: none"> 1. Inception report 2. Enhanced survey instrument and plan of analysis 3. Presentation of Customer Satisfaction Survey Results 4. Final Customer Satisfaction Survey Report
Project Outcome/Impact	<ul style="list-style-type: none"> • 2016 Service quality index of TransCo has been determined.
Lessons Learned	<ul style="list-style-type: none"> • Project scope should be levelled-off with client. • Agreements for the project should be properly documented and organized in a manner that they can serve as important references in project implementation, in general.
Planned Activities for the Year	

V. Attachments

- Certificates of Project Deliverable Accepted (Tranche 1 to 4)
- Certificate of Project Closure


Prepared by:


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Project Manager

Noted:


Armand Tristan R. Suratos
Program Manager

Noted / Approved by:


Alan S. Cajal
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