



I. Project Information

Project Code: CPRAQ

Project Title: 2018 Port Users' Annual Satisfaction Survey (PASS)

Project Start: June 01, 2018

Project End: March 31, 2019

Project Price: P 6,062,632.80

Client Organization: Philippine Ports Authority (PPA)

II. Project Team

Project Manager: Ma. Czarina Krisha De Leon

Team Members: Imelda Caluen, Kristine Ann Sindac, Elluz Macalinao, Mardy Gonzales, Evelyn Morales, Hilary Martinez, Andrea Conopio

Supervising Fellow: Gilbert Lumantao

Consultants/ Resource Persons: Ramoncito Cambel, Roxanne Marie Tabor, Rose Mae Aguado, Michael Bernabe, Fernando Presno, Ghay-Ann Reazon, Ma. Ardaine Suan, Michael Kenneth Datoy, Anjanette Boncodin, Thea Rica So, Adrian Penamante, Mary Rose Perin, Jonnalyn Flores

III. Project Details

Project Description: With the issuance of Memorandum Circular 2013-02 by the Governance Commission for Government Owned and Controlled Corporations (GCG), public participation became part of evaluating 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.

The Philippine Ports Authority (PPA), being the principal agency responsible for management and operations of public ports throughout the country, continuously seeks to address the needs of its stakeholders and exceed their expectations as part of its goal of providing world-class services and facilities. To achieve this, the PPA has conducted several rounds of customer satisfaction survey to gather the perception of its port users on the effectiveness of its regulatory functions and quality of its service delivery aspects.

Since 2015, PPA has tapped the Development Academy of the Philippines (DAP) to administer its client satisfaction surveys in several port management offices (PMOs) nationwide. Building on the results of these assessments, PPA has realized the need of conducting regular client satisfaction surveys to measure the customers' insights on the organization's management and operations as well as to monitor the performance of selected PMOs in terms of satisfying the needs of port users (i.e. passengers and shipping line representatives).

Seeing this as an opportunity to further improve its services and satisfy the expectations of its customers, PPA continues its commitment of conducting annual performance evaluation. It is in this context that the Development Academy of the Philippines, with its extensive experience in policy research and technical assistance for Philippine government and international agencies, was requested and is now submitting this proposal to provide consultancy services for the conduct of the 2018 Port Users' Annual Satisfaction Survey (PASS).

Project Objective: The 2018 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 2017 survey. The project will also evaluate the responsiveness of PPA to the needs of the port users. Specifically, the project will:



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Specifically, the project will:

1. 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;
2. Determine the degree of improvements in the service delivery of PPA; and
3. Identify the factors and relationships affecting the satisfaction of the port users as well as other 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) Data Gathering Plan; 3) Draft final report; 4) Final report; and 5) Presentation materials for PPA staff

Project Impact: Improved service delivery of PPA

Lessons Learned: Survey with shipping companies and concessionaires can be improved by ensuring that the list of respondents have complete and updated information.

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.
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