

CENTER FOR GOVERNANCE

(Center)

2023 PROJECT ACCOMPLISHMENT REPORT**I. Project Information**

Project Code	CPRAX
Project Title	2022 Port Users Satisfaction Survey for the Philippine Ports Authority
Project Start	January 20, 2023
Project End	May 31, 2023
Project Price	2,500,000.00
Client Organization	Philippine Ports Authority

II. Project Team

Project Manager	Eliza Salud C. Galang
Deputy Project Manager	Angela Cyril C. Adivoso
Team Members	Evelyn E. Morales, Lean Ruis M. Morales, Maria Patricia Alexandra T Vargas, Lean Ruis M. Morales, Evelyn E. Morales, Nivea Jane C. Urdas, Gianna Francesca M. Catolico, Elluz Macalinao
Supervising Fellow	Gilbert E. Lumantao
Managing Director	Imelda C. Caluen
Consultants/ Resource Persons	Ramoncito G. Cambel, Danielle Lyn Navarro, Patria May-i Maluping Vibora, Jenny Lyn E. Adolfo, Benito V. Vigo, Jr., Mary Rose M. Perin, Mylene P. Dionela, Anthony Karl P. Ong, Jonnalyn P. Flores, Michael Kenneth P. Datoy, Thea Rica G. So, Michelle Ann Santos, Gerardo Cruz

III. Project Details**Project Description**

The Philippine Ports Authority (PPA) is the principal agency responsible for the management and operations of public ports throughout the country. It has continuously endeavored to deliver excellent services to its customers in pursuit of its goal of providing world-class services and facilities. In relation to this, the PPA conducts customer satisfaction surveys to monitor their quality of service delivery and to gather feedback from their customers.

The Port Users' Satisfaction Survey aims to determine the overall satisfaction of port users of PPA. Specifically, the survey aims to:

1. Measure the overall level of satisfaction of the port users on the service delivery aspects of PPA;
2. Determine the factors that affect the customers' satisfaction and dissatisfaction; and,
3. Identify recommendations for service delivery improvements.

Focus Area	Transformational & Innovation towards performance excellence
Project Type	Technical Assistance
Project Beneficiary	Public Sector
Regional Coverage	Nationwide

CENTER FOR GOVERNANCE

(Center)

2023 PROJECT ACCOMPLISHMENT REPORT**IV. Project Accomplishments**

Key Activities Implemented

1. Inception activities
2. Development/Enhancement of data gathering tools
3. Data gathering
4. Data processing and analysis
5. Presentation of results
6. Preparation and finalization of reports



Major Outputs

1. Inception report
2. Tools development report
3. Interim report
4. Presentation of results and submission of final report

Lessons Learned

V. Attachments

- Certificate of Project Deliverable Accepted for 4 outputs
- Certificate of Project Closure
- One Point Lesson

Prepared by:
Eliza Salud C. Galang
Project Manager**Noted / Approved by:**
Imelda C. Caluen
Vice President**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