![Development Academy of the Philippines logo]

development academy of the philippines

Client Satisfaction Measurement Report

FY 2024

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I. Overview

On December 27, 2022, the DAP issued an internal memorandum to operationalize the conduct of the Client Satisfaction Measurement (CSM):

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MEMORANDUM

FOR	:	**ALL DAPPERS**
THROUGH	:	**ALAN S. CAJES** VP, CCC/Compliance Officer
FROM	:	**CATHERINE S. LUZURIAGA** Director, COSM/CART Regular Member
SUBJECT	:	**IMPLEMENTATION OF THE HARMONIZED CLIENT SATISFACTION MEASURE (CSM) STARTING JANUARY 01, 2023**
DATE	:	December 27, 2022

Starting **January 01, 2023**, the Development Academy of the Philippines (DAP) will implement the Anti-Red Tape Authority's (ARTA) prescribed harmonized client satisfaction measurement (CSM) to ensure continual service improvement and compliance with the R.A. 11032 "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" and ARTA MC 2022-05 "Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement (CSM)".

All concerned DAP staff were provided with the following initial guidelines and considerations on the CSM:

1. ALL internal and external services reflected in the DAP Citizen's Charter (CC) shall be rated using ARTA's CSM;

2. It is the responsibility of process owners to continuously track the service requests received and completed within the year for subsequent real-time CSM administration;

3. The questionnaire used for the CSM has been developed to reflect a 5-point Likert scale, the eight service quality dimensions (SQD), and the format provided by ARTA in MC-2022 05 Annex A;

4. All internal and external clients would use a Kobo Toolbox link or QR code to access the said questionnaire and rate their completed transactions with or requested service provided by the DAP from 01 January to 31 December 2024.

5. In cases when requests for services were coursed through the Public Assistance Desk (PAD), the former initiated the collection of CSM data from clients via email, using the provided questionnaire link;

6. Centers/Departments/Divisions/Offices should nominate a representative who will be given access to the real-time data generated from the questionnaire;

7. Representatives from concerned Groups/Centers/Departments/Divisions/Offices may utilize the pertinent data from the CSM to create customer/client satisfaction reports, as part of their periodic performance review and planning activities;

8. As stated in section 4.3.5 of the ARTA-MC-2022-05, the PAD shall be utilized for the monitoring and generation of the CSM data collected from all concerned Groups/Centers/Departments/Divisions/Offices; and

9. Based on the CSM data monitored and collected from the accomplished questionnaire, the Corporate Concerns Center-Corporate Operations and Strategy Management (CCC-COSM) shall submit a CSM report to ARTA in April of the following year, using the outline prescribed in ARTA MC-2022-05 Annex B.

Using Kobo Toolbox, a free online survey administration application, allowed the DAP to quickly gather consolidated inputs from all its offices – DAP Pasig, DAP Conference Center in Tagaytay, and DAP sa Mindanao (DSM). A summary of the FY 2024 results is shown below:

Criteria	Score
CC Awareness:	97.55%
CC Visibility:	84.46%
CC Helpfulness:	87.54%
Response Rate:	8.65%
Overall Score:	97.34%

DAP has utilized Microsoft PowerBI to create dynamic CSM data analysis and visualization. Below is the CSM dashboard developed for the management by the CCC-COSM:
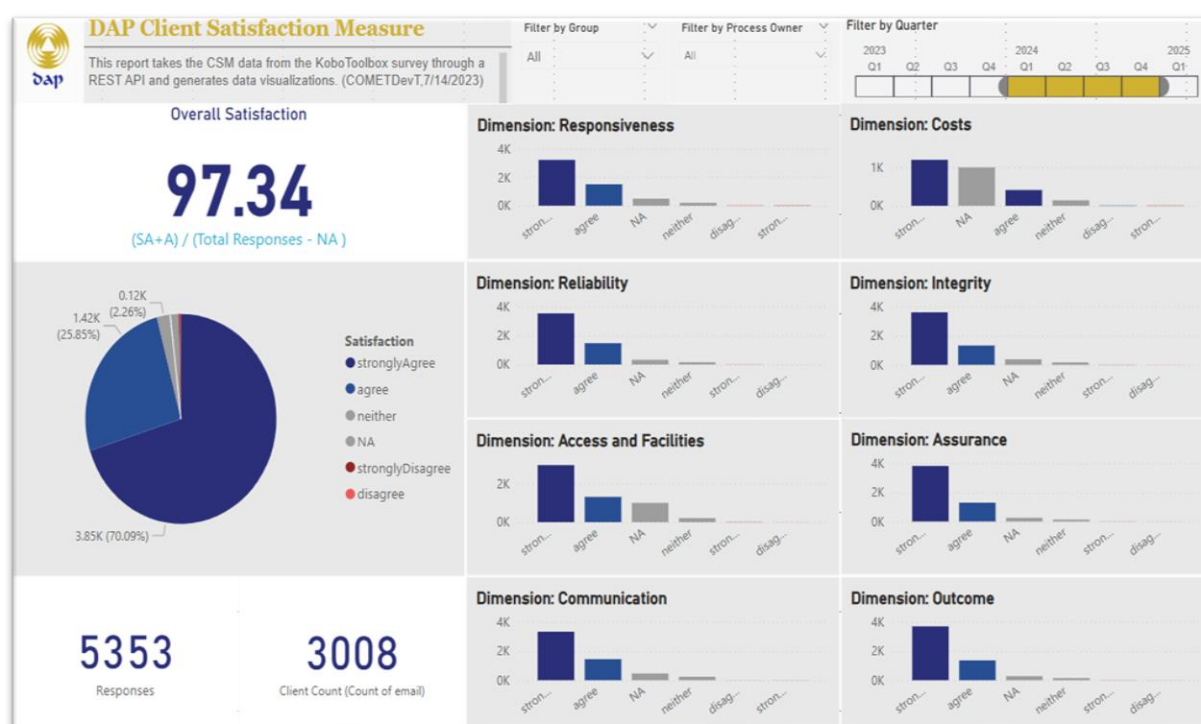

Figure 1. DAP CSM Dashboard using PowerBI with data as of 04 April 2025

II. Scope

The period covered in this report was from 01 January 2024 to 31 December 2024. In terms of the geographical locations, clients were given the option to nominate their area of residence in the DAP's survey form via Kobo Toolbox.

The distribution of those who responded to the survey of having availed of DAP services within the fiscal year is as follows:

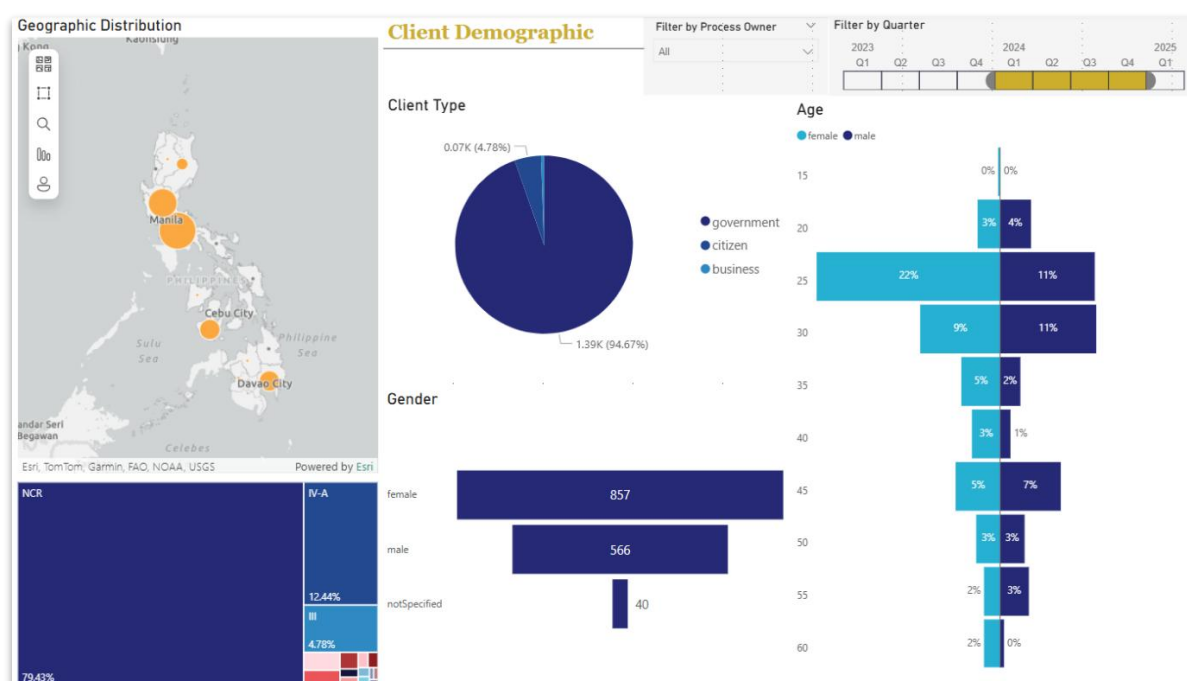*Geographical Distribution – Internal Services*

Figure 2 Screen capture of the CSM PowerBI report of client demographics for internal service, data as of 04 April 2025

The distribution of client-respondents indicates a significant concentration in the National Capital Region (n=1,162). This accounts for most of the feedback on DAP's internal services and suggests that internal services are predominantly accessed or utilized by clients based in NCR, where DAP's central operations is located, as compared to the next regions with the highest concentration of client-respondents: Region IV-A (n=182), Region III (n=70), and Region VII (n=13).

This also highlights the need to expand outreach and improve service access beyond NCR to promote broader client engagement and expand DAP offerings across the country. Doing so would support the Academy's efforts to extend its reach and may warrant consideration of establishing a wider physical presence through regional offices.

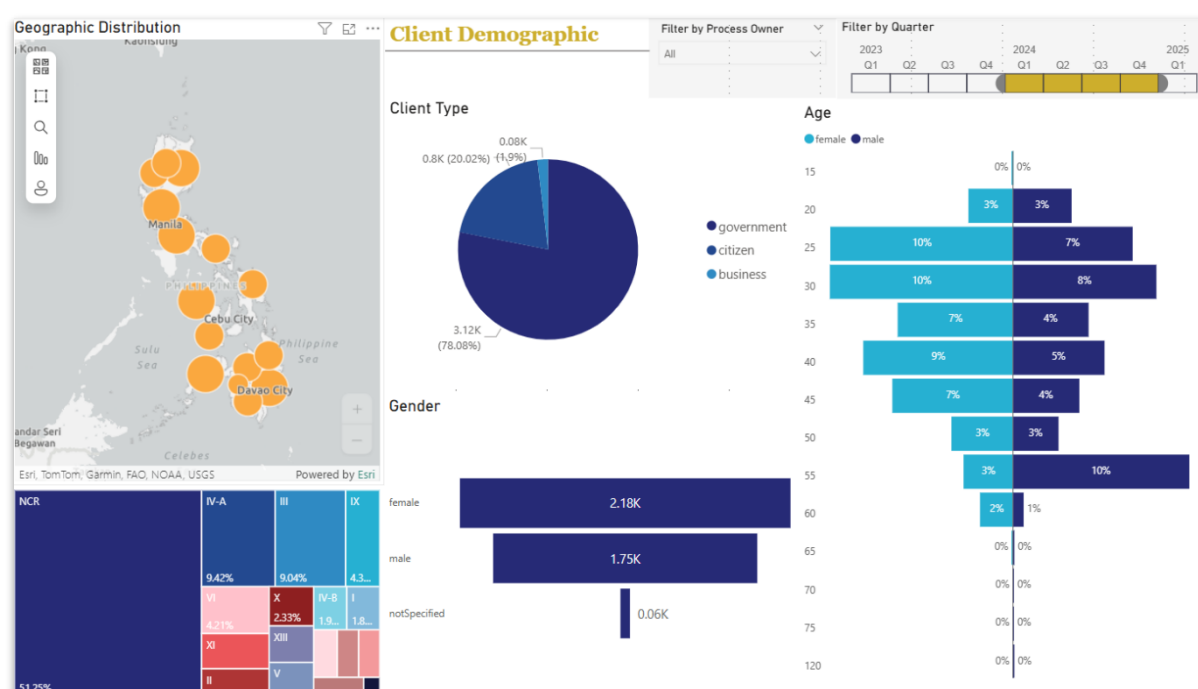*Geographical Distribution – External Services*

Figure 3 Screen capture of the CSM PowerBI report of client demographics for external services, data as of 04 April 2025

For external services, however, the DAP's client-respondents are more evenly distributed across the nation with the bulk of client-respondents still being in the NCR (n=2,046), followed by Region IV-A (n=376), Region III (n=361), Region IX (n=174), Region VI (n=168) and Region X (n=93).

The services the DAP surveyed are listed as ANNEX D. Tally of Services which includes the tally of total transactions, number of responses per service and its corresponding response rate per service.

The DAP utilized ARTA's Sample Size Calculator (https://tinyurl.com/CSMsamplesize) to determine whether the responses collected, per service, met the minimum sample size for better client feedback representation. From the calculator, which utilized a 95% confidence interval and 5% margin of error, it was noted that 73% of the services did not meet the minimum response count:

Table 1. List of services that did not meet the minimum number of respondents.

Service Name	Process Owner	Internal or External Service?	Number of transactions annually	Minimum number of respondents	Responses	Response Rate
Enrollment in Self-Paced SPARTA Online Courses	Council of Fellows (COF)	External	318	**174**	11	3%
Request for the Use of DAP Tagaytay Conference Center Facility	DAPCC FMSO	External	195	**130**	33	17%
Interlibrary Research	DAP Library	External	46	**41**	3	7%
Research and Reference Service	DAP Library	External	797	**259**	20	3%
Partnership & Linkages	IMC	External	10	**10**	3	30%
Queries on DAP's Program and Services	IMC-PAD	External	44	**40**	26	59%

Service Name	Process Owner	Internal or External Service?	Number of transactions annually	Minimum number of respondents	Responses	Response Rate
Application for Admission and Enrollment to Master's Degree (Public Offering)	OAR	External	23	**22**	2	9%
Request for Certification/s	OAR	External	97	**78**	4	4%
Request for Certified True Copy	OAR	External	39	**35**	5	13%
Request for Appointment with the DAP President by External Clients	OP	External	97	**78**	11	11%
Enrollment in Public Courses	SHDP	External	1534	**307**	53	3%
Enrollment in Public Courses	CSF	External	1234	**293**	11	1%
Enrollment in Public Courses	DSM	External	443	**206**	35	8%
Request for Customized Training Services	DSM	External	211	**136**	30	14%
Request for Technical Assistance/Consultancy/Research Services	DSM	External	81	**67**	29	36%
Request for Technical Assistance/Consultancy/Research Services	PDC	External	10	**10**	6	60%
Application to PMDP Senior Executives Class, Middle Managers Class, Phronetic Leadership Class, and Local Government Executives and Managers Class	PMDP PMO	External	227	**143**	47	21%
Request for Banquet Service by Internal Clients	AD - Cafe Services	Internal	2400	**331**	225	9%
Processing of APO Scholarship Training Program (Internal)	APO/DAP Secretariat	Internal	35	**32**	29	83%
Issuance of BAC Resolutions for Alternative Methods of Procurement	AD - BAC Secretariat Division	Internal	53	**47**	9	17%
Issuance of Certification as Servicing Agency (for Agency-to-Agency Modality)	AD - BAC Secretariat Division	Internal	23	**22**	3	13%
Issuance of the Certification of Consultant/Resource Person Output Clearance for Honoraria Payment	AD - CDRD	Internal	1704	**314**	1	0%
Preparation, Review, Finalization and Dissemination of Policy Issuances - Pertaining to the Issuance of Special Order Re: Designation of Officer/s-in-Charge, Officers, etc.	AD - CDRD	Internal	207	**135**	2	1%
Request for Issuance of Training Certificates/Citations	AD - CDRD	Internal	20091	**377**	9	0%
Request for Re-Issuance of Training Certificates or Certification of Attendance/Participation to a DAP Training	AD - CDRD	Internal	8	**8**	1	13%
Request for Records or Information	AD - CDRD	Internal	64	**55**	21	33%
Request for Corporate-level Documents (Internal Use)	CCC-COSM	Internal	8	**8**	2	25%
Issuance of Project Special Order	CCC-COSM	Internal	89	**72**	63	71%

Service Name	Process Owner	Internal or External Service?	Number of transactions annually	Minimum number of respondents	Responses	Response Rate
Request for Corporate-level Documents (Documents Requiring Signature of Compliance Officer and DAP President)	CCC-COSM	Internal	27	**25**	2	7%
Creation of Project Management Information System (PMIS) Account	CCC-COSM	Internal	15	**14**	13	87%
Issuance of Revised Project Special Order	CCC-COSM	Internal	107	**84**	61	57%
Interlibrary Research	DAP Library	Internal	83	**68**	1	1%
Request for Billing and Collection	Finance Department (Accounting & Treasury Divisions)	Internal	592	**233**	102	17%
Request for Cash Advance with Specific Purpose/s	Finance Department (Budget, Accounting & Treasury Division)	Internal	289	**165**	60	21%
Request for Cash Advance (Foreign/Local Travel)	Finance Department (Budget, Accounting & Treasury Division)	Internal	445	**206**	104	23%
Housekeeping, Landscaping, and Audio-visual Services	AD - General Services Division	Internal	70	**59**	4	6%
Motor Vehicles Pool (MVPool) Services	AD - General Services Division	Internal	8790	**368**	5	0%
Request for the Use of Conference/ Function/ Meeting Rooms or Facilities - Pasig by Internal Customers	AD - General Services Division	Internal	473	**212**	2	0%
Internal Learning and Development (L&D) Interventions	Human Resource Development Division (HRD)	Internal	10	**10**	5	50%
External Learning and Development (L&D) Interventions (Local)	Human Resource Development Division (HRD)	Internal	249	**151**	44	18%
Preparation of Travel Documents and Payment for Local Training	Human Resource Development Division (HRD)	Internal	219	**140**	22	10%
Approval of Requests for Foreign Training/Studies/APO Capability Building Programs / External	Human Resource Development	Internal	33	**30**	2	6%

Service Name	Process Owner	Internal or External Service?	Number of transactions annually	Minimum number of respondents	Responses	Response Rate
Learning and Development (L&D) Interventions	Division (HRD)					
Process of Screening and Endorsing DAP-Approved Participant/s to Foreign Training/Studies/APO Capability Building Program	Human Resource Development Division (HRD)	Internal	49	**44**	3	6%
Preparation of Travel Documents, Payment of Training Fees/Allowances and Service Contract for Foreign Training/Studies/APO Capability Building Programs	Human Resource Development Division (HRD)	Internal	15	**14**	5	33%
Assessment and Endorsement of Candidates	Human Resource Management - Recruitment, Selection, and Placement (HRM-RSP)	Internal	110	**86**	1	1%
Processing of Service Agreement (SA)	Human Resource Management - Recruitment, Selection, and Placement (HRM-RSP)	Internal	140	**103**	1	1%
Issuance of Certificate of Employment/Engagement and Service Record	Human Resource Management Division (HRMD) - HRMDD	Internal	799	**260**	24	3%
Process of Classifying Consultants and Resource Persons (C & RP)	Human Resource Management Division (HRMD) - HRMDD	Internal	399	**196**	1	0%
Process of Reviewing and Approving Letters of Invitation (LOI) for Consultants and Resource Persons (C & RP)	Human Resource Management Division (HRMD) - HRMDD	Internal	1750	**315**	3	0%
Request for Monetization of Leave Credits	Human Resource Management Division (HRMD) - HRMDD	Internal	242	**149**	51	21%
Technical Support Assistance of Simple ICT Request	AD - ICTD	Internal	2241	**328**	3	0%

Service Name	Process Owner	Internal or External Service?	Number of transactions annually	Minimum number of respondents	Responses	Response Rate
Technical Support Assistance of Complex ICT Request	AD - ICTD	Internal	47	**42**	4	9%
IT Support Assistance for Events/Functions	AD - ICTD	Internal	65	**56**	2	3%
Management of DAP E-mail account	AD - ICTD	Internal	750	**254**	1	0%
Uploading of Training/Course Invitation in the DAP Website	IMC	Internal	7	**7**	6	86%
Request for IMC Tokens/Collaterals	IMC	Internal	19	**18**	10	53%
Request for Review/Editing and Publication of Press Releases	IMC	Internal	84	**69**	38	45%
Request for Review, Editing of Content, and Approval for Posting of the following: Briefer and AVP	IMC	Internal	10	**10**	2	20%
Request for Review and Approval of Marketing Collaterals Design	IMC	Internal	278	**162**	72	26%
Request for Events Management (Hosting/Emceeing, Technical Assistance, Live Streaming)	IMC	Internal	36	**33**	21	58%
Request for Review/Editing and/or Drafting of Speeches.	IMC	Internal	79	**66**	60	76%
Request for Photo/Video Coverage	IMC	Internal	119	**91**	62	52%
Initial Contract Review	Legal Office	Internal	26	**24**	1	4%
Final Contract Review	Legal Office	Internal	20	**19**	2	10%
Request for Legal Opinion	Legal Office	Internal	33	**30**	3	9%
Return of Property	AD- Logistics Division	Internal	295	**167**	1	0%
Transfer of Property	AD- Logistics Division	Internal	107	**84**	1	1%
Procurement of Goods and Services through Shopping and Small Value Procurement	AD- Logistics Division	Internal	517	**221**	3	1%
Request for Board Resolutions	Office of the Board Secretary	Internal	23	**22**	12	52%
Request for Appointment with the DAP President by Internal Clients	OP	Internal	76	**64**	28	37%
Review and Approval of the DAP President (Physical Documents)	OP	Internal	4560	**354**	139	3%

The low response rates for these services were largely due to the client's inability to submit responses, despite multiple reminders through formal channels and replying "I DO NOT agree to answer this survey" at the start of survey administration.

The total response rate for the CSM is 9% with the response rate for external services being 29%, and 3% for the internal services. The major factors contributing to this low response rate are as follows:

  a. Many internal services still use their own client feedback mechanism which don't align with the CSM of ARTA; and

  b. Office of the Academy Registrar still use the printed feedback which is encoded by the IMC-PAD.
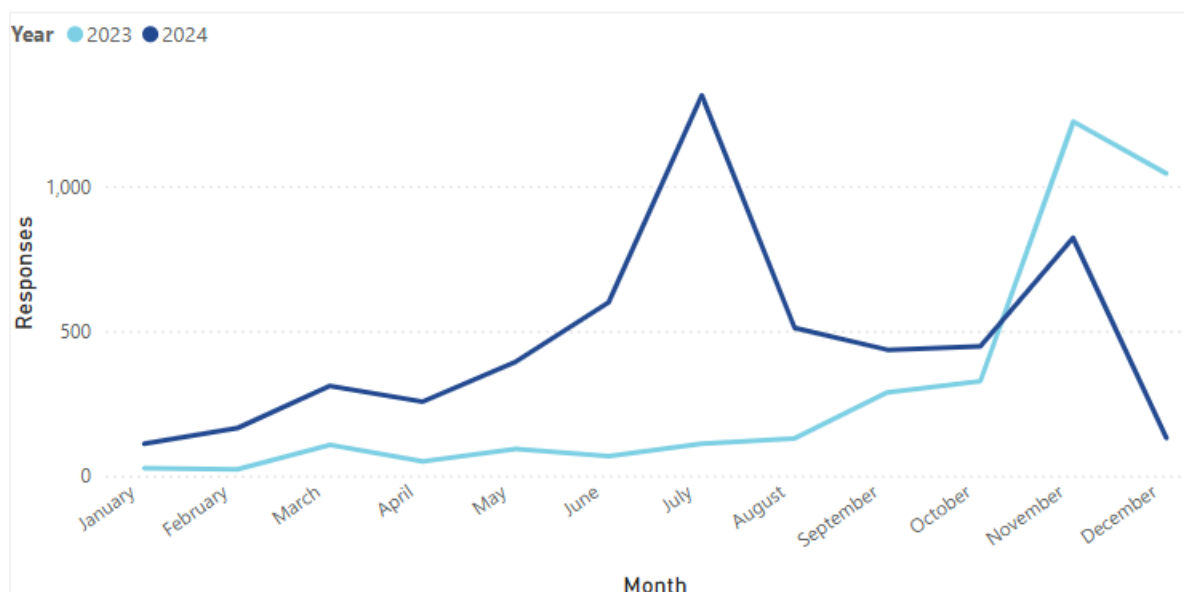
Figure 4. A graph showing the comparison of the growth of responses between FY 2023 and FY 2024

Figure 5 compares the monthly number of CSM responses for the years 2023 (light blue) and 2024 (dark blue). A key observation is the significant increase in responses in July 2024, which peaked at over 1,000 responses — far exceeding any month in either year. This spike in response rate may be due to DAP's anniversary celebrations and Client's Day.

The 2024 CSM data (5,353) consistently recorded higher response volumes than in 2023 (3,418) particularly between April and August. In contrast, 2023 showed relatively flat response trends until a notable surge in November and December, where responses rose sharply, surpassing 1,000 responses in November before slightly dipping in December.

The data manifested an improved and increased client participation in 2024, especially in the middle of the year, while 2023 saw a concentrated engagement only at the end of the year. The marked difference in December responses for both years can be attributed to the One DAP Graduation in which all graduation events were consolidated in January 2025.

III. Methodology

Apart from the ARTA's CSM paper form, the DAP utilized Kobo Toolbox, a free online survey administration application, allowed the DAP to quickly gather consolidated inputs from all its offices – DAP Pasig, DAP Conference Center in Tagaytay and DAP sa Mindanao (DSM).

DAP clients could access the CSM via link (https://bit.ly/3WNUzp1) or a QR code:

Figure 5. QR Code for the DAP CSM Survey

Client-respondents would be directed to the introductory page of the DAP CSM, where the DAP Privacy Policy would be provided for them, for their consideration. After which, they could choose to proceed with the survey or refuse to do so.

Figure 6. Screen capture of the first page of the CSM Survey as of April 2025

The DAP used the 5-point Likert scale provided in the ARTA's MC 2022-05 "Guidelines on the Implementation of the Harmonized CSM" – a scale focusing on agreement/disagreement to the pre-formed statements from the same ARTA MC. A sample of the 5-point Likert scale is seen below:

Scale	Rating
5	Strongly Agree
4	Agree
3	Neither Agree nor Disagree
2	Disagree
1	Strongly Disagree

The DAP integrated the said scale into the Kobo Toolbox CSM form, as seen below:

Figure 7. Screen capture of the integration of the rating scale in the Kobo Toolbox CSM Survey

Building on ARTA's minimum requirements for the fields or questions to be included, the questionnaire has undergone continuous improvement to incorporate feedback from process owners and to improve the response triangulation and reinforcement by minimizing the possibility of conflicting responses such as giving a "Strongly Disagree" response to a question but giving positive reasons to qualify the negative rating. Another significant improvement was the removal of the question of cost when the service being rated does not entail any fees.

The data collected from the CSM responses are monitored and distributed monthly by the Institutional Marketing Center (IMC). The IMC plays a critical role in ensuring that the Centers/Departments/Divisions/Offices are informed and updated in enhancing their respective services by providing updates on the responses received from the CSM. These updates highlight service delivery areas with low satisfaction scores, enabling concerned offices to take timely and targeted actions. By systematically sharing this feedback, the CCC-COSM, in coordination with IMC, ensures that service gaps are clearly communicated and addressed, supporting a continuous improvement approach and promoting accountability across all departments.

CSM reports are also reported to the Senior Management Committee in the Mid-year and Year-end Management Reviews, in third-party ISO surveillance audits, and in meetings of the Board of Trustees. CCC-COSM, in addition to ensuring uptime of the CSM Dashboard, also provides CSM reports to offices upon request for their respective review and planning activities.

IV. Data and Interpretation

The Overall score for the eight (8) Service Quality Dimensions (SQDs) was computed based on the following formula, provided in ARTA's MC 2022-05 "Guidelines on the Implementation of the Harmonized CSM" and ARTA's MC 2023-05 "Amendment to ARTA MC-2022-05":

$$\text{Overall Score} = \frac{\text{Number of 'Strongly Agree' answers} + \text{Number of 'Agree' answers}}{\text{Total Number of Respondents} - \text{Number of 'N/A' answers}}$$

Equation 1

The DAP's overall CSM score for FY 2024 is: **97.34%**

The interpretation of the results are as follows:

Percentage	Rating
Below 60.0%	Poor
60.0% - 79.9%	Fair
80.0% - 89.9%	Satisfactory
90.0% - 94.9%	Very Satisfactory
95.0% - 100%	Outstanding

The CSM survey questionnaire prescribed by ARTA is in three major parts: client profile, a measure of the client's awareness of the DAP's Citizen Charter, and satisfaction ratings of each of the prescribed service quality dimensions.

A. Demographic Profile

This section discusses the demographic profile of both internal and external clients. The figure below consists of 1) Region of Residency; 2) Age; 3) Sex; and 4) Client Type. The results of each category are illustrated and analyzed further. The DAP clients are distributed all over the country as shown in the map section of Figure 8.
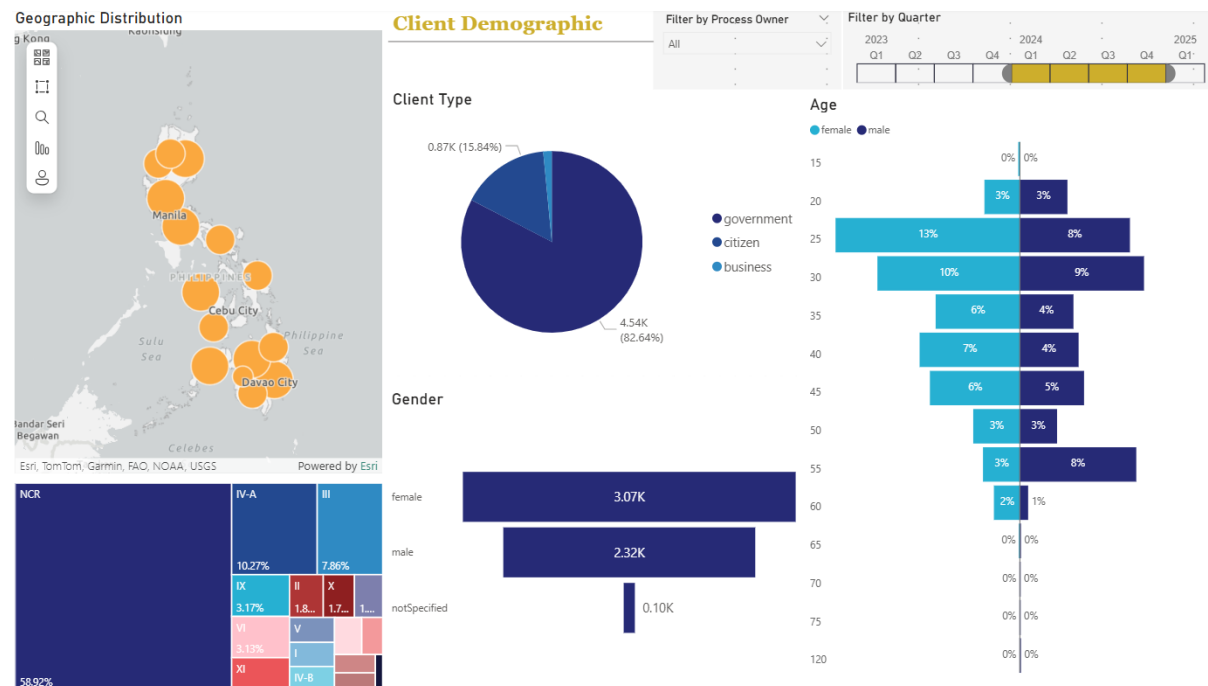
Figure 8. Screen capture of demographics page on the PowerBI report showing all the responses for FY 2024

Figure 9 provides a comprehensive overview of client demographics for DAP's internal services, highlighting geographic, gender, age, and client-type distributions.

Geographic distribution shows a strong concentration of client responses from the National Capital Region (NCR), accounting for 58.02% of total respondents. Other regions such as Region IV-A (10.77%), Region III (7.98%), and Region VII (3.17%) follow but at much lower rates, indicating a centralized engagement pattern that reflects the location of DAP's core operations or client base.

In terms of client type, a large majority of respondents are from government agencies (82.64%), while citizens (15.84%) and businesses (1.52%) comprise a smaller portion. This breakdown suggests that DAP's services are primarily utilized by government stakeholders.

On the other hand, the gender distribution shows that female respondents (3.07K) outnumbered the male respondents (2.32K), with a very small portion of responses marked as unspecified (0.10K). The age distribution skews towards younger clients, particularly those aged 25–29 (8% male, 11% female) and 30–34 (9% male, 10% female), which together form the largest age groups. Engagement tapers off significantly in older age brackets, suggesting that the most active client base is composed of early- to mid-career professionals.

These demographics provide valuable insights for refining service delivery and communication strategies, especially in terms of regional outreach, target age groups, and tailoring approaches to DAP's predominantly government-based clientele.

To provide a much-detailed data breakdown of the general respondents for DAP's CSM in FY 2024, Table 1 shows most external client-respondents (1,676) and internal client-respondents (743) fall within the 21–35 age group. This suggests that young adults are the primary clients of the DAP services being assessed, regardless of whether they are internal (e.g. DAP personnel) or external (e.g., clients, partners, or the public).

On the other hand, there are a total of 93 client-respondents who did not specify their age. This segment, although relatively small compared to the overall respondent population, represents individuals who either chose not to disclose their age or may have inadvertently skipped the question.

The absence of age data from these respondents could slightly affect the accuracy of demographic analysis and may limit the depth of insights that can be drawn about certain age-related trends or patterns which would have helped DAP further assess its clientele profiles collected through the CSM.

Table 2. Distribution of responses by age and sex as of April 2025

D1. Age	External	Internal	Overall
1. 20 or lower	213	77	**290**
2. 21-35	1,676	743	**2,419**
3. 36-50	1,095	276	**1,371**
4. 51-65	556	95	**651**
5. 66 or higher	2	0	**2**
6. Did not specify	55	38	**93**
D2. Sex			
1. Male	584	1,705	**2,289**
2. Female	896	2,134	**3,030**
3. Did not specify	40	62	**102**

Table 3 shows that most DAP's clients are concentrated in the National Capital Region (58.92%), followed by Region IV-A (10.27%). This is affirmed by the fact that the majority of the client-respondents are government employees (76.01%) of national agencies of which the central offices are in NCR.

Table 3. Geographical distribution of responses based on regions as of April 2025.

D3. Region	External	Internal	Overall
1. NCR	1,950	1,246	**3,196**
2. BARMM	13	6	**19**
3. CAR	45	9	**54**
4. I	69	6	**75**
5. II	72	21	**93**
6. III	335	87	**422**
7. IV-A	330	226	**556**
8. IV-B	67	9	**76**
9. V	70	9	**79**
10. VI	154	14	**168**
11. VII	59	13	**72**
12. VIII	39	12	**51**

D3. Region	External	Internal	Overall
13. IX	161	8	**169**
14. X	91	5	**96**
15. XI	115	20	**135**
16. XII	49	4	**53**
17. XIII	80	7	**87**

Table 3 reveals that the majority of respondents belong to the government sector, totaling 4,540, with 3,112 coming from external sources and 1,428 from internal ones. This significant representation underscores the government as the primary client group engaging with DAP's services or participating in the CSM.

The overwhelming share suggests a strong institutional or cross-governmental engagement, indicating that most programs or initiatives are aligned with public sector needs and stakeholders.

The heavy skew toward government clients points to the DAP's strong roots in public sector engagement— providing its core services such as trainings, education, technical assistance, and research that directly benefit government institutions. This aligns well with DAP's mandates that operate within governance, capacity building, and institutional development.

The limited interaction with the business sector could be an area worth exploring. Depending on DAP's strategic direction, there may be opportunities to develop programs that engage businesses—such as corporate social responsibility partnerships, innovation challenges, or training programs tailored for industry stakeholders.

Table 4. Tally of results based on customer type.

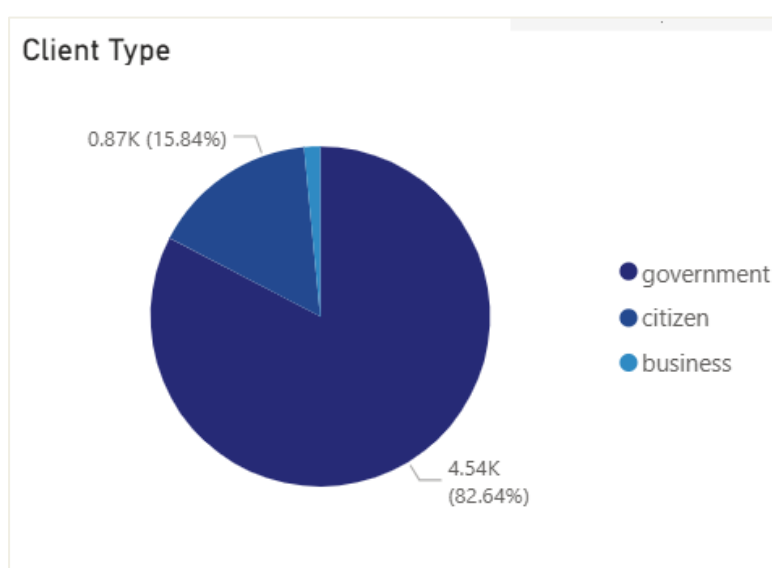| Customer Type	External	Internal	Overall
D4. Citizen	799	71	**870**
D4. Business	76	8	**84**
D4. Government	3,112	1,428	**4,540**
D4. Did not specify	0	0	**0**

Figure 9. Client type distribution receiving DAP services

The internal and external DAP clients are categorized into three – Citizen, Government, and Business. The government sector dominates the client base, accounting for 82.64% of the total. This clearly indicates that the majority of engagements or services are directed toward or utilized by government entities.

Following this, citizen clients make up 15.84% of the total. This suggests a smaller, yet significant, portion of services being accessed by individuals or the public, and the least number of respondents came from the Business sector (1.53%).

Similar to the observation mentioned above, the high number of clients from the Government stems from the nature of services which highlights numerous agency-to-agency transactions, the implementation of GAA-funded programs and projects, and the number of internal transactions cited in the service charter.

B. Count of Citizen's Charter (CC) and Service Quality Dimension (SQD) results

There are three Citizen's Charter-related questions included in the survey (as seen in Table 5) to assess: a) the presence/absence of the Citizen's Charter within the office premises; b) the visibility and ease of access of the Citizen's Charter; and c) the effectiveness of the Charter in following the steps and requirements of all transactions.
It was found that that around 97.55% (CC Awareness Score) of DAP's clients are aware of what a Citizen's Charter is (CC1.1, CC1.2 and CC1.3), compared to 87% from last year but only 73.32% of them have seen the Citizen's Charter within the DAP premises (CC1.1). On the other hand, one good outcome of posting DAP's CC in prominent areas resulted in the awareness of 4.7% of the client-respondents on the concept of a Citizen's Charter.

The results also show that 84.46% (CC Visibility Score) of the clients find the DAP Citizen's Charter either easy to see (CC2.). Meanwhile, 87.54% (CC Helpfulness Score) of the respondents claimed that the DAP Citizen's Charter helped them in their transactions with DAP (CC3.1).

Table 5. Tally of responses concerning Citizen's Charter Awareness.

Citizen's Charter Questions	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	4,028	73.32%
2. I know what a CC is but I did not see this office's CC.	1,073	19.53%
3. I learned of the CC only when I saw this office's CC.	258	4.70%
4. I do not know what a CC is and I did not see this office's CC.	135	2.46%
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	3,620	84.46%
2. Somewhat easy to see	617	14.40%
3. Difficult to see	32	0.75%
4. Not visible at all	17	0.40%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,737	87.54%
2. Somewhat helped	502	11.76%
3. Did not help	30	0.70%

ARTA has specified eight service quality dimensions (SQD) to be rated by clients:

- SQD**0** – Overall Satisfaction
- SQD**1** – Responsiveness
- SQD**2** – Reliability
- SQD**3** – Access and Facilities
- SQD**4** – Communications
- SQD**5** – Costs
- SQD**6** - Integrity
- SQD**7** – Assurance
- SQD**8** – Outcome

Each SQD rating was computed using the formula provided by ARTA (*eq.1*), with the 97.34% overall satisfaction rating derived, the computation of which is presented below:

$$SQD\ 0\ (95.60\%) = \frac{2{,}344 + 879}{3{,}418 - 49} \times 100$$

Table 6. Overall Satisfaction Rating for FY 2024

Rating	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
SQD0 Overall Satisfaction	3,851	1,420	124	6	14	79	5,494	97.34%

From Table 7, all SQDs but the one related to costs has a total of 5,494 responses considering that not all services have corresponding costs. Among all the SQDs, four have rated Outstanding (95% and over), which are Responsiveness (97.34%), Outcome (97.25%), Access and Facilities (96.67%), and Assurance (93.31%), while the rest have been rated as Very Satisfactory (90.0% - 94.9%).

Table 7. Tally of results per Service Quality Dimension.

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
SQD1 Responsiveness	3,851	1,420	124	6	14	79	5,494	97.34%
SQD2 Requirements	3224	1,510	200	29	29	502	5,494	94.83%
SQD3 Access and Facilities	3,528	1,470	157	3	12	324	5,494	96.67%
SQD4 Communication	2,956	1,307	210	8	16	997	5,494	94.80%
SQD5 Costs	3,329	1,446	239	10	10	460	5,494	94.85%
SQD6 Integrity	1,190	409	143	10	10	995	2,757	90.75%
SQD7 Assurance	3,605	1,324	169	9	11	376	5,494	96.31%
SQD8 Outcome	3,810	1,289	129	4	11	251	5,494	97.25%
Overall	**3,697**	**1,356**	**145**	**7**	**12**	**277**	**5,494**	**96.86%**

C. Overall score per service

A tally of the satisfaction rating per service charter, excluding those without responses (ANNEX D. Tally of Services) show that external services were rated an average of 97.80% overall satisfaction compared to last year's 94.83%, while the internal services were rated 95.29% on average compared to last year's 94.72%.

For External Services, 30 services that were rated Outstanding (95-100% Satisfaction) were those related to the following:

1. Request for the Use of Conference/ Function/ Meeting Rooms or Facilities - Pasig by External Customers
2. Application for APO Scholarship Training Program
3. Enrollment in Self-Paced SPARTA Online Courses
4. Request for the Use of DAP Tagaytay Conference Center Facility
5. Request for Payment of Honorarium for Resource Persons
6. Availment of GSPDM Academic Programs
7. Interlibrary Research
8. Research and Reference Service
9. Partnership & Linkages
10. Study Visits/Request for Institutional Briefing
11. Queries on DAP's Program and Services
12. Application for Admission and Enrollment to Master's Degree (Public Offering)
13. Request for Certification/s
14. Request for Certified True Copy
15. Request for Copy of Student Credentials
16. Response to Written Communications (Email and Snail Mail)
17. Request for Appointment with the DAP President by External Clients
18. Enrollment in Public Courses
19. Enrollment in Public Courses
20. Enrollment in Public Courses
21. Enrollment in Public Courses
22. Request for Customized Training Services
23. Request for Customized Training Services
24. Request for Customized Training Services
25. Request for Technical Assistance/Consultancy/Research Services
26. Request for Technical Assistance/Consultancy/Research Services
27. Request for Technical Assistance/Consultancy/Research Services
28. Request for Technical Assistance/Consultancy/Research Services
29. Application to PMDP Senior Executives Class, Middle Managers Class, Phronetic Leadership Class, and Local Government Executives and Managers Class
30. Request for PMDP Non-Academic Records and Certifications

Meanwhile, there were no services that were rated Poor (below 60% Satisfaction).

As for DAP's Internal Services, 48 services rated as Outstanding are:

1. Request for Banquet Service by Internal Clients
2. Processing of APO Scholarship Training Program (Internal)
3. Issuance of Certification as Servicing Agency (for Agency-to-Agency Modality)

4. Issuance of the Certification of Consultant/Resource Person Output Clearance for Honoraria Payment
5. Preparation, Review, Finalization and Dissemination of Policy Issuances - Pertaining to the Issuance of Special Order Re: Designation of Officer/s-in-Charge, Officers, etc.
6. Request for Issuance of Training Certificates/Citations
7. Request for Re-Issuance of Training Certificates or Certification of Attendance/Participation to a DAP Training
8. Request for Records or Information
9. Request for Corporate-level Documents (Internal Use)
10. Issuance of Project Special Order
11. Request for Corporate-level Documents (Documents Requiring Signature of Compliance Officer and DAP President)
12. Creation of Project Management Information System (PMIS) Account
13. Issuance of Revised Project Special Order
14. Provision of Technical Assistance (Internal)
15. Request for Technical Expert
16. Interlibrary Research
17. Request for Billing and Collection
18. Request for Cash Advance with Specific Purpose/s
19. Request for the Use of DAP Pasig's Office Spaces by Internal Customers
20. Housekeeping, Landscaping, and Audio-visual Services
21. Motor Vehicles Pool (MVPool) Services
22. Request for the Use of Conference/ Function/ Meeting Rooms or Facilities - Pasig by Internal Customers
23. External Learning and Development (L&D) Interventions (Local)
24. Preparation of Travel Documents and Payment for Local Training
25. Approval of Requests for Foreign Training/Studies/APO Capability Building Programs / External Learning and Development (L&D) Interventions
26. Process of Screening and Endorsing DAP-Approved Participant/s to Foreign Training/Studies/APO Capability Building Program
27. Assessment and Endorsement of Candidates
28. Processing of Service Agreement (SA)
29. Issuance of Certificate of Employment/Engagement and Service Record
30. Process of Classifying Consultants and Resource Persons (C & RP)
31. Request for Monetization of Leave Credits
32. Technical Support Assistance of Complex ICT Request
33. IT Support Assistance for Events/Functions
34. Management of DAP E-mail account
35. Uploading of Training/Course Invitation in the DAP Website
36. Review and Approval of Website Content & Social Media Assets
37. Request for IMC Tokens/Collaterals
38. Request for Review/Editing and Publication of Press Releases
39. Request for Review, Editing of Content, and Approval for Posting of the following: Briefer and AVP
40. Request for Review and Approval of Marketing Collaterals Design
41. Request for Review/Editing and/or Drafting of Speeches.
42. Request for Photo/Video Coverage
43. Initial Contract Review
44. Final Contract Review
45. Request for Legal Opinion

46. Return of Property
47. Transfer of Property
48. Request for Secretary's Certification

Unlike last year, there were no services rated Poor.

V. Results of the Agency Action Plan reported for FY 2024

Since its inception, the Development Academy of the Philippines (DAP) has kept its commitment in providing quality public service delivery, particularly in the areas of governance, public sector reform, and institutional development. This can be notably seen in its contributions via training, education, policy and action-oriented research, and technical assistance. Likewise, DAP exudes the same level of dedication marked by its persistent efforts in improving its systems and processes.

In accordance with Rule XI Section 4 (c) of the Implementing Rules and Regulations (IRR) of the Republic Act (R.A.) No. 11032, known as the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, the Anti-Red Tape Authority (ARTA) is mandated to monitor and evaluate the compliances of the government agencies covered in Rule II of the said IRR. The ARTA, through its Compliance Monitoring and Evaluation Office (CMEO), regularly conducts spot checks and on-site inspections in the identified government agencies and offices. Through these activities, the government agencies would sufficiently meet and adhere to the provisions of the ARTA law, as well as to the pertinent issuances by ARTA.

Last 05 February 2025, the ARTA Inspectors conducted a Report Card Survey (RCS) 2.0 at the DAP Main Office. The RCS 2.0 assessed the DAP's service delivery standards and compliance with R.A. No. 11032, the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018".

The Development Academy of the Philippines was selected to participate in the study. The ARTA inspector conducted the visit to service areas in DAP to complete the Inspection Checklist and observed operations to assess adherence to mandated standards. Additionally, field interviewers conducted the intercept interviews with clients who have completed a transaction to gather feedback about their service experience.

Actions Taken

Action Item 1: Revision of the DAP Citizen's Charter

From November 2024 to February 2025, the DAP Compliance Assessment and Review Team (CART), through its Secretariat, conducted a series of writing workshops and consultations to support the revision of the DAP Citizen's Charter. Throughout the process, the CART provided technical assistance and guidance to Process Owners, enabling them to revise their respective Citizen's Charters accordingly. The initial revisions were consolidated and submitted as part of the Citizen's Charter FY 2025 (1st Edition) in compliance with ARTA requirements on 31 March 2025.

The DAP CART conducted a series of consultations and writeshop with the process owners from November 2024 to February 2025.

The DAP Process Owners were categorized into groups based on their respective centers, departments, divisions, and offices (C/D/D/O) to align closely related organizational functions and services:

- External Services – **Group A:** Graduate School for Public and Development Management (GSPDM) and Office of the Academy Registrar (OAR)
- External Services – **Group B:** Finance Department, Central Documentation and Records Division (CDRD), Office of the President Group (OP)

The revision of the Citizen's Charter enabled the DAP to fully comply with the provisions and policies mandated by the ARTA law while strengthening its role as a public institution dedicated to excellence in public service.

Action Item 2: Updating of the Citizen's Charter Handbook and Information Billboards

Following the recommendations of the ARTA Inspectors, the DAP CART consolidated all the revised Citizen's Charter writeups and finalized the DAP Citizen's Charter FY 2025 (1st Edition). The DAP Citizen's Charter FY 2025 1st edition and 2025 Certificate of Compliance was submitted on 31 March 2025.

The approved and signed Citizen's Charter will then be used to update the Citizen's Charter Information Billboards. This will be in coordination with the Institutional Marketing Center (IMC) for the updating of billboards across the DAP building.

Action Item 3: Implementation of the DAP E-Payment

On 27 January 2025, DAP released MC.-2025-003 entitled "Implementing Guidelines on the Adoption of Digital Disbursement through the Digital Banking Facility of Landbank (WeAccess). See Annex A.

These guidelines aim to enhance efficiency and streamline the DAP's disbursement processes by utilizing the digital banking facilities of government servicing banks (GSBs), particularly the partnership with LBP. DAP seeks to simplify payment procedures for honoraria, salaries, and other authorized disbursements, reducing processing time and manual effort by including an "e-payment" option in the DAP Transaction Form (DTF).

Additionally, this promotes accountability and minimizes errors by leveraging the automated features and controls of the WeAccess system. By facilitating electronic fund transfers, DAP improves the payee's experience through timely and convenient access to payments. Furthermore, the adoption of digital payments enhances cost-efficiency and generates savings for the government while significantly reducing the issuance of checks by DAP.

For this policy, two distinct disbursement schemes for processing digital payments through Landbank WeAccess will be utilized: Transfer and Liquidate with Duly Approved Payroll, and Electronic Fund Transfer (EFT) with Duly Approved Disbursement Vouchers (DV).

This system, which is already approved by the DAP Board of Trustees (BoT) and in use for remitting mandatory contributions, allows electronic fund transfers. Recent discussions with the LBP revealed that salary payrolls are also uploaded and transferred in real-time to LBP

accounts of the DAP employees. This same modality will be extended to payments typically made by check, supported by individual Disbursement Vouchers.

Action Item 4: Continuous Improvement of DAP Services

The DAP is committed to continuously enhancing its services through a robust Continuous Improvement Plan focused on increasing customer satisfaction. This plan involves the regular evaluation and refinement of processes, integration of client feedback, and the promotion of a culture of excellence across all levels of the Academy. To ensure services are delivered with high quality, responsiveness, and value, the Management implements the Requests for Action (RFA) mechanism to address low client satisfaction based on their experiences with DAP services.

Below is a list of 2024 RFAs received, along with the corresponding immediate and corrective actions taken.

Concerned Process Owner	Details of Request for Action	Immediate Action[1]	Corrective Action[2] *(made for 2024 and continue fo 2025)*
Institutional Marketing Center (IMC)	"Disagree" remarks and a few narrative feedback regarding the IMC services, specifically on the request for review and/or publication of press releases. Based on the remarks of the respondent, the requesting center wishes for timely feedback based on the social media calendar submitted to IMC.	IMC will revisit the content calendar and ensure that requests are fulfilled based on the prescribed transaction time indicated in the Citizen's Charter. IMC will ensure providing the requesting center a status update should there be delayed in accomplishing the request.	When engaged in institutional activities, IMC will ensure that at least one (1) staff will be assigned to monitor and attend to the requests. IMC will also include a feature in its tracker to highlight requests that will go beyond the prescribed transaction time. A staff will monitor the tracker to remind the request to the concerned IMC officer/staff/unit as well as providing update to the requesting center.
Institutional Marketing Center (IMC)	"Disagree" remarks and a few narrative feedback regarding IMC services, specifically on the request for review and approval of marketing collaterals design. Based on the remarks, the requesting center prefers that the email be responded to/at least be acknowledged on a	IMC will coordinate with the Center concerned to discuss the remarks received and explain the events that transpired which resulted in the delay in request response	IMC will ensure that there will always be at least one (1) staff from the unit concerned that will monitor the IMC email in addition to their regular deliverables. The staff in-charge will also acknowledge any requests upon receipt.

Concerned Process Owner	Details of Request for Action	Immediate Action[1]	Corrective Action[2] *(made for 2024 and continue fo 2025)*
	timely and immediate basis.		
Office of the Academy Registrar (OAR)	"Strongly disagree" remarks to all survey questions by the requestor to the service rendered which was a request for Transcript of Record (TOR and Diploma OAR was unable to trace the particular transaction and can only assume the requestor presented an authorization letter. The transaction cannot be verified in compliance to the OAR's citizen charter	No data	To improve the traceability of the current management system of OAR, a logbook must be utilized which will capture the following details: a. Name of the Requestor b. Program/Course the requestor graduated in (GSPDM or PMDP) c. Type of credential/s released to requestor d. Name of signature of requestor or authorized person who received the credential/s e. Date and time of the release of credential/s to requestor or authorized person

DAP Conference Center (DAPCC)	"Disagree" and "Strongly disagree" remarks to the survey questions by the requestor to the service rendered by the DAPCC-FMSO regarding request for use of DAPCC facility
	
	Failure to provide accommodation for the client's advance party and no rooms were available. The client did not disclose the group's profile. Failure to negotiate with other accounts to prioritize
		DAPCC will enforce the following:
		
		a. Strict monitoring of client reservation requirements
		b. Instruct staff to use notes to indicate the changes and additional requests of clients
		c. Establish certain rules or regulations pertaining to the live-out bookings particularly in cases of sudden
			DAPCC will implement the following:
			
			a. Enhancement of DAPCC FMSO monitoring system:
			  1. Reservation system
			  2. Account Executives monitoring system
			  3. Brief discussion with client on the reservation sheet and other arrangements
			b. Enhancement of DAPCC FMSO Operations Manual

Concerned Process Owner	Details of Request for Action	Immediate Action[1]	Corrective Action[2] (made for 2024 and continue fo 2025)
	accommodations for the client's VIPs.	c. change in room reservations d. Enhancing monitoring tools to capture turnaround time for specific steps in a process	c. Training and refresher course of DAPCC FMSO on good customer service/handling
Productivity and Quality Training Office (PQTO)	The project team failed to process the training certificates for the participants of the GQMP FY 2023 on time.	The issuance of the official certificate was to be provided after the completion of the activity. However, a Certificate of Appearance (CA) was promptly requested and processed for the requestor to assist them of their immediate needs, specifically for the liquidation process, while awaiting processed on 19 December 2023, and the signed document was promptly emailed to them on 23 December 2023, ensuring a seamless and timely resolution to their requirements.	The PQTO shall enforce the following: a. Workforce Augmentation: Increase the workforce complement to support the Project Manager, especially during the post-implementation phase. This includes hiring additional administrative staff or allocating dedicated resources to manage the course certificate issuance process. b. Strict Observance and Monitoring of the Processing and Issuance of Course Certificates: Conduct periodic reviews of the course certificate processing workflow to ensure continuous improvement and address any emerging inefficiencies. c. Incentivize project teams with full compliance in the complete and timely processing and issuance of course certificates. d. Contingency planning on the processing and issuance of course certificates in cases of unforeseen circumstances: Developing

Concerned Process Owner	Details of Request for Action	Immediate Action[1]	Corrective Action[2] (made for 2024 and continue fo 2025)
			contingency plans to address unexpected changes due to environmental, political, social, economic dimensions to avoid disruptions in critical processes.

1- *Immediate action: short-term action/s to be taken immediately to eliminate detected non-compliances (NCs) / opportunity for improvements (OFIs)*
2- *Corrective action: long-term action/s that will address all root causes of NCs/OFIs and ensure non-recurrence or non-occurrence of NCs/OFIs*

These services shall be regularly monitored for potential non-compliance with established standards and reviewed for opportunities for process improvement.

To support this, CCC-COSM provides management support through the Internal Quality Audit (IQA), which evaluates the appropriateness of action plans developed by concerned offices in response to identified non-conformities. As part of their commitment to continuous improvement, these offices are expected to implement both immediate and corrective actions to address the issues raised.

VI. Continuous Agency Improvement Plan for FY 2025

Moreover, in terms of the DAP process owners' adherence to the administration of the CSM, the DAP intends to implement the following actions for FY 2025:

- Issuance of DAP-wide CSM implementation reminder/s;
- Re-orientation of staff on the Harmonized CSM, as done in FY 2023;
- Quarterly meeting with process owners to review and improve response rate;
- Quarterly meeting with process owners to review and enhance their processes;
- Develop a medium-term plan (2-3 years) on process improvement or focus on processes that are planned for enhancement;
- Quarterly reconciliation of CSM responses vs. transactions per process owner, with the help of the IMC-Public Affairs Desk (PAD);
- Integration of existing autonomous client satisfaction measurement tools used by other centers to the harmonized CSM;
- Regular compliance to all oversight policies and regulations, particular to the ARTA requirements;
- Ensure that the agency action plan is met by achieving increased satisfied customers/clients;
- Continuous monitoring of the tally of low responses vs. transactions; and
- Continuous RFA issuance for non-conformity and low satisfaction responses.

ANNEX A. Survey Questionnaire/s Used

The Development Academy of the Philippines (DAP) adhered to the structure of the ARTA CSM Survey tool, as seen below:

Control No: ___

(On-Site Version)

| ANTI-RED TAPE AUTHORITY |
| CLIENT SATISFACTION |
| MEASUREMENT FORM |
| PSA Approval No.: ARTA-2242-3 |
| Expires on 31 July 2023 |

(Insert agency logo here) (Insert agency name here)
HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type: ☐ Citizen ☐ Business ☐ Government (Employee or another agency)

Date: _____   Sex: ☐ Male ☐ Female   Age: _____

Region of residence: _____   Service Availed: _____

INSTRUCTIONS: **Check mark (☐)** your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1   Which of the following best describes your awareness of a CC?
   ☐ 1. I know what a CC is and I saw this office's CC.
   ☐ 2. I know what a CC is but I did NOT see this office's CC.
   ☐ 3. I learned of the CC only when I saw this office's CC.
   ☐ 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2   If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was …?
   ☐ 1. Easy to see   ☐ 4. Not visible at all
   ☐ 2. Somewhat easy to see ☐ 5. N/A
   ☐ 3. Difficult to see

CC3   If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
   ☐ 1. Helped very much   ☐ 3. Did not help
   ☐ 2. Somewhat helped   ☐ 4. N/A

INSTRUCTIONS:
For SQD 0-8, please put a **check mark (☐)** on the column that best corresponds to your answer.

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.						
SQD1. I spent a reasonable amount of time for my transaction.						
SQD2. The office followed the transaction's requirements and steps based on the information provided.						
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4. I easily found information about my transaction from the office or its website.						
SQD5. I paid a reasonable amount of fees for my transaction.						
SQD6. I feel the office was fair to everyone, or "*walang palakasan*", during my transaction.						
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

Suggestions on how we can further improve our services (optional):

_____

_____

Email address (optional): _____

THANK YOU!

ANNEX B. List of Regional and Satellite Offices

Office	Responses	Overall Satisfaction
DAP Pasig	5432	97.37
DAP Conference Center Tagaytay	34	96.97
DAP sa Mindanao	28	92.31

ANNEX C. CSM Results Per Office

1. DAP Pasig

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	**3983**	**73.32%**
2. I know what a CC is but I did not see this office's CC.	**1060**	**19.51%**
3. I learned of the CC only when I saw this office's CC.	**256**	**4.71%**
4. I do not know what a CC is and I did not see this office's CC.	**133**	**2.45%**
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	**3579**	**84.43%**
2. Somewhat easy to see	**613**	**14.46%**
3. Difficult to see	**30**	**0.71%**
4. Not visible at all	**17**	**0.40%**
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	**3695**	**87.52%**
2. Somewhat helped	**499**	**11.82%**
3. Did not help	**28**	**0.66%**

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	3185	1494	198	29	27	499	5432	94.85%
Reliability	3489	1454	156	3	10	320	5432	96.69%
Access and Facilities	2920	1293	208	6	15	990	5432	94.84%
Communication	3291	1431	238	8	10	454	5432	94.86%
Costs	1164	393	139	10	8	981	2695	90.84%
Integrity	3567	1308	168	9	9	371	5432	96.32%
Assurance	3769	1275	128	4	10	246	5432	97.26%
Outcome	3684	1350	146	10	23	274	5487	96.57%
Overall	25069	9998	1381	79	112	4135	40774	95.71%

No.	External Service	Process Owners	Responses	Overall Rating
1	Request for the Use of Conference/ Function/ Meeting Rooms or Facilities - Pasig by External Customers	AD - General Services Division	19	80.00
3	Request for Use of DAP Pasig's Office Spaces by External Customers	AD - General Services Division	16	80.00
4	Application for APO Scholarship Training Program	APO/DAP Secretariat	436	97.79
6	Enrollment in Self-Paced SPARTA Online Courses	Council of Fellows (COF)	342	100.00
8	Request for Payment of Honorarium for Resource Persons	Finance Department - Budget, Accounting & Treasury Division	930	99.02
9	Availment of GSPDM Academic Programs	GSPDM	169	98.39
10	Interlibrary Research	DAP Library	4	100.00
11	Research and Reference Service	DAP Library	28	100.00
12	Partnership & Linkages	IMC	7	100.00
13	Study Visits/Request for Institutional Briefing	IMC	70	100.00

No.	External Service	Process Owners	Responses	Overall Rating
14	Queries on DAP's Program and Services	IMC-PAD	37	100.00
16	Application for Admission and Enrollment to Master's Degree (Public Offering)	OAR	3	100.00
17	Request for Certification/s	OAR	6	100.00
19	Request for Certified True Copy	OAR	10	100.00
20	Request for Copy of Student Credentials	OAR	157	98.61
22	Response to Written Communications (Email and Snail Mail)	OP	42	96.77
23	Request for Appointment with the DAP President by External Clients	OP	17	100.00
24	Enrollment in Public Courses	CFG	99	100.00
24	Enrollment in Public Courses	CSF	19	100.00
24	Enrollment in Public Courses	PDC	1165	98.02
24	Enrollment in Public Courses	SHDP	63	100.00
25	Request for Customized Training Services	CFG	84	97.67
25	Request for Customized Training Services	OP-CSF	90	98.18
25	Request for Customized Training Services	PDC	985	98.17
25	Request for Customized Training Services	SHDP	57	93.10
26	Request for Technical Assistance/Consultancy/Research Services	CFG	61	100.00
26	Request for Technical Assistance/Consultancy/Research Services	CSF	77	98.31
26	Request for Technical Assistance/Consultancy/Research Services	PDC	799	99.12
26	Request for Technical Assistance/Consultancy/Research Services	SHDP	55	94.12
27	Application to PMDP Senior Executives Class, Middle Managers Class, Phronetic Leadership Class, and Local Government Executives and Managers Class	PMDP PMO	92	97.92
28	Request for PMDP Non-Academic Records and Certifications	PMDP PMO	24	100.00

No.	Internal Service	Process Owners	Responses	Overall Rating
30	Request for Banquet Service by Internal Clients	AD - Cafe Services	508	94.87
31	Processing of APO Scholarship Training Program (Internal)	APO/DAP Secretariat	47	96.67
32	Issuance of BAC Resolutions for Alternative Methods of Procurement	AD - BAC Secretariat Division	12	80.00
34	Issuance of Certification as Servicing Agency (for Agency-to-Agency Modality)	AD - BAC Secretariat Division	3	100.00
36	Issuance of the Certification of Consultant/Resource Person Output Clearance for Honoraria Payment	AD - CDRD	2	100.00
39	Preparation, Review, Finalization and Dissemination of Policy Issuances - Pertaining to the Issuance of Special Order Re: Designation of Officer/s-in-Charge, Officers, etc.	AD - CDRD	4	100.00
40	Request for Issuance of Training Certificates/Citations	AD - CDRD	14	100.00
41	Request for Re-Issuance of Training Certificates or Certification of Attendance/Participation to a DAP Training	AD - CDRD	1	100.00
42	Request for Records or Information	AD - CDRD	27	100.00
44	Request for Corporate-level Documents (Internal Use)	CCC-COSM	4	100.00
45	Issuance of Project Special Order	CCC-COSM	140	100.00
46	Request for Corporate-level Documents (Documents Requiring Signature of Compliance Officer and DAP President)	CCC-COSM	6	100.00
47	Creation of Project Management Information System (PMIS) Account	CCC-COSM	25	100.00
48	Issuance of Revised Project Special Order	CCC-COSM	154	100.00
49	Provision of Technical Assistance (Internal)	CCC-COSM	21	100.00

No.	Internal Service	Process Owners	Responses	Overall Rating
50	Request for Technical Expert	Council of Fellows (COF)	15	85.71
51	Interlibrary Research	DAP Library	1	100.00
55	Request for Billing and Collection	Finance Department (Accounting & Treasury Divisions)	140	96.23
56	Request for Cash Advance with Specific Purpose/s	Finance Department (Budget, Accounting & Treasury Division)	122	100.00
57	Request for Cash Advance (Foreign/Local Travel)	Finance Department (Budget, Accounting & Treasury Division)	173	93.64
58	Request for the Use of DAP Pasig's Office Spaces by Internal Customers	AD - General Services Division	10	100.00
60	Housekeeping, Landscaping, and Audio-visual Services	AD - General Services Division	8	100.00
61	Motor Vehicles Pool (MVPool) Services	AD - General Services Division	12	100.00
62	Request for the Use of Conference/ Function/ Meeting Rooms or Facilities - Pasig by Internal Customers	AD - General Services Division	2	100.00
63	Internal Learning and Development (L&D) Interventions	Human Resource Development Division (HRD)	13	80.00
64	External Learning and Development (L&D) Interventions (Local)	Human Resource Development Division (HRD)	67	100.00
65	Preparation of Travel Documents and Payment for Local Training	Human Resource Development Division (HRD)	37	100.00
66	Approval of Requests for Foreign Training/Studies/APO Capability Building Programs / External Learning and Development (L&D) Interventions	Human Resource Development Division (HRD)	4	100.00
67	Process of Screening and Endorsing DAP-Approved Participant/s to Foreign Training/Studies/APO Capability Building Program	Human Resource Development Division (HRD)	6	100.00
68	Preparation of Travel Documents, Payment of Training Fees/Allowances and Service Contract for Foreign Training/Studies/APO Capability Building Programs	Human Resource Development Division (HRD)	10	80.00
69	Assessment and Endorsement of Candidates	Human Resource Management - Recruitment, Selection, and Placement (HRM-RSP)	7	100.00
70	Processing of Service Agreement (SA)	Human Resource Management - Recruitment, Selection, and Placement (HRM-RSP)	2	100.00
71	Issuance of Certificate of Employment/Engagement and Service Record	Human Resource Management Division (HRMD) - HRMDD	29	95.65
72	Process of Classifying Consultants and Resource Persons (C & RP)	Human Resource Management	2	100.00

No.	Internal Service	Process Owners	Responses	Overall Rating
		Division (HRMD) - HRMDD		
73	Process of Reviewing and Approving Letters of Invitation (LOI) for Consultants and Resource Persons (C & RP)	Human Resource Management Division (HRMD) - HRMDD	5	66.67
74	Request for Monetization of Leave Credits	Human Resource Management Division (HRMD) - HRMDD	56	96.15
77	Technical Support Assistance of Simple ICT Request	AD - ICTD	4	66.67
78	Technical Support Assistance of Complex ICT Request	AD - ICTD	4	100.00
79	IT Support Assistance for Events/Functions	AD - ICTD	3	100.00
80	Management of DAP E-mail account	AD - ICTD	2	100.00
82	Uploading of Training/Course Invitation in the DAP Website	IMC	10	100.00
84	Review and Approval of Website Content & Social Media Assets	IMC	281	100.00
85	Request for IMC Tokens/Collaterals	IMC	18	100.00
86	Request for Review/Editing and Publication of Press Releases	IMC	72	100.00
88	Request for Review, Editing of Content, and Approval for Posting of the following: Briefer and AVP	IMC	19	100.00
89	Request for Review and Approval of Marketing Collaterals Design	IMC	84	100.00
90	Request for Events Management (Hosting/Emceeing, Technical Assistance, Live Streaming)	IMC	22	86.36
91	Request for Review/Editing and/or Drafting of Speeches.	IMC	82	100.00
92	Request for Photo/Video Coverage	IMC	84	98.41
93	Initial Contract Review	Legal Office	7	100.00
94	Final Contract Review	Legal Office	5	100.00
95	Request for Legal Opinion	Legal Office	5	100.00
98	Return of Property	AD - Logistics Division	1	100.00
99	Transfer of Property	AD - Logistics Division	1	100.00
100	Procurement of Goods and Services through Shopping and Small Value Procurement	AD - Logistics Division	4	66.67
101	Request for Board Resolutions	Office of the Board Secretary	12	91.67
102	Request for Secretary's Certification	Office of the Board Secretary	2	100.00
103	Request for Investigation	Office of the Senior Vice President for Services (OSVP-S)	22	80.00
104	Request for Security Augmentation	Office of the Senior Vice President for Services (OSVP-S)	16	85.71
105	Review and Approval of the DAP President (Online Processing)	OP	67	89.80
106	Request for Appointment with the DAP President by Internal Clients	OP	29	85.71
107	Review and Approval of the DAP President (Physical Documents)	OP	148	66.44

2. DAP Conference Center Tagaytay

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	27	79.41%
2. I know what a CC is but I did not see this office's CC.	6	17.65%
3. I learned of the CC only when I saw this office's CC.	1	2.94%
4. I do not know what a CC is and I did not see this office's CC.	0	
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	24	85.71%
2. Somewhat easy to see	3	10.71%
3. Difficult to see	1	3.57%
4. Not visible at all	0	
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	24	85.71%
2. Somewhat helped	3	10.71%
3. Did not help	1	3.57%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	23	8	1	0	1	1	34	93.94%
Reliability	23	9	0	0	1	1	34	96.97%
Access and Facilities	22	8	0	1	0	3	34	96.77%
Communication	22	9	0	1	0	2	34	96.88%
Costs	19	9	1	0	1	4	34	93.33%
Integrity	21	9	0	0	1	3	34	96.77%
Assurance	23	8	0	0	0	3	34	100.00%
Outcome	22	9	0	0	1	2	34	96.88%
Overall	175	69	2	2	5	19	272	96.44%

No.	External Service	Process Owners	Responses	Overall Rating
7	Request for the Use of DAP Tagaytay Conference Center Facility	DAPCC FMSO	47	96.97

3. DAP sa Mindanao

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	18	64.29%
2. I know what a CC is but I did not see this office's CC.	7	25.00%
3. I learned of the CC only when I saw this office's CC.	1	3.57%
4. I do not know what a CC is and I did not see this office's CC.	0	
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	17	89.47%
2. Somewhat easy to see	1	5.26%
3. Difficult to see	1	5.26%
4. Not visible at all	0	

Citizen's Charter Answers	Responses	Percentage
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	**18**	**94.74%**
2. Somewhat helped	**0**	
3. Did not help	**1**	**5.26%**

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	16	8	1	0	1	2	28	92.31%
Reliability	16	7	1	0	1	3	28	92.00%
Access and Facilities	14	6	2	1	1	4	28	83.33%
Communication	16	6	1	1	0	4	28	91.67%
Costs	7	7	3	0	1	10	28	77.78%
Integrity	17	7	1	0	1	2	28	92.31%
Assurance	18	6	1	0	1	2	28	92.31%
Outcome	16	7	1	0	1	3	28	92.00%
Overall	120	54	11	2	7	30	224	89.69%

No.	External Service	Process Owners	Responses	Overall Rating
24	Enrollment in Public Courses	DSM	19	90.00
25	Request for Customized Training Services	DSM	18	88.89
26	Request for Technical Assistance/Consultancy/Research Services	DSM	16	100.00

ANNEX D. Tally of Services

External Services	Process Owners	Transactions	Responses	Response Rate (Ave)	Overall Rating
Request for the Use of Conference/ Function/ Meeting Rooms or Facilities - Pasig by External Customers	AD - General Services Division	1	8	800%	100.00
Request for Use of DAP Pasig's Office Spaces by External Customers	AD - General Services Division	0	7		80.00
Application for APO Scholarship Training Program	APO/DAP Secretariat	481	237	49%	97.50
Enrollment in Self-Paced SPARTA Online Courses	Council of Fellows (COF)	318	11	3%	100.00
Request for the Use of DAP Tagaytay Conference Center Facility	DAPCC FMSO	195	33	17%	96.97
Request for Payment of Honorarium for Resource Persons	Finance Department - Budget, Accounting & Treasury Division	1882	590	31%	99.02
Availment of GSPDM Academic Programs	GSPDM	172	125	73%	99.19
Interlibrary Research	DAP Library	46	3	7%	100.00
Research and Reference Service	DAP Library	797	20	3%	100.00
Partnership & Linkages	IMC	10	3	30%	100.00
Study Visits/Request for Institutional Briefing	IMC	6	9	150%	100.00
Queries on DAP's Program and Services	IMC-PAD	44	26	59%	100.00
Application for Admission and Enrollment to Master's Degree (Public Offering)	OAR	23	2	9%	100.00
Request for Certification/s	OAR	97	4	4%	100.00
Request for Certified True Copy	OAR	39	5	13%	100.00
Request for Copy of Student Credentials	OAR	155	139	90%	99.30
Response to Written Communications (Email and Snail Mail)	OP	0	30		96.77
Request for Appointment with the DAP President by External Clients	OP	97	11	11%	100.00
Enrollment in Public Courses	PDC	1534	53	3%	98.02
Enrollment in Public Courses	SHDP	0	10		100.00
Enrollment in Public Courses	CFG	1234	11	1%	100.00
Enrollment in Public Courses	DSM	1235	653	53%	90.00

External Services	Process Owners	Transactions	Responses	Response Rate (Ave)	Overall Rating
Enrollment in Public Courses	CSF	443	35	8%	100.00
Request for Customized Training Services	DSM	0	42		88.89
Request for Customized Training Services	PDC	0	54		98.62
Request for Customized Training Services	SHDP	0	10		93.10
Request for Customized Training Services	CFG	3085	649	21%	97.67
Request for Customized Training Services	CSF	211	30	14%	98.18
Request for Technical Assistance/Consultancy/Research Services	PDC	81	29	36%	99.29
Request for Technical Assistance/Consultancy/Research Services	SHDP	0	57		94.12
Request for Technical Assistance/Consultancy/Research Services	DSM	10	6	60%	100.00
Request for Technical Assistance/Consultancy/Research Services	CFG	54	576	1067%	100.00
Request for Technical Assistance/Consultancy/Research Services	CSF	4	30	750%	98.31
Application to PMDP Senior Executives Class, Middle Managers Class, Phronetic Leadership Class, and Local Government Executives and Managers Class	PMDP PMO	227	47	21%	97.92
Request for PMDP Non-Academic Records and Certifications	PMDP PMO	0	13		100.00
	External Services	*12481*	*3568*	*29%*	*97.80*

Internal Services	Process Owners	Transaction	Responses	Response Rate (Ave)	Overall Rating
Request for Banquet Service by Internal Clients	AD - Cafe Services	2400	225	9%	96.52
Processing of APO Scholarship Training Program (Internal)	APO/DAP Secretariat	35	29	83%	100.00
Issuance of BAC Resolutions for Alternative Methods of Procurement	AD - BAC Secretariat Division	53	9	17%	80.00
Issuance of Certification as Servicing Agency (for Agency-to-Agency Modality)	AD - BAC Secretariat Division	23	3	13%	100.00
Issuance of the Certification of Consultant/Resource Person Output Clearance for Honoraria Payment	AD - CDRD	1704	1	0%	100.00
Preparation, Review, Finalization and Dissemination of Policy Issuances - Pertaining to the Issuance of Special Order Re: Designation of Officer/s-in-Charge, Officers, etc.	AD - CDRD	207	2	1%	100.00

Internal Services	Process Owners	Transaction	Responses	Response Rate (Ave)	Overall Rating
Request for Issuance of Training Certificates/Citations	AD - CDRD	20091	9	0%	100.00
Request for Re-Issuance of Training Certificates or Certification of Attendance/Participation to a DAP Training	AD - CDRD	8	1	13%	100.00
Request for Records or Information	AD - CDRD	64	21	33%	100.00
Request for Corporate-level Documents (Internal Use)	CCC-COSM	8	2	25%	100.00
Issuance of Project Special Order	CCC-COSM	89	63	71%	100.00
Request for Corporate-level Documents (Documents Requiring Signature of Compliance Officer and DAP President)	CCC-COSM	27	2	7%	100.00
Creation of Project Management Information System (PMIS) Account	CCC-COSM	15	13	87%	100.00
Issuance of Revised Project Special Order	CCC-COSM	107	61	57%	100.00
Provision of Technical Assistance (Internal)	CCC-COSM	1	5	500%	100.00
Request for Technical Expert	Council of Fellows (COF)	4	7	175%	100.00
Interlibrary Research	DAP Library	83	1	1%	100.00
Request for Billing and Collection	Finance Department (Accounting & Treasury Divisions)	592	102	17%	97.14
Request for Cash Advance with Specific Purpose/s	Finance Department (Budget, Accounting & Treasury Division)	289	60	21%	100.00
Request for Cash Advance (Foreign/Local Travel)	Finance Department (Budget, Accounting & Treasury Division)	445	104	23%	93.64
Request for the Use of DAP Pasig's Office Spaces by Internal Customers	AD - General Services Division	0	9		100.00
Housekeeping, Landscaping, and Audio-visual Services	AD - General Services Division	70	4	6%	100.00
Motor Vehicles Pool (MVPool) Services	AD - General Services Division	8790	5	0%	100.00
Request for the Use of Conference/ Function/ Meeting Rooms or Facilities - Pasig by Internal Customers	AD - General Services Division	473	2	0%	100.00

Internal Services	Process Owners	Transaction	Responses	Response Rate (Ave)	Overall Rating
Internal Learning and Development (L&D) Interventions	Human Resource Development Division (HRD)	10	5	50%	80.00
External Learning and Development (L&D) Interventions (Local)	Human Resource Development Division (HRD)	249	44	18%	100.00
Preparation of Travel Documents and Payment for Local Training	Human Resource Development Division (HRD)	219	22	10%	100.00
Approval of Requests for Foreign Training/Studies/APO Capability Building Programs / External Learning and Development (L&D) Interventions	Human Resource Development Division (HRD)	33	2	6%	100.00
Process of Screening and Endorsing DAP-Approved Participant/s to Foreign Training/Studies/APO Capability Building Program	Human Resource Development Division (HRD)	49	3	6%	100.00
Preparation of Travel Documents, Payment of Training Fees/Allowances and Service Contract for Foreign Training/Studies/APO Capability Building Programs	Human Resource Development Division (HRD)	15	5	33%	80.00
Assessment and Endorsement of Candidates	Human Resource Management - Recruitment, Selection, and Placement (HRM-RSP)	110	1	1%	100.00
Processing of Service Agreement (SA)	Human Resource Management - Recruitment, Selection, and Placement (HRM-RSP)	140	1	1%	100.00
Issuance of Certificate of Employment/Engagement and Service Record	Human Resource Management Division (HRMD) - HRMDD	799	24	3%	95.65
Process of Classifying Consultants and Resource Persons (C & RP)	Human Resource Management Division (HRMD) - HRMDD	399	1	0%	100.00
Process of Reviewing and Approving Letters of Invitation (LOI) for Consultants and Resource Persons (C & RP)	Human Resource Management Division (HRMD) - HRMDD	1750	3	0%	66.67
Request for Monetization of Leave Credits	Human Resource Management Division (HRMD) - HRMDD	242	51	21%	96.15

Internal Services	Process Owners	Transaction	Responses	Response Rate (Ave)	Overall Rating
Technical Support Assistance of Simple ICT Request	AD - ICTD	2241	3	0%	66.67
Technical Support Assistance of Complex ICT Request	AD - ICTD	47	4	9%	100.00
IT Support Assistance for Events/Functions	AD - ICTD	65	2	3%	100.00
Management of DAP E-mail account	AD - ICTD	750	1	0%	100.00
Uploading of Training/Course Invitation in the DAP Website	IMC	7	6	86%	100.00
Review and Approval of Website Content & Social Media Assets	IMC	428	224	52%	100.00
Request for IMC Tokens/Collaterals	IMC	19	10	53%	100.00
Request for Review/Editing and Publication of Press Releases	IMC	84	38	45%	100.00
Request for Review, Editing of Content, and Approval for Posting of the following: Briefer and AVP	IMC	10	2	20%	100.00
Request for Review and Approval of Marketing Collaterals Design	IMC	278	72	26%	100.00
Request for Events Management (Hosting/Emceeing, Technical Assistance, Live Streaming)	IMC	36	21	58%	90.48
Request for Review/Editing and/or Drafting of Speeches.	IMC	79	60	76%	100.00
Request for Photo/Video Coverage	IMC	119	62	52%	98.41
Initial Contract Review	Legal Office	26	1	4%	100.00
Final Contract Review	Legal Office	20	2	10%	100.00
Request for Legal Opinion	Legal Office	33	3	9%	100.00
Return of Property	AD - Logistics Division	295	1	0%	100.00
Transfer of Property	AD - Logistics Division	107	1	1%	100.00
Procurement of Goods and Services through Shopping and Small Value Procurement	AD - Logistics Division	517	3	1%	66.67
Request for Board Resolutions	Office of the Board Secretary	23	12	52%	91.67
Request for Secretary's Certification	Office of the Board Secretary	2	2	100%	100.00
Request for Investigation	Office of the Senior Vice President for Services (OSVP-S)	0	5		80.00
Request for Security Augmentation	Office of the Senior Vice President for Services (OSVP-S)	0	8		85.71

Internal Services	Process Owners	Transaction	Responses	Response Rate (Ave)	Overall Rating
Review and Approval of the DAP President (Online Processing)	OP	0	49		89.80
Request for Appointment with the DAP President by Internal Clients	OP	76	28	37%	85.71
Review and Approval of the DAP President (Physical Documents)	OP	4560	139	3%	67.36
Internal Services		*49415*	*1661*	*3%*	*95.29*

ANNEX E. List of Organizational Units

Group	Organizational Unit (Centers/Departments/Offices)
Corporate Offices	Office of the President & Chief Executive Officer (OPCEO)
	APO DAP Secretariat
	Council of Fellows (COF)
	Corporate Concerns Center (CCC)
	Corporate Operations and Strategic Management (COSM)
	DAP Research and Development Office (DRDO)
	DAP sa Mindanao (DsM)
	Internal Audit Services (IAS)
	Institutional Marketing Center (IMC)
	Office of the Academy Registrar (OAR)
	Office of the Board Secretary
Programs Operations Group	***Productivity and Development Center (PDC)***
	Office of the Senior Vice President for Programs (OSVPP)
	PDC - Office of the Vice President
	Productivity Development Research Office (PDRO)
	Modernizing Government Relations Program (MGRP)
	Productivity and Quality Training Office
	Advocacy and Institutional Development Office
	Government Quality Management Program (GQMP)
	Technology Management Office (TMO)
	Center for Governance
	CFG - Office of the Vice President
	AO25 Secretariat
	COE-PSP
	Operations Management Office (OMO)
	Policy Research Office (PRO)
	Capacity Building on Innovative Leadership and Legislative Staff (CBILLS)
	Local Governance and Development Office (LGDO)
	Adaptive Governance and Innovation for Local Executives (AGILE)
	Local Government Executives and Managers Class (LGEMC)
	Center for CES Development (CCD)
	CCD - Office of the Vice President
	Promotion and Advocacy and Recruitment (PAR)
	Monitoring, Evaluation and Knowledge Management (MEKM)
	Training Operations
	Sustainable Human Development Program
	SHDP - Office of the Director
	Environment and Sustainable Development Unit (ESDU)
	Human Development Unit
	Center for Strategic Futures
Graduate School of Public and Development	Office of the Dean (OD)
	Security Governance and Diplomacy Cluster (SGDC)
	Health Governance and Social Protection Cluster (HGSPC)
	Sustainable Development & Regional and Local Governance Cluster (SDRLGC)

Group	Organizational Unit (Centers/Departments/Offices)
Services Group	Office of the Senior Vice President for Services (OSVPS)
	Administration Department
	Office of the Department Manager
	BAC Secretariat
	Central Documentation & Records Division (CDRD)
	General Services Division (GSD)
	Logistics Division (LoDi)
	Information and Communications Technology Division
	Human Resource Management & Development Department
	Office of the Department Manager (ODM) - HRMDD
	Human Resource Management Division (HRMD)
	Human Resource Development Division (HRDD)
	Finance Department
	Office of the Department Manager (ODM) - Finance
	Budget Division (BD)
	Accounting Division (AD)
	Treasury Division (TD)
	DAP Conference Center - Tagaytay
	Office of the Department Manager (ODM) - DAPCC
	Food and Beverage Services (FBS)
	Facilities, Marketing and Sales Office (FMSO)
	Rooms and Facilities Services (RFS)
	Engineering and Maintenance Services (EMS)
	Support Services (SS)
	DAPCC Physical Expansion Project

ANNEX F. MC-2025-003 Implementing Guidelines on the Adoption of Digital Disbursement through the Digital Banking Facility of LandBank (WeAccess)

development academy of the philippines

Memorandum Circular Number: MC-2025-003	IMPLEMENTING GUIDELINES ON THE ADOPTION OF DIGITAL DISBURSEMENTS THROUGH THE DIGITAL BANKING FACILITY OF LANDBANK (WeAccess)	Date: January 27, 2025
		Page: 1 of 7

REFERENCES

- COA Circular No. 2021-014 dated December 21, 2021, Guidelines on the Use of Electronic Collection (e-Collection) and Electronic Payment (e-Payment) for Government Transactions
- Executive Order (EO) No. 170 (May 12, 2022) - Adoption of Digital Payments for Government Disbursements and Collections
- Republic Act No. 8792 – "Electronic Commerce Act of 2000"
- Republic Act No. 11032 – "Ease of Doing Business and Efficient Government Service Delivery Act of 2018"
- Department of Finance (DOF) and Department of Trade and Industry (DTI) Joint Department Administrative Order No. 02 s.2006 and 10-01 s.2010 prescribing policies and guidelines in the adoption of Electronic Payment and Collection System (EPCS) in government transactions
- IRR of EO 170 (Issued by the Bureau of the Treasury)
- COA Circular No. 2012-001, dated June 14, 2012, Prescribing the Revised Guidelines and Documentary Requirements for Common Government Transactions
- Board Resolution No. 012, s. 2024 Confirming the Authority of the DAP President as Chief Executive Officer to Promulgate Internal Management Policies & Implementing Rules & Regulations Via Office Orders, Special Orders & Memo Circulars
- Board Resolution No. 008, s. 2020, Request for Approval for the Implementation of the Electronic Payroll System particular to the Landbank's "We-Access (online) Facility"
- Board Resolution No. 038, s. 2024, Designating User-Authorizers for the Land Bank of the Philippines (Landbank) WeAccess Institutional Internet Banking Facility and Signatories for Checks, Bank Forms, and Other Bank Transactions of the Development Academy of the Philippines (DAP)

1) **BACKGROUND AND PURPOSE**

Recognizing the critical role of digital transformation in modernizing public sector financial operations, the Development Academy of the Philippines (DAP) approved the implementation of Digital Disbursements through Landbank's WeAccess Facility through Board Resolution No. 008 s. 2020, further amended by Board Resolution No. 002, s. 2023.

This initiative aligns with the principles of Republic Act No. 8792 (Electronic Commerce Act of 2000) and adheres to the mandates of relevant government issuances, including Department of Finance (DOF) and Department of Trade and

ANNEX G. DAP 2024 CSM Sample Questionnaires

Salazar, Christian

Control No: ___

(Insert agency logo here) (Insert agency name here)
HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type: ☐ Citizen ☐ Business ☒ Government (Employee or another agency)

Date: June 4, 2024   Sex: ☒ Male ☐ Female   Age: 40

Region of residence: NCR   Service Availed: TOR and Diploma

INSTRUCTIONS: **Check mark (✓)** your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1   Which of the following best describes your awareness of a CC?
☒ 1. I know what a CC is and I saw this office's CC.
☐ 2. I know what a CC is but I did NOT see this office's CC.
☐ 3. I learned of the CC only when I saw this office's CC.
☐ 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2   If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?
☒ 1. Easy to see   ☐ 4. Not visible at all
☐ 2. Somewhat easy to see   ☐ 5. N/A
☐ 3. Difficult to see

CC3   If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
☒ 1. Helped very much   ☐ 3. Did not help
☐ 2. Somewhat helped   ☐ 4. N/A

INSTRUCTIONS:
For SQD 0-8, please put a **check mark (✓)** on the column that best corresponds to your answer.

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.					✓	
SQD1. I spent a reasonable amount of time for my transaction.					✓	
SQD2. The office followed the transaction's requirements and steps based on the information provided.					✓	
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.					✓	
SQD4. I easily found information about my transaction from the office or its website.					✓	
SQD5. I paid a reasonable amount of fees for my transaction.					✓	
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.					✓	
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.					✓	
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					✓	

Suggestions on how we can further improve our services (optional):

_____

_____

Email address (optional): salazarc @learning.dap.edu.ph /cmsalazar.ph @ gmail.com

Control No: ___

(Insert agency logo here) (Insert agency name here)
HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type: ☐ Citizen ☐ Business ☑ Government (Employee or another agency)

Date: 7/3/24   Sex: ☐ Male ☑ Female   Age: 50

Region of residence: NCR   Service Availed: Copy of Grades y certificate of course Completion

INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1   Which of the following best describes your awareness of a CC?
☑ 1. I know what a CC is and I saw this office's CC.
☐ 2. I know what a CC is but I did NOT see this office's CC.
☐ 3. I learned of the CC only when I saw this office's CC.
☐ 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2   If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was …?
☑ 1. Easy to see   ☐ 4. Not visible at all
☐ 2. Somewhat easy to see ☐ 5. N/A
☐ 3. Difficult to see

CC3   If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
☑ 1. Helped very much   ☐ 3. Did not help
☐ 2. Somewhat helped   ☐ 4. N/A

INSTRUCTIONS:
For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.					✓	
SQD1. I spent a reasonable amount of time for my transaction.	✓				✓	
SQD2. The office followed the transaction's requirements and steps based on the information provided.					✓	
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.					✓	
SQD4. I easily found information about my transaction from the office or its website.					✓	
SQD5. I paid a reasonable amount of fees for my transaction.					✓	
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.					✓	
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.				·	✓	
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					✓	

Suggestions on how we can further improve our services (optional):

provide online services

Email address (optional): melods. gabuya @gmail. com