

Center for Governance
(Center)
[2024] PROJECT ACCOMPLISHMENT REPORT

I. Project Information

Project Code:	CPRKH
Project Title:	2023 Client Satisfaction Measurement for the Philippine Reclamation Authority
Project Start:	29 January 2024
Project End:	31 May 2024
Project Price:	612,600.00
Client Organization:	Philippine Reclamation Authority

II. Project Team

Project Manager:	Eliza Salud C. Galang
Team Members:	Gianna Francesca M. Catolico, Jay Ann Comillo, Nivea Jane Urdas, Karen Arroyo, Quennie Rose Rizal
Supervising Fellow:	Gilbert E. Lumantao
Consultant:	James Roldan S. Reyes

III. Project Details

Project Description: In July 2023, the Philippine Reclamation Authority (PRA) requested the Development Academy of the Philippines to provide technical assistance and to analyze the results of its 2023 Client Satisfaction Measurement (CSM). This is in compliance with the Anti-Red Tape Authority's Memorandum Circular No. 2022-05 which promotes the adoption of a harmonized and standardized framework in measuring client satisfaction across all levels of the government to ensure continuous improvement and enhancement of service towards a more meaningful client-centered Citizen's Charter. Subsequently, the ARTA published an amendment to MC 2022-05 and MC 2023-05 as an amendment to MC 2022-05 while both ARTA and the GCG issued Joint Memorandum Circular (JMC) No. 2023-01 which aims to reduce the cost and burden of compliance of Government-Owned and Controlled Corporation with the CSM and Client Satisfaction Survey (CSS) requirements by creating a harmonized and integrated framework.

Project Objective: The 2023 Client Satisfaction Measurement for the PRA aims to 1) Measure the overall level of satisfaction of PRA's external clients based on the prescribed service quality dimensions of the ARTA and GCG guidelines; 2) Assess the factors that affect PRA's external clients' satisfaction and dissatisfaction; and 3) Identify recommendations in PRA's delivery of its external services and policy recommendations in the implementation of its mandate.

Focus Area: Policy Reform Agenda development, policy review, policy advocacy

Project Type: Technical Assistance

Project Beneficiary: Public Sector

Regional Coverage: Nationwide

IV. Project Accomplishments

Key Activities Implemented: The PRA submitted a total of 90 valid responses to DAP for analysis. Using a quantitative research methodology, the CSM measured the respondents' familiarity with PRA's Citizen Charter, their overall level of satisfaction with the service they availed based on Service Quality Dimensions (SQD) 0, their level of satisfaction based on SQDs 1 to 8. Based on the findings, a large number of respondents are from the business sector. Respondents aged 26 to 35 years old account for

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over one-third of the total number of respondents. Around 46.6 percent of the respondents were female while 46.67 percent were male.

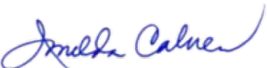
With reference to PRA's Citizen's Charter, around 75 percent of the respondents are familiar with PRA's Citizen Charter and have seen it in their office, while 20.45 percent of the respondents mentioned that they are not familiar with the Citizen Charter and have not seen it in the office of PRA. Only one (1) respondent said that they are familiar with PRA's Citizen Charter but have not seen it in the office, while around three (3) respondents only learned of the Citizen Charter after seeing it in the office of the said agency. On SQD 0, PRA obtained an overall satisfaction rating of 100 percent. Exactly 70 respondents strongly agreed that they are satisfied with the service they availed with PRA. Moreover, 20 respondents agreed with the statement. The PRA also obtained an overall rating of 98.69 percent for Service Quality Dimensions 1-8. Over half of the respondents (68.90 percent) strongly agreed with the statements, while 29.80 percent of the respondents agreed with the statement. Lastly, the results show that PRA's Technical Services Department and Planning and Evaluation Department both received a satisfaction rating of 100. Only 12 out of the 90 respondents included suggestions or comments in their responses, with most of them commending PRA for their great service.

Major Outputs: The DAP, through the CFG-PRO, conducted an inception meeting with PRA on 29 January 2024 and submitted the Inception Report on 15 March 2024 after the perfection of legal instruments. On 2 April 2024, DAP presented the CSM findings to PRA's Management Committee, which included PRA's General Manager and CEO Engr. Cesar Siador. DAP submitted the draft report for ARTA and DAP's Final Report on 15 April 2024.

Lessons Learned: see One Point Lesson.

V. Attachments

- Certificates of Project Deliverable Accepted
- Certificate of Project Closure
- One Point Lesson

Prepared by:
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Project Manager**Noted / Approved by:**
Imelda C. Caluen
Vice President, Center for Governance**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.