

Department of Science and Technology
National Research Council of the Philippines
Citizen/Client Satisfaction Survey Report

A. Report on the results of the Citizen/Client Satisfaction Survey

I. Description of the methodology of the CCSS used for each reported service

a. Data Gathering Method

The client satisfaction feedback form was fielded and collected in February 2021 using the online google form. Two client satisfaction feedback form for library service collected before the pandemic in 2020 was not included anymore since the CSF is not in accordance with the CCSS guidelines.

b. Respondents Criteria

All the applicants for research grant and thesis manuscript grant who submitted applications in 2020 were requested through email to answer the online google form on client satisfaction feedback. The applicants belong to the citizen category. The respondents are either students taking their graduate studies or members of the academe and government research institutions who are active in research who applied for research grant or NRCP membership.

c. Survey/ Sampling Coverage

The client satisfaction survey was sent to all the applicants/clients in 2020, but not all have responded within the given timeline. For research grant, the actual number of respondents is 16, 3 for thesis/dissertation manuscript grant, and 1 for membership application. Two CSFs for library services were not included in the summary, but has been attached for reference. On the other hand, no requests were received by the Outreach Program.

d. Survey Instrument/ Questionnaire

The survey included all service quality dimensions prescribed in the CCSS Guidelines issued together with PBB 2020 Guidelines, except for the cost dimension since all of the services do not require application fees or any form of payment. The only costs incurred by clients are the costs entailed in generating the documentary requirements.

Attached is the survey instrument distributed through online google forms.

e. Data collection schedule

- For this cycle, the data was collected once in a year. The online google form was fielded and retrieved in February 2021.

II. Results of the CCSS for FY 2020

Service Quality Dimension	Research Grant	Thesis/Dissertation Manuscript Grant	Membership Application	Score in All Services
Responsiveness	4.38	4.67	4.00	4.35
Reliability	4.31	4.67	4.00	4.33
Facilities	4.06	5.00	4.00	4.35
Access	4.19	4.67	4.00	4.28
Communication	4.50	4.67	5.00	4.72
Integrity	4.00	4.67	5.00	4.56
Assurance	4.31	4.67	5.00	4.66
Outcome	3.88	4.00	4.00	3.96
Overall Score	4.20	4.63	4.38	4.40

III. Profile of Respondents

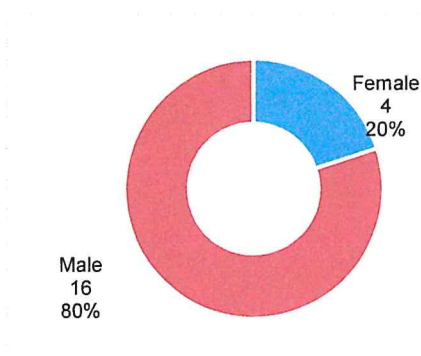


Figure No. 1. Distribution of Respondents by Sex

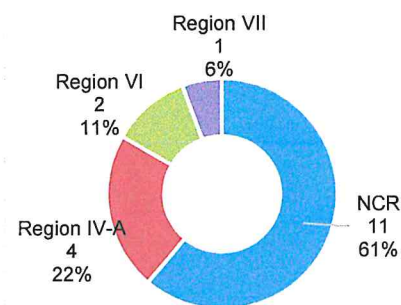


Figure No. 2. Distribution of Respondents by Location of Institution

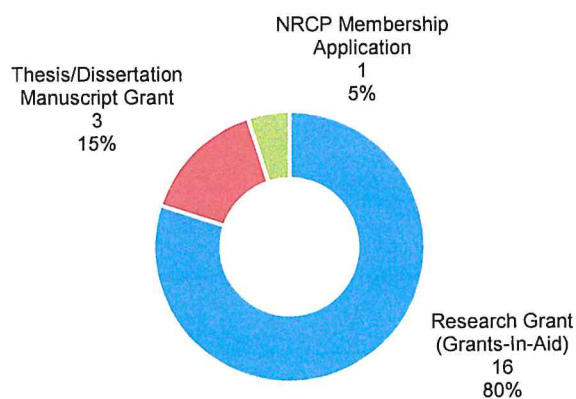


Figure No. 3. Distribution of Respondents by Type of Service

IV. Continuous Agency Improvement Plan for FY 2021

The Council plans to further refine the survey methodology and collect more responses from its clients to generate results that are representative of the majority of its clients. The Council also considers engaging a consultant to conduct an in-depth assessment on the quality of its services.

B. Agency Best Practice

I. Brief description of the agency best practice

In 2020, NRCP agreed to the use of the Department Project Information System in the proposal submission, an initiative lead by the Department of Science and Technology Central Office in close coordination with the other sectoral councils. During the pandemic, the grant application was done online.

On the other hand, the NRCP spearheaded the development and implementation of the Scientific Knowledge Management System (SKMS) where members and other clients can access the other services and knowledge products of the Council, including membership application and library services. SKMS is a repository of information of Filipino researchers, engineers, scientists and authors of scientific publications and basic researches in the Philippines, NRCP Research Journal publications, research-based policies, monographs, abstracts of terminal reports of completed researches, proceedings, books, annual reports, press releases and abstracts of theses/dissertations. It includes Membership Information System (MemIS) and NRCP Library Management System (LMS), among others.

II. Implementation of the agency best practice

The development of Scientific Knowledge Management System (SKMS) Portal and its major components is already completed and operational. The beta version 3.0 of SKMS was released on February 08, 2020. It is managed by the MIS section of NRCP under the supervision of the Executive Director.

III. Results of the agency best practice implementation

The enhancement of the system is continuous. Members or the general public who has created an account at SKMS can readily access the services online at the comfort of their homes or wherever they are. The NRCP Members are the primary clients for the development and implementation of the SKMS. Creation of account and access is open to the public.

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DOST-NRCP Client Satisfaction Feedback Form

The National Research Council of the Philippines (NRCP) of the Department of Science and Technology (DOST) would like to ask for your feedback in order to improve the services it offers to its clients particularly in the research funding and dissemination and NRCP membership application.

Rest assured that your responses will be treated with the utmost confidentiality and personal information provided will be used for verification purposes only.

***Required**

Privacy Notice and Consent *

- In submitting this form, I agree to my details being used for the purposes of gathering feedback and comments on the services of DOST-NRCP. The information will only be accessed by authorized personnel of DOST-NRCP. I understand my data will be held securely and will not be distributed to third parties. I have a right to change or access my information. I understand that when this information is no longer required for this purpose, DOST-NRCP procedure will be followed to dispose of my data.

Name *

Your answer

Sex *

- Male
- Female

Age *

Affiliation *

- Academic
- Government
- Industry

Name of institution *

Your answer

Location of institution *

- NOR
- Region I
- Region II
- Region III
- Region IV-A
- Region IV-B
- Region CAR
- Region V
- Region VI
- Region VII
- Region VIII
- Region IX
- Region X
- Region XI
- Region XII
- Region XIII
- BARMM

Are you a member of NRCP? *

If No, please tick non-member. If yes, please tick the division you belong

- Non-Member
- I - Governmental, Educational and International Policies
- II - Mathematical Sciences
- III - Medical Sciences
- IV - Pharmaceutical Sciences
- V - Biological Sciences
- VI - Agriculture and Forestry
- VII - Engineering and Industrial Research
- VIII - Social Sciences
- IX - Physics
- X - Chemical Sciences
- XI - Humanities
- XII - Earth and Spaces Sciences
- XIII - Veterinary Medicines

NRCP Grant/Service Aailed *

- Research Grant (Grants-In-Aid)
- Thesis/Dissertation Manuscript Grant
- NRCP Membership Application
- Outreach Program

DOST-NRCP Client Satisfaction Feedback Form

*Required

Please help us evaluate how satisfactory are the services offered of the NRCP by indicating how you find our performance in each area by choosing the appropriate number (using the scale 1-5) corresponding to your answer.

How do you find the:

Responsiveness of the secretariat *

- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Neither Satisfied nor Dissatisfied
- 2 - Dissatisfied
- 1 - Very Dissatisfied

Platform used for the submission of documents/ application (e.g. DPMIS for Research Grant, SKMS for membership application and library services or through email) *

- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Neither Satisfied nor Dissatisfied
- 2 - Dissatisfied
- 1 - Very Dissatisfied

Service/grant application process in accordance with the service standard/grant guidelines *

- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Neither Satisfied nor Dissatisfied
- 2 - Dissatisfied
- 1 - Very Dissatisfied

Announcement of service/grant offered *

- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Neither Satisfied nor Dissatisfied
- 2 - Dissatisfied
- 1 - Very Dissatisfied

Accuracy of the information provided by the secretariat *

- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Neither Satisfied nor Dissatisfied
- 2 - Dissatisfied
- 1 - Very Dissatisfied

Just and fair processing of your application/request *

- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Neither Satisfied nor Dissatisfied
- 2 - Dissatisfied
- 1 - Very Dissatisfied

Ease in the submission of requirements and/or application *

- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Neither Satisfied nor Dissatisfied
- 2 - Dissatisfied
- 1 - Very Dissatisfied

Timeliness in providing you the approval/disapproval of application/request *

- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Neither Satisfied nor Dissatisfied
- 2 - Dissatisfied
- 1 - Very Dissatisfied

Overall assessment on the service/grant availed *

- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Neither Satisfied nor Dissatisfied
- 2 - Dissatisfied
- 1 - Very Dissatisfied

If you were dissatisfied with any aspect (i.e. you rated 2 or 1 in the grid before), please indicate the reason: *

Your answer

What changes or improvements should be made in service/s offered by the NRCP? *

Your answer

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