

Citizen/Client Satisfaction Survey Report

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

A. Respondents Criteria

Clients who have applied for or availed of any of the following frontline services/grants: 1) NRCP Membership Application, 2) Thesis/Dissertation Manuscript Grant Application, or 3) Library Services, in 2022 were asked to participate in the online survey through the following components of the Scientific Knowledge Management System (SKMS). In this way, collection of data is automated and data from respondents are securely stored. The Client Satisfaction Feedback (CSF) form is at the tail-end of the said application processes and contained in the automated notification of approval/disapproval. SKMS includes the following components: Membership Information System (MemIS), Library Management System (LMS) and a sub-component for Thesis and Dissertation (Manuscript Grant) Application, among others. MemIS is a repository of profile of Filipino researchers, scholars, scientist and engineers. Library Management System (LMS) is a repository of terminal reports of research projects funded by the NRCP, policy briefs, monographs, and other resources. MemIS accepts the application of new members, while LMS accepts the request for information materials. The integration of CSF collection in the information systems of the Council only started in the first quarter of 2022 and the response started coming in on May 20, 2022.

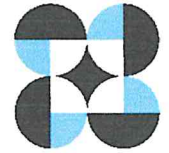
SKMS also includes the Basic Research Information System (BRIS) which is connected to the Project Management Information System (DPMIS) of the Department of Science and Technology (DOST). But, although the collection of CSF is integrated in BRIS, it is not yet fully automated. Request to fill-out CSF is still manually done through email because the interface of the research proposal submission is done at the DPMIS, and not through BRIS.

The type of clients/customers belongs to the citizen category. Below is the summary of criteria per frontline service:

- Research grant - NRCP Members whose submitted research project proposals were approved in 2022
- NRCP Membership - all clients/customers who applied to become an NRCP member in 2022
- Thesis/dissertation manuscript grant - all clients/customers who have submitted applications for the manuscript grant in 2022
- Library Service – all clients/customers who requested materials through the Library Management Service in 2022

B. Survey/ Sampling Coverage

All the clients/customers in 2022 who sent application through the information systems since May 2022 were requested to fill-out the CSF at the end of each application. Only 46 or 4% of the said clients responded to the CSF. This is a decrease of 83% compared to the 271



respondents in the 2021 CSF. To increase the response rate, the Council will devise automatic notifications to follow-up the response from applicants.

Table No. 1. Clients/Customers Response Rate per Frontline Service

| Frontline Service | Clients/ Customers served | Responded | Response Rate |
|---|---------------------------|-----------|---------------|
| Research Grant Application | 105 | 0 | 0% |
| Membership Application | 800 | 29 | 4% |
| Thesis/ Dissertation Manuscript Grant Application | 20 | 13 | 65% |
| Library Service | 182 | 4 | 2% |
| Total | 1,107 | 46 | 4% |

C. Survey Instrument/ Questionnaire

The survey instrument included all service quality dimensions, i.e., responsiveness, reliability, access and facilities, communication, assurance, integrity, and outcome, prescribed in the CCSS Guidelines issued together with PBB 2022 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/customers are the costs entailed in generating the documentary requirements. Access and Facilities Quality Dimensions were merged since services are transacted through online platforms only.

Compared with the survey instrument through google forms last year, the CSF in 2022 were collected through the same information systems used for the application process. The 2021 and 2022 CSF have the same set of questions which include both structured questions and open-ended questions. Attached as Annex A is sample survey instrument accessed by the applicants through the information system.

For the 2022 cycle, the data was collected at the end of each application year-round, except for BRIS which were emailed to project proponents with approved proposals at the end of 2022.

II. Results of the CCSS for FY 2022

The frontline services of NRCP garnered a total score of 4.8 or adjectival rating of very satisfied. Among the frontline services, Thesis/Dissertation Manuscript Grant had the highest satisfaction rating of 4.88 (13 respondents, 65% response rate). This was followed by Library Service with an average of 4.86 satisfaction rating from a total of 4 respondents (2% response rate) and NRCP Membership Application at 4.80 from 29 respondents (4% response rate). Stated below is the matrix of satisfaction rating per frontline service and service quality dimension.

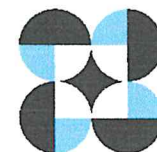


Table No. 2. Summary of Satisfaction Level by Service Quality Standards

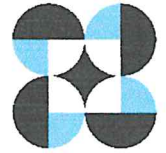
| Service Quality Standard | NRCP Membership Application | Thesis/ Dissertation Manuscript Grant | Library Services | Research Grant | Outreach Program | Overall Score |
|--------------------------|-----------------------------------|--|---------------------|-------------------|---------------------|------------------|
| | (N=29) | (N=13) | (N=4) | (N=0) | (N=0) | (N=46) |
| Responsiveness | 4.76 | 4.92 | 5.00 | | | 4.89 |
| Reliability | 4.79 | 4.92 | 5.00 | | | 4.90 |
| Access and Facilities | 4.79 | 4.77 | 4.75 | | | 4.77 |
| Communication | 4.86 | 4.92 | 4.75 | | | 4.84 |
| Assurance | 4.83 | 4.92 | 4.75 | | | 4.83 |
| Integrity | 4.90 | 4.85 | 5.00 | | | 4.92 |
| Outcome | 4.69 | 4.85 | 4.75 | | | 4.76 |
| Overall Score | 4.80 | 4.88 | 4.86 | | | 4.85 |

Given the limited rate of responses, integrity and reliability had the highest average rating among the service quality dimensions. The service quality dimension with the lowest rating is the outcome (timeliness of provision of service), and access and facilities.

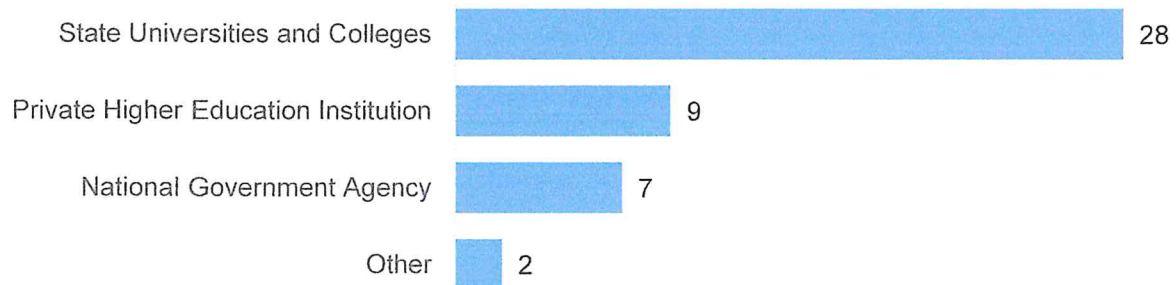
For the membership application, the satisfied respondents commended that the entire process is very credible, and the applicants are not only promptly updated but also properly guided by the standards and guidelines to comply with. The application process was also said to be systematic and swift. Among the respondents who felt dissatisfaction, the reason was the non-compliance to the 40-day processing and evaluation of applications. The suggestions from the respondents include the following: expedite processing of membership application, review the application form at SKMS to avoid confusion in filling it out, and create an option on the website to modify the primary email for communication.

For the thesis/ dissertation manuscript grant application, the satisfaction of respondents can be attributed to timely provision of service, even to non-scholar students; responsive and accommodating staff; and convenient online platform. There were no dissatisfied respondents, but there were suggestions to indicate the process for each stage or step, clearly delineate social science agenda in the Harmonized National Research and Development Agenda (HNRDA) so that more can avail of the service, and to provide more grant opportunities.

For the library service, the satisfied respondents commended that the provision of service is responsive, prompt, communicated well and easily accessible. There were no identified reasons for dissatisfaction and no suggestions for improvement for those who were able to respond to the CSF through the LMS.



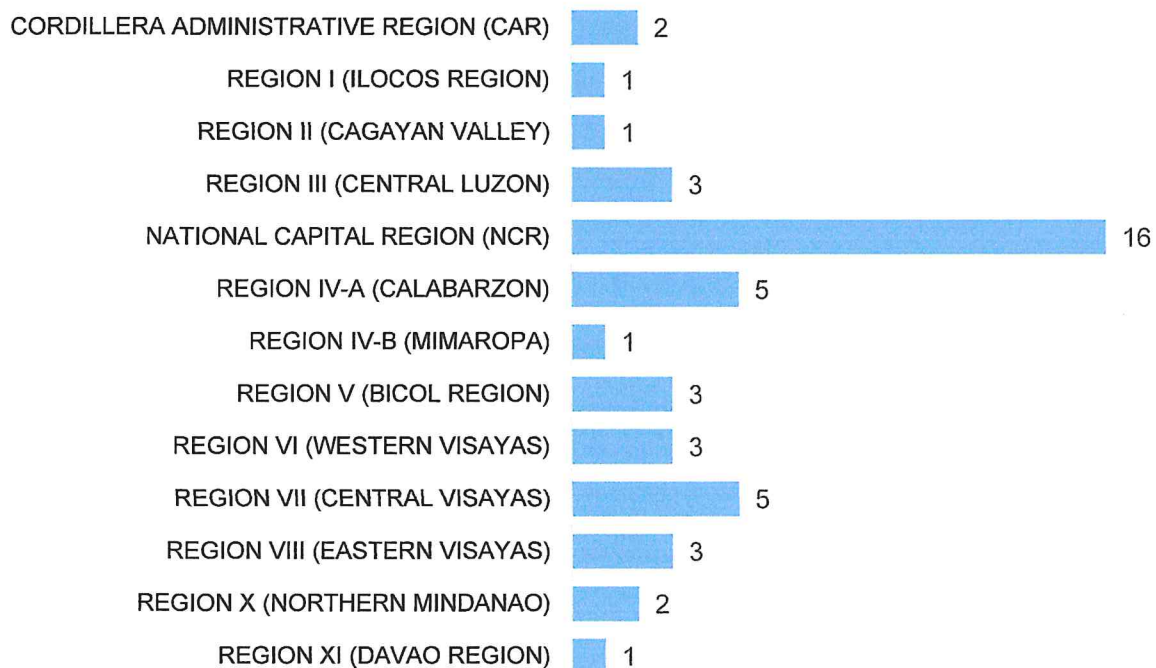
III. Profile of Respondents



Total No. of Respondents = 46

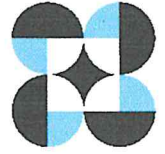
Figure No. 1. Profile of Respondents by Type of Institution
(Updated as 31 January 2023)

Most of the 46 respondents of the citizen/client satisfaction survey came from academic institutions. A total of 28 respondents came from State Universities and Colleges (SUCs) and a total of 9 respondents came from Private Higher Education Institutes (HEIs). Only 7 respondents came from National Government Agencies (NGAs) and two from other organizations.



Total No. of Respondents = 46

Figure No. 2. Profile of Respondents by Region
(Updated as of 31 January 2023)



The highest number of respondents came from the National Capital Region with a total of 16 or 35% of the total respondents. On the other hand, the lowest number of responses, with 2% or one respondent, came from the following regions: Ilocos Region, Cagayan Valley, MIMAROPA, and Davao Region. There were no respondents from Zamboanga Peninsula Region, SOCCSKSARGEN, Caraga, and Bangsamoro Autonomous Region in Muslim Mindanao (BARMM).

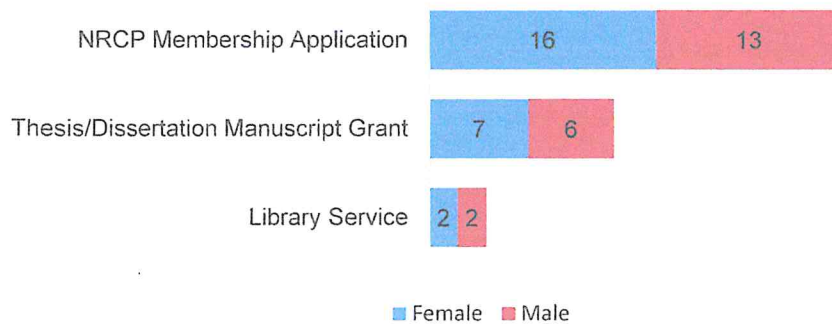


Figure No. 3. Profile of Respondents by Sex per Frontline Service
(Updated as of 31 January 2023)

The number of female respondents is slightly higher at 25 or 54% of the total respondents. On the other hand, male respondents number to a total of 21 or 46% of the total.

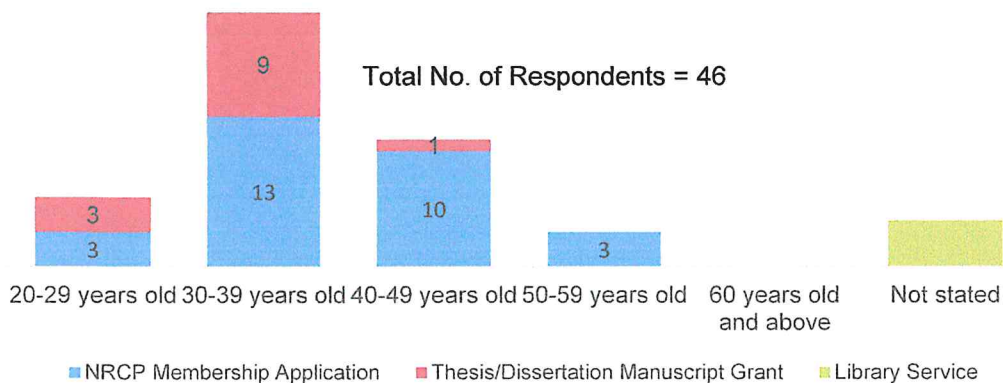
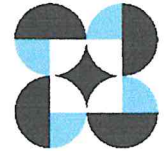


Figure No. 4. Profile of Respondents by Age Group
(Updated as of 31 January 2023)

A total of 22 or 48% of the respondents belong to the age group of 30-39 years old. Next to it, the respondents belonging to the age group of 40-49 years old comprise 11 or 24% of the total respondents.



IV. Results of Agency Action Plan reported in FY 2021 PBB

With regards to the frontline services of the Council and in response to the low rating on access and facilities, system enhancements are continuous. With regards to the research grant application, the client feedback about DPMIS were already communicated to the DOST through the DOST-Grants-In-Aid (GIA) Inter Council Committee (ICC)- Technical Working Group (TWG) Secretariat. For the membership application, the areas of improvement, minor enhancement were made on the updating of publications in the MemIS, but pop-up instructions were added to the online application form. The major change in 2022 is the automatic notification to applicants to guide them through the entire process and better communicate the grounds for disapproval (incomplete submission of documentary requirements). Applicants who were unable to provide the required documents within the deadline given are automatically disapproved by the system.

For thesis/dissertation manuscript grant, digitalization of the entire process was incorporated in the SKMS in time for the 2022 call for applications. For library services, the digitization and uploading of reference materials at the LMS is continuous.

With regards to digitalization, the Research Information and Dissemination Division (RIDDD) is currently undertaking the "Development of Administrative Support System" which is expected to enhance communications with NRCP Members and other clients, as well as enhance the efficiency and productivity of the Council in delivering the frontline services, which could in turn contribute to the increased satisfaction level of clients. The said activity is still ongoing. It has three components: the Records Management and Archival System or RMAS, the eNewsletters, and the Outdoor Electronic Information LED Wall. Among the three components, the Outdoor LED Wall has been installed and functional.

V. Continuous Agency Improvement Plan for FY 2023

With regards to the conduct of CCSS, the Council has incorporated the CSF collection and reporting at the SKMS. Testing and debugging is ongoing. It will be adjusted to integrate the harmonized CSF prescribed by the Anti-Red Tape Authority (ARTA). The Council plans to add features such as automated follow-up of responses to the CSF to increase response rate.

ISO accreditation is ongoing which could hopefully thresh out and automate the process for CSF collection, reporting, escalation, and resolution.

Prepared by:

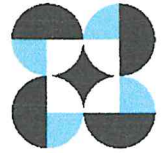

CHERRY G. GONZALES
Planning Officer III

Approved by:


BERNARDO N. SEPEDA, Ed. D
Executive Director III



Republic of the Philippines
Department of Science and Technology
NATIONAL RESEARCH COUNCIL OF THE PHILIPPINES (NRCP)
(Pambansang Sanggunian sa Pananaliksik ng Pilipinas)



Annex A

Sample email notification for approved application for membership

Dear Mr. Rey-Mark Grati Basagre,

We are pleased to inform you that the NRCP Governing Board approved your application for Associate Membership in the National Research Council of the Philippines.

To receive your certificate of membership, you have to be inducted by the Chair of your Division in a Division Meeting or by the NRCP President during the Council's Annual General Membership Assembly scheduled every March or the Annual NRCP Visayas/Mindanao Membership Assembly scheduled every October.

As a newly inducted member, your name will be entered in our membership database and online platform (<https://skms.nrpo.dost.gov.ph>). Kindly log-in to your SKMS account and update your profile.

To retain an active membership status, you are expected to attend/participate in any one of the activities of the Council:

1. Annual General Membership Assembly (GMA) meetings / Annual Regional (Visayas & Mindanao) Cluster General Membership Assembly meetings
2. Divisional meetings / scientific activities, and
3. Other NRCP-sponsored scientific activities, i.e. scientific conferences, special committees, task forces, technical evaluation panel, and special study team, etc.

Please be reminded that failure to attend in any of the above without valid cause or reason for non-attendance for three (3) successive years results in a loss of active membership status and hence the privileges of active membership. To restore an active status, a member should submit in writing a request for re-activation of membership and comply with the requirements of active membership (*NRCP Resolution No. 2020-41, "Approving the Council's Definition of Active Membership"*).

Please stay connected and get regular updates from the NRCP and its activities by subscribing to the NRCP Google e-group and Facebook page Research Pod (www.facebook.com/nrcpresearchpod).

Again, on behalf of the NRCP Governing Board, our warmest congratulations!

Sincerely yours,

Bernardo N. Sepeda, Ed.D.
Executive Director

We would be glad to hear your feedback on our services. Please click [this](#) for the feedback form.

Sample email notification for approved application for thesis/dissertation manuscript grant

Dear Mr. Rodolfo Acasio Gobin,

Congratulations!

Your application for Dissertation manuscript grant has been approved.

To facilitate the release of the grant, please send an email to Ms. Kim Glaiza G. Wong at kimglaiza.wong@nrce.dost.gov.ph with the following details:

Account Name
Name of Bank and Branch
Account Number

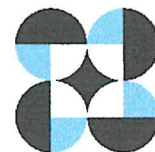
Please answer the evaluation for the manuscript grant [here](#).

We also invite you to apply for membership, you may visit <https://nrce.dost.gov.ph/membership> for the criteria and requirements.

We enjoy you to visit the NRCP website at nrce.dost.gov.ph and like our official Facebook page, the Research Pod at <https://www.facebook.com/nrcce20yearsnpod> for updates and information.

Thank you.

Very truly yours, Dr. Marieta Bañez Sumagaysay Director III



Sample email notification for library materials provided

Dear Mr./Ms./Dr./Professor Kyla Marie Talarde,

Thank you for providing your information. Please, see the attached article you have requested.

Title : "Digitized" Arts for HIV-AIDS campaigns

Author : Dr. Brian Saludes Bantugan

To improve our services please leave your comments and feedback on [this link](#).

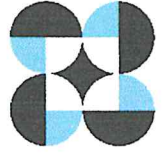
Very truly yours,

Val Zabala

NRCP-Library Staff

One attachment • Scanned by Gmail





CSF Form accessible through the information systems

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.

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.
- I have read and understood the guidelines on research grant, membership application, thesis and dissertation manuscript grant, or NRCP Citizen's Charter.

Required *

1. Affiliation *

- State Universities and Colleges
 Private Higher Education Institution
 National Government Agency
 Local Government Unit
 Business Enterprise
 Other

Please specify

2. NRCP Grant/Service Availed *

- Research Grant (Grants-In-Aid)
 Thesis/Dissertation Manuscript Grant
 NRCP Membership Application
 Outreach Program
 Library Service
 Journal Service
 NRCP Expert Engagement
 Paper Presentation Grant
 Publication Grant

3. Are you a member of NRCP? *

- Yes
 No

4. Responsiveness: The staff are willing to help, assist, and provide prompt service. *

- Very Dissatisfied
 Dissatisfied
 Neither Satisfied nor Dissatisfied
 Satisfied
 Very Satisfied

5. Reliability: The processing of frontline service/ grant is provided in accordance with the guidelines, with zero to a minimal error rate. *

- Very Dissatisfied
 Dissatisfied
 Neither Satisfied nor Dissatisfied
 Satisfied
 Very Satisfied

6. Access and Facilities: The online platform (i.e., Scientific Knowledge Management System) for the submission of application and/ or documentary requirements is convenient and easy to use. *

- Very Dissatisfied
 Dissatisfied
 Neither Satisfied nor Dissatisfied
 Satisfied
 Very Satisfied

7. Communication: The announcement about the frontline service/ grant is informative and easy to understand. *

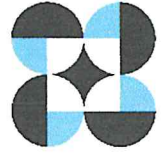
- Very Dissatisfied
 Dissatisfied
 Neither Satisfied nor Dissatisfied
 Satisfied
 Very Satisfied

8. Assurance: The staff have adequate knowledge about the frontline service/ grant and capable of performing their duties, and at the same time, understand the needs of their clients and maintain good work relationships. *

- Very Dissatisfied
 Dissatisfied



Republic of the Philippines
Department of Science and Technology
NATIONAL RESEARCH COUNCIL OF THE PHILIPPINES (NRCP)
(Pambansang Sanggunian sa Pananaliksik ng Pilipinas)



- Very Dissatisfied
- Very Satisfied

9. Integrity: The processing of application/ request is handled with honesty, justice, and fairness. *

- Very Dissatisfied
- Dissatisfied
- Neither Satisfied nor Dissatisfied
- Satisfied
- Very Satisfied

10. Outcome: The notice of approval/disapproval of the application/ request was made in a timely manner. *

- Very Dissatisfied
- Dissatisfied
- Neither Satisfied nor Dissatisfied
- Satisfied
- Very Satisfied

11. Overall assessment on the processing of application/ request *

- Very Dissatisfied
- Dissatisfied
- Neither Satisfied nor Dissatisfied
- Satisfied
- Very Satisfied

12. If you were satisfied in any of the service quality dimensions of the NRCP frontline service/ grant (i.e., you rated 4 or 5), what do you think is an excellent practice of NRCP? *

13. If you were dissatisfied in any of the service quality dimensions of the NRCP frontline service/ grant (i.e., you rated 2 or 1), what is the reason? *

14. What changes or improvements should be made in the NRCP frontline service/ grant? *