



Department of Science and Technology  
National Research Council of the Philippines  
General Santos Avenue, Bicutan, Taguig City

# **CLIENT SATISFACTION MEASUREMENT REPORT 2024 (1<sup>st</sup> Edition)**



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## I. OVERVIEW

The National Research Council of the Philippines is an attached agency of the Department of Science and Technology that ensures compliance to R.A. 11032, also known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018. The NRCP monitors the activities of the Council toward the delivery of efficient and effective services to the transacting public, clientele, and stakeholders.

In 2024, all the external clients who availed of the NRCP's services were requested to fill out a Client Satisfaction Form (CSF) after their transaction. The survey was fielded and collected either physically or fully online e-processing system through the Council's [Scientific Knowledge Management System \(SKMS\)](#). The SKMS is an online platform developed by the NRCP through its Management Information System (MIS) that serves as a repository of information on Filipino researchers, engineers, scientists, and authors of scientific publications and basic research in the Philippines such as the NRCP Research Journal Publication, research-based policies, monographs, abstracts of terminal reports, or completed research, among others.

The SKMS includes the following components:

- 1) [Research Grant \(Basic Research Information system \(BRIS\)\)](#) is a repository of basic research funded by the NRCP.
- 2) [NRCP Membership Information System \(MemIS\)](#) is a repository of basic research funded by the NRCP.
- 3) [NRCP Library Management System \(LMS\)](#) is a repository of terminal reports of research projects funded by the NRCP, policy briefs, monographs, press releases, proceedings, thesis, dissertations, books, news clippings, proceedings, annual reports and other resources.
- 4) [NRCP Research Journal \(eJournal\)](#) an online publication of research results from the research projects funded by the NRCP.

## II. SCOPE

### A. Period Covered

In CY 2024, the NRCP conducted client satisfaction survey for the period January to December. The Council surveyed clients who visited its various divisions and units as well as those who transacted with the NRCP online (*Reference used: NRCP Citizen's Charter 2023 1<sup>st</sup> Edition*). The survey utilized the standard harmonized Client Satisfaction Measurement (CSM) questionnaire which encompassed questions relative to the client's demographics and Service Quality Dimensions, to wit:

- |                          |              |
|--------------------------|--------------|
| 1. Responsiveness        | 5. Costs     |
| 2. Reliability           | 6. Integrity |
| 3. Access and Facilities | 7. Assurance |
| 4. Communication         | 8. Outcome   |

## B. Geographic and Office Coverage

The **National Research Council of the Philippines (NRCP)** is located at General Santos Avenue, Bicutan, Taguig City. NRCP operates primarily from its main office, which serves as the central hub for its major programs and activities. While the Council does not maintain multiple physical branch offices throughout the country, it engages in extensive collaborations with researchers and institutions nationwide. These partnerships facilitate scientific advisory services, research initiatives, and outreach efforts, all coordinated from its main office.



Figure 1. DOST-NRCP Building

## C. List of Service/s Surveyed, Responses, and Total No. of Transacting Clients

The NRCP client satisfaction survey covered the following services:

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
NRCP Membership Application (Application for Associate and Regular Membership)	206	206
Application for Conduct of Outreach Program	1	1
Application for Master's Thesis and Doctoral Dissertation Manuscript Grant	16	16
Application for NRCP Research Grant	113	113
Availment of Library Services	75	85
<b>External Service Total</b>	<b>411</b>	<b>421</b>
INTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Processing of Disbursement Vouchers	0	0
Processing of LDDAP-ADA, SLIE, & ACIC	12	12
Recruitment, Selection, and Placement	0	0
Processing of Leave/CTO Application	0	0



Preparation of Posts for Official Facebook Page – Research Pod	208	208
Data Uploading and Updating of NRCP Website	55	55
Availment of Technical Support Services of MIS	467	467
Issuance of Supplies and Materials	9	9
Handling of Official Communication (Incoming and Outgoing)	51	51
<b>Internal Service Total</b>	<b>802</b>	<b>802</b>
<b>Overall Total</b>	<b>1,213</b>	<b>1,223</b>

In aggregate, **1,213** people out of a population of **1,223** were able to answer the survey, resulting in a **99.18%** response rate.

The internal processes related to Recruitment, Selection & Placement, Processing of Leave/CTO Applications, and Processing of Disbursement Vouchers did not record any responses or transactions. This was primarily due to the delayed deployment of the new HR Section Head responsible for overseeing the effective implementation of these processes, as well as the need to review and update the accounting's disbursement voucher procedures for inclusion in the revision of the Council's Citizen Charter.

#### D. Sampling

The NRCP determined the required sample size for each service using a [Sample Size Calculator](#). However, for the internal processes related to Recruitment, Selection & Placement, Processing of Leave/CTO Applications, and Processing of Disbursement Vouchers, no responses or transactions were recorded, as explained in the justifications above. As a result, it was not possible to generate a minimum number of respondents for these processes.

### III. METHODOLOGY

For clients who visited the NRCP's offices and divisions in person, the survey questionnaires were handed out and collected by the personnel who assisted them during their transactions. This allowed the Council to gather direct feedback from these clients and ensure a higher response rate.

For online clients, the CSF was embedded within the NRCP online system, that is the Scientific Knowledge Management System (SKMS).

The 8 Service Quality Dimensions were scored using the 5-Point Likert Scale.

SCALE	RATING
5	STRONGLY AGREE
4	AGREE
3	NEITHER DISAGREE NOR AGREE
2	DISAGREE
1	STRONGLY DISAGREE



The Overall score for the 8 SQDs were computed based on the following formula:

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

The interpretation of the client satisfaction survey data results is 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

#### IV. DATA AND INTERPRETATION

##### A. Demographic Profile of the Respondents

The client satisfaction survey results showed that female respondents dominated the pool of clients who transacted with the NRCP. This suggests that the NRCP may need to explore ways to encourage greater participation and engagement from male clients to ensure that its services cater to a diverse range of stakeholders.

Most of the survey respondents, accounting for **77%** of the total, were affiliated with government institutions. The following is the breakdown of the respondents based on sex and client type:

SEX	EXTERNAL	INTERNAL	OVERALL
MALE	45.40%	49.33%	<b>47.32%</b>
FEMALE	54.60%	50.67%	<b>52.68%</b>

CLIENT TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN	44%	0%	<b>22%</b>
BUSINESS	0%	2%	<b>1%</b>
GOVERNMENT	56%	98%	<b>77%</b>

##### B. Citizen's Charter Results

A total of **87.67%** of respondents were aware of the NRCP's Citizen Charter, and **96.31%** had seen the Council's Citizen Charter.

On another note, **95.92%** of clients were able to use the latter as a guide for their service.

CITIZEN'S CHARTER ANSWERS	RESPONSES	PERCENTAGE
<b>CC1. Which of the following best describes your awareness of the CC?</b>		
1. I know what a CC is, and I saw this office's CC	441	<b>87.67%</b>
2. I know what a CC is, but I did not see this office's CC	4	<b>0.80%</b>



3. I learned of the CC only when I saw this office's CC	57	11.33%
4. I do not know what a CC is, and I did not see this office's CC	1	0.20%
<b>CC2. If aware of CC, would you say that the CC of this office was?</b>		
1. Easy to see	496	96.31%
2. Somewhat easy to see	17	3.30%
3. Difficult to see	1	0.19%
4. Not visible at all	0	0.00%
5. N/A	1	0.19%
<b>CC3. If aware of CC, how much did the CC help you in your transaction?</b>		
1. Helped very much	494	95.92%
2. Somewhat helped	19	3.69%
3. Did not help	1	0.19%
4. N/A	1	0.19%

### C. Service Quality Dimension Results

For SQD0, **94.04%** of respondents expressed satisfaction with the services that they have availed.

	STRONGLY DISAGREE	DISAGREE	NEITHER DISAGREE NOR AGREE	AGREE	STRONGLY AGREE	N/A	TOTAL RESPONSES	RATING
SQD0	11	73	422	1489	6496	0	8491	94.04%

On the other hand, the breakdown of total corresponding ratings for both external and internal services, across service quality dimensions (SQDs) such as responsiveness, reliability, access and facilities, communication, costs, integrity, assurance, and outcome, was favorable with an outstanding rating of **95.77%**. Among the eight (8) SQDs, **access and facilities** received the highest rating of **95.87%** while **communication** garnered the lowest rating of **95.59%**.

SERVICE QUALITY DIMENSIONS	STRONGLY DISAGREE	DISAGREE	NEITHER DISAGREE NOR AGREE	AGREE	STRONGLY AGREE	N/A	TOTAL RESPONSES	RATING
RESPONSIVENESS	1	13	37	191	965	6	1213	95.77%
RELIABILITY	2	12	37	194	952	16	1213	95.74%
ACCESS AND FACILITIES	1	13	35	193	944	27	1213	95.87%
COMMUNICATION	2	12	38	194	934	33	1213	95.59%
COSTS	0	0	0	0	0	1213	1213	N/A
INTEGRITY	2	13	34	191	938	35	1213	95.84%
ASSURANCE	2	12	35	188	945	31	1213	95.85%
OUTCOME	2	12	38	191	964	6	1213	95.69%
<b>OVERALL</b>	<b>12</b>	<b>87</b>	<b>254</b>	<b>1342</b>	<b>6642</b>	<b>1367</b>	<b>9704</b>	<b>95.77%</b>



#### D. Free Responses

The following free responses were obtained from our respondents especially for the external services related to NRCP Membership Application and Application for NRCP Research Grant:

- 1) Fairness in processing the application
- 2) Transparency of the process
- 3) Reaching out and promoting maximum membership to NRCP
- 4) Stringent evaluation of application and easy access of the system
- 5) Providing fast and excellent services
- 6) Conducts periodic membership campaign, and acts on membership applications promptly
- 7) Non-contact application process and continuous updating of status of application
- 8) Smooth communication and easy access to the platform
- 9) Providing prompt service with integrity

#### E. Overall Score per Service

The client satisfaction survey results indicate that the respondents were highly satisfied with their transactions and interactions with the Council. This is evident from the fact that the overall rating achieved by the NRCP for both its external and internal services was a very satisfactory rate of **94.82%**.

The data provided below summarizes the overall ratings of the surveyed services:

<b>EXTERNAL SERVICES</b>	<b>OVERALL RATING</b>
NRCP Membership Application (Application for Associate and Regular Membership)	<b>100.00%</b>
Application for Conduct of Outreach Program	<b>100.00%</b>
Application for Master's Thesis and Doctoral Dissertation Manuscript Grant	<b>68.75%</b>
Application for NRCP Research Grant	<b>100.00%</b>
Availment of Library Services	<b>92.00%</b>
<b>EXTERNAL SERVICE OVERALL</b>	<b>97.32%</b>
<b>INTERNAL SERVICES</b>	<b>OVERALL RATING</b>
Processing of LDDAP-ADA, SLIE, & ACIC	<b>91.67%</b>
Preparation of Posts for Official Facebook Page – Research Pod	<b>100.00%</b>
Data Uploading and Updating of NRCP Website	<b>100.00%</b>
Availment of Technical Support Services of MIS	<b>91.83%</b>
Issuance of Supplies and Materials	<b>0.00%</b>
Handling of Official Communication (Incoming and Outgoing)	<b>92.31%</b>
<b>INTERNAL SERVICE OVERALL</b>	<b>93.53%</b>
<b>OVERALL TOTAL</b>	<b>94.82%</b>



**F. Compliance to Hotline #8888 and Contact Center ng Bayan (CCB)**

For CY 2024, the NRCP received a total of three (3) complaints. The Council resolved and acted on all complaints within the prescribed 72-hour period. The office also fully complied with the requirements of Hotline #8888 and the Citizen’s Charter Board (CCB), achieving an overall compliance rate of **100.00%**.

In summary, the NRCP demonstrated a high level of responsiveness in addressing complaints within the designated timeframe. Details of the resolved complaints for CY 2024, along with the corresponding means of verification (MOV), are available in **Annex B**.

**V. RESULTS OF THE AGENCY ACTION PLAN REPORTED FOR FY 2023**

The action plan/s along with the corresponding management action reported in FY 2023 are as follows:

Agency Action Plan	Results/Management Action
1. Hard copies of the CSF will be placed in strategic locations within the Agency’s division/units/sections to ensure they are easily noticed by clients.	These initiatives have been duly endorsed to the appropriate division, and strategic locations within the office have been identified for the optimal placement of CSF forms. Further, the integration of the CSF into the Citizen’s Charter (CC) will be reflected in the Revised CC for FY 2025, specifically under the Feedback and Complaints Mechanism section.
2. A dedicated container box will be provided for clients to insert their completed CSF allowing them to submit feedback anonymously without directly interacting with the personnel.	
3. The CSF will be integrated into the NRCP’s Citizen Charter, which can be accessed and completed by clients directly on the LCD screen located at the front lobby of the office.	
4. For online processes, the CSF will be embedded in the system’s approval or rejection notification emails, prompting clients to submit their feedback immediately after the service is delivered.	The office’s Management Information System (MIS) team is actively working to upgrade our online platforms that host NRCP external services. Ongoing system enhancements are being closely monitored to ensure optimal performance and user experience.
5. The CSF will be embedded in the email signature of all NRCP personnel, enabling clients to provide feedback on the service they received.	The CSF QR code has already been embedded in the email signatures of NRCP personnel.



## VI. CONTINUOUS AGENCY IMPROVEMENT PLAN FOR FY 2025

To further improve the Council's CSF collection and responsiveness, the following strategies will be implemented in CY 2025:

1. The CSF survey result/s with Strongly Disagree and Disagree responses will be closely monitored, and appropriate strategies will be implemented to ensure the non-recurrence of the said responses in the next CSF rating period.
  - Identifying the issues through meetings with management and staff to present the survey results, highlighting the areas with Strongly Disagree and Disagree responses.
  - Transparent communication with the participants will be prioritized, ensuring they are informed about actions taken in response to their feedback.
  - Enhancing the employee's skills and engagement capabilities to better understand clients' expectations through coaching and mentoring or provision of targeted training program/s, if applicable.
  - Facilitate detailed feedback on clients' dissatisfaction and implement customer support initiatives such as FAQs on any digital platforms (i.e. email, websites and/or social media) for easier communication.
2. The CSF Committee will convene a special meeting with all process owners to facilitate the collection and analysis of client survey feedback. This meeting, tentatively scheduled in the second quarter of FY 2025, will focus on ensuring effective feedback mechanisms and conducting a short analysis.
3. Revamping the CSF processes and integrating them into the NRCP Citizen's Charter.

Prepared by:

**HAZEL S. PEDE**

Planning Officer III

Chair, Committee on Client Satisfaction Survey Analysis

Approved by:

**BERNARDO N. SEPEDA, Ed.D.**

Executive Director III



# Annex A-1



NRCP F2-External  
REV.1/ 07-17-24

Department of Science and Technology  
NATIONAL RESEARCH COUNCIL OF THE PHILIPPINES

**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 not to answer this form.

Client Type:  Citizen  Business  Government (Employee or another agency)






Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Aailed: \_\_\_\_\_

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
<b>SQD0.</b> I am satisfied with the service that I availed.						
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.						
<b>SQD2.</b> The office followed the transaction's requirements and steps based on the information provided.						
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.						
<b>SQD4.</b> I easily found information about my transaction from the office or its website.						
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction. (If service was free, mark the 'N/A' column)						
<b>SQD6.</b> I feel the office was fair to everyone, or "walang palakasan", during my transaction.						
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
<b>SQD8.</b> 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):

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**8888 Complaints Report**

<b>Eticket Reference No.</b>	<b>DATE RECEIVED</b>	<b>COMPLAINANT NAME</b>	<b>NATURE OF COMPLAINT</b>	<b>DIVISION/UNIT CONCERNED</b>	<b>ACTION TAKEN/RESPONSE</b>	<b>STATUS</b>	<b>DATE CLOSED</b>
<b>W20240412-843-1</b>	April 12, 2024 2:45 PM	Anonymous	Alleged irregularity regarding hiring process of an employee in DOST	RDMD/RDLead	April 15, 2024 11:12AM	Closed	April 23, 2024 9:18AM
<b>W20241114-877-20</b>	Nov. 15, 2024 10:57AM	Anonymous	Concern regarding the salary differential of the contract of service personnel	FAD/HR	Nov. 15, 2024 4:04 PM	Closed	Nov. 15, 2024 4:09PM
<b>G20241210-896-6</b>	Dec. 12, 2024 9:06 AM	Ma. Nicole B. Co	Follow-up on Filed Complaint in the NRCP	RDMD/TCDS	Dec. 13, 2024 4:29 PM	Closed	Dec. 15, 2024 1:09 PM

Prepared by:

  
**MARY CHRISTINE T. AVANZADO**  
 Administrative Officer V-RS

---

**Fwd: ETicket Reference Number: W20240412-843-1**

---

NRCP RDLead <rdlead@nrcp.dost.gov.ph>  
To: DOST-NRCP Info <nrcpinfo@nrcp.dost.gov.ph>

Wed, Apr 23, 2025 at 9:18 AM

----- Forwarded message -----

From: **Legal Division** <legal@dost.gov.ph>

Date: Mon, Apr 15, 2024 at 2:12 PM

Subject: Re: ETicket Reference Number: W20240412-843-1

To: NRCP RDLead <rdlead@nrcp.dost.gov.ph>

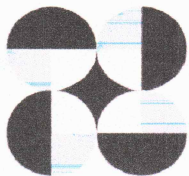
Cc: <dignacio@dost.gov.ph>, <nasec.ala@dost.gov.ph>, DOST OUSECRD <ousec.rd@dost.gov.ph>, Bernardo N.

Sepeda <aido.sepeda@nrcp.dost.gov.ph>, Administrative and Legal Service <als.od@dost.gov.ph>

Dear **Ma'am/Sir**:

This is to acknowledge receipt of your email. We greatly appreciate your response to this concern. This ticket shall be closed as your reply on the matter is considered a concrete and specific action.

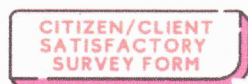
Thank you,



**ALS-Legal Division**  
DEPARTMENT OF SCIENCE AND TECHNOLOGY  
Ground Floor, Main Bldg., DOST Compound  
Gen. Santos Ave., Bicutan, Taguig City  
Tel. No. 8837-2071 local 1020

*"This communication may contain confidential or privileged information and is intended solely for the individual or entity to whom it was originally addressed. Any disclosure, copying, dissemination, or any action taken in reliance on it by others, other than the intended recipient is strictly prohibited. The opinions, conclusions, and statements expressed in this message are those of the sender and may not necessarily reflect the views of the agency."*

**Help us improve our services by answering our survey:**



[Quoted text hidden]

## NRCP Response to 8888 Complaint w/ Ticket Ref. No. G20241210-896-6

Legal Division <legal@dost.gov.ph>

Sun, Dec 15, 2024 at 1:09 PM

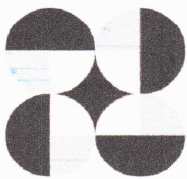
To: DOST-NRCP Info <nrcpinfo@nrcp.dost.gov.ph>

Cc: manicole.co@yahoo.com, OUSEC-RD <ousec.rd@dost.gov.ph>, Diane Ignacio <dignacio@dost.gov.ph>, DOST OASECALA <oasec.ala@dost.gov.ph>

Dear **Ma'am**:

This is to acknowledge receipt of your email. We greatly appreciate your response to this concern. This ticket shall be closed as your reply on the matter is considered a concrete and specific action.

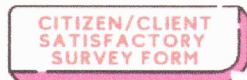
Thank you,



**ALS-Legal Division**  
DEPARTMENT OF SCIENCE AND TECHNOLOGY  
Ground Floor, Main Bldg., DOST Compound  
Gen. Santos Ave., Bicutan, Taguig City  
Tel. No. 8837-2071 local 1020

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**Help us improve our services by answering our survey:**



[Quoted text hidden]

## NRCP Response to 8888 Complaint w/ Ticket Ref. No. W20241114-877-20

Legal Division <legal@dost.gov.ph>

Fri, Nov 15, 2024 at 4:09 PM

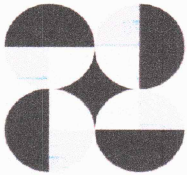
To: DOST-NRCP Info <nrcpinfo@nrcp.dost.gov.ph>

Cc: Mary Ann De Asis <maryann.deasis@nrcp.dost.gov.ph>, "Dr. Bernado Sepeda" <aido.sepeda@nrcp.dost.gov.ph>, Mary Rose Martin <maryrose.martin@nrcp.dost.gov.ph>, Diane Ignacio <dlignacio@dost.gov.ph>, DOST OASECALA <oasec.ala@dost.gov.ph>

Dear **Ma'am/Sir**:

This is to acknowledge receipt of your email. We greatly appreciate your response to this concern. This ticket shall be closed as your reply on the matter is considered a concrete and specific action.

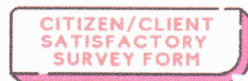
Thank you,



**ALS-Legal Division**  
DEPARTMENT OF SCIENCE AND TECHNOLOGY  
Ground Floor, Main Bldg., DOST Compound  
Gen. Santos Ave., Bicutan, Taguig City  
Tel. No. 8837-2071 local 1020

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**Help us improve our services by answering our survey:**



[Quoted text hidden]