



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

CLIENT SATISFACTION MEASUREMENT REPORT FY 2025 (1st Edition)



Table of Contents

I.	Overview	3
II.	Scope.....	3
	A. Period covered.....	3
	B. Geographic and Office Coverage	4
	C. List of Service Surveyed, Responses, & Total Number of Transacting Clients.....	4
	D. Sampling.....	6
III.	Methodology	6
IV.	Data and Interpretation.....	7
	A. Demographic Profile of the Respondents	7
	B. Citizen's Charter Results.....	7
	C. Service Quality Dimension Results.....	8
	D. Free Responses.....	9
	E. Overall Score Per Service.....	9
	F. Compliance to Hotline #8888 & Contact Center ng Bayan (CCB).....	10
V.	Results of the Agency Action Plan Reported for FY 2024.....	11
VI.	Continuous Agency Improvement Plan for FY 2026.....	12
VII.	Annexes.....	13-14
	A-1. Client/Customer Satisfaction Feedback (CSF) CSM Tool (External)	
	A-2. Client/Customer Satisfaction Feedback (CSF) CSM Tool (Internal)	



I. OVERVIEW

The National Research Council of the Philippines is an attached agency of the Department of Science and Technology that ensures compliance with 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, clients, and stakeholders.

In 2025, 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) [NRCP 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 profiles of Filipino researchers, scholars, scientists, and engineers.
- 3) [NRCP Access to Repositories and Archival Materials \(ARAM\)](#) 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 FY 2025, the NRCP conducted a 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 2025 1st 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 Number of Transacting Clients

The NRCP client satisfaction survey covered the following services:

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Application for Associate Membership	1	1
Application for Conduct of Outreach Program	0	0
Application for Master's Thesis and Doctoral Dissertation Manuscript Grant	15	15
Application for NRCP Research Grant	3	3
Application for Regular Membership	3	3
Library Services	30	30
Publication of NRCP Research Journal	0	0
External Service Total	52	52
INTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Processing of Obligation Request for Regular and Budget Utilization Request for Trust Fund Transactions	25	25
Processing of Disbursement Vouchers	26	26



Processing of Bank and Finance Documents (LDDAP-ADA, SLIE, and ACIC, FinDes)	24	24
Recruitment, Selection, and Placement (Posting of Job Vacancy)	0	0
Processing of Leave/CTO Application	11	11
Development of Event Promotion Collaterals (Social Media Cards, Event Banners, and Audio-Visual Presentations)	10	10
Preparation of Website Articles and Speeches (Press Releases, News Articles, Feature Articles, Speech)	4	4
Formalization of Partnerships with Research Stakeholders for Basic Research Promotion	0	0
Data uploading and Updating of NRCP Website	1	1
Availment of Technical Support Services of MIS	0	0
Issuance of Supplies and Materials	2	2
Handling of Incoming Official Communication	0	0
Handling of Outgoing Official Communication	46	47
Dissemination of NRCP Publications	11	11
Processing of Requests/Items for GB Approval/Action	1	1
Internal Service Total	161	162
Overall Total	213	214

In aggregate, **213** people out of a population of **214** were able to answer the survey, yielding a **99.53%** response rate.

The NRCP external services related to the Application for Conduct of Outreach Program, and Publication of NRCP Research Journal did not record any response or transactions due to the ongoing enhancement of the said services for efficient client feedback. Likewise, the NRCP internal services pertinent to Recruitment, Selection, and Placement (Posting of Job Vacancy), Formalization of Partnerships with Research Stakeholders for Basic Research Promotion, Availment of Technical Support Services, and Handling of Incoming Official Communication failed to record any response or transactions for the period. The Council acknowledges these gaps and is committed to improving feedback collection processes and sufficient survey data in future cycles.



D. Sampling

The NRCP determined the required sample size for each service using a [Sample Size Calculator](#). However, for the external and internal services related to Application for Conduct of Outreach Program; Publication of NRCP Research Journal, Recruitment, Selection, and Placement (Posting of Job Vacancy), Formalization of Partnerships with Research Stakeholders for Basic Research Promotion, Availment of Technical Support Services, and Handling of Incoming Official Communication, no responses or transactions were recorded, as explained in the justifications from the preceding section. 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 was 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 accounted for the majority 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 **44.13%** 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	46.15%	50.31%	49.30%
FEMALE	53.85%	49.69%	50.70%

CLIENT TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN	69.23%	7.45%	22.54%
BUSINESS	1.92%	43.48%	33.33%
GOVERNMENT	28.85%	49.07%	44.13%

B. Citizen's Charter Results

A total of **69.01%** of respondents were aware of the NRCP's Citizen Charter, and **66.20%** had seen the Council's Citizen Charter. On another note, **72.30%** of clients were able to use the latter as a guide for their service.

CITIZEN'S CHARTER ANSWERS	RESPONSES	PERCENTAGE
CC1. Which of the following best describes your awareness of the CC?		
1. I know what a CC is, and I saw this office's CC	147	69.01%
2. I know what a CC is, but I did not see this office's CC	17	7.98%
3. I learned of the CC only when I saw this office's CC	22	10.33%
4. I do not know what a CC is, and I did not see this office's CC	27	12.68%
CC2. If aware of CC, would you say that the CC of this office was?		
1. Easy to see	141	66.20%
2. Somewhat easy to see	26	12.21%
3. Difficult to see	6	2.82%
4. Not visible at all	0	0.00%
5. N/A	40	18.78%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	154	72.30%
2. Somewhat helped	19	8.92%
3. Did not help	0	0.00%
4. N/A	40	18.78%



C. Service Quality Dimension Results

For SQD0, **96.70%** 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	2	1	4	30	175	1	213	96.70%

On the other hand, the breakdown of total corresponding ratings for the external and internal services, across service quality dimensions (SQDs) such as responsiveness, reliability, access and facilities, communication, costs, integrity, assurance, and outcome, proved favorable results with outstanding ratings of **95.99%** and **94.72%**, respectively. Among the eight (8) SQDs for external services, **SQD 7: Assurance** received the highest rating of **100.00%** while **SQD 1: Responsiveness** garnered the lowest rating of **90.38%**. Meanwhile, among the 8 SQDs for internal services aside from SQD 0, **SQD 1: Responsiveness** received the highest rating of **96.82%**, while **SQD 4: Communication** accumulated the lowest score of **88.24%**.

External Services

SERVICE QUALITY DIMENSIONS	STRONGLY DISAGREE	DISAGREE	NEITHER DISAGREE NOR AGREE	AGREE	STRONGLY AGREE	N/A	TOTAL RESPONSES	RATING
SQD 0	1	1	1	11	38	0	52	94.23%
SQD 1: RESPONSIVENESS	0	3	2	12	35	0	52	90.38%
SQD 2: RELIABILITY	0	1	1	13	37	0	52	96.15%
SQD 3: ACCESS AND FACILITIES	0	1	1	10	31	9	52	95.35%
SQD 4: COMMUNICATION	0	1	0	15	34	2	52	98.00%
SQD 5: COSTS	0	0	0	0	0	52	52	N/A
SQD 6: INTEGRITY	0	0	1	11	38	2	52	98.00%
SQD 7: ASSURANCE	0	0	0	10	41	1	52	100.00%
SQD 8: OUTCOME	0	1	1	15	32	3	52	95.92%
OVERALL	1	8	7	97	286	69	468	95.99%

Internal Services

SERVICE QUALITY DIMENSIONS	STRONGLY DISAGREE	DISAGREE	NEITHER DISAGREE NOR AGREE	AGREE	STRONGLY AGREE	N/A	TOTAL RESPONSES	RATING
SQD 0	1	0	3	19	137	1	161	97.50%
SQD 1: RESPONSIVENESS	2	0	3	18	134	4	161	96.82%
SQD 2: RELIABILITY	1	0	7	18	131	4	161	94.90%
SQD 3: ACCESS AND FACILITIES	0	0	5	12	120	24	161	96.35%
SQD 4: COMMUNICATION	0	0	16	13	107	25	161	88.24%
SQD 5: COSTS	0	0	0	0	0	161	161	N/A
SQD 6: INTEGRITY	0	1	4	9	105	42	161	95.80%
SQD 7: ASSURANCE	0	0	10	12	112	27	161	92.54%



SQD 8: OUTCOME	1	0	7	13	135	5	161	94.87%
OVERALL	5	1	55	114	981	293	1449	94.72%

C. Free Responses

The following free responses were obtained from our respondents, especially for some external and internal services of the Council.

External Services:

***Application for Master’s Thesis and Doctoral Dissertation Manuscript Grant**

- 1) Dated June 11, 2025 – *“Keep up the good work”*
- 2) Dated June 11, 2025 – *“Marami pong salamat sa dekalidad na serbisyo publiko”*
- 3) Dated June 11, 2025 - *“I hope many students can avail of this great opportunity. God bless!”*

Internal Services

***Processing of Bank and Finance Documents (LDDAP-ADA, SLIE, and ACIC, FinDes)**

- 1) Dated July 16, 2025 – *“Accommodating and hospitable”*
- 2) Dated July 29, 2025 – *“Ipagpatuloy lang ang maganda’t maayos na serbisyo tungo sa Bagong Pilipinas”*
- 3) Dated August 09, 2025 – *“Pls be approachable let's not practice the bad approval. Let's be kind. Avoid rude approach. Don't make it as a practice/normal approach. Good servant means good example”*
- 4) Dated September 15, 2025 – *“Very kind and helpful”*

***Preparation of Website Articles and Speeches (Press Releases, News Articles, Feature Articles, Speech)**

- 1) Dated April 11, 2025 – *“Kindly put/display the CC in the entrance's hallway. For easy/easier to be seen/read. That's all. TY.”*

***Handling of Outgoing Official Communication**

- 1) Dated June 24, 2025 - Digitalization of Archives

The NRCP acknowledges the negative feedback received regarding one of its internal services. The said concern will be closely monitored by the management team to ensure the issue does not recur and to uphold the highest standards of service delivery moving forward.

D. 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 **95.05%**.



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

EXTERNAL SERVICES	OVERALL RATING
Application for Associate Membership	100.00%
Application for the Conduct of Outreach Program	0.00%
Application for Master's Thesis and Doctoral Dissertation Manuscript Grant	98.31%
Application for NRCP Research Grant	84.62%
Application for Regular Membership	76.92%
Library Services	98.19%
Publication of NRCP Research Journal	0.00%
EXTERNAL SERVICE OVERALL	95.99%
INTERNAL SERVICES	OVERALL RATING
Processing of Obligation Request for Regular and Budget Utilization Request for Trust Fund Transactions	93.44%
Processing of Disbursement Vouchers	93.78%
Processing of Bank and Finance Documents (LDDAP-ADA, SLIE, and ACIC, FinDes)	93.02%
Recruitment, Selection and Placement (Posting of Job Vacancy)	0.00%
Processing of Leave/CTO Application	95.65%
Development of Event Promotion Collaterals (Social Media Cards, Event Banners, and Audio-Visual Presentations)	95.77%
Preparation of Website Articles and Speeches (Press Releases, News Articles, Feature Articles, Speech)	93.55%
Formalization of Partnerships with Research Stakeholders for Basic Research Promotion	0.00%
Data uploading and Updating of NRCP Website	100.00%
Availment of Technical Support Services of MIS	0.00%
Issuance of Supplies and Materials	100.00%
Handling of Incoming Official Communication	0.00%
Handling of Outgoing Official Communication	95.31%
Dissemination of NRCP Publications	97.65%
Processing of Requests/Items for GB Approval/Action	100.00%
INTERNAL SERVICE OVERALL	94.72%
OVERALL TOTAL	95.05%

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

For FY 2025, the Council received no complaints via Hotline #8888 or the CCB. This reflects the agency's commitment to due diligence, professionalism, and excellence in delivering services to all stakeholders. Moreover, the absence of complaints demonstrates that the Council's efforts have successfully fostered transparency, accountability, and stakeholder satisfaction throughout its operations.



V. RESULTS OF THE AGENCY ACTION PLAN REPORTED FOR FY 2024

The action plan/s, along with the corresponding management action reported in FY 2024, are as follows:

Agency Action Plan	Results/Management Action
<p>1. The CSF Survey results with Strongly Agree 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.</p>	<p>Compared to the FY 2024 period, the number of Strongly Disagree and Disagree responses dwindled across all service quality dimensions for both external and internal services in FY 2025. Continuous monitoring is being performed to prevent the recurrence of these responses.</p>
<p>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.</p>	<p>On 15 May 2025, a CSF Reorientation was held at the NRCP Board Room to ensure end-users are fully equipped with the latest updates, such as the Citizen's Charter FY 2025 (1st Edition), the updated CSF for both internal and external services, the new Harmonized CSF Form for other NRCP events and activities, as well as a refresher on the Customer Satisfaction Measurement Report (CSMR) outline according to ARTA requirements. The session also covered CSMR deadlines and other relevant updates.</p>
<p>3. Revamping the CSF processes and integrating them into the NRCP Citizen's Charter.</p>	<p>On 04 June 2025, Memorandum No. ED-2025-06-50 was issued pertinent to the Implementation of the Updated Customer Satisfaction Forms – Internal, External, and Harmonized Form for other NRCP Events and Activities. This initiative aims to improve customer satisfaction while ensuring compliance with the ISO 9001:2015 Quality Management System (QMS) requirements.</p> <p>In addition to collecting CSF online responses, a CSF Drop Box was installed on 08 August 2025 in both the NRCP Front and Service Lobbies to further improve accessibility and encourage more feedback from stakeholders.</p>



VI. CONTINUOUS AGENCY IMPROVEMENT PLAN FOR FY 2026

To further improve the Council's CSF collection and responsiveness, the following strategies will be implemented in FY 2026:

1. The CSF survey result/s with Strongly Disagree and Disagree responses will be continuously 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 proactively monitor the implementation of the new Harmonized Form for other NRCP Events and Activities, providing management with regular analysis and recommendations to support continuous improvement efforts.
3. The CSF Committee will continuously enhance the processes for CSF data collection, reporting, and analysis to ensure more effective feedback management.

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Annex A-2



NRCP F1-Internal
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

INSTRUCTION: 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's website.						
SQD5. I paid a reasonable amount of fees for my transaction. (If service was free, mark the 'N/A' column)						
SQD6. I am confident my online transaction was secure.						
SQD7. The office's online support was available, and (if asked questions) online support was quick to respond.						
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):

