

DISCLAIMER: THE DATA IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE AGENCY'S ACTUAL PERFORMANCE



**PHILIPPINE NATIONAL
CONSTRUCTION
CORPORATION**

Client Satisfaction Measurement Report

2023

DISCLAIMER: THE DATA IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE AGENCY'S ACTUAL PERFORMANCE

TABLE OF CONTENTS

I. Overview	3
II. Scope	3
III. Methodology	4
IV. Data and Interpretation	4
Annex A. Survey Questionnaire Used	9

DISCLAIMER: THE DATA IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE AGENCY'S ACTUAL PERFORMANCE

I. Overview:

For the year 2023, Philippine National Construction Corporation implemented the Customer Satisfaction Measurement for external clients. The company opted to implement the CSM survey to the external clients only for 2023 pursuant to Sec. 4.1.2 of ARTA MC No. 2022-05.

	Score
CC Awareness:	50%
CC Visibility:	41.6%
CC Helpfulness:	52.7%
Response Rate:	100%
Overall Score:	94.66%

II. Scope:

The CSM survey was implemented from January-December 2023 at Philippine National Construction Corporation, KM 15, East Service Rd., Bicutan, Parañaque City.

The service PNCC surveyed was:

External Service	Responses	Total Transactions
Issuance of Employment Certificate (Former Employees)	36	36

As indicated, the Response Rate is 100% as all the completed transactions also accomplished their respective CSM surveys.

DISCLAIMER: THE DATA IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE AGENCY'S ACTUAL PERFORMANCE

III. Methodology:

PNCC conducted the CSM through in-person transactions. All records of the surveys are kept in the Human Resources Department. This section provides a table of the 5-point Likert Scale and a table of the interpretation of results.

Scale	Rating
5	Strongly Agree
4	Agree
3	Neither Agree nor Disagree
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 results are 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

The following is the breakdown of the client demographic for CSM External services.

22.22% of the respondents fell within the age range of 20 to 34 years old, marking the largest percentage among the specified age groups and indicating a significant portion of young adults in the survey sample.

DISCLAIMER: THE DATA IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE AGENCY'S ACTUAL PERFORMANCE

The majority of respondents, comprising 38.90%, belonged to the age range of 35 to 49 years old, suggesting a substantial representation of middle-aged individuals.

In contrast, there is a relatively lower representation of individuals in the older age bracket. A smaller proportion, constituting 8.33% of respondents, were aged between 50 and 64 years old, while 11.11% were aged 65 years or older. Although not the largest group, it still represents a notable portion of the survey sample, indicating some representation from the senior population.

Nearly one-fifth (19.44%) of the respondents did not specify their age.

Moreover, there is a highlighted predominant representation of male respondents, accounting for 80.55% of the total, whereas only 5.56% of the total respondents identified as female. Additionally, approximately 13.89% of the respondents did not specify their sex.

D1. Age and D2. Sex	External	Overall
1. 19 or lower	0	0%
2. 20-34	22.22%	22.22%
3. 35-49	38.90%	38.90%
4. 50-64	8.33%	8.33%
5. 65 or higher	11.11%	11.11%
6. Did not specify	19.44%	19.44%
1. Male	80.55%	80.55%
2. Female	5.56%	5.56%
3. Did not specify	13.89%	13.89%

The majority of respondents, accounting for 44.44% of the total, were from the National Capital Region (NCR), indicating a significant representation from this area. 2.78% of the respondents resided in Region I. 2.78% of the respondents were from Region V. The same percentage or 2.78% of the respondents were from Region III.

Nearly half (47.22%) of the respondents did not specify their region of residence.

D3. Region	External	Overall
1. Region I	2.78%	2.78%
2. Region II	0%	0%
3. Region III	2.78%	2.78%
4. Region IV-A	0%	0%
5. MIMAROPA	0%	0%
6. Region V	2.78%	2.78%
7. Region VI	0%	0%
8. Region VII	0%	0%
9. Region VIII	0%	0%
10. Region IX	0%	0%
11. Region X	0%	0%
12. Region XII	0%	0%
13. Region XIII	0%	0%
14. NCR	44.44%	44.44%

DISCLAIMER: THE DATA IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE AGENCY'S ACTUAL PERFORMANCE

15. CAR	0%	0%
16. BARMM	0%	0%
17. Did not specify	47.22%	47.22%

Approximately 27.78% of the respondents identified themselves as citizens. 13.89% of the respondents identified themselves as government entities. A significant majority, accounting for 58.33% of the respondents, did not specify their customer type.

Customer Type	External	Overall
D4. Citizen	27.78%	27.78%
D4. Business	0%	0%
D4. Government	13.89%	13.89%
D4. Did not specify	58.33%	58.33%

B. Count of CC and SQD results

There is a varying degree of familiarity and awareness of the Citizen's Charter among the surveyed individuals.

A significant portion of respondents, comprising 36.11%, were familiar with the concept of a CC and had encountered the CC of PNCC. Approximately 13.89% of the respondents stated that they were not previously familiar with the concept of a CC but learned about it upon encountering it in the office.

A small percentage, specifically 2.78% of the respondents, indicated that they were entirely unaware of the concept of a CC and had not encountered the CC of the company.

Regarding visibility, among respondents aware of the CC of the office, half found it easy to see, suggesting that a significant portion of respondents perceived the CC as clearly visible and easily noticeable.

Furthermore, a small percentage of respondents, approximately 2.78%, found the CC somewhat easy to see. This indicates that there was a minority of respondents who perceived the visibility of the CC to be somewhat clear but not as straightforward as those who found it easy to see.

Similarly, approximately 2.78% of respondents stated that the CC was difficult to see, suggesting that there was another minority of respondents who perceived the visibility of the CC to be challenging or unclear.

Additionally, another 2.78% of respondents reported that the CC was not visible at all. This indicates that there was a small percentage of respondents who could not

DISCLAIMER: THE DATA IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE AGENCY'S ACTUAL PERFORMANCE

see the CC of the office at all, suggesting potential issues with visibility or placement.

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	13	36.11%
2. I know what a CC is but I did not see this office's CC.	0	0%
3. I learned of the CC only when I saw this office's CC.	5	13.89%
4. I do not know what a CC is and I did not see this office's CC.	1	2.78%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	15	50%
2. Somewhat easy to see	1	2.78%
3. Difficult to see	1	2.78%
4. Not visible at all	1	2.78%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	18	50%
2. Somewhat helped	1	2.78%
3. Did not help	0	0%
BLANK	17	47.22%

A perfect rating of 100% is achieved for the satisfaction of the service availed by the respondents.

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
SQD0	0	0	0	14	22	0	36	100%

The following are the service quality dimension by which the service performed by PNCC was evaluated by the respondents.

All of the respondents stated that they spent a reasonable amount of time for the transaction and that the office followed the transaction's requirements and steps based on the information provided in the CC.

94% of the respondents deemed that the steps they needed to do for the transaction were easy and simple.

90%, on the other hand, said they easily found information about the transaction from PNCC's office or website.

94.11% said that the fees they paid for the transaction were reasonable.

PNCC achieved a rating of 91.66 when it comes to integrity, which means that the respondents felt that PNCC was fair to everyone and there was no "*palakasan*" during their transactions.

DISCLAIMER: THE DATA IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE AGENCY'S ACTUAL PERFORMANCE

94.66% of the respondents said that they were treated courteously by the helpful staff. While 94.44% of the respondents were satisfied that they got what they needed from PNCC, or if the denial of request was made, it was sufficiently explained to them.

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Total Responses	Overall
Responsiveness	0	0	0	15	21	0	36	100%
Reliability	0	0	0	15	21	0	36	100%
Access and Facilities	1	0	1	15	19	0	36	94.44%
Communication	1	0	2	13	14	1	31	90%
Costs	1	0	2	13	19	1	35	94.11%
Integrity	1	0	1	12	21	0	36	91.66%
Assurance	1	0	1	13	21	0	36	94.44%
Outcome	1	0	1	14	20	0	36	94.44%
Overall	6	1	8	110	156	2	283	94.66%

It is noteworthy that PNCC achieved an overall rating of 94.66% or **Very Satisfactory**.


External Service	Overall Rating
Issuance of Employment Certificate (Former Employees)	94.66%

DISCLAIMER: THE DATA IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE AGENCY'S ACTUAL PERFORMANCE

ANNEX A. Survey Questionnaire/s Used

Control No: _____

CLIENT SATISFACTION MEASUREMENT FORM
 PSA Approval No.: ARTA-2242-3
 expires on 31 July 2023



PHILIPPINE NATIONAL CONSTRUCTION CORPORATION
 HELP US SERVE YOU BETTER!
 TULUNGAN NINYO KAMING MAPABUTI ANG PAGSISILBI SAINYO!

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 to not answer this form.

Ang Client Satisfaction Measurement (CSM) ay sumusubaybay sa mga naging karanasan ng publiko sa mga ahensya ng gobyerno. Ang naging karanasan mo sa iyong huling transaksyon ay makakatulong upang mas mapabuti ang serbisyo ng ahensyang ito. Ang iyong personal na impormasyon na gagamitin ay mananatiling kumpidensyal at mayroon ka rin opsyon na huwag sagutan ang papel na ito.

Client type (*Uri ng kliyente*): Citizen (*Mamamayan*) Business (*Negosyo*) Government (*Employee or another agency*) (*Gobyerno*) (*Empleyado o iba pang ahensiya*)

Date (*Petsa*): _____ Sex (*Kasarian*): Male (*Lalaki*) Female (*Babae*) Age (*Edad*): _____

Region of residence (*Rehiyon ng Tirahan*): _____
 Service Aailed (*Transaksiyon*): _____

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.

PANUNTUNAN: Lagyan ng tsek (✓) ang iyong sagot sa mga tanong ukol sa Citizen's Charter (CC). Ang Citizen's Charter ay isang opisyal na dokumento kung saan nasasalamin ang serbisyong nilalaan ng isang opisina/ahensya ng gobyerno kasama na dito ang mga hinihinging dokumento/papeles, kaukulang bayarin, tagal ng pag-proseso at iba pa.

CC1 Which of the following best describes your awareness of a CC?
Alin sa mga sumusunod ang naglalarawan sa iyong kaalaman sa CC?

1. I know what a CC is and I saw this office's CC. (*Alam ko kung ano ang CC at nakita ko sa opisinang ito.*)
 2. I know what a CC is but I did NOT see this office's CC. (*Alam ko kung ano ang CC ngunit hindi ko ito nakita.*)
 3. I learned of the CC only when I saw this office's CC. (*Nalaman ko kung ano ang CC nang makita ko sa opisinang ito.*)
 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*) (*Hindi ko alam kung ano ang CC at hindi ko masabi kung mayroon sila. (Sagutan ng 'N/A' ang CC2 at CC3)*)






CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?
Kung nauunawaan ang CC (sinagutan ang 1-3 ng CC1), masasabi mo ba na ang CC ng opisinang ito ay...?

1. Easy to see (*Madaling makita*) 4. Not visible at all (*Hindi makita*)
 2. Somewhat easy to see (*Medyo madaling makita*) 5. N/A
 3. Difficult to see (*Mahirap makita*)

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction? Kung alam ang CC (sinagutan ang 1-3 ng CC1), gaano kalaki ang naitulong nito sa iyong transaksyon?

1. Helped very much (*Malaki ang naitulong*) 3. Did not help (*Walang naitulong*)
 2. Somewhat helped (*Medyo nakatulong*) 4. N/A

INSTRUCTIONS:
 For SQD 0-8, please put a **check mark (✓)** on the column that best corresponds to your answer.
PANUNTUNAN:
 Para sa SQD 0-8, maaring lagyan ng tsek (✓) ang hanay na tumutugma sa iyong sagot.

	 Strongly Disagree (Lubos na hindi sumasang-ayon)	 Disagree (Hindi Sumasang-ayon)	 Neither Agree nor Disagree (Katamtaman)	 Agree (Sumasang-ayon)	 Strongly Agree (Lubos na Sumasang-ayon)	N/A Not Applicable (Wala sa Pagpipilian)
SQD0. I am satisfied with the service that I availed. <i>Ako ay nakuntento sa serbisyong nakuha.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SQD1. I spent a reasonable amount of time for my transaction. <i>Ang oras na aking nilaan ay reasonable.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SQD2. The office followed the transaction's requirements and steps based on the information provided.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

DISCLAIMER: THE DATA IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE AGENCY'S ACTUAL PERFORMANCE

ANTI-RED TAPE AUTHORITY CLIENT SATISFACTION MEASUREMENT FORM ISA Approval No.: ARTA-2242-3						
<i>Ang opisina ay sumunod sa mga kinakailangan at alituntunin ng transaksyon base sa mga impormasyon na kanilang binigay.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple. <i>Ang mga transaksyon na dapat gawin (kabilang na ang pagbabayad) ay madali at simple.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SQD4. I easily found information about my transaction from the office or its website. <i>Madali kong nahanap ang mga impormasyon na kailangan gawin para sa aking transaksyon sa kanilang opisina o "website."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SQD5. I paid a reasonable amount of fees for my transaction. <i>Ang aking binayaran ay makatwiran para sa aking transaksyon.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction. <i>Pantay ang trato ng opisina sa taong may transaksyon at walang palakasan.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful. <i>Magaqalang at matutulungin ang empleyado.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me. <i>Naibigay ng ahensya ang kailangan ko at kung hindi man, sapat na naipaliwanag sa akin ang dahilan.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Suggestions on how we can further improve our services (optional)

Mungkahi kung paano pa mas mapabubuti ang aming serbisyo (opsyonal):

Email address (optional)(opsyonal):

THANK YOU! MARAMING SALAMAT!