



STATUS REPORT ON GOCC CUSTOMER SATISFACTION

Background

The Governance Commission issued the *Standard Methodology for the Conduct of the Customer Satisfaction Survey* and the *Prescribed Questionnaires* in 2018 to GOCCs under its jurisdiction. With a standard methodology, the GCG likewise set a uniform performance measure “*Percentage of Satisfied Customers*,”¹ with a minimum target of “80%” across the sector. The Standard Methodology requires, among others, the use of the 5-point likert scale and that the responses of either “*Satisfactory*” or “*Very Satisfactory*” will qualify as “**satisfied**”.

By April of 2020, the Governance Commission, after considering various requests for reconsideration, was able to re-establish the baseline of percentage of GOCCs with satisfied customers for 2018. Based on the data gathered, out of 74 GOCCs with validated 2018 Performance Scorecard, only 37 were found compliant with the Standard Methodology and Prescribed Questionnaires generating an average of **91.88% satisfied customers**.

2019 Validation Results

The Governance Commission started to receive submissions for the 2019 annual accomplishments as early as March 2020. However, due to the pandemic and declaration of community quarantine across the country, the Governance Commission and GOCCs implemented various working arrangements. Accordingly, request for the submission of additional and lacking supporting documents were requested from the GOCCs to which GOCCs were only able to comply by third quarter of 2020.

For the performance covering the year 2019, the number of GOCCs with Performance Scorecard was maintained at 74.² As an effect of the pandemic, as of end 2020, the Governance Commission was able to validate CSS Reports of 72 GOCCs. Of the said number, 34 GOCCs were deemed compliant with the GCG Standard Methodology with an average score of **92.25% satisfied customers**. Based on the consolidated data, only 2 GOCCs failed to reach the minimum requirement of 80% while 27 GOCCs were able to reach a score of at least 90%. Below is the summary of scores of the GOCCs:

Score	No. of GOCCs
Below 80%	2
80% - 85%	3
86% - 90%	3
91% - 95%	16
96% - 100%	10
TOTAL	34

¹ Computed as total number of respondents with at least a “Satisfactory” rating over the total number of respondents.

² HGC was merged with PhilEXIM forming the PhilGuarantee, and PHILSUCOR was abolished, hence no Performance Scorecards for 2019. BSP and PNCC were provided with Performance Scorecard for 2019.

Noncompliant GOCCs

The number of GOCCs deemed non-compliant increased to 38 from baseline of 33. This number includes GOCCs that failed to submit sufficient supporting documents. Common non-compliance with the standard guidelines include failure to observe the minimum sample size, proper sampling and data collection quality control procedures (back-checking and spot-checking) and making modifications to the Prescribed Questionnaires. These common causes of non-compliance were also observed during the roll out period. However, for 2019, it was noted that a few GOCCs failed to observe required data gathering methodology and the timing of data gathering based on the prescribed method (e.g. Intercept interview conducted the following year).