



## **OGP COMMITMENT STATUS REPORT**

### ***Background***

Since 2014, the GCG has been requiring GOCCs to conduct a Customer Satisfaction Survey to measure a GOCC's efficiency in service delivery and how it translates to customer/stakeholder satisfaction. From 2014 to 2017, GOCCs were only required to hire a third-party service provider to conduct its satisfaction survey. Aside from the *General Guidelines*<sup>1</sup> issued in 2014, GOCCs, through their respective third-party service providers, conducted the surveys using their own methodologies.

The absence of a standard methodology, however, proved difficult in validating the reports submitted. Furthermore, with varying methods employed in the conduct of the customer satisfaction survey, results can neither be consolidated nor compared within and among the GOCCs.

In 2017, the Governance Commission initiated the crafting of a Standard Methodology for the conduct of customer satisfaction survey in the GOCC Sector. This initiative materialized with the GCG's corresponding commitment of *providing a Satisfaction rating on GOCCs* to the Open Government Partnership (OGP) under the category "Civic Participation." The customer satisfaction survey, which was required for all GOCCs as a measure and target in its annual performance scorecards, will allow GOCCs' customers to provide feedback on the services they receive.

The Governance Commission issued the *Standard Methodology for the Conduct of the Customer Satisfaction Survey* and the *Prescribed Questionnaires* in 2018 to 79<sup>2</sup> GOCCs. With a standard methodology, the GCG likewise set a uniform performance measure "*Percentage of Satisfied Customers*,"<sup>3</sup> with a minimum target of "80%" across the sector. It is worthy to note that based on the Standard Methodology, with a 5-point likert scale, only responses of either "*Satisfactory*" or "*Very Satisfactory*" qualifies as ***satisfied***.

The GCG started receiving the GOCCs' reports on the results of the satisfaction survey for 2018 during the first quarter of 2019, with some reports still pending as of writing.

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<sup>1</sup> See pages 38-39 of Performance Evaluation System Guidebook

<sup>2</sup> Previously reported as 78; MWSS-CO and MWSS-RO now counted separately.

<sup>3</sup> Computed as total number of respondents with at least a "Satisfactory" rating over the total number of respondents.

# CUSTOMER SATISFACTION IN THE GOCC SECTOR

91.65%

## AVERAGE OVERALL SATISFACTION SCORE OF THE GOCC SECTOR

based on the validation of the 27 out of the 74 GOCCs  
compliant with GCG's Standard Methodology and  
Prescribed Questionnaires

27 → 26 → 18

GOCCs  
compliant with  
the Standard  
Methodology

GOCCs exceeded  
the minimum target  
of 80% satisfied  
customers

GOCCs of the 26  
have at least  
90% satisfied  
customers



71 GOCCs underwent performance evaluation

43 were found non-compliant

## NON-COMPLIANT GOCCS

were given zero-rating for the customer satisfaction survey  
due to the following reasons:



deviations from  
the provisions of  
the Standard  
Methodology  
and the items in  
the prescribed  
Survey  
Questionnaire



failure to submit  
an overall score  
indicating the  
percentage of  
satisfied  
customers



failure to conduct  
the customer  
satisfaction  
survey

## 2018 Customer Satisfaction Survey Results

As of 25 September 2019, the Governance Commission has conducted performance validations on 71<sup>4</sup> out of the 79 GOCCs issued with the Standard Methodology and Prescribed Questionnaires. Of the 71 validated GOCCs, only 27 were found initially compliant with the Standard Methodology and Prescribed Questionnaires. Following is a list of the GOCCs found compliant:

	GOCC	RATING	SECTOR
1	Development Bank of the Philippines (DBP)	89.00%	Government Financial Institutions
2	Philippine Deposit Insurance Corporation (PDIC)	97.67%	Government Financial Institutions
3	LBP Insurance Brokerage, Inc. (LIBI)	84.00%	Government Financial Institutions
4	Social Security System (SSS)	81.00%	Government Financial Institutions
5	Philippine Charity Sweepstakes Office (PCSO)	92.29%	Gaming
6	Philippine International Trading Corporation (PITC)	96.00%	Trade, Area Development and Tourism
7	Clark Development Corporation (CDC)	91.00%	Trade, Area Development and Tourism
8	Laguna Lake Development Authority (LLDA)	88.00%	Trade, Area Development and Tourism
9	Bases Conversion Development Authority (BCDA)	96.00%	Trade, Area Development and Tourism
10	Poro Point Management Corporation (PPMC)	91.00%	Trade, Area Development and Tourism
11	National Power Corporation (NPC)	86.51%	Energy and Materials
12	National Transmission Corporation (TRANSCO)	98.16%	Energy and Materials
13	Philippine National Oil Company (PNOC)	84.09%	Energy and Materials
14	PNOC Exploration Corporation (PNOC-EC)	96.10%	Energy and Materials
15	PNOC Renewables Corporation (PNOC-RC)	100.00%	Energy and Materials
16	Metropolitan Waterworks and Sewerage System - Corporate Office (MWSS-CO)	100.00%	Utilities and Communications
17	Metropolitan Waterworks and Sewerage System - Regulatory Office (MWSS-RO)	77.71%	Utilities and Communications
18	Northern Foods Corporation (NFC)	95.00%	Agriculture, Fisheries and Food

<sup>4</sup> PHILSUCOR, NRDC, OFB, UCPB and PHILEXIM excluded from validations due to absence of 2018 Performance Scorecard. TIEZA, PHILHEALTH, and NHA are pending validations.

	<b>GOCC</b>	<b>RATING</b>	<b>SECTOR</b>
19	National Tobacco Administration (NTA)	97.57%	Agriculture, Fisheries and Food
20	Philippine Coconut Authority (PCA)	92.96%	Agriculture, Fisheries and Food
21	Philippine Crop Insurance Corporation (PCIC)	95.49%	Government Financial Institutions
22	Philippine Fisheries Development Authority (PFDA)	84.32%	Agriculture, Fisheries and Food
23	Cebu Port Authority (CPA)	90.90%	Utilities and Communications
24	Development Academy of the Philippines (DAP)	93.26%	Educational and Cultural
25	Light Rail Transit Authority (LRTA)	94.00%	Utilities and Communications
26	Mactan-Cebu International Airport Authority (MCIAA)	96.46%	Utilities and Communications
27	Philippine Ports Authority (PPA)	86.03%	Utilities and Communications
	<b>Average Rating:</b>	<b>91.65%</b>	

### **2018 Baseline**

Of the 27 GOCCs found compliant with the Standard Methodology, a baseline average of **91.65% satisfied customers** was established. Of the 27 compliant GOCCs, 26 GOCCs exceeded the minimum target of 80% satisfied customers, with 18 GOCCs even exceeding 90%.

### **Noncompliant GOCCs**

Of the 71 GOCCs which underwent performance validations, survey reports from 43 GOCCs were deemed *noncompliant* and were given a zero-rating for the measure. Noncompliant status includes GOCCs that submitted survey reports which were found noncompliant with *any* of the provisions of the standard methodology and prescribed questionnaire, those who failed to submit an overall score indicating the *percentage of satisfied customers*, and those who failed to conduct the survey.

Common noncompliance 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 in the Prescribed Questionnaires. Out of the total noncompliant GOCCs, 25 reported to have met the target of minimum 80% with an average of 91.54% satisfied customers, 10 GOCCs submitted reports which do not indicate the percentage of satisfied customers, while the remaining 8 GOCCs failed to submit any report.

### ***Reconsideration of Measure of Noncompliant GOCCs***

Considering that the Standard Methodology and Prescribed Questionnaires were implemented for the first time in 2018, the Governance Commission decided to reconsider the non-compliance of certain GOCCs to some of the requirements in the Standard Methodology without affecting the integrity of the survey results. Thus, the following issues would be reconsidered, provided the conduct of the survey complied with all other requirements in the Standard Methodology and Prescribed Questionnaire:

<b>Issues</b>	<b>For Reconsideration*</b>
<b>Sample Size</b>	Non-compliant with the required sample size but complied with the prescribed formula and the margin of error (MOE) did not exceed the acceptable MOE of +/- 5.6% at 95% confidence level
<b>Data Quality Control</b>	Non-compliant with data collection quality control procedures particularly on back-checking and spot-checking of at least 30% of the interviews
<b>Deleted Questions</b>	Deleted questions in Part II of the Questionnaire
<b>Incomplete Documentation</b>	Failed to submit supporting documents.

\*Shall apply only to the 2018 CSS

Consequently, GOCCs which encountered the issues stated above were provided the opportunity to submit sufficient documentation for the revalidation of the measure. To date, 12 reports are pending reconsideration with the Commission.