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|  | THE NATIONAL COMMISSION FOR CULTURE AND THE ARTS | <i>Document Reference Code:</i> <u>NCCA-RE-QMS/CCS-003</u> | |
| | REPORT | Revision No. 01 | Effectivity Date: August 16, 2017 |
| | CITIZEN/CLIENT SATISFACTION SURVEY REPORT | Page | 1 of 1 |

1. REPORT ON CITIZEN/CLIENT SATISFACTION SURVEY (CCSS) RESULTS CY 2021

A. Description of the methodology

1. Respondents Criteria

The respondents of the NCCA were those who have actual transaction experience with the NCCA

- Citizens (Grantees, Committee Members, NCCA Employees, Applicants, General Public)
- Business (Business owners, employees of the business/corporations)
- Other Government Agencies (Grantees, House of Representatives, Senate, COA)

The transactions include: a. Project/Program Related Concerns
b. Finance/Collection c. Internal-administrative concerns

2. Survey Sampling Coverage

The NCCA ensured that the sampling coverage represented the entire population of our citizen/client (from Luzon, Visayas and Mindanao)

3. Sampling Procedure

The NCCA used a systematic random sampling procedure.

For units with clients below 100, the survey was administered to all of the clients/citizens served.

Units with more than 500 clients, adjusted accordingly to the number of populations actually served during the year.

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4. Survey Instrument/Questionnaire

- a. The new survey instrument included already the eight (8) dimensions for evaluation.

| QUALITY DIMENSION | |
|--------------------------|---|
| Responsiveness | The willingness to help, assist and provide prompt service |
| Reliability (Quality) | The provision of what is needed and what was promised, in accordance with the policy standards, with zero to a minimal error rate |
| Access and Facilities | The convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology |
| Communication | The act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to their feedback |
| Costs | The satisfaction with timeliness of the billing, billing process/es, preferred methods of payment, reasonable payment period, value for money, acceptable range of costs, and qualitative information on the cost of each service |
| Integrity | The assurance that there is honesty justice, fairness, and trust in each service while dealing with the citizens/clients and businesses |
| Assurance | The capability of the frontline staff/s to perform their duties, product and service knowledge, understanding citizen/client needs, helpfulness, and good work relationships |
| Outcome | The rate in terms of achieving outcomes or realizing the intended benefits of government services |

b. NCCA applied the 5-point Likert Scale

5-Very Satisfied

4-Satisfied

3-Neither Satisfied or Dissatisfied

2-Dissatisfied

1-Very Dissatisfied

B. Results of the CCSS for the year 2021

| QUALITY DIMENSION | RATING |
|--------------------------|-------------|
| 1. Responsiveness | 4.76 |
| 2. Reliability | 4.75 |
| 3. Assurance | 4.76 |
| 4. Access and Facilities | 4.71 |
| 5. Communication | 4.69 |
| 6. Integrity | 4.77 |
| 7. Cost | 4.71 |
| 8. Outcome | 4.70 |
| AVERAGE | 4.73 |

C. Results of the Action Plan reported in last year

Some units with action plans reported in CCS of 2020 were able to implement their plans, and others were not due to the pandemic.

| UNIT/SERVICES | IMPROVEMENT PLAN | REMARKS |
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| CHS | <p>Conduct separate survey between cultural mapping facilitators and LGUs</p> <p>Include the client feedback form as part of the email responses</p> <p>Strict administration of the feedback survey after each activity.</p> <p>To provide a database to centralize contact and information for easier survey</p> | <p>The feedback forms were sent anonymously to the respondents through email to avoid influence of the person in charge in the survey</p> |

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| | dissemination and use of Google forms | |
| PAIS IAS | Be more responsive in accommodating inquiries and requests from clients To conduct survey after the services rendered | Implemented |
| SMS | Use of online platform will be continued in 2021 | Implemented |
| LIBRARY | To improve/update the Online Public Access Catalogue (OPAC) Regularly review its collection and acquire new titles/library materials that have passed the standards/criteria of the library through purchase, gifts/donation or book exchange | OPAC is still in improvement, but it is accessible and functional for library use |
| Timeline and updates for PhilGEPS posting | The Procurement section will use the Database Management System for Procurement Monitoring in 2021. This was created in 2019 and finalizes the data and information involved in 2020 to protect and comply with the Data Privacy Act | The Procurement section used the Database Management System for Procurement Monitoring in 2021. This system was used as the main database for timely update of the end-user |
| PPS | 1) To place two facilitators for each breakout session for continuity of discussion should problems on internet connectivity arise 2) To add more staff on sending out invitations and on preparation of | Implemented in 2021 Implemented in 2021 |

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| | workshop reading materials | |
| CCTAS | Seeks to create more agreements with LGUs | Implemented and to be a continuous process. Involvement of LGUS in community-based inventory of intangible cultural heritage (ICH) to strengthen the groundworks on the first step to safeguard ICH |
| CDS | <p>Maximize the use of the google docs, google sheets, and google slides for accessible and collaborative editing and work on materials</p> <p>Track the duration and streamline online meetings for efficiency and minimal consumption of mobile data</p> <p>Centralize a digital filing system/database for the unit where all files mostly requested by clients are stored for easy transmittal of data (KM)</p> | <p>Google drive is used to disseminate meeting materials</p> <p>Maximized communication through email, messenger and/or mobile SMS and calls.</p> <p>Centralized filing system handled by the PDAs</p> |
| PCEP | Will be using an app called Yet Another Mail Merge (YAMM) which also use to send confirmation to participants after applying for the conference. | YAMM was implemented |
| Records: Unavailability of messengers for attending the | Messengers to regularly report at work | Messengers are regularly reporting onsite |

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| <p>notary and other liaison services</p> <p>Clients requesting for memos need to wait for a week to claim requested controlled copy of issuance</p> | <p>Digitization using the Globodox and the Document Management System</p> | <p>Digitization is now being implemented using the Globodox: Document Management System</p> |
| <p>PAC DESK</p> | <p>Maintenance of Citizen's Charter-TV information boards, flyers, visitors pass, maintain cleanliness and orderliness of receiving areas</p> <p>Continuous improvement of the front desk lounge to ensure healthy and safety of attending staff and clients</p> | <p>Implemented</p> |
| <p>MISS</p> | <ol style="list-style-type: none"> 1) To conduct more training sessions especially for non-plantilla employees 2) Secure remote access of home-based computers to office network for data protection 3) Initiate the implementation on maximizing the use of Network Attached Storage (NAS) files for backup | <ol style="list-style-type: none"> 1) Workshop for the commonly used Information Systems of NCCA and demonstration of remote access, via Chrome Remote Desktop were conducted on May 10, 2021 2) Anydesk and Chrome Remote Desktop are installed for remote access and work from home setup 3) Installed Kaspersky antivirus for network security 4) Data privacy is strictly |

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| | | <p>implemented in effect of Non-Disclosure Agreement (NDA)</p> <p>5) Network Attached Storage (NAS) is available locally for backup of files. Alternative location for files backup is on Google cloud of govmail end-users.</p> |
| PMED | <p>1) Conduct reorientation on division processes during remote operations to ensure that staff are familiar with all agency processes</p> <p>2) RDC Desk to prepare 2021 calendar of activities and webinar</p> | <p>1) PMED Chief initiated the conduct of NCCA Systems Review last March 25, 2021 via zoom</p> <p>2) Implemented. NCCA RDC Desk has prepared calendar of RDC-related activities for the year 2021</p> |
| | | 3) |

D. Continuous Improvement Plan for Next Year:

Each unit developed an improvement plan for 2022 to achieve the highest score of 5.

| UNIT/SERVICES | IMPROVEMENT PLAN |
|---------------|---|
| IAS | <p>1) To speed up the turnaround time in conveying responses/acknowledgement receipts to clients and to provide</p> |

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| | <p>more access and facilities relevant to the Section's services</p> <p>2) Transmit the feedback forms after every transaction to ensure the immediate and accurate response from clients as points of reference for the improvement of the Section's services</p> |
| Procurement Section | <p>1) The section will use the Procurement Monitoring Report for easy tracking of updates in activities.</p> <p>2) The section will implement the strict compliance of end-user unit/representative to P50,000.00 and below procurement request/activities in terms of using the updated forms and other related activity</p> |
| Budget Section | To continue coordinating with the DBM and explore the Budget and Treasury Management System (BTMS). |
| MISS | To conduct more trainings for NCCA |
| PAIS Budget | To create a more systematic way in conducting the survey |
| PMED | <p>1) Reorientation of PMED officers on different processes of various units</p> <p>2) Meet with the Planning and Policy Office to come up with more topics that may be presented to government and non-government offices highlighting Filipino values</p> <p>3) RDC Desk to prepare 2021 calendar of activities and webinar topics for all RDC interventions</p> |

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| PCEP | <p>To study the feasibility of sharing the survey form in FB page or other social media platform.</p> <p>To have a form version for client with visual or hearing impairment or other impediments such as illiteracy.</p> |
| CDS | <p>The unit shall continue to use the Google Docs, Google Sheets and Google slides for accessibility and efficient collaborative editing and work on materials</p> |
| CCTAS | <p>Seeks to improve its responsiveness in regards to project implementations to ensure the requirements and documents of the proponents are complete, also to hastily acknowledge queries and concerns of the clientele, specially the indigenous and cultural communities.</p> |
| PPS | <ol style="list-style-type: none"> 1) Include the facilitation guide deck in the agenda of preparatory meetings for the workshops. Include also the creation of facilitation guide decks on the contract of the lead facilitator. 2) Plot schedules on calendars, including the identification of participants and confirming with them |
| AGPS | <p>Shall continuously distribute client feedback forms to review the comments and suggestions of the clients</p> |
| CHS | <ol style="list-style-type: none"> 1. Incorporate the Citizen/Client Satisfaction survey into the program feedback survey 2. Use of online surveys for fast data collection and maintenance 3. Posting of the survey at the NCCA website |

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| | 4. Continuous use of google forms for easier tabulation and monitoring of results and information of clients |
| GSS | Additional training for the maintenance personnel and staff that makes them more equipped and efficient to their work. To invest in essential tools for the repair and maintenance of the building |
| LIBRARY | Extend its services through digitization of NCCA publications and collections |
| RECORDS | Migrate all scanned non-current records to the Globodox: Document Management System |


2. BEST PRACTICE REPORT

| UNIT/SERVICES | Description | Implementation | Result |
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| Procurement Section | Creation of the "List of Suppliers" | Created and implemented on March 2021 | Quick access of all end users for the bidding and procurement process |
| Budget | Reduced number of initials/signatories in certifying the availability of funds | Implemented in 2021 | Timely implementation of the project |
| Office of the Chairman | Digitization of board resolution; online distribution of reports and board resolutions | This started in 2019, and fully implemented in 2021 | Quick access to copies of documents of all end users |
| MISS | Continuous provision of technical assistance whether remotely or onsite | Started in 2020 and full | This benefited the NCCA secretariat |

| | | implementation in 2021 | especially those working from home |
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| PMED | <ol style="list-style-type: none"> 1) Weekly documentation of sections' accomplishments to ensure progress and tracking of projects as well as personnel' performance productivity 2) Recording/digitization of results of rapid/impact assessments for cascading to stakeholders 3) Inclusion of self-enrichment activities | Introduced in 2020 and fully implemented in 2021 | <ol style="list-style-type: none"> 1) Ensured that performances of all personnel are monitored 2) Lessened the effort of presenting the same material repeatedly to different audiences. 3) Recognized the effort of the personnel in improving their knowledge on their assigned tasks and other interests that contributed their performance at work. |
| PCEP | Use of an app called Yet Another Mail Merge (YAMM) | Implemented in 3 batches (March 2021, June 2021 and July 2021) | The form is more personal. |
| ALL UNITS | Use of digital technology to cope with new normal activities that allows online ad contactless transactions with the public and all clients | Started in 2020 and fully implemented in 2021 | Benefited both the secretariat and clients |

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| CDS | Mentoring and sharing practices | Practiced years before but more often during the pandemic | Developed empathy on each member. The team also appreciates being able to seek help from each other |
| CCTAS | Contactless and online transactions with ICC and CCTAS clients | Implemented during the pandemic | ICCs and committees were able to access NCCA support. The communities became ware about their ICH and traditional practices, and convene significant stakeholders that will support the safeguarding of their ICH |
| PPS | Promoting transparency: Information gathering through the conduct of workshops and the sharing of digital drive for easier access of materials | July to August 2021 | The main benefactor of the plan and the results of the Rapid Assessment is the sector itself. |
| CHS | Use of google forms and improved administration of the survey | 2021 | The secretariat benefited from this practice since there's no need for physical appearance to reach the clients |
| LEGAL | Adapt the value of Performance Excellence. To fully accommodate the legal inquiries/concerns of the whole commission | 2021 | NCCA Workforce |

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| LIBRARY | Establishment of a turn around time in responding to requests and inquiries | Started in June 2021 | Library clients |
| HR | Online interview of applicants | Started in March 2020 onwards | Employees, management and other parties |
| RECORDS | Digitization of current and non-current documents | 2021 | Secretariat |
| NEFCA | Creation of online platform: LDDAP and RCI | Started in 2020 and daily sharing in 2021 | Secretariat |

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