



PMD-OED-2024-17

29 April 2024

SECRETARY ERNESTO V. PEREZ

Director General
Anti-Red Tape Authority (ARTA)

Dear Sec. Perez:

We respectfully submit to your office the attached copy of the FY2023 Client Satisfaction Measurement (CSM) Report for the Metals Industry Research and Development Center (MIRDC). This is in compliance with Item 4.7.1 of ARTA Memorandum Circular 2022-05, or the Guidelines on the Implementation of the Harmonized CSM, which requires agencies to submit the results of the CSM not later than the last working day of April 2024.

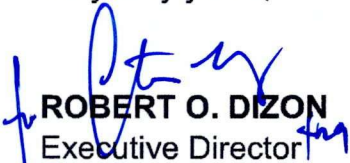
We are pleased to inform you that for FY2023, MIRDC has received an Overall Rating of Outstanding from the CSM feedback provided by 6,816 respondents.

	Score
Citizen Charter Awareness:	80.25%
Citizen Charter Visibility:	55.59%
Citizen Charter Helpfulness:	59.07%
CSM Response Rate:	48.41%
CSM Average Rating: (SQD 0)	98.64%
CSM Overall Score: (SQD 1 to 8)	97.83% (Outstanding)

Likewise, soft copies of the report and other pertinent documents have been submitted via <https://tinyurl.com/CSMRsubmissions>. MIRDC shall continue to support ARTA's initiatives for ensuring the delivery of efficient government services.

Thank you very much.

Very truly yours,


ROBERT O. DIZON
Executive Director
and Chairperson of MIRDC-CART

Metals Industry Research and Development Center
IN REPLYING PLEASE CITE



00-24-0429-01



**Department of Science and Technology –
Metals Industry Research and Development Center
(DOST - MIRDC)**

Client Satisfaction Measurement Report

2023 (1st Edition)

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I. Overview:

Table 1 below provides a summary of the CSM results for FY2023.

Table 1. FY2023 Summary of CSM Results

	Score
CC Awareness:	80.25%
CC Visibility:	55.59%
CC Helpfulness:	59.07%
Response Rate:	48.41%
Average Rating: (SQD 0)	98.64%
Overall Score: (SQD 1 to 8)	97.83% (Outstanding)

Of the 6,816 respondents in FY2023, roughly 80% were aware of the MIRDC Citizen's Charter (CC). About 55% of respondents found the CC visible (easy to see), and 59% found the CC very helpful. The CSM covered 48.41% of the transactions rendered for FY2023.

For FY2023, 98.64% of the Center's clients generally expressed satisfaction with the availed service.

Meanwhile, 97.83% of the survey responses for the eight (8) service quality dimensions (SQDs) rated Strongly Agree / Agree, which is equivalent to an Outstanding rating based on the scale set by ARTA.

II. Scope:

Starting FY2023, DOST-MIRDC has implemented the Harmonized CSM for its external services. The Center adopted the harmonized CSM for internal services in September 2023 on a test run or trial period.

Per Section 4.1.2. of ARTA Memorandum Circular 2022-05, this CSM report covers only external services in FY2023.

The survey covered the period from January to December 2023, detailing customer feedback on the services provided by seven (7) delivery units (DUs). **Table 2** below is an overview of the operational scope of external services and the number of transactions of DOST-MIRDC's delivery units.

Table 2. Summary of DU's Count of Services Offered, Total Transaction and Reach

Delivery Units	Count of Listed Services (External)	Total Transactions	Reach/ Coverage
1. Analysis and Testing Division (ATD)	7	4,177	Nationwide
2. Materials Process and Research Division (MPRD)	8	313	Nationwide
3. Office of the Executive Director - Mold Technology Support Center (OED-MTSC)	3	6	Region IV-A

Delivery Units	Count of Listed Services (External)	Total Transactions	Reach/ Coverage
4. Office of the Executive Director - Technology Solution Services Section (TSSS)	3	376	Nationwide
5. Prototyping Division (PD)	1	1	Nationwide
6. Technology Diffusion Division – Industry Training Section (TDD-ITS)	6	8,772	Nationwide
7. Technology Diffusion Division – Technology Advisory and Business Development Section (TDD-TABDS)	4	436	Nationwide
Total	32	14,081	

The Total No. of Transactions reported in **Table 2** differs from the No. of Technical Services Rendered. In FY2023, DOST-MIRDC rendered 5,851 technical services. Based on ARTA MC 2022-05, CSM shall be rendered to all clients with completed transactions. A transaction is considered complete when the final step of the service availed of per the Citizen's charter is accomplished. However, a technical service may result in multiple transactions. For example, a Training Program conducted by TDD-ITS is counted as one (1) technical service rendered but will result in separate transactions due to the multiple number of trainees/attendees.

Six out of the seven (6/7) DUs provide their services at the Metals Industry Research and Development Center (MIRDC) office (located at NCR), but these services were available to customers nationwide. Meanwhile, the MTSC in Cavite primarily serves customers within Region IV-A but may have extended to neighboring areas.

This report reflects the comprehensive nature of the survey, which sought customer feedback across different regions and types of services provided by the various DUs. It aims to provide insights into customer satisfaction levels and identify areas for improvement.

Table 3 below outlines the DOST-MIRDC services surveyed for FY2023 with details of response rate and the required/minimum number of responses as computed using the ARTA's prescribed sampling calculator (found in: <https://tinyurl.com/CSMsamplesize>).

In most external services, the number of transactions is primarily determined by the count of completed Technical Service Requests or Job Orders within the year. Excluding the six (6) training services offered by the Center, the count of transactions is typically based on the number of participants in the training sessions. However, there are instances where a single company requests for an exclusive training. In such cases, irrespective of the number of participants, the transaction count remains at one (1) transaction. An example of this scenario can be observed in Item number 19 and 22 of Table 3.

Table 3. Surveyed services as reflected in the Citizen's Charter

External Services	Total Transactions	Responses	Response Rate	Minimum Number of Responses (as per ARTA sampling calculator)
ATD				
1. Auto-parts Testing Services	43	39	90.70%	39
2. Corrosion Testing Services	319	179	56.11%	175
3. Mechanical Metallurgy Testing Services	1,149	321	27.94%	288
4. Non-Destructive Testing Services	101	89	88.12%	80
5. Physico-Chemical Testing Services	818	267	32.64%	262
6. In-House Calibration Services	1,678	438	26.10%	313
7. In-plant Calibration Services	69	59	85.51%	59
MPRD				
8. Contract Research/ Joint Research Services-MPRD	4	4	100 %	4
9. Fractographic Evaluation	2	2	100 %	2
10. Metallurgical Sample Preparation	24	24	100 %	23
11. Optical and Electron Microscopy	69	60	86.96%	59
12. Metal Classification/Certification	176	147	83.52%	121
13. Additive Manufacturing Services	38	35	92.11%	35
OED - MTSC				
14. Service Request on Job Processing (Quoted Jobs)	6	6	100 %	6
OED - TSSS				
15. Metal Processing (Actual Time)	196	140	71.43%	130

External Services	Total Transactions	Responses	Response Rate	Minimum Number of Responses (as per ARTA sampling calculator)
16. Service Request on Metal Processing (Quoted Jobs)	163	115	70.55%	115
17. Use of Facility/Equipment (Time Sharing Jobs)	17	17	100 %	16
PD				
18. Contract Research/ Joint Research Services-PD	1	1	100 %	1
TDD-ITS				
19. Packaged Training Programs (Face-to-face)	28	28	100 %	26
20. Regional Training Programs (Face-to-face)	245	159	64.90%	150
21. Regular Training Programs (Face-to-face)	178	138	77.53%	122
22. Packaged Training Programs (Online)	1	1	100 %	1
23. Regional Training Programs (Online)	8,161	4,112	50.39%	367
24. Regular Training Programs (Online)	159	134	84.28%	113
TDD-TABDS				
25. Short-term Consultancy Services	375	244	65.07%	190
26. Long-term Consultancy Services	35	32	91.43%	32
27. Technology Licensing	7	7	100 %	7
28. Conduct Of Measurement Audit	19	18	94.74%	18
OVERALL TOTAL	14,081	6,816	48.41%	2,751

The following services had no clients in FY2023. The last two services were new services offered by the Center.

1. Failure Investigation/Failure Analysis
2. In-Plant Metallographic Replication
3. Job Processing (Actual Time) - MTSC
4. Use of Facility/Equipment (Time Sharing Jobs) - MTSC

Overall Response Rate

The overall response rate of 48.41% suggests that a substantial portion of clients engaged in providing feedback. According to the ARTA sampling calculator, all services with transactions have either met or surpassed the minimum number of responses. Conclusively, the data collected for each service is statistically significant and representative, allowing for reliable analysis and decision-making based on the survey results.

Six (6) services, such as Fractographic Evaluation, Contract Research/ Joint Research Services of MPRD and PD, Packaged Training Programs (Face-to-face), Technology Licensing, and Use of Facility/Equipment (Time Sharing Jobs) achieved a 100% response rate. This high response rate may be attributed to the small number of transactions requiring only a few number of respondents and the direct involvement of clients or stakeholders who are highly motivated to provide feedback.

According to the sampling calculator, almost all of the external services of DOST-MIRDC achieved a response rate exceeding 70% and met the required number of responses. This may be attributed to clients recognizing the importance of these services for their business operations, thus increasing their willingness to provide feedback. Another contributing factor to the high response rate could be the attitude of the survey administrators/frontline staff and the administration of the online CSM survey questionnaire. Survey administrators can create a positive survey experience that encourages higher participation and more meaningful feedback. The online CSM provided clients with a more convenient way of giving feedback, with 62.78% (4,279/6,816) of respondents had used the online form.

Services with low response rates present an opportunity for improvement, particularly in enhancing client engagement and feedback collection strategies. Based on ARTA MC 2022-05, agencies shall continue to conduct the CSM, even if the minimum has been reached. This will ensure a more comprehensive understanding of client experiences and identify areas for improvement.

III. Methodology:

For FY2023, the DOST-MIRDC adopted/implemented the Harmonized Client Satisfaction Measurement as prescribed by ARTA in MC No. 2022-005, as amended by MC No. 2023-005.

A self-administered questionnaire and an online version of the form (Google Form) were utilized for onsite services, while only the online form was used for online services (see Item No. 22, 23, 24 of Table 3). The CSM form/questionnaire that was employed is attached as **ANNEX A** - Survey Questionnaire/s Used.

The CSM form is issued by frontline staff upon service/transaction completion for physical transactions or onsite services. Alternatively, clients can submit their responses via a link or QR code, directing them to a Google Form version of the questionnaire. Further, for online trainings/webinars, participants are furnished with a link or QR code of the CSM questionnaire.

The questionnaire utilizes a 5-point Likert scale for assessment of overall satisfaction (SQD-0) and the eight (8) service quality dimensions (SQD-1 to SQD-8). **Table 4** below shows the utilized Likert scale.

Table 4. Likert's Scale

Scale	Rating
5	Strongly Agree
4	Agree
3	Neither Agree nor Disagree
2	Disagree
1	Strongly Disagree

The Overall score for the eight (8) SQDs was computed based on the following formula:

$$\text{Overall Score} = \frac{\text{Number of 'Strongly Agree' answers} + \text{Number of 'Agree' answers}}{\text{Total Number of Respondents} - \text{Number of 'N/A' answers}}$$

Blanks and multiple responses encountered in the survey were not included in the denominator for calculating the overall score. Instead, these responses were considered N/A (Not Applicable) and subtracted from the total number of respondents before computing the overall score.

The resulting score represents the percentage of respondents who provided positive feedback by selecting “Agree” or “Strongly Agree” for the survey questions. The interpretation of the results is shown in Table 5.

Table 5. CSM Scoring System

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

The Planning and Management Division undertook the encoding/processing of the completed forms, the results of which are released quarterly.

The Center's Procedures Manual on the Citizen/Client Satisfaction Survey was updated to reflect the Harmonized CSM required by the ARTA. (Annex B)

IV. Data and Interpretation

A. Demographic Profile

Tables 6 to 8 below show the demographic profile of CSM respondents.

The age group of 20 to 34 had the highest percentage of transactions, accounting for 53.29%. This was followed by the age group of 35 to 49, which had 21.02%. On the other hand, the age group of 65 and above had the lowest percentage of transactions, with only 0.41%.

The data showed that males had made significantly more transactions than females, accounting for 73.4% compared to 24.16%.

Table 6. Age and Sex of Respondents

D1. Age and D2. Sex	External / Overall
1. 19 or lower	1.54 %
2. 20-34	53.29 %
3. 35-49	21.02 %
4. 50-64	5.74 %
5. 65 or higher	0.41 %
6. Did not specify	18.00 %
Total	100 %
1. Male	73.40 %
2. Female	24.16 %
3. Did not specify	2.44 %
Total	100 %

The National Capital Region (NCR) is prominently represented in the data, comprising 34.51% of respondents. This is expected because DOST-MIRDC is situated in the NCR, an economically significant region in the country.

Region IV-A, which encompasses areas surrounding Metro Manila, also showed significant representation at 25.97%, reflecting the agency's proximity to this populous and industrialized region. Other regions, such as Region III, Region VI, Region VII, and Region X, also exhibit notable representation ranging from 3.46% to 7.64%.

Table 7. Respondents per region

D3. Region	External / Overall
1. Region I	2.02 %
2. Region II	0.85 %
3. Region III	7.64 %
4. Region IV-A	25.97 %
5. MIMAROPA	1.41 %
6. Region V	2.19 %
7. Region VI	3.92 %
8. Region VII	3.46 %
9. Region VIII	1.44 %
10. Region IX	0.40 %
11. Region X	5.13 %

D3. Region	External / Overall
12. Region XI	1.17 %
13. Region XII	0.50 %
14. Region XIII	0.59 %
15. NCR	34.51 %
16. CAR	1.04 %
17. BARMM	0.22 %
18. Did not specify	7.54 %
Total	100 %

The data revealed that 41.51% of the respondents identified as citizens, 41.55% as businesses, and 16.95% as government entities/employees.

Table 8. Client/Customer Type

D4. Customer Type	External / Overall
1. Citizen	41.51%
2. Business	41.55%
3. Government	16.95%
Total	100 %

Analysis of Demographic Profile

The demographic data indicated prominent transactions made by younger adults (Ages 20-34), particularly in availing trainings and technical assistance. This trend suggests a preference among this demographic for skill development and specialized support offered by DOST-MIRDC.

Furthermore, the trend of higher males than females suggests potential underlying factors, such as the metals industry being a male-dominated field, which could skew employment opportunities towards men. The data inferred that DOST-MIRDC primarily serves male clients.

The presence of individuals who did not specify their age (18%) or gender (2.44%) could imply respondents' preferences for privacy.

Examining the distribution of respondents provided insights into geographic participation. The data highlighted the concentration of clients in regions proximate to the agency's location, particularly the NCR and Region IV-A. The "Did not specify" category, accounting for 7.54% of respondents, introduced some uncertainty regarding regional demographics but did not significantly detract from the overall representativeness of the data. Regions with lower percentages, such as Regions II, IX, XI, XII, XIII, CAR and BARMM, have less representation¹.

In terms of client or customer type, Citizens and Businesses each represent ≈42% of the respondents. Citizens mainly utilized training and consultancy services provided

¹ DOST-MIRDC recognized the Center's limited presence in regions beyond NCR, which lead to strategic plans for establishing Metals and Engineering Innovation Center (MEIC) in every region. In 2022, five (5) MEICs were successfully launched, and this effort is slated to expand further with the establishment of an additional ten MEICs within the timeline of 2024 to 2026.

by the TDD-ITS and TDD-TABDS, while Businesses predominantly utilized the laboratory testing and metal working services from the ATD and TSSS.

B. Count of CC and SQD results

Table 9 below shows the responses to the Citizen's Charter (CC) questions.

For CC Awareness (CC1), 65.42% of respondents knew what a CC is, 14.83% became familiar with it only after seeing the MIRDC's CC, and 16.99% answered that they did not know what a CC is. For CC Awareness, the rating of DOST-MIRDC is 80.25% (comprising 65.42% who were already aware and an additional 14.83% who became familiar upon seeing MIRDC's CC). This indicates that most of MIRDC's clients are familiar with the CC.

Regarding CC Visibility (CC2), the data showed that most respondents found the CC easy to see (55.59%). Still, a notable portion faced challenges with visibility (Somewhat easy to see – 14.25% and Difficult to see – 3.27%) or perceived the CC to be not visible at all (Not visible at all – 2.60%). For CC Visibility, the rating of DOST-MIRDC is 55.59%.

Regarding CC Helpfulness (CC3), most respondents (59.07%) reported that the CC helped very much in their transactions. This indicates positive feedback, suggesting that a significant portion of the participants found the CC highly beneficial. For CC Helpfulness, the rating of MIRDC is 59.07%.

The results suggested a positive perception of the DOST-MIRDC Citizen's Charter among respondents.

The DOST-MIRDC has implemented measures to enhance awareness of the CC by strategically increasing its visibility. The CC is prominently displayed in accessible areas for each DU, aiming to capture customers' attention and encourage engagement. Additionally, during online training sessions, participants are informed about the availability of the CC on the MIRDC website. Moreover, upon logging in to the lobby's logbook, clients are informed of the location of the Citizen's Charter (kiosk shown in Figure 1) by on-duty guards. Emphasis is placed on highlighting the CC's valuable resources and support, ensuring that clients are aware of this resource throughout their interactions with the agency.



Figure 1. Kiosk in Gold Building Lobby for accessing CC

Table 9. Responses to Citizen's Charter Questions

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.	3,848	56.46 %
2. I know what a CC is but I did not see this office's CC.	611	8.96 %
3. I learned of the CC only when I saw this office's CC.	1,011	14.83 %
4. I do not know what a CC is and I did not see this office's CC.	1,158	16.99 %
Did not Specify/No Response	188	2.76 %
Total	6,816	100 %
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,789	55.59 %
2. Somewhat easy to see	971	14.25 %
3. Difficult to see	223	3.27 %
4. Not visible at all	177	2.60 %
N/A (Answered Choice No. 4 in CC1)	1,158	16.99 %
Did not Specify/No Response	498	7.31 %
Total	6,816	100 %
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,026	59.07 %
2. Somewhat helped	872	12.79 %
3. Did not help	174	2.55 %
N/A (Answered Choice No. 4 in CC1)	1,158	16.99 %
Did not Specify/No Response	586	8.60 %
Total	6,816	100 %

Responses to SQD-0

Table 10 below shows that 77% of the Center’s survey respondents (5,073 out of 6,606 valid responses) strongly agree that they are satisfied with the services provided by DOST-MIRDC. An additional 1,443 (22%) clients also agree they are satisfied. Three (3) respondents disagreed, and only a tiny percentage (10 or 0.18%) responded strongly disagree.

The data indicated a high level of satisfaction among respondents regarding the services they availed. While a small portion expressed neutral or negative sentiments, the overwhelming majority reported positive experiences. This signified that the agency’s efforts to deliver satisfactory services have been successful, although there may be room for improvement in addressing any concerns raised by the minority of respondents.

Table 10. Responses to SQD-0 (I am satisfied with the service that I availed)

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Invalid /Multiple responses	Total Responses	Overall Percentage
SQD0	5,073	1,443	77	3	10	210	0	6,816	98.64%

Table 11 below contains data on the responses for eight (8) different Service Quality Dimensions (SQD) and their overall score. The data showed the number of valid responses, total number of responses, and percentage of respondents that rated “Strongly Agree” and “Agree”, as well as the interpretation of the results for each SQD.

Treatment to N/As and Multiple Responses

It is noted that 12.44% of responses fell under “N/A”. One reason for this is that during data verification, services that are provided free of charge were marked as N/A. This was made to ensure fairness to the SQD-5: Costs, as many respondents provided lower ratings despite the free service.

In some instances, it was noticed that respondents selected N/A as an opt-out option because they preferred not to answer the specific questions. This trend is evident in the online responses, where many participants selected “N/A” beside SQD-5.

For the paper survey form, there were 47 instances of multiple responses recorded in some SQD questions. Per ARTA MC-2022-05, such answers shall be considered invalid². Conversely, DOST-MIRDC did not invalidate the entire survey form; only the specific questions with multiple responses were marked as invalid. Therefore, N/As and invalid answers were deducted from the denominator in the computation of the overall rating as stated in the Methodology.

SQD Results

Looking at each SQD individually, the top four (4) with the highest percentage of “Strongly Agree” and “Agree” responses were found in the areas of Costs, Reliability, Outcome, and Responsiveness. A high cost rating signified that customers might perceive the pricing as reasonable and affordable. On the other hand, the high rating

² ARTA MC-2022-05 Series of 2022. Sec. 4.5.2: ... A question that was answered with two (2) or more check marks shall be considered as invalid.

for Reliability signified a significant level of trust and confidence in the consistency and dependability of DOST-MIRDC service delivery. Similarly, the high rating in Outcome reflected positive perceptions regarding the effectiveness and beneficial outcomes of the services received. Moreover, the high rating for Responsiveness suggests that the agency exhibits promptness and attentiveness when addressing client needs and inquiries.

Overall, the responses suggest that the majority of clients are satisfied with the services provided by the Center, as evidenced by the high percentage of “Strongly Agree” and “Agree” responses (97.83%) across all SQDs. This is equivalent to an **Outstanding** rating based on the scale set by ARTA, as shown in Table 5.

Table 11. Results per SQD

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Invalid /Multiple responses	Total Responses	Overall Percentage
SQD1- Responsiveness	4,785	1,573	119	11	14	308	6	6,816	97.79%
SQD2 - Reliability	4,912	1,495	101	3	9	287	9	6,816	98.27%
SQD3 - Access and Facilities	4,680	1,454	144	6	10	511	11	6,816	97.46%
SQD4 - Communication	4,764	1,499	141	6	14	387	5	6,816	97.49%
SQD5 - Costs	2,178	279	14	0	0	4,337	8	6,816	99.43%
SQD6 - Integrity	4,863	1,415	132	13	14	372	7	6,816	97.53%
SQD7 - Assurance	4,944	1,423	126	11	14	298	0	6,816	97.68%
SQD8 - Outcome	4,943	1,452	112	10	12	286	1	6,816	97.95%
Overall	36,069	10,590	889	60	87	6,786	47	54,528	97.83%

C. Overall score per service

Table 12 below shows an overview of the overall rating for various external services the DOST-MIRDC provides. A significant number of services received a perfect rating of 100% (15/28 services with transactions). Several services achieved near-perfect ratings, ranging from 96.73% to 99.83%. These indicated a high level of satisfaction among clients.

Additionally, although most services received outstanding ratings, the overall satisfaction rate of 97.83% suggests that while DOST-MIRDC consistently provides high-quality services to its clients, there is still room for further improvement in certain areas.

Overall, the results reflected a commendable consistency in delivering high-quality services by the DOST-MIRDC.

Table 12. Overall Rating per Services

External Services	Overall Rating
1. Auto-parts Testing Services	100%
2. Corrosion Testing Services	100%
3. Mechanical Metallurgy Testing Services	100%
4. Non-Destructive Testing Services	100%
5. Physico-Chemical Testing Services	99.14%
6. In-House Calibration Services	99.71%
7. In-plant Calibration Services	100%
8. Contract Research/ Joint Research Services - MPRD	100%
9. Fractographic Evaluation	100%
10. Metallurgical Sample Preparation	100%
11. Optical and Electron Microscopy	99.79%
12. Metal Classification/Certification	99.83%
13. Additive Manufacturing Services	97.14%
14. Service Request on Job Processing (Quoted Jobs) – OED-MTSC	100%
15. Metal Processing (Actual Time)	99.55%
16. Service Request on Metal Processing (Quoted Jobs) - OED-TSSS	99.56%
17. Use of Facility/Equipment (Time Sharing Jobs)	100%
18. Contract Research/ Joint Research Services - PD	100%
19. Packaged Training Programs (Face-to-face)	96.73%
20. Regional Training Programs (Face-to-face)	99.04%
21. Regular Training Programs (Face-to-face)	99.53%
22. Packaged Training Programs (Online)	100%
23. Regional Training Programs (Online)	96.45%
24. Regular Training Programs (Online)	98.32%
25. Short-term Consultancy Services	99.68%
26. Long-term Consultancy Services	100%
27. Technology Licensing	100%
28. Conduct Of Measurement Audit	100%
OVERALL	97.83%

D. Free Responses

Out of the 6,816 forms collected, 1,248 included comments, with the majority expressing gratitude for the services provided by DOST-MIRDC. The word cloud below visually represents the most frequently used words in the comments.

outlined in MC No. 2023-005. Other initiatives to enhance the experience of clients doing business with DOST-MIRDC, as stated above, were accomplished along with improving the network infrastructure and information security of the Center. The ICT network infrastructure facilitates wireless connectivity throughout the MIRDC premises. Guests or customers visiting the compound can conveniently access the internet free of charge through a voucher system. This initiative promotes ease of doing business and provides visitors with complimentary internet access, enhancing their overall experience.

VI. Continuous Agency Improvement Plan for FY 2024:

For FY2024, the Center will expand the scope of its survey to encompass internal services as well. The Citizen's Charter (CC) will be revised to reflect the existing list of external and internal services DOST-MIRDC offers.

Below are the details of the improvement plan for FY2024:


Action Step	Responsible unit/person	Timeline	Remarks
Expand the scope of the survey to include Internal services	All Delivery Units	January 2024 onwards	A trial run was conducted from September 2023 to December 2023.
Revise the Citizen's Charter to reflect the changes in the services offered	Concerned Delivery Units	1 st Quarter of 2024/ as needed	Reviews/revisions are periodically made on the CC

Prepared by :


Rea C. Castro / OIC – Planning and Management Division

Name of Officer / Designation / Date

Approved by :


Robert O. Dizon
 Agency Head / Date
 Chairperson, MIRDC CART

ANNEX A. Survey Questionnaire/s Used

MIRDC 033
Rev. 5 / 3.01.23



Metals Industry Research & Development Center
General Santos Avenue, Bicutan, Taguig City

Help Us Serve You Better!

This Client Satisfaction Measurement (CSM) survey aims to track 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.

A. Demographics and Other Information

Date: _____

Client/Customer Type*:

- ☐ Citizen
☐ Business
☐ Government (Employee or Another Agency)

Sex*:

☐ Male ☐ Female Age*: _____ Region*: _____

E-mail Address (optional): _____

Service/s Availed*: _____

What industry do you belong in? put a check mark* (✓)

- ☐ Appliance ☐ Construction ☐ Food & Beverages ☐ Plastic/Rubber
☐ Automotive ☐ Electronics ☐ Metals & Engineering ☐ Others, pls. specify _____

* required fields

B. Citizen's Charter Questions

INSTRUCTIONS: Checkmark (✓) 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? <input type="checkbox"/> 1. I know what a CC is and I saw this office's CC. <input type="checkbox"/> 2. I know what a CC is but I did NOT see this office's CC. <input type="checkbox"/> 3. I learned of the CC only when I saw this office's CC. <input type="checkbox"/> 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 ...? <input type="checkbox"/> 1. Easy to see <input type="checkbox"/> 4. Not visible at all <input type="checkbox"/> 2. Somewhat easy to see <input type="checkbox"/> 5. N/A <input type="checkbox"/> 3. Difficult to see
CC3.	If aware of CC (answered 1-3 in CC1), how much did the CC help you in your transaction? <input type="checkbox"/> 1. Helped very much <input type="checkbox"/> 3. Did not help <input type="checkbox"/> 2. Somewhat helped <input type="checkbox"/> 4. N/A

C. Service Quality Dimension (SQD)

INSTRUCTIONS: For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	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 or its website.						
SQD5. I paid a reasonable amount of fees for my transaction.						
SQD6. I feel the office was fair to everyone, or "walang palakasan," during my transaction.						
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SQD8. I got what I needed from MIRDC, or (if denied) denial of request was sufficiently explained to me.						

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

Thank you for taking time to complete this survey! Your responses will guide us to serve you better and drive our improvement.

----- *This portion is to be filled up by MIRDC staff* -----

Recommended action to be taken to address negative responses, if any.			
To be filled-up by Division/Section		To be filled-up by PMD	
Job Order No.	Date issued to customer:	Control No.	Date received from Division:
TSR No.			

ANNEX B. DOST-MIRDC Procedures Manual on the Citizen/Client Satisfaction Survey

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1.0 Objective:

- a. To provide guidelines for monitoring and measuring customers' perception/satisfaction on MIRDC's products/services delivered/rendered to determine if expectations are met and the performance criteria needing improvement; and,
- b. To analyze the level of customers' satisfaction with MIRDC products/services and to identify opportunities for improvement through a well-designed citizen/client satisfaction feedback mechanism.

2.0 Scope:

This procedure covers all activities from the preparation of Citizen/Client Satisfaction Survey (CCSS) form up to the time decisions are made on the result of the survey conducted.

The following services are reflected in the MIRDC Citizen's Charter:

- a. Technical Consultancy
- b. Research and Development
- c. Resource and Facility Sharing
- d. Technology Transfer and Commercialization
- e. Testing and Calibration
- f. *Technology Information and Promotion*
- g. *Industrial Training*
- h. *Technical Services*



3.0 Definition of Terms:

Citizen/Client Satisfaction Survey (CCSS) Form – refers to the form purposely designed for the conduct of customer satisfaction survey.

Customer – refers to a person, company, organization, institution or other entity that avails of the services provided by the Center.

Concerned Personnel – designated staff by service area of the Center specifically assigned to attend to the immediate needs and inquiries of customers.

Product – refers to the final output of a Delivery Unit of MIRDC that can be produced without any transaction taking place between the Center and the customer. (ISO 9000:2015, Quality Management System – Fundamentals and Vocabulary)

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Service – refers to the final output of at least one activity of MIRDC performed for the customer. (ISO 9000:2015, Quality Management System – Fundamentals and Vocabulary)

- **External Services** – refer to government services applied for or requested by citizens or clients who are within the respective government agency or office, such as, but not limited to, its personnel or employees, whether regular or contractual (ARTA MC No. 2022-05: Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement)


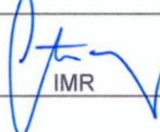
Citizen's Charter – an official document that communicates, in simple terms, the service standards or pledge of an agency on the government services being provided to citizens.

4.0 Records:

- Accomplished Client/Customer Satisfaction Survey Forms
- Citizen/Client Satisfaction Measurement (CCSM) Report

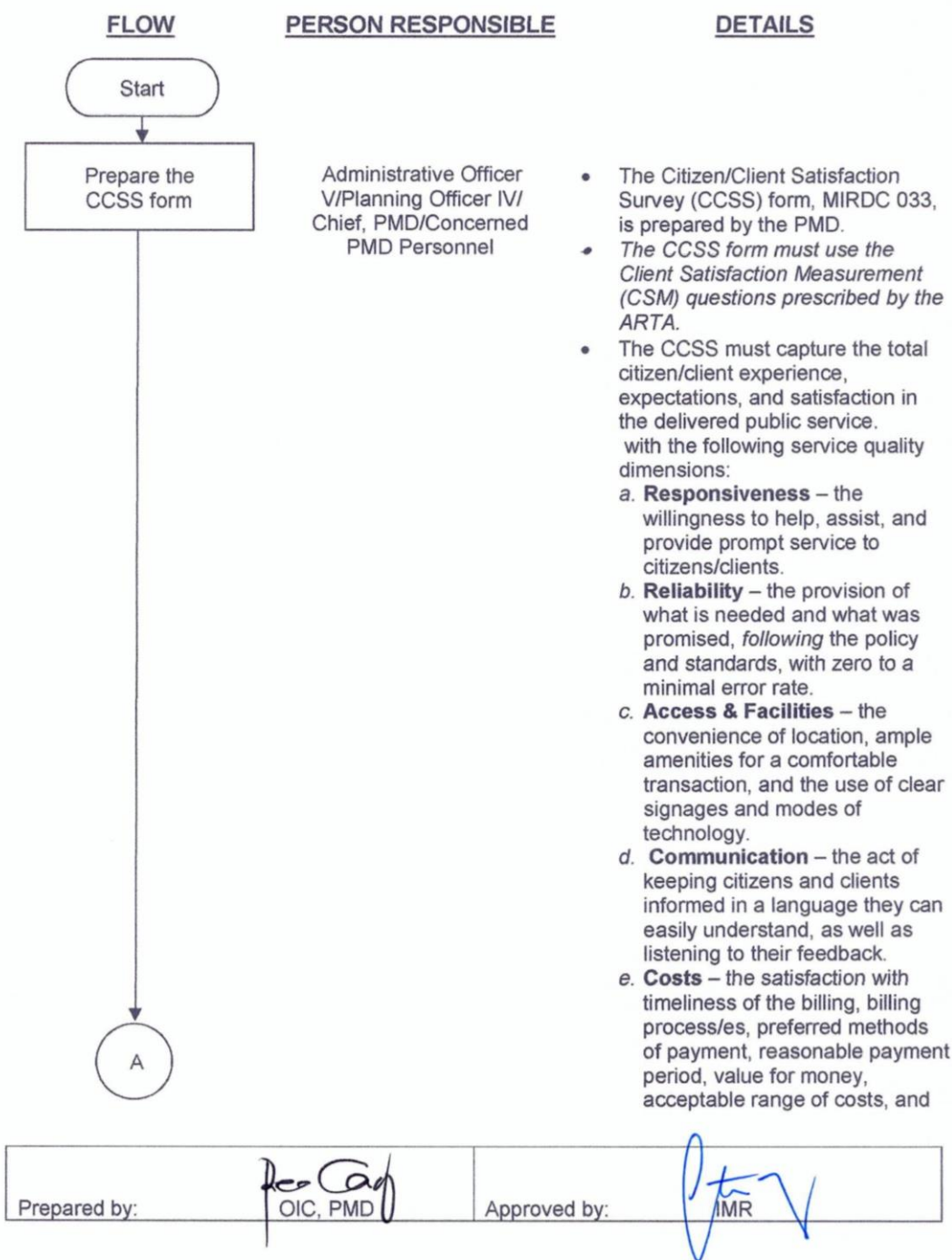
5.0 References:

- ISO 9001:2015 Standard
- ARTA MC No. 2022-05: Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement
- Applicable Guidelines issued by the Department of Budget and Management for the Granting of Performance-Based Bonus
- MIRDC Citizen's Charter

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6.0 Procedure



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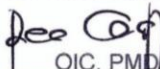

FLOW



PERSON RESPONSIBLE

DETAILS

- qualitative information on the cost of each service.
- f. **Integrity** – the assurance that there is honesty, justice, fairness, and trust in each service while dealing with the citizens/clients.
 - g. **Assurance** – the capability of frontline staff/s to perform their duties, product and service knowledge, understanding citizen/client needs, helpfulness, and good work relationships.
 - h. **Outcome** – the extent of achieving outcomes or realizing the intended benefits of government services.
- Two types of CCSS Form are prepared:
 - a. Paper-based questionnaire to be given onsite
 - b. Online questionnaire in google format
 - CCSS Form is reviewed and revised, as necessary for its suitability and effectiveness.
 - The CCSS form is provided to the frontline staff in the different service areas for distribution to customers.

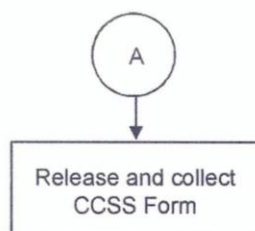
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PERSON RESPONSIBLE

DETAILS



Concerned
Personnel/Frontline Staff
from Delivery Units

- Each customer with *completed transaction* is immediately given a CCSS Form.
- *Minimum number of responses per service (n) is determined on annual basis which can be computed using the formula:*

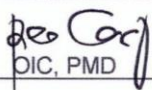
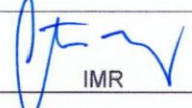
$$\frac{n (384.16)}{((n-1) + 384.16)}$$

Note: Margin of Error (MOE) is +/- 5% at 95% confidence interval

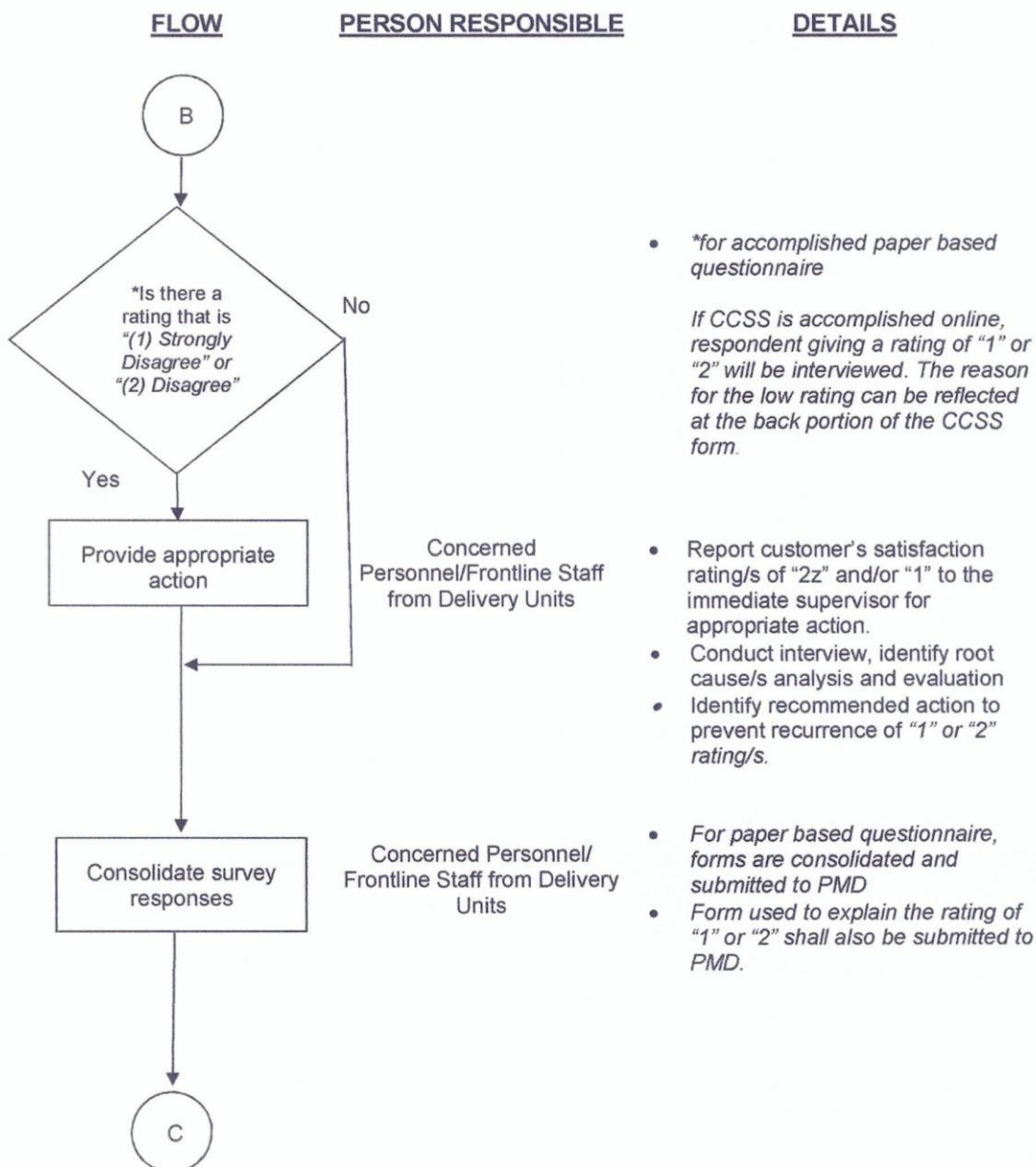
The calculator to compute the minimum responses can be accessed using the link below:

<https://tinyurl.com/CSMsamplesize>

- Two ways that the CCSS Form can be accomplished:
 - a. Paper-based questionnaire to be given onsite
 - b. Questionnaire can be accessed online via the QR code and can be scanned using mobile devices
- Collect and check completeness of filled-out CCSS Form
- For person with disabilities (PWDs) and senior citizen that needs assistance, a designated front liners shall help the respondents in answering the CSM Form

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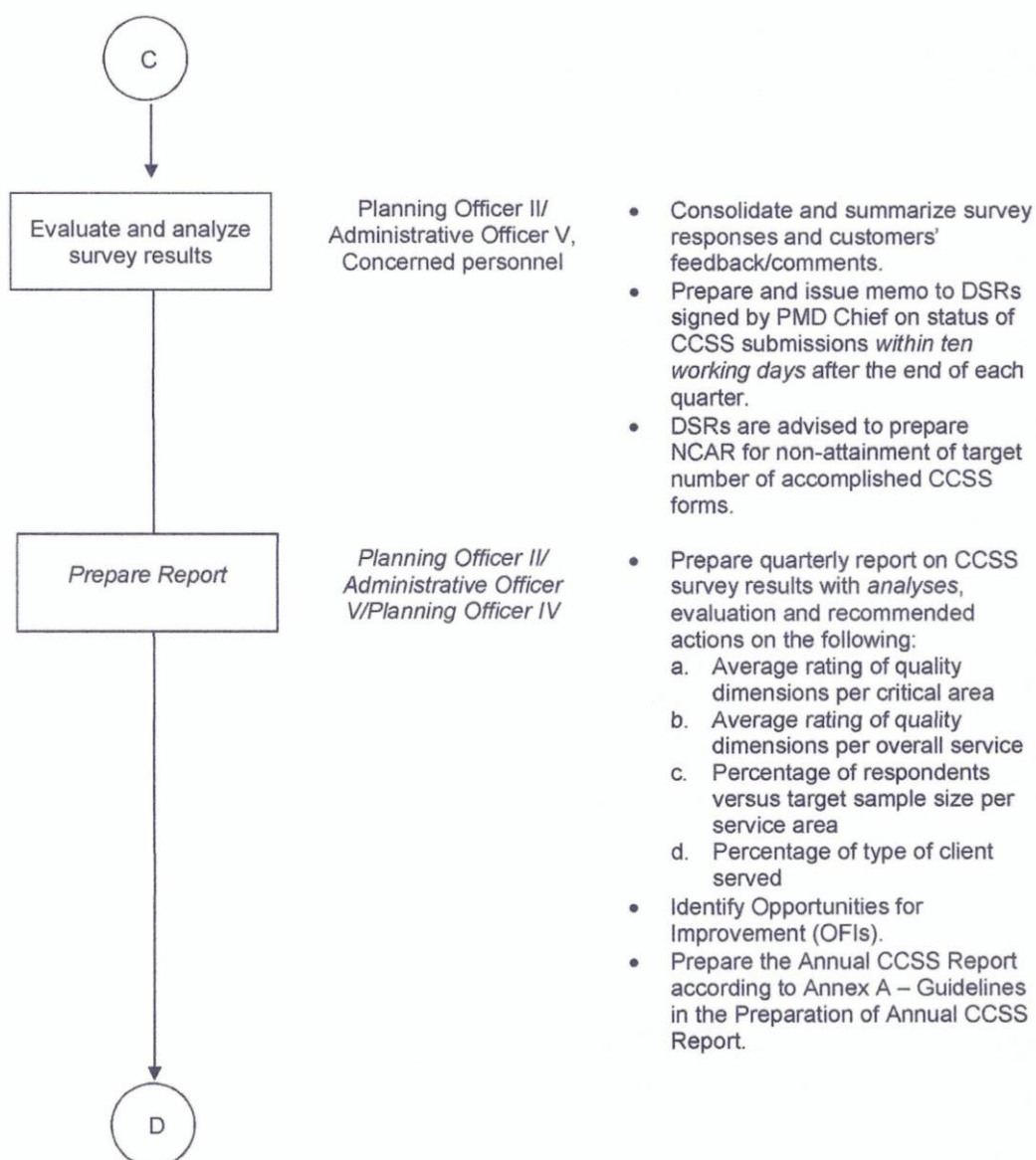
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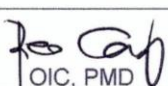
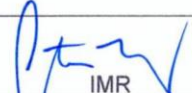
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PERSON RESPONSIBLE

DETAILS



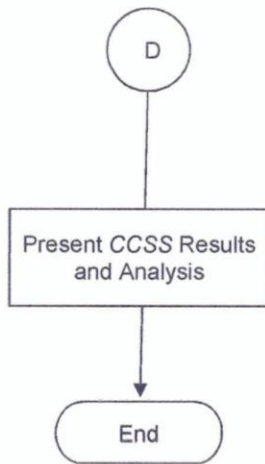
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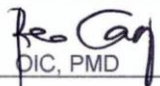
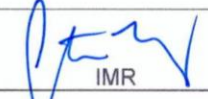
PERSON RESPONSIBLE

DETAILS



Planning Officer IV/
PMD Chief

- Present CCSS results and OFIs in ManCom meetings and/or Management Review.
- Provide appropriate recommendations for continuous system improvement.
- *Prepare CCSS-related reports as may be required by external agencies such as the Anti-Red Tape Authority, the AO25 Secretariat*
- Form a satisfaction improvement loop by going back to the initial activity

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ANNEX A – GUIDELINES IN THE PREPARATION OF ANNUAL CCSS REPORT


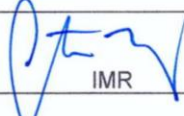
CCSS report shall include the following:

1. **Data Gathering Methodology** – indicate the data collection methodology/ies deemed as the most efficient and effective way of gathering citizen/client feedback.
2. **Respondent Criteria** – the set characteristic of the respondent/s must be clearly identified to represent the citizens/clients for each service of MIRDC and to collect accurate data.
3. **Survey Sampling Coverage** – compare the total sample respondents with the data on the total citizens/clients served provided by MIRDC for statistical comparability.
4. **Sampling Procedure** – a systematic random sampling depending on the number of citizens/clients served per service is preferred. *Follow the minimum number of responses per service based on the calculator provided by ARTA.*
5. **Survey Instrument/Questionnaires** – a lean and harmonized measurement tool is used to measure the satisfaction of the agency's citizens/clients over time to sustain continuous organizational and service delivery improvement. *The CCSS form must use the Client Satisfaction Measurement (CSM) questions prescribed by ARTA.*
6. **Rating Scale** – a Five (5) Point Likert Scale shall be used to measure the SQDs. Smileys corresponding to the scale were utilized for better visualization to prevent confusion on the corresponding rating:

5	4	3	2	1
Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Agree

7. **Overall Scoring** - the results of the survey shall be analyzed by service quality dimension applicable to the service. The percentage of respondents that rated "Agree" and "Strongly Agree" for all eight (8) SQDs shall be used to compute the Overall Score. An overall percentage of 80% or higher or a rating of Satisfactory or higher is. Interpretation of the result shall be as follows:

PERCENTAGE	RATING
Below 60%	Poor
60.0%-79.9%	Fair
80.0%-94.9%	Satisfactory
95.0%-100%	Outstanding

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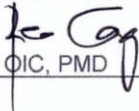
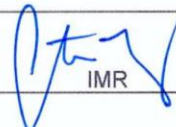
8. **Data Analysis** – the results of the survey shall be analyzed by service and by applicable service quality dimension. There shall also be an overall agency rating in the service quality dimensions and an overall Citizen/Client Satisfaction Score.

Service Quality Dimension	Score by Frontline Service	Score in All Services
1. Responsiveness		
2. Reliability (Quality)		
3. Access & Facilities		
4. Communication		
5. Costs		
6. Integrity		
7. Assurance		
8. Outcome		
Overall Score		

Other segments that may be included in the analysis are:

- By type of citizen/client served
- By region, area
- By respondent profile, i.e. gender, age/age group, etc.

Service improvement shall also be drawn from the result of the survey and appropriate action plan should be identified. The results of the current year survey should be compared to the CCSS results of the previous year for continuity.

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