

CITIZEN/CLIENT SATISFACTION REPORT

A. Description of the methodology of the Citizen/Client Satisfaction Survey used for each reported service

i. Scope and period covered of the Citizen/Client Satisfaction Survey

The Citizen/Client Satisfaction Report covered the 2020 Citizen/Client Survey for PCIEERD's core services namely: (1) Research and Development (R&D) Management; (2) Technology Transfer and Commercialization; and Human Resource and Institution Development.

ii. Methodology of the Citizen/Client Satisfaction Survey

For every milestone of engagement of Clients with PCIEERD such as evaluation of project proposal, monitoring of project and assessment of completed project, we send the link to our system called Customer Relation Management Information System (CRMIS). Clients are requested to send their feedback on the engagement with PCIEERD through the said system. For the events and activities such as those conducted in line with the programs on Technology Transfer and Commercialization and Human Resource and Institution Development, customer satisfaction survey form is provided to participants after every event.

B. Results of the Citizen/Client Satisfaction Survey for FY 2020

The table below summarizes the result of the 2020 Client Satisfaction Feedback Report with the following details:

SERVICE	Respondents	CRITERA	SATISFIED	NO ANSWER	DISSATISFIED
Research and Development (R&D) Management	77	INFORMATION/ AGENDA	75.00	-	2.00
			97.40%	0.00%	2.60%
		EVENT/ PROJECT MANAGEMENT	72.00	2.00	3.00
			93.51%	2.60%	3.90%
Technology Transfer and Commercialization	742	TIMELINESS OF SERVICE	74.00	1.00	2.00
			96.10%	1.30%	2.60%
		INFORMATION/ AGENDA	725.00	15.00	2.00
			97.71%	2.02%	0.27%
Human Resource and Institution Development	403	EVENT/ PROJECT MANAGEMENT	737.00	5.00	-
			99.33%	0.67%	0.00%
		TIMELINESS OF SERVICE	-	-	-
			-	-	-
		INFORMATION/ AGENDA	398.00	3.00	2.00
			98.76%	0.74%	0.25%
Human Resource and Institution Development	403	EVENT/ PROJECT MANAGEMENT	-	-	-
			-	-	-
		TIMELINESS OF SERVICE	394.00	7.00	2.00
			97.77%	1.74%	0.50%

Attached is a sample of the Citizen/Client Satisfaction feedback/ survey form.

CUSTOMER SATISFACTION FEEDBACK

Your feedback matters!

Please provide your honest feedback on the following questions by selecting the appropriate answer/ratings. Rest assured that all information provided in this survey will be treated with strictest confidentiality.

Name : _____ Sex: Male Female
 Age : 21 or younger 22-35 36-59 60 or older
 Affiliation: Industry Government Academe
 Name of Institution: _____
 Proponent: New Client or Old Client

Type of PCIEERD Service: Evaluation of Project Proposals

Question 1: Overall, how satisfied are you with the PCIEERD assistance or service related to the evaluation of your project proposals?

- Completely satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Completely dissatisfied

Question 2: How satisfied are you with the following aspects of PCIEERD service? (Put a check on the corresponding column)

	Completely satisfied	Somewhat Satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Completely dissatisfied	How can we improve our service?
1. Agenda/Information How satisfied are you with the information provided to you regarding evaluation process of your project proposal?						
2. Project Management How satisfied are you with the handling of PCIEERD personnel in addressing your concern?						
3. Timeliness of Service How responsive is the PCIEERD personnel in addressing your concerns?						

Question 3: Describe the service of PCIEERD being provided to you? Kindly select all that apply.

- | | |
|--------------------------------------|--|
| <input type="checkbox"/> Courteous | <input type="checkbox"/> Disrespectful |
| <input type="checkbox"/> Unorganized | <input type="checkbox"/> Nondiscriminatory |
| <input type="checkbox"/> Transparent | <input type="checkbox"/> Unresponsive |
| <input type="checkbox"/> Ineffective | <input type="checkbox"/> Systematic |
| <input type="checkbox"/> Efficient | <input type="checkbox"/> Confusing |

Question 4: Kindly share your experience or recommendation for us to improve our services, if any?

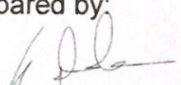
C. Results of their action plan reported in the FY 2019 PBB

Based on the action plan submitted in 2019, the Customer Relation Management Information System (CRMIS) is currently being utilized thus more Clients are given opportunity to send their feedback at their own convenience.

D. Continuous improvement plan for FY 2021

With the harmonized Call for Proposal (CFP) activity of the DOST, PCIEERD plans to include the gathering of voice of its clients during CFP conference including consultation/stakeholders' meeting. The existing online Customer Relation Management Information System (CRMIS) will be used for this purpose.

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