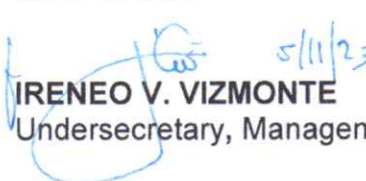



MEMORANDUM

DTS Ref No. IN06272416

FOR : **CHAIRMAN JOSEPH B. ENCABO**
Cooperative Development Authority

COPY : **UNDERSECRETARY ANA CAROLINA P. SANCHEZ**
Chief of Staff

THRU :  **IRENEO V. VIZMONTE** 5/11/23
Undersecretary, Management Services Group

FROM :  **ROBERT ALVIN T. ARCEO** J.O. 2023
Director, Planning and Management Service (DTI-PMS)

DATE : **09 May 2023**

SUBJECT : **RESULTS OF FY2022 CLIENT SATISFACTION FEEDBACK - CDA**

We are providing you the results of the online *Client Satisfaction Feedback for FY2022 Performance* survey administered by the Planning and Management Service last February 2023, particularly for your office. Respondents were heads of DTI units and attached agencies and corporations, or their designated representatives.

Units were rated based on the applicable Service Quality Dimensions (SQDs) as prescribed by AO 25 and ARTA (see ARTA Memorandum Circular No. 2022-05). The overall satisfaction rating was computed using the DTI-PMT formula, implemented since 2021.

May we remind that the PMT Formula for the CSF Rating is not intended to be equated with the public notion of CSF. It instead encapsulated our desire to be better than just Satisfactory and to measure our improvement towards that goal. Thus, we included last year's baseline in the report so that the results of this survey may serve as points for discussion during management's review. For the purpose of identifying areas for improvement, rating per SQDs and comments (positive and negative) are also included.

For questions and concerns, your staff may communicate with DTI-PMS through our email pms@dti.gov.ph. Thank you for understanding that we cannot divulge identities of respondents, as confidentiality was assured at the outset of the survey.

For your information and reference.

Thank you.

PLANNING AND MANAGEMENT SERVICE

INTERNAL CLIENT SATISFACTION FEEDBACK - FY2022

DTI Planning and Management Service, 31 March 2023

Survey Taken: February 2023

OFFICE: Cooperative Development Authority (CDA)

Percentage of respondents who say they had interactions with this office:

from Central Office	13%
from Regional Offices	25%
from Attached Agency/Corporations	0%
from Executive Offices	0%

SUMMARY RESULT

Cooperative Development Authority (CDA)					CSF Rating		Target
weight*	VS	S	D	VD	Ordinary VS+S	PMT Formula VS-VD+.5(S-D)	
	1	0.5	-0.5	-1			103.6% for FY2023
FY2022	97.1%	2.9%	0.0%	0%	100.0%	98.6%	
FY2021	40.9%	59.1%	0.0%	0%	100.0%	70.5%	
FY2020	28.0%	72.0%	0.0%	0%	100.0%	64.0%	
3-year average:					100.0%	77.7%	

Department of Trade and Industry Average

FY2022	73.3%	26.4%	0.2%	0%	99.8%	86.4%
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Using the public notion of the CSF (VS+S, ranges from 0 to 100%), it can be seen that there is not much room for improvement for DTI units. Thus, the DTI Performance Management Team (PMT) devised the PMT Formula for CSF in 2021, placing a premium on VS and penalties for dissatisfactory ratings. The CSF Rating via PMT Formula (ranges from -100% to +100%) is used to indicate our achievement of our goal to be better than just satisfying the client, i.e., Serbisyonng Higit Pa Sa Inaasahan.

FEEDBACK ON SERVICE QUALITY DIMENSIONS (per ARTA MC 22-05)

	Responsiveness	Reliability	Access and Facilities	Communication	Integrity	Assurance	Outcome
VS	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%
S	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%
D	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
VD	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Per ARTA Memorandum Circular 2022-05, services are to be rated according to eight (8) service quality dimensions:

1. Responsiveness – willingness to help, assist, and provide prompt service
 2. Reliability – deliver what is needed and what was promised by following the policy and standards, with zero to a minimal error rate
 3. Access and facilities – take advantage of existing technology
 4. Communication – maintains effective communications by providing clear directives and timely release of memo or correspondences
 5. Integrity – upholds public interest and do not tolerate corruption. Exhibits honesty and accountability.
 6. Assurance – personnel possess the skills, knowledge and attributes necessary to perform duties and responsibilities
 7. Outcome – goal-oriented and exhibits innovations to ensure outcomes are achieved
- The eighth dimension, cost, is not applicable in this survey.

REASON/S FOR "DISSATISFIED" or "VERY DISSATISFIED" RATINGS:
nothing follows.

COMMENTS/SUGGESTIONS TO IMPROVE SERVICE/S:
nothing follows.

The report ends here.



DEPARTMENT OF TRADE AND INDUSTRY
CLIENT SATISFACTION

SURVEY

FY 2022

METHODOLOGY

- Gathered responses from head of offices/bureaus
- Survey was administered online through Office 365 Forms
- Four-point rating scale was used:
 - Very Satisfactory (VS)
 - Satisfactory (S)
 - Dissatisfactory (D)
 - Very Dissatisfactory (VD)
- Units were rated based on the applicable Service Quality Dimensions (SQDs) prescribed by AO 25 and ARTA
- The formula of ARTA was applied to compute the satisfaction rating per SQD

$$SQD = \%VS + \%S$$

- Applied the PMT Formula to compute the overall satisfaction rating
CSF Rating (in %) = %VS + (0.5 x %S) - (0.5 x %D) - %VD

8 SERVICE QUALITY

1 RESPONSIVENESS

2 RELIABILITY

3 ACCESS &
FACILITIES

4 COMMUNICATION

IONS

5 COST

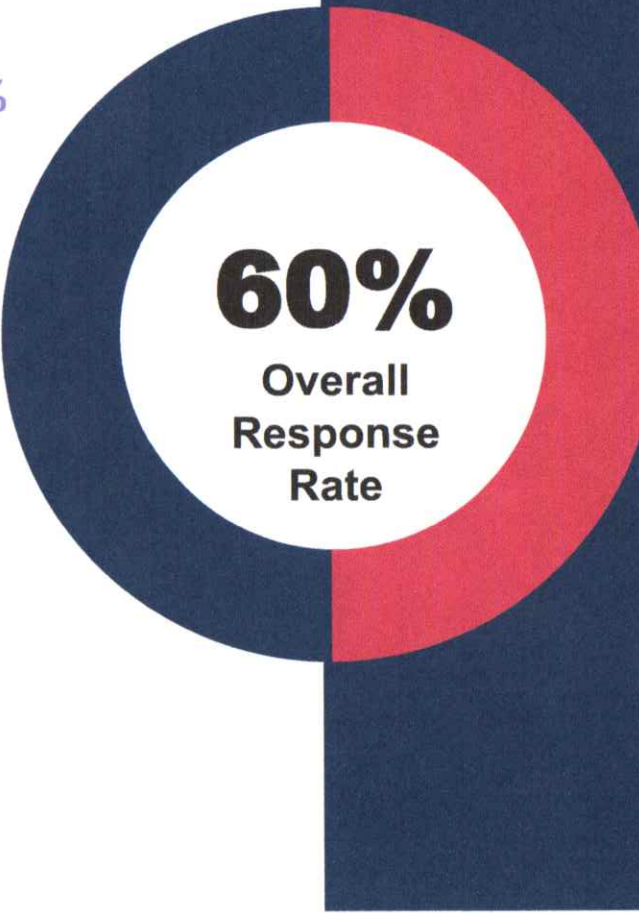
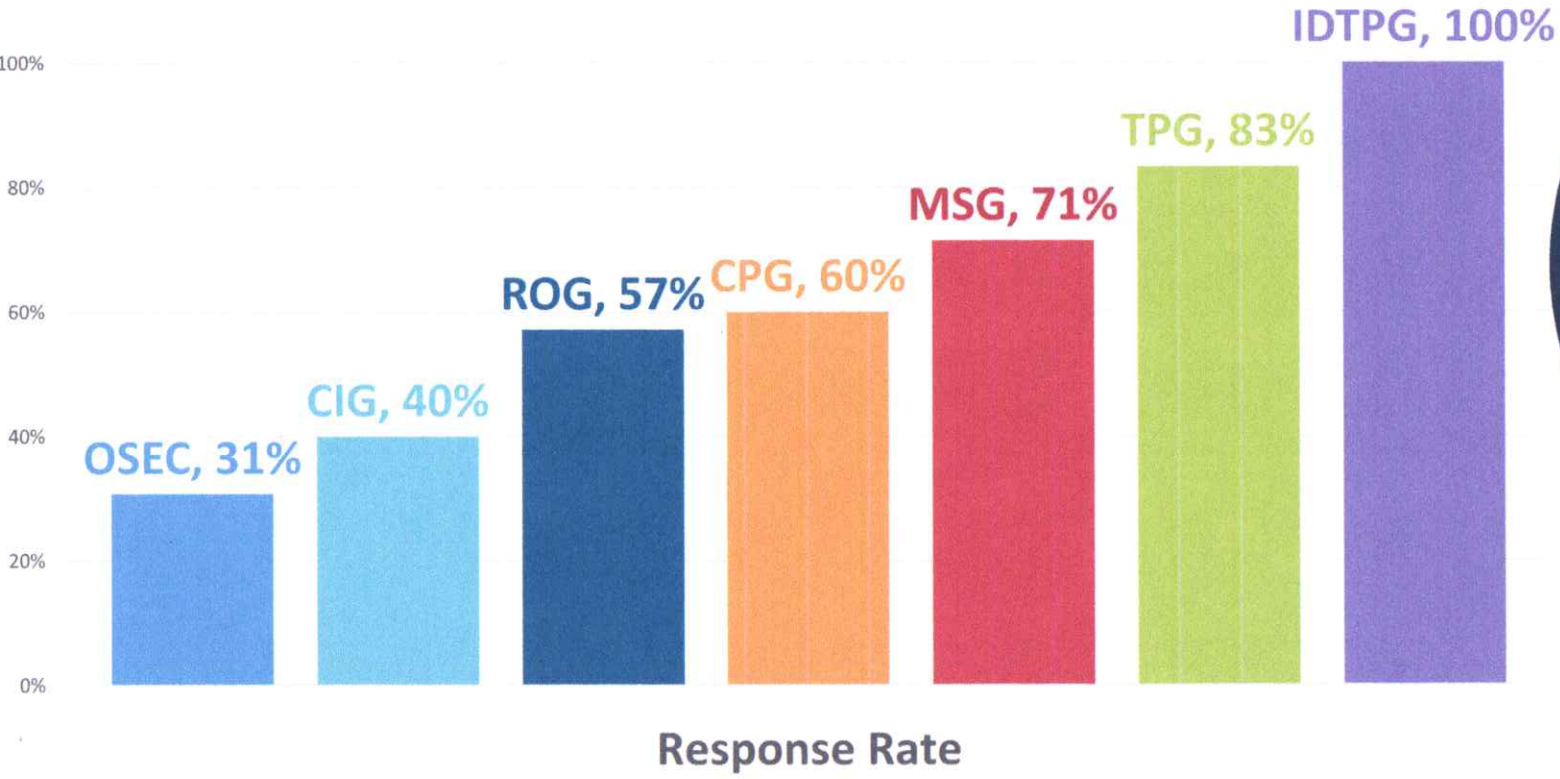
6 INTEGRITY

7 ASSURANCE

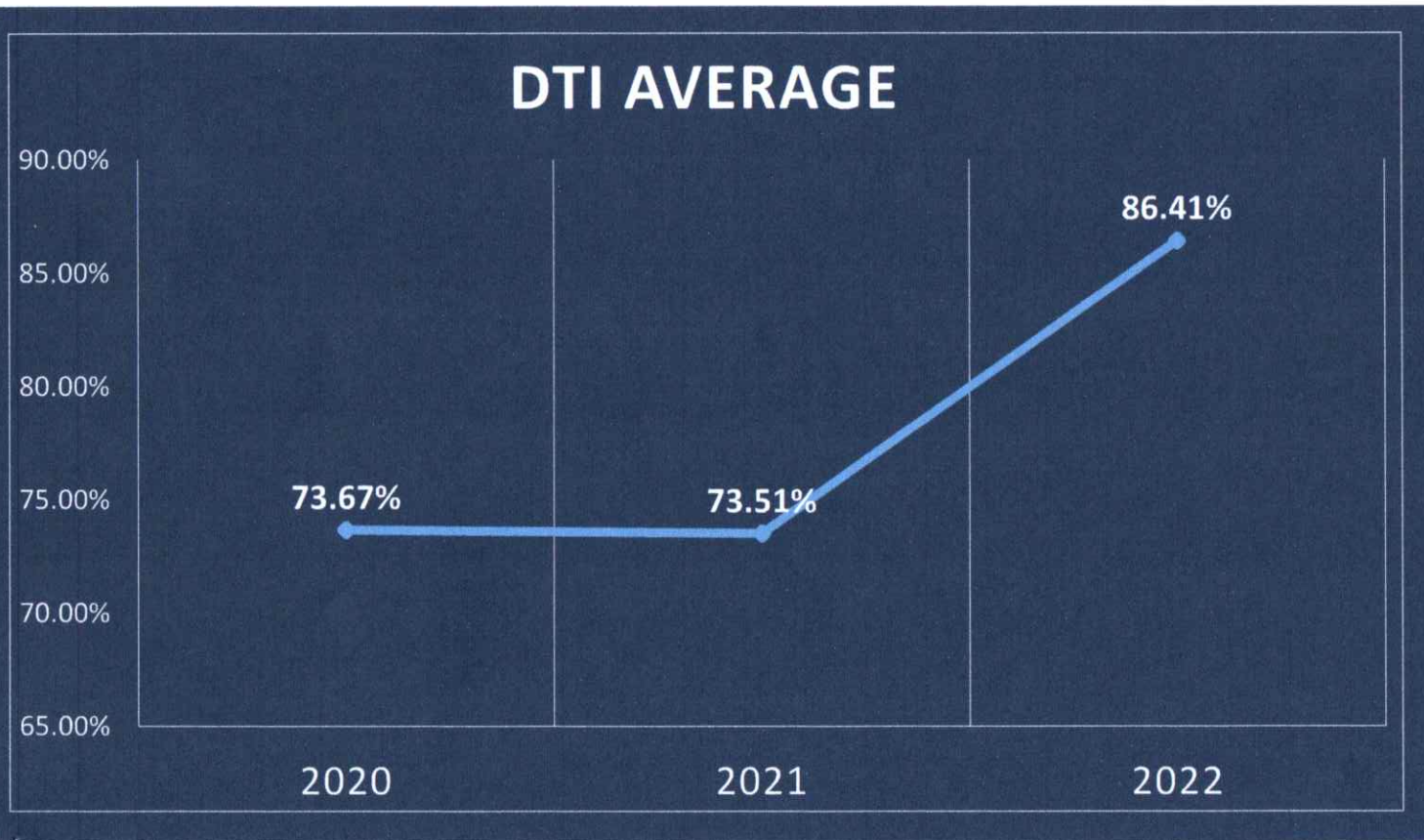
8 OUTCOME

RESPONSE RATE

Out of the 62 expected number of responses, 37 heads of offices (or their representative) responded to the survey.

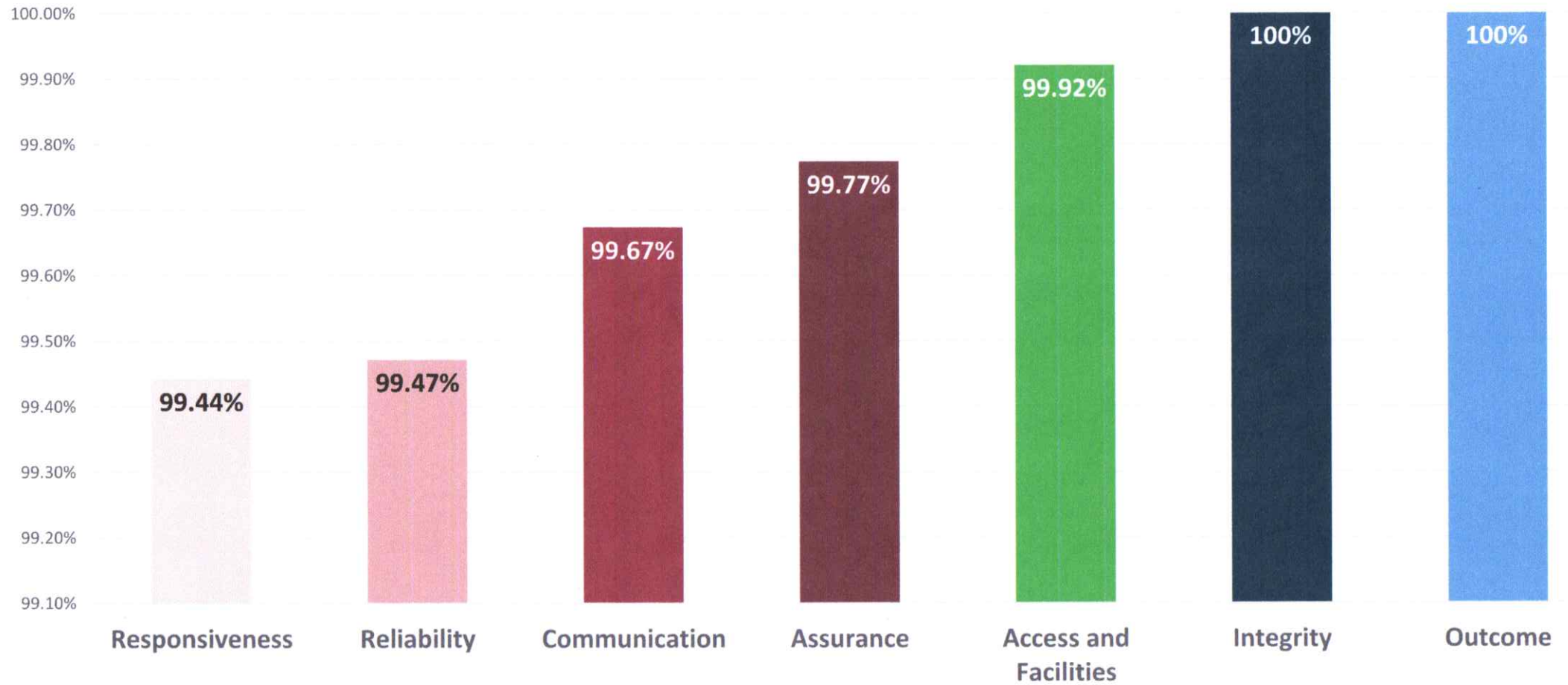


DTI OVERALL CSF RATING



There is a significant increase in the overall CSF rating of DTI for the year 2022, the highest rating since 2020. From 2020-2022, the average CSF rating of the Department is at 77.86%

DTI AVERAGE



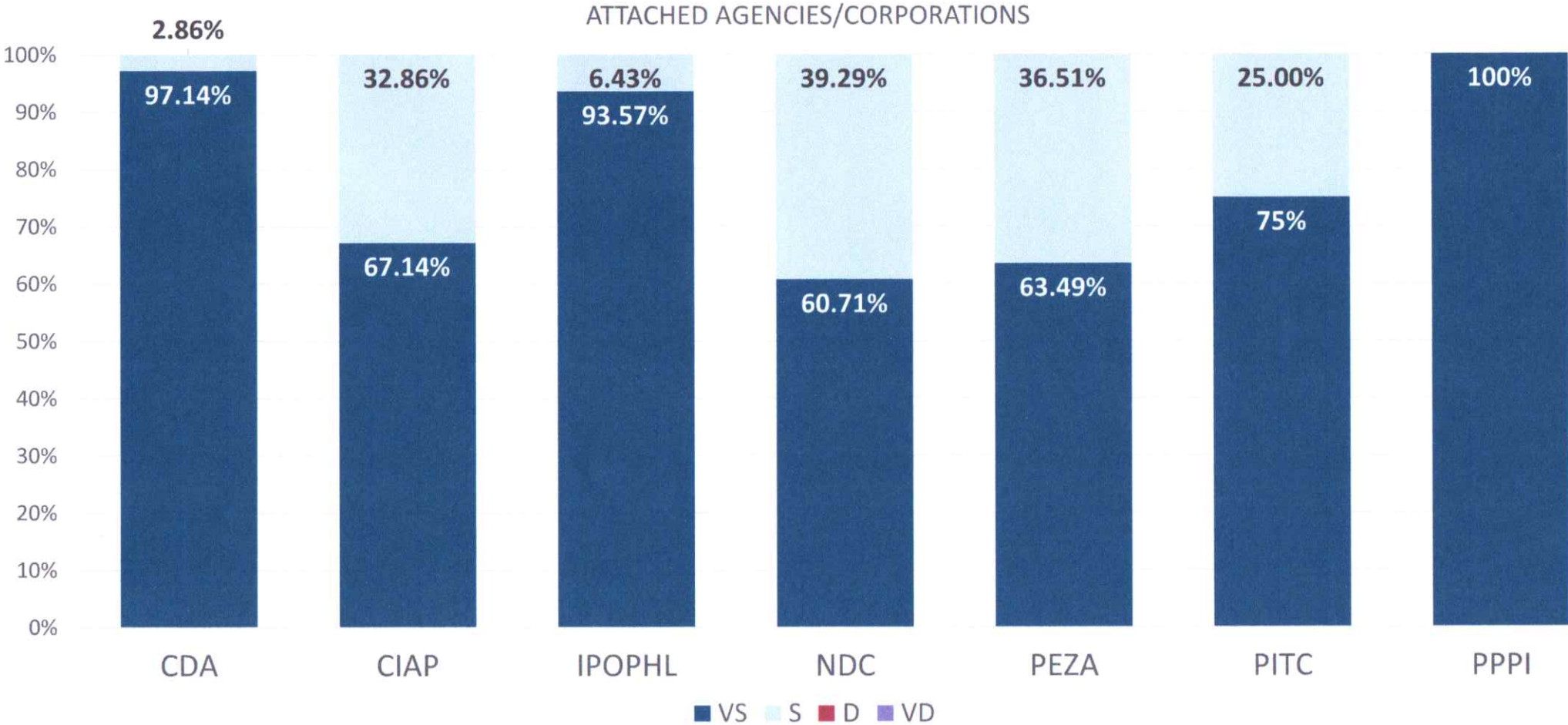
SERVICE QUALITY DIMENSIONS

OSEC
ATTACHED
AGENCIES

CSF RATING

Office	2021 Baseline	2022
CDA	70.45%	98.57% ↑
CIAP	69.35%	83.57% ↑
IPOPHL	86.90%	96.79% ↑
NDC	69.44%	80.36% ↑
PEZA	71.74%	81.75% ↑
PITC	64.81%	87.50% ↑

BREAKDOWN OF RESPONSES



RATING PER SQD

All the attached agencies and corporations under the Office of the Secretary scored 100% on all service quality dimension.



100%

ATTACHED AGENCIES/ CORPORATIONS	Responsiveness	Reliability	Access and Facilities	Communication	Integrity	Assurance	Outcome
CDA	100%	100%	100%	100%	100%	100%	100%
CIAP	100%	100%	100%	100%	100%	100%	100%
IPOPHL	100%	100%	100%	100%	100%	100%	100%
NDC	100%	100%	100%	100%	100%	100%	100%
PEZA	100%	100%	100%	100%	100%	100%	100%
PITC	100%	100%	100%	100%	100%	100%	100%
PPPI	100%	100%	100%	100%	100%	100%	100%

THANK YOU! *Planning and Management Service (DTI-PMS)*