



Center for Governance

(Center)

2019 PROJECT ACCOMPLISHMENT REPORT

I. Project Information

Project Code: CPRAT

Project Title: Port Users' Satisfaction Survey 2019

Project Start: May 01, 2019

Project End: February 28, 2020

Project Price: P 8,423,307.20

Client Organization: Philippine Ports Authority (PPA)

II. Project Team

Project Manager: Mary Ann D. Fajardo

Team Members: Hilary Martinez, Ma. Czarina Krisha M. De Leon, Eliza Salud C. Galang, Mardy S. Gonzales, Evelyn E. Morales, Jeannine L. Tan, Nikka Thea f. Cunom, Angela Cyril C. Adivoso, Kristine Ann C. Sindac

Supervising Fellow: Gilbert Lumantao

Consultants/ Resource Persons: Ramoncito G. Cambel, Ghay-Ann S. Reazon, Anjanette B. Boncodin, Thea Rica G. So, Adrian I. Penamante, Anthony Karl P. Ong, Ma. Ardaine F. Suan, Mary Rose M. Perin, Jonnalyn P. Flores, Joebert T. Fajardo, Gabrielle Marie Allarey, Ma. Nadia S. Villanueva, Michael Kenneth P. Datoy, Roxanne Marie B. Tabor, Earl Danzell A. Santos, Ronie R. Delfin, Christian Joy R. Gaufo, Maria Theresa T. Gonzaga, Clesa V. Corona, Nelva P. Balbin, Nelyn M. Ognayon, Jennemae Robin C. Jueves, Stephanie B. Tarobal

III. Project Details

Project Description: The Philippine Ports Authority (PPA), being the principal agency responsible for management and operations of public ports throughout the country, continuously seeks to address the needs of its stakeholders and exceed their expectations as part of its goal of providing world-class services and facilities. To achieve this, the PPA has conducted several rounds of customer satisfaction survey to gather the perception of its port users on the effectiveness of its regulatory functions and quality of its service delivery aspects.

With the issuance of Memorandum Circular 2013-02 by the Governance Commission for Government Owned and Controlled Corporations (GCG), public participation became part of evaluating the performance of Government Owned and Controlled Corporations (GOCCs) in the 2015 cycle. Along this line, the GCG required all GOCCs to adopt and conduct a third-party customer satisfaction survey.

Since 2015, PPA has tapped the Development Academy of the Philippines (DAP) to administer its client satisfaction surveys in several port management offices (PMOs) nationwide. Building on the results of these assessments, PPA has realized the need of conducting regular client satisfaction surveys to measure the customers' insights on the organization's management and operations as well as to monitor the performance of selected PMOs in terms of satisfying the needs of port users.

Seeing this as an opportunity to further improve its services and satisfy the expectations of its customers, PPA continues its commitment of conducting annual performance evaluation. It is in this context that the Development Academy of the Philippines (DAP), with its extensive experience in policy research and technical assistance for Philippine government and international agencies, was requested and is now submitting this proposal to provide consultancy services for the conduct of the Port Users' Satisfaction Survey 2019.

Project Objective: The Port Users' Satisfaction Survey 2019 aims to measure the level of satisfaction of the port users (i.e. passengers, shipping companies and concessionaires) on the quality of services and facilities of PPA and evaluate the responsiveness of PPA to the needs of the port users.



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Specifically, the project will:

1. Determine the overall satisfaction rating of PPA on its service delivery attributes;
2. Determine the factors and relationships affecting the satisfaction of the port users; and
3. Identify opportunities for improvement to enhance the satisfaction of the port users.

Focus Area: Governance

Project Type: Technical Assistance, Research

Project Beneficiary:

Regional Coverage: National Coverage

IV. Project Accomplishments

Key Activities Implemented: Client Meeting, Project Team Meeting, Debriefing Meeting, Data Gathering, Report Writing and Technology Transfer

Major Outputs: 1) Inception Report; 2) Data Gathering Plan; 3) First Survey Report; 4) Second Survey Report; and 5) Conduct of Capacity Building Activity

Project Impact: Improved service delivery of PPA

Lessons Learned:

1. Survey with shipping companies and concessionaires can be improved by ensuring that the list of respondents have complete and updated information;
2. Project team should have basic knowledge in conducting sampling and analyzing survey data in order to be able to check and verify the outputs of Statistician and not be highly dependent on him.

V. Attachments

- Certificates of Project Deliverables Accepted
- Certificate of Project Closure

Prepared by:

Mary Ann D. Fajardo

Project Manager

Noted / Approved by:

Imelda C. Caluen

Center Head

Notes:

1. Project details on Section I-III can be generated thru PMIS based on PMs Inputs.
2. Project Managers are required to accomplish Section IV & provide Section V to reflect results of project implementation
3. Project Managers can update/adjust the pre-filled sections(I-III) based on actual data



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CERTIFICATE OF PROJECT DELIVERABLE ACCEPTED

Date : 30-Jul-19

Center : Center for Governance Project Code : CPRAT
Project Title : Port Users' Satisfaction Survey 2019
Client : Philippine Ports Authority
Project Manager : Mary Ann D. Fajardo

Deliverable Information/ Report

Project Phase : Inception Activities
Deliverable : Inception Report

Acceptance Information/Report



Approved



Deferred

INSTRUCTIONS: On a scale of 1 to 5, rate the project in each of the relevant indices below. The ends of the scale are 1 - Poor and 5 - Excellent. Encircle the number which best indicates your rating of the project deliverable in that item.

- | | | | | | |
|---|---|---|---|---|---|
| 1. Overall Satisfaction | 1 | 2 | 3 | 4 | 5 |
| 2. Project deliverable was submitted within agreed timeframe | 1 | 2 | 3 | 4 | 5 |
| 3. Project deliverable was acceptable as agreed upon. | 1 | 2 | 3 | 4 | 5 |
| 4. Project deliverable was made within the standards agreed upon. | 1 | 2 | 3 | 4 | 5 |

Comments:
(if any)

Authorized Representative/s:


ANGELINA A. LLOSE

Signature over printed name

Manager, Corporate Planning Department
Position / Designation



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CERTIFICATE OF PROJECT DELIVERABLE ACCEPTED

Date : 30-Jul-19

Center : Center for Governance Project Code : CPRAT
Project Title : Port Users' Satisfaction Survey 2019
Client : Philippine Ports Authority
Project Manager : Mary Ann D. Fajardo

Deliverable Information/ Report

Project Phase : Data Gathering and Analysis Plan
Deliverable : Data Gathering Plan

Acceptance Information/Report

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Approved

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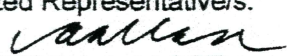
Deferred

INSTRUCTIONS: On a scale of 1 to 5, rate the project in each of the relevant indices below. The ends of the scale are 1 - Poor and 5 - Excellent. Encircle the number which best indicates your rating of the project deliverable in that item.

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|---|---|---|---|---|---|
| 1. Overall Satisfaction | 1 | 2 | 3 | 4 | 5 |
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| 3. Project deliverable was acceptable as agreed upon. | 1 | 2 | 3 | 4 | 5 |
| 4. Project deliverable was made within the standards agreed upon. | 1 | 2 | 3 | 4 | 5 |

Comments:
(if any)

Authorized Representative/s:


ANGELINA A. LLOSE

Signature over printed name

Manager, Corporate Planning Department
Position / Designation



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CERTIFICATE OF PROJECT DELIVERABLE ACCEPTED

Date : 19-Dec-19

Center : Center for Governance Project Code : CPRAT
Project Title : Port Users' Satisfaction Survey 2019
Client : Philippine Ports Authority (PPA)
Project Manager : Mary Ann D. Fajardo

Deliverable Information/ Report

Project Phase : Conduct of the First Round of Survey
Deliverable : First Round Survey Report

Acceptance Information/Report



Approved



Deferred

INSTRUCTIONS: On a scale of 1 to 5, rate the project in each of the relevant indices below. The ends of the scale are 1 - Poor and 5 - Excellent. Encircle the number which best indicates your rating of the project deliverable in that item.

1. Overall Satisfaction

1 2 3 4 5

2. Project deliverable was submitted within agreed timeframe

1 2 3 4 5

3. Project deliverable was acceptable as agreed upon.

1 2 3 4 5

4. Project deliverable was made within the standards agreed upon.

1 2 3 4 5

Comments:

(if any)

Authorized Representative/s:

Angelina A. Llose

ANGELINA A. LLOSE

Signature over printed name

Manager, Corporate Planning Department

Position / Designation



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CERTIFICATE OF PROJECT DELIVERABLE ACCEPTED

Date : 4-Feb-20

Center : Center for Governance Project Code : CPRAT
Project Title : Port Users' Satisfaction Survey 2019
Client : Philippine Ports Authority
Project Manager : Mary Ann D. Fajardo

Deliverable Information/ Report

Project Phase : Conduct of the Second Round of Survey
Deliverable : Second Survey Report and Final Report

Acceptance Information/Report



Approved



Deferred

INSTRUCTIONS: On a scale of 1 to 5, rate the project in each of the relevant indices below. The ends of the scale are 1 - Poor and 5 - Excellent. Encircle the number which best indicates your rating of the project deliverable in that item.

- | | | | | | |
|---|---|---|---|---|---|
| 1. Overall Satisfaction | 1 | 2 | 3 | 4 | 5 |
| 2. Project deliverable was submitted within agreed timeframe | 1 | 2 | 3 | 4 | 5 |
| 3. Project deliverable was acceptable as agreed upon. | 1 | 2 | 3 | 4 | 5 |
| 4. Project deliverable was made within the standards agreed upon. | 1 | 2 | 3 | 4 | 5 |

Comments:
(if any)

Authorized Representative/s:

for

ANGELINA A. LLOSE

Signature over printed name

Manager, Corporate Planning Department

Position / Designation



CERTIFICATE OF PROJECT DELIVERABLE ACCEPTED

Date : 28-Feb-20

Center : Center for Governance Project Code : CPRAT
Project Title : Port Users' Satisfaction Survey 2019
Client : Philippine Ports Authority
Project Manager : Mary Ann D. Fajardo

Deliverable Information/ Report

Project Phase : Project Closure
Deliverable : Presentation of Results of the Port Users' Satisfaction Survey 2019
to PPA Personnel

Acceptance Information/Report



Approved



Deferred

INSTRUCTIONS: On a scale of 1 to 5, rate the project in each of the relevant indices below. The ends of the scale are 1 - Poor and 5 - Excellent. Encircle the number which best indicates your rating of the project deliverable in that item.

- | | | | | | |
|---|---|---|---|---|---|
| 1. Overall Satisfaction | 1 | 2 | 3 | 4 | 5 |
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| 4. Project deliverable was made within the standards agreed upon. | 1 | 2 | 3 | 4 | 5 |

Comments:
(if any)

Authorized Representative/s:

for:

ANGELINA A. LLOSE

Signature over printed name

Manager, Corporate Planning Department

Position / Designation



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CERTIFICATE OF PROJECT CLOSURE

Date: 28 February 2020

Project Title : Port Users' Satisfaction Survey 2019
Project Manager : Mary Ann D. Fajardo
Center : Center for Governance
Project Duration : 01 May 2019 to 28 February 2020
Project Code : CPRAT
Client : Philippine Ports Authority

This is to certify that the above-cited project is declared officially closed. It further certifies that all project outputs have been delivered and satisfactorily conform to our agreements and our office's standards.

Overall Satisfaction

Not Satisfied 1 2 3 4 5 ^{4.5} Very Satisfied

FEEDBACK (please indicate here your comments and/or suggestions for further improving our services.)

Authorized Representative of Client Agency:

for: ANGELINA A. LLOSE
Signature over printed name

Manager, Corporate Planning Department
Position/Designation

ONE-POINT LESSON

Project	Port Users' Satisfaction Survey 2019
Prepared by	Mary Ann D. Fajardo
Noted by	Imelda C. Caluen
Center	Center for Governance
Date Prepared:	02 March 2020
File number	

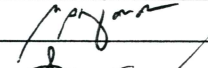

Subject/Activity: Data Gathering
Actual Date (if applicable):

What happened? (State the problem and what was done)	What should have been done? (Recommended corrective and preventive action)
The team had difficulty in reaching the target number of phone interviews, due to incomplete contact information of the list of respondents provided by PPA as well as refusal to participate in the survey.	<p>For the next implementation, the field supervisors may secure the list of respondents from the areas during the data gathering phase and ensure that the contact information is updated.</p> <p>PPA may also circulate a memo/letter requesting each PMO to submit per semester/yearly an updated list and contact details of shipping companies and concessionaires operating in their respective ports since this is a regular project for the agency.</p>

Instructions:

Fill-out all items briefly and completely. Please refer to guidelines for further information.
 Limit to 1 to 5 sentences. Illustrations can be used.
 One template = One Lesson
 Submit One-Point Lesson to osvpp@dap.edu.ph

ONE-POINT LESSON

Project	Port Users' Satisfaction Survey 2019
Prepared by	Mary Ann D. Fajardo 
Noted by	Imelda C. Caluen 
Center	Center for Governance
Date Prepared:	02 March 2020
File number	

Subject/Activity: Preparation and Submission of Report

Actual Date (if applicable):

What happened? (State the problem and what was done)	What should have been done? (Recommended corrective and preventive action)
<p>Whenever the client has questions or clarifications on the analysis of the survey data, the project team had to consult first the Statistician in order to provide answers in their queries which caused delay on the review and approval of the report/s.</p> <p>The team also don't have enough understanding to determine if all outputs and analysis of the Statistician are correct.</p>	<p>For the next implementation, the team may request the Statistician to discuss and explain the analysis of the survey results prior writing the report in order for the team to better grasp what they are going to write.</p> <p>The team may also attend training on survey data analysis to broaden their knowledge and skills since PRO has regular customer satisfaction survey projects.</p>

Instructions:

Fill-out all items briefly and completely. Please refer to guidelines for further information.

Limit to 1 to 5 sentences. Illustrations can be used.

One template = One Lesson

Submit One-Point Lesson to osvpp@dap.edu.ph