



Philippine Mining Development Corporation

Client Satisfaction Measurement Report

Consolidated

2023 (1st Edition)

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I. Overview

The Client Satisfaction Measurement (CSM) report provides a comprehensive analysis of client feedback and satisfaction levels regarding the services offered by Philippine Mining Development Corporation (PMDC). As part of our commitment to continuous improvement, the CSM survey was conducted to gauge client perceptions and identify areas for enhancement. This report highlights findings and insights gathered from the survey, offering valuable insights into client satisfaction across various services. Through this report, PMDC aims to strengthen its service delivery and ensure that client needs are met effectively and efficiently.

	Score
CC Awareness:	94.00%
CC Visibility:	52.00%
CC Helpfulness:	55.00%
Response Rate:	91.66%
Overall Score	99.24%

II. Scope

The survey was conducted between January and December 2023, covered a wide range of geographical areas, including Region III, NCR, and Region XI. During this period, PMDC evaluated the services offered related to its operations.

The issuance of Official Receipts for Payment of PMDC Shares, Commitment Fees, and Others Services obtained the highest response rate of 91.66% of the total 33 replies.

The survey has a response rate of 91.66%, which indicates client engagement and satisfaction. This rate is regarded as high because of proactive outreach efforts of the assigned employees to conduct the survey. Despite the overall satisfactory response rate, some services, particularly Technical Assistance and Complaints, had low customer interaction. This could be due to a variety of circumstances, including the perceived utility of the services, communication gaps, or a lack of awareness among clients.

Furthermore, some services, particularly the Complaint service, reported no customer contacts during the survey period. In fact, PMDC was given a certificate of recognition by DENR for being one of the harmonious offices by incurring the lowest number of accumulated Action Center and hotline 8888 tickets for CY 2023 among all the Bureaus and Attached Agencies.

The services surveyed were the following:

External Services	Responses	Total Transactions
Issuance of Certified True Copies of PMDC Data from the PMDC Website	2	2
Complaint	0	0
Issuance of PMDC Documents	4	4
Technical Assistance	3	5
Issuance of Official Receipt for Payment of PMDC Share, Commitment Fees and Other	27	28
	33	36

The following services had no clients in CY 2023:

1. Complaint

III. Methodology

The CSM survey conducted by PMDC has a multifaceted approach, incorporating both physical and digital methods to gather data for analysis.

Physical Methods

- Paper-Based Surveys - Physical surveys were distributed to clients through various channels, including in-person interactions, mail, and service centers. Clients were provided with printed questionnaires containing the survey questions and response options.
- Telephone Interviews -Trained survey administrators conducted telephone interviews with selected clients to gather feedback on their satisfaction levels and service experiences. This method facilitated direct communication with clients and enabled real-time data collection.

Digital Methods

- Email Surveys - Personalized email invitations containing survey links were sent to clients, encouraging them to participate in the survey. This method facilitated targeted outreach to specific client segments and enabled efficient data collection.

The survey instrument utilized a 5-point Likert scale to capture client responses, ranging from "Strongly Disagree" to "Strongly Agree." Each response was assigned a numerical value as follows:

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

The interpretation of survey results was based on the aggregated scores obtained across different service quality dimensions. The following rating scale was applied to assess overall satisfaction levels:

Scale	Rating
Below 60%	Poor
60% - 79.9%	Fair
80% - 89.9%	Satisfactory
90% - 94.9%	Very Satisfactory
95% - 100%	Outstanding

IV. Data and Interpretation

A. Demographic Profile

The age group of 20 to 34 years old is the most represented, with 21% of respondent. This shows a high number of younger individuals accessing PMDC services.

Both the age groups of 35 to 49 and 50 to 64 years old represent 6% of overall respondents, indicating moderate representation from middle-aged individuals.

Respondents aged 65 or higher also account for 6% of respondents. A significant proportion or 52%, chose not to specify their age.

D1. Age and D2. Sex	External	Internal	Overall
19 or lower	0%	0%	0%
20 – 34	21%	0%	21%
35 – 49	6%	0%	6%
50 – 64	15%	0%	15%
65 or higher	6%	0%	6%
Did not specify	52%	0%	52%

Male	79%	0%	79%
Female	15%	0%	15%
Did not specify	6%	0%	6%

Males represent 79% of all responses, with females comprised of only 15%. A small percentage of respondents, comprising 6% of total replies, chose not to specify their gender.

D3. Region	External	Internal	Overall
NCR	33%	0%	33%
Region III	3%	0%	3%
Region XI	36%	0%	36%
Did not specify	27%	0%	27%

Geographically, the Region XI is the most represented, with 36% of respondents. In contrast, Region III has a lesser proportion of respondents, with only 3% rating. NCR is the second most represented area, with 33% of respondents. Furthermore, a large proportion of respondents (27%) did not specify their region.

Customer Type	External	Internal	Overall
Citizen	0%	0%	0%
Business	97%	0%	97%
Government	3%	0%	3%
Did not specify	0%	0%	0%

In terms of customer type, the data indicates a significant representation of Business entities among the respondents, comprising 97% of the total respondents. This suggests that most survey participants are affiliated with businesses. Government entities are underrepresented, with 3% of the total responses. However, there was minimal participation from Citizens with 0% representation.

B. Count of CC and SQD results

Most respondents (94%) are aware of the CC, with the majority stating that they either know what a CC is and saw PMDC's CC (58%) or learned about the CC when they saw PMDC's CC (36%). This suggests that clients are well-aware.

Regarding visibility, many respondents who were aware of the CC found it easy to see (52%) or easy to view (42%), implying that PMDC's CC is sufficiently visible to clients. Importantly, no respondents reported having difficulty seeing the CC or that it was not visible at all.

In terms of effectiveness, a substantial majority of respondents (94%) regarded PMDC's CC to be useful in their transactions, with 55% saying it helped a lot and 39% saying it helped a little. This highlights the usefulness of PMDC's CC in providing clients with guidance and transparency throughout transactions.

Overall, PMDC's CC's high degree of awareness, sufficient visibility, and effectiveness reflect highly on the organization's dedication to transparency, accountability, and service excellence.

Citizens Charter Answers	Responses	Percentage
CC1. Which of the Follow describe your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	19	58%
2. I know what a CC is but I did not see this office's CC.	0	0%
3. I learned of the CC only when I saw this office's CC.	12	36%
4. I do not know what a CC is and I did not see this office's CC.	2	6%
CC2. If aware of CC, would you say that the CC of his office was...?		
1. Easy to see	17	52%
2. Somewhat easy to see	14	42%
3. Difficult to see	0	0%
4. Not visible at all	0	0%
5. N/A	2	6%
CC3. If ware of CC, how much did the CC help you in your transaction?		
1. Helped very much	18	55%
2. Somewhat helped	13	39%
3. Did not help	0	0%
4. N/A	2	6%

The provided data below presents the distribution of responses across various categories for Service Quality Dimension 0 (SQD0).

Out of the total 33 responses, 21 respondents (63.6%) strongly agreed with the statements related to SQD0, indicating a significant level of satisfaction or agreement with the quality of service provided in this dimension. Additionally, 12 respondents (36.4%) expressed agreement with SQD0. While this proportion is smaller than the number of respondents who strongly agreed, it still signifies a positive perception of the service quality in this dimension.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
SQD0	21	12	0	0	0	0	33	100%

The provided data on the table below presents the distribution of responses on SQD 1- 8.

- **Responsiveness:** Most respondents (19) strongly agree, indicating a high level of satisfaction with the responsiveness of services. Additionally, 13 respondents agree, further confirming positive perceptions in this dimension.
- **Reliability:** Similar to responsiveness, a significant number of respondents (20) strongly agree with the reliability of services. Thirteen respondents also agree, reinforcing the positive sentiment regarding service reliability.
- **Access and Facilities:** Respondents express agreement with the access and facilities provided, with 21 strongly agreeing and 12 agreeing. This suggests satisfaction with the accessibility and quality of facilities.
- **Communication:** Nineteen respondents strongly agree and 14 agree with the communication aspect of services. This indicates effective communication practices that contribute to positive customer experiences.
- **Costs:** Many respondents (21) strongly agree with the costs associated with services, indicating satisfaction with pricing. Ten respondents agree, while one respondent disagrees and one did not specify, suggesting overall positive perceptions with slight variation.
- **Integrity and Assurance:** Both integrity and assurance dimensions received high levels of agreement, with 26 respondents strongly agreeing and seven agreeing. This indicates trust and confidence in the integrity and assurance of services.
- **Outcome:** Twenty-three respondents strongly agree and 10 agree with the outcome of services. This suggests positive outcomes and effective service delivery.

Overall, the data reflects positive perceptions across all service quality dimensions, with most respondents expressing strong agreement or agreement. This indicates a high level of satisfaction with various aspects of service delivery, including responsiveness, reliability, access and facilities, communication, costs, integrity, assurance, and outcome. However, the presence of a few responses indicating neither agreement nor disagreement, as well as a small number of disagreements and unspecified responses, suggests areas for potential improvement or further investigation to address any concerns and ensure continued customer satisfaction.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
1. Responsiveness	19	13	0	1	0	0	33	96.97%
2. Reliability	20	13	0	0	0	0	33	100.00%
3. Access and Facilities	21	12	0	0	0	0	33	100.00%
4. Communication	19	14	0	0	0	0	33	100.00%
5. Costs	21	10	0	1	0	1	33	96.88%
6. Integrity	26	7	0	0	0	0	33	100.00%
7. Assurance	26	7	0	0	0	0	33	100.00%
8. Outcome	23	10	0	0	0	0	33	100.00%
Overall	175	86	0	2	0	1	264	99.24%

C. Overall score per service

For the external services provided by PMDC reveals the following:

- Issuance of Certified True Copies of PMDC Data from the PMDC Website:

This service received a perfect overall rating of 100.0%, indicating that clients were highly satisfied with the process of obtaining certified true copies of PMDC data from the PMDC website.

- Complaint Service:

Remarkably, there were no reported interactions or feedback from clients regarding the Complaint service during the survey period.

- Issuance of PMDC Documents:

Similar to certified true copies, the issuance of PMDC documents also received a perfect overall rating of 100.0%, suggesting high levels of client satisfaction with this service. Clients likely found the process of obtaining PMDC documents to be smooth and satisfactory.

- Technical Assistance:

While the technical assistance service received a high overall rating of 91.7%, it falls slightly below the perfect score achieved by other services. This indicates that while most clients were satisfied with the technical assistance provided, there may be some room for improvement to further enhance client satisfaction in this area.

- Issuance of Official Receipt for Payment of PMDC Share, Commitment Fees and Other:

Like the issuance of certified true copies and PMDC documents, this service also received a perfect overall rating of 100.0%. Clients were highly satisfied with the process of obtaining official receipts for payment of PMDC share, commitment fees, and other services.

External Services	Overall Rating
Issuance of Certified True Copies of PMDC Data from the PMDC Website	100.0%
Complaint	00.0%
Issuance of PMDC Documents	100.0%
Technical Assistance	91.7%
Issuance of Official Receipt for Payment of PMDC Share, Commitment Fees and Other	100.0%
External Service Total	99.2%
Internal Services	
None	0.0%
None	0.0%
None	0.0%
None	0.0%
None	0.0%
Internal Service Total	0.0%
OVERALL TOTAL	0.0%

Overall, the external services provided by PMDC received a high overall rating of 99.2%, indicating commendable performance in meeting client needs and expectations. However, it is important for PMDC to continue monitoring client feedback and addressing any areas for improvement to ensure consistently high levels of client satisfaction across all services.

V. Results of the Agency Action Plan reported for FY 2022

For 2022 and the previous years, PMDC conducted Customer Satisfaction Survey (CSS) pursuant to the mandate of the Governance Commission on Government Owned and/or Controlled Corporations (GCG). Based on the CSS report, the respondents were asked on their comments and suggestions for the improvement of the PMDCs services. Their suggestions are deduced in terms of educational support services, social welfare services, livelihood and employment support services, infrastructure support services and other support services.


PMDC continued to enforce the regularly implemented projects such as provision of school supplies, monthly food subsidy, participation to brigada eskwela, medical mission and good grooming, and relief operation.

VI. Continuous Agency Improvement Plan for FY 2024

PMDC is inclined in reviewing its Citizens Charter for further enhancement and to ensure efficient implementation of both its external and internal services. Survey questionnaires will also be assessed for possible modifications subject to the specifications, guidelines and limitations provided by ARTA. Also, the conduct of the survey to its clients will be faithfully implemented and monitored to gauge the satisfaction of its customers on its services, the result of such surveys will in effect greatly help PMDC in further improving its services and in attaining its objectives.

ANNEX A. Survey Questionnaire/s Used

Control no. _____
(On-Site Version)



HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently completed 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.

Client type: Citizen Business Government (Employee or another agency)

Date: _____ Sex: Male Female LGBTQ+ Age: _____

Region of residence: _____

Service Availed:

Issuance of Certified True Copies of PMDC Data from the PMDC Website

Complaint

Issuance of Certified True Copies of PMDC Documents

Technical Assistance

Issuance of Official Receipt for Payment of PMDC Share, Commitment Fees and Others

INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government including its requirements, fees, and processing times among others.

CC1 Which of the following best describes your awareness of a CC?

1. I know what a CC is and I saw this office's CC.

2. I know what a CC is but I did NOT see this office's CC.

3. I learned of the CC only when I saw this office's CC.

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...?

1. Easy to see 4. Not visible at all

2. Somewhat easy to see 5. N/A

3. Difficult to see






CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

1. Helped very much 3. Did not help

2. Somewhat helped 4. N/A

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

	 Strongly Disagree 1	 Disagree 2	 Neither Agree Nor Disagree 3	 Agree 4	 Strongly Agree 5	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 pagpapaliwanag" 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 the government office, or (if denied) denial of request was sufficiently explained to me.						

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

Email Address (optional): _____

THANK YOU!

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ANNEX B. List of Regional and Satellite Offices

Office	Responses	Total Population
Head Office – Manila	21	23
Regional Office - Davao	3	3
Regional Field Office – Depot	9	10

ANNEX C. CSM Results Per Office

1. Head Office – Manila

Citizens Charter Answers	Responses	Percentage
CC1. Which of the Follow describe your awareness of the CC?		
1. I know what a CC is and I saw this office’s CC.	8	38.10%
2. I know what a CC is but I did not see this office’s CC.	0	0.00%
3. I learned of the CC only when I saw this office’s CC.	12	57.14%
4. I do not know what a CC is and I did not see this office’s CC.	1	4.76%
CC2. If aware of CC, would you say that the CC of his office was...?		
1. Easy to see	7	33.33%
2. Somewhat easy to see	13	61.90%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	1	4.76%
CC3. If ware of CC, how much did the CC help you in your transaction?		
1. Helped very much	7	33.33%
2. Somewhat helped	13	61.90%
3. Did not help	0	0.00%
4. N/A	1	4.76%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	17	3	0	1	0	0	21	95.24%
Reliability	18	3	0	0	0	0	21	100%
Access and Facilities	18	3	0	0	0	0	21	100%
Communication	17	4	0	0	0	0	21	100%
Costs	16	3	0	1	0	1	21	95.00%
Integrity	19	2	0	0	0	0	21	100%
Assurance	19	2	0	0	0	0	21	100%
Outcome	18	3	0	0	0	0	21	100%
Overall	142	23	0	2	0	1	168	98.80%

External Services	Overall Rating
Issuance of Certified True Copies of PMDC Data from the PMDC Website	100.0%
Complaint	0.0%
Issuance of PMDC Documents	100.0%
Technical Assistance	91.7%
Issuance of Official Receipt for Payment of PMDC Share, Commitment Fees and Other	100.0%
External Service Total	98.8%
Internal Services	
None	0.0%
None	0.0%
None	0.0%
None	0.0%
None	0.0%
Internal Service Total	0.0%
OVERALL TOTAL	0.0%

2. Regional Office - Davao

Citizens Charter Answers	Responses	Percentage
CC1. Which of the Follow describe your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2	66.67%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	1	33.33%
CC2. If aware of CC, would you say that the CC of his office was...?		
1. Easy to see	1	33.33%
2. Somewhat easy to see	1	33.33%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5. N/A	1	33.33%
CC3. If ware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2	66.67%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	1	33.33%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	1	2	0	0	0	0	3	100%
Reliability	1	2	0	0	0	0	3	100%
Access and Facilities	2	1	0	0	0	0	3	100%
Communication	1	2	0	0	0	0	3	100%
Costs	2	1	0	0	0	0	3	100%
Integrity	2	1	0	0	0	0	3	100%
Assurance	3	0	0	0	0	0	3	100%
Outcome	2	1	0	0	0	0	3	100%
Overall	14	10	0	0	0	0	24	100%

External Services	Overall Rating
Issuance of Certified True Copies of PMDC Data from the PMDC Website	0.0%
Complaint	0.0%
Issuance of PMDC Documents	100.0%
Technical Assistance	0.0%
Issuance of Official Receipt for Payment of PMDC Share, Commitment Fees and Other	100.0%
External Service Total	100.0%
Internal Services	
None	0.0%
None	0.0%
None	0.0%
None	0.0%
None	0.0%
Internal Service Total	0.0%
OVERALL TOTAL	0.0%

3. Regional Field Office - Depot

Citizens Charter Answers	Responses	Percentage
CC1. Which of the Follow describe your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	9	100.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%

CC2. If aware of CC, would you say that the CC of his office was...?		
1. Easy to see	9	100.00%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
N/A	0	0.00%
CC3. If ware of CC, how much did the CC help you in your transaction?		
Helped very much	9	100.00%
Somewhat helped	0	0.00%
Did not help	0	0.00%
N/A	0	0.00%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	1	8	0	0	0	0	9	100%
Reliability	1	8	0	0	0	0	9	100%
Access and Facilities	1	8	0	0	0	0	9	100%
Communication	1	8	0	0	0	0	9	100%
Costs	3	6	0	0	0	0	9	100%
Integrity	5	4	0	0	0	0	9	100%
Assurance	4	5	0	0	0	0	9	100%
Outcome	3	6	0	0	0	0	9	100%
Overall	19	53	0	0	0	0	72	100%

External Services	Overall Rating
Issuance of Certified True Copies of PMDC Data from the PMDC Website	0.0%
Complaint	0.0%
Issuance of PMDC Documents	0.0%
Technical Assistance	0.0%
Issuance of Official Receipt for Payment of PMDC Share, Commitment Fees and Other	100.0%
External Service Total	100.0%

Internal Services	
None	0.0%
None	0.0%
None	0.0%
None	0.0%
None	0.0%
Internal Service Total	0.0%
OVERALL TOTAL	0.0%

Approved:



Atty. Marissa M. Torentera
CART Chairperson