



CITIZEN/CLIENT SATISFACTION REPORT

I. Description of the Citizen/Client Satisfaction Survey

The Procurement Service has deployed two kinds of feedback forms, viz:

a. Report on Product Feedback on CSE Items

This feedback form is used to derive comments from client-agencies of the Procurement Service on the quality of supplies and equipment that we sell. It is a useful tool for the Inspection and Purchasing Divisions when they look into complaints on product quality and identify areas for improvement. Agencies' insights are important so that we know the brands that are working/performing well and what should be done about the brands that are not meeting our standards and clients' expectations.

For this form, we ask our client-agencies to identify the product, brand, when acquired from PS and the defects they have noted. We have asked respondents to indicate details about their agency so that we could follow through with their complaints and if necessary, see the items that were subject of their complaints.

The feedback form also contains a portion wherein clients can identify the items that they would like for PS to add as common supplies and equipment (CSE).

For 2018, these feedbacks were reported weekly and quarterly to the PS Mancom.

b. Feedback from Walk-in Clients

This feedback form was designed purposely for walk-in clients. It is a short and simple customer satisfaction survey that features "happy or not" emoticons to describe levels of satisfaction from excellent to poor.

It indicates areas to be rated such as office atmosphere, facilities and amenities, if employees were helpful and knowledgeable, if PS products are good value for money and the quality of PS products.

And because PS wanted to get information on what quarter agencies do their procurement, we indicated a question on this and also on how frequent they visit the PS website.

These feedbacks were also reported weekly and quarterly to the PS Mancom.

II. Improvement Action Plan for FY 2019

From the feedbacks gathered from the two types of surveys, PS Management has taken steps to address these through:

1. Improving the projection of the CSEs to be purchased by requiring the submission of APP-CSEs by client agencies for FY 2019 and providing for a facility for online submission;
2. Reducing the number of stock outs by directing PS' ten Purchasing Divisions and BACs to efficiently manage and monitor their procurement of CSEs;
3. The Technical Specifications Review Committee (TSRC) validated the complaints (through the Inspection Division) and initiated change and/or improvements in specifications of certain items that were identified in the complaints of the agencies;
4. Taking into consideration the suggested CSEs and studying the viability of adding these to the list of CSEs to be purchased and carried in stock by PS; and
5. Identifying and providing training and learning intervention programs for customer service and front desk personnel who are directly engaging with client agencies so that they can continuously develop their skills towards institutionalizing a culture of service excellence; and
6. Examine ways of continuously improving and streamlining processes and reducing turnaround times to process procurement and other services to client agencies.

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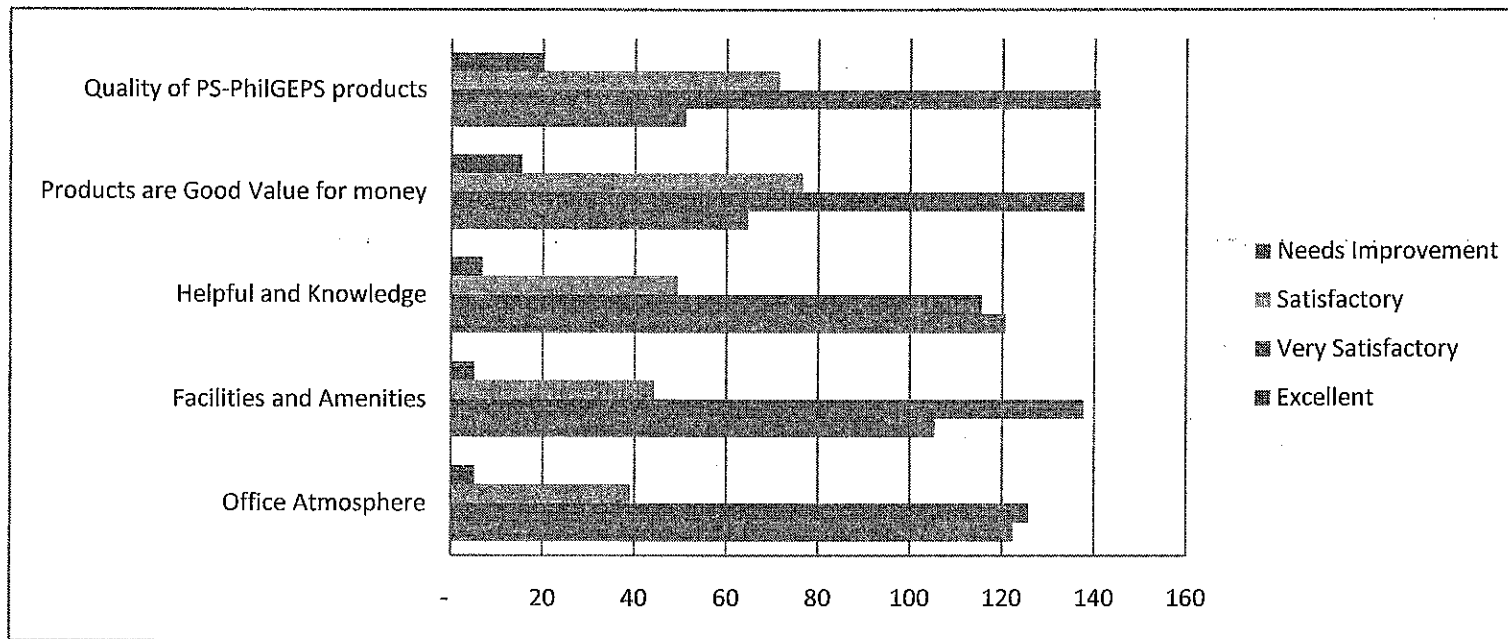
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SUMMARY OF CUSTOMER SATISFACTION SURVEY

January to December 2018

	Excellent	Very Satisfactory	Satisfactory	Needs Improvement
Office Atmosphere	122	126	39	5
Facilities and Amenities	105	138	44	5
Helpful and Knowledge	121	116	49	7
Products are Good Value for money	65	138	77	15
Quality of PS-PhilGEPS products	51	141	71	20
	464	658	281	52
Customer Satisfaction Rating %	90%	92%	88%	85%
Customer / Market Share %	32%	45%	19%	4%



SURVEY ANALYSIS

Based on the 291 total nos. of survey respondents for year 2018 covering the five (5) areas, 92% rated Very Satisfactory. This is the 45% customer share of the answering population. Followed by Excellent @ 90%, Satisfactory @ 88% Only 4% of customer/market share contributed a need improvement rating on PS customer satisfaction survey.

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