



Republic of the Philippines
Department of Environment and Natural Resources
BIODIVERSITY MANAGEMENT BUREAU
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JAN 25 2023

SECRETARY ERNESTO V. PEREZ

Director General

Anti-Red Tape Authority

Office of the Director General

4th & 5th Floor, NFA Building, NFA Compound, Visayas Avenue,

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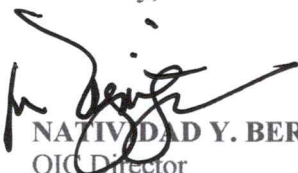
Email: odg@arta.gov.ph

Dear **Sec. Perez**:

In compliance with the AO 25 Memorandum Circular 2022-01, please see attached 2022 Client Satisfaction Survey result of this Bureau using the template prescribed in Annex 5 of the aforementioned Memorandum Circular. We have also uploaded the PDF format of this report to the Client Satisfaction Measurement folder thru the link that your office has provided.

Thank you very much.

Sincerely,



NATIVIDAD Y. BERNARDINO
OIC Director



Republic of the Philippines
Department of Environment and Natural Resources
BIODIVERSITY MANAGEMENT BUREAU



BMB202300313

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UNITED NATIONS DECADE ON
**ECOSYSTEM
RESTORATION**
2021-2030



Department of Environment and Natural Resources
BIODIVERSITY MANAGEMENT BUREAU




Client Satisfaction Survey

2022

 (632) 8924-6031 to 35

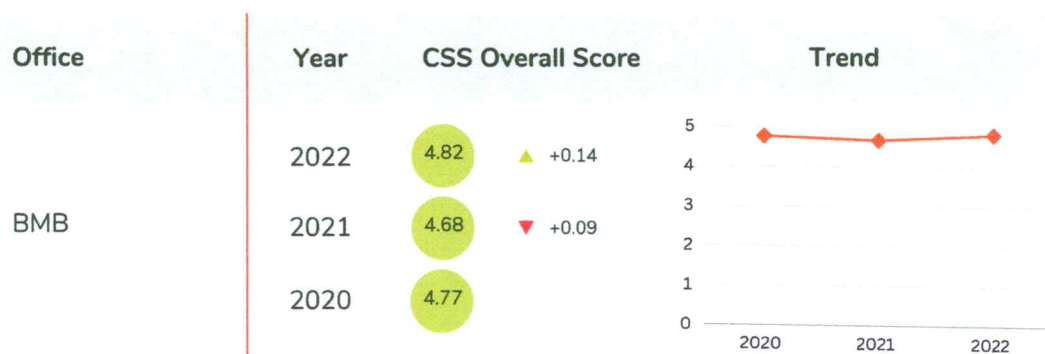
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2022 Client Satisfaction Rating

| Office | Client Satisfaction Score | Adjectival Score |
|--------------------------------------|---------------------------|-------------------|
| Biodiversity Management Bureau (BMB) | 4.82 | Very Satisfactory |

Historical Client Satisfaction Scores



Introduction

The Client Satisfaction Survey is a tool to generate verifiable data and tangible evidence in order to determine the effectiveness of implemented processes through identified indicators or service dimensions. The Biodiversity Management Bureau is one with the Department of Environment and Natural Resources in monitoring and measuring the satisfaction of internal and external clients to ensure that their needs and expectations are addressed and met in compliance to the Quality Management System (QMS), the Bureau's Citizen Charter and the Anti-Red Tape Act (ARTA) whose goals are to streamline efficient and effective frontline services for the Filipino people.

Objectives

- To measure the level of satisfaction of clients of the Bureau who availed of the BMB services indicated in the Bureau's Citizen Charter from January to December 2022;
- To identify the service gaps in order to meet the needs and expectations of its clients; and
- To determine the drivers of satisfaction of its clients.

Methodology

Rating Scale

The client satisfaction survey used a 5-point Likert Scale representing the levels of satisfaction of clients on the different aspects of service by agreeing or disagreeing on different statements representing the different service quality dimensions.

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

In interpreting the Overall CSS score, the following equivalent adjectival rating has been used:

| Overall Score Rating | Adjectival Rating |
|----------------------|-------------------|
| 5.00 | Outstanding |
| 4.00-4.99 | Very Satisfactory |
| 3.00-3.99 | Satisfactory |
| 2.00-2.99 | Unsatisfactory |
| 1.99 and below | Poor |

Data Gathering

The CSS data was collected through exit survey method. In this method, the clients were asked to rate the service of the Division/Unit after they have received their requests, permits or certificates. The clients rate the services either online or through paper questionnaires. To facilitate the accomplishment of the CSS Online Form, some offices utilized tablets for the survey. The questionnaire takes the form of the issued CSS format of the DENR-Central.

In accordance with the Data Privacy Act, consent from clients were first solicited either in written or verbal form. Clients who opt not to participate in the survey were treated as refusal in the data. Confidentiality of personal details, responses and CSS data were ensured during the conduct and analysis of the survey.

As a measure to prevent the spread of the COVID-19 virus, the Bureau practiced safety protocols with limited client interaction. The Bureau has adopted an online CSS questionnaire via Google Forms and fillable PDF to facilitate the surveying of client's feedback. A QR code was also generated for easy access of the survey link.

The survey used the BMB CSS Form 2020 (Annex 1) to gather data from thru printed and online forms. This tool is in compliance with the recommended service quality dimensions of Client Satisfaction Survey based on Annex 5 of the Memorandum Circular 2022-1 of the Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems (IATF-AO25).

The questionnaire encompasses the eight service dimensions such as responsiveness, reliability (quality), access and facilities, communication, cost, integrity, assurance, and outcome.

Table 1

Client Satisfaction Scores of the BMB Divisions based on the 2022 DENR Client Satisfaction Survey as disaggregated by the eight (8) service quality dimensions

| Division | Service Quality Dimension | | | | | | | | CSS Score |
|---|---------------------------|-----------------------|-----------------------|---------------|-------------|-------------|-------------|-------------|-------------|
| | Responsiveness | Reliability (Quality) | Access and Facilities | Communication | Costs | Integrity | Assurance | Outcome | |
| Wildlife Resources Division | 4.76 | 4.70 | 4.50 | 4.75 | 4.58 | 4.76 | 4.77 | 4.73 | 4.69 |
| National Parks Division | 4.75 | 4.76 | 4.69 | 4.72 | N/A | 4.73 | 4.69 | 4.67 | 4.73 |
| Coastal and Marine Division | 5.00 | 5.00 | 5.00 | 5.00 | N/A | 5.00 | 5.00 | 5.00 | 5.00 |
| Biodiversity Policy and Knowledge Management Division | 4.93 | 4.81 | 4.60 | 4.90 | N/A | 4.83 | 5.00 | 5.00 | 4.85 |
| Ninoy Aquino Parks and Wildlife Center | 4.95 | 4.95 | 4.94 | 4.95 | 4.93 | 4.95 | 4.95 | 4.94 | 4.95 |
| Accounting Unit | 4.42 | 4.78 | 4.75 | 4.73 | N/A | 4.67 | 4.67 | 4.67 | 4.68 |
| Bids and Awards Committee Secretariat | 4.93 | 4.83 | 4.79 | 4.88 | 4.77 | 4.93 | 4.93 | 4.93 | 4.87 |
| Average CSS Score for BMB | 4.82 | 4.83 | 4.75 | 4.85 | 4.76 | 4.84 | 4.86 | 4.85 | 4.82 |

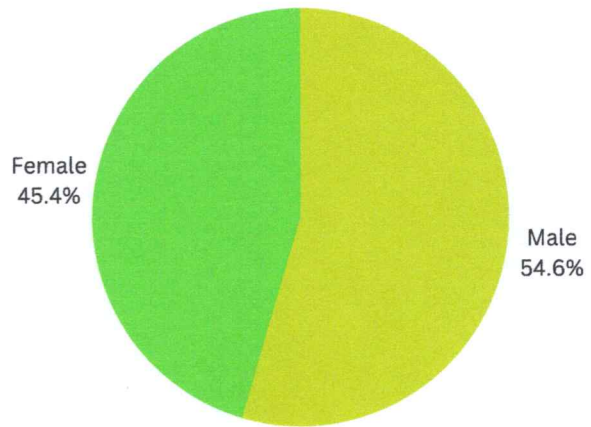
Note: There may be slight difference on the client satisfaction scores due to rounding off.

Socio-Demographic Profile of the Clients

A total of **1078 respondents** answered the online and paper questionnaires for the BMB External Services from January to December 2022.

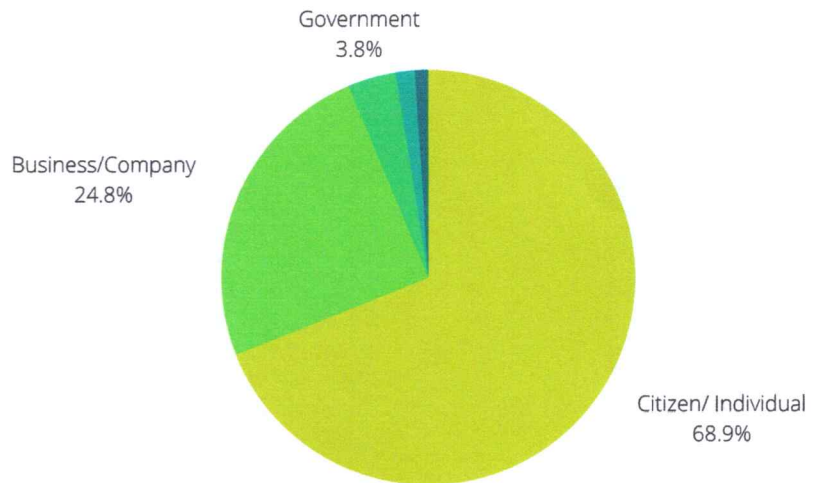
Sex

There are more male clients than female clients who availed of the BMB external services in 2022. However, the difference is only about 10%.



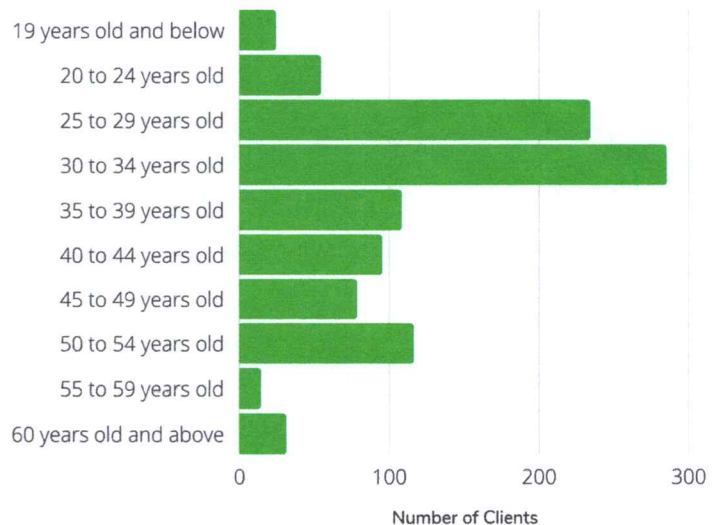
Type of Clients of BMB

Majority of the BMB clients are citizens or individuals. Representative from business or company are the next major clients of BMB.



Age Group

Most of the clients of BMB services are between ages 30 to 34 years old.



Client Satisfaction Scores for the BMB Services

Table 2 shows the average client satisfaction scores for the different services of DENR-BMB as a result of the survey. Of the 13 services available in the bureau, the "Request for Technical Assistance (Coastal and Marine)" garnered the highest score of 5.00 and followed by the the "Processing and Approval of Permit for Non-Extractive Activities i.e. Filming, Videotaping, spiritual and Other Recreational Activities; Use of Protected Areas for Scientific Purposes Prior to Issuance of Research Agreement" with a score of 4.95. However, the service for the "Processing of Request for Gratuitous Permit to Collect Wildlife for Scientific Research Purposes" has the lowest score of 4.43. The Bureau has no respondents for the "Review of Proposed Protected Area Community-Based Resource Management Agreement (PACBRMA)" and the "Processing of Purchase Order(PO) and Job Order (JO), Contract of Service (COS) and other Contracts for Funds Availability".

The client satisfaction scores for all the BMB services are "Very Satisfactory".

Table 2

Client Satisfaction Scores for the critical services of BMB based on the 2022 DENR Client Satisfaction Survey

| Process | Total Clients | CSS Score | Adjectival Rating |
|--|---------------|--------------------------|-------------------|
| Processing of CITES Permit Applications for the Export/ Re-export of Wildlife, including by-products and derivatives | 267 | 4.87 | Very Satisfactory |
| Processing of CITES Permit Applications for the Import of Wildlife, including byproducts and derivatives | 98 | 4.64 | Very Satisfactory |
| Processing of Request for Gratuitous Permit to Collect Wildlife for Scientific Research Purposes | 13 | 4.43 | Very Satisfactory |
| Processing and Approval of MOA for Scientific Research | 4 | 4.79 | Very Satisfactory |
| Processing and Documentation of Turned-over, Donated and Confiscated Wildlife | 100 | 4.77 | Very Satisfactory |
| Review of Proposed Protected Area Community-Based Resource Management Agreement (PACBRMA) | 0 | N/A | N/A |
| Review and Evaluation of Application for Special Use Agreement in Protected Areas (SAPA) | 14 | 4.73 | Very Satisfactory |
| Request for Technical Assistance (Coastal and Marine) | 2 | 5.00 | Very Satisfactory |
| Request for Technical Assistance (Geo Spatial Data and Statistical Data) | 7 | 4.85 | Very Satisfactory |
| Issuance of Order of Payment | 14 | 4.68 | Very Satisfactory |
| Processing of Purchase Order(PO) AND JOB ORDER (JO), Contract of Service (COS) and other Contracts for Funds Availability | 0 | N/A | N/A |
| Sale of Bidding Documents | 14 | 4.87 | Very Satisfactory |
| Processing and approval of Permit for non-extractive activities i.e. Filming, Videotaping, spiritual and other recreational activities; use of Protected Areas for Scientific purposes prior to issuance of Research Agreement | 545 | 4.95 | Very Satisfactory |
| Overall CSS Score | 4.82 | Very Satisfactory | |

Client Feedback and Suggestions

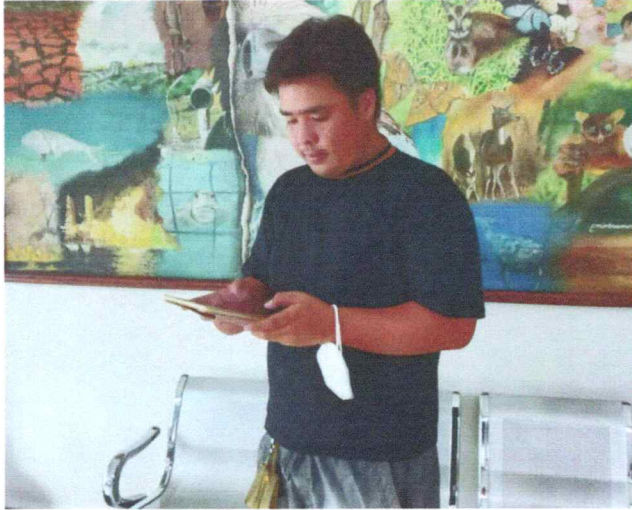
Issues Raised by Clients

- Have a faster process for signatories. (CITES Permits)
- Response via email is slow. (NAPWC)
- Improve the time to release documents. It should be on time. (Gratuitous Permits)

Suggestions Provided by Clients

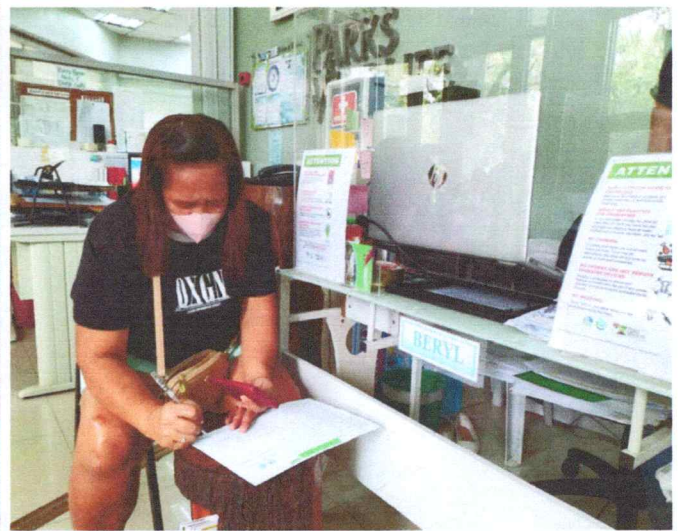
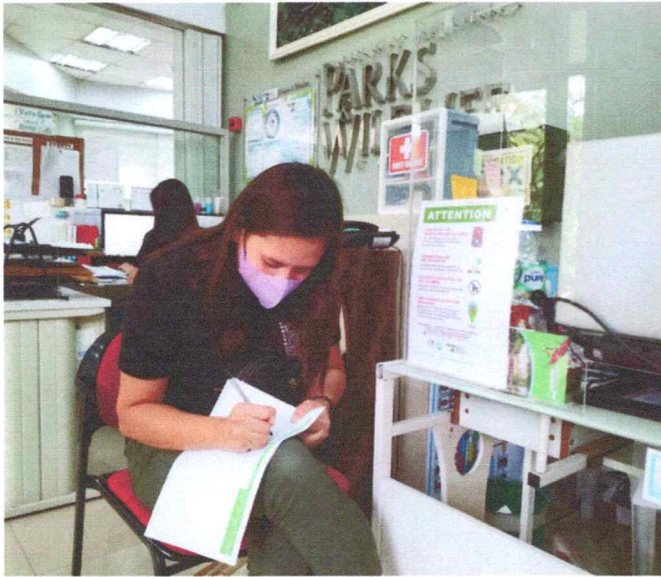
- Online payment and bank transfer options. (NAPWC)
- Posting of target timelines of activities online to anticipate processing time of permits. (CITES Permits)
- Provide more flexibility for perishable planting materials. Recommend collective permits to reduce repeated or redundant procedures in terms of chain of endorsement for volume of similar permit. (CITES Permits)
- Have a contact number via cellphone for more convenience. (CITES Permits)
- Review existing fees for CITES permits. (CITES Permits)
- Hoping there is coordination between BFAR and DENR for the application of GP based on the objectives of the research study in order to speed up its processing and to have no confusions on researchers on where to apply. (Gratuitous Permits)
- Hoping that there would be formal dialogue with stakeholders so we can give working inputs on requirements such as the use of microchips, and work towards a mutually acceptable common goal. (CITES Permits)

Photodocumentation



■ BMB Clients answering the CSS Online Form

Photodocumentation



■ BMB Clients answering the CSS Paper Forms