Department of Environment and Natural Resources

CLIENT SATISFACTION MEASUREMENT SURVEY REPORT

BIODIVERSITY MANAGEMENT BUREAU

Quezon Avenue, Diliman, Quezon City

📞 (632) 8924-6031 to 35
✉ bmb@bmb.gov.ph

BIODIVERSITY MANAGEMENT BUREAU

BUREAU PROFILE

The **Biodiversity Management Bureau (BMB)**, as one of the staff bureaus of the **Department of Environment and Natural Resources (DENR),** is mandated to protect the country's biological diversity and adequately manage and conserve its resources and the ecosystem services it provides. The Bureau implements activities based on its three (3) major programs, namely: **(1) Protected Area and Ecosystems Management and Protection**, **(2) Wildlife Protection and Conservation**, and **(3) Coastal and Marine Resources Management**.

Driven with a mission to conserve and sustainably manage the nation's biodiversity by promoting effective stewardship, innovative conservation practices, and the protection of ecosystems. The Bureau is also committed to its vision of a diverse and thriving Philippine biodiversity that provides natural resiliency and sustained benefits for all, ensuring the protection and restoration of ecosystems that support the well-being of present and future generations.

The bureau's primary functions include:
- Formulate and recommend policies, guidelines, rules, and regulations for the establishment and management of an Integrated Protected Areas System such as national parks, wildlife sanctuaries and refuges, marine parks, and biospheric reserves;
- Formulate an up-to-date listing of endangered Philippine flora and fauna and recommend a program of conservation and propagation of the same;
- Formulate and recommend policies, guidelines, and rules for the conservation of the three (3) components of biological diversity: genetic resources, ecosystems, and endangered species of Philippine flora and fauna;
- Assist the Secretary in monitoring and assessing the management of the Integrated Protected Areas System and provide technical assistance to the Regional offices in implementing programs for these areas.

The BMB's Divisions and Sections are:
- **National Parks Division (NPD)**
  - Protected Area Resources Management and Protection Section
  - Community Management and Sustainable Financing Section
- **Wildlife Resources Division (WRD)**
  - Wildlife Regulation Section
  - Wildlife Conservation Section
- **Coastal and Marine Division (CMD)**
  - Coastal and Marine Ecosystems Management Section
  - Integrated Coastal and Marine Partnership Section
- **Caves, Wetlands and Other Ecosystems Division (CaWED)**
  - Special Ecosystems Standard Section
  - Partnership and Engagement Section
- **Biodiversity Policy and Knowledge Management Division (BPKMD)**
  - Policy, Program Planning and Monitoring Section
  - Knowledge and Information Management Section
- **Ninoy Aquino Parks and Wildlife Center (NAPWC)**

The BMB, formerly Protected Areas and Wildlife Bureau (PAWB), was created in June 1987 under Executive Order (EO) 192. It is located at the Ninoy Aquino Parks and Wildlife Center, Quezon Avenue, Diliman, Quezon City.

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SCOPE

To measure the level of satisfaction of BMB's clients who availed of the services indicated in the Bureau's Citizen's Charter, the BMB conducted client satisfaction surveys from January 2, 2024, to December 29, 2024. The Client Satisfaction Survey is a tool to generate verifiable data and tangible evidence to determine the effectiveness of implemented processes through identified indicators or service dimensions. The Biodiversity Management Bureau (BMB) is one with the Department of Environment and Natural Resources (DENR) in monitoring and measuring the satisfaction of internal and external clients to ensure that their needs and expectations are addressed and met in compliance with the Quality Management System (QMS), the Bureau's Citizen's Charter and the Anti-Red Tape Act (ARTA), whose goals are to streamline efficient and effective frontline services for the Filipino people.

The survey conducted to measure client satisfaction utilized the standard harmonized CSM questionnaire provided by the Anti-Red Tape Authority (ARTA), measuring the eight (8) service quality dimensions (SDDs) to gauge the overall client satisfaction measurement for the different processes/services:

1. **Responsiveness** – the willingness to help, assist, and provide prompt service to citizens/clients
2. **Reliability** – the provision of what is needed and what was promised, following the policy and standards, with zero to a minimal error rate
3. **Access and Facilities** – the convenience of locations, ample amenities for comfortable transactions, use of clear signages and modes of technology
4. **Communication** – the act of keeping citizens and clients informed in a language they can easily understand, as well as listening to their feedback
5. **Costs** – the satisfaction with timeliness of the billing, billing process/es, preferred methods of payment, reasonable payment period, value of money, the acceptable range of costs, qualitative information on the cost of each service
6. **Integrity** – the assurance that there is honesty, justice, fairness, and trust in each service while dealing with citizens/ clients
7. **Assurance** – the capability of frontline staff to perform their duties, product and service knowledge, understand citizens/ client needs, helpfulness, and good work relationships
8. **Outcome** – the extent of achieving outcomes or realizing the intended benefits of government service

The following are the services included in the 2024 BMB Client Satisfaction Measurement Survey:

External Services

- Processing of CITES Permit Applications for the Export/Re-export of Wildlife, including by-products and derivatives
- Processing of CITES Permit Applications for the Import of Wildlife, including by-products and derivatives
- Processing of Request for Gratuitous Permit to Collect Wildlife for Scientific Research Purposes
- Processing and Approval of MOA for Scientific Research
- Processing and Documentation of Turned-over, Donated and Confiscated Wildlife
- Review of Proposed Protected Area Community-Based Resource Management Agreement (PACBRMA)
- Review and Evaluation of Application for Special Use Agreement in Protected Areas (SAPA)
- Request for Technical Assistance on Coastal and Marine
- Request for Technical Assistance (Geo Spatial Data (maps) and Statistical Data)

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- Library Services
- 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
- Issuance of Order of Payment
- Processing of Purchase Order (PO) and Job Order (JO), Contract of Service (COS) and other Contracts for Funds Availability
- Sale of Bidding Documents
- Issuance of Service Records (for former BMB staff)
- Issuance of Certification of Employment (for former BMB staff)

Internal Services

- Review and Evaluation of Wetlands Assessment Reports and Cave Assessment and Classification Reports
- Evaluation of Proposals/Quotation for Small Value/Shopping Mode of Procurement of ICT Equipment and Supplies (Hardware and Software)
- Processing of Special Budget Request
- Preparation, Processing and Issuance of Checks/LDDAP-ADA
- Collection and Deposit of Fees
- Issuance of Vehicle Trip Ticket and Fuel Withdrawal Slip
- Issuance of Certification of No Pending Administrative Case
- Issuance of Certification of Travel History
- Issuance of Personal Travel Authority
- Issuance of Service Records
- Issuance of Certification of Employment
- Processing of Purchase Request (PR) for the Procurement of Goods and Services

Complete lists of all services including the sampling details and response rate per service can be found in Annex B.

METHODOLOGY

The client satisfaction survey used a **5-point Likert Scale** to represent clients' levels of satisfaction with the different aspects of service. Clients agreed or disagreed with statements representing the different service quality dimensions.

| Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree |

The **Client Satisfaction Measurement (CSM)** data was collected through an exit survey method in the bureau. Using this method, the clients were asked to rate the service of the Division/Unit after they received their requests, permits, or certificates. The clients rated the services either online or through paper questionnaires. To facilitate the completion of the CSM Online Form, some offices utilized tablets for the survey.

Under the **Data Privacy Act of 2012**, client consent was first solicited in written or verbal form. Clients who opted not to participate in the survey were treated as refusing the data. Confidentiality of personal details, responses, and CSM data was ensured during the survey's conduct and analysis.
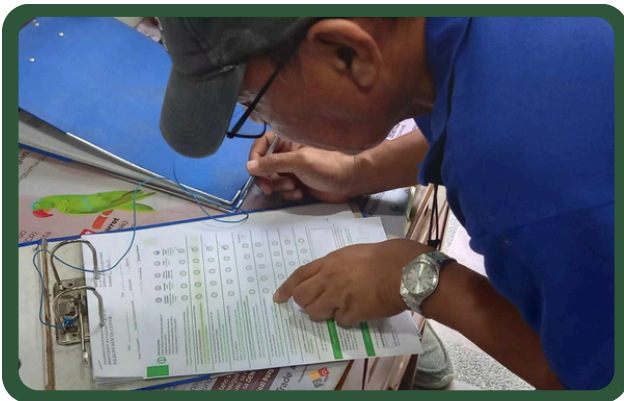

Photo courtesy of Wildlife Rescue Center

Photo courtesy of Ninoy Aquino Parks and Wildlife Center

CLIENT SATISFACTION MEASUREMENT SURVEY RESULTS

CLIENT DEMOGRAPHIC

AGE

Most of the BMB service clients who answered the survey are between the ages of **30 and 34 years old**. Within this age group, the number of male respondents is greater than that of female respondents (**Table 25**).

Table 25. Age group of the respondents

Age Group	External	Internal	Overall
19 and below	3.72%	0.00%	3.72%
20 to 24	5.44%	0.10%	5.54%
25 to 29	12.23%	0.38%	12.61%
30 to 34	17.38%	0.29%	17.67%
35 to 39	8.31%	0.10%	8.41%
40 to 44	5.44%	0.00%	5.44%
45 to 49	3.82%	0.10%	3.92%
50 to 54	9.07%	0.00%	9.07%
55 to 59	5.92%	0.10%	6.02%
60 and above	2.29%	0.00%	2.29%
Did not specify	25.12%	0.19%	25.31%
TOTAL	98.74%	1.26	100%

BIODIVERSITY MANAGEMENT BUREAU

CLIENT SATISFACTION MEASUREMENT SURVEY RESULTS

CLIENT DEMOGRAPHIC

SEX

During FY 2024, more **male clients** than female clients used the BMB's external and internal services, a difference of about **22%** of the total clients (**Table 26**).

Table 26. Sex of the respondents

Sex	External	Internal	Overall
Male	59.69%	0.57%	60.27%
Female	38.01%	0.67%	38.68%
Did not specify	1.05%	0.00%	1.05%
TOTAL	98.75%	1.24%	100%

CLIENT TYPE

The majority of the BMB clients are citizens or individuals. Representatives from businesses or companies are the following major clients BMB serves (**Table 27**).

Table 27. Client type of the respondents

Type of Client	External	Internal	Overall
Citizen	41.93%	0.00%	41.93%
People's Organization	1.34%	0.00%	1.34%
Business/ Company	28.37%	0.48%	28.84%
Government	8.60%	0.76%	9.36%
Did not specify	18.53%	0.00%	18.53%
TOTAL	98.77%	1.24%	100%

CLIENT SATISFACTION MEASUREMENT SURVEY RESULTS

CLIENT DEMOGRAPHIC

CITIZEN'S CHARTER

More than half of the BMB clients confirmed that they are aware of the BMB Citizen's Charter and saw it during their transactions (**Table 28**).

Table 28. Distribution of responses on the awareness of clients on DENR Citizen's Charter

	Responses	Percentage
I know what a Citizen's Charter is and I saw this in this office	671	64.09%
I learned of the Citizen's Charter only when I saw this in this office.	185	17.67%
I know what a Citizen's Charter is but I did NOT see it in this office.	14	1.34%
I do not know what a Citizen's Charter is and I did NOT see one in this office.	40	3.82%
Did not respond/did not specify	137	13.09%
TOTAL	**1047**	**100%**

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CLIENT SATISFACTION MEASUREMENT SURVEY RESULTS

CLIENT DEMOGRAPHIC

CITIZEN'S CHARTER

Of all the clients who were aware of the BMB Citizen's Charter, about **70%** of them agreed that the CC is displayed at the most conspicuous places in the Office (**Table 29**).

Table 29. Distribution of responses on the visibility of DENR Citizen's Charter in the offices

	Responses	Percentage
Easy to see	767	73.26%
Somewhat easy to see	71	6.78%
Difficult to see	8	0.76%
Not visible at all	0	0.00%
Did not respond/ did not specify	201	19.20%
TOTAL	1,047	100%

Almost all clients know that the BMB Citizen's Charter affirmed that the CC's availability was helpful (**Table 30**).

Table 30. Distribution of responses on the helpfulness of DENR Citizen's Charter in the offices

	Responses	Percentage
Very Helpful	803	76.69%
Somewhat Helpful	41	3.92%
Not Helpful	2	0.19%
Did not respond/ did not specify	201	19.20%
TOTAL	1,047	100%

BIODIVERSITY MANAGEMENT BUREAU

CLIENT SATISFACTION MEASUREMENT SURVEY RESULTS

CLIENT SATISFACTION MEASUREMENT SCORES OF DIFFERENT SERVICES IN BIODIVERSITY MANAGEMENT BUREAU (BMB)

EXTERNAL SERVICES

Table 31 shows the number of respondents for the different external services of BMB. Almost half of the survey respondents availed "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" service. This is for the use of the park and its facilities.

The bureau has no respondents for the following services:
- Processing and Approval of MOA for Scientific Research
- Processing of Purchase Order (PO) and Job Order (JO), Contract of Service (COS), and other Contracts for Funds Availability
- Sale of Bidding Documents
- Issuance of Service Records for former BMB staff

Table 31. CSM Scores of External Services of Biodiversity Management Bureau

Service	Responses	Total Transactions	Score
Processing of CITES Permit Applications for the Export/ Re-export of Wildlife, including by-products and derivatives	185	185	17.67%
Processing of CITES Permit Applications for the Import of Wildlife, including by-products and derivatives	203	203	19.39%
Processing of Request for Gratuitous Permit to Collect Wildlife for Scientific Research Purposes	1	1	0.10%
Processing and Approval of MOA for Scientific Research	0	0	0.00%
Processing and Documentation of Turned-over, Donated and Confiscated Wildlife	159	159	15.19%
Review of Proposed Protected Area Community-Based Resource Management Agreement (PACBRMA)	1	1	0.10%

CLIENT SATISFACTION MEASUREMENT SURVEY RESULTS

CLIENT SATISFACTION MEASUREMENT SCORES OF DIFFERENT SERVICES IN BIODIVERSITY MANAGEMENT BUREAU (BMB)

EXTERNAL SERVICES

Table 31. CSM Scores of External Services of Biodiversity Management Bureau (concluded)

Service	Responses	Total Transactions	Score
Review and Evaluation of Application for Special Use Agreement in Protected Areas (SAPA)	11	11	1.05%
Library Services	40	40	3.82%
Request for Technical Assistance on Coastal and Marine	1	1	0.10%
Request for Technical Assistance (Geo Spatial Data (maps) and Statistical Data)	3	3	0.29%
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	428	428	40.88%
Issuance of Order of Payment	1	1	0.10%
Processing of Purchase Order (PO) and Job Order (JO), Contract of Service (COS) and other Contracts for Funds Availability	0	0	0.00%
Issuance of Service Records for former BMB staff	0	0	0.00%
Issuance of Certification of Employment for former BMB staff	1	1	0.10%
Sale of Bidding Documents	0	0	0.00%

BIODIVERSITY MANAGEMENT BUREAU

CLIENT SATISFACTION MEASUREMENT SURVEY RESULTS

CLIENT SATISFACTION MEASUREMENT SCORES OF DIFFERENT SERVICES IN BIODIVERSITY MANAGEMENT BUREAU (BMB)

INTERNAL SERVICES

Table 32 revealed that only **three (3)** internal services offered by the bureau garnered significant attention from respondents. While the services listed below were provided regularly, the bureau could not garner sufficient survey respondents. This trend suggests the need to remind the division or unit responsible for delivering services to encourage more survey responses actively.

Table 32. CSM Scores of Internal Services of Biodiversity Management Bureau

Service	Responses	Total Transactions	Score
Review and Evaluation of Wetlands Assessment Reports and Cave Assessment Classification Reports	0	0	0.00%
Evaluation of Tender/Quotation for Small Value/ Shopping Mode of Procurement of ICT Equipment and Supplies (Hardware and Software)	0	0	0.00%
Processing of Special Budget Request	0	0	0.00%
Collection and Deposit of Fees	8	8	0.76%
Issuance of Vehicle Trip Ticket	0	0	0.00%
Issuance of Fuel Withdrawal Slip	0	0	0.00%
Issuance of Certification of No Pending Administrative Case	0	0	0.00%
Issuance of Certification of Travel History	1	1	0.10%
Issuance of Service Records	0	0	0.00%
Issuance of Certification of Employment	4	4	0.38%

BIODIVERSITY MANAGEMENT BUREAU

CLIENT SATISFACTION MEASUREMENT SURVEY RESULTS

CLIENT SATISFACTION MEASUREMENT SCORES OF DIFFERENT SERVICES IN BIODIVERSITY MANAGEMENT BUREAU (BMB)

INTERNAL SERVICES

Table 32. CSM Scores of Internal Services of Biodiversity Management Bureau (concluded)

Service	Responses	Total Transactions	Score
Processing of Purchase Request (PR) for the Procurement of Goods and Services	0	0	0.00%
Preparation, Processing and Issuance of Checks/LDDAP-ADA	0	0	0.00%
Issuance of Certification of Travel History	1	1	0.10%
Issuance of Personal Travel Authority	0	0	0.00%
Preparation of Technical Specifications for Procurement of ICT Equipment (Hardware and Software)	0	0	0.00%
Review of Technical Specifications for Procurement of ICT Equipment (Hardware and Software)	0	0	0.00%

CLIENT SATISFACTION MEASUREMENT SCORE

EXTERNAL SERVICES

Table 33 shows the average client satisfaction scores of the BMB external services based on the Service Quality Dimensions. Almost all the external clients gave the bureau an "**Outstanding"** rating.

Table 33. Overall CSM Score of Biodiversity Management Bureau for External Services

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	821	173	12	6	12	10	1,034	97.07%
Reliability	856	156	6	0	6	10	1,034	98.83%
Access and Facilities	850	150	7	2	5	20	1,034	98.62%
Communication	820	174	16	2	6	16	1,034	97.64%
Costs	570	98	6	1	2	357	1,034	98.67%
Integrity	883	130	4	0	6	11	1,034	99.02%
Assurance	904	111	2	0	6	11	1,034	99.22%
Outcome	908	108	2	0	6	10	1,034	99.22%
Overall	6,612	1,100	55	11	49	445	8,272	98.53%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Score
I am satisfied with the service I availed	911	97	5	0	5	16	1,034	99.02%

BIODIVERSITY MANAGEMENT BUREAU

CLIENT SATISFACTION MEASUREMENT SCORE

INTERNAL SERVICES

Table 34 shows the average client satisfaction scores of the internal services of BMB based on the Service Quality Dimensions. The bureau's internal services garnered a **"Satisfactory"** rating from its respondents.

Table 34. Overall CSM Score of Biodiversity Management Bureau for Internal Services

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	6	4	0	1	2	0	13	76.92%
Reliability	6	5	0	0	2	0	13	84.62%
Access and Facilities	7	3	0	0	2	1	13	83.33%
Communication	7	2	2	0	2	0	13	69.23%
Costs	0	0	0	0	0	13	13	0.00%
Integrity	8	3	0	0	2	0	13	84.62%
Assurance	9	2	0	0	2	0	13	84.62%
Outcome	7	4	0	0	2	0	13	84.62%
Overall	50	23	2	1	14	14	104	81.11%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Score
I am satisfied with the service I availed	8	3	0	0	2	0	13	84.62%

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CLIENT SATISFACTION MEASUREMENT SCORE

COMBINED SERVICES (EXTERNAL AND INTERNAL)

Table 35 shows the combined scores of the BMB's external and internal services. Almost all the clients of the BMB affirmed that they were content with the services they availed in the bureau and gave an **"Outstanding"** rating.

Table 35. Overall CSM Score of Biodiversity Management Bureau for Combined Services

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	827	177	12	7	14	10	1,047	96.82%
Reliability	862	161	6	0	8	10	1,047	98.65%
Access and Facilities	857	153	7	2	7	21	1,047	98.44%
Communication	827	176	18	2	8	16	1,047	97.28%
Costs	570	98	6	1	2	370	1,047	98.67%
Integrity	891	133	4	0	8	11	1,047	98.84%
Assurance	913	113	2	0	8	11	1,047	99.03%
Outcome	915	112	2	0	8	10	1,047	99.04%
Overall	6,662	1,123	57	12	63	459	8,376	98.33%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Score
I am satisfied with the service I availed	919	100	5	0	7	16	1,047	98.84%

CLIENT SATISFACTION MEASUREMENT SCORE

SUMMARY OF CLIENT SATISFACTION MEASUREMENT SCORES

Most of the bureau's clients confirmed that they are aware of the BMB Citizen's Charter and that they saw it during their transactions. Hence, almost all clients agreed that the CC is displayed in the most prominent areas of the office, and its availability is highly beneficial to them.

Table 36. Summary of CSM Scores of Biodiversity Management Bureau

Aspects	Score
Citizen's Charter Awareness	83.09%
Citizen's Charter Visibility	73.26%
Citizen's Charter Helpfulness	76.70%
Response Rate	> 100%
Overall Score	98.33%

BIODIVERSITY MANAGEMENT BUREAU

CLIENT SATISFACTION MEASUREMENT SCORE

CLIENT FEEDBACK AND SUGGESTIONS

ISSUES RAISED BY CLIENTS

- Delays in permit processing due to staff shortages. (CITES Import)

SUGGESTIONS FROM CLIENTS

Library Services:
- Improve physical and online catalog for easier navigation.
- Publicize the library's accessibility to the public, with a separate borrowing form for students and non–BMB employees.
- Improve readability and product information on the website, especially for e-book requests.
- Enhance the air conditioning in the library.

Facilities & Services:
- Introduce e-bike services for senior citizens who can't walk long distances.
- Enable electricity use in cottages.
- Provide more tables and chairs, and consider renting them for convenience.
- Provide a mobile phone number for inquiries.
- Explore expanding services like board and lodging.
- Consider creating a business lounge with PCs for communication with home or government offices.

Permits:
- Offer online payment options.

Communication & Engagement:
- Use more frequent media updates and engage with the community via social media.
- Suggested playing informational videos, even without sound, for better engagement.

BIODIVERSITY MANAGEMENT BUREAU

RESULTS OF THE BUREAU ACTION PLAN REPORTED FOR FY 2023

Frontline Service	Client Feedback / Suggestion	Actions Taken
Wildlife Resources Division		
Processing of CITES Permit Applications for the Import of Wildlife, including by-products and derivatives	The BMB website was not accessible from abroad and therefore we could not download the application form to request the import permit. We wrote BMB several times but not get a response until several days later, the representative on the phone was very helpful when we made contact. BMB does not allow applicants to make payment using international credit cards; this is a huge inconvenience as foreigners do not have local bank accounts. This needs to be more accessible to those requesting import permits.	The BMB website is currently inaccessible from abroad, but the availability of office phone number and email communication ensure that applicants can still seek help and move forward with their applications. Also, BMB lacks a payment system for international online clients. However, the bureau is aware of this limitation and will explore possibilities of implementing an international payment system in the future to better accommodate global clients and improve the overall application process.
	Provide feedback to applicants regarding the status of permit application.	The process flow for the issuance of CITES export/re-export/import permits is available at BMB website *(https://bmb.gov.ph/services/)*. It reflects the documentary requirements and timeline in the step-by-step processing of CITES permits. It is annually reviewed and updated to align with new policies or guidelines issued in compliance to RA 11032.
	Telephone lines must be accessible during office hours.	Besides office phones and emails, CITES permit evaluators also use their personal mobile numbers to coordinate with clients about their permit applications, ensuring more efficient communication.

BIODIVERSITY MANAGEMENT BUREAU

RESULTS OF THE BUREAU ACTION PLAN REPORTED FOR FY 2023

Frontline Service	Client Feedback / Suggestion	Actions Taken
National Parks Division		
Review and Evaluation of Application for Special Use Agreement in Protected Areas (SAPA)	**Lack of proper technical assistance for the proponent on the needed documentations and step-by-step procedure of SAPA application. Pay attention to the needs of the proponent and do not discourage them. Give consideration to their issues and concerns if the project plans or descriptions are in good faith.**	**BMB will revisit and create a clear and detailed process flow for the SAPA application to guide applicants through each step of the application procedure. This flowchart should outline all required documentation, timelines, payments and instructions for submission. Posting this process flow on the BMB website would greatly enhance transparency and accessibility, helping applicants understand the steps involved and reducing confusion.**
Ninoy Aquino Parks and Wildlife Center		
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	**If possible, please provide advanced booking to avoid any hassle.**	**BMB will revisit the plan to create an advanced booking system for clients of the park. This system would allow visitors to make reservations ahead of time, ensuring better management of park resources and a smoother experience for guests.**

BIODIVERSITY MANAGEMENT BUREAU

RESULTS OF THE BUREAU ACTION PLAN REPORTED FOR FY 2023

Frontline Service	Client Feedback / Suggestion	Actions Taken
Caves, Wetlands and Other Ecosystems Division		
Library Services	E-copy of some reference materials should be available.	BMB is currently working on digitizing its reference materials. However, some materials cannot be provided as e-copies without the permission of the author or publisher. Clients can email the BMB Library and complete the Request for Copy form to gain access to these references. The form is available on the BMB e-Library website: *(https://elibrary.bmb.gov.ph/elibrary/forms/)*
	Availability of the CSS questionnaire in paper form.	The CSS questionnaire is available in paper form and will be provided by the BMB librarian to walk-in clients after each transaction. Clients have the option to choose whether or not to complete the questionnaire.
	Improve the interface of the e-library.	The BMB–BPKMD is working closely with the BMB librarian to carry out regular updates and maintenance aimed at improving the e-library interface.

BIODIVERSITY MANAGEMENT BUREAU

CONTINUOUS AGENCY IMPROVEMENT PLAN FOR FY 2025

- The BMB Divisions and Unit to review and update the BMB Citizens' Charter regarding their enrolled services/processes.

- BMB Librarian to coordinate with BPKMD-Knowledge and Information Management Section to enhance the library's physical and online catalog systems to improve search functionality and navigation.

- Assess and upgrade the air conditioning system to ensure consistent and comfortable temperatures throughout the library.

- BMB has partnered with the AFoCO-DENR FRESH Project for the assessment of ecosystem services and the improvement of the park. This collaboration aims to establish a model for forest healing and experiential learning and to promote the contribution of forests and biodiversity to human health and well-being.

- Television and kiosks will be made available in the offices for promotional purposes to effectively disseminate information and engage visitors and/or clients.
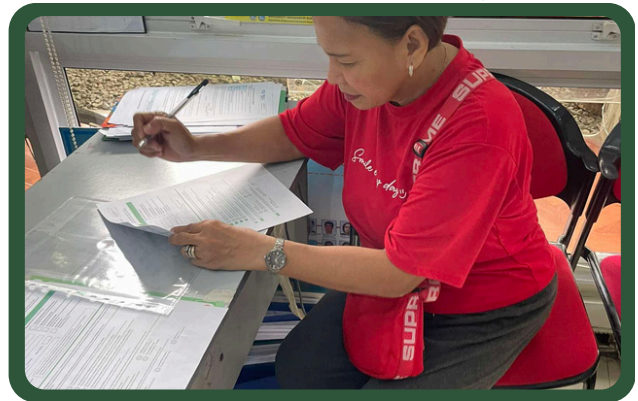
BIODIVERSITY MANAGEMENT BUREAU

HIGHLIGHTS OF CLIENT SATISFACTION MEASUREMENT SURVEY ACTIVITIES IN BMB

* Photo courtesy of WRD   * Photo courtesy of NAPWC

BMB clients answering the CSM paper form

* Photo courtesy of WRD   * Photo courtesy of WRD

BMB clients answering the CSM online form

ANNEX A: SURVEY QUESTIONNAIRE USED

The Bureau has adopted the CSM questionnaire developed by DENR-Statistics and Data Resource Management Division (SDRMD) via ArcGIS Survey123 and thru printed questionnaires to facilitate the surveying of client's feedback.

A QR code was also generated for easy access of the survey link. Moreover, inclusion of the CSM questionnaire online link and QR code in responding to client's requests via email was also practiced to increase clients' participation turnout.

2024 BMB CLIENT SATISFACTION MEASUREMENT SURVEY

Department of Environment and Natural Resources
Biodiversity Management Bureau

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help BMB provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

You may access the Filipino version of this survey by clicking the globe icon and choosing Filipino on the upper-left corner of this site.

HELP US SERVE YOU BETTER!

Type of User

- ⦿ Client

- ○ Encoder (for BMB Authorized Personnel only)

ANNEX A: SURVEY QUESTIONNAIRE USED

Printed questionnaires were distributed to gather feedback from clients. This method was used to reach individuals who may not have access to digital tools.

BIODIVERSITY MANAGEMENT BUREAU

ANNEX B: SUMMARY OF BMB CLIENT SATISFACTION MEASUREMENT SURVEY

Biodiversity Management Bureau

Process	Total Population	Number of CSMS Respondent	Minimum Sample Size	Response Rate
External				
Processing of CITES Permit Applications for the Export/ Re-export of Wildlife, including by-products and derivatives	185	185	125	> 100%
Processing of CITES Permit Applications for the Import of Wildlife, including by-products and derivatives	203	203	133	> 100%
Processing of Request for Gratuitous Permit to Collect Wildlife for Scientific Research Purposes	1	1	1	100%
Processing and Approval of MOA for Scientific Research	0	0	0	0
Processing and Documentation of Turned-over, Donated and Confiscated Wildlife	159	159	113	> 100%
Review of Proposed Protected Area Community-Based Resource Management Agreement (PACBRMA)	1	1	1	100%
Review and Evaluation of Application for Special Use Agreement in Protected Areas (SAPA)	11	11	11	> 100%
Request for Technical Assistance on Coastal and Marine	1	1	1	100%
Request for Technical Assistance (Geo Spatial Data (maps) and Statistical Data)	3	3	3	> 100%
Library Services	37	37	34	> 100%

BIODIVERSITY MANAGEMENT BUREAU

ANNEX B: SUMMARY OF BMB CLIENT SATISFACTION MEASUREMENT SURVEY

Biodiversity Management Bureau

Process	Total Population	Number of CSMS Respondent	Minimum Sample Size	Response Rate
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	428	428	203	> 100%
Issuance of Order of Payment	1	1	1	100%
Processing of Purchase Order (PO) and Job Order (JO), Contract of Service (COS) and other Contracts for Funds Availability	0	0	0	0
Sale of Bidding Documents	0	0	0	0
Issuance of Service Records for former BMB staff	0	0	0	0
Issuance of Certification of Employment for former BMB staff	1	1	1	100%
Internal				
Review and Evaluation of Wetlands Assessment Reports and Cave Assessment Classification Reports	0	0	0	0
Preparation of Technical Specifications for Procurement of ICT Equipment (Hardware and Software)	0	0	0	0
Evaluation of Tender/Quotation for Small Value/ Shopping Mode of Procurement of ICT Equipment and Supplies (Hardware and Software)	0	0	0	0

BIODIVERSITY MANAGEMENT BUREAU

ANNEX B: SUMMARY OF BMB CLIENT SATISFACTION MEASUREMENT SURVEY

Biodiversity Management Bureau

Process	Total Population	Number of CSMS Respondent	Minimum Sample Size	Response Rate
Review of Technical Specifications for Procurement of ICT Equipment (Hardware and Software)	0	0	0	0
Processing of Special Budget Request	0	0	0	0
Preparation, Processing and Issuance of Checks/LDDAP-ADA	0	0	0	0
Collection and Deposit of Fees	8	8	8	> 100%
Issuance of Vehicle Trip Ticket	0	0	0	0
Issuance of Fuel Withdrawal Slip	0	0	0	0
Issuance of Certification of No Pending Administrative Case	0	0	0	0
Issuance of Certification of Travel History	1	1	1	100%
Issuance of Personal Travel Authority	0	0	0	0
Issuance of Service Records	0	0	0	0
Issuance of Certification of Employment	4	4	4	> 100%
Processing of Purchase Request (PR) for the Procurement of Goods and Services	0	0	0	0
Average Response Rate				> 100%