



Civil Service Commission

NEWS RELEASE

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2015 Report Card Survey

Public grades most government services 'Good'

Six hundred ninety seven (697) out of 1,114 government service offices obtained a rating of *Good* in terms of compliance with the Anti-Red Tape Act (ARTA) provisions and overall quality of frontline service delivery, according to the results of the Report Card Survey (RCS) conducted by the Civil Service Commission (CSC) in 2015.

Said figure comprises the bulk of surveyed offices at 62.5%.

A total of 353 offices (32%) received an *Excellent* rating, six (0.5%) were *Outstanding*, and 43 (4%) were *Acceptable*.

Fifteen service offices (1%) incurred a *Failed* rating and were subsequently given service improvement orientation and workshops under the CSC's Service Delivery Excellence Program (SDEP). To check for improvement, the CSC conducted a second round of RCS in which all previously failed offices gained passing marks.

The 2015 RCS was conducted in all service offices of nine government agencies with heavy volume of frontline service transactions, based on the reports lodged by the public via the Contact Center ng Bayan, a call center facility managed by the CSC.

These agencies are the Bureau of Internal Revenue (BIR), Government Service Insurance System (GSIS), Home Development Mutual Fund (Pag-IBIG Fund), Land Registration Authority (LRA), Land Transportation Office (LTO), Philippine Health Insurance Corporation (Philhealth), Professional Regulation Commission (PRC), Philippine Statistics Authority-National Statistics Office (PSA-NSO), and Social Security System (SSS).

Also included were 46 first class cities nationwide, and 51 branches of the Land Bank of the Philippines (LBP).

The CSC released the survey results during the opening ceremony of the ARTA Caravan on January 25 at the University of the Philippines Diliman, where more than 30 frontline services from 18 government agencies are being offered onsite.

Chairperson Alicia dela Rosa-Bala said that the CSC sees the results as both an achievement and a challenge.

"As the survey revealed, having majority of frontline service offices rated as *Good* by the public is a sign that the government is already reaping the benefits of vigorously implementing the ARTA law and of raising the public's consciousness on their rights and responsibilities as consumers of government services," said Bala.

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"However, we should strive to further improve the ratings instead of merely settling for *Good*. The CSC will continuously work with government agencies so that all Filipinos can get the quality of service they deserve," she continued.

Among the 10 government agencies surveyed, GSIS, LBP, Philhealth, and SSS had a full passing rate with all of their service offices obtaining scores not lower than 70.

Same as last year, GSIS had the highest percentage of *Excellent* offices at 80% (46 out of 57 offices), followed by Philhealth at 66% (88 out of 133 offices).

Of the 46 first class cities, 11% obtained *Excellent* rating, 78% were *Good*, 9% were *Acceptable*, and 2% got a *Failed* rating.

The City Government of Taguig obtained the highest *Excellent* rating among the LGUs surveyed, with a numerical rating of 92.31%. Other LGUs that got *Excellent* are the cities of Batangas, Santiago (Isabela), Sta. Rosa (Laguna), and Olongapo.

About the RCS

The RCS provides a quantitative measure of client perceptions on the quality, efficiency, and adequacy of public services. The CSC runs the survey as the lead implementer of Republic Act No. 9485 or the Anti-Red Tape Act of 2007 (ARTA).

In the RCS, 30 clients within the premises of the service office are interviewed immediately after they availed of any frontline service.

The CSC checks if the service office has a Citizen's Charter that contains detailed commitments on transaction steps, cost, and time. It also checks if anti-fixing measures are implemented, if frontline staff wear identification cards, if there are no hidden transaction costs, if there is a manned Public Assistance and Complaints Desk, and if the service office observes the No Noon Break policy.

Also considered is overall client satisfaction based on the effectiveness of frontline service providers, service quality, physical setup of the office, availability of basic facilities, and client feedback.

The survey's main output is a Report Card showing the scores of a government office on various areas. Scores are based on the rating made by respondents or clients interviewed and on the field inspection report accomplished by the interviewer.

Service offices which obtain a score of 90 to 100 are rated *Excellent*. Those with scores of 90 to 100 but have a failing mark in one area are rated *Outstanding*. Scores of 80-89.99 are rated *Good*; 70-79.99 are *Acceptable*; and 69.99 and below are *Failed*. Offices that fail in any of the two core areas, regardless of the final numerical rating, also incur a *Failed* rating.

Service offices that failed the RCS are subjected to the SDEP, which includes conduct of service improvement workshops and facilitation for increasing the efficiency and effectiveness of the service office's strategies, structure, staff, and systems.

SDEP Level 1 is given to offices which failed due to minor infractions including the non-observance of No Noon Break policy, employees' failure to wear IDs, and the absence of a Public Assistance and Complaints Desk and anti-fixing measures. SDEP Level 2 is given to offices whose failure in the RCS requires improvement in the office strategies, structure, staff, and systems.

The complete results of the 2015 ARTA RCS can be accessed at the CSC website at www.csc.gov.ph.

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