



ANTI-RED TAPE ACT REPORT CARD

**Philippine Statistics Authority-Aklan Provincial Office
Torres Building, Roldan St., Kalibo, Aklan**

9/30/2014 To 10/2/2014

Survey Period

AREAS	SCORE		TOTAL WEIGHTED POINTS	NUMERICAL RATING	DESCRIPTIVE RATING
	Q	IC			
COMPLIANCE WITH ARTA PROVISIONS	33.17 / 40	74.00 / 74	41.33 / 46.8	88.32	Pass
<i>Citizen's Charter</i>	9.17 / 15	27.00 / 27	12.73 / 17.4	73.18	Pass
<i>Anti-Fixer Campaign</i>	7.00 / 7	7.00 / 7	7.00 / 7.0	100.00	Pass
<i>ID/Nameplates</i>	1.93 / 2	10.00 / 10	3.55 / 3.6	98.52	Pass
<i>No Hidden Costs</i>	8.00 / 8		6.40 / 6.4	100.00	Pass
<i>PACD</i>	3.07 / 4	15.00 / 15	5.45 / 6.2	87.96	Pass
<i>Lunch Break</i>	4.00 / 4	15.00 / 15	6.20 / 6.2	100.00	Pass
OVERALL CLIENT SATISFACTION	54.95 / 60	24.00 / 26	48.76 / 53.2	91.65	Pass
<i>Frontline Service Provider</i>	14.46 / 16		11.57 / 12.8	90.36	Pass
<i>Service Quality</i>	12.77 / 14		10.21 / 11.2	91.19	Pass
<i>Physical Setup/Layout</i>	4.42 / 5	10.00 / 12	5.54 / 6.4	86.54	Pass
<i>Basic Facilities</i>	4.50 / 5	14.00 / 14	6.40 / 6.8	94.12	Pass
<i>Respondent-Client Satisfaction</i>	18.80 / 20		15.04 / 16	94.00	Pass
Sub-Total	88.11 / 100	98.00 / 100			
Multiplied by	80%	20%			
Total	70.49	19.60			
FINAL NUMERICAL RATING	90.09				
FINAL DESCRIPTIVE RATING	EXCELLENT				

Legend:

Excellent: 90 - 100; without a delinquent rating in any sub-area	Acceptable: 70 - 79.99
Outstanding: 90 - 100; with delinquent rating in any of the sub-areas	Failed: 69.99 and below
Good:: 80 - 89.99	

* Note that a delinquent rating in any of the two core areas earns the service office a final descriptive rating of Failed, regardless of its final numerical rating.

Republic of the Philippines
CIVIL SERVICE COMMISSION
Regional Office VI
Oñate St. Mandurriao, Iloilo City

ARTA REPORT CARD SURVEY FINDINGS

Pursuant to the provisions of Republic Act No. 9485, otherwise known as "*An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor*", otherwise known as the Anti-Red Tape Act of 2007, the Civil Service Commission conducted the ARTA Report Card Survey in the **Philippine Statistics Office (NSO)- Kalibo Provincial Office** located at Torres Building, Roldan Street, Kalibo, Aklan headed by Provincial Statistics Officer, Mr. Blas M. Solidum during the survey period September 30 - October 2, 2014 . Based on interviewed clients' responses and the findings in the field inspection checklist, the office obtained a final numerical rating of **90.09%** equivalent to a final descriptive rating of **EXCELLENT**.

METHODOLOGY

The survey was conducted by inspecting the service office and by interviewing clients within the premises of the service office immediately after they availed any of the following frontline services of the office: 1.) Issuance of Birth Certificate 2.) Issuance of Marriage Certificate and 3.) Issuance of Death Certificate and/or CENOMAR. This mode was chosen to ensure that all questions were answered and vague responses were clarified at the outset. On the average, the interview lasted for six (6) minutes and twenty two (22) seconds and ranges from six (6) minutes to eight (8) minutes.

The survey examined the service office's compliance with the ARTA provisions and the overall satisfaction of their clientele, in order to (1) obtain feedback on how agencies follow provisions in their Citizen's Charter, (2) obtain information/estimates of hidden costs incurred by clients in accessing frontline services and (3) rate agency performance and client satisfaction in relation to frontline service delivery.

Tables 1-5 show the number and percentage of the respondents according to age group, sex, civil status, highest educational attainment, and employment status.

Table 1: Respondents by Age Group

AGE	No.	%
17 years old and below	1	3.33%
18-21 years old	1	3.33%
22-30 years old	10	33.33%
31-45 years old	10	33.33%
46-59 years old	6	20.00%
60 years old and above	2	6.67%
Not Specified	0	0.00%
TOTAL	30	100.00%

Table 2: Respondents by Sex

SEX	No.	%
Male	13	43.33%
Female	17	56.67%
TOTAL	30	100.00%

Table 3: Respondents by Civil Status

CIVIL STATUS	No.	%
Single	8	26.67%
Married	21	70.00%
Widowed	0	0.00%
Separated	0	0.00%
Common-law/live-in	1	3.33%
Unknown	0	0.00%
TOTAL	30	100.00%

Table 4: Respondents by Highest Educational Attainment

EDUCATIONAL ATTAINMENT	No.	%
Not Specified	0	0.00%
Second Stage of tertiary/post graduate education	0	0.00%
First stage of tertiary/baccalaureate education	14	46.67%
Post-secondary non-tertiary/technical-vocation education	3	10.00%
Secondary/high school or second stage of basic education	12	40.00%
Primary/elementary of first stage of basic education	1	3.33%
Pre-primary/pre-school education	0	0.00%
TOTAL	30	100.00%

Table 5: Respondents by Employment Status

EMPLOYMENT STATUS	No.	%
Employed	19	63.33%
Unemployed	11	36.67%
TOTAL	30	100.00%

COMPLIANCE WITH ARTA PROVISIONS

The service office passed all the sub-areas examined under the 'Compliance with ARTA Provisions'. The numerical ratings in the sub-areas are as follows: Anti-fixer Campaign, 100.00%; No Hidden Costs, 100.00%; Lunch Break, 100.00%; ID/Nameplates, 98.52%; Public Assistance and Complaints Desk, 87.96%; and Citizen's Charter, 73.18%.

The sub-area Citizen's Charter (CC) obtained the lowest score because 70.00% of respondents did not see the posted CC of the agency. 16.67% of respondents saw the posted CC but did not bother to read it. During field inspection, it was observed that the posted CC directly above the service counter is not readable because the fonts used are very small. It is also very far from the waiting area. There is another posted CC in the glass wall of the entrance beside the Public Assistance and Complaints Desk. Despite all of these, most clients were not

aware about the Citizen's Charter. They only focus on their actual transactions. Further, it was observed that the Suggestion Box is placed in the filling-up area. The posted procedure for filing complaints cannot be easily recognized because it is only printed in a short bond paper. One respondent said, *"Dapat sa mababa lang nakalagay ang Citizen's Charter para madali makita at mabasa, saka medyo lakihan ang mga letters. Medyo mataas ang kinalalagyan ng Citizen's Charter nila."* Another one stated, *"Palakihin ang Citizen's Charter kasi medyo maliit, di siya madaling basahin ng mga matatanda, E- transfer sa mas madaling mapansin na lugar at madaling mabasa. Ibaba kung pwede."*

In the sub-area Public Assistance and Complaints Desk (PACD), 76.67% of the respondents saw the PACD. During the field inspection, it was observed that the PACD is situated in the entrance but it was far from where the clients transact business. Also, it was sometimes left unattended. The person manning the PACD also issues priority numbers to clients. Some respondents commented, *"Halinun ang ila Public Assistance and Complaint Desk sa mas madali makita nga lugar pati ang paghatag number", "itinuro ako kung saan hahanapin yung guard, hindi madaling hanapin"*

In the sub-area ID/ Nameplates, one respondent claimed that a service provider he transacted do not wear ID. During inspection, it was observed that some employees do not wear IDs inside the office premises.

On the other hand, the agency received a 100.00% rating in the sub-area Lunch Break because of its uninterrupted service even during lunch breaks. It adopted the rotation system of employees to meet clients' needs even during lunch break.

The sub-area Anti-Fixer Campaign was also rated 100.00%. No respondent claimed to have been approached by somebody to facilitate transactions in exchange of money or any other consideration. Further, the agency has plenty of posters against any fixing activity.

Another sub-area that demonstrated compliance with the ARTA provisions is the sub-area No Hidden Cost. Based on observation and client responses, the agency did not require anybody for charges aside from those indicated in the posted Citizen's Charter. It also issues the corresponding Official Receipt for all payments made by clients.

In general, the service office obtained a tabulated numerical rating of 88.32% with a descriptive rating of Pass in the area Compliance with ARTA Provisions.

OVERALL CLIENT SATISFACTION

The service office passed all the sub-areas under Over-all Client Satisfaction with a numerical rating of 91.65%.

The sub-area Basic Facilities obtained the highest numerical rating of 94.12%, followed by Respondent-Client Satisfaction (94.00%). The other sub-areas have the following ratings: Service Quality (91.19%), Frontline Service Provider (90.36%), and Physical Setup/Layout (86.54%).

With regard to the Basic Facilities of the office, 43.33% of the respondents were either satisfied or very satisfied while 13.33% were undecided. The service office does not have a separate restroom for male and female clients. The restroom is not accessible because its location (back of the office) is too far from the main area where majority of transactions take place.

The office has also posters informing to give priority to senior citizens, PWD's and pregnant women. It was observed that the chairs in the waiting area are disorganized. Some respondents commented, "*Dapat may separate lane ang senior citizen sa regular clients. Kasi minsan walang kasama yung mga senior citizen, so mahihirapan sila. Ito yung mas bigyan nila ng pansin*"; "*di organized ang mga pulungku-an esp. kung magdamo ang tao nagadugang pagid*"; "*Medyo magulo ang upu-an. Maliit ang area.*"

Regarding Respondent-Client Satisfaction, 70.00% of the respondents were very satisfied and 30.00% were satisfied. During survey, most clients gave positive feedback on the services received from the frontline service providers. Some of them remarked, "*Mabilisan ang pag-isyu ng dokumento*" and "*Continue good service.*"

The office also obtained a high rating in terms of clients' satisfaction with the frontline service providers with the use of service satisfaction variables. In the service variable Timeliness- Response Time and Timeliness Attention, 60.00% of the respondents were very

