



PRESS RELEASE

PSA Greenlights the Conduct of the Report Card Survey 2.0 Survey Implementation

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The Philippine Statistics Authority (PSA) grants clearance for the conduct of the “*Report Card Survey (RCS) 2.0 Survey Implementation*” by the Anti-Red Tape Authority (ARTA).

This statistical activity assesses the effectiveness of the Citizen's Charter in reducing regulatory burdens and enhancing government service delivery through human resource systems and programs. It collects feedback on agency compliance with Republic Act (RA) No. 11032 or *The Ease of Doing Business and Efficient Government Service Delivery Act*, identifies hidden costs for accessing services, and standardizes client satisfaction measurement efforts across government services.

In detail, the RCS 2.0's specific methods of measurement and how they are expected to contribute to understanding how streamlining is taking place across the bureaucracy are as follows:

- a. Compliance Reports
- b. Survey components: Survey Questionnaire, the Inspection Checklist, and the Client Satisfaction Measurement.
- c. Submissions/Proof of Compliance from other Monitoring Agencies

The statistical activity aims to gather data on the different individuals and government agencies in the country. The major data items to be collected from the *RCS 2.0 Survey Implementation* are the following:

1. General Information
 - 1.1. Gender
 - 1.2. Age
 - 1.3. Civil Status
 - 1.4. Educational Attainment
 - 1.5. Working Status
2. Efficiency in Government Service
 - 2.1. Service Delivery
 - 2.2. Access and Facilities
 - 2.3. Communications
 - 2.4. Payment and Processes



- 2.5. Hidden Costs
- 2.6. Zero Contact Policy
- 2.7. No Noon Break Policy

3. Citizen's Charter
4. Client Satisfaction Feedback

The total budget of the *RCS 2.0 Survey Implementation* is PhP 15.4 Million. The survey components will collect data from 27,120 individuals and 904 national government agencies, government-owned and -controlled corporations (GOCCs), local government units (LGUs), local water districts (LWDs), and state universities and colleges (SUCs) nationwide. Data collection will commence in August and continue through December 2024, with the survey results anticipated to be released to respondents in August 2025.

The *RCS 2.0 Survey Implementation* was reviewed and cleared for conduct under the Statistical Survey Review and Clearance System (SSRCS). This mechanism is implemented by the PSA by virtue of Rule 28 of Implementing Rules and Regulations of RA No. 10625 to:

1. Ensure sound design for data collection
2. Minimize the burden placed upon respondents
3. Effect economy in statistical data collection
4. Eliminate unnecessary duplication of statistical data collection efforts
5. Achieve better coordination of government statistical activities

In line with this, the PSA encourages all sampled individuals, national government agencies, GOCCs, LGUs, LWDs, and SUCs to participate in this statistical activity by providing accurate and truthful information.

For further information on SSRCS, please contact the PSA **Statistical Standards Division** of the **Standards Service** at ssd.staff@psa.gov.ph.



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