



PRESS RELEASE

PSA Approves the Conduct of the Whole-of-Government Business Satisfaction Survey Towards the Institutionalization of Service Quality Standards of Frontline Government Agencies

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The Philippine Statistics Authority (PSA) granted clearance for the conduct of the Whole-of-Government Business Satisfaction Survey Towards the Institutionalization of Service Quality Standards of Frontline Government Agencies (2023 BizSat Survey) by the Government Quality Management Committee (GQMC) through the Department of Budget and Management (DBM). This statistical activity will be conducted by the Development Academy of the Philippines (DAP), a third-party organization commissioned by the DBM.

The GQMC is mandated to implement the Government Quality Management Program (GQMP), a national government-funded program that aims to promote and enhance public sector performance through the adoption of ISO 9001:2000 Quality Management Systems in all agencies of government pursuant to Executive Order (E.O.) No. 605. The GQMP has several key components, including Government Quality Management Systems Standards (GQMSS), Advocacy and Capability Building, and Certification of Agencies' OMS to GQMSS.

Further, one key initiative implemented under the GQMSS component is the project on Institutionalizing Service Quality Standards (SQS) in Frontline Government Services or the SQS Project. This project focused on measuring the satisfaction level of Government-to-Citizens transactions and Government-to-Businesses transactions. Through this project, the Whole-of-Government Citizen and Business Satisfaction Surveys are conducted as an integral part of the whole-of-government approach to measuring citizen and business satisfaction.

The 2023 BizSat Survey aims to:

- a. Determine the profile of the transacting businesses and the modalities in which they transact with frontline government agencies/offices;



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- b. Determine the current level of satisfaction of businesses with the quality of frontline government service they received;
- c. Determine the reasons of the transacting businesses for their satisfaction or dissatisfaction with the service they received;
- d. Determine frontline government service features that drive business satisfaction with government service delivery;
- e. Identify frontline government service features that are considered important by businesses;
- f. Determine frontline government service critical gaps or priorities for service improvement based on analysis of satisfaction scores and importance ratings using the Importance-Performance Matrix;
- g. Determine the minimum and maximum expectations of businesses concerning the delivery of frontline services by the government agencies and local government units, particularly on the aspect of timeliness;
- h. Develop service quality standards concerning each element of frontline government service delivery; and make recommendations to enhance the whole-of-government approach on continual quality improvement by determining evidence-based SQS supportive of risk-based thinking.

A total of PhP 9.3 million will be utilized on the survey to interview 3,600 business representatives who recently completed a business-related transaction in the selected frontline government agencies and offices in the cities of Quezon, Calamba, Cebu, and Davao.

The survey was reviewed and cleared for conduct under the Statistical Survey Review and Clearance System (SSRCS), a mechanism being implemented by the PSA by virtue of Rule 28 of Implementing Rules and Regulations of Republic Act No. 10625 to:

- a. ensure sound design for data collection;
- b. minimize the burden placed upon respondents;
- c. effect economy in statistical data collection;
- d. eliminate unnecessary duplication of statistical data collection efforts; and
- e. achieve better coordination of government statistical activities.

In line with this, the PSA enjoins business representatives who completed a business-related transaction in the selected frontline government agencies and offices in selected areas to participate in the survey by providing truthful information.

For further information on SSRCS, please contact the **Statistical Standards Division** of the **Standards Service** with telephone number **(02) 8376-1931**, and email address **ssd.staff@psa.gov.ph**.



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