PHILIPPINE COMPETITION COMMISSION

Harmonized Client Satisfaction Measurement Report

2024 (1st Edition)

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Harmonized Client Satisfaction Measurement (CSM) Report
For Fiscal Year 2024

I. OVERVIEW

The Philippine Competition Commission (PCC) or the "Commission" is an independent quasi-judicial body mandated to enforce Republic Act No. 10667 or the Philippine Competition Act (PCA), which is the country's primary competition law aimed at maintaining and promoting market competition through the regulation of anti-competitive conduct.

In September 2017, the PCC released the first version of its Citizen's Charter to increase public awareness of PCC's functions and mandate and to provide basic information on a) PCC's key services; b) the performance standards that the PCC adheres to when transacting with the public; and c) support and feedback mechanisms that will allow PCC to continually improve its services.

Pursuant to Republic Act No.110321[1] and the commitment of the Commission to deliver quality service to its stakeholders, the PCC Citizen's Charter (CC) underwent revision in March 2024 and December 2024, reflecting the ongoing efforts towards service enhancement.

The Annual Client Satisfaction Measurement Report (CSM) for FY 2024 yielded a response rate of 12.06% (465 out of 3,856 clients). Among those who responded, 97.42% (453 out of 465) of PCC clients were aware of the CC. Of the clients who answered the follow-up question about visibility 79.73% (354 out of 444) stated that the CC was easy to see. Additionally, 63.96% (284 out of 444) indicated that they found the CC to be helpful. Both external (92.73%) and internal (99.14%) clients reported high satisfaction, resulting in an overall score of 98.47% or Outstanding.

	Score
CC Awareness:	97.42%
CC Visibility:	79.73%
CC Helpfulness:	63.96%
Response Rate:	12.06%
Overall Score:	98.47%

[1] The Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

II. SCOPE

Period Covered. From January to December 2024, a total of **six thousand five hundred sixty-nine (6,569)** transactions, both external and internal, were recorded across PCC's twenty-seven (27) external and internal services.

Geographic and Office coverage. The PCC's main office in Quezon City served as the central location for completing all these client transactions.

List of services surveyed, responses, and total number of transacting clients. All services enrolled in the Citizen's Charter were surveyed:

EXTERNAL SERVICES	RESPONSES[2]	TOTAL TRANSACTIONS	TOTAL CLIENTS
Review of Mergers and Acquisitions Transactions	8	17	32
Provision of Pre-Notification Consultation	13	29	32
Evaluation of Letters on Non-Coverage	19	38	59
Receipt and Processing of Enforcement Complaints	0	3	3
Receipt and Processing of Enforcement-Related Questions and Queries (Via E- mail and online portal)	4	441	441
Provision of Competition Orientation Outreach Program (COOP) Services	4	7	13
Issuance of Certificate of Employment (COE) and Service Record (SR) (External)	0	3	3
Total External Services	**48**	**538**	**583**

INTERNAL SERVICE[3]	RESPONSES[4]	TOTAL TRANSACTIONS	TOTAL CLIENTS
Issuance of Authenticated Copies of Commission Decisions and Resolution	6	12	9
Issuance of Certification of No Pending Administrative Case	30	61	63
Issuance of Legal Opinion	0	1	1
Circulation of Library Books - Borrowing	34	224	173

[2] There was no recorded feedback for the services of Receipt and Processing of Enforcement Complaints and Issuance of Certificate of Employment (COE) and Service Record (SR) (External) during the covered period.
[3] Following ARTA MC 2022-5 Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement, government agencies have the option to cover only external services. With the CSM in a transitory phase, the PCC included nineteen (19) internal services to be considered in FY 2024.
[4] There was no recorded feedback for the service of Issuance of Legal Opinion and Provision of Information and Communications Technology (ICT) Services for User Control and Mission Critical Requests.

INTERNAL SERVICE[3]	RESPONSES[4]	TOTAL TRANSACTIONS	TOTAL CLIENTS
Circulation of Library Books – Returning	35	205	156
Circulation of Library Books – Renewing/Re-borrowing	40	141	131
Issuance of Authenticated Copies of Official Records	28	682	448
Requisition and Issuance of Supplies and Equipment	12	326	171
Provision of Service Vehicle	59	1,291	290
Issuance of Certificate of Employment (COE) and Service Record (SR) (Internal)	70	171	150
Issuance of Travel Authority	5	77	71
Processing of Request for the Approval of Local Capacity-Building Programs (amounting to Php 50,000.00 and below)	6	64	56
Processing of Request for the Approval of Foreign Capacity-Building Programs	6	37	11
Processing of Requests to Participate in Approved Capacity-Building Programs (Foreign and Local Programs)	10	155	93
Provision of Information and Communications Technology (ICT) Services for Routine and General Requests	38	1,798	1,015
Provision of Information and Communications Technology (ICT) Services for User Control and Mission Critical Requests	0	10	8
Processing of the Certification of Availability of Allotment (CAA)	38	776	427
Total Internal Services	**417**	**6,031**	**3,273**
OVERALL TOTAL	**465**	**6,569**	**3,856**

A total of **three thousand eight hundred fifty-six (3,856)** clients (both external and internal) availed one or more of PCC's twenty-seven (27) external and internal services. Out of the three thousand eight hundred fifty-six (3,856) clients, only **four hundred sixty-five (465)** or **12.06%** of the clients participated in the survey. The total number of recorded feedback from external clients is **forty-eight (48)** or **10.32%** while the total number of recorded feedback from internal clients is **four hundred seventeen (417)** or **89.68%**.

A total of **three thousand three hundred ninety-one (3,391)** or **87.94%** of the clients were excluded because of the following reasons: (a) clients expressed unwillingness to participate in the survey, (b) did not respond to survey invitation or (c) clients' contact information could not be ascertained.

The following services had no clients in FY 2024:

1. Issuance of Binding Ruling – Zero
2. Processing of Request for the Approval of Local Capacity-Building Programs (amounting to Php 50,000.00 and above) – Zero
3. Issuance of Authenticated Copies of Management Committee Meetings Summary of Discussions (SOD) – Zero

Sampling. PCC services are **demand-driven** in nature, resulting in a variable transaction volume. To ensure the accuracy, inclusivity, and representativeness of the data collected, the Philippine Competition Commission (PCC) opted to conduct a complete enumeration, or census, of all clients who have completed their transactions for FY 2024.

For the purpose of determining the sample size for each service, the PCC made use of the sampling calculator offered by ARTA

Sampling Calculator Results for External Services

EXTERNAL SERVICES	NUMBER OF TRANSACTIONS ANNUALLY	MINIMUM NUMBER OF RESPONDENTS[5]	NUMBER OF RESPONDENTS FOR FY 2024
Review of Mergers and Acquisitions Transactions	17	16	8
Provision of Pre-Notification Consultation	29	27	13
Evaluation of Letters on Non-Coverage	38	35	19
Receipt and Processing of Enforcement Complaints	3	3	0
Receipt and Processing of Enforcement-Related Questions and Queries (Via E-mail and online portal)	441	206	4
Provision of Competition Orientation Outreach Program (COOP) Services	7	7	4
Issuance of Certificate of Employment (COE) and Service Record (SR) (External)	3	3	0

Sampling Calculator Results for Internal Services

INTERNAL SERVICE	NUMBER OF TRANSACTIONS ANNUALLY	MINIMUM NUMBER OF RESPONDENTS[6]	NUMBER OF RESPONDENTS FOR FY 2024
Issuance of Authenticated Copies of Commission Decisions and Resolution	12	12	6

[5] This is determined using the Sample Size Calculator as prescribed in ARTA Memorandum Circular No. 2022-05, Section 4.3.3.: *https://tinyurl.com/CSMsamplesize*

INTERNAL SERVICE	NUMBER OF TRANSACTIONS ANNUALLY	MINIMUM NUMBER OF RESPONDENTS[6]	NUMBER OF RESPONDENTS FOR FY 2024
Issuance of Certification of No Pending Administrative Case	61	53	30
Issuance of Legal Opinion	1	1	0
Circulation of Library Books - Borrowing	224	142	34
Circulation of Library Books – Returning	205	134	35
Circulation of Library Books – Renewing/Re-borrowing	141	103	40
Issuance of Authenticated Copies of Official Records	682	246	28
Requisition and Issuance of Supplies and Equipment	326	177	12
Provision of Service Vehicle	1,291	296	59
Issuance of Certificate of Employment (COE) and Service Record (SR) (Internal)	171	119	70
Issuance of Travel Authority	77	64	5
Processing of Request for the Approval of Local Capacity-Building Programs (amounting to Php 50,000.00 and below)	64	55	6
Processing of Request for the Approval of Foreign Capacity-Building Programs	37	34	6
Processing of Requests to Participate in Approved Capacity-Building Programs (Foreign and Local Programs)	155	111	10
Provision of Information and Communications Technology (ICT) Services for Routine and General Requests	1,798	317	38
Provision of Information and Communications Technology (ICT) Services for User Control and Mission Critical Requests	10	10	0
Processing of the Certification of Availability of Allotment (CAA)	776	257	38

The data presented in the tables above indicate that the PCC did not achieve the intended sample size across all enrolled services. Several factors contributed to the low response rate, including limited client availability, survey fatigue, and difficulties in reaching respondents via the designated channels (e.g., emails and calls).

Additionally, some clients may have opted not to participate due to time constraints or a lack of urgency in providing feedback. Based on our experience in administering the survey, clients tend to prioritize completing their primary transactions, often viewing post-service surveys as optional or non-essential. Clients who experienced neither strongly positive nor negative interactions may also feel less motivated to respond, as neutral experiences seldom prompt immediate feedback.

Survey timing[6] is another influential factor. Surveys disseminated during peak business periods or holiday seasons are more likely to be overlooked or deprioritized. Furthermore, clients may perceive that their feedback will not lead to tangible changes or improvements, resulting in a general sense of disengagement.

III. METHODOLOGY

Feedback and Collection Mechanism. The PCC conducted the CSM online survey. All clients participated by completing the self-administered survey online. The survey was distributed through two channels:

- QR codes: Clients could scan designated QR codes to access the online survey.
- Email: Clients received emails containing clickable links that directed them to the Microsoft (MS) Forms survey.

Scoring System. The clients were asked to rate their level of satisfaction with their experience in transacting within the PCC using a five-point scale (i.e., Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, Strongly Disagree).

SCALE	RATING
5	Strongly Agree (SA)
4	Agree (A)
3	Neither Agree nor Disagree (N)
2	Disagree (D)
1	Strongly Disagree (SD)

[6] Regarding PCC External and Internal Services, survey administration takes place subsequent to the completion of the transaction or once the client has received the required document or service from the PCC

The Overall score for the eight (8) Service Quality Dimensions (SQDs) was computed based on the following formula:

$$\text{Overall Score} = \frac{\text{Number of 'Strongly Agree' answers + Number of 'Agree' answers}}{\text{Total Number of Respondents - Number of 'N/A' answers}}$$

The interpretation of the results are as follows:

PERCENTAGE	RATING
Below 60.0%	Poor
60.0% - 79.9%	Fair
80.0% - 89.9%	Satisfactory
90.0% - 94.9%	Very Satisfactory
95.0% - 100%	Outstanding

IV. DATA AND INTERPRETATION

A. Demographic Profile

D1. Age. Out of the **four hundred sixty-five (465)** clients who completed the CSM online survey, **four hundred sixty-four (464) or 99.78%** fall within the 18-59 age range, and only **one (1) or 0.22%** fall within the age range of 60 years old and above.

Breaking down the data further, among the **forty-eight (48)** external clients, **forty-seven (47)** or **97.92%** of clients fall within the age range of 18-59 years old, while only **one (1)** or **2.08%** fall within the age range of 60 years old and above. On the other hand, all **four hundred seventeen (417)** or **100%** of clients on internal services fall within the age range of 18-59 years old.

D2. Sex. Out of the **four hundred sixty-five (465)** clients who completed the CSM online survey, **two hundred nineteen (219)** or **47.10%** are **male**, **two hundred thirty (230)** or **49.46%** are **female**, and **sixteen (16)** or **3.44%** of clients preferred not to disclose their sex.

Breaking down the data further, among the **forty-eight (48)** external clients, **twenty-four (24)** or **50%** of clients are **male**, while **twenty-two (22)** or **45.83%** are female and **two (2)** or **4.17%** of clients preferred not to disclose their sex. On the other hand, out of the **four hundred seventeen (417)** internal clients, **one hundred ninety-five (195)** or **46.76%**, of clients on are **male**, **two hundred eight (208)** or **49.88%** are **female**, and **fourteen (14)** or **3.36%** of clients preferred not to disclose their sex.

D3. PWD. All **four hundred sixty-five (465)** or **100%** clients, who completed the CSM online survey, indicated that they do not identify themselves as person with disabilities (PWD).

Breaking down the data further, all **forty-eight (48)** external clients, or **100%**, indicated that they do not identify as person with disabilities (PWD). Similarly,

all **four hundred seventeen (417)** internal clients, or **100%**, also indicated that they do not identify as person with disabilities (PWD).

DEMOGRAPHIC PROFILE	EXTERNAL	INTERNAL	OVERALL
D1 Age			
1. 18-59 years old	97.92%	100%	**99.78%**
2. 60 years old and above	2.08%	0%	**0.22%**
D2. Sex			
1. Male	50%	46.76%	**47.10%**
2. Female	45.83%	49.88%	**49.46%**
3. Prefer Not to say	4.17%	3.36%	**3.44%**
D3. PWD			
1. Yes	0%	0%	0%
2. No	100%	100%	**100%**
3. Prefer Not to say	0%	0%	0%

D4. Region. Out of **four hundred sixty-five (465)** clients who completed the CSM online survey, **four hundred fifty (450)** or **96.76%** are from the National Capital Region (NCR), **three (3)** or **0.64%** are from Region I, **one (1)** or **0.22%** is from Region II, **nine (9)** or **1.94%** are from Region IV-A (CALABARZON), **one (1)** or **0.22%** is from Region V, and **one (1)** or **0.22%** is from Region V-II.

Breaking down the data further, among the **forty-eight (48)** external clients, **thirty-three (33)** or **68.75%** are from the National Capital Region (NCR), **three (3)** or **6.26%** are from Region I, **nine (9)** or **18.75%** are from Region IV-A (CALABARZON), **one (1)** or **2.08%** is from Region II, **one (1)** or **2.08%** is from Region V, and **one (1) or 2.08%** is from Region VII. On the other hand, all **four hundred seventeen (417)** or **100%** of internal clients are from the National Capital Region (NCR).

D4. REGION	EXTERNAL	INTERNAL	OVERALL
1. Region I	6.26%	0%	**0.64%**
2. Region II	2.08%	0%	**0.22%**
3. Region III	0%	0%	0%
4. Region IV-A	18.75%	0%	**1.94%**
5. MIMAROPA	0%	0%	0%
6. Region V	2.08%	0%	**0.22%**
7. Region VI	0%	0%	0%
8. Region VII	2.08%	0%	**0.22%**
9. Region VIII	0%	0%	0%
10. Region IX	0%	0%	0%
11. Region X	0%	0%	0%
12. Region XII	0%	0%	0%
13. Region XIII	0%	0%	0%
14. NCR	68.75%	100%	**96.76%**
15. CAR	0%	0%	0%
16. BARMM	0%	0%	0%
17. Did not specify	0%	0%	0%

D5. Customer Type. Out of the **four hundred sixty-five (465)** clients who completed the CSM online survey, **four hundred twenty-two (422)** or **90.75%** are **government clients**, **thirty-four (34)** or **7.31%**, are from the **business sectors**, and **nine (9)** or **1.94%** are **individual citizens.**

Breaking down the data further, among the **forty-eight (48)** external clients, **five (5),** or **10.42%** are government clients, **thirty-four (34)** or **70.83%** are from the business sectors, and **nine (9) or 18.75%** are individual citizens. On the other hand, all **four hundred seventeen (417) or 100%** internal clients are **government clients**.

D5. CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
1. Government	10.42%	100%	90.75%
2. Business	70.83%	0%	7.31%
3. Citizen	18.75%	0%	1.94%
4. Did not specify	0%	0%	0%

B. Count of Citizen's Charter (CC) Results

CC1 Awareness of the CC. In terms of awareness regarding the CC, out of the **four hundred sixty-five (465)** external and internal clients who completed the CSM online survey, **four hundred twenty-two (422)** or **90.75%** know what a CC is and saw the PCC's CC, **nine (9)** or **1.94%** know the CC but did not saw in the office, **twenty-two (22)** or **4.73%** just learned the CC when it saw in the office, and **twelve (12)** or **2.58%** are not aware of the CC and did not see one in PCC.

CC2 Visibility. Of the **four hundred forty-four (444)**[7] clients who are aware of the PCC's CC, **three hundred fifty-four (354)** or **79.73%** answered that the CC is easy to see, **eighty-eight (88)** or **19.81%** answered that the CC is somewhat easy to see, **one (1)** or **0.23%** answered that the CC is difficult to see, and one **(1)** or **0.23%** answered that the CC is Not visible at all.

CC3 Helpfulness. Of the **four hundred forty-four (444)**[8] clients who are aware of the PCC's CC, **two hundred eighty-four (284)** or **63.96%** answered that the CC helped their transactions very much, **one hundred forty-six (146)** or **32.88%** answered that the CC somewhat helped with his/her transactions, and **fourteen (14)** or **3.16%** answered that the CC did not help with his/her transactions.

CITIZEN'S CHARTER ANSWERS	RESPONSES	PERCENTAGE
AWARENESS		
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is, and I saw this office's CC.	422	90.75%
2. I know what a CC is, but I did not see this office's CC.	9	1.94%

[7] This value was obtained by aggregating the responses of those who selected: a) I know what a CC is and I saw this office's CC, and (b) I learned of the CC only when I saw this office's CC.
[8] This value was obtained by aggregating the responses of those who selected: a) I know what a CC is and I saw this office's CC, and (b) I learned of the CC only when I saw this office's CC.

CITIZEN'S CHARTER ANSWERS	RESPONSES	PERCENTAGE
3. I learned of the CC only when I saw this office's CC.	22	4.73%
4. I do not know what a CC is, and I did not see this office's CC.	12	2.58%
TOTAL	**465**	**100%**
VISIBILITY		
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	354	79.73%
2. Somewhat easy to see	88	19.81%
3. Difficult to see	1	0.23%
4. Not visible at all	1	0.23%
5. N/A	0	0%
TOTAL	**444**	**100%**
HELPFULNESS		
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	284	63.96%
2. Somewhat helped	146	32.88%
3. Did not help	14	3.16%
4. N/A	0	0%
TOTAL	**444**	**100%**

C. Count of Service Quality Dimensions (SQD) Results

SQD 0 (Overall Client Satisfaction). Out of the **four hundred sixty-five (465)** external and internal clients who completed the CSM online survey, **three hundred sixty-one (361)** or **77.63%** selected "Strongly Agree," while **one hundred two (102)** or **21.94%** selected "Agree," while **two (2) or 0.43%** selected "Neither Agree or Disagree".

This translates to a **99.57% (Outstanding)** overall client satisfaction rating for SQD 0.

SQD 0	SA	A	N	D	SD	N/A	Total Responses	Overall[9]
	361	102	2	0	0	0	465	99.57%[10]

SQD 1-8 (Service Quality Dimensions). Out of the four hundred sixty-five (465) clients who completed the CSM online survey, the overall rating for each SQDs are as follows:

For the SQDs, **Integrity** received the highest rating at **99.35%**, followed by **Reliability** and **Assurance,** both at **99.14%. Costs** received the lowest rating at **50.00%.** Collectively, the **SQDs** achieved an **overall rating of 98.47% (Outstanding).**

[9] This is computed by taking the sum of those who answered, "Strongly Agree" and "Agree," then dividing it by the total number of respondents who answered the question (excluding those who said "N/A").
[10] Note for Computation: 463/465=99.57%

SQD	SA	A	N	D	SD	N/A	Total Responses	Overall[11]
Responsiveness	345	114	3	3	0	0	465	**98.71%**
Reliability	359	102	4	0	0	0	465	**99.14%**
Access and Facilities	346	109	10	0	0	0	465	**97.85%**
Communication	344	108	12	1	0	0	465	**97.20%**
Costs	0	4	4	0	0	0	8	**50.00%**
Integrity	354	108	3	0	0	0	465	**99.35%**
Assurance	368	93	4	0	0	0	465	**99.14%**
Outcome	359	100	6	0	0	0	465	**98.71%**
Overall	**2475**	**738**	**46**	**4**	**0**	**0**	**3263**	**98.47%[12]**

D. Overall score per service

Out of the three hundred forty-four (344) total responses for external services, **three hundred nineteen (319) or 92.73%** that rated Strongly Agree and Agree. Out of two thousand nine hundred nineteen (2,919) total responses for internal services, **two thousand eight hundred ninety-four (2,894)** or **99.14%** rated Strongly Agree and Agree.

EXTERNAL SERVICES	TOTAL SA + A	TOTAL RESPONSES	OVERALL RATING[13]
Review of Mergers and Acquisitions Transactions[14]	54	64	84.38%
Provision of Pre-Notification Consultation	86	91	94.51%
Evaluation of Letters of Non-Coverage	123	133	92.48%
Receipt and Processing of Enforcement-Related Questions and Queries (via e-mail and online portal)	28	28	100.00%
Provision of Competition Orientation Outreach Program (COOP) Services	28	28	100.00%
External Services Total	**319**	**344**	**92.73%[15]**
INTERNAL SERVICES[16]	**TOTAL SA + A**	**TOTAL RESPONSES**	**OVERALL RATING**
Issuance of Authenticated Copies of Commission Decisions and Resolution	39	42	92.86%
Issuance of Certification of No Pending Administrative Case	209	210	99.52%
Circulation of Library Books - Borrowing	235	238	98.74%
Circulation of Library Books – Returning	241	245	98.37%
Circulation of Library Books – Renewing/Re-borrowing	278	280	99.29%
Issuance of Authenticated Copies of Official Records	196	196	100.00%

[11] This is computed by taking the sum of those who answered, "Strongly Agree" and "Agree," then dividing it by the total number of respondents who answered the question (excluding those who said "N/A").
[12] Note for Computation: 3,213/3,263 = 98.47%
[13] This is computed by taking the sum of those who answered, "Strongly Agree" and "Agree," then dividing it by the total number of respondents who answered the question (excluding those who said "N/A").
[14] Only Review of Mergers and Acquisitions Transactions has Cost.
[15] Note for Computation: 319/344 = 92.73%
[16] No availed services for Issuance of Binding Ruling, Processing of Request for the Approval of Local Capacity-Building Programs (amounting to Php 50,000.00 and above), and Issuance of Authenticated Copies of Management Committee Meetings Summary of Discussions (SOD).

Requisition and Issuance of Supplies and Equipment	84	84	100.00%
Provision of Service Vehicle	405	413	98.06%
Issuance of Certificate of Employment (COE) and Service Record (SR) (Internal)	489	490	99.80%
Issuance of Travel Authority	35	35	100.00%
Processing of Request for the Approval of Local Capacity-Building Programs (amounting to Php 50,000.00 and below)	42	42	100.00%
Processing of Request for the Approval of Foreign Capacity-Building Programs	42	42	100.00%
Processing of Requests to Participate in Approved Capacity-Building Programs (Foreign and Local Programs)	70	70	100.00%
Provision of Information and Communications Technology (ICT) Services for Routine and General Requests	263	266	98.87%
Processing of the Certification of Availability of Allotment (CAA)	266	266	100.00%
Internal Services Total	**2,894**	**2,919**	**99.14%[17]**
OVERALL SCORE TOTAL	**3,213**	**3,263**	**98.47%[18]**

Out of three thousand two hundred three (3,263) responses, **three thousand two hundred thirteen (3,213)** indicated Strongly Agree and Agree, resulting in an overall satisfaction rating of **98.47% (Outstanding).**

V. RESULTS OF THE AGENCY ACTION PLAN REPORTED FOR FY 2024:

ACTION PLAN	STATUS
Ensure sustained compliance with applicable statutory and regulatory, and applicable provisions of R.A. No. 11032 and its IRR and other subsequent issuances of ARTA.	PCC submitted the following: • **26 January 2024**: Special Order formally constituting the PCC Committee on Anti-Red Tape (CART), Office of the Executive Director Memorandum designating PCC officials and personnel to the PCC CART and its Technical Working Group (TWG) and Secretariat, and Directory of PCC CART Members, TWG, and Secretariat. • **16 February 2024**: PCC Zero Backlog Program including Inventory of Licenses, Permits, Certifications, Authorizations, Clearances tagged as a Backlog. • **22 March 2024**: PCC Citizen's Charter 10th Edition.

[17] Note for Computation: 2,894/2,919 = 99.14%
[18] Note for Computation: 3,213/3,263 = 98.47%

ACTION PLAN	STATUS
Establish new and/or continue to improve existing initiatives on digitalization of processes and systems specifically in processing client transactions and queries.	**New Initiatives:** 1. Review of Mergers and Acquisitions Transactions • Integrated Information Management Application ("IIMA") – target implementation date is FY 2025 2. The KOICA-PCC Case Processing System ("KOICA") • target implementation is in April 2025 3. Provision of Competition Orientation Outreach Program (COOP) Services • A dedicated section has been incorporated into the PCC website to provide easier access for clients seeking to avail of the Competition Orientation Outreach Program (COOP). **Enhanced Initiatives:** 1. Provision of Competition Orientation Outreach Program (COOP) Services • Online/e-mail submission of the accomplished and signed COOP Request Form ("CRF") • Conduct webinars/online orientations, in lieu of in-person orientations • Introduced a standardized program for the conduct of the webinars 2. Issuance of Certificate of Employment (COE) and Service Record (SR) • As of April 5, 2024, COE and SR requests for internal clients are processed through the AO – SRS Portal 3. Issuance of Travel Authority • Starting April 5, 2024, request/s and issuance of travel authority requests for internal clients are processed through the AO – SRS Portal **Continual Implementation of Initiatives:**

ACTION PLAN	STATUS
	1. Review of Mergers and Acquisitions Transactions • Mergers and Acquisitions Office E-Notification Filing System • Mergers and Acquisitions Office Case Management Access 2. Provision of Pre-Notification Consultation (PNC) • Online/e-mail submission of request for PNC • Conduct of Online PNC 3. Evaluation of Letters of Non-Coverage • Mergers and Acquisitions Office E-Notification Filing System • Mergers and Acquisitions Office Case Management Access 4. Receipt and Processing of Enforcement Complaints • Online/e-mail submission of Enforcement-Related Questions and Queries 5. Receipt and Processing of Enforcement-Related Questions and Queries (via E-mail and online portal) • PCC Client Appointment System ("PCAS") 6. Issuance of Binding Ruling • PCC Client Appointment System ("PCAS") 7. Provision of Competition Orientation Outreach Program (COOP) Services • Proposed/Planned improvement is to convert the COOP into a completely online initiative 8. Circulation of Library Books – Borrowing • Library Automated Borrowing-Returning-Renewing System (LABS) 9. Circulation of Library Books – Returning • Library Automated Borrowing-Returning-Renewing System (LABS)

ACTION PLAN	STATUS
	10. Circulation of Library Books -– Renewing/Re-borrowing • Library Automated Borrowing-Returning-Renewing System (LABS) 11. Issuance of Authenticated Copies of Commission Decisions and Resolutions • Sending e-copy of the requested Authenticated document. 12. Issuance of Legal Opinion • Development of electronic or online and/or paperless application systems, payment systems, new service delivery channels, and contactless transactions • Creating capacities for data management and analytics • Modernization of existing systems and applications 13. Issuance of Certification of No Pending Administrative Case • Development of electronic or online and/or paperless application systems, payment systems, new service delivery channels, and contactless transactions • Modernization of existing systems and applications 14. Issuance of Authenticated Copies of Official Records • Request/s are processed through the AO – SRS Portal 15. Provision of Service Vehicle • General Services Division – Motor Pool Reservation System (GSD-MPRS) 16. Requisition and Issuance of Supplies and Equipment • Request/s are processed through the AO-Service Request System Portal 17. Processing of Request for the Approval of Local Capacity-Building Programs (amounting to Php 50,000.00 and below)

ACTION PLAN	STATUS
	• The online approval of requests is included and defined in the revised Office Procedure on Attendance to Capacity Building Programs • Offices and employees can submit online their nominations and requests to attend L&D programs • The Personnel Development Committee and its Secretariat, the Human Capital Management Division, maintain online repository of the materials and information on the various requested programs and nominations for easy access, sharing and retrieval • The Human Capital Management Division maintains online database for easy sharing and processing of information relative to previously approved L&D programs and their participants. 18. Processing of Request for the Approval of Local Capacity-Building Programs (amounting to Php 50,000.01 and above) • The online approval of requests is included and defined in the revised Office Procedure on Attendance to Capacity Building Programs • Offices and employees can submit online their nominations and requests to attend L&D programs • The Personnel Development Committee and its Secretariat, the Human Capital Management Division, maintain online repository of the materials and information on the various requested programs and nominations for easy access, sharing and retrieval • The Human Capital Management Division maintains online database for easy sharing and processing of information relative to previously approved L&D programs and their participants. 19. Processing of Request for the Approval of Foreign Capacity-Building Programs

ACTION PLAN	STATUS
	• The online approval of requests is included and defined in the revised Office Procedure on Attendance to Capacity Building Programs • Offices and employees can submit online their nominations and requests to attend L&D programs • The Personnel Development Committee and its Secretariat, the Human Capital Management Division, maintain online repository of the materials and information on the various requested programs and nominations for easy access, sharing and retrieval • The Human Capital Management Division maintains online database for easy sharing and processing of information relative to previously approved L&D programs and their participants. 20. Processing of Requests to Participate in Approved Capacity Building Programs (Foreign and Local Programs) • The online approval of requests is included and defined in the revised Office Procedure on Attendance to Capacity Building Programs • Offices and employees can submit online their nominations and requests to attend L&D programs • The Personnel Development Committee and its Secretariat, the Human Capital Management Division, maintain online repository of the materials and information on the various requested programs and nominations for easy access, sharing and retrieval • The Human Capital Management Division maintains online database for easy sharing and processing of information relative to previously approved L&D programs and their participants. 21. Provision of Information and Communications Technology (ICT) Services for Routine and General Requests • AO-Service Request System Portal

ACTION PLAN	STATUS
	22. Provision of ICT Services for User Control and Mission Critical Requests • AO-Service Request System Portal 23. Processing of Certification of Availability of Allotment (CAA) • Online processing of CAA using MS Outlook application as the main platform for receiving, evaluating and endorsing paperless transactions for funding (March 2020) • Development of systematic repository of approved electronic records and relevant supporting documents (November 2020) • Enabling data linkages of storage files and locations in MS SharePoint and TeamSite (August 2021) 24. Issuance of Authenticated Copies of Management Committee Meetings Summary of Discussions (SOD) • Availability of requested Authenticated Summary of Discussions (SOD) in electronic format. *Note: Initiatives tagged as "Continual Implementation" were examined by concerned offices to be consistently efficient, streamlined, and relevant in FY 2024.*
Formulate PCC internal guidelines providing for the operationalization/implementation of the ARTA MC on Harmonized Client Satisfaction Measurement.	To ensure continuous improvement and a more client-centered approach, PCC introduced Office Circular (OC) No. 2023-006 on September 11, 2023. This OC establishes a standardized framework for measuring client satisfaction across all PCC services. The key objectives are: • Implement a harmonized system for gathering client feedback. • Enhance service delivery through effective feedback collection. • Equip PCC offices and units with appropriate methodologies and tools for client satisfaction measurement.
Continue the culture of continual improvement in the agency by	On October 28, 2024, the PCC held an awarding ceremony for Program on Awards and

ACTION PLAN	STATUS
providing recognition and awards to deserving employees and offices/units based on outstanding work performance, innovative ideas, responsiveness to the public, and organizational effectiveness.	Incentives for Service Excellence (PRAISE). Additionally, on December 12, 2024, the PCC conducted the FY 2024 Quality Management System (QMS) Awards, along with the 2nd awarding of the PCC Program on Awards and Incentives for Service Excellence (PRAISE). This annual recognition program aims to acknowledge the commitment and contributions of PCC offices and employees in upholding quality management principles and standards within the organization.

VI. CONTINUOUS AGENCY IMPROVEMENT PLAN FOR FY 2025:

In line with the PCC's commitment to continually improve the delivery services to its stakeholders, the PCC shall:

1) Ensure sustained compliance with all statutory and regulatory requirements, including the provisions outlined in RA No. 11032, its Implementing Rules and Regulations (IRR), and all subsequent issuances promulgated by the Anti-Red Tape Authority (ARTA).

2) Ensure transparency by publishing the Client Satisfaction Measurement Report through the PCC website for all clients to access.

3) Develop and implement new digital initiatives, or improve existing ones, to automate and streamline client transaction processing and query handling systems.

4) Foster a culture of continuous improvement by recognizing and awarding employees and units for exceptional performance, innovation, public service, and contribution to organizational success.

5) Expand training and capacity-building programs for frontline personnel and support units to further improve service delivery, responsiveness, and client relations.

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23 **April 2025**

ANNEX A: Survey Questionnaire/s Used

The Philippine Competition Commission (PCC) opted to disseminate the Client Satisfaction Measurement (CSM) Survey through Microsoft Forms as part of its ongoing digitalization efforts. This transition to digital platforms aligns with PCC's commitment to modernize service delivery, improve data collection efficiency, and enhance accessibility for clients.

FY 2024 Client Satisfaction Measurement Survey

HELP US SERVE YOU BETTER!

Good day, PCC Client!

We are currently conducting the ***FY 2024 Client Satisfaction Measurement (CSM) Survey*** to track the customer experience of the Philippine Competition Commission (PCC). Your feedback on your recent transaction on **Provision of Pre-Notification Consultation** will help the **Mergers and Acquisition Office (MAO)** provide a better service.

Please spare us **five (5) minutes** of your time for this survey. Also, review your response carefully before submitting. Once submitted, you may not be able to edit your responses.

Thank you very much and have a nice day!

Magandang araw, PCC Client!

*Kami ay kasalukuyang nagsasagawa ng **FY 2024 Client Satisfaction Measurement (CSM) Survey** na naglalayong masubaybayan ang karanasan ng taumbayan hinggil sa kanilang pakikipag-transaksyon sa Philippine Competition Commission (PCC). Makatutulong ang inyong kasagutan ukol sa inyong naging karanasan sa **Provision of Pre-Notification Consultation**, upang mas mapabuti at lalong mapahusay ang aming serbisyo sa **Mergers and Acquisition Office (MAO)**.*

*Mangyari lamang na maglaan sa ng **limang (5) minuto** para sa pagsisiyasat na ito. Suriin din nang mabuti ang iyong sagot bago isumite. Kapag isinumite, hindi mo na maaaring mapalitan ang iyong mga sagot.*

Maraming salamat at magandang araw!

* Required

1. "What language would you prefer to communicate in?"
(Ano'ng wikang nais mong gamitin?)
*

- ○ English
- ○ Filipino

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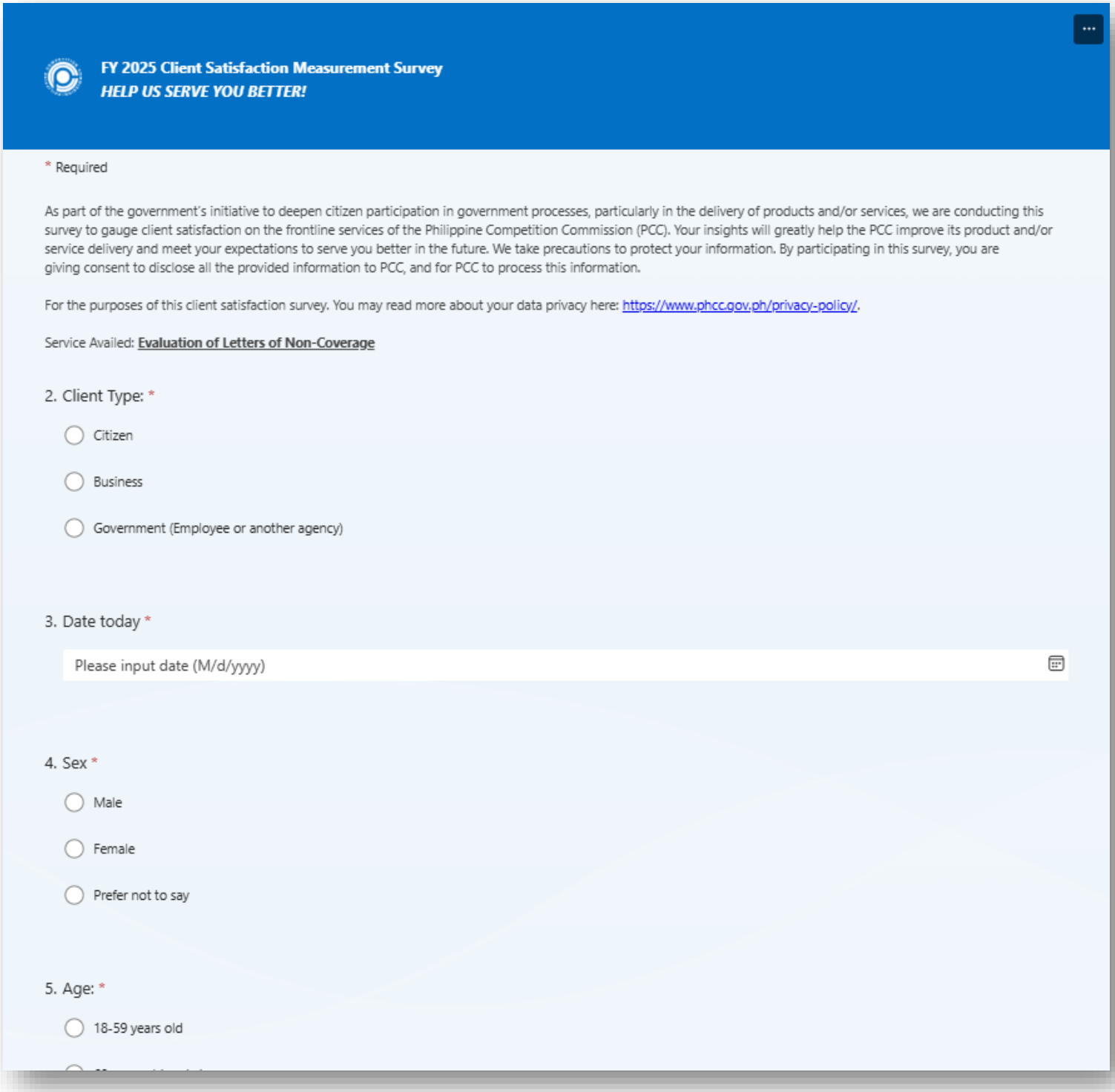
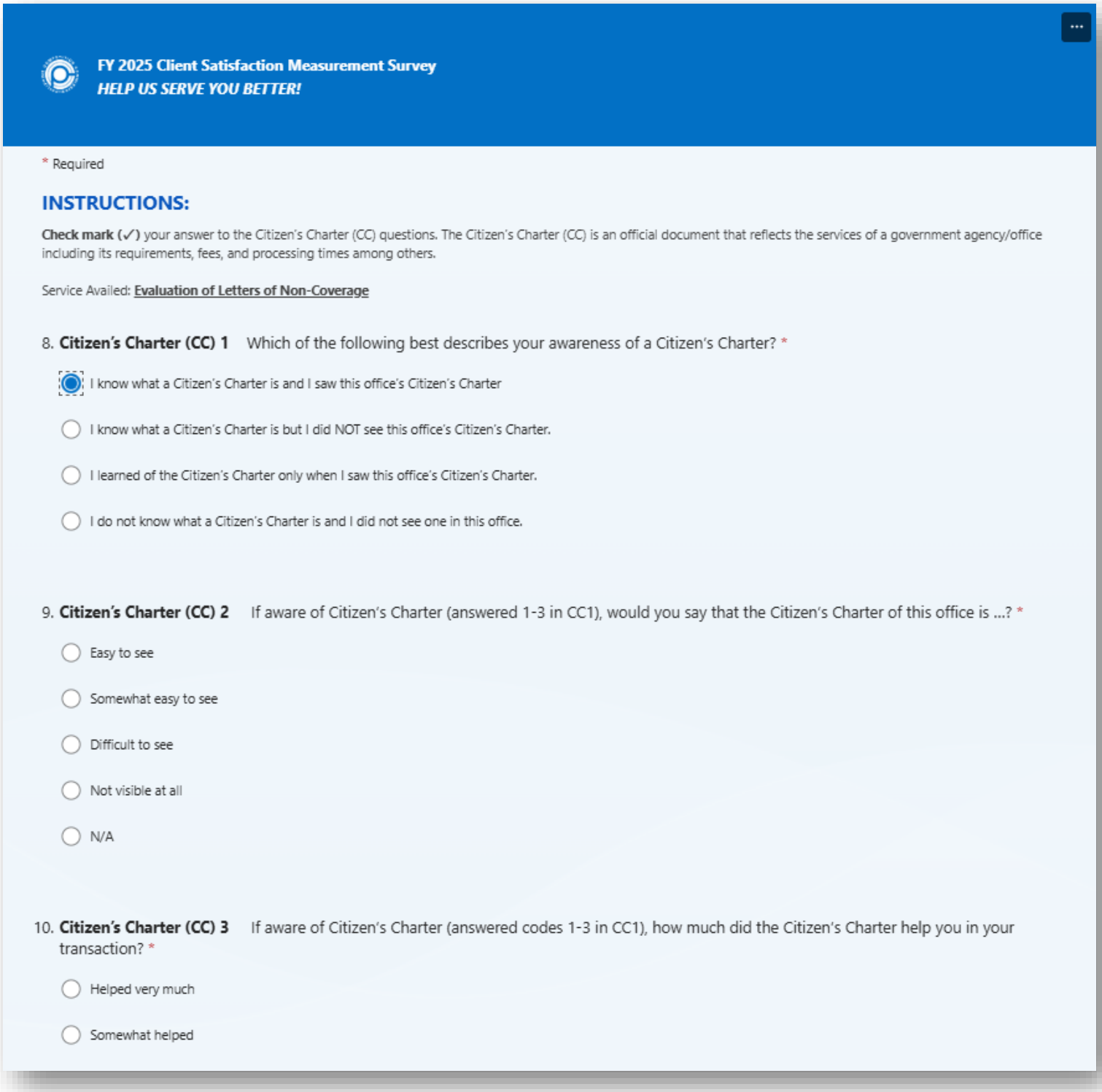


Utilizing MS Forms enables real-time monitoring of responses, ensures wider reach through online dissemination, reduces paper-based processes, and supports environmentally sustainable practices.



FY 2025 Client Satisfaction Measurement Survey
HELP US SERVE YOU BETTER!

* Required

INSTRUCTIONS:

Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter (CC) is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

Service Availed: **Evaluation of Letters of Non-Coverage**

8. **Citizen's Charter (CC) 1** Which of the following best describes your awareness of a Citizen's Charter? *

- (●) I know what a Citizen's Charter is and I saw this office's Citizen's Charter
- ( ) I know what a Citizen's Charter is but I did NOT see this office's Citizen's Charter.
- ( ) I learned of the Citizen's Charter only when I saw this office's Citizen's Charter.
- ( ) I do not know what a Citizen's Charter is and I did not see one in this office.

9. **Citizen's Charter (CC) 2** If aware of Citizen's Charter (answered 1-3 in CC1), would you say that the Citizen's Charter of this office is ...? *

- ( ) Easy to see
- ( ) Somewhat easy to see
- ( ) Difficult to see
- ( ) Not visible at all
- ( ) N/A

10. **Citizen's Charter (CC) 3** If aware of Citizen's Charter (answered codes 1-3 in CC1), how much did the Citizen's Charter help you in your transaction? *

- ( ) Helped very much
- ( ) Somewhat helped

Additionally, using a digital tool enhances data security and integrity, ensures accurate and organized data storage, and allows swift generation of reports to meet compliance and transparency requirements.

FY 2025 Client Satisfaction Measurement Survey
HELP US SERVE YOU BETTER!

* Required

Instructions: Please rate the degree to which you agree with the following statements.

5 – Strongly Agree
4 – Agree
3 – Neither Agree nor Disagree
2 – Disagree
1 – Strongly Disagree

Service Availed: **Evaluation of Letters of Non-Coverage**

11. **[SQD0] Overall**
I am satisfied with the service that I availed. *

- (●) 5 – Strongly Agree
- ( ) 4 – Agree
- ( ) 3 – Neither Agree nor Disagree
- ( ) 2 – Disagree
- ( ) 1 – Strongly Disagree

12. **[SQD1] Responsiveness**
I spent a reasonable amount of time for my transaction. *

- ( ) 5 – Strongly Agree
- ( ) 4 – Agree
- ( ) 3 – Neither Agree nor Disagree
- ( ) 2 – Disagree
- ( ) 1 – Strongly Disagree

ANNEX B: Citizen's Charter (CC) Results

B.1 Citizen's Charter (External Services)

Citizen's Charter	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	**27**	**56.25%**
2. I know what a CC is but I did not see this office's CC.	**8**	**16.67%**
3. I learned of the CC only when I saw this office's CC.	**3**	**6.25%**
4. I do not know what a CC is and I did not see this office's CC.	**10**	**20.83%**
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	**17**	**35.42%**
2. Somewhat easy to see	**13**	**27.08%**
3. Difficult to see	**0**	**0%**
4. Not visible at all	**0**	**0%**
5. N/A	**0**	**0%**
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	**16**	**33.33%**
2. Somewhat helped	**13**	**27.08%**
3. Did not help	**1**	**2.08%**
4. N/A	**0**	**0%**

B.2 Citizen's Charter (Internal Services)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	**395**	**94.72%**
2. I know what a CC is but I did not see this office's CC.	**1**	**0.24%**
3. I learned of the CC only when I saw this office's CC.	**19**	**4.56%**
4. I do not know what a CC is and I did not see this office's CC.	**2**	**0.48%**
CC2. If aware of CC, would you say that the CC of this office was…?		
1. Easy to see	**337**	**80.82%**
2. Somewhat easy to see	**75**	**17.99%**
3. Difficult to see	**1**	**0.24%**
4. Not visible at all	**1**	**0.24%**
5. N/A	**0**	**0%**
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	**268**	**64.27%**
2. Somewhat helped	**133**	**31.89%**
3. Did not help	**13**	**3.12%**
4. N/A	**0**	**0%**

ANNEX C: Service Quality Dimensions (SQDs) on External Services

1. Review of Mergers and Acquisitions Transactions

Service Quality Dimension	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	3	5	0	0	0	0	8	100.00%
Reliability	2	6	0	0	0	0	8	100.00%
Access and Facilities	1	6	1	0	0	0	8	87.50%
Communication	0	7	1	0	0	0	8	87.50%
Cost	0	4	4	0	0	0	8	50.00%
Integrity	2	5	1	0	0	0	8	87.50%
Assurance	3	4	1	0	0	0	8	87.50%
Outcome	2	4	2	0	0	0	8	75.00%
Overall	**13**	**41**	**10**	**0**	**0**	**0**	**64**	**84.38%**

2. Provision of Pre-Notification Consultation

Service Quality Dimension	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	5	7	0	1	0	0	13	92.31%
Reliability	7	5	1	0	0	0	13	92.31%
Access and Facilities	5	5	3	0	0	0	13	76.92%
Communication	7	6	0	0	0	0	13	100.00%
Cost	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Integrity	7	6	0	0	0	0	13	100.00%
Assurance	8	5	0	0	0	0	13	100.00%
Outcome	6	7	0	0	0	0	13	100.00%
Overall	**45**	**41**	**4**	**1**	**0**	**0**	**91**	**94.51%**

3. Evaluation of Letters of Non-Coverage

Service Quality Dimension	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	9	8	2	0	0	0	19	89.47%
Reliability	12	6	1	0	0	0	19	94.74%
Access and Facilities	10	7	2	0	0	0	19	89.47%
Communication	9	7	3	0	0	0	19	84.21%
Cost	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Integrity	11	8	0	0	0	0	19	100.00%
Assurance	13	6	0	0	0	0	19	100.00%
Outcome	13	4	2	0	0	0	19	100.00%
Overall	**77**	**46**	**10**	**0**	**0**	**0**	**133**	**92.48%**

4. Receipt and Processing of Enforcement-Related Questions and Queries (via e-mail and online portal)

Service Quality Dimension	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	3	1	0	0	0	0	4	100.00%
Reliability	3	1	0	0	0	0	4	100.00%
Access and Facilities	3	1	0	0	0	0	4	100.00%
Communication	3	1	0	0	0	0	4	100.00%
Cost	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Integrity	3	1	0	0	0	0	4	100.00%
Assurance	3	1	0	0	0	0	4	100.00%
Outcome	3	1	0	0	0	0	4	100.00%
Overall	**21**	**7**	**0**	**0**	**0**	**0**	**28**	**100.00%**

5. Provision of Competition Orientation Outreach Program (COOP) Services

Service Quality Dimension	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	2	2	0	0	0	0	4	100.00%
Reliability	2	2	0	0	0	0	4	100.00%
Access and Facilities	2	2	0	0	0	0	4	100.00%
Communication	2	2	0	0	0	0	4	100.00%
Cost	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Integrity	2	2	0	0	0	0	4	100.00%
Assurance	2	2	0	0	0	0	4	100.00%
Outcome	2	2	0	0	0	0	4	100.00%
Overall	**14**	**14**	**0**	**0**	**0**	**0**	**28**	**100.00%**

Annex D: Service Quality Dimensions (SQDs) on Internal Services

1. Issuance of Authenticated Copies of Commission Decisions and Resolution

Service Quality Dimension	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	4	2	0	0	0	0	6	100.00%
Reliability	4	2	0	0	0	0	6	100.00%
Access and Facilities	4	2	0	0	0	0	6	100.00%
Communication	4	1	1	0	0	0	6	83.33%
Cost	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Integrity	4	1	1	0	0	0	6	83.33%
Assurance	4	1	1	0	0	0	6	83.33%
Outcome	4	2	0	0	0	0	6	100.00%
Overall	**28**	**11**	**3**	**0**	**0**	**0**	**42**	**92.86%**

2. Issuance of Certification of No Pending Administrative Case

Service Quality Dimension	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	25	4	0	1	0	0	30	96.67%
Reliability	25	5	0	0	0	0	30	100.00%
Access and Facilities	23	7	0	0	0	0	30	100.00%
Communication	23	7	0	0	0	0	30	100.00%
Cost	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Integrity	24	6	0	0	0	0	30	100.00%
Assurance	24	6	0	0	0	0	30	100.00%
Outcome	24	6	0	0	0	0	30	100.00%
Overall	**168**	**41**	**0**	**1**	**0**	**0**	**210**	**99.52%**

3. Circulation of Library Books - Borrowing

Service Quality Dimension	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	29	5	0	0	0	0	34	100.00%
Reliability	32	2	0	0	0	0	34	100.00%
Access and Facilities	29	4	1	0	0	0	34	97.06%
Communication	28	5	1	0	0	0	34	97.06%
Cost	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Integrity	29	5	0	0	0	0	34	100.00%
Assurance	29	4	1	0	0	0	34	97.06%
Outcome	30	4	0	0	0	0	34	100.00%
Overall	**206**	**29**	**3**	**0**	**0**	**0**	**238**	**98.74%**

4. Circulation of Library Books - Returning

Service Quality Dimension	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	31	3	1	0	0	0	35	97.14%
Reliability	30	4	1	0	0	0	35	97.14%
Access and Facilities	30	5	0	0	0	0	35	100.00%
Communication	30	3	2	0	0	0	35	94.29%
Cost	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Integrity	30	5	0	0	0	0	35	100.00%
Assurance	32	3	0	0	0	0	35	100.00%
Outcome	32	3	0	0	0	0	35	100.00%
Overall	**215**	**26**	**4**	**0**	**0**	**0**	**245**	**98.37%**

5. Circulation of Library Books - Renewing/Re-borrowing

Service Quality Dimension	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	39	1	0	0	0	0	40	100.00%
Reliability	39	1	0	0	0	0	40	100.00%
Access and Facilities	39	1	0	0	0	0	40	100.00%
Communication	38	1	1	0	0	0	40	100.00%
Cost	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Integrity	37	2	1	0	0	0	40	97.50%
Assurance	39	1	0	0	0	0	40	100.00%
Outcome	39	1	0	0	0	0	40	100.00%
Overall	**270**	**8**	**2**	**0**	**0**	**0**	**280**	**99.29%**

6. Issuance of Authenticated Copies of Official Records

Service Quality Dimension	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	27	1	0	0	0	0	28	100.00%
Reliability	27	1	0	0	0	0	28	100.00%
Access and Facilities	27	1	0	0	0	0	28	100.00%
Communication	27	1	0	0	0	0	28	100.00%
Cost	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Integrity	27	1	0	0	0	0	28	100.00%
Assurance	27	1	0	0	0	0	28	100.00%
Outcome	27	1	0	0	0	0	28	100.00%
Overall	**189**	**7**	**0**	**0**	**0**	**0**	**196**	**100.00%**

7. Requisition and Issuance of Supplies and Equipment

Service Quality Dimension	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	9	3	0	0	0	0	12	100.00%
Reliability	9	3	0	0	0	0	12	100.00%
Access and Facilities	9	3	0	0	0	0	12	100.00%
Communication	9	3	0	0	0	0	12	100.00%
Cost	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Integrity	8	4	0	0	0	0	12	100.00%
Assurance	8	4	0	0	0	0	12	100.00%
Outcome	8	4	0	0	0	0	12	100.00%
Overall	**60**	**24**	**0**	**0**	**0**	**0**	**84**	**100.00%**

8. Provision of Service Vehicle

Service Quality Dimension	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	41	18	0	0	0	0	59	100.00%
Reliability	42	17	0	0	0	0	59	100.00%
Access and Facilities	40	17	2	0	0	0	59	96.61%
Communication	39	17	3	0	0	0	59	94.92%
Cost	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Integrity	43	16	0	0	0	0	59	100.00%
Assurance	46	12	1	0	0	0	59	98.31%
Outcome	41	16	2	0	0	0	59	96.61%
Overall	**292**	**113**	**8**	**0**	**0**	**0**	**413**	**98.06%**

9. Issuance of Certificate of Employment (COE) and Service Record (SR) (Internal)

Service Quality Dimension	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	57	13	0	0	0	0	70	100.00%
Reliability	56	13	1	0	0	0	70	98.57%
Access and Facilities	57	13	0	0	0	0	70	100.00%
Communication	55	15	0	0	0	0	70	100.00%
Cost	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Integrity	58	12	0	0	0	0	70	100.00%
Assurance	58	12	0	0	0	0	70	100.00%
Outcome	59	11	0	0	0	0	70	100.00%
Overall	**400**	**89**	**1**	**0**	**0**	**0**	**490**	**99.80%**

10. Issuance of Travel Authority

Service Quality Dimension	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	3	2	0	0	0	0	5	100.00%
Reliability	3	2	0	0	0	0	5	100.00%
Access and Facilities	2	3	0	0	0	0	5	100.00%
Communication	2	3	0	0	0	0	5	100.00%
Cost	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Integrity	3	2	0	0	0	0	5	100.00%
Assurance	3	2	0	0	0	0	5	100.00%
Outcome	3	2	0	0	0	0	5	100.00%
Overall	**19**	**16**	**0**	**0**	**0**	**0**	**35**	**100.00%**

11. Processing of Request for the Approval of Local Capacity Building Programs (amounting to Php 50,000.00 and below)

Service Quality Dimension	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	4	2	0	0	0	0	6	100.00%
Reliability	5	1	0	0	0	0	6	100.00%
Access and Facilities	5	1	0	0	0	0	6	100.00%
Communication	5	1	0	0	0	0	6	100.00%
Cost	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Integrity	5	1	0	0	0	0	6	100.00%
Assurance	5	1	0	0	0	0	6	100.00%
Outcome	5	1	0	0	0	0	6	100.00%
Overall	**34**	**8**	**0**	**0**	**0**	**0**	**42**	**100.00%**

12. Processing of Request for the Approval of Foreign Capacity-Building Programs

Service Quality Dimension	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	4	2	0	0	0	0	6	100.00%
Reliability	4	2	0	0	0	0	6	100.00%
Access and Facilities	4	2	0	0	0	0	6	100.00%
Communication	4	2	0	0	0	0	6	100.00%
Cost	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Integrity	4	2	0	0	0	0	6	100.00%
Assurance	4	2	0	0	0	0	6	100.00%
Outcome	4	2	0	0	0	0	6	100.00%
Overall	**28**	**14**	**0**	**0**	**0**	**0**	**42**	**100.00%**

13. Processing of Requests to Participate in Approved Capacity-Building Programs (Foreign and Local Programs)

Service Quality Dimension	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	7	3	0	0	0	0	10	100.00%
Reliability	8	2	0	0	0	0	10	100.00%
Access and Facilities	7	3	0	0	0	0	10	100.00%
Communication	8	2	0	0	0	0	10	100.00%
Cost	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Integrity	8	2	0	0	0	0	10	100.00%
Assurance	8	2	0	0	0	0	10	100.00%
Outcome	8	2	0	0	0	0	10	100.00%
Overall	**54**	**16**	**0**	**0**	**0**	**0**	**70**	**100.00%**

14. Provision of Information and Communications Technology (ICT) Services for Routine and General Requests

Service Quality Dimension	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	26	11	0	1	0	0	38	97.37%
Reliability	27	11	0	0	0	0	38	100.00%
Access and Facilities	27	10	1	0	0	0	38	97.37%
Communication	26	11	0	1	0	0	38	97.37%
Cost	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Integrity	27	11	0	0	0	0	38	100.00%
Assurance	27	11	0	0	0	0	38	100.00%
Outcome	27	11	0	0	0	0	38	100.00%
Overall	**187**	**76**	**1**	**2**	**0**	**0**	**266**	**98.87%**

15. Processing of the Certification of Availability of Allotment (CAA)

Service Quality Dimension	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	17	21	0	0	0	0	38	100.00%
Reliability	22	16	0	0	0	0	38	100.00%
Access and Facilities	22	16	0	0	0	0	38	100.00%
Communication	25	13	0	0	0	0	38	100.00%
Cost	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Integrity	22	16	0	0	0	0	38	100.00%
Assurance	25	13	0	0	0	0	38	100.00%
Outcome	22	16	0	0	0	0	38	100.00%
Overall	**155**	**111**	**0**	**0**	**0**	**0**	**266**	**100.00%**

Annex E: What are your suggestions for the improvement of PCC Services?

1. External Services

Review of Mergers and Acquisitions Transactions
1. Please consider limiting information sought/requested to only those which are competition-related and not those covered by attorney-client privilege, those which do not belong to the Notifying Group, and those which are irrelevant to the transaction. Otherwise, it seems like a fishing expedition. 2. A more interactive process could be more efficient. Submission of voluminous documents may be further streamlined. 3. Clarify the deadline dates in the email. We note that parties counted the days differently. 4. We suggest for the requirements to be more practical and reasonable. Small businesses like us have limited resources and have no market surveys or analyses. 5. The service is already appropriate.
Provision of Pre-Notification Consultation
1. On previous transactions, we experienced some technical issues on the side of MAO during calls, so perhaps, a more reliable and faster internet on MAO's office. 2. More options in the availment of services since some matters are not covered by the online applications. 3. While not necessarily applying to the subject transaction, it has been my experience that there would be sudden changes in practices that are implemented without any prior notice or announcement.
Evaluation of Letters of Non-Coverage
1. Simplify the steps and create an annex list of requirements with sample templates if applicable. 2. Convert to more paperless transactions. 3. None. We had a good experience dealing with MAO employees. 4. Please provide updated notices/circulars regarding the current applicability of specific rules or regulations, particularly those that were issued during the pandemic.

2. Internal Services

Issuance of Certification of No Pending Administrative Case
1. That the request form be available via SRS or similar online platform in the PCC intranet.
Circulation of Library Books - Returning
1. Cascade information and new guidelines to PCC world
Circulation of Library Books - Renewing/Re-borrowing
1. Keep up the good work.
Provision of Service Vehicle
1. Additional service vehicle/shuttle. 2. An email notification for every approved/disapproved trip ticket request to requestor to remind them to print the copy for wet signature.
Issuance of Certificate of Employment (COE) and Service Record (SR) (Internal)
1. Grant file/link access to the requestor. 2. Ensure that the e-copy version link actually works. 3. The link for the soft copy must be available once sent to the requestor. 4. None. Great work. Fast service. They always work on my requests even before the TAT. 5. Access to the link.

Processing of Request for the Approval of Local Capacity-Building Programs (amounting to Php 50,000.00 and below)
1. N/A For the AO-HCMD to also update PCC personnel of upcoming trainings provided by the CSC, AIM, and other similar training institutions. 2. HCMD can further clarify post-training expectations for trainees. Currently, trainees understand that accomplishing a PPF records all required (and feasible) learning applications (LAP) from the attended L&D sessions. It would be helpful if HCMD discuss their suggested LAPs needed to be performed by the trainees.
Processing of Request for the Approval of Foreign Capacity-Building Programs
1. When sending guidelines, it would be best to already indicate pertinent and instructive details (e.g., who should be the signatories of the REAP, memo, etc.).
Provision of Information and Communications Technology (ICT) Services for Routine and General Requests
1. The SRS instructions should be more easily seen. Also, requests for LSDs can also be tapped via ICTD's services.
Processing of the Certification of Availability of Allotment (CAA)
1. Given the volume of work of the BD, it would be helpful for the Division to have additional technical and support staff. 2. It was observed that BD may be able to further strengthened if the number of technical and administrative staff is increased. 3. BD may benefit from having additional staff/personnel to adequately work on internal budget concerns and in coordinating with DBM. 4. The BD may benefit from additional personnel to work on internal matters and budget coordination with DBM given the volume of transactions for the PCC's internal needs and project implementation. 5. Status of transaction may be viewed online.

Annex F: What specific aspect of PCC Office service delivery would you like them to continue doing, if any?

1. External Services

Review of Mergers and Acquisitions Transactions
1. Objectivity; adherence to timelines. 2. Very accommodating. 3. Very efficient email communication. 4. State of play meetings. 5. Sticking to the mandated timelines. 6. Communication.
Provision of Pre-Notification Consultation
1. We appreciate how responsive and open they are to queries. They are also easy to reach via phone or email. May they continue doing that. 2. Online Consultation. 3. Pre-Notification Consultation. 4. Reliable and easily accessible. 5. The quick turnaround time and clearly established timelines for acting on applications. 6. I really appreciate the MAO's prompt attention to queries. I have always found it be very responsive and helpful. I hope that this does not change. 7. The PNC itself. 8. MAO promptly responded to my request for a PNC especially considering the parties were in a hurry. 9. The swift replies .

Evaluation of Letters of Non-Coverage
1. Online support. 2. Very responsive and with strict timelines for responses. 3. None. We had a good experience dealing with MAO employees. 4. For all communications and submissions to be done online. 5. Responsiveness to phone inquiries. 6. We appreciate the fast, clear responses to our inquiries and the clear, concise and reasonable requests for further information.
Receipt and Processing of Enforcement-Related Questions and Queries (via Email and online portal)
1. Proper acknowledgement of reports.
Provision of Competition Orientation Outreach Program (COOP) Services
1. Their Training and Awareness Program. 2. Their presentation and materials.

2. Internal Services

Issuance of Certification of No Pending Administrative Case
1. Requests for documents remotely.
Circulation of Library Books - Returning
1. Automated access of library resources, implementation of knowledge portal. 2. Promptness, courteousness of staff, and reliability of service. 3. The online reminder to return the books and the easy and accurate service provided.
Issuance of Authenticated Copies of Official Records
1. Please continue being efficient.
Requisition and Issuance of Supplies and Equipment
1. Allowing employees to borrow laptops from the organization proves to be very helpful.
Provision of Service Vehicle
1. Continuous improvement in the AO-GSD's delivery of service. 2. Dispatched schedule is well coordinated with both requestor and drivers. 3. Prompt response to queries re updates and status of the transaction.
Issuance of Certificate of Employment (COE) and Service Record (SR) (Internal)
1. Very fast response to my request 2. Being responsive 3. All their services that are needed by the employees 4. Prompt response
Processing of Request for the Approval of Local Capacity-Building Programs (amounting to Php 50,000.00 and below)
1. Prompt response to applications/requests.
Processing of Request for the Approval of Foreign Capacity-Building Programs
1. Swift assistance and responsive to queries.
Processing of Requests to Participate in Approved Capacity-Building Programs (Foreign and Local Programs)
1. Best practices, sustain collaboration
Provision of Information and Communications Technology (ICT) Services for Routine and General Requests
1. Efficient handling of technical support requests and timely resolution of IT issues. 2. I hope that they continue on their immediate response on future service request problems as this helps offices to continue smoothly with their operations. 3. Responsive to queries and concerns. 4. Promptness in responding to requests. 5. Immediate action on the requests.

Processing of the Certification of Availability of Allotment (CAA)
1. BD chief and members are always accessible for advice and guidance on budget issues and concerns which is helpful in programming activities. 2. Their fast response and action in doing CFA. 3. BD's constant reminders and guidance to staff on budgeting rules and principles are commendable. 4. Kapihan. 5. The monitoring aspect of the process of transaction, as it is concise and comprehensive. 6. BD's review to ensure that the amount/budget requested is crucial to ensure prudent spending. 7. Being able to response when I have a query or something that I want to ask, I also appreciate all the staff of BD, they assured and give us a quality service in all aspects. Nobody's perfect but at least they tried and somewhat succeed to do their work to the best they could. Thank you po. sa uulitin po ulit. God bless po. 8. BD's guidance and advice on budget issues to ensure prudent spending.

Annex G: Is there any personnel you would like to commend in relation to the service availed?

1. External Services

PCC Personnel	Frequency
Atty. John Marc T. Esquibil	3
Atty. Glen Carlo P. Villanueva	3
Atty. Lawrence Jericho B. Ortiz	3
Atty. Katherine Ann C. Baldos	2
Atty. Mario T. Rosete III	2
Ms. Aislynn Fabiola G. Manuel	2
Atty. Margarita T. Sison	1

2. Internal Services

PCC Personnel	Frequency
Mr. Jonathan J. Santos	9
Ms. Lea C. Gomez	8
Ms. Pamela C. Cosico	4
Mr. Mark Jayson R. Fajutnao	3
Ms. Janeth C. Tavanlar	3
Ms. Manuel DC. Manahan Jr.	3
Mr. Bernard L. Tinonas	3
Ms. Cherry Pie M. Garay	2
Mr. Nes Justine L. Torres	2
Ms. Gelina L. Espeleta	2
Ms. Sheena Mariz C. Canapi	2
Ms. Chrislyn Joy P. Sioson	2
Mr. Samuelle David S. Onchengco	2
Mr. Cedric Dave D. Sinad	2
Mr. Jan Mauie A. Gunio	2
Ms. Marie Josephine Anne M. Abucejo	1
Ms. Ma. Concepcion G. Pillares	1
Ms. April May S. Tumambing	1