



Republic of the Philippines
DEPARTMENT OF SCIENCE AND TECHNOLOGY
METALS INDUSTRY RESEARCH AND DEVELOPMENT CENTER

PMD-OED-2023-06

25 January 2023

SECRETARY ERNESTO V. PEREZ

Director General
Anti-Red Tape Authority (ARTA)

Dear **Sec. Perez**:

We respectfully submit to your office the attached copy of the CY2022 Client Satisfaction Survey Results for the Metals Industry Research and Development Center (MIRDC).

This is in compliance with ARTA Memorandum Circular 2020-07, series of 2020, or the Guidelines on the Designation of a Committee on Anti-Red Tape (CART) for government agencies. As required in Item 6.2.11 of the said MC, the CART shall report to the ARTA not later than the last working day of January of each year the results of the client satisfaction survey for each service based on the guidelines issued by the ARTA.

We are pleased to inform you that out of 1,207 respondents for CY2022, 1,050 (**87%**) rated our services as 'Outstanding', 152 (**12.59%**) considered our services as 'Very Satisfactory', and the remaining 5 respondents provided a 'Satisfactory' rating. Our ratings using the various Service Quality Dimensions recommended by the AO25 secretariat all range between 4 to 5 (Very Satisfactory – Outstanding).

We shall continue to support ARTA's initiatives for ensuring the delivery of efficient government services.

Thank you very much.

Very truly yours,


ROBERT O. DIZON
Executive Director

Metals Industry Research and Development Center
IN REPLYING PLEASE CITE



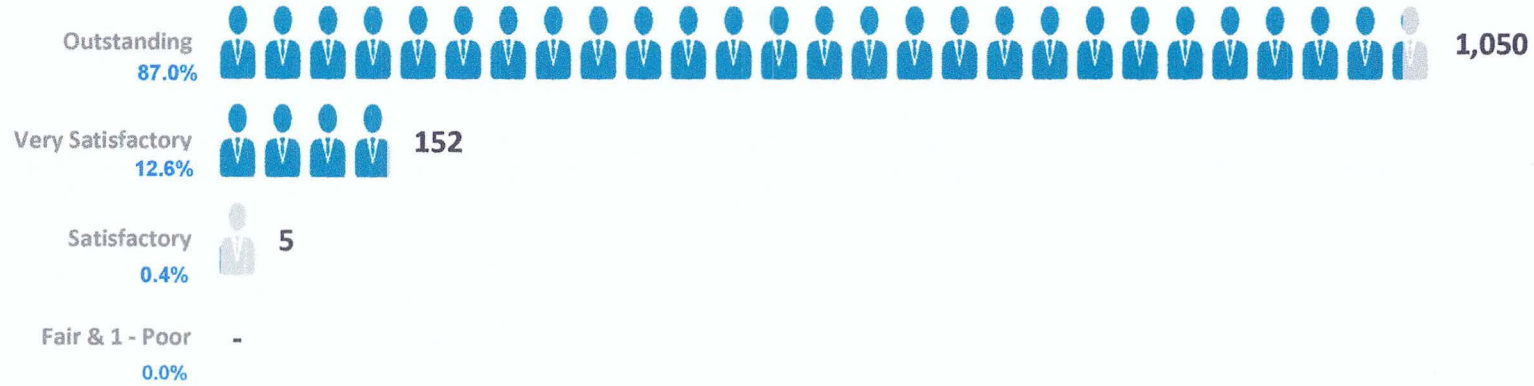
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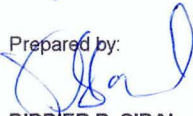
MIRDC CY2022
Client Satisfaction
Survey Results

OVERALL PERFORMANCE OF THE CENTER BASED ON CSS RESPONSES
 January to December 2022
 (New CSS Form Rev. 4)

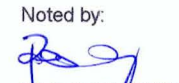
	Percentage (Overall)	ATD		MPRD			PD	TDD		TSSS					
		Calibration and Dimensional Measurement	Metals and Material Testing	Physical Metallurgy	3D Printing	Research and Development	Research and Development	Technical Consultancy	Technology Transfer	Facility Rental	Heat Treatment	Machining	Metal Casting	Surface Finishing	Welding and Fabrication
5 Outstanding	87.0%	90%	96%	85%	69%	40%	0%	88%	80%	0%	80%	73%	100%	0%	84%
4 Very Satisfactory	12.6%	9%	4%	14%	31%	60%	100%	11%	20%	0%	20%	25%	0%	0%	16%
3 Satisfactory	0.4%	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%
2 Fair & 1 - Poor	0.0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	100%	100%	0%	100%

Breakdown of Respondents' Rating



Prepared by:

DIDIER B. SIBAL
 Planning Officer II

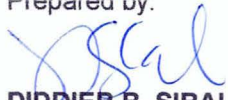

RESTITUTO FELIPE R. GABUYA
 Planning Officer IV

Noted by:

REA C. CASTRO
 OIC, PMD

**Breakdown of CSS Responses per Service Area
January to December 2022**

Division / Delivery Unit	Service Area	CSS Responses			
		5 - Outstanding	4 - Very Satisfactory	3 - Satisfactory	2 - Fair & 1 - Poor
ATD	Corrosion Laboratory	89%	11%	0%	0%
	Instrumentation Laboratory	91%	7%	2%	0%
	Mechanical Laboratory	99%	1%	0%	0%
	Metrology Laboratory	89%	11%	0%	0%
	Non-Destructive Testing	100%	0%	0%	0%
	Physical/Chemical Laboratory	98%	2%	0%	0%
MPRD	Physical Metallurgy	85%	14%	1%	0%
	3D Printing	69%	31%	0%	0%
	Research and Development	40%	60%	0%	0%
PD	Research and Development	0%	100%	0%	0%
TDD	Technical Consultancy	88%	11%	0%	0%
	Technology Transfer	80%	20%	0%	0%
TSSS	Heat Treatment	80%	20%	0%	0%
	Machining	73%	25%	2%	0%
	Metal Casting	100%	0%	0%	0%
	Surface Finishing	-	-	-	-
	Welding and Fabrication	84%	16%	0%	0%
	Overall	87.0%	12.6%	0.4%	0%

Prepared by:



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Planning Officer II



RESTITUTO FELIPE R. GABUYA
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Noted by:




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OIC, PMD

**Citizen/Client Satisfaction Score per Service Area
January to December 2022**

Service Area	CSS Responses								Average Score
	Responsiveness to Queries/	Fairness/ Trustworthiness of Transaction	Quality of Product/ Service	Timeliness in Completion of Job/	Reasonable cost of Product/	Accessibility of service and facilities	Clarity of Processes	Knowledge & Competence of Frontline Staff	
ATD									
Corrosion Laboratory	4.96	4.96	4.96	4.94	4.94	4.89	4.96	4.94	4.95
Instrumentation Laboratory	4.85	4.87	4.89	4.89	4.89	4.89	4.89	4.89	4.88
Mechanical Laboratory	4.95	4.99	4.99	4.95	4.97	4.99	4.97	5.00	4.98
Metrology Laboratory	4.88	4.89	4.88	4.89	4.91	4.92	4.91	4.94	4.90
Non-Destructive Testing	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
Physical/Chemical Laboratory	4.96	4.96	4.98	4.66	4.88	4.96	4.72	4.96	4.89
MPRD									
Physical Metallurgy	4.79	4.82	4.79	4.80	4.82	4.80	4.76	4.86	4.80
3D Printing	4.73	4.73	4.35	4.42	4.85	4.69	4.54	4.96	4.66
Research and Development	4.80	5.00	4.20	4.00	5.00	4.80	4.00	4.40	4.53
PD									
Research and Development	4.00	4.00	3.00	4.00	4.00	4.00	4.00	4.00	3.88
TDD									
Technical Consultancy	4.87	4.88	4.83	4.81	4.79	4.82	4.83	4.88	4.84
Technology Transfer	5.00	4.80	4.80	4.80	4.80	4.80	4.80	5.00	4.85
TSSS									
Heat Treatment	4.77	4.73	4.77	4.82	4.66	4.77	4.75	4.84	4.76
Machining	4.73	4.71	4.75	4.60	4.59	4.72	4.73	4.78	4.70
Metal Casting	5.00	4.92	4.92	4.83	4.92	5.00	5.00	5.00	4.95
Surface Finishing	-	-	-	-	-	-	-	-	-
Welding and Fabrication	4.82	4.87	4.84	4.63	4.71	4.84	4.84	4.89	4.81
Overall	4.82	4.82	4.68	4.69	4.80	4.81	4.73	4.83	4.77

Prepared by:


DIDDIER B. SIBAL
 Planning Officer II


RESTITUTO FELIPE R. GABUYA
 Planning Officer IV

Noted by:


REA C. CASTRO
 OIC, PMD

Summary of Citizen/Client Satisfaction Survey (CCSS) Ratings

January to December 2022

New CSS Form Rev. 4

SERVICE AREA/RATING	Responsiveness to Queries/ concerns	Fairness/ Trustworthiness of Transaction	Quality of Product/ Service	Timeliness in Completion of Job/ Service	Reasonable cost of Product/ Service	Accessibility of service and facilities	Clarity of Processes	Knowledge & Competence of Frontline Staff	OVERALL RATING
ATD									
Calibration and Dimensional Measurement									
5 - Outstanding	88%	89%	89%	90%	91%	92%	91%	93%	90%
4 - Very Satisfactory	10%	10%	10%	9%	8%	7%	8%	7%	9%
3 - Satisfactory	2%	1%	1%	1%	1%	1%	1%	1%	1%
2 - Fair & 1 - Poor	0%	0%	0%	0%	0%	0%	0%	0%	0%
'No response	0%	0%	0%	0%	0%	0%	0%	0%	0%
No. of Respondents								121	
No. and % of customers who rated the service as very satisfactory or better								120	99%
No. and % of customers who rated the service as satisfactory or better								121	100%
ATD									
Metals and Material Testing									
5 - Outstanding	96%	98%	98%	89%	95%	96%	91%	98%	96%
4 - Very Satisfactory	4%	2%	2%	11%	5%	4%	9%	2%	4%
3 - Satisfactory	0%	0%	0%	0%	0%	0%	0%	0%	0%
2 - Fair & 1 - Poor	0%	0%	0%	0%	0%	0%	0%	0%	0%
'No response	0%	0%	0%	0%	0%	0%	0%	0%	0%
No. of Respondents								224	
No. and % of customers who rated the service as very satisfactory or better								224	100%
No. and % of customers who rated the service as satisfactory or better								224	100%
MPRD									
3D Printing									
5 - Outstanding	73%	73%	62%	65%	85%	69%	58%	96%	69%
4 - Very Satisfactory	27%	27%	12%	12%	15%	31%	38%	4%	31%
3 - Satisfactory	0%	0%	27%	23%	0%	0%	4%	0%	0%
2 - Fair & 1 - Poor	0%	0%	0%	0%	0%	0%	0%	0%	0%
'No response	0%	0%	0%	0%	0%	0%	0%	0%	0%
No. of Respondents								26	
No. and % of customers who rated the service as very satisfactory or better								26	100%

SERVICE AREA/RATING	<u>Responsiveness to Queries/ concerns</u>	<u>Fairness/ Trustworthiness of Transaction</u>	<u>Quality of Product/ Service</u>	<u>Timeliness in Completion of Job/ Service</u>	<u>Reasonable cost of Product/ Service</u>	<u>Accessibility of service and facilities</u>	<u>Clarity of Processes</u>	<u>Knowledge & Competence of Frontline Staff</u>	OVERALL RATING
No. and % of customers who rated the service as satisfactory or better								26	100%

MPRD

Physical Metallurgy

5 - Outstanding	81%	82%	82%	81%	82%	81%	77%	86%	85%
4 - Very Satisfactory	17%	18%	14%	17%	17%	17%	22%	14%	14%
3 - Satisfactory	2%	0%	3%	2%	1%	2%	1%	0%	1%
2 - Fair & 1 - Poor	0%	0%	0%	0%	0%	0%	0%	0%	0%
'No response	0%	0%	0%	0%	1%	0%	1%	0%	0%
No. of Respondents								181	
No. and % of customers who rated the service as very satisfactory or better								180	99%
No. and % of customers who rated the service as satisfactory or better								181	100%

MPRD

Research and Development

5 - Outstanding	80%	100%	20%	0%	100%	80%	40%	40%	40%
4 - Very Satisfactory	20%	0%	80%	100%	0%	20%	20%	60%	60%
3 - Satisfactory	0%	0%	0%	0%	0%	0%	40%	0%	0%
2 - Fair & 1 - Poor	0%	0%	0%	0%	0%	0%	0%	0%	0%
'No response	0%	0%	0%	0%	0%	0%	0%	0%	0%
No. of Respondents								5	
No. and % of customers who rated the service as very satisfactory or better								5	100%
No. and % of customers who rated the service as satisfactory or better								5	100%

PD

Research and Development

5 - Outstanding	0%	0%	0%	0%	0%	0%	0%	0%	0%
4 - Very Satisfactory	100%	100%	0%	100%	100%	100%	100%	100%	100%
3 - Satisfactory	0%	0%	100%	0%	0%	0%	0%	0%	0%
2 - Fair & 1 - Poor	0%	0%	0%	0%	0%	0%	0%	0%	0%
'No response	0%	0%	0%	0%	0%	0%	0%	0%	0%
No. of Respondents								1	
No. and % of customers who rated the service as very satisfactory or better								1	100%
No. and % of customers who rated the service as satisfactory or better								1	100%

SERVICE AREA/RATING	<u>Responsiveness to Queries/ concerns</u>	<u>Fairness/ Trustworthiness of Transaction</u>	<u>Quality of Product/ Service</u>	<u>Timeliness in Completion of Job/ Service</u>	<u>Reasonable cost of Product/ Service</u>	<u>Accessibility of service and facilities</u>	<u>Clarity of Processes</u>	<u>Knowledge & Competence of Frontline Staff</u>	OVERALL RATING
TDD-TABDS									
Technical Consultancy									
5 - Outstanding	87%	87%	83%	80%	77%	83%	83%	88%	88%
4 - Very Satisfactory	12%	12%	15%	17%	18%	15%	16%	12%	11%
3 - Satisfactory	0%	0%	1%	1%	0%	1%	0%	0%	0%
2 - Fair & 1 - Poor	0%	0%	0%	0%	0%	0%	0%	0%	0%
'No response	0%	1%	2%	2%	4%	1%	1%	0%	0%
								No. of Respondents	426
No. and % of customers who rated the service as very satisfactory or better								425	99.8%
No. and % of customers who rated the service as satisfactory or better								426	100%

TDD-TABDS									
Technology Transfer									
5 - Outstanding	100%	80%	80%	80%	80%	80%	80%	100%	80%
4 - Very Satisfactory	0%	20%	20%	20%	20%	20%	20%	0%	20%
3 - Satisfactory	0%	0%	0%	0%	0%	0%	0%	0%	0%
2 - Fair & 1 - Poor	0%	0%	0%	0%	0%	0%	0%	0%	0%
'No response	0%	0%	0%	0%	0%	0%	0%	0%	0%
								No. of Respondents	5
No. and % of customers who rated the service as very satisfactory or better								5	100%
No. and % of customers who rated the service as satisfactory or better								5	100%

TSSS									
Facility Rental									
5 - Outstanding	0%	0%	0%	0%	0%	0%	0%	0%	0%
4 - Very Satisfactory	0%	0%	0%	0%	0%	0%	0%	0%	0%
3 - Satisfactory	0%	0%	0%	0%	0%	0%	0%	0%	0%
2 - Fair & 1 - Poor	0%	0%	0%	0%	0%	0%	0%	0%	0%
'No response	0%	0%	0%	0%	0%	0%	0%	0%	0%
								No. of Respondents	0
No. and % of customers who rated the service as very satisfactory or better								0	-
No. and % of customers who rated the service as satisfactory or better								0	-

TSSS									
Heat Treatment									
5 - Outstanding	77%	73%	77%	82%	68%	77%	75%	84%	80%

SERVICE AREA/RATING	<u>Responsiveness to Queries/ concerns</u>	<u>Fairness/ Trustworthiness of Transaction</u>	<u>Quality of Product/ Service</u>	<u>Timeliness in Completion of Job/ Service</u>	<u>Reasonable cost of Product/ Service</u>	<u>Accessibility of service and facilities</u>	<u>Clarity of Processes</u>	<u>Knowledge & Competence of Frontline Staff</u>	OVERALL RATING
4 - Very Satisfactory	23%	27%	23%	18%	30%	23%	25%	16%	20%
3 - Satisfactory	0%	0%	0%	0%	2%	0%	0%	0%	0%
2 - Fair & 1 - Poor	0%	0%	0%	0%	0%	0%	0%	0%	0%
'No response	0%	0%	0%	0%	0%	0%	0%	0%	0%
No. of Respondents								44	
No. and % of customers who rated the service as very satisfactory or better								44	100%
No. and % of customers who rated the service as satisfactory or better								44	100%

TSSS									
Machining									
5 - Outstanding	74%	72%	77%	64%	63%	73%	73%	80%	73%
4 - Very Satisfactory	24%	27%	21%	34%	33%	27%	26%	19%	25%
3 - Satisfactory	2%	1%	1%	2%	4%	1%	1%	2%	2%
2 - Fair & 1 - Poor	0%	0%	1%	1%	0%	0%	0%	0%	0%
'No response	0%	0%	0%	0%	0%	0%	0%	0%	0%
No. of Respondents								124	
No. and % of customers who rated the service as very satisfactory or better								122	98%
No. and % of customers who rated the service as satisfactory or better								124	100%

TSSS									
Metal Casting									
5 - Outstanding	100%	92%	92%	83%	92%	100%	100%	100%	100%
4 - Very Satisfactory	0%	8%	8%	17%	8%	0%	0%	0%	0%
3 - Satisfactory	0%	0%	0%	0%	0%	0%	0%	0%	0%
2 - Fair & 1 - Poor	0%	0%	0%	0%	0%	0%	0%	0%	0%
'No response	0%	0%	0%	0%	0%	0%	0%	0%	0%
No. of Respondents								12	
No. and % of customers who rated the service as very satisfactory or better								12	100%
No. and % of customers who rated the service as satisfactory or better								12	100%

TSSS									
Surface Finishing									
5 - Outstanding	0%	0%	0%	0%	0%	0%	0%	0%	0%
4 - Very Satisfactory	0%	0%	0%	0%	0%	0%	0%	0%	0%
3 - Satisfactory	0%	0%	0%	0%	0%	0%	0%	0%	0%

