



DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES
KAGAWARAN NG KAPALIGIRAN AT LIKAS YAMAN



MEMORANDUM

FOR : **THE UNDERSECRETARIES**
Finance, Information Systems, and Climate Change
Legal and Administration

THE REGIONAL EXECUTIVE DIRECTORS
CAR, NCR, Regions I-XIII, CALABARZON, and MIMAROPA

FROM : **THE DIRECTOR AND CHAIR**
Knowledge and Information Systems Service
Client Satisfaction Survey Focal Team

SUBJECT : **DENR CLIENT FEEDBACK ANALYSIS REPORT**

DATE : **JAN 08 2024**

I. BACKGROUND

1. The Knowledge and Information Systems Service (KISS) through the Statistics and Data Resource Management Division (SDRMD) has been leading the conduct of the Client Satisfaction Survey (CSS) of the Department since 2018, which is part of DENR's compliance to ARTA, AO 25, and QMS.
2. However, the CSS is just one of the various mechanisms where DENR solicits feedback from clients. Other modes include Client Feedback Forms, Hotline 8888 reports, social media comments, to name a few.
3. During the 2023 Strategic Planning Workshop on Quality Management System (QMS) Implementation and Continual Improvement, SDRMD presented the first ever analysis of the issues and concerns of DENR clients raised through different feedback mechanisms such as DENR Client Satisfaction Survey, Client Feedback Forms and Hotline 8888 reports. The Powerpoint presentation entitled "DENR Quality Management System (QMS) ISO 9001: 2015 – Client Feedback Analysis: Analyzing DENR client's issues and concerns on DENR services using quantitative and qualitative feedback data" highlighted the various issues and challenges of internal and external clients of DENR.
4. As an offshoot of this, the SDRMD prepared a full-blown knowledge product to document and disseminate the results of the study to all concerned field offices, most especially to key officials and upper management of DENR field offices. The resulting report is a knowledge product with the same title as the PowerPoint

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presentation. It is a deep-dive study on the different issues and concerns of DENR clients which is an innovative take on identifying client pain points and issues.

5. The Client Feedback Analysis Report is a supplementary study by SDRMD which is different to the annual DENR Client Satisfaction Survey Report undertaken by the same office.

II. COMMENTS/ RECOMMENDATIONS

- The report highlights the client's pain points and areas for improvement in terms of service delivery of the different field offices of DENR.
- The Regional offices may integrate the results of the study in crafting their Office Improvement Plan to aid in improving overall client experience.

III. ATTACHMENTS

- Copy of the Client Feedback Analysis Report
- Digital copy of the feedback report can also be accessed using the link: <https://bit.ly/2023DENRClientFeedbackReport>

For your information and further instructions.


ARLENE A. ROMASANTA

cc: The Secretariat, Quality Management System (QMS)
The Head, Streamlining and Process Improvement of Critical Services (SPICS)
The Head, DENR Action Center/ Hotline 8888