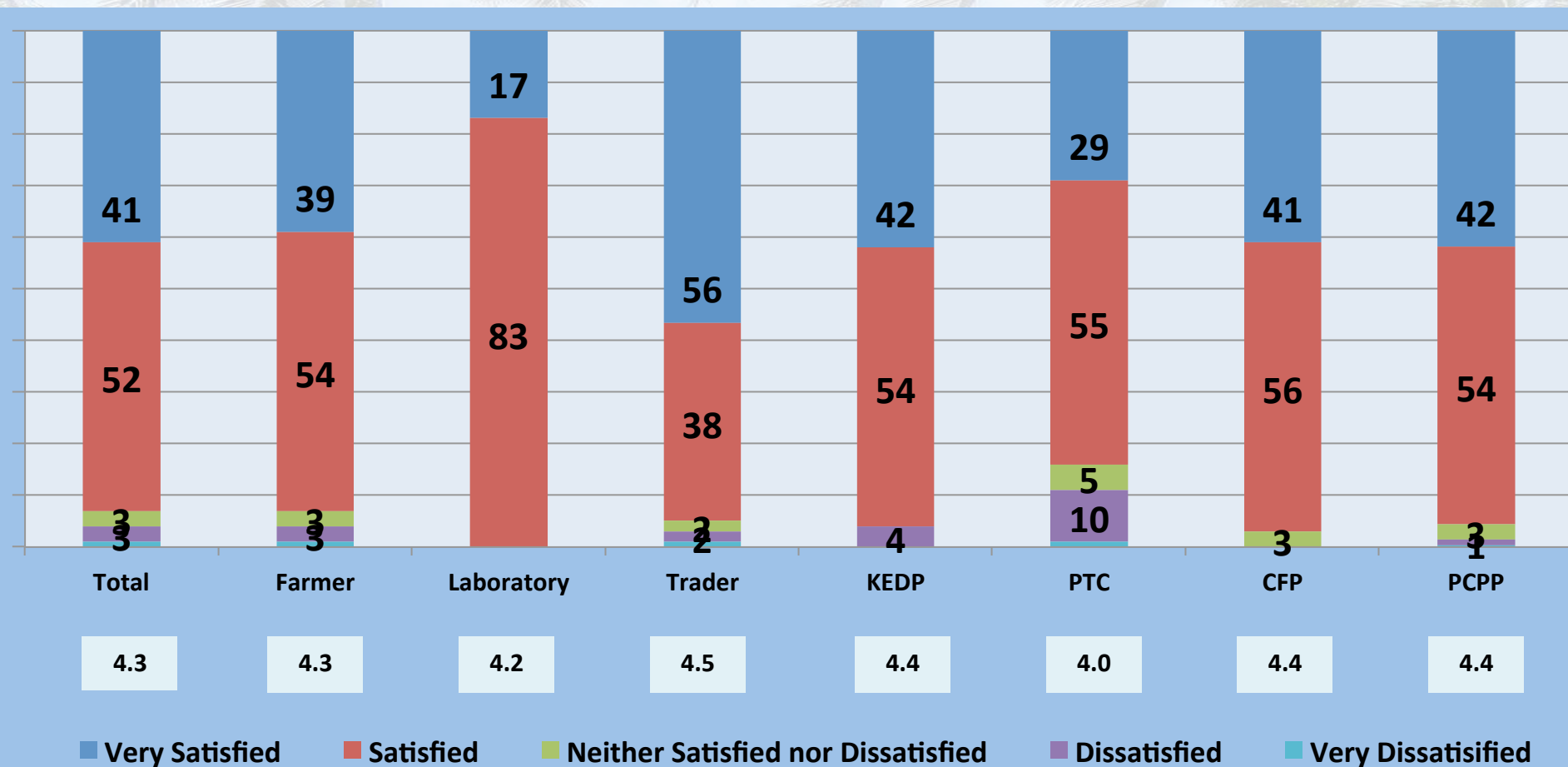


Stakeholder Satisfaction Survey

Overall Satisfaction

In totality, nine out of ten stakeholders (93%) are satisfied with Philippine Coconut Authority on the overall, with 41% feeling very satisfied, and 52% feeling satisfied. This yielded a mean score of 4.3, which has a descriptive equivalent of satisfied.

PCA received the highest mean score on the overall from the traders at 4.5 and the lowest from those who applied for PTC at 4.0.



The services provided by PCA such as the provision of free fertilizer and seedlings are the primary reasons for the stakeholders to be satisfied with Philippine Coconut Authority as an agency. They also appreciate the staff because they regularly visit, coordinate, and supervise the farmers. They also deem the staff as respectful, friendly, approachable, and helpful. Lastly, they like that PCA provides free training about coconut/ vegetable farming.

Reasons for Overall Satisfaction	%
POSITIVE COMMENTS	95
SERVICES PROVIDED BY PCA – NET	60
PROVIDES FERTILIZER	41
<i>Gives free fertilizer/abono/pataba</i>	25
<i>Nagkaroon ng madaming pananim/gumanda pananim gamit ang pataba na binigay nila</i>	16
PROVIDE SEEDLINGS/PANANIM/BINHI	20
<i>May program na patanim ng niyog/naka avail kami ng patanim /nagbibigay ng binhi ng niyog</i>	12
<i>Give banana inter-crops/free seedling ng kalabasa/crops pinya saging, cacao</i>	3
<i>Nakakatulong sa min tulad ng seedlings kapag nag kabunga mabebenta namin/free seedlings (acg)</i>	3
ON STAFF - NET	37
Regular Visits/Coordinations/Supervision – Subnet	13
<i>Binibisita nila kami at ang bukid para alamin ang problema/kailangan namin</i>	7
<i>Supervisor/coordinator visitation 2-3x a month para alamin kung tumubo na ang pananim namin</i>	4
Treats customers with respect/friendly/courteous – Subnet	12
<i>Staff are approachable/accommodating, kind, friendly, helpful</i>	12
PROVIDES TRAINING/SEMINAR	11
<i>They give training about coconut/vegetable farming (kung pano magparami ng niyog, tamang paggamit ng fertilizer)</i>	11

Eleven percent of the stakeholders are not completely satisfied with the services PCA provides and are wishing they can improve on certain areas such as on the slow processing of documents/ permits, particularly on the permit to cut, which takes 15 days to two months to be released. They also do not appreciate that they used to have insurance but have not have one in 12 years. Some farmers also feel that there is also less financial assistance coming from PCA.

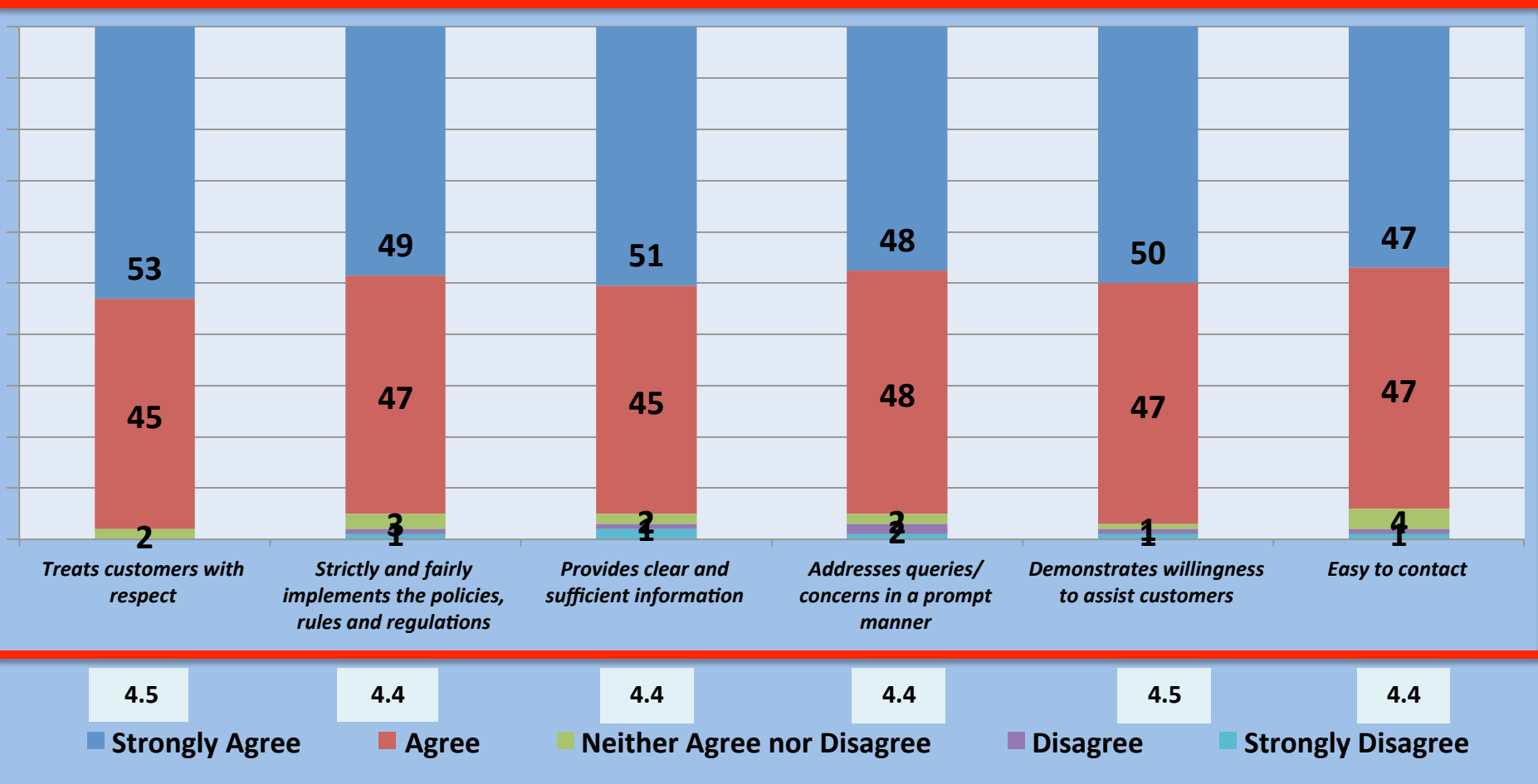
Reasons for Overall Satisfaction	%
NEGATIVE	11
SLOW PROCESSING OF DOCUMENTS/ PERMITS	5
<i>Pagkuha ng permit to cut umaabot ng 2 oras nasasayang oras namin, matagal kumuha ng cutting permit kasi umaabot ng 15 days to 2 months</i>	4
ON SERVICES PROVIDED BY PCA	3
<i>Dati may insurance pero ngayon almost 12 years na wala na, wala pa rin binibigay na fertilizer/ livelihood samin hanggang ngayon.</i>	2
LESS FINANCIAL ASSISTANCE	2
<i>Kopra mura lang binibili P12.00 per kilo</i>	1
<i>Maliit ang sweldo ng farmers</i>	1



Detailed Findings

Nine out of ten stakeholders agree that the staff of PCA treats customers with respect, strictly and fairly implements the policies, rules, and regulations, provides clear and sufficient information, addresses queries/ concerns promptly, demonstrates willingness to assist customers, and are easy to contact.

Staff and Organization



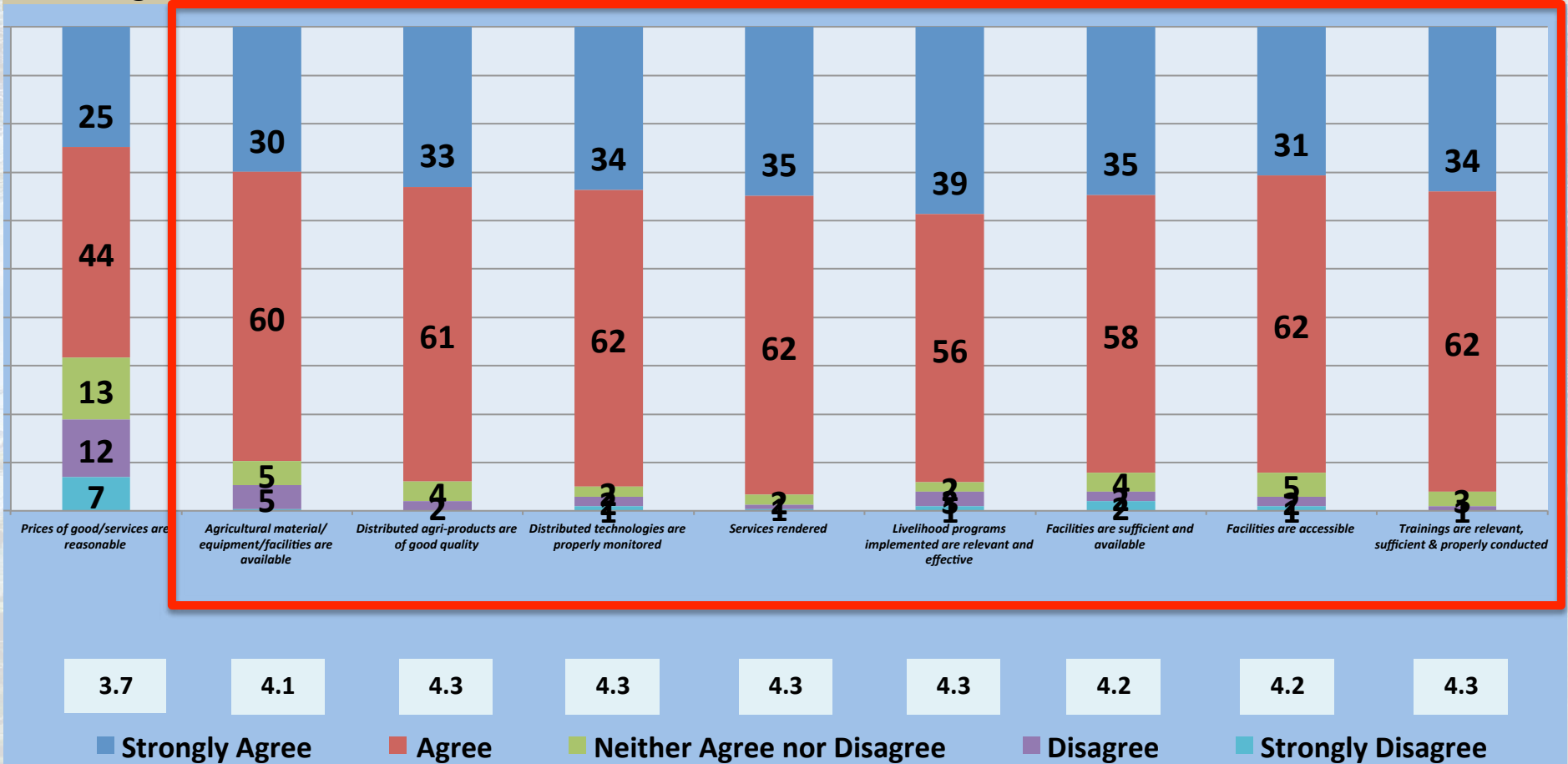
PCA received high mean scores on all metrics under staff and organization across all stakeholder types.

Summary of Mean Scores

<u>Staff & Organization</u>	<u>Farmers</u>	<u>Laboratory</u>	<u>Trader</u>	<u>KEDP</u>	<u>PTC</u>	<u>CFP</u>	<u>PCPP</u>
<i>Treats customers with respect</i>	4.5	4.5	4.6	4.6	4.4	4.7	4.5
<i>Strictly & fairly implements the policies, rules & regulations</i>	4.4	4.3	4.6	4.5	4.3	4.6	4.4
<i>Provides clear & sufficient information</i>	4.4	4.3	4.5	4.5	4.4	4.6	4.4
<i>Addresses queries/concerns in a prompt manner</i>	4.4	4.5	4.5	4.4	4.3	4.5	4.4
<i>Demonstrates willingness to assist customers</i>	4.4	4.5	4.6	4.5	4.4	4.5	4.4
<i>Easy to contact</i>	4.4	4.5	4.6	4.5	4.3	4.5	4.4

Nine out of ten farmers agree with almost all of the metrics measured under agriculture, such as agricultural materials, equipment, and facilities being available, distributed agri-products are of good quality, distributed technologies are properly monitored, services are rendered, implemented livelihood programs are relevant and effective, facilities are sufficient and available, facilities are accessible, and training are relevant, sufficient, and properly conducted. Most of them do not agree though that the prices of goods/ services are reasonable.

Agriculture – Farmers Only



Only those who participated under Permission to Cut agree that the prices of good/ services are reasonable. Farmers, KEDP, CFP, and PCPP beneficiaries are quite not sure if they agree or disagree that the prices of good/ services are reasonable.

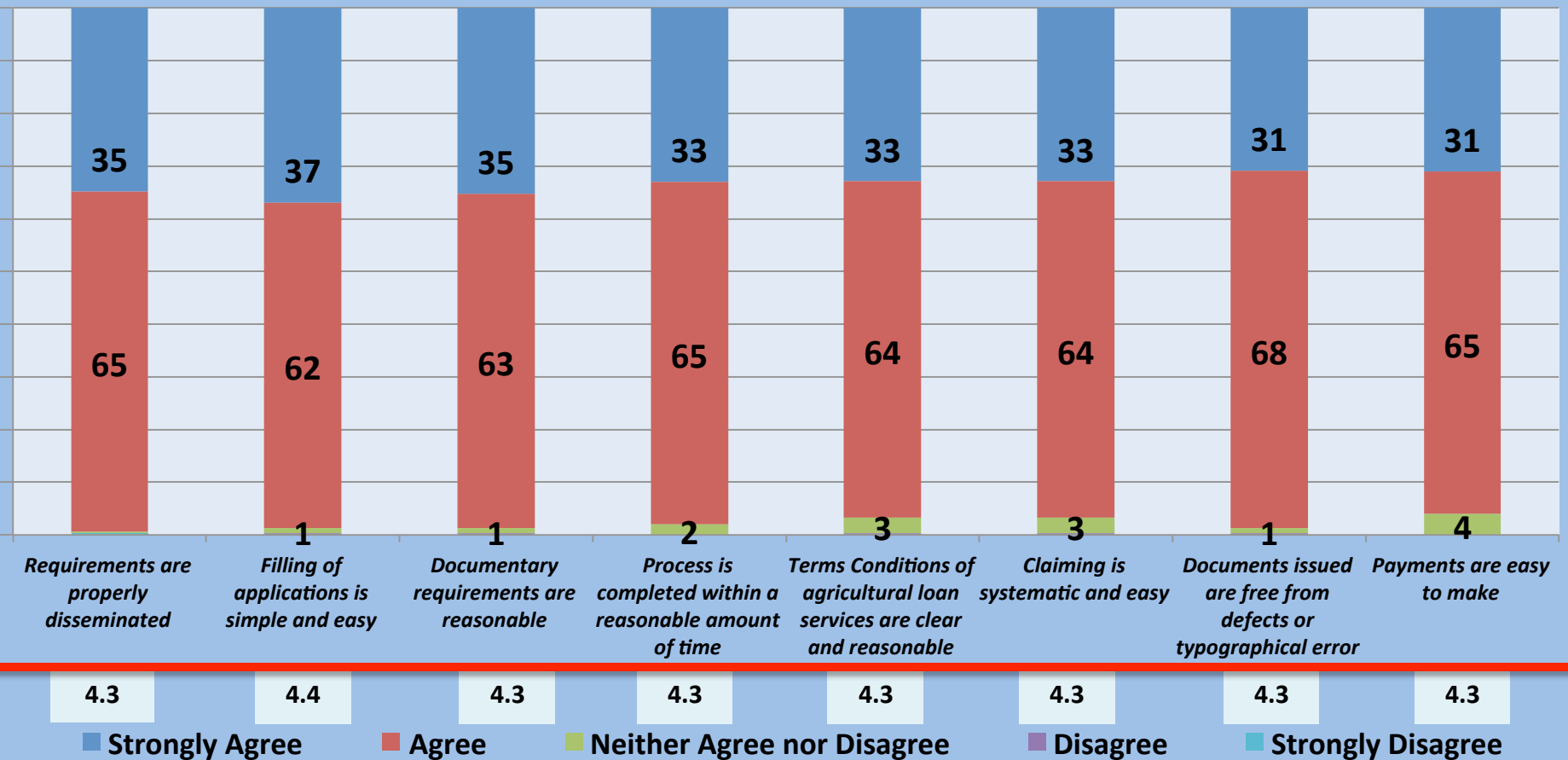
PCA received mostly high mean scores from those who participated under PTC.

Summary of Mean Scores

<u>Agricultural – Farmers Only</u>	<u>Farmer</u>	<u>Laboratory</u>	<u>Trader</u>	<u>KEDP</u>	<u>PTC</u>	<u>CFP</u>	<u>PCPP</u>
<i>Prices of good/services are reasonable</i>	3.7	-	-	3.8	4.0	3.8	3.6
<i>Agricultural material/equipment/facilities are available</i>	4.1	-	-	4.2	4.5	4.2	4.1
<i>Distributed agri-products are of good quality</i>	4.3	-	-	4.3	4.5	4.2	4.2
<i>Distributed technologies are properly monitored</i>	4.3	-	-	4.3	4.5	4.3	4.2
<i>Services rendered</i>	4.3	-	-	4.3	4.5	4.3	4.3
<i>Livelihood programs implemented are relevant and effective</i>	4.3	-	-	4.4	4.5	4.3	4.2
<i>Facilities are sufficient and available</i>	4.2	-	-	4.1	4.5	4.3	4.2
<i>Facilities are accessible</i>	4.2	-	-	4.2	4.5	4.2	4.2
<i>Trainings are relevant, sufficient and properly conducted</i>	4.3	-	-	4.3	4.4	4.2	4.3

Almost all the farmers agree with all the metrics measured under application with PCA.

Agriculture – Application with PCA (Farmers)

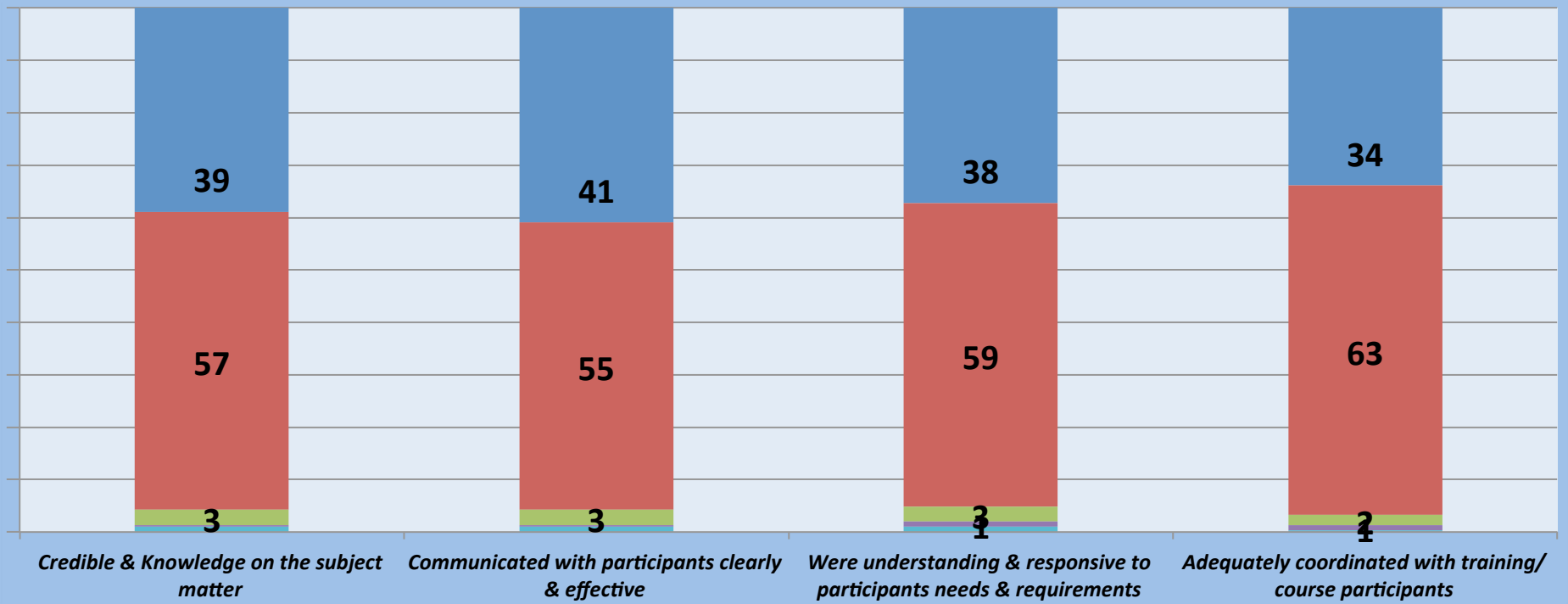


Summary of Mean Scores

<u>Agriculture – Application with PCA (Farmers)</u>	<u>Farmer</u>	<u>Laboratory</u>	<u>Trader</u>	<u>KEDP</u>	<u>PTC</u>	<u>CFP</u>	<u>PCPP</u>
<i>Requirements are properly disseminated</i>	4.3	-	-	4.4	4.4	4.2	4.3
<i>Filling of applications is simple and easy</i>	4.4	-	-	4.3	4.4	4.3	4.4
<i>Documentary requirements are reasonable</i>	4.3	-	-	4.4	4.5	4.3	4.3
<i>Process is completed within a reasonable amount of time</i>	4.3	-	-	4.3	4.4	4.2	4.3
<i>Terms Conditions of agricultural loan services are clear and reasonable</i>	4.3	-	-	4.2	4.4	4.3	4.3
<i>Claiming is systematic and easy</i>	4.3	-	-	4.3	4.5	4.2	4.3
<i>Documents issued are free from defects or typographical error</i>	4.3	-	-	4.3	4.4	4.2	4.3
<i>Payments are easy to make</i>	4.3	-	-	4.3	4.4	4.2	4.3

Nine out of ten farmers agree that the trainers providing the training are credible and knowledgeable on the subject matter, that they communicate with the participants clearly and effectively, that they were understanding and responsive to the needs and requirements of the participants and that they adequately coordinate with training/ course participants.

Agriculture – Training & Workshop (Trainers)



4.3

4.4

4.3

4.3

■ Strongly Agree
 ■ Agree
 ■ Neither Agree nor Disagree
 ■ Disagree
 ■ Strongly Disagree

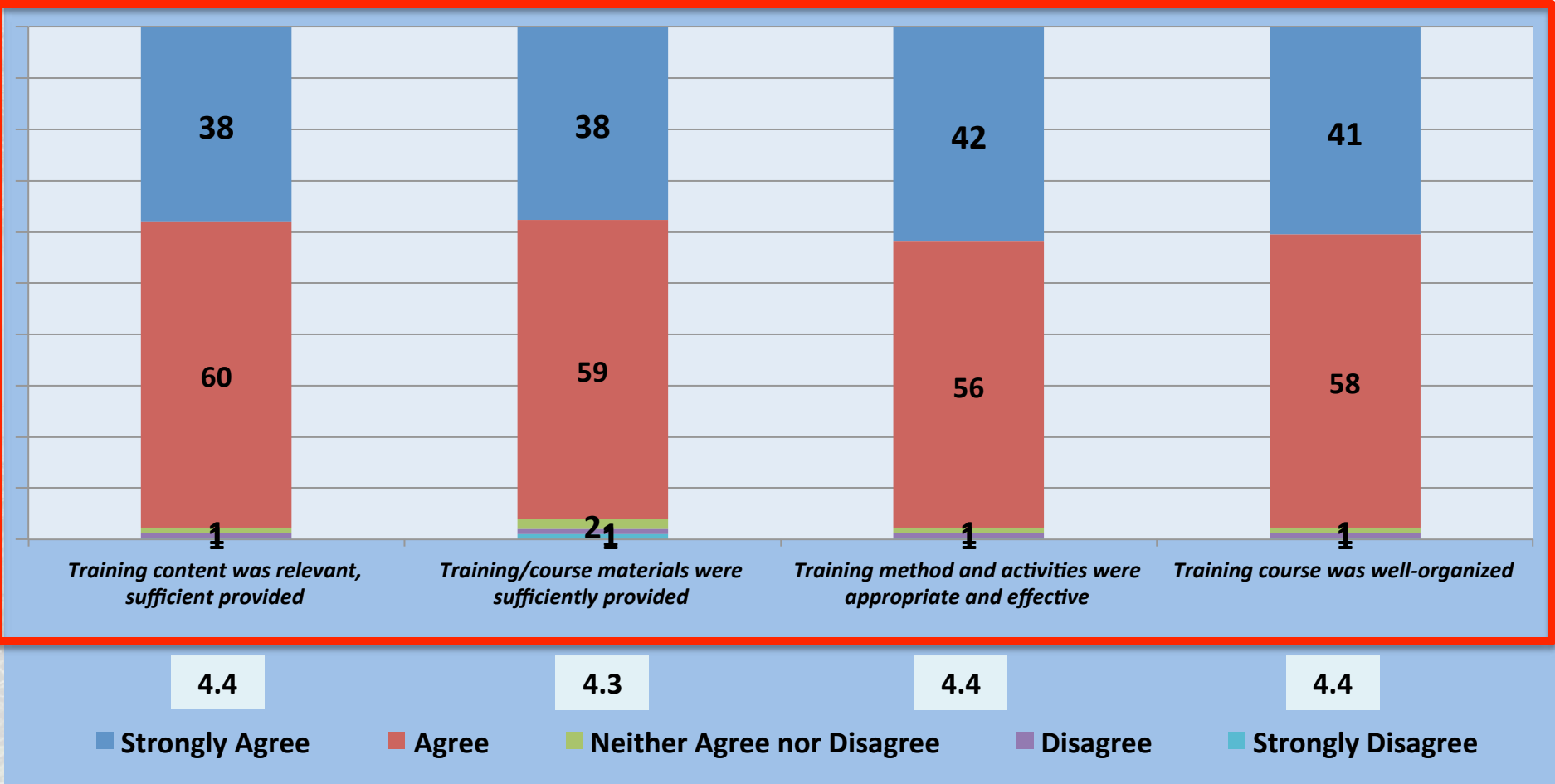
The trainers received high mean scores from those who participated under permission to cut.

Summary of Mean Scores

<u><i>Agriculture – Training & Workshop (Trainers)</i></u>	<u><i>Farmer</i></u>	<u><i>Laboratory</i></u>	<u><i>Trader</i></u>	<u><i>KEDP</i></u>	<u><i>PTC</i></u>	<u><i>CFP</i></u>	<u><i>PCPP</i></u>
<i>Credible & Knowledge on the subject matter</i>	4.3	-	-	4.4	4.5	4.4	4.3
<i>Communicated with participants clearly and effectively</i>	4.4	-	-	4.4	4.6	4.4	4.3
<i>Were understanding and responsive to participants needs & requirements</i>	4.3	-	-	4.4	4.6	4.4	4.3
<i>Adequately coordinated with training/course participants</i>	4.3	-	-	4.3	4.6	4.2	4.3

The farmers agree that the training course and materials are relevant and sufficiently provided, that the training method and activities are appropriate and effective, and well-organized.

Agriculture – Training & Workshop (Training Course & Materials/Farmers)

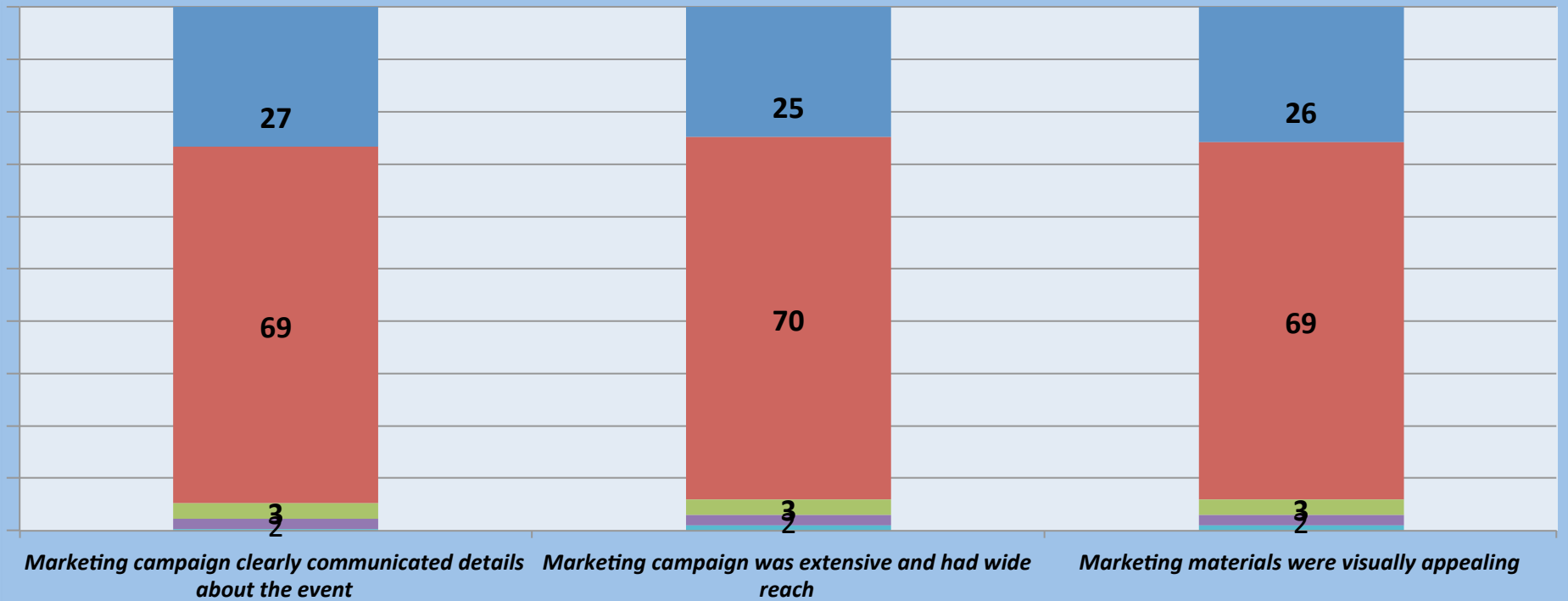


Summary of Mean Scores

<i><u>Agriculture – Training & Workshop (Training Course & Materials/Farmers)</u></i>	<i><u>Farmer</u></i>	<i><u>Laboratory</u></i>	<i><u>Trader</u></i>	<i><u>KEDP</u></i>	<i><u>PTC</u></i>	<i><u>CFP</u></i>	<i><u>PCPP</u></i>
<i>Training content was relevant, sufficient provided</i>	4.4	-	-	4.4	4.4	4.3	4.3
<i>Training/course materials were sufficiently provided</i>	4.3	-	-	4.4	4.4	4.3	4.3
<i>Training method and activities were appropriate and effective</i>	4.4	-	-	4.4	4.4	4.4	4.4
<i>Training course was well-organized</i>	4.4	-	-	4.4	4.4	4.3	4.4

The farmers also agree that the marketing campaign clearly communicate details about the event, extensive and has a wide reach, and visually appealing.

Agriculture – Marketing Campaign



Strongly Agree

Agree

Neither Agree nor Disagree

Disagree

Strongly Disagree

Summary of Mean Scores

<u><i>Agriculture – Marketing Campaign</i></u>	<u><i>Farmer</i></u>	<u><i>Laboratory</i></u>	<u><i>Trader</i></u>	<u><i>KEDP</i></u>	<u><i>PTC</i></u>	<u><i>CFP</i></u>	<u><i>PCPP</i></u>
<i>Marketing campaign clearly communicated details about the event</i>	4.2	-	-	4.3	4.1	4.1	4.2
<i>Marketing campaign was extensive and had wide reach</i>	4.2	-	-	4.2	4.1	4.1	4.2
<i>Marketing materials were visually appealing</i>	4.2	-	-	4.2	4.1	4.0	4.2

Nine out of ten farmers agree that the policies, rules, and regulations of PCA are clear, consistent, sufficient, strictly implemented, properly updated, properly disseminated, reasonable, has fair and reasonable timeline for compliance, and has fair and reasonable fees.

Agriculture – Policies, Rules and Regulations



4.3 4.3 4.3 4.3 4.3 4.2 4.3

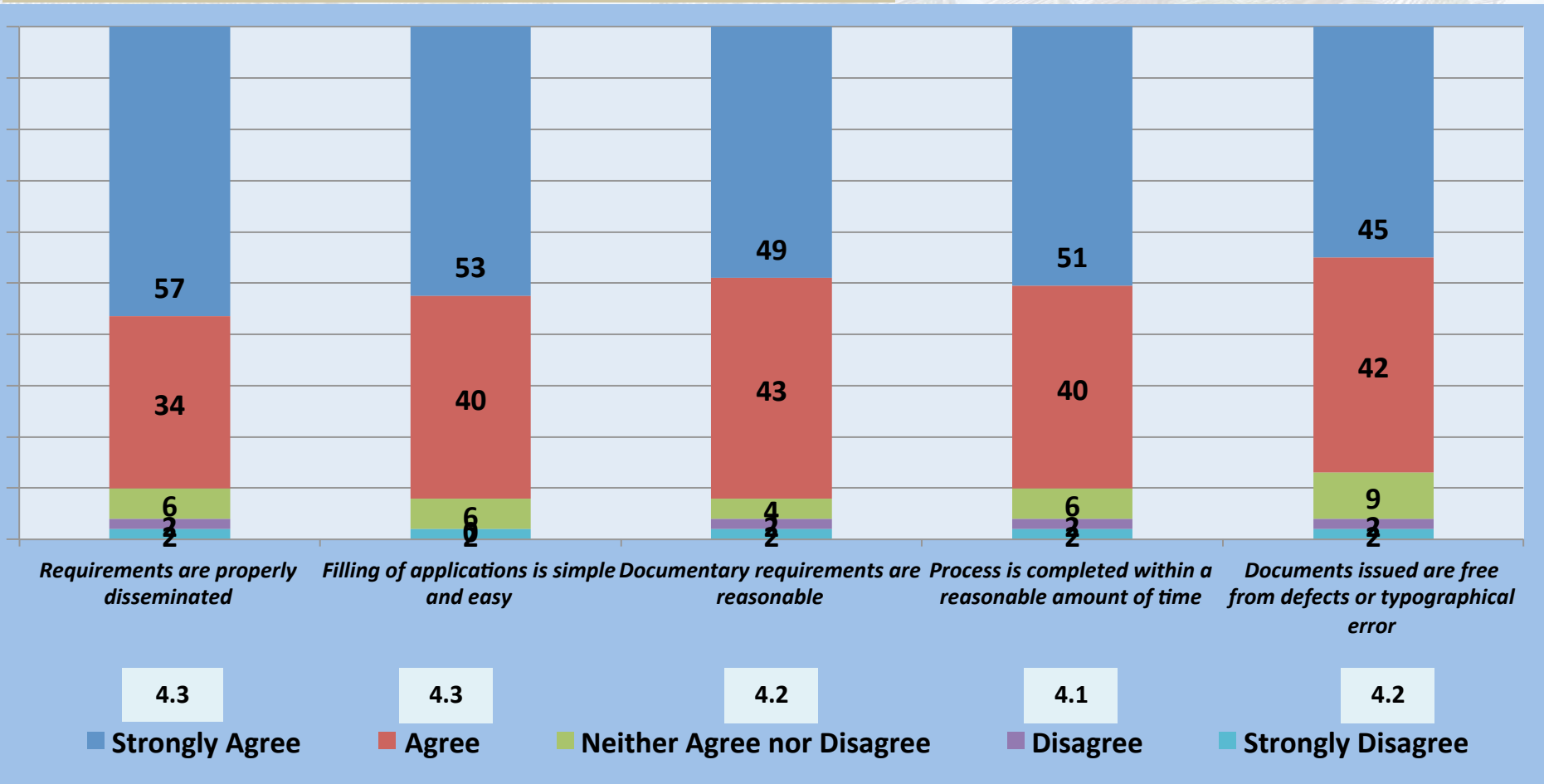
Strongly Agree Agree Neither Agree nor Disagree Disagree Strongly Disagree

Summary of Mean Scores

<u>Agriculture – Policies, Rules & Regulations</u>	<u>Farmer</u>	<u>Laboratory</u>	<u>Trader</u>	<u>KEDP</u>	<u>PTC</u>	<u>CFP</u>	<u>PCPP</u>
<i>Clear, consistent & sufficient</i>	4.2	4.2	4.5	4.4	4.1	4.0	4.3
<i>Strictly implemented</i>	4.3	4.2	4.4	4.4	4.2	4.1	4.3
<i>Properly updated</i>	4.3	4.2	4.3	4.4	4.3	4.2	4.3
<i>Properly disseminated</i>	4.3	4.2	4.4	4.4	4.2	4.1	4.3
<i>Reportorial/documentary requirements are reasonable</i>	4.3	4.2	4.5	4.4	4.1	4.2	4.3
<i>Timeline for compliance are fair & reasonable</i>	4.2	4.8	4.4	4.3	4.0	4.0	4.3
<i>Fees and/or penalties imposed are fair and reasonable</i>	4.2	4.8	4.4	4.4	4.1	4.0	4.3

At least eighty percent of the traders agree that the requirements when applying with PCA are properly disseminated, filing of application is simple and easy, documentary requirements are reasonable, process is completed within a reasonable amount of time, and documents issued are free from defects or typographical error.

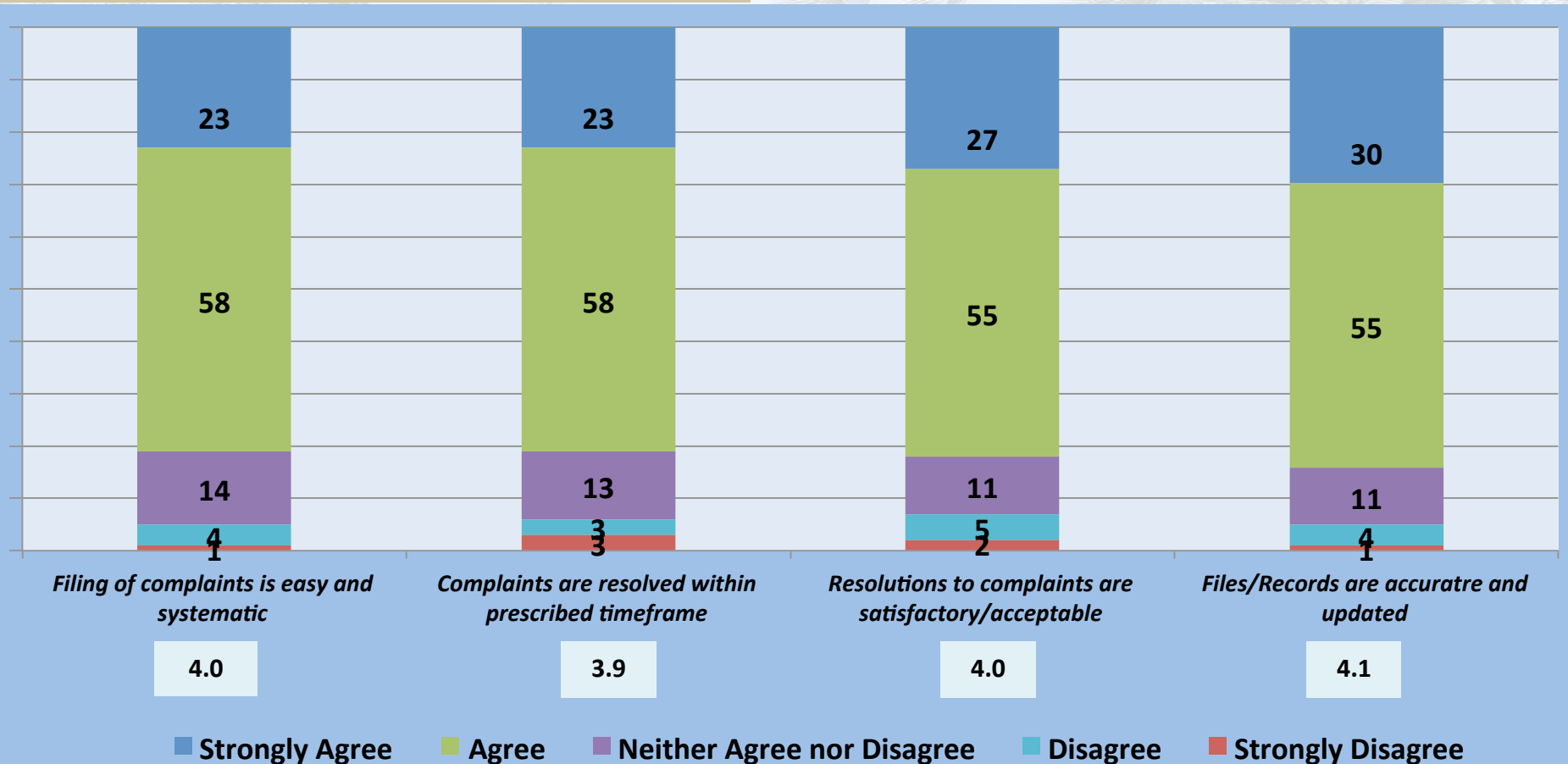
Agriculture – Application with PCA (Traders)



More than half of the stakeholders have filed a complaint with PCA and among those who filed a complaint, at least eight agree that the filing of complaints is easy and systematic, that complaints are resolved within prescribed timeframe, and resolutions to complaints are satisfactory/ acceptable.

At least eight out of ten stakeholders agree that the files/ records are accurate and updated.

Complaints Handling and Records Keeping



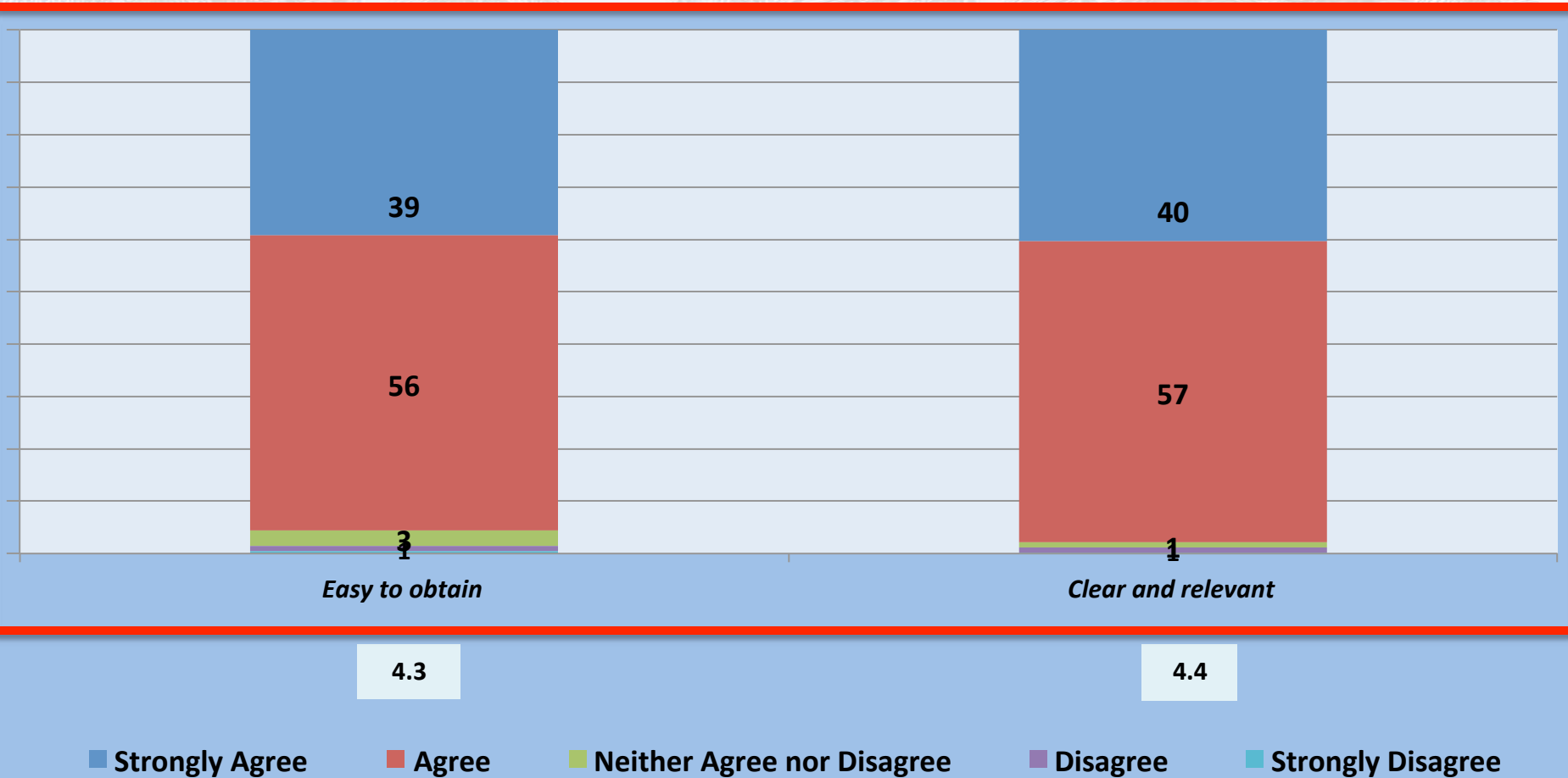
The farmers who are beneficiaries of the KEDP and PTC programs are generally not in agreement that PCA resolves conflicts satisfactorily.

Summary of Mean Scores

<u><i>Complaints Handling and Records Keeping</i></u>	<u><i>Farmer</i></u>	<u><i>Laboratory</i></u>	<u><i>Trader</i></u>	<u><i>KEDP</i></u>	<u><i>PTC</i></u>	<u><i>CFP</i></u>	<u><i>PCPP</i></u>
<i>Filing of complaints is easy and systematic</i>	4.0	5.0	4.1	4.1	3.8	4.0	4.0
<i>Complaints are resolved within prescribed timeframe</i>	3.9	5.0	4.1	3.9	3.7	4.0	4.0
<i>Resolutions to complaints are satisfactory/acceptable</i>	4.0	5.0	4.1	3.9	3.8	4.0	4.1
<i>Files/Records are accurate and updated</i>	4.0	5.0	4.4	3.9	3.8	4.0	4.1

The stakeholders agree that information is easy to obtain from PCA and that all communication are clear and relevant.

Information and Communication



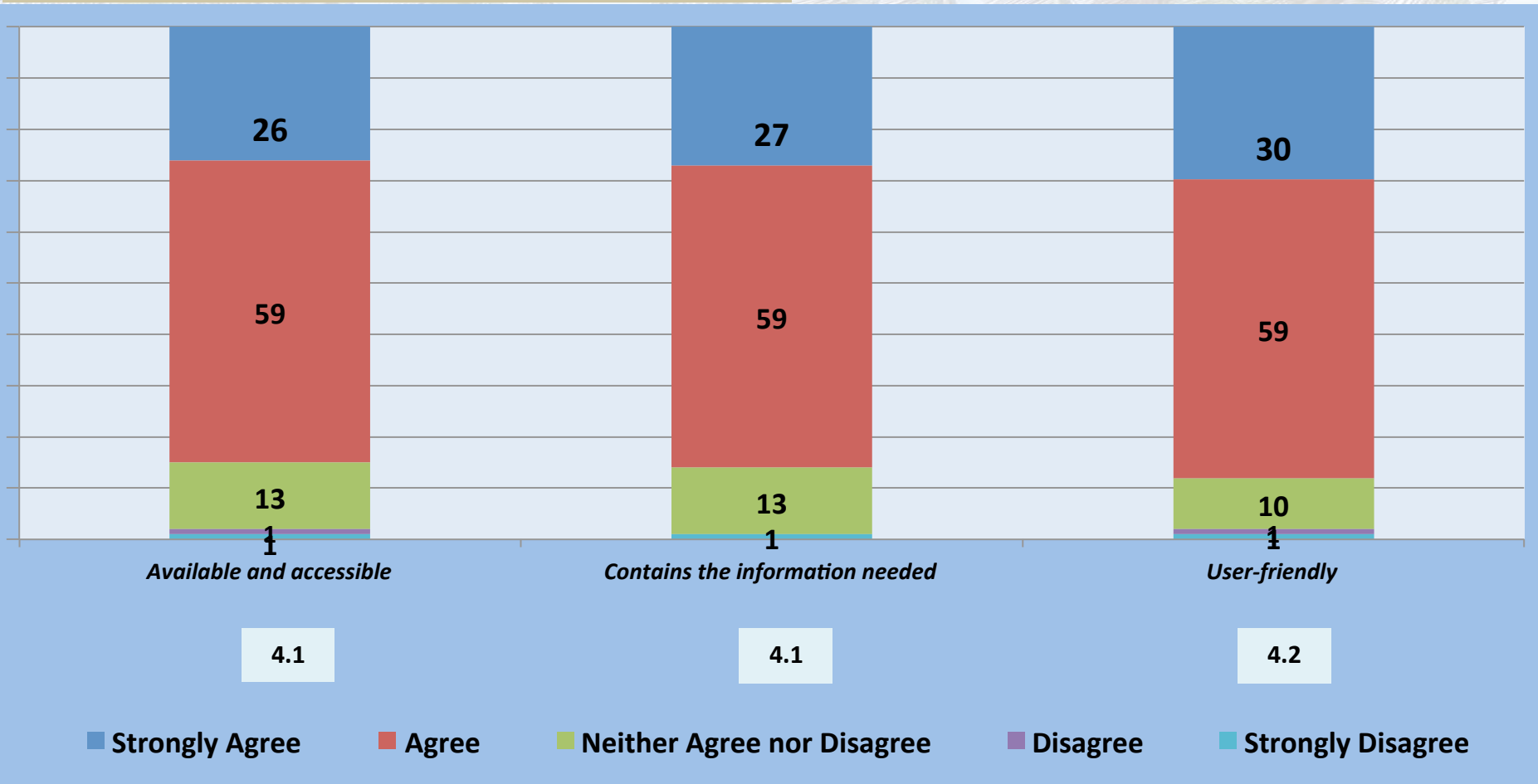
Laboratory and traders gave the highest mean scores to PCA on the metrics measured under information and communication.

Summary of Mean Scores

<u>Information and Communication</u>	<u>Farmer</u>	<u>Laboratory</u>	<u>Trader</u>	<u>KEDP</u>	<u>PTC</u>	<u>CFP</u>	<u>PCPP</u>
<i>Easy to obtain</i>	4.3	4.7	4.5	4.4	4.1	4.1	4.4
<i>Clear and relevant</i>	4.3	4.7	4.6	4.3	4.2	4.1	4.4

Around 42% of the stakeholders have tried accessing the website of PCA and among those who did, at least eight out of ten find the website available and accessible, contains the information they need, and user-friendly.

Information and Communication (Website)



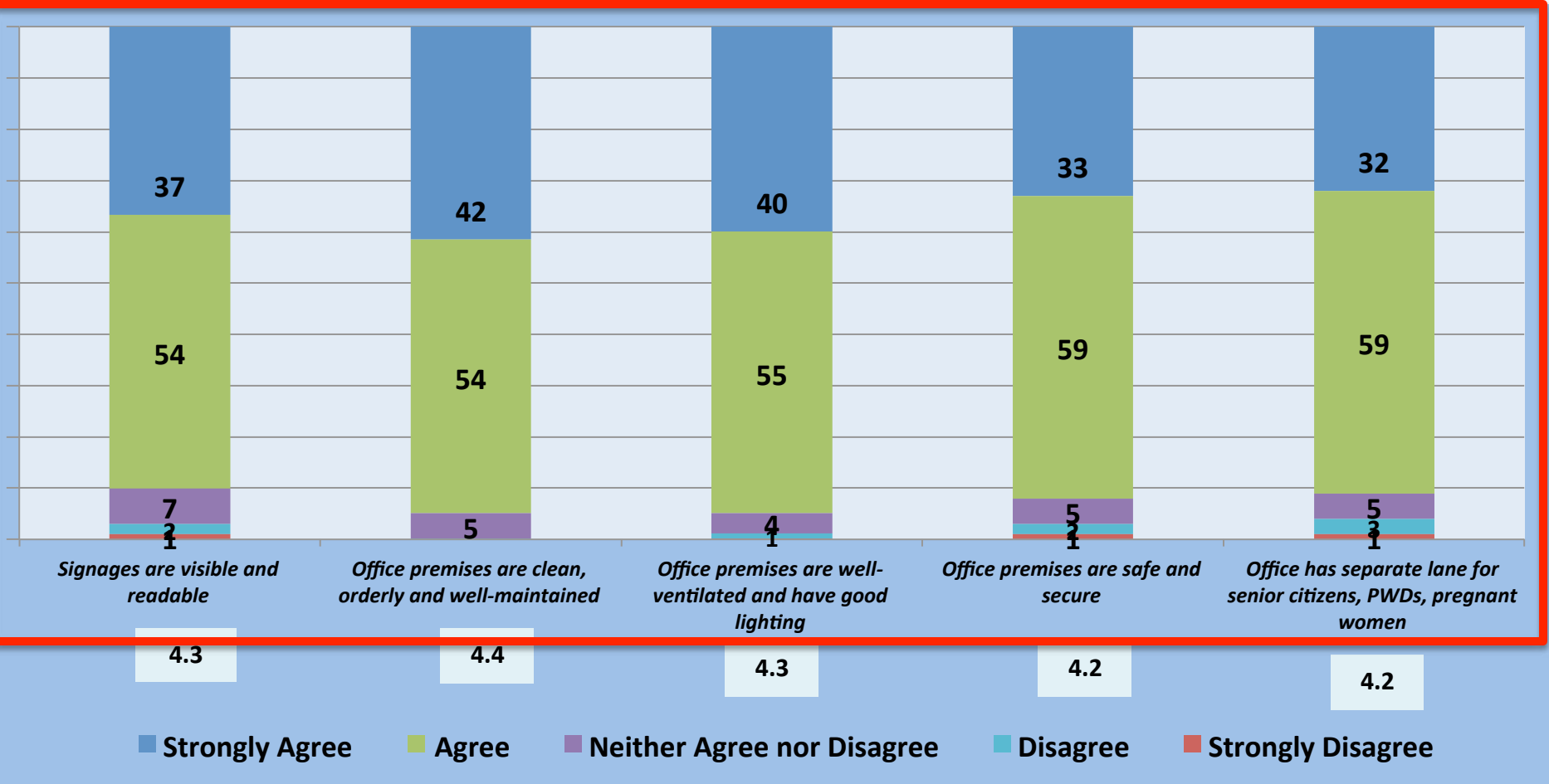
The website received the lowest mean scores from those who participated under the PTC program, and the highest mean scores from the laboratory.

Summary of Mean Scores

<u><i>Information and Communication (Website)</i></u>	<u><i>Farmer</i></u>	<u><i>Laboratory</i></u>	<u><i>Trader</i></u>	<u><i>KEDP</i></u>	<u><i>PTC</i></u>	<u><i>CFP</i></u>	<u><i>PCPP</i></u>
<i>Available and accessible</i>	4.0	4.6	4.4	4.0	3.8	4.2	4.0
<i>Contains the information</i>	4.0	4.6	4.4	4.0	3.8	4.2	4.1
<i>User-friendly</i>	4.1	4.6	4.5	4.1	3.9	4.2	4.1

At least 80% of the stakeholders have visited the office of PCA. Among those who did, at least nine out of ten agree that the signages are visible and readable, the premises are clean, orderly, and well-maintained, well-ventilated and have good lighting, safe and secure, and has separate lane for senior citizens, PWDs, and pregnant women.

Facilities



PCA received the highest mean scores on facilities from the laboratory and traders.

Summary of Mean Scores

<u>Facilities</u>	<u>Farmer</u>	<u>Laboratory</u>	<u>Trader</u>	<u>KEDP</u>	<u>PTC</u>	<u>CFP</u>	<u>PCPP</u>
<i>Signages are visible and readable</i>	4.2	4.5	4.5	4.4	4.1	4.4	4.2
<i>Office premises are clean, orderly and well-maintained</i>	4.3	4.5	4.6	4.4	4.3	4.5	4.3
<i>Office premises are well-ventilated and have good lighting</i>	4.3	4.5	4.6	4.4	4.2	4.5	4.3
<i>Office premises are safe and secure</i>	4.1	4.5	4.5	4.2	4.2	4.3	4.1
<i>Office has separate lane for senior citizens, PWDs, pregnant women</i>	4.1	4.5	4.5	4.2	4.2	4.3	4.0

The stakeholders usually obtain their information about PCA from the information desk and PCA's personnel.

Where do you most often get information about PCA and its services?

