



**PHILIPPINE RACING COMMISSION
(PHILRACOM)**

**HARMONIZED CLIENT SATISFACTION MEASUREMENT REPORT
(CSM)**

2023 (1st EDITION)

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I. OVERVIEW

The PHILIPPINE RACING COMMISSION (PHILRACOM) is a government agency under the Office of the President. It was created by Presidential Decree (PD) No. 420 and amended by PD No. 1095 and PD No. 711. PHILRACOM has exclusive jurisdiction and control over every aspect of the conduct of horseracing except betting.

As a government entity, we recognize the importance of providing quality service to our stakeholders/clients. Our mission is to raise public confidence in the sport and ensure strict compliance with the rules of horseracing.

To monitor and improve our service delivery, we have established a Feedback and Complaints Mechanism under Republic Act No. 11032. This Act promotes ease of doing business and efficient delivery of government services. It amends Republic Act No. 9485, also known as the Anti-Red Tape Act of 2007. We have customer feedback forms available at our office where clients can provide their grievances, comments, suggestions, and other insights freely.

II. SCOPE

The scope of the survey was done in physical form that covers from January 2023 to December 2023, adopting the Client Satisfaction Measurement (CSM) enclosing the eight (8) dimensions to capture the citizens/client experience, expectation, and satisfaction which are as follows:

1. Responsiveness
2. Reliability (Quality)
3. Access and Facilities
4. Communication
5. Cost
6. Integrity
7. Assurance
8. Outcome

The services provided by the Philippine Racing Commission that were included in the CSM report are:

| External Services | Responses |
|---|-----------|
| • Licensing | 2 |
| • Registration of Horses, Racing Colors, Association/Federation and Racing Programs | 2 |

| | |
|--|---|
| • Nomination/Declaration for Stake Races | 1 |
| • Transfer of Ownership/Trainership | 2 |
| • Club Permit | |
| • Certification | 1 |
| • Fines | 1 |
| • Clearance | 1 |
| • Authentication | |

Numerous stakeholders delegate their business dealings to a designated representative through a Special Power of Attorney (SPA). Consequently, direct office visits for transaction purposes are infrequent. Furthermore, certain representatives handling affairs at the office hold SPAs for multiple PHILRACOM clients, which has led to only ten (10) CSM Feedback Surveys being addressed.

III. METHODOLOGY

PHILRACOM values client/stakeholder feedback, comments, suggestions, and complaints. They can get our Feedback Forms in our office where they can fully express their satisfaction or dissatisfaction with our service and our front liners.

The interpretation of the reports is as follows:

| Scale | Rating |
|-------|----------------------------|
| 5 | Very Satisfied |
| 4 | Satisfied |
| 3 | Satisfied nor dissatisfied |
| 2 | Dissatisfied |
| 1 | Very dissatisfied |

IV. DATA INTERPRETATION

For CY 2023 PHILRACOM attained a "Very Satisfactory rating based on the data below:

| Service Dimension | Very Satisfied | Satisfied | Satisfied nor Dissatisfied | Dissatisfied | Very Dissatisfied | Responses | Rating |
|---------------------|----------------|-----------|----------------------------|--------------|-------------------|-----------|--------|
| Responsiveness | 9 | 1 | 0 | 0 | 0 | 10 | 99% |
| Reliability | 9 | 1 | 0 | 0 | 0 | 10 | 99% |
| Access and Facility | 9 | 1 | 0 | 0 | 0 | 10 | 99% |
| Communication | 9 | 1 | 0 | 0 | 0 | 10 | 99% |
| Cost | 9 | 1 | 0 | 0 | 0 | 10 | 99% |
| Integrity | 9 | 1 | 0 | 0 | 0 | 10 | 99% |
| Assurance | 9 | 1 | 0 | 0 | 0 | 10 | 99% |
| Outcome | 9 | 1 | 0 | 0 | 0 | 10 | 99% |

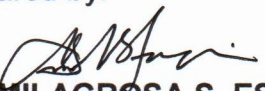
V. RESULTS OF THE AGENCY ACTION PLAN REPORTED FOR FY 2022

The Philippine Racing Commission (PHILRACOM) organized and conducted orientation and consultation meetings to discuss the current state of affairs and gather feedback from stakeholders. As a result of these meetings, the commission updated the feedback survey form to ensure that it aligns with the prescribed CMS. The process involved a thorough revision and review of the form to address any inconsistencies and inaccuracies, making it more effective for gathering feedback from the public.


VI. CONTINUOUS AGENCY IMPROVEMENT PLAN FOR FY 2024

PHILRACOM is in the process of updating its feedback survey form to align with the Harmonized Client Satisfaction Measurement Report, in compliance with ARTA Advisory 17. The updates will enhance the visibility of the Citizen's Charter and the eight Service Quality Dimensions. Moreover, PHILRACOM is collaborating with its Information Technology (IT) team to develop an online feedback survey, aiming to increase client participation. This initiative is expected to facilitate ongoing service enhancement and sustain high client satisfaction rates.


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VII ANNEX – SURVEY QUESTIONNAIRE USED

|  PHILRACOM CLIENT SATISFACTION MEASUREMENT FORM | | | | | | |
|---|--|---|---|--|---|---|
| (Name of Client) | | (Age): | KASARIAN (Sex) M () F () | | | |
| (Optional) CONTACT NO./EMAIL ADDRESS/ | | TYPE OF CLIENT | () General Public () Stakeholder (Owner, Jockey, Trainer, Groom, etc) | | | |
| NAME OF ATTENDING EMPLOYEE | | DATE AND TIME OF SERVICE | | | | |
| | | SIGNATURE | | | | |
| MARK CHECK (✓) WITH THE SATISFACTION LEVEL OF THE PERFORMANCE OF THE SERVICE | | | | | | |
| (Very Satisfied) | (Satisfied) | (Neither Satisfied nor Dissatisfied) | (Dissatisfied) | (Very Dissatisfied) | | |
|  |  |  |  |  | | |
| 5 | 4 | 3 | 2 | 1 | | |
| MARK CHECK (✓) WITH THE SATISFACTION LEVEL OF THE PERFORMANCE OF THE SERVICE | | | | | | |
| Service | Please write (N/A) if the indicated service is not applicable | Very Satisfied | Satisfied | Satisfied nor Dissatisfied | Dissatisfied | Very Dissatisfied |
| | |  |  |  |  |  |
| Responsiveness | Prompt and adequately provided the services needed. | | | | | |
| Reliability and Quality | The attending employee is competent and trustworthy in delivering the service. | | | | | |
| Access and Facilities | The transaction was simple and convenient. | | | | | |
| Communication | The attending employee was respectful and clear in explaining the transaction's requirements and steps. | | | | | |
| Cost | The amount of fees paid is acceptable. | | | | | |
| Integrity and Assurance | I am confident the transaction was secured. | | | | | |
| Outcome | I got what I needed. | | | | | |
| COMPLAINT or SUGGESTION (OPTIONAL) | | | | By submitting this Client Satisfaction Form, you consent to the collection, use, processing, and retention of your personal data for the intended purpose of measuring client satisfaction with the services of the PHILRACOM | | |