

DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS

Performance Governance System

Measure Profile



MEASURE N23

What is the measure?

Internal Stakeholders Satisfaction Rating

How is the measure calculated? Clarify the terms in the formula

 $Average \ Satisfaction \ Rating \ (\%) = \frac{\left[\frac{Sum \ of \ all \ Raw \ Score^*}{Total \ Number \ of \ Validated \ Responses^{**}} - 20\right]}{60} \times 100^{6}$

How often is the measure updated/calculated? Indicate policy/law that is applicable.

The measure will be reviewed and reported annually by HRAS from the results of the Internal Stakeholder Satisfaction Survey (ISSS) to be administered and analyzed by an outsourced third-party survey firm during the last quarter of the year.

What is the unit?

Percent (%)

What is the basis in setting the targets?

The target is adjusted based on the minimum 51 score rating considered as satisfied and the average respondent satisfaction rating from the DPWH 2018-2022 ISSS results that ranges between 63.05-66.79 score rating on a 20-80-point scale (equivalent to 71.75%-77.98%).

Who is accountable for the targets?

Undersecretary for Support Services

Who is responsible for tracking and reporting the annual accomplishments?

Human Resource and Administrative Service

What strategic objective is the measure aligned?

Nurture a high-trust organizational culture

What is the rationale behind the measure?

The purpose of this support perspective is to gauge the level of satisfaction of the internal stakeholders, i.e., DPWH permanent employees and officials, with regards to the administrative matter, work environment and other HR programs of the department. This department-level measure will enable evidence-based policies and interventions that will drive and nurture a high-trust organizational culture responsive to the needs of all DPWH personnel.

What data is required in calculating the measure? Where/how will it be acquired? Indicate policy/law that is applicable.

Average Satisfaction Rating refers to the level of satisfaction of internal stakeholders with the employee-related services of the department. This measure will be computed and reported annually for the whole department based on the yearly targets provided below.

While the office target and minimum response turnout rate per Bureau/Service/Project Management Office/Regional/District Engineering Office will be issued annually by HRAS on a separate memorandum for compliance and inclusion to the Office Performance Commitment and Review (OPCR) Form.

Strategic initiatives for year 2023 will also include the institutionalization of ISSS guidelines and methodology.

Baseline	TARGET					
	2023	2024	2025	2026	2027	2028
76.19% Average Satisfaction Rating from the 2018-2022 ISSS	52%ª	TBD⁵	TBD⁵	TBD⁵	TBD⁵	TBD ^b

a) Percentage equivalent of the minimum 51 score rating on a 20-80-point scale considered as satisfied based on the 2017-2022 ISSS

b) Targets are to be determined from the revised ISSS 2023 results and consultation with a third-party survey firm

^{*}Raw score rating on a 20-80-point scale

^{**}Validated based on the consistency of the responses