

# DATA COLLECTION AND ANALYTICS FOR CITIZEN-CENTRIC SMART CITIES

## PART 2: QUANTIFYING COST OF SERVICE DELIVERY

### PART 2 OF 3



#### Time Needed:

Implementation takes 15 minutes per service. E.g. If you are calculating 4 IFs for 4 services, time needed is about 1 hour.



#### Materials Needed:

- The specific government services/transactions you want to assess
- The process flowcharts of these services



#### Difficulty Level:

Moderate



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#### Version:

1.0, 30 April 2017

#### TOOL PURPOSE:

This tool will help local government units (LGUs) assign a numerical value to their respective public services, based on the number of steps taken by the LGU starting from citizen application to service release/delivery.

Some government services/transactions take more steps and approvals compared to other services, resulting in a longer process, further resulting in lower public satisfaction score (TOOL 1). To help the government assess each service performance fairly, it is suggested that we factor in the numerical value that will be calculated using this tool.

#### PREREQUISITES:

To successfully make use of this, you need to:

- Have basic mathematics and/or statistics skills.
- Have basic research skills.
- Have an understanding of the local culture and the target locality's dynamics.

Additionally, this tool works best when all services under the LGU are calculated, to have a general, overall picture of the different IFs calculated. This will make comparison between services more meaningful for the LGU.

This tool works best with the assumption that sufficient data has been collected.

#### WHO TO INVOLVE:

It is best to involve the concerned department head in assessing the actual number of steps during the processing of a public service. This will make the IFs more accurate.

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### DEFINITION OF TERMS:

LGU (Local Government Unit)	Cities, Municipalities in the Philippines – a sub government entity in the PH, which may have a different term in another country (e.g. county, etc.).
<i>Sanggunian</i>	Legislative body of an LGU, composed of the Vice Mayor and Councilors
<i>Barangay</i>	Smallest administrative division in the Philippines, under an LGU
Service Percentage (SP) (Discussed in tool 3)	The percent score of each department in an LGU, reflecting public satisfaction (PF) versus internal factors (IF) that determine processing of service (number of steps before completion, etc.)
Public Factor (PF)	The average public rating score of a service under a department. Discussed in Tool 1
Internal Factor (IF)	A numerical score determined by the LGU to assess the number of steps/difficulty level in processing a certain service. (e.g. Business Permit application has higher if than Community Tax Certificate application due to fewer steps in processing). This is the output of Tool 1

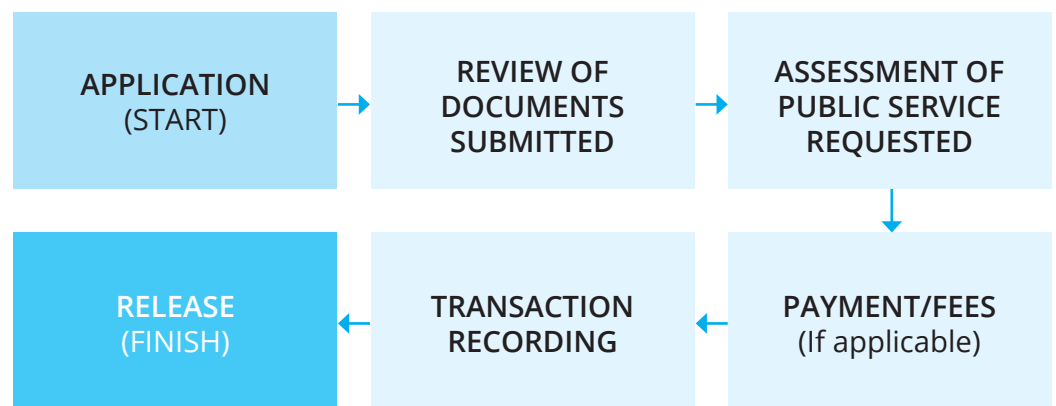
### STEPS TO TAKE:

1. Identify the public services/transaction you want to assess.
2. Go to the respective departments (that offers the listed services) and get the official process flowcharts of each service listed in Step 1.

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3. Calculate the IF of each service. In general, government public services/ transactions have this flow:

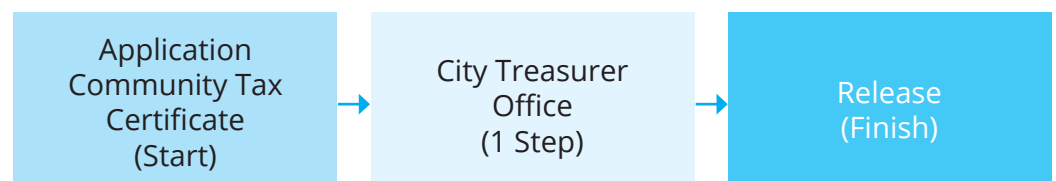


This can be used as a guide. The number of steps for each block may be further divided into several steps depending on the service to be assessed. Some example additional steps are:

- Approval/Signing of specific persons,
- Forwarding to different offices,
- Review/Study by specific bodies,
- Certain circumstances of each LGU may have bigger weight on certain steps (ex. Lack of equipment, staff, etc.).

*Example:*

Request for Community Tax Certificate:

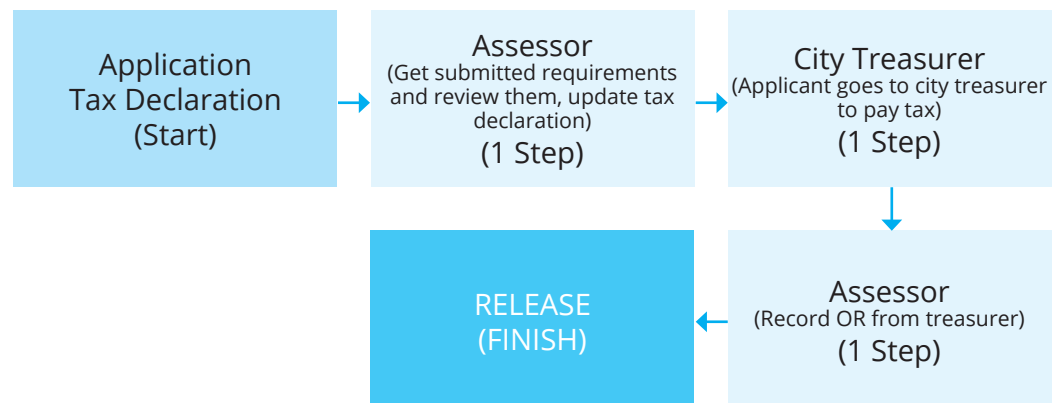


In the example, applicant submits forms to one office, with only one personnel needed to process the entire transaction, no forwarding or further approvals required. Hence, the service is only assigned an IF value of 1.

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On the other hand, the application for Tax Declaration has the following steps:



The Tax Declaration submission service has an IF value of 3.

4. Tabulate the calculated IFs in an easy to use form such as the table below. This makes it easier for the LGU to see the public satisfaction rating versus the cost of service delivery.

SERVICES	PF (Tool 1)	IF (this)	SP (Tool 3)
Community Tax Certificate (example above)		1	
Tax Declaration (example above)		3	
Service 3...		X	
Service N...		X	

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### RESOURCES:

The Official Page of Cloud Legazpi, with live questionnaires that are highly useful for implementing this tool, can be found at [www.cloudlegazpi.com](http://www.cloudlegazpi.com).

### SOUTHEAST ASIA OPEN DATA INNOVATION WEEK

This tool was created by participants of the Southeast Asia Open Data Innovation Week event held last November 2016, as part of the Open Data Innovation Toolbox. There are more tools to check out and use on our website!

Visit <http://labs.webfoundation.org/projects-2/open-data-innovation-week/> to read about the project and see the other tools. For more information on the event, you can also get in touch with us by email at [info@labs.webfoundation.org](mailto:info@labs.webfoundation.org).