

DATA COLLECTION AND ANALYTICS FOR CITIZEN-CENTRIC SMART CITIES

PART 3: SERVICE PERCENTAGE AND SERVICE DELIVERY CHART

PART 3 OF 3



Time Needed:

Assuming you have complete IF and PF values, time required to make the chart is approximately 30 minutes to 1 hour.



Materials Needed:

View the full list under the pre-requisites.



Difficulty Level:

Moderate



Tool Creators:

Frei Sangil
& Joanne Rosin

Version:

1.0, 30 April 2017

TOOL PURPOSE:

This tool will help local government units (LGUs) assess the performance of their departments' public service delivery with respect to average public satisfaction score (PF - collected in TOOL 1) and cost of service delivery (IF - calculated in TOOL 2).

The final output will be a 6-column table (Public Service Name, PF, IF (actual), IF(ideal), SP value, Transactions per month) that would help in the assessment of the performance of the LGUs public services

And Service Percentage (SP) is the percent difference of the actual combined PF and IF with respect to the corresponding ideal values.

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.

This tool works best when LGU has the list of services to be assessed, corresponding PF and IF values, number of transactions per month/year per service.

Finally, to correctly implement this tool, you need the following:

- The collected PFs and actual IFs of the government services you want to assess (Tool 1),
- The number of transactions per month, per service to be assessed (can be collected using tool 1 or in other logging methods by the LGU),
- The ideal IF values of the government services you want to assess (Tool 2),
- An automated spreadsheet containing the formula for SP.

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WHO TO INVOLVE:

Involve concerned department heads when making decisions and interpretations using this tool. There may be contextual explanations that the tool may not reflect.

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. |

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STEPS TO TAKE:

1. Identify the public services/transaction you want to assess.
2. Make a six-column table.

| Name of Public Service | PF | IF (ideal) | IF (actual) | SP | Transactions/month |
|------------------------|----|------------|-------------|----|--------------------|
| | | | | | |
| | | | | | |
| | | | | | |

3. Input the services to be assessed in the table (one service per row) and the corresponding PF and IF values collected in Tools 1 and 2.

| Name of Public Service | PF | IF (ideal) | IF (actual) | SP | Transactions/month |
|------------------------|----|------------|-------------|----|--------------------|
| Mayors Permit | 5 | 8 | 10 | | 11 |
| Cedula | 9 | 1 | 2 | | 23 |
| Vaccination | 7 | 3 | 6 | | 43 |
| Marriage Reg. | 5 | 1 | 4 | | 5 |

4. Calculate the corresponding SP values using the formula below:

$$SP = \left(AVE \left(\frac{PF}{10} + \frac{IF (Ideal)}{IF (Actual)} \right) \right) \times 100\%$$

5. Ideal value for SP is 100%.

While SP can help assess performance public services delivered by LGU at one glance, it is still important to include the other values in the table for easy contextualisation and breakdown in a decision making process.

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In the example below, Marriage Registration service is the lowest and must be acted upon. (However, in doing prioritisation, it is still important to consider factors such as transactions per month as well as the gravity of the need for the service. For example, when even when SP for vaccination is the third highest, it can still be a priority if the vaccination is for diseases that are needed to be controlled in children.) The table output of this tool will give concrete numbers for legislators/department heads/local chief executive decide which improvements in public services are needed to be prioritised.

| Name of Public Service | PF | IF (ideal) | IF (actual) | SP | Transactions/month |
|------------------------|----|------------|-------------|-------|--------------------|
| Mayors Permit | 5 | 8 | 10 | 65% | 11 |
| Cedula | 9 | 1 | 2 | 70% | 23 |
| Vaccination | 7 | 3 | 6 | 60% | 43 |
| Marriage Reg. | 5 | 1 | 4 | 37.5% | 5 |

RESOURCES:

The Official Page of Cloud Legazpi, with live questionnaires that are highly useful for implementing this tool, could be found at 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.