

**Institute for Labor Studies**  
**2015 ANNUAL CUSTOMER SATISFACTION MEASUREMENT SURVEY**

Please take time to answer this six-question survey, starting from item number 1. All your answers shall be treated confidential and shall be used only for purposes of measuring clients' satisfaction with our outputs. This survey is also in line with our policy for continual improvement according to our Quality Management System. Thank you.

**1. Have you ever used any paper or report of the Institute for Labor Studies this year (2015)?**

Yes

*If yes, please proceed to question no. 2*

No

*If no, please proceed to question no. 5*

**2. What are the papers or reports that you have used this year (descriptions in annex)?**

Please check as many as you want.

- Working papers
- Monographs
- Philippine Performance Reports
- Developments Events Report
- Labor Force Survey Reports
- Policy briefs
- Issue papers
- Occasional papers
- Legislative comments

*Copies of these papers and reports have been uploaded on our website at [www.ilsdole.gov.ph](http://www.ilsdole.gov.ph)*

**3. Please rate the quality and timeliness of papers and reports of the Institute for Labor Studies based on the following scale: 1- Excellent; 2- Very satisfactory; 3- Satisfactory; 4- Unsatisfactory**

Please check the box corresponding to your answer

	1	2	3	4
• Working papers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Monographs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Philippine Performance Reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Developments Events Report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Labor Force Survey Reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Policy briefs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Issue papers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Occasional papers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Legislative comments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*Excellent – highly useful as input to current need for program or policy development;  
Very satisfactory – useful as input to current need for program or policy development;  
Satisfactory – may be used as future input to program or policy development;  
Unsatisfactory – not useful as input to current or future needs for program or policy development.*

**4. Any suggestions on what ILS should do to promote RELEVANCE and ACCEPTABILITY of its papers and reports?**

*Please answer as many as you want*

**Relevance**

Topic must reflect a problem that needs to be immediately addressed

Issues and evidence (data) on decent work must be included

**Quality of analysis**

Discussion must be clear, concise and well-organized

Data must be accurate

Recommendations must flow from the data presented

Recommendations must cover policy options that will advance decent work and quality employment

**Timeliness**

Submission must be on time

**Structure and presentation**

Words, sentences and paragraphs must be organized in a way that facilitate ease of comprehension

**Others:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**5. Any suggestions on what ILS should do to promote ACCESSIBILITY and UTILIZATION of its papers and reports?**

*Please check as many as you want.*

Distribute printouts via courier

Distribute printouts in DOLE events

Release copies on ILS website

Distribute e-copies via email

**Others:** \_\_\_\_\_

\_\_\_\_\_

**6. Any other comments?**

## ANNEX

### ILS Product and Service Lines

1. **Working papers** are research papers that address specific policy problems as identified by DOLE and other research users, and recommends solutions including policy adjustments or program enhancements.
2. **Philippine Performance Reports** are papers the purpose of which is to give quick analysis of the performance (e.g., score, rank) of the Philippines in economic reports or indices that are regularly published, whether the publication has local origins or produced outside the Philippines. The scope of the analysis extends into the breadth of indicators that relate to labor and employment. The objective of the analysis is to determine the indicators that signal progress or deficits in achieving decent work outcomes. ILS intends the analysis to guide DOLE in identifying areas of program priorities or policy enhancements to sustain progress or narrow deficits in decent work.

The intended primary user of PPR is the Secretary of Labor and Employment and senior officials or bureau directors.

In 2014, ILS released Philippine Performance Reports covering the following indices and economic reports: 2014 SWS Survey on Adult Joblessness; Global Competitiveness Report 2014-2015; Global Employment Trends 2014; ASEAN Community 2015: Managing Integration for Better Jobs and Shared Prosperity ; Philippine Economic Update 2014; Quality of Life and State of National Economy; World Competitiveness Yearbook 2014; Index of Economic Freedom 2014; 2014 Trafficking in Persons Report; Social Progress Index 2014; 2013 Human Development Report

3. **Policy Briefs** are papers that seek to recommend policy solutions to labor and employment issues. The analysis are primarily derived from data in previously completed ILS working papers and are presented to respond to these questions: 1) what is the decent work issue; 2) why is it a decent work issue; 3) what are the evidence of issue; 4) what are the solutions to address the issue. Policy briefs are directly distributed to DOLE officials. In 2014, ILS produced the following policy papers: Disaster Risk Reduction and Management: Improving Labor Market Resilience and Employment Recovery; Impact of the Current Interpretation of BIR of Tax Laws on the Income of Workers: A Study on Tax Distortion, De Minimis Benefits Expansion, and Labor Dispute Awards Taxation; A Rapid Assessment of the Community Based Employment Program; An Assessment of Firm-Level Practices on Decent Work in the Furniture Industry; Decent Work in an Integrated ASEAN Context: The Case of the Philippine Sugarcane Industry; A Study on Decent Work of Tuna Hand Lien Fishermen in the Philippines; Exploratory Research on Policies and Practices Regarding Filipino Offshore Workers; Enabling Expert Returnees to Contribute to National Development: Case Studies of Returned Migrants Engaging in Brain Gain/Knowledge Transfer Activities; Reinforcing Labor Relations Through Responsive Regulations: An Assessment of the Regulatory Areas of Book V of the Labor Code; Anti-Age Discrimination in the Workplace; and Defining the Social Protection Floor Using An Incomes Approach.
4. **Labor Force Survey Reports** are summative papers that present the highlights of the quarterly Labor Force Survey of the Philippine Statistics Authority. The objective of the paper is to guide the Secretary in responding to public queries on the results of the survey; thus the reports are submitted to the Secretary prior to the release of the survey results to the public. ILS also distributes copies to Labor Communications Office for the purposes of crafting press releases on the results.
5. **Cost-Benefit Analysis papers** are rigorous analysis of the impact of policy or legislative proposal. These papers are written on demand by the Bureau of Labor Relations as the secretariat of the DOLE Technical Committee on Legislative Matters.
6. **Legislative Analysis** consists of quick reviews of legislative proposals. Unlike Cost-Benefit Analysis Reports, Legislative Analysis Reports are less rigorous and presents qualitative analysis of the soundness of the proposals based on constitutional, statutory or regulatory frameworks. The reports are also submitted to the BLR representing DOLE TCLM, on demand.

7. **Issue papers** are papers that ILS produces to render assistance to DOLE on varied policy issues and technical requirements, which include briefing notes, inputs to technical documents and draft legislative proposals.
8. **Occasional papers** are reports that contain broad discussion on any subjects that require policy analysis.
9. **Policy Statements** are inputs to policy statements of the Secretary for high-level public events and dialogues.
10. **Information and Advocacy** products are materials that ILS distributes to DOLE offices to guide policy decisions. These include the Labor and Employment News or LENS, a curated page of online articles that carry labor and employment topics or assumed interest to government decision makers, organized labor sector and industry players, and Good News Reports, which are press releases on ILS events released on monthly basis.
11. **Executive Advisories** are memorandums submitted to the Secretary of Labor and Employment on policy and operations matters of note. These are submitted in response to the Secretary's directives or on initiative of the Institute.
12. **Events and Meetings Supports** are research or technical materials presented to conferences and meetings in response to invitations. They cover a wide range of topics on labor and employment.
13. **Development Events Reports or Documentation of Proceedings** are activity reports of conferences or meetings hosted or co-organized by ILS.
14. **LEP Progress Report 2014** is a publication on progress of commitments under the Philippine Labor and Employment Plan 2011-2016. As the Secretary of the National Tripartite Advisory Committee for Decent Work, ILS produces this report under the supervision of the Secretary through the Undersecretary for Labor Relations.