**Project Tugon: On the Communication Responsiveness of National Government Agencies, Offices and Departments**

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 ***Abstract***

There is a dearth of literature assessing the participatory spaces made available by institutions, or those that measure the communication responsiveness of government agencies in the Philippines. Most scholarly works focus on examining types of participation such as voting, membership in civil society organizations, or affiliations with social and religious movements. As such, this study contends that communication channels and government responsiveness are worth examining. This study, thus, mainly seeks to answer the following question: *With the use of various communication channels, how responsive are Philippine national government offices towards citizens?* [[2]](#footnote-2) To answer this, the researchers measured the communication responsiveness of selected National Government Departments, Agencies and Offices in the Philippines (n=169) from the period of November 2014 to March 2015. Using the list of National Departments, Agencies and Offices included in the General Appropriations Act (GAA) from the Department of Budget and Management, the researchers collected the current communication channels of each of the sample National Government Departments, Agencies and Offices. Afterwards, the researchers examined and assessed the responsiveness of these offices and agencies through measured phone call and private message responses, as well as through their social media accounts like Twitter and Facebook. Based on the data gathered, the study reveals that, despite advances in communication technology and a variety of communication channels, communication responsiveness remains to be a challenge for government institutions in the Philippines.

**Introduction**

Citizen participation enhances the accountability of government towards society. To encourage participation in democratic systems, government institutions maintain participatory spaces where citizens are directly informed, consulted with, or involved in decision-making processes. These spaces allow government to be more responsive and answerable to the needs of the citizens. The main interest behind this research is to know how government institutions encourage and effectively stimulate direct participation of citizens, especially non-affiliated ones. The specific focus is on communication channels, viewed in this case as an essential part of the primary participatory spaces where citizens can connect with government. Where personal and voluntary, engagement in communication channels are expected to be extended by government to citizens and are of utmost importance. In an age when advances in the field of Information Communication Technology (ICT) open spaces for citizens to participate, the demand for governments to be more responsive to the public has certainly intensified[[3]](#footnote-3). In this study, communication channels are comprised of social media accounts, email address, websites, landline numbers, SMS, and fax machine numbers.

The main research question for this study is *how responsive are different National Agencies, Departments and Offices towards citizens?* To further detail, *what are the specific communication channels are often utilized by various agencies, departments and offices to give feedback/ response to the public?* and given this, *to what extent are they responsive to the citizen’s inquiry or concerns?*

This article is divided into four sections. The first section provides a brief review of the literature on citizen participation, communication responsiveness, and its relationship to social accountability. The second section discusses the methodology implemented for collecting the data while the third section outlines the results and findings of the study. Lastly, the fourth section is dedicated to the conclusion of the project.

**Citizen Participation and Participatory Spaces within Institutions**

Citizen participation is broadly defined as *the processes by which public concerns, needs, and values are incorporated into decision-making*. One way to classify participation was to view it as “indirect” or “direct”, where indirect participation is made apparent through modes such as voting[[4]](#footnote-4), support for advocacy groups, or through modes of representation where representatives make decisions in behalf of citizens. On the other hand, direct participation occurs when citizens are personally and actively involved and engaged in decision-making [[5]](#footnote-5)

Institutions – the formal and informal rules which encourage and/or restrain preferred human actions and patterns of behavior – play an important function of providing the environment for citizen participation. Needless to say, the design of institutions predispose the scope, limits, and quality of citizen participation. In the context of democratic states, these institutions must provide equal and adequate opportunities for citizens to participate. These opportunities should see citizens: a) putting issues on the public policy/program agenda; b) expressing their views on those issues, and c) exercising some form of authority (through voting or otherwise).[2]

SImilar to most deomocratic systems, participatory mechanisms operate within Philippine institutions. The presence, scope and coverage of these mechanisms are certainly worth of investigating, especially for purposes of determining how accommodating and effective these are towards citizen participation. In the larger context of governance, it is argued that government and citizen interaction happen in various levels and areas of governance.

**Relating Responsiveness and Accountability**

This study adopts a minimalist view of responsiveness, operationalizing it as ‘feedback’, ‘reply’ or ‘response’. The study locates itself at the ‘shallow’ view for evaluating government responsiveness as it looks more into the ‘feedback loops between service providers and citizens’[[6]](#footnote-6)contrary to the ‘deeper’ view which focuses on the ‘construction of an empowered, deliberative democracy by citizens and government’. In terms of communication responsiveness and the corresponding norm for governments to respond to contact initiated by citizens, Mulgan (2000) located it within the shifts in the content of “accountability”. The term accountability emerged during the 20th century in public administration literature and practice; what the term includes has been seen to expand ever since. He then elaborated that the core meaning of “being called to account”, which includes an individual (usually an official) answering to another superior entity, was commonly articulated in relation to institutionally-based actors and bodies of norms (e.g. law).

Between this “original” core content of accountability and the shift towards responsiveness is the idea of accountability-as-control (Mulgan 2000, 563). The logic involves the necessity of institutions that are able to restrict the behavior of public officials without the act of calling-into-account itself. This necessity is part of the notion of a democracy that administrative officials bend to the will of the people and also their representatives (Mulgan 2000, 563). Aside from the behavior-regulating institutions such as legislatures and courts, the principles of separation of powers and rule of law have assumed a new light as accountability measures.

The centrality of considering the public will or even the will of each citizen has been further highlighted in the later shift to accountability-as-responsiveness. In this transition, the analogy that public officials should operate in some way like private firms, in the way they are responsive to the public similar to as private firms are responsive to their clients (Mulgan 2000). Accompanying the desire to be “client-focus[ed]” is the idea which required a free flow of information and opportunities for discussion to make the articulation of demands possible for the public.

**Communication Responsiveness, e-government and digital- era governance**

Part of the shifting discourse of accountability-as-responsiveness is the emergent relevance of communication systems (Mulgan 2000). Concrete means for communication are a prerequisite for any citizen-initiated contact. The second well-known historical transition in which we can situate this research is in the growing centrality of the Internet or internet-based technologies in public administration, which come with various names as “e-government” (Wong and Welch 2004) or “digital-era governance” (Dunleavy et al, 2005). In effect, the channels by which governments tries to relay information, provide services and get feedback from their citizens have changed. Currently, many government agencies have their own official websites and email addresses. Given the amount of information that can be stored in these platforms, the potentially wide audience who can easily access the information makes electronic governance the future.

E-governance is seen to address particular needs of governance. Through information and communications technology, “more information [is] delivered in a more timely fashion” (Wong and Welch 2004), thus facilitating transparency and, by implication, the empowerment of citizens who can use the information. Furthermore, such usage contains the potential of making government more responsive to the needs and demands of individual citizens. Websites, here, serve as the primary medium as the “electronic government-and-citizen interface” (Wong and Welch 2004, 278). In connection with this, digitization is also hoped to make the government more “agile” in responding quickly to citizens.

But given the effort being put into developing e-governance, are citizens actually taking advantage of the government websites and online material being developed by state and government agencies?

In their paper, *The New Face of Government: Citizen Initiated Contacts in the Era of New Government,* Thomas and Streib (2003)provided an account on how citizens initiated contact with the government in the advent of the Internet. By employing Computer Assisted Telephone Interview (CATI) or phone survey conducted in January 2000, Thomas and Streib (2003) tested their hypothesis by asking a number of questions to random 827 residents of Georgia, USA. The questions included were on the different forms of electronic communication they use, frequency of usage per communication tool and their use of the internet to visit government websites. In addition, they also looked into the reasons behind each respondent’s visit in government websites. The test revealed that most of the respondents for the survey use cellphone as their main communication channel than emails and Internet. In addition, respondents who visited the internet on the past twelve months somehow visited government websites particularly federal websites than the state and local websites. Lastly, the test also confirmed that the primary reason for visiting government website is to obtain information rather than get contact information and posts formal complaints or comments. Also, Thomas and Streib (2003) devoted a separate examination on the demographic data and its effects to the access of government websites. Through Regression analysis, they found that there appears to be a digital divide when it comes to the type of people who are trying to access government websites. People who visit government websites tend to be white, have higher incomes, be younger, affiliated with the Independents and are below high school graduate.

Similar findings were confirmed with Reddick work concerning citizen initiated contacts and communication channels. In his study, Reddick (2005) did not only examine official government websites but also communication done through landline phones. His study confirmed that the choice of communication channel merely depends on the specific concern or issue of the citizen at a specific moment. Concerns dealing with obtaining information are usually done by searching on the official website while those that are more personal, like complaints and grievances, are channeled either personally or via landline phone.

Both studies were cited in Dijk and Pieterson’s (2007) work named, *Channel Choice Determinants; An exploration of the factors that determine the choice of a service channel in citizen initiated contacts*. The study utilized a qualitative methodology in order to gain an in depth understanding on the behavioral motivations of the citizens. A combination of in-depth interviews and focus group discussions were conducted to generate the data needed for analysis. After the interviews, they found six determinants for citizens in choosing a channel to communicate or interact with government agencies namely, **habit** or the communication channel they are used to; **channel characteristics** like speed, ease of use, personalization, feedback speed, accountability and tangibility; **task characteristics** which deals with the complexity and ambiguity of the task; **situational constraints** like availability and efficiency; **experiences** of people and how they perceive communication channels and tasks; and lastly, **personal characteristics** or demographic information.

This review of literature discussed the existing literature on government responsiveness, specifically to communication responsiveness taking from the cases of citizen initiated contacts from other countries. Despite the large literature focusing on citizen’s participation, representation and accountability, studies concerning the actual conduct of service delivery and being responsive of Philippine government to citizen initiated contact seem to be scarce, particularly outside the context of policy evaluation.

**Methodology**

This study adhered to a quantitative methodology and is divided into four phases specifically, (1) the selection of agencies and departments, (2) gathering information of the selected agencies, departments and offices (3) conduct of calls and (4) assessment of the website and social media accounts

**Selection of Sample Agencies, Departments and Offices**

Prior to the data gathering, the inclusion frame and selection of the sample was based on the General Appropriation Act (GAA) of the Department of Budget and Management (DBM). All of the national agencies, departments and offices, except for projects, that are given budget under the GAA of DBM were included. Overall, there are 169 agencies, departments and offices were selected as sample.

**Information of Selected Agencies and Departments**

From the sample, information about their contact details were gathered in preparation for the actual conduct of the experiment. The researchers employed online search for the needed data including links of their official website, phone numbers, fax number, e-mail address and social media accounts. Other information that are not supplied from the basic online search and verification were conducted through the official directory website of the government of the Philippines (www.gov.ph/directory).

Lastly, a spreadsheet was created to serve as the main database for the study. The spreadsheet file contains the following information:

1. Department Name

2. Website

3. Phone Number

4. Fax Number

5. Organization's Email

6. Facebook Account

7. Twitter Account

8. Youtube Account

9. Excerpts (from its mandate, vision or missions)

10. Date of Website’s Last Update

**Conduct of Phone Calls**

After consolidating all the basic information, phone calls were conducted to the 166 sample agencies, departments and offices. At this phase, the researchers filtered the government national agencies, offices and departments. Samples outside Metro Manila were excluded in the call process such as Mindanao Development Authority that is based in Mindanao, and Philippine Carabao Center that is based in Nueva Ecija.

The researchers defined the set of criteria used for classification purposes;

(1) A maximum of 10 calls is needed before the researcher classify that no one answered the call and tagged it as **ringing only**.

(2) If someone answered the phone call, the researcher would need to verify first if the number belonged to the agency or department that he/she was calling.

 (a) If the number upon verification is incorrect, the phone call is tagged as **number not accessible**

(b) If the phone number is correct upon verification, the researcher should ask this question: *Does [insert name of agency] have feedback desk or office assigned for informing the public?* If there was no desk or office assigned, the call should be ended, but if the agency or department has one, the researcher will look for the person in-charge for the feedback desk or office assigned for informing the public.

(c) If the person in-charge is not available, the researcher should end the phone call and tagged it as contact not accessible.

(d) If the person in-charge is present, the researcher should ask if they also have projects that engage citizen’s participation, and projects related to it and cite at least two, and if they have none the researcher would end the call and tagged it as **call completed**.

Each of the 166 samples were classified into six (6) groups depending on the outcome of the phone call, namely:

1. **Call completed** – contact number is correct and the agency, department or office has feedback desk or office assigned for informing the public; spoke with the person- in charge of feedback desk or office assigned for informing the public

2. **Numbers are busy** – Contact number is busy

3. **Ringing only** – Contact number reaches a maximum of 10 calls and no one answered the call

4. **Contact not accessible** – the person in-charge of feedback desk or office assigned for informing the public is not available during the call

5. **Number not accessible** – contact number in the list and the number given during the call is not accessible or not working, either busy or not yet in service.

6. **Others, see call remarks** – other reasons aside from the ones stated above, and there should be an accompanying explanation written in the remarks area.

**Assessment of Official Website and Social Media Accounts**

 A separate examination is dedicated for the official website and social media accounts, such as Facebook and Twitter, of the sample national agencies, departments and offices. For the official website, an inspection of the documents that were last uploaded was employed to determine when it was last updated. Meanwhile, for the social media accounts, a summary on the number of likes (Facebook) and number of followers (twitter) was created. In addition, the researchers conducted a measurement of their responsiveness to social media accounts. Similar with phone calls, the researchers sent this question to each of the social media accounts of the sample agencies, departments and offices with social media accounts.: *Do you have an office or desk for public relations/affairs where I can submit docs regarding suggestions/grievances/proposals?*

**Results and Findings**

Below is a summary of the results and findings of the data collection last March 2015.

**Communication Channels**

Based on the gathered information, out of the 169 National Departments, Offices and Agencies included in the sample, 99% (168) have their official websites and 26% (44) have webmail accounts. In Social Media, 39% (65) have Facebook pages, 27% (46) have Twitter accounts and only 8% (13) have their Youtube channels. Lastly, 98% (166) have phone numbers, 7% (11) have SMS numbers and 44% (75) have fax numbers.

**Table 1**.  **Communication Channels used by Government Agencies**

|  |  |  |
| --- | --- | --- |
| **Communication Channels** | **%** | **Count** |
| Website | 99 | 168 |
| Webmail | 26 | 44 |
| Facebook | 39 | 65 |
| Twitter | 27 | 46 |
| Youtube Channel | 8 | 13 |
| Phone numbers | 98 | 166 |
| SMS | 7 | 11 |
| Fax numbers | 44 | 75 |

 *Base: N=169 (Total number of National Departments, Offices and agencies as of March 2015)*

**Presence in Social Media**

Looking into the Social Media presence of the 169 National Departments, Offices and Agencies, only 39% (65) of the agencies have Facebook page, 27% (46) have Twitter accounts while only 23% (38) have both accounts on Twitter and Facebook. Below is a table containing the sample agencies, departments and offices with the most number of Facebook likes and Twitter followers.

**Facebook**

Table 2 below summarizes the top ten national agencies, departments and offices with the most number of likes in Facebook. The Office of the Vice President ranked with the most number of likes with 1,320,323 followed by the Department of Education with 1,004, 756. Meanwhile, table 3 shows the Housing and Urban Development Coordinating Council with 49 likes and the News and Information Bureau with 90 likes have the least number of Facebook likes among the sample. For the complete rankings on the Facebook likes of the agencies, departments and offices, see Appendix A.

 **Table 2. Top ten Agencies, Departments and Offices with the most number**

**of Facebook Likes (As of March 2015)**

|  |  |
| --- | --- |
| **Department/Agency/Office** | **Facebook Likes** |
| Office of the Vice President | 1,320,323 |
| Department of Education | 1,004,756 |
| Technical Education and Skills Development Authority | 837,000 |
| Department of Tourism | 786,541 |
| Philippine National Police | 334,323 |
| Department of Health | 329,689 |
| Philippine Overseas Employment Administration | 247,852 |
| Metro Manila Development Authority | 208,000 |
| Philippine Institute of Volcanology and Seismology | 79,000 |
| National Youth Commission | 65,058 |
|  *Base: N=65 number of department/agency/offices with Facebook pages*  |

**Table 3. Bottom ten Agencies, Departments and Offices with the least number**

**of Facebook Likes (As of March 2015)**

|  |  |
| --- | --- |
| **Department/Agency/Office** | **Facebook Likes** |
| Presidential Commission On Good Government | 724 |
| Toll Regulatory Board | 641 |
| Philippine Textile Research Institute | 610 |
| National Statistical Coordination Board | 568 |
| Philippine Council for Industry, Energy and Emerging Technology Research and Development | 511 |
| Bureau of Communications Services | 437 |
| Office of Transportation Cooperatives | 389 |
| National Printing Office | 348 |
| News and Information Bureau | 90 |
| [Housing and Urban Development Coordinating Council](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/L.pdf) | 49 |
|  *Base: N=65 number of department/agency/offices with Facebook pages*  |

**Twitter**

Out of the46 Agencies, Departments and Officespresent in twitter, Table 4enumerates the top ten agencies, departments and offices with the most number of Twitter followers. The Presidential Communications Operations Office has the most number of followers with 2,540,000 twitter followers followed by Metropolitan Manila Development Authority (MMDA) with 1,680,000 and Department of Education with 1, 310,000. On the other hand, the National Bureau of Investigation with 836 and Science Education Institute with 573 have the least number of Twitter followers. For the complete list of Twitter follower rankings, see Appendix B.

**Table 4.** **Top Ten Agencies, Departments and Offices with the most number of**

**Twitter Followers (As of March 2015)**

|  |  |
| --- | --- |
| **Department/Agency/Office** | **Twitter Followers** |
| Presidential Communications Operations | 2,540,000 |
| Metropolitan Manila Development Authority | 1,680,000 |
| Department of Education | 1,310,000 |
| Commission on Higher Education | 296,000 |
| Department of Health | 282,000 |
| Department of Tourism | 275,000 |
| Office of the Vice President | 201,000 |
| Department of Transportation and Communication | 91,700 |
| Toll Regulatory Board | 71,100 |
| Presidential Communications Development Strategic Planning Office | 65,800 |

 *Base: N=46 number of department/agency/offices with Twitter pages*

 **Table 5.** **Bottom Ten Agencies with the least number of Twitter Followers (As of March 2015)**

|  |  |
| --- | --- |
| **Department/Agency/Office** | **Twitter Followers** |
| Office Of The Ombudsman | 4,331 |
| Bureau Of Immigration | 3,869 |
| National Statistical Coordination Board | 3,576 |
| [Department Of National Defense](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/DND/DND.pdf) | 2,694 |
| Bureau Of Customs | 1,697 |
| Department Of Public Works And Highway | 1,579 |
| [Mindanao Development Authority (Based In Davao)](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/M.pdf) | 1,331 |
| [Film Development Council Of The Philippines](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/H.pdf) | 854 |
| National Bureau Of Investigation | 836 |
| Science Education Institute | 573 |

 *Base: N=46 number of department/agency/offices with Twitter pages*

**Website Status**

Being the second highest communication channel for various government agencies, departments and offices, an inspection on the date when the website was last updated is accounted to determine how often agencies, departments and offices update their official website. Each of the 168 samples where then categorized from recently updated, updated and least updated based from the gathered data. Looking at Figure 1, about 46% (77) of the samples fall under **‘Recently updated’** category which covers the period of 0-30 days from the cut-off date, March 10, 2015. Meanwhile, 13% (22) of the official websites fall under **‘updated’** which were websites updated 30-60 days after the cut-off date. Lastly, 14% (25) of the websites were categorized under **‘Least Updated’** with updates exceeding 60 days from the cut-off date.

**Figure 2. Website Status Percentages**



*Base: N=168 (Total number of National Departments, Offices and agencies with websites)*

Table 6 shows the list of Agencies, Departments and Offices per category in terms of Updatedness. Among the agencies with the **most updated websites** are **Department of Public Works and Highways, Department of Justice and Philippine Navy (Naval Forces)** which updated their websites on the day of the cut-off, March 10, 2015. Meanwhile, the agency with the **least updated website** belongs to the **Optical Media Board** with 1, 425 days difference from the cut-off date**.** For the complete data on the website updatedness see Appendix C.

**Table 6. Recently Updated Websites as of March 10, 2015**

|  |
| --- |
| **Recently Updated (0-30 days)** |
| Department of Public Works and Highway | [National Anti-Poverty Commission](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/O.pdf) |
| Department of Justice | [Office of the Presidential Adviser on the Peace Process](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/Y.pdf) |
| Philippine Navy (Naval Forces) | Technical Education and Skills Development Authority |
| Department of Agrarian Reform | Bureau of Internal Revenue |
| Department of Energy | Department of Finance |
| Department of Social Welfare and Development | Department of Health |
| Department of Trade and Industry | Department of the Interior and Local Government |
| Environmental Management Bureau | [National Economic and Development Authority](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/NEDA/NEDA.pdf) |
| Foreign Service Institute | Philippine Overseas Employment Administration |
| National Mapping and Resource Information Authority | Bureau Fire Protection |
| Office of the President | Department of Agriculture |
| Presidential Communications Operations Office | Department of Foreign Affairs |
| Department of Environment and Natural Resources | Department of Science and Technology |
| Philippine Army (Land Forces) | Institute for Labor Studies |
| Senate of the Philippines | Technical Cooperation Council of the Philippines |
| Commission on Elections | [Dangerous Drug Board](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/F.pdf) |
| Government Procurement Policy Board-Technical Support Office | Professional Regulation Commission |
| Office of the Ombudsman | Mines and GeoSciences Bureau |
| Department of Transportation and Communications | Office of Civil Defense |
| Fertilizer and Pesticide Authority | Securities and Exchange Commission |
| [Presidential Legislative Liaison Office](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/AF.pdf) | Maritime Industry Authority |
| [Anti-Money Laundering Council](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/A.pdf) | National Statistics Office |
| Department of Education | Board of Investments |
| [Housing and Urban Development Coordinating Council](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/L.pdf) | [Film Development Council of the Philippines](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/H.pdf) |
| Philippine Carabao Center | National Meat Inspection Service |
| Career Executive Service Board | Civil Aeronautics Board |
| Legislative-Executive Development Advisory Council | Metals Industry Research and Development Center |
| Metropolitan Manila Development Authority | Philippine National Police |
| National Statistical Coordination Board | Public-Private Partnership Center of the Philippines |
| Philippine Information Agency | Science Education Institute |
| [Commission on Filipinos Overseas](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/C.pdf) | Construction Manpower Development Foundation |
| National Conciliation and Mediation Board | Court of Tax Appeals |
| News and Information Bureau | Philippine Nuclear Research Institute |
| [Pasig River Rehabilitation Commission](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/AA.pdf) | Philippine Council for Health Research and Development |
| Tariff Commission | Bureau of Communications Services |
| Cooperative Development Authority | Science and Technology Information Institute |
| National Council on Disability Affairs | Civil Service Commission |
| House of Electoral Tribunal | Construction Industry Authority of the Philippines |
| Senate Electoral Tribunal |  |
| **Updated (31- 60 days)** |
| [Commission on the Filipino Language](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/E.pdf) | Commission on Audit |
| National Research Council of the Philippines | Commission on Human Rights |
| Philippine Institute of Volcanology and Seismology | Food and Nutrition Research Institute |
| Bureau of Local Government Finance | Office for Transportation Security |
| Philippine National Volunteer Service Coordinating Agency | Parole and Probation Administration |
| Inter-Country Adoption Board | Privatization and Management Office |
| Supreme Court of the Philippines and the Lower Courts | National Youth Commission |
| Council for the Welfare of Children | Philippine Veterans Affairs Office (Proper) |
| Fiber Industry Development Authority | [Philippine Racing Commission](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/AD.pdf) |
| Bureau of the Treasury | National Parks Development Committee |
| **Least updated (More than 60 days)** |
| National Printing Office | [Games and Amusement Board](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/I.pdf) |
| Philippine Council for Industry, Energy and Emerging Technology Research and Development | [Presidential Management Staff](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/AF.pdf) |
| Commission on Appointments | [National Telecommunications Commission](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/X.pdf) |
| Insurance Commission | National Labor Relations Commission |
| [National Commission for Culture and the Arts (Proper)](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/P.pdf) | National Wages and Productivity Commission |
| National Bureau of Investigation | Intramuros Administration |
| Office of the Vice-President | [Movie and Television Review and Classification Board](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/N.pdf) |
| [Energy Regulatory Commission](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/G.pdf) | Bureau of Immigration |
| [Housing and Land Use Regulatory Board](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/K.pdf) | Bureau of Corrections |
| Toll Regulatory Board | Cotton Development Administration |
| Central Board of Assessment Appeals | Advanced Science and Technology Institute |
| [Presidential Communications Development Strategic Planning Office](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/AF.pdf) | [Optical Media Board](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/Z.pdf) |
| National Tax Research Center |  |

**Social Media Responsiveness**

Given that social media is one of the most prevalent channel for communicating, an evaluation on the rate of responsiveness of the different Agencies, Departments and Offices present in Facebook Messages and Twitter tweet was also considered as part of this study.

**Facebook Messages**

Out of the 64 agencies with Facebook pages, only 44% (28) replied to our message. Table 7 outlines the National Agency, Department and Offices who replied through Facebook Message within the day. Some of the fastest response we received came from the Philippine Overseas Employment Administration, Intramuros Administration, National Council on Disability Affairs, Metropolitan Manila Development Authority, Philippine Council for Health Research and Development, News and Information Bureau, Office for Transportation Security, National Commission for Culture and the Arts (Proper) and Bureau of Jail Management and Penology. Meanwhile, the Dangerous Drug Board ranked as the slowest among the 28 samples that replied through Facebook message. For the complete rankings, see Appendix D.

**Table 7. National Agency, Department and Offices who responded through**

**Facebook Message within the day**

|  |  |
| --- | --- |
| **National Agency/Department and Offices** | **Time** |
| Philippine Overseas Employment Administration | 31 minutes after |
| Intramuros Administration | Few minutes then called |
| National Council on Disability Affairs | Replied after an hour |
| Metropolitan Manila Development Authority | Replied after an hour |
| Philippine Council for Health Research and Development | Replied after an hour |
| News and Information Bureau | Replied after 2 hours |
| Office for Transportation Security | Replied after 4 hours |
| National Commission for Culture and the Arts (Proper) | Replied within the day and on a weekend |
| Bureau of Jail Management and Penology | Replied within the day |

 *Base: N=28 number of department/agency/offices who replied through Facebook Message*

**Twitter Reply**

For twitter, only 24% (11) out of the 46 National Agency, Department and Offices with twitter accounts replied to our tweet. The samples listed in Table 8 shows the agencies, departments and offices that replied within the day which includes the Philippine Overseas Employment Administration, Philippine National Police, Metropolitan Manila Development Authority, National Youth Commission, Public-Private Partnership Center of the Philippines, Office of the Ombudsman and the Department of Energy. Consistent with the results for Facebook messages, agencies such as Philippine Overseas Employment Administration and Metropolitan Manila Development Authority ranked as most responsive for both social media sites. As for the slowest tweet response, the National Economic and Development Authority took 4 days to reply to our tweet. For the complete rankings, see Appendix E.

**Table 8. National Agency, Department and Offices who replied through**

**Twitter within the day**

|  |  |
| --- | --- |
| **National Agency/Department and Offices** | **Time** |
| Philippine Overseas Employment Administration | Replied 8 mins. after |
| Philippine National Police | Replied few minutes after |
| Metropolitan Manila Development Authority | Replied few minutes after |
| National Youth Commission | Within the same day |
| Public-Private Partnership Center of the Philippines | Within the same day |
| Office of the Ombudsman | Within the same day |
| Department of Energy | Replied within 24 hours and on a weekend |

*Base: N=11 number of department/agency/offices who replied through Twitter*

**Phone Call Summary**

Figure 2 shows the percentage breakdown per Call Summary. Out of the 166 agencies, departments and offices contacted, only half or 50% (82) of the sample national agencies, offices and departments responded to our call, 24% (39) are busy, 25% (15) ringing only, 4% (5) have contact person that is not accessible, 2% (3) have numbers that are not accessible and the remaining 5% (9) don’t have their own landline numbers or their main office is located outside NCR (ex. Nueva Ecija or Mindanao). For the complete list of agencies, departments and offices categorized according to Call Summary, you may refer to the Appendix F of the paper.

**Figure 3. Call Summary**



*Base: N= 165 National Agencies, Offices and Departments with phone numbers*

**Government Agencies, Departments and Offices with Public desks and Projects**

Table 9 shows the list of National Government Agencies, Departments and offices that have Public Desk and Projects. Although most in the list are ‘responsive’ and answered phone calls, none of the following Agencies, Departments and Offices made it to the ‘most responsive’ in the category of social media.

**Table 9. National Government Agencies, Departments and Offices that have Public Desk and Projects**

|  |  |
| --- | --- |
| **With Public Desk** | **With Projects** |
| Department of Environment and Natural Resources | Department of Justice |
| Department of Justice | National Economic and Development Authority |
| National Economic and Development Authority | Movie and Television Review and Classification Board |
| Housing and Urban Development Coordinating Council | Presidential Communications Development Strategic Planning Office |
| Movie and Television Review and Classification Board | Department of Public Works and Highway |
| National Archives of the Philippines (Formerly National Historical Institute) | Agricultural Credit Policy Council |
| National Telecommunications Commission | Insurance Commission |
| Presidential Communications Development Strategic Planning Office | Council for the Welfare Of Children |
| Presidential Management Staff | Toll Regulatory Board |
| Department of Public Works and Highway | Commission on Audit |
| Agricultural Credit Policy Council | Office of the Ombudsman |
| National Agricultural and Fishery Council |  |
| National Meat Inspection Service |  |
| Cooperative Development Authority |  |
| Insurance Commission |  |
| Technical Cooperation Council of the Philippines |  |
| Commission on Population |  |
| Bureau of Jail Management And Penology |  |
| Parole and Probation Administration |  |
| Industrial Technology Development Institute |  |
| Council for the Welfare of Children |  |
| Office of Transportation Cooperatives |  |
| Toll Regulatory Board |  |
| Statistical Research and Training Center |  |
| Commission on Audit |  |
| Office of the Ombudsman |  |

 **Conclusion**

Having participatory spaces within institutions is crucial in encouraging citizen’s participation and increasing government’s accountability. This study seeks to contribute to the literature of government responsiveness, particularly in the Philippines wherein there is a limited number of published work examining citizen initiated contacts and responsiveness in relation with the actual conduct of service delivery. The study seeks to measure how responsive are institutions to citizens’ need, specifically in obtaining information in hope that this will aid government institutions in delivering the needs and services tasked to their specific institutions.

Overall, results of this study showed how communication responsiveness among National Government Agencies, Departments and Offices vary depending on the communication modes and functions of each of the specific agencies, departments or offices. The traditional landline phones with 98% (166) and website portals with 99% (168) ranked as the main communication and information channel for the National Government Agencies, Offices and Departments. However, although majority of the sample have landline numbers, the data shows that only half (50%) of the National government agencies, offices and departments are responsive and actually answered our calls and 45% (37) institutions answered our question.

In addition, despite the prevalence of social media in the Philippines, the presence of National Government Agencies, Offices and Departments remains to be less than 50% for both Facebook and Twitter. Agencies, Departments and Offices that are most responsive in social media are frontline institutions dealing with basic needs and services like Philippine Overseas Employment Agency and Metropolitan Manila Development Authority. On the contrary, majority of the samples that have public desk and projects are more responsive in phone calls and only a few have Social Media Accounts. In conclusion, responsiveness in terms of communication remains to be a challenge in the Philippines. For further studies, a qualitative examination of the mandates, mission and vision of the specific sample agencies, departments and offices can be explored in order to validate the following findings and results gathered in this project. These documents are also worth examining as it helps in determining whether the specific agencies, departments and offices Lastly, with respect to communication responsiveness, the study can serve as a monitoring tool to observe and monitor the performance among government agencies, departments and offices.

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**Appendix**

1. **Rank of National Agencies, Offices and Departments according to number of Facebook Likes as of March 10, 2015**

|  |  |
| --- | --- |
| **Department/Agency/Office** | **Facebook Likes** |
| Office of the Vice President | 1,320,323 |
| Department of Education | 1,004,756 |
| Technical Education and Skills Development Authority | 837,000 |
| Department of Tourism | 786,541 |
| Philippine National Police | 334,323 |
| Department of Health | 329,689 |
| Philippine Overseas Employment Administration | 247,852 |
| Metro Manila Development Authority | 208,000 |
| Philippine Institute of Volcanology and Seismology | 79,000 |
| National Youth Commission | 65,058 |
| Philippine Army (Land Forces) | 61,353 |
| [Department Of Social Welfare and Development](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/DSWD/DSWD.pdf) | 57,474 |
| [National Commission for Culture and the Arts (Proper)](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/P.pdf) | 34,692 |
| [Commission on Higher Education](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/D.pdf) | 32,566 |
| Bureau of Immigration | 30414 |
| [Presidential Communications Operations Office](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/PCOO/PCOO.pdf) | 24,764 |
| [Department of National Defense](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/DND/DND.pdf) | 22,396 |
| [Office of the Presidential Adviser on the Peace Process](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/Y.pdf) | 16,152 |
| National Statistics Office | 14,000 |
| Philippine Coast Guard | 11,834 |
| Science Education Institute | 11,827 |
| [Department of Trade and Industry](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/DTI/DTI.pdf) | 9,291 |
| Department Of Budget And Management | 9,092 |
| Department of Finance | 9,012 |
| [Department of Transportation and Communications](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/DOTC/DOTC.pdf) | 8,558 |
| Science and Technology Information Institute | 8218 |
| Department of Environment and Natural Resources | 7,663 |
| National Nutrition Council | 7,393 |
| Department of Agrarian Reform | 7,049 |
| Bureau Fire Protection | 6,853 |
| [Commission on the Filipino Language](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/E.pdf) | 6,160 |
| Cooperative Development Authority | 5,908 |
| Office of the Ombudsman | 5,325 |
| Philippine Veterans Affairs Office (Proper) | 5,173 |
| [Film Development Council of the Philippines](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/H.pdf) | 4,910 |
| Philippine Information Agency | 4,738 |
| Intramuros Administration | 4,260 |
| Public-Private Partnership Center of the Philippines | 4,091 |
| [National Economic and Development Authority](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/NEDA/NEDA.pdf) | 3,851 |
| Department of Agriculture | 3,680 |
| Department of Public Works and Highway | 3,192 |
| National Council on Disability Affairs | 3,079 |
| Bureau of Jail Management and Penology | 2,800 |
| Professional Regulation Commission | 2,746 |
| Environmental Management Bureau | 2,552 |
| [National Commission on Muslim Filipino (Office of Muslim Affairs)](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/U.pdf) | 2,537 |
| Department of Energy | 2,401 |
| Bureau of Customs | 2,355 |
| National Commission of Indigenous Peoples | 2,119 |
| [Mindanao Development Authority (Based in Davao)](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/M.pdf) | 2,022 |
| Design Center of the Philippines | 1,990 |
| National Parks Development Committee | 1,484 |
| Office for Transportation Security | 1,424 |
| [Dangerous Drug Board](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/F.pdf) | 1,216 |
| Philippine Council for Health Research and Development | 793 |
| Presidential Commission On Good Government | 724 |
| Toll Regulatory Board | 641 |
| Philippine Textile Research Institute | 610 |
| National Statistical Coordination Board | 568 |
| Philippine Council for Industry, Energy and Emerging Technology Research and Development | 511 |
| Bureau of Communications Services | 437 |
| Office of Transportation Cooperatives | 389 |
| National Printing Office | 348 |
| News and Information Bureau | 90 |
| [Housing and Urban Development Coordinating Council](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/L.pdf) | 49 |

 **B. Rank of National Agencies, Offices and Departments according to number of Twitter Followers**

**as of March 10, 2015**

|  |  |
| --- | --- |
| **Department/Agency/Office** | **Twitter Followers** |
| Presidential Communications Operations Office | 2,540,000 |
| Metropolitan Manila Development Authority | 1,680,000 |
| Department Of Education | 1,310,000 |
| [Commission On Higher Education](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/D.pdf) | 296,000 |
| Department Of Health | 282,000 |
| [Department Of Tourism](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/DOT/DOT.pdf) | 275,000 |
| [Office Of The Vice-President](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OVP/OVP.pdf) | 201,000 |
| Philippine Institute Of Volcanology And Seismology | 107,000 |
| [Department Of Transportation And Communications](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/DOTC/DOTC.pdf) | 91,700 |
| Toll Regulatory Board | 71,100 |
| [Presidential Communications Development Strategic Planning Office](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/AF.pdf) | 65,800 |
| Philippine National Police | 50,100 |
| [Department Of Social Welfare And Development](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/DSWD/DSWD.pdf) | 39,100 |
| [Office Of The Presidential Adviser On The Peace Process](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/Y.pdf) | 26,300 |
| National Economic And Development Authority | 24,800 |
| Department Of Justice | 23,400 |
| Department Of Budget And Management | 20,900 |
| [Department Of The Interior And Local Government](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/DILG/DILG.pdf) | 18,400 |
| Department Of Energy | 15,000 |
| Department Of Agrarian Reform | 14,500 |
| Philippine Overseas Employment Administration | 14,200 |
| Supreme Court Of The Philippines And The Lower Courts | 11,900 |
| Department Of Foreign Affairs | 11,500 |
| Presidential Commission On Good Government | 7,144 |
| [Movie And Television Review And Classification Board](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/N.pdf) | 6,288 |
| Department Of Environment And Natural Resources | 5,802 |
| Public-Private Partnership Center Of The Philippines | 5,262 |
| National Youth Commission | 4,949 |
| Office Of The Ombudsman | 4,331 |
| Bureau Of Immigration | 3,869 |
| National Statistical Coordination Board | 3,576 |
| [Department Of National Defense](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/DND/DND.pdf) | 2,694 |
| Bureau Of Customs | 1,697 |
| Department Of Public Works And Highway | 1,579 |
| [Mindanao Development Authority (Based In Davao)](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/M.pdf) | 1,331 |
| [Film Development Council Of The Philippines](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/H.pdf) | 854 |
| National Bureau Of Investigation | 836 |
| Science Education Institute | 573 |
| Office For Transportation Security | 561 |
| [National Library Of The Philippines](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/R.pdf) | 235 |
| Cooperative Development Authority | 168 |
| Bureau Fire Protection | 166 |
| Philippine Council For Industry, Energy And Emerging Technology Research And Development | 130 |
| Philippine Council For Health Research And Development | 122 |
| [Dangerous Drug Board](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/F.pdf) | 25 |
| [Housing And Urban Development Coordinating Council](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/L.pdf) | 0 |

1. **Rank of National Agencies, Offices and Departments according to Website Status as of March 10, 2015**

|  |  |
| --- | --- |
| **Department/Agency/Office** | **No. of days (From March 10, 2015)** |
| **Recently Updated (0-30 days)** |
| Department of Public Works and Highway | 0 |
| Department of Justice | 0 |
| Philippine Navy (Naval Forces) | 0 |
| Department of Agrarian Reform | 1 |
| Department of Energy | 1 |
| Department of Social Welfare and Development | 1 |
| Department of Trade and Industry | 1 |
| Environmental Management Bureau | 1 |
| Foreign Service Institute | 1 |
| National Mapping and Resource Information Authority | 1 |
| Office of the President | 1 |
| Presidential Communications Operations Office | 1 |
| Department of Environment and Natural Resources | 2 |
| Philippine Army (Land Forces) | 2 |
| [National Anti-Poverty Commission](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/O.pdf) | 3 |
| [Office of the Presidential Adviser on the Peace Process](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/Y.pdf) | 3 |
| Technical Education and Skills Development Authority | 3 |
| Bureau of Internal Revenue | 4 |
| Department of Finance | 4 |
| Department of Health | 4 |
| Department of the Interior and Local Government | 4 |
| [NATIONAL ECONOMIC AND DEVELOPMENT AUTHORITY](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/NEDA/NEDA.pdf) | 4 |
| Philippine Overseas Employment Administration | 4 |
| Bureau Fire Protection | 5 |
| Department of Agriculture | 5 |
| Department of Foreign Affairs | 5 |
| Department of Science and Technology | 5 |
| Institute for Labor Studies | 5 |
| Technical Cooperation Council of the Philippines | 5 |
| [Dangerous Drug Board](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/F.pdf) | 6 |
| Professional Regulation Commission | 6 |
| Mines and GeoSciences Bureau | 7 |
| Office of Civil Defense | 7 |
| Securities and Exchange Commission | 7 |
| Senate of the Philippines | 7 |
| Commission on Elections | 8 |
| Government Procurement Policy Board-Technical Support Office | 8 |
| Office of the Ombudsman | 8 |
| Department of Transportation and Communications | 9 |
| Fertilizer and Pesticide Authority | 9 |
| [Presidential Legislative Liaison Office](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/AF.pdf) | 9 |
| [Anti-Money Laundering Council](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/A.pdf) | 11 |
| Department of Education | 11 |
| [Housing and Urban Development Coordinating Council](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/L.pdf) | 11 |
| Philippine Carabao Center | 11 |
| Career Executive Service Board | 12 |
| Legislative-Executive Development Advisory Council | 12 |
| Metropolitan Manila Development Authority | 12 |
| National Statistical Coordination Board | 12 |
| Philippine Information Agency | 12 |
| [Commission on Filipinos Overseas](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/C.pdf) | 13 |
| National Conciliation and Mediation Board | 13 |
| News and Information Bureau | 13 |
| [Pasig River Rehabilitation Commission](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/AA.pdf) | 13 |
| Tariff Commission | 13 |
| Bureau of Communications Services | 14 |
| House of Electoral Tribunal | 14 |
| Maritime Industry Authority | 14 |
| National Statistics Office | 14 |
| Board of Investments | 15 |
| [Film Development Council of the Philippines](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/H.pdf) | 15 |
| National Meat Inspection Service | 15 |
| Civil Aeronautics Board | 18 |
| Metals Industry Research and Development Center | 20 |
| Philippine National Police | 20 |
| Public-Private Partnership Center of the Philippines | 20 |
| Science Education Institute | 20 |
| Construction Manpower Development Foundation | 21 |
| Court of Tax Appeals | 21 |
| Philippine Nuclear Research Institute | 21 |
| Philippine Council for Health Research and Development | 22 |
| Cooperative Development Authority | 25 |
| National Council on Disability Affairs | 25 |
| Science and Technology Information Institute | 26 |  |
| Civil Service Commission | 28 |
| Construction Industry Authority of the Philippines | 29 |
| Senate Electoral Tribunal | 30 |
| **Updated (31-60 days)** |
| [Commission on the Filipino Language](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/E.pdf) | 32 |
| National Research Council of the Philippines | 32 |
| Philippine Institute of Volcanology and Seismology | 32 |
| Bureau of Local Government Finance | 33 |
| Philippine National Volunteer Service Coordinating Agency | 33 |
| Inter-Country Adoption Board | 34 |
| Supreme Court of the Philippines and the Lower Courts | 34 |
| Council for the Welfare of Children | 35 |
| Commission on Audit | 36 |
| Commission on Human Rights | 36 |
| Food and Nutrition Research Institute | 36 |
| Office for Transportation Security | 37 |
| Parole and Probation Administration | 37 |
| Privatization and Management Office | 37 |
| National Youth Commission | 40 |
| Philippine Veterans Affairs Office (Proper) | 40 |
| [Philippine Racing Commission](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/AD.pdf) | 42 |
| National Parks Development Committee | 45 |
| Bureau of the Treasury | 60 |
| Fiber Industry Development Authority | 60 |
| **Least Updated (exceeding 60 days)** |
| [Games and Amusement Board](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/I.pdf) | 68 |
| National Printing Office | 68 |  |
| Philippine Council for Industry, Energy and Emerging Technology Research and Development | 81 |
| Commission on Appointments | 82 |
| Insurance Commission | 88 |
| [National Commission for Culture and the Arts (Proper)](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/P.pdf) | 95 |
| National Bureau of Investigation | 124 |
| Office of the Vice-President | 135 |
| [Energy Regulatory Commission](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/G.pdf) | 146 |
| [Housing and Land Use Regulatory Board](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/K.pdf) | 150 |
| Toll Regulatory Board | 161 |
| Central Board of Assessment Appeals | 196 |
| [Presidential Communications Development Strategic Planning Office](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/AF.pdf) | 216 |
| National Tax Research Center | 221 |
| [Presidential Management Staff](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/AF.pdf) | 225 |
| [National Telecommunications Commission](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/X.pdf) | 229 |
| National Labor Relations Commission | 266 |
| National Wages and Productivity Commission | 266 |
| Intramuros Administration | 268 |
| [Movie and Television Review and Classification Board](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/N.pdf) | 272 |
| Bureau of Immigration | 279 |
| Bureau of Corrections | 651 |
| Cotton Development Administration | 708 |
| Advanced Science and Technology Institute | 900 |
| [Optical Media Board](http://www.dbm.gov.ph/wp-content/uploads/GAA/GAA2014%20ANNEXES/Vol%201/OEO/Z.pdf) | 1428 |

**Responsiveness**

1. **National Agency, Department and Offices who replied to our query through Facebook Message**

|  |  |
| --- | --- |
| **National Agency/Department and Offices** | **Time** |
| Philippine Overseas Employment Administration | 31 minutes after |
| Intramuros Administration | Few minutes then called |
| National Council on Disability Affairs | Replied after an hour |
| Metropolitan Manila Development Authority | Replied after an hour |
| Philippine Council for Health Research and Development | Replied after an hour |
| News and Information Bureau | Replied after 2 hours |
| Office for Transportation Security | Replied after 4 hours |
| National Commission for Culture and the Arts (Proper) | Replied within the day and on a weekend |
| Bureau of Jail Management and Penology | Replied within the day |
| Office of the Presidential Adviser on the Peace Process | Replied within the day and on a weekend |
| Public- Private Partnership Center of the Philippines | Replied after a day |
| National Parks Development Committee  | Replied after a day |
| Science and Technology Information Institute | Replied after 2 days |
| Science Education Institute | Replied after 2 days |
| Technical Education and Skills Development Authority | Replied after 2 days |
| Philippine National Police | Replied after 2 days |
| Bureau of Immigration | Replied after 2 days |
| Department of National Defense | Replied after 3 days |
| Department of Tourism | Replied after 3 days |
| Department of Trade and Industry | Replied after 3 days |
| Department of Education | Replied after 3 days |
| Bureau of Fire Protection | Replied after 3 days |
| National Economic and Development Authority  | Replied after 4 days and on a holiday |
| National Nutrition Council  | Replied after a week |
| Department of Agrarian Reform | Replied after 9 days |
| Department of Energy | Replied after 9 days |
| Department of Public Works and Highways | Replied after 9 days |
| Dangerous Drug Board | Replied after 11 days |

**Twitter**

1. **National Agency, Department and Offices who replied to our query through Twitter**

|  |  |
| --- | --- |
| **National Agency/Department and Offices** | **Time** |
| Philippine Overseas Employment Administration | Replied 8 minutes after |
| Philippine National Police | Replied few minutes after |
| Metropolitan Manila Development Authority | Replied few minutes after |
| Public-Private Partnership Center of the Philippines | Within the same day |
| Office of the Ombudsman | Within the same day |
| National Youth Commission | Within the same day |
| Department of Energy | Replied within 24 hours and on a weekend |
| Presidential Communications Development and Strategic Planning Office  | Replied after a day and on a weekend |
| Department of Public Works and Highways | Replied after a day and on a weekend |
| Office for Transportation Security | Replied after a day |
| National Economic and Development Authority | Replied after 4 days and on a holiday |

1. **Call Summary with Remarks**

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| **Call Completed** |
| Department of Energy |
| Department of Health |
| Department of the Interior and Local Government |
| Department of Environment and Natural Resources |
| Department of Justice |
| Department of Science and Technology |
| Department of Tourism |
| Department of Transportation and Communications |
| National Economic and Development Authority |
| Anti-Money Laundering Council |
| Climate Change Commission |
| Office of the Vice-President |
| Energy Regulatory Commission |
| Games and Amusement Board |
| Housing and Land Use Regulatory Board |
| Housing and Urban Development Coordinating Council |
| Movie and Television Review and Classification Board |
| National Anti-Poverty Commission |
| **Call Completed** |
| National Commission for Culture and the Arts (Proper) |
| National Archives of the Philippines (Formerly National Historical Institute) |
| National Commission of Indigenous Peoples |
| National Security Council |
| National Telecommunications Commission |
| Office of the Presidential Adviser on the Peace Process |
| Philippine Commission on Women (National Commission on the Role of Filipino Women) |
| Philippine Racing Commission |
| Presidential Commission for the Urban Poor |
| Presidential Communications Development Strategic Planning Office |
| Presidential Management Staff |
| Department of Education |
| Department of Public Works and Highways |
| Commission on Appointments |
| House of Electoral Tribunal |
| Agricultural Credit Policy Council |
| Bureau Of Fisheries and Aquatic Resources |
| Fertilizer and Pesticide Authority |
| National Agricultural and Fishery Council |
| National Meat Inspection Service |
| National Mapping and Resource Information Authority |
| Bureau of Local Governance Finance |
| Central Board of Assessment Appeals |
| Cooperative Development Authority |
| Insurance Commission |
| National Tax Research Center |
| Foreign Service Institute |
| Technical Cooperation Council of the Philippines |
| UNESCO National Commission of the Philippines |
| Commission on Population |
| Bureau of Jail Management and Penology |
| National Police Commission |
| Office of the Government Corporate Counsel |
| Parole and Probation Administration |
| Institute for Labor Studies |
| National Wages and Productivity Commission |
| Philippine Navy (Naval Forces) |
| Advanced Science and Technology Institute |
| Food and Nutrition Research Institute |
| Industrial Technology Development Institute |
| National Academy of Science and Technology |
| National Research Council of the Philippines |
| Philippine Council for Health Research and Development |
| Philippine Council for Industry, Energy and Emerging Technology Research and Development |
| Philippine Textile Research Institute |
| Technology Application and Promotion Institute |
| Inter-Country Adoption Board |
| National Council on Disability Affairs |
| Intramuros Administration |
| National Parks and Development Committee |
| Construction Manpower Development Foundation |
| Design Center of the Philippines |
| Civil Aeronautics Board |
| Office of Transportation Cooperatives |
| Toll Regulatory Board |
| National Statistical Coordination Board |
| Statistical Research and Training Center |
| Tariff Commission |
| National Printing Office |
| News and Information Bureau |
| Court of Appeals |
| Civil Service Commission |
| Commission on Audit |
| Office of the Ombudsman |
| **Busy** |
| Department of Agrarian Reform |
| Department of Labor And Employment |
| Department of Foreign Affairs |
| Department of Social Welfare and Development |
| Dangerous Drugs Board |
| Office of the President |
| Philippine Sports Commission |
| Optical Media Board |
| Pasig River Rehabilitation Commission |
| Senate Electoral Tribunal |
| Cotton Development Administration |
| Livestock Development Council |
| Fiber Industry Development Authority |
| Government Procurement Policy Board-Technical Support Office |
| Environmental Management Bureau |
| National Water Resources Board |
| Privatization and Management Office |
| Securities and Exchange Commission |
| National Nutrition Council |
| Philippine National Police |
| Bureau of Corrections |
| Land Registration Authority |
| National Conciliation and Mediation Board |
| National Labor Relations Commission |
| Philippine Overseas Employment Administration |
| Technical Education and Skills Development Authority |
| Office of Civil Defense |
| Philippine Veterans Affairs Office (Proper) |
| Philippine Army (Land Forces) |
| Philippine Nuclear Research Institute |
| Science Education Institute |
| Maritime Industry Authority |
| Office for Transportation Security |
| National Statistics Office |
| Philippine National Volunteer Service Coordinating Agency |
| **Busy** |
| Legislative-Executive Development Advisory Council |
| Supreme Court of the Philippines and the Lower Courts |
| Commission on Elections |
| Commission on Human Rights |
| **Ringing Only** |
| Department of Agriculture |
| Department of Finance |
| Department of Trade and Industry |
| Commission on Filipinos Overseas |
| Commission on Higher Education |
| Senate of the Philippines |
| National Historical Commission of the Philippines |
| National Intelligence Coordinating Agency |
| Philippine Drug Enforcement Agency |
| Mines and GeoSciences Bureau |
| Bureau of Customs |
| Bureau of Internal Revenue |
| Bureau of Treasury |
| Bureau Fire Protection |
| Bureau of Immigration |
| National Bureau of Investigation |
| Public Attorney’s Office |
| Professional Regulation Commission |
| Science and Technology Information Institute |
| Construction Industry Authority of the Philippines |
| Public-Private Partnership Center of the Philippines |
| Philippine Information Agency |
| Sandiganbayan |
| Court of Tax Appeals |
| Metropolitan Manila Development Authority |
| **Contact Not Accessible** |
| Department of Budget And Management |
| Department of Trade and Industry |
| Governance Commission for Government-Owned or Controlled Corporations |
| National Commission on Muslim Filipino (Office of Muslim Affairs) |
| Metals Industry Research and Development Center |
| Council for the Welfare of Children |
| Career Executive Service Board |
| **Number Not Accessible** |
| Presidential Legislative Liaison Office |
| Presidential Commission on Good Government |
| National Youth Commission |
| **Others** |
| Presidential Communications Operations Office |
| Commission on the Filipino Language |
| Mindanao Development Authority |
| National Library of the Philippines |
| Philippine Carabao Center |
| Philippine Air Force (Air Force) |
| Philippine Coast Guard |
| Bureau of Communications Services |
| Presidential Electoral Tribunal |

1. The authors would like to recognize the guidance of Professor Jalton Taguibao from the University of the Philippines-Diliman- Department of Political Science for this study. [↑](#footnote-ref-1)
2. For this study, responsiveness means to ‘answer,’ *‘reply’* or give ‘feedback’. [↑](#footnote-ref-2)
3. Mulgan, Richard. 2000. “Accountability: An Ever-Expanding Concept?” *Public Administration* 78: 555-573 [↑](#footnote-ref-3)
4. However, other literatures on democracy and participation considers ‘voting’ and electoral contests as ‘direct’ participation. According to Schumpeter (1947), a critical element for a democratic governance is ‘the presence of institutional arrangements arriving at political decisions in which individual acquire the power to decide by means of a competitive struggle for the people’s vote’ which simply is ‘elections’. For this study, the researchers adapt a more substantive definition of the democracy which goes beyond elections and considers a politically participative citizenry. [↑](#footnote-ref-4)
5. Tina Nabachi, “A Manager’s Guide to Evaluating Citizens Participation”, IBM Center for the Business of Government Series, 2012. [↑](#footnote-ref-5)
6. McGee, Rosie, “Making All Voices Count- Government Responsiveness” Making All Voices Count Programme [↑](#footnote-ref-6)