



## MEMORANDUM CIRCULAR

No. 27  
Series of 2024

**Subject: Protocol for the Conduct of Research Studies in DSWD Offices, Centers, and Institutions, Amending Memorandum Circular No. 10, s. 2019**

### I. RATIONALE

In 2019, the Department issued the Memorandum Circular No. 10, series of 2019 or the “Protocol for the Conduct of Research Studies in DSWD Offices, Centers, and Institutions including Request of SWD Data/Information (DSWD Research Protocol)”, which abides by the requirements, timelines, and provisions of the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018* (Republic Act No. 11032).

Since then, the said protocol has been subjected to standardization, streamlining, and re-classification in compliance with the EODB Law’s requirement for standardization, streamlining, reengineering, digitization, and automation (SSRDA) of frontline and non-frontline services. Based on the series of consultations and workshops with the Field Offices, as well as the “Time and Motion Studies” conducted by the PDPB, the actual processing and waiting time in facilitating requests for both primary and secondary data varies from the prescribed turnaround time indicated in MC No. 10, s. 2019. This led to the re-classification of the DSWD Research Protocol from *complex (five-day transaction)* into a *highly technical transaction* that requires a maximum of twelve (12) days to execute. The re-classification also took into consideration the need for technical/specialized skills and/or training in properly reviewing and assessing research proposals and instruments/tools from external researchers.

Concurrently, the Department-wide commitment to adhere to the ISO 9001:2015 Standards also introduced several changes in the process, such as the digitization of transactions and monitoring mechanisms, new forms/ templates, reduction of signatories/ re-delegation of approval of requests and the use of a standardized Client Satisfaction Measurement Survey Form (DSWD-QMS-GF-005 and 005A).

The DSWD also abides by the provisions of Executive Order No. 2, series of 2016 or “Operationalizing in the Executive Branch the People’s Constitutional Right to Information and State Policies to Full Public Disclosure and Transparency in the Public Service and Providing Guidelines Therefor”, which requires all government offices under the executive branch to make public all official records, data and information requested unless otherwise falls under any of the exceptions enshrined in the Constitution, existing law or jurisprudence. In response to this, the Department developed a Freedom of Information (FOI) Agency Manual (MC 1, s. 2023). The said Circular sets out the rules and procedures that the DSWD would follow upon receipt of a request for access to information.

In light of the abovementioned modifications and process improvements, an amendment of

In light of the abovementioned modifications and process improvements, an amendment of specific sections of MC No. 10, s. 2019 is deemed necessary. This amendment shall not only institutionalize the changes and innovations implemented since the issuance of the said guidelines but also ensure consistency with the registered Standard Operating Procedures (SOPs) and Citizens Charter.

## II. LEGAL BASES

### A. Laws

1. **Republic Act 11032 (*Ease of Doing Business and Efficient Government Service Delivery Act of 2018*)** – An act which aims to streamline the current systems and procedures of government services. Section 9.b states that the processing time for simple transactions shall not be longer than three (3) working days, while complex and highly technical transactions shall take a maximum of seven (7) and twenty (20) working days, respectively.
2. **Republic Act No. 10173 (*Data Privacy Act of 2012*)** – Protects the fundamental human right of privacy, of communication while ensuring free flow of information to promote innovation and growth. It also establishes the State's inherent obligation to ensure that individual personal information in information and communication systems in the government and the private sector are secured and protected.
3. **Republic Act No. 8293 (*Intellectual Property Code of the Philippines of 1998*)** - Protects and secures the exclusive rights of scientists, inventors, artists and other gifted citizens to their intellectual property and creations, particularly when beneficial to the people; it also promotes the diffusion of knowledge and information for the promotion of national development and progress and the common good.

### B. Executive Orders

1. **Executive Order No. 2, series of 2016 (*“Operationalizing in the Executive Branch the People’s Constitutional Right to Information and State Policies to Full Public Disclosure and Transparency in the Public Service and Providing Guidelines Therefor”*)** – requires all government offices under the executive branch to make public all official records, data and information requested, with exceptions to the right of access as listed in the memorandum from the Executive Secretary of the Office of the President, dated 24 November 2016.

### C. Memorandum Circulars

1. **CSC-ARTA-DTI Joint Memorandum Circular No. 2019-001 Series of 2019 (*Implementing Rules and Regulations of Republic Act No. 11032 otherwise known as the “Ease of Doing Business and Efficient Government Service Delivery Act of 2018”*)** – States that all agencies shall undergo evaluation, improvement and reengineering of their services to promote efficiency and simplicity of processes.
2. **Anti-Red Tape Authority (ARTA) Memorandum Circular No. 2021-09, Series of 2021 (*Issuance of the Whole-of-Government Reengineering Manual*)** – Serves as guide of

agencies and offices towards adopting a whole-of-government approach in the streamlining and reengineering of their systems and procedures in compliance with Section 5 of RA 11032.

3. **Department of Justice (DOJ) Guide for Media Practitioners on the Reporting and Covering of Cases Involving Children (2008).** Outlines the practices and principles media practitioners/journalists must adhere to when covering cases/issues involving children.

#### D. DSWD Issuances

1. **Memorandum Circular No. 11, Series of 2023 (DSWD Data Privacy Manual)** – Guides the Department in ensuring that everyone follows the principles set out in collecting, sorting, processing, and sharing personal data in line with the Data Privacy Act of 2012.
2. **Memorandum Circular No. 01, Series of 2023 (Amended DSWD Freedom of Information Agency Manual)** – Provides the process the DSWD should follow in dealing with requests for information pursuant to Executive Order No. 2, series of 2016.
3. **Memorandum Circular No. 8, Series of 2023 (Creation of the Research Ethics Committee)** – Establishes the DSWD Research Ethics Committee and provides an overview of the ethics review process.
4. **Memorandum Circular No. 09, Series of 2019 (Guidelines for the Conduct of Research and Evaluation in the DSWD)** – Provides overall guidance to the Department's Offices, Bureaus and Services, as well as its Field Offices, and external researchers/partners on the development, implementation, monitoring, and utilization of research and evaluation studies involving the DSWD.
5. **Memorandum Circular No. 10, Series of 2019 (Protocol for the Conduct of Research Studies in DSWD Offices, Centers, and Institutions)** – Provides standard protocols in conducting research studies (i.e. collection of primary and secondary data) in the Department by external stakeholders.
6. **Administrative Order No. 20, Series of 2019 (Guidelines on the DSWD Ease of Doing Business and Efficient Service Delivery)** – Covers all transactions serving both internal and external stakeholders enlisted in the DSWD Citizen's Charter, which are to be classified as simple, complex or highly technical in nature.
7. **DSWD-QMS-QM-001 (DSWD Quality Manual)** – Contextualizes the ISO 9001:2015 Standard in the Department, as well as its compliance with the requirements of the Quality Management System (QMS). Section 10 highlights the principle of "continual improvement", wherein opportunities for improvement are identified and acted upon to meet customer requirements and enhance customer satisfaction.
8. **DSWD-QMS-SOP-001 (Client Satisfaction Measurement Survey and Continual Improvement System)** – Defines the system of handling, assessing, and addressing customer feedback such as complaints or suggestions to measure client satisfaction and perception towards continual process improvement.
9. **DSWD-PDPB-SOP-001 (Standard Operating Procedures for the Conduct of Research Studies and Acquiring Primary Data from DSWD Officials, Personnel, Beneficiaries and Clients)** – Details the process from time receipt of the application and required documents to the issuance of approval. This aims to assist researchers in submitting complete and valid applications and ensure requests are processed within the designated turnaround time.

10. **DSWD-PDPB-SOP-002 (Standard Operating Procedures for Obtaining Social Welfare and Development (SWD) Data and Information)** – Standardizes the procedure in obtaining SWD Data and Information based on existing guidelines and protocols of concerned DSWD Offices/Bureaus/Sections/Units.

### III. OBJECTIVES

This Circular is being issued to guide the DSWD Offices, Bureaus, Services and Units (OBSUs) in the Central and Field Offices as well as the external researchers/partners and the general public, in undertaking research studies concerning the Department. Further, it aims to:

1. Provide the standard protocols/standard operating procedures in conducting research studies in the Department, primarily in obtaining primary data from DSWD personnel, clients, and beneficiaries;
2. Define the roles and responsibilities of the Central Office and Field Offices in processing research requests;
3. Ensure processing/turnaround times of the approval of research studies conducted by external researchers are within the prescribed timelines of the Ease of Doing Business Law (RA 11032);
4. Harmonize the process of facilitating requests for SWD Data/Information with the existing Freedom of Information; and
5. Introduce new Forms and Templates to be applied when facilitating research requests.

### IV. COVERAGE AND APPLICABILITY

This policy shall cover and apply to the following individuals/groups:

1. All DSWD Offices, Bureaus, Services, and Units in the Central and Field Offices, including Centers and Institutions tasked to provide data and assist external researchers in the conduct of research studies;
2. External researchers such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions, and other independent researchers who intend to conduct research studies related to or involving the Department;
3. Above-mentioned researchers seeking to acquire primary data from the Department including clients/beneficiaries currently at its Centers/Institutions, and on-going DSWD programs, projects and services wherein their main subject of research study involves DSWD as an organization;
4. Academe, media and general public who are not researchers but requesting current and secondary SWD data and statistics from the Department including clients/beneficiaries currently or served and programs, projects and services of the Department; and
5. DSWD personnel conducting research in DSWD Offices, Centers and Institutions, for the purpose of pursuing higher academic education.

## V. DEFINITION OF TERMS

1. **Client Satisfaction Measurement Survey** – Method for obtaining, monitoring, and reviewing client satisfaction
2. **Consent** - any freely given specific, informed indication of will whereby the data subject agrees to collect and process personal information about and/or relating to him or her
3. **Data Sharing Protocol** – Guidelines and procedures adopted by the DSWD in reviewing and facilitating internal and external research requests for secondary data
4. **Ethical Standards** – A set of customary and acceptable principles, values, and practices applied for any research involving human participants that should govern the conduct of all research activities in DSWD
5. **Exit Conference** – Meetings conducted by DSWD to discuss initial findings of the researcher/s to serve as venue for validation and clarification of any issue related to the conduct of data-gathering activities
6. **External Researcher/s** – Individuals, groups or organizations who intend to conduct research in DSWD Centers/Institutions. It also includes those DSWD personnel conducting research for the purpose of pursuing higher academic education
7. **Freedom of Information (FOI)** – The right of the people to information on matters of public concern, hence the implementation of a policy of full public disclosure of all its transactions involving public interest (EO No. 2, s. 2016)
8. **Freedom of Information (FOI) Agency Manual** – Sets out the rules and procedures that the DSWD would follow upon receipt of a request for access to information
9. **Information** - Any record, document, paper, report, letter, contract, minutes, and transcript of official meetings, maps, books, photographs, data, research materials, films, sound and video recording, magnetic or other tapes, electronic data, computer stored data, and other similar data or material recorded, stored, or archived in whatever format, whether offline or online, which are made, received, or kept in or under the control and custody of the government office pursuant to law, executive order, and rules and regulations or in connection with the performance or transaction of official business by any government office
10. **Primary Data** – refers to data obtained through first hand investigation. These are collected through face-to-face interview, survey questionnaires, focused group discussion, case studies, among others
11. **Research Brief** – Contains a brief background of the study, general and specific objectives, methodology, project timetable, scope of work, expected output, ethical considerations, budget (if applicable), and needed resources needed to carry out the study.
12. **Research Conference/Learning Fora**– refers to a venue for the presentation of completed research and serve as platform for awareness and promotion of the studies
13. **Research Report** – refers to completed studies, in the form of a written document or an audio-visual presentation of the research study's findings based on the conduct of data-gathering activities and recommendations. It shall also include relevant information congruent to the research proposal such as the study's objectives, scope/delimitation, rationale, and related literature
14. **Research Study** – refers to any original and systematic investigation undertaken in order to increase knowledge and understanding and establish facts and principles. It usually consists of information acquired from research investigation backed up by related

- literature. Recommendations are crafted from a thorough analysis of the obtained data. Research studies that aim to assess DSWD's programs, projects, and policies, based on their accomplishments vis-à-vis its design, is distinctly referred to as an "Evaluation Study"
15. **Research Protocol** – refers to guidelines and procedure adopted by the Department in the review and facilitation of internal and external research requests for primary data
  16. **Research Request** – Refers to requests for the conduct of research-related activities (e.g. data gathering, visits, etc.) in DSWD Offices, Centers, and Institutions, with DSWD personnel/officials, and clients/beneficiaries
  17. **Research Instruments and/or Data Gathering Tools** – Refers to the tools/questionnaires/ interview guides to be used during the data gathering
  18. **Secondary Data** – refers to data that has already been consolidated and/or published by DSWD and readily available as public document

## VI. GENERAL POLICIES

All external researchers shall adhere to the following guidelines in the conduct of research and studies in DSWD Offices, including Centers and Institutions and in the request of data:

1. Requests for the following need not go through the protocol and may be approved and provided by submitting a letter of request addressed to the head of the concerned office, bureau, service or uni, to wit:
  - a. **Secondary data and/or information** (statistics, reference materials, etc.) from any of the offices, bureaus, services and units within the Department, as it shall be governed by the Freedom of Information (FOI) Agency Manual. Data requests concerning Pantawid Pamilya Program, Listahanan and other offices shall follow the data sharing protocols set by the said offices;
  - b. **Observations and/or photo/video/audio shoots at DSWD premises**, except those involving DSWD's clients or beneficiaries. If a photo, audio or video of client or beneficiary is essential for the study, researcher shall secure the consent of the Center Head/Client/Beneficiary;
  - c. **Briefing/interview/orientation sessions with key focal persons in the Central Office or Field Office on general information about DSWD programs, policies, and projects.** The Department however, discourages requests for "practice interviews" of DSWD personnel for the sole purpose of student's acquisition of interview skills, in consideration of the valuable time taken away from the personnel when accommodating student researchers;
  - d. Conduct of surveys with DSWD employees about subject matters that do not directly concern the Department or not related to the Department's program operations; and
  - e. **Studies conducted by consultants/researchers commissioned by the OBSUs/Field Offices** for DSWD-initiated research projects. The researchers, however, shall adhere to the policies in undertaking research and evaluation studies as stipulated in the Guidelines for the Conduct of Research and Evaluation in the DSWD (MC No. 09, s. 2019)
2. The Department reserves the right to disapprove research requests that do not follow ethical

standards in research.

3. All documents or other materials of DSWD and its clients, currently in its centers and institution, shall not be brought out of the DSWD premises without prior approval from the Director/Head of Office and respondents. Case files of clients in centers and institutions shall remain confidential
4. The official who approved the research request reserves the right to revoke permission to conduct the research activity at any time and to waive any and all the provisions contained in the guidelines when the best interest of the respondents were compromised and in circumstances where DSWD policies have been violated.
5. In compliance with the Data Privacy Act of 2012 (RA 10173), personal data and other files/documents collected from requesting parties shall be disclosed only to authorized recipients of such data. Should it be required or necessary, the collected information may be shared to third parties within or outside the process owner (PDPB), under the conditions of confidentiality and similar levels of security safeguards.
6. The researchers must observe proper decorum and comply with office policies during the conduct of their activities.
7. For those surveys requiring to get clearance from Philippine Statistical Authority (PSA), the National Statistical Coordination Board (NSCB) Resolution No. 4-88 or the Clearance of Statistical Survey Forms/Questionnaires, and NSCB Memorandum Circular No.4-95 or the Statistical Survey Review Clearance System shall be observed. All surveys and/or censuses sponsored and/or conducted by government agencies including corporations are covered by the system, regardless of funding source or sample size. Surveys/Censuses which are sponsored by private agencies and NGOs are not covered by the review process. However, statistical surveys contracted by government agencies to NGOs and private organizations are covered by the system.
8. All external researchers should observe the “*DSWD Child Protection Policy in the Workplace*” or the Administrative Order No. 7, series of 2015, in conducting research studies within or about the Department and its clients and beneficiaries, particularly Item V(5) which states, “Ensure that children who are under the Department’s programs and services shall not be used as respondents or subjects in research activities unless their participation is the only means to study and understand a phenomenon being researched. Should a child be involved in a research or any form of data gathering, the DSWD shall see to it that utmost care is given to him/her.”
9. Interview with clients/beneficiaries in sensitive situations and other vulnerable persons (e.g. VAWC victims, CICL, victims of human trafficking, victims of child abuse, PL-HIV, etc.) shall only be allowed to external researchers if accompanied by the staff handling the case or trained DSWD personnel dealing with the vulnerable sectors. Further, the researcher shall secure the consent of the Client/Beneficiary. In case of minors, consent shall be provided by the Center Head.
10. Media practitioners/Journalists covering or conducting research on cases involving children shall strictly adhere to the policies set by the DOJ Guide for Media Practitioners on the Reporting and Covering of Cases Involving Children.
11. The DSWD and its personnel shall not be liable in any manner for any claims, damages, injuries, losses, expenses, costs or other liabilities whatsoever resulting or arising directly or indirectly from the conduct of the study.

12. In no instance must the Department or any of its personnel be put in a derogatory situation without giving the Department or its personnel a chance to refute the unfavorable observation.
13. If written documents, audio-visual presentations or oral presentations are produced out of the activity, the author must give attribution and appropriate credit to the DSWD as the source of the data and should be shared with the Department.
14. The researchers shall furnish the approving office (whether Central or Field Office) with a copy of the Final Research Report, digitized copy of research instruments/tools and database, within two (2) months after the conclusion of the research study, as part of their ethical responsibilities to DSWD.
15. With consent from author/s, completed research and evaluation studies may be utilized by the Department through:
  - a. Publication in the Department's SWD Journal
  - b. Dissemination through DSWD-initiated SWD fora and research colloquia
  - c. Application of findings/recommendations in policy and program decisions
  - d. Other knowledge products e.g. training materials/manuals for capacity building, position papers, policy notes, IEC materials, etc
16. An accompanying Standard Operating Procedures shall be developed to outline the details of the process/sub-processes specified in this guideline. Moreover, it shall regularly undergo continual improvement through standardization, streamlining, reengineering, digitization, and automation. The process/policy on the Control of Maintained Documented Information (DSWD-QMS-SOP-007) shall be followed in the revision and registration of SOPs and Forms.

## VII. PENALTY CLAUSE

All media, academe and general public requesting SWD data, statistics and information of the Department as well as DSWD personnel conducting research in DSWD Offices, Centers and Institutions, for the purpose of pursuing higher education shall adhere to this guideline, and uphold ethical standards in the implementation of research activities in DSWD as stipulated in *Section VIII, of MC No. 09, s. 2019 or the DSWD Research and Evaluation Policy*. Any violations shall be sanctioned as deemed appropriate, to wit:

1. Withdrawal of permission and/or immediate termination of data gathering activities (if violation transpired during implementation);
2. Retraction of all primary data collected, disallowing its use by the researcher;
3. Issuance of an Incident Report informing the Department of the College/ University/Organization where the researcher is enrolled or working, of the violations/misconduct committed;
4. Blacklisting of the researcher/s, the concerned Department of the College/ University/Organization:



- a. First Offense – researcher/s shall be blacklisted for 2 years; issuance of warning to the Department of the College/University/Organization;
  - b. Second Offense – researcher shall be blacklisted indefinitely until the Department agreed to lift the sanction imposed; and
  - c. If two or more incidents of violations or misconducts were committed under the same Department of the College/University/Organization, the Department of the College/University/Organization shall also be blacklisted for 2 years.
5. In case of violations of ethical standards or acts of misconduct, the researcher/s shall be notified of the violations committed and the appropriate sanctions to be imposed. The researcher/s may appeal for reconsideration.

### VIII. IMPLEMENTING PROCEDURES

1. All research and SWD data/information requests received by the Policy Development and Planning Bureau (PDPB) / Policy Development and Planning Section (PDPS) – from multiple sources (i.e. walk-in, email, endorsed by other DSWD Offices, Bureaus, Services and Units, automated request ticketing system) – covered by this guideline shall be initially reviewed based on the *Checklist for Reviewing Research and SWD Data Requests (DSWD-PDPB-GF-001)* within two (2) hours upon receipt.
2. Requests that need not go through Research Protocol, may then be endorsed to the concerned OBSUs/Divisions/Sections using the *Endorsement of Research and SWD Data Requests* form (DSWD-PDPB-GF-002).
3. Requests for SWD data/information available shall be facilitated following the policies, processes, timelines, and forms set by the **DSWD Amended Freedom of Information (MC No. 1, s. 2023)** and **Data Privacy (MC No. 11, s. 2023)** Manuals.
4. For requests that will undergo research protocol, the PDPB/FO PDPS shall assist the researchers with the submission of the following requirements:
  - a. **Request Letter.** Letter addressed to the PDPB/Regional Director/PPD Chief signifying intention to conduct data collection activities in the DSWD Offices/Centers and Institutions.
  - b. **Research Request Form (DSWD-PDPB-GF-003).** This includes all the proponents' contact information, the school or organization that the proponent is representing, a brief description of the research study, places to be visited, target respondents and tentative dates of visit, and, if applicable, the student's year level, course, and subject that the research study is required for. The request form includes Terms and Conditions to be signed by the proponent/s, his/her research adviser (professor or direct supervisor), and either the Chairperson of the Department requiring the conduct of the research study or the Head of the organization or Research Ethics Board (if applicable) that is being represented by the proponent.
  - c. **Research Brief (DSWD-PDPB-GF-004).** This contains a brief background of the study, general and specific objectives, methodology, project timetable, expected outputs, and budget (if applicable).

- d. **Research Instruments.** The tools/ questionnaires/ interview guides to be used during the data gathering
  - e. **Informed Consent Forms.** A document that explains the purpose of the study, any risks/benefits associated with the interview sessions, an explanation of how the data will be used, and permission for data recordings. It can be integrated in the research instruments. Specific and declared purposes of processing personal data must also be provided.
  - f. **Accomplished Data Privacy and Consent Form (DSWD-PDPB-GF-014).** Form that signifies the consent given by the researcher to the PDPB for the collection, storage, and sharing of their personal data/information, as well as the submitted files and documents.
5. The above-mentioned required documents must be submitted to the following:
- a. **Policy and Plans Division (PPD) Chief** – For thesis and research studies in the Undergraduate and Graduate Level (Post Baccalaureate Program, Master’s Degree, Doctorate); local and international organizations or research institutions; other government agencies covering one region, at least two (2) weeks before the projected start of the data gathering activity
  - b. **Policy Development and Planning Bureau (PDPB) Director** - For thesis and research studies in the Undergraduate and Graduate Level (Post Baccalaureate Program, Master’s Degree, Doctorate); local and international organizations or research institutions; other government agencies covering multiple regions, at least one (1) month before the projected start of the data gathering activity.
6. For requests with complete documentary requirements, the PDPB/PDPS will work with relevant DSWD OBSUs or FOs and solicit comments on the proposal using the prescribed “*Outline of Memorandum to Concerned OBSUs, and FOs*” (DSWD-PDPB-GF-011). To standardize the review process, the concerned OBSUs and FOs shall provide their inputs using the “*Research Review Checklist for External Research Requests*” (DSWD-PDPB-GF-012). Seven (7) working days will be provided for the aforementioned review.
7. In case of clarifications/concerns on the research request, the PDPB/PDPS shall coordinate with the researcher. Two (2) days will be given to the researchers to officially respond, through a letter, if they will continue or terminate the request. Otherwise, recommendations shall be prepared for endorsement to the PDPB Director/PPD Chief, whichever is applicable, using the *Outline of Recommendation on the Research Request to the PDPB/PPD Chief* (DSWD-PDPB-GF-005) within one (1) day upon receipt of complete and revised/final research tools.
8. The decision regarding the request shall be made and coordinated to the researcher and the concerned OBSUs/Field Offices within two (2) working days upon recommendation to the PDPB Director/PPD Chief. If the recommended approval is unfavorable or to deny,, the researcher will be informed using the prescribed *Letter re: Decision on Request* (DSWD-PDPB-GF-013).

9. The total turnaround time of requests undergoing protocol shall be no more than twelve (12) working days, while those not undergoing protocol shall be facilitated no more than five (5) working days. Note however, that these prescribed timelines may change over time, should there be future innovations (i.e. process streamlining/reengineering, time and motion studies, etc.).
10. For requests that were not recommended for approval, the research proponents may seek advice from the PDPB at the Central Office or from PDPS at the Field Office, whichever is applicable, for reconsideration. Two (2) working days upon receipt of notice of disapproval will be given to the researchers to officially respond, through a letter addressed to PDPB Director (Central Office)/PPD Chief (Field Office), if they will continue or terminate the request. Non-response within the given timeline shall be considered as termination of request.
11. All concerned Offices, Bureaus, Services and Units both at the Central and Field Offices shall report to the PDPB/PDPS through a memorandum, any violation/ misconduct/ethical issues observed or experienced during the data gathering activities. Such reports shall be acted upon by the PDPB/PDPS based on the sanctions enumerated in the policy.
12. Graduate students and researchers from the academe, other government agencies, local and international organizations or research institutions, as well as foreign/international undergraduate researchers shall conduct an exit conference with the approving office or the Field Office where the research request was endorsed to, four (4) weeks after the completion of data-gathering activities. The exit conference may be done virtually, on-site, or within DSWD Field Office, following the *Mechanics for the Conduct of Exit Conference with Concerned DSWD Offices/Bureaus/ Sections/Units and/or Officials (DSWD-PDPB-GF-019)*. The target participants shall be the researcher/s, other DSWD staff involved in the conduct of data-gathering activities and/or respondents. A template for *Follow-Up of Completion Requirements (DSWD-PDPB-GF-015)* shall be used to ensure implementation of the follow-through activities post approval.
13. Those who are unable to conduct an exit conference due to scheduling/logistical/geographical constraints may opt to submit a *Feedback Report (DSWD-PDPB-GF-016)* instead, four (4) weeks after completion of data gathering activities.
14. Local undergraduate students shall only be required to submit the final report/manuscript to the PDPB/PDPS. The PDPB/PDPS/OBSUs may arrange a sharing session with the researchers on studies found to be of significant scientific/social merit, but this shall remain optional.
15. Electronic copies of either preliminary or final research and evaluation report or Manuscript must be submitted to the PDPB/PDPS via email/cloud storage, within two (2) months after the conclusion of the study, for the Department's reference.
16. Researchers who complied with the requirements shall be issued a *Certificate of Completion (DSWD-PDPB-GF-017)* by the approving office. The researchers who have been issued Certificate of Completion maybe invited by the DSWD OBSUs to present and share the results of their studies through various platforms – fora, conferences, journal publications, etc.

17. In case of violations of ethical standards or acts of misconduct, the approving office shall issue a letter of concern to the researcher/s, notifying them of the violations committed and the appropriate sanctions to be imposed using a *Pro-Forma Letter of Concern to the Researcher (DSWD-PDPB-GF-018)* within five (5) working days after the conduct of data gathering.
18. The researcher/s may appeal for reconsideration to the approving office and shall be given ten (10) working days to respond. Failure to respond to the letter of concern within the ten (10) days prescribed period would entail immediate effectivity of the sanctions applied.
19. The researcher/s shall be requested to fill up the online/paper-based (whichever is applicable) *Client Satisfaction Measurement Form (DSWD-QMS-GF-005)* for the purpose of monitoring the implementation of the research protocol. Processing, analysis, and reporting of the accomplished Client Satisfaction Measurement Surveys shall follow the steps and processes stipulated in the *Client Satisfaction Measurement Survey and Continual Improvement System (DSWD-QMS-SOP-001)*.
20. For requests not undergoing research protocol, the CSMF shall be accomplished after the endorsement to concerned OBSUs / provision of requested SWD data and information. Meanwhile, for those undergoing research protocol, it shall be administered after providing the decision regarding the request.
21. The PDPB and PDPS shall maintain a database of the studies conducted by external researchers covered by this guideline using the *Inventory of Research Studies Conducted by External Researchers (DSWD-PDPB-GF-006)*. The Field Offices shall complete the encoding of facilitated studies/research requests on the main inventory/database managed by the PDPB, every 30<sup>th</sup> day of January of the following year.
22. Personal data and other files/documents/information collected from researchers/requesting parties shall be stored in the PDPB/PDPS database for a period of five (5) years, after which steps are taken to permanently and securely delete the said data/files/documents/information in a manner that would prevent further processing, unauthorized access, or disclosure to any party or the public, or prejudice the interests of the data subjects.
23. Any collection, storage, processing, utilization and sharing of data/materials obtained by the PDPB/PDPS from the researchers/requesting parties shall follow the guidelines stipulated in the DSWD Data Privacy Manual (MC No. 11, s. 2023).

## IX. INSTITUTIONAL ARRANGEMENTS

1. **The Policy Development & Planning Bureau** shall take the lead role in the implementation of this guideline at the Central Office and carry out the following tasks:
  - a. Review and assess the research request if the request shall require secondary data or shall undergo the research protocol;
  - b. Provide the needed data/information if the data are available within the PDPB. If not, endorse the request to the concerned OBSUs, Attached Agencies and Field Offices;

- c. For the request that will undergo the research protocol, review and assess the research request in consultation with the concerned OBSUs and Field Offices;
  - d. Prepare the recommendation for the National R&E-TWG or the R&E Advisory Group;
  - e. Coordinate with the researcher in cases where relevant revisions need to be made and/or when the research request has been approved;
  - f. Prepare endorsements on approved research activities to the appropriate Field Office or Office/Bureau/Service/Unit within the Central Office, as well as the Attached Agencies, and coordinate closely with them for updates or feedback;
  - g. Coordinate with the researcher on the approval or disapproval of his/her research study;
  - h. Arrange for an exit conference with the researcher and other involved DSWD staff after the data gathering has been conducted;
  - i. Coordinate with the researcher for the submission of the final research report;
  - j. Issue a Certificate of Completion to researchers who complied with the completion requirements;
  - k. Prepare letters of communication to researchers and/or Departments of the College/University/Organization requiring the conduct of the research study to report any violations or blacklisting;
  - l. Provide necessary technical assistance to the researcher; and
  - m. Prepare a consolidated inventory of research studies conducted by external researchers.
2. **Other Offices/Bureaus/Services/Units** shall partake in the processes identified in this policy, and in particular, it shall:
- a. Forward all research requests received by their office covered by these guidelines to the PDPB;
  - b. Facilitate requests that need not go through these guidelines;
  - c. Assist the PDPB in assessing the research request in terms of feasibility of its conduct in DSWD and ethical standards;
  - d. Submit feedback reports to the PDPB after the conduct of data-gathering activities in their office for the latter's proper monitoring;
  - e. Participate in exit conferences where their office was involved in the conduct of data-gathering activities; and
  - f. If the study is conducted in one (1) Office/Bureau/Service/Unit, arrange for an exit conference with the researcher and other involved DSWD staff after the data gathering has been conducted.
3. **The Field Office - Policy & Plans Division through the Policy Development and Planning Section** shall take the lead role in the implementation of this guideline at the Field Office and shall carry out the following tasks:
- a. Review and assess the research request if the request shall require secondary data or shall undergo the research protocol;
  - b. Provide the needed data/information if the data are available within the PPD. If not, endorse the request to the concerned FO Units, Centers/Institutions;
  - c. For the request that will undergo the research protocol, review and assess the research request in consultation with the FO Units and Centers/Institutions;

- d. Prepare endorsement to Regional R&E - TWG;
- e. Coordinate with the researcher(s) in cases where relevant revisions need to be made;
- f. Prepare the recommendation once the revised documents are submitted for the Regional Director's approval;
- g. Coordinate with the researcher(s) when the request has been approved or disapproved;
- h. Prepare endorsements on approved research activities to the appropriate Centers/Institutions or units within the Field Office and coordinate closely with them for updates and feedback;
- i. Submit feedback reports to the PDPB as the need arises for the latter's proper monitoring;
- j. Participate in the exit conference with the researcher and other involved DSWD staff after the data gathering has been conducted;
- k. Coordinate with the researcher for the submission of the final research report;
- l. Issue a Certificate of Completion to researchers who complied with the completion requirements;
- m. Prepare letters of communication to researchers and/or Departments of the College/University/Organization requiring the conduct of the research study, to report any violations or blacklisting;
- n. Forward a copy of completed research reports to concerned Centers/Institutions for their reference and electronic copies to the Policy Development and Planning Bureau at the Central Office;
- o. May create a mechanism such as Desk and Technical Review Panels under the RD-TWG to strengthen the review of research proposals;
- p. Provide necessary technical assistance to the researcher; and
- q. Prepare an inventory of research studies conducted by external researchers for submission to PDPB.

**4. Sections/units within the Field Office, including Centers and Institutions, shall:**

- a. Forward all research requests received by their office covered by this guideline to the Planning Unit;
- b. Assist the researcher in matters related to the conduct of data-gathering activities with their staff or with their project beneficiary/ies;
- c. Submit feedback reports to the Field Office – PPD-PDPS as the need arises;
- d. Participate in exit conferences where their office was involved in the conduct of data-gathering activities; and
- e. Provide the needed data and inputs to student's research proposals.

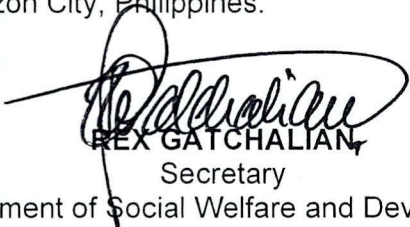
**X. REPEALING CLAUSE**

All previous issuances or provisions contrary to or inconsistent with this Memorandum Circular are hereby repealed, modified, or amended accordingly, including but not necessarily limited to the Memorandum Circular No. 10, s. 2019. Other provisions of MC No. 10, s. 2019 not affected shall remain valid and effective.

**XI. EFFECTIVITY CLAUSE**

This Memorandum Circular shall take effect fifteen (15) days after its publication.

Issued this \_\_\_\_\_ of \_\_\_\_\_, 2024 in Quezon City, Philippines.

  
**REX GATCHALIAN**  
 Secretary  
 Department of Social Welfare and Development  
 25 JUN 2024

Certified True Copy

  
**WILLIAM V. GARCIA, JR.**  
 OIC-Division Chief  
 Records and Archives Mgt. Division

12 JUL 2024

**Attachments: SOP and Prescribed Forms**

- |                          |   |
|--------------------------|---|
| <b>DSWD-PDPB-GF-001</b>  | Checklist for Reviewing Research and SWD Data Requests  |
| <b>DSWD-PDPB-GF-002</b>  | Endorsement of Research and SWD Data Requests   |
| <b>DSWD-PDPB-GF-003</b>  | Research Request Form   |
| <b>DSWD-PDPB-GF-004</b>  | Research Brief  |
| <b>DSWD-PDPB-GF-005</b>  | Outline of Memorandum of Recommendation on the Research   |
| <b>DSWD-PDPB-GF-006</b>  | Inventory of Approved Studies Conducted by External Researches  |
| <b>DSWD-PDPB-GF-011</b>  | Outline of Memorandum to Concerned OBSUs, and FOs   |
| <b>DSWD-PDPB-GF-012</b>  | Research Review Checklist for External Research Requests  |
| <b>DSWD-PDPB-GF-013</b>  | Letter re: Decision on Request  |
| <b>DSWD-PDPB-GF-014</b>  | Accomplished Data Privacy and Consent Form  |
| <b>DSWD-PDPB-GF-015</b>  | Follow-Up of Completion Requirements  |
| <b>DSWD-PDPB-GF-016</b>  | Feedback Report   |
| <b>DSWD-PDPB-GF-017</b>  | Certificate of Completion   |
| <b>DSWD-PDPB-GF-018</b>  | Pro-Forma Letter of Concern to the Researcher   |
| <b>DSWD-PDPB-GF-019</b>  | Mechanics for the Conduct of Exit Conference with Concerned<br>DSWD Offices/Bureaus/ Sections/Units and/or Officials                  |
| <b>DSWD-QMS-GF-005</b>   | Client Satisfaction Measurement Survey Form   |
| <b>DSWD-PDPB-SOP-001</b> | Approval for the Conduct of Research Study and Acquiring<br>Primary Data from DSWD Officials/Personnel, Beneficiaries, and<br>Clients |



**POLICY DEVELOPMENT AND  
PLANNING BUREAU/ POLICY  
DEVELOPMENT AND PLANNING  
SECTION  
POLICY AND PLANS GROUP/FIELD  
OFFICE**

DSWD-PDPB-GF-001 | REV 02/ \_\_ 2024

**CHECKLIST FOR REVIEWING RESEARCH AND SWD DATA REQUESTS**

**Name of Researcher:** \_\_\_\_\_

**Date and Time Received:** \_\_\_\_\_

**School/Organization:** \_\_\_\_\_

**A. Type of Request: (Please check whatever is applicable)**

**1. Primary Data:**

- 1.1. Key Informant Interview with DSWD Official/s:
  - 1.1  DSWD programs, projects, and policies
  - 1.1  Other social welfare and development (SWD) concerns
  - 1.1  Others: \_\_\_\_\_

- 1.2. Survey with DSWD Staff
- 1.3. Interview with DSWD Clients and Beneficiaries
- 1.4. Photo/Video/Observation of DSWD centers, institutions, offices
- 1.5. Focus Group Discussions
- 1.6. Others: \_\_\_\_\_

**2. Secondary (SWD) Data:**

- 2.1. DSWD Statistics/Reports
- 2.2. DSWD Guidelines and Policies
- 2.3. Others: \_\_\_\_\_

**B. Documentary Requirements**

- Request Letter
- Accomplished DSWD-PDPB-GF-003 (*Research Request Form*)
- Accomplished DSWD-PDPB-GF-004 (*Research Brief*)
- Research Instruments and/or Data Gathering Tools
- Informed Consent Forms
- Accomplished DSWD-PDPB-GF-015 (*Data Privacy and Consent Form*)





Recommendation: *(Please check whatever is applicable)*

- Shall undergo DSWD Research Protocol
    - Complete Requirements
    - Complete Requirements *(Return to Requesting Party for Completion)*
  - For endorsement to other Bureaus/Offices \_\_\_\_\_
  - For endorsement to Field Office \_\_\_\_\_
  - Provide requested data/information (if available in PDPB) \_\_\_\_\_
  - Process under Freedom of Information (FOI) \_\_\_\_\_
  - Other Recommendations: \_\_\_\_\_
- 

\_\_\_\_\_  
Name, Position/Designation and Signature of Assigned Technical Staff



**POLICY DEVELOPMENT AND  
PLANNING BUREAU/ POLICY  
DEVELOPMENT AND PLANNING  
SECTION  
POLICY AND PLANS GROUP/FIELD  
OFFICE**

DSWD-PDPB-GF-002 | REV 02/ \_\_ 2024

**ENDORSEMENT OF RESEARCH AND SWD DATA REQUEST**

Date and Time Received: \_\_\_\_\_

Date and Time Endorsed: \_\_\_\_\_

F O R: \_\_\_\_\_

OFFICE: \_\_\_\_\_

The attached research request has been reviewed by the Policy Development and Planning Bureau (PDPB) / Policy & Plans Division.

As per Memorandum Circular No. 10, series of 2019, the attached request has no need to go through the protocol and may be endorsed to the concerned Office, Bureau, Service or Unit. The researcher particularly requests for the following:

Secondary Data (Statistics, reference materials, etc) except for case files of DSWD clients to be processed under FOI

Observations and/or photo/video shoots at DSWD premises

Conduct of surveys/interviews with DSWD employees about themes that do not concern the Department or not related to the Department's operations

Briefing/Orientation sessions by key focal persons in the Central and Field Offices

Request reviewed by:

\_\_\_\_\_  
Name/Signature of Technical Staff  
Position/Designation





**POLICY DEVELOPMENT AND PLANNING  
BUREAU/ POLICY DEVELOPMENT AND  
PLANNING SECTION  
POLICY AND PLANS GROUP/FIELD OFFICE**  
DSWD-PDPB-GF-003 | REV 02/ \_\_ 2024

**RESEARCH REQUEST FORM**

<b>Full Name (Last, Given, Middle)</b>	<b>Sex</b>	<b>Occupation</b>	<b>School/Organization</b>
<b>Home Address</b>	<b>Telephone/Mobile</b>		<b>Fax</b>
	<b>Email</b>		
<b>Office/School Address</b>	<b>Telephone</b>	<b>Fax</b>	
	<b>If Student:</b>		
	<b>Course and Year Level</b>	<b>Subject and Department Requiring Conduct of Study</b>	

**BACKGROUND OF THE RESEARCH PROJECT**

<b>Title of Research</b>		
<b>Brief Description of the Study</b>		
<b>Target Respondents</b>		
<b>Methods and Instruments of the Research Study</b>		
<b>Place/s to be Visited</b>	<b>Date of Visit</b>	<b>Time of Visit</b>

We have read the **TERMS AND CONDITIONS** printed at the back of this Form as set in Memorandum Circular No. \_\_, series of 2024, and hereby agree and guarantee compliance thereof.

Printed Name and Signature Researcher	Printed Name and Signature Adviser/Supervisor of Researcher
Printed Name and Signature Department Chairperson/Head of Organization/Head of Research Ethics Board	
<input type="checkbox"/> Approved	PDPB Director/PPD Chief
<input type="checkbox"/> Disapproved	



**POLICY DEVELOPMENT AND PLANNING BUREAU**  
**POLICY AND PLANS GROUP**  
DSWD-PDPB-GF-001 | REV 02 / (DATE)

**TERMS AND CONDITIONS**

Hereunder are the terms and conditions to be agreed upon and complied with by external researchers who intend to conduct studies/researches in the DSWD Offices, Centers and Institutions:

- A. Prior to the Conduct of the Study
  1. To submit a formal request to the Director of Policy Development and Planning Bureau at the DSWD Central Office or to the Policy and Plans Chief at the DSWD Field Office;
  2. To fill out the **RESEARCH REQUEST FORM** with these terms and conditions printed at the backside;
  3. To submit a **RESEARCH BRIEF** detailing the background of the study, general and specific objectives, methodology, project time table, expected outputs and budget (if applicable) and;
  4. To submit copies of the **RESEARCH INSTRUMENTS** e.g. survey or interview questionnaires, observation or test guides, etc.

The documents indicated above will be used in the review/assessment of the study and its significance, before it can be recommended for approval by the Director of Policy Development and Planning Bureau using the criteria set.

- B. During the Conduct of the Study using Relevant Data-Gathering Methods/Procedures
  - To uphold ethical standards in research such as respecting the rights of all human participants, and obtaining informed consent/assent as appropriate;
  - To observe proper decorum and comply with the policies of the office, center or institution where the study is being conducted;
  - To ask permission from the head of office, center or institution before reading-through, borrowing or bringing out documents or other materials; and
  - To take full responsibility for any personal or material harm or loss resulting from the conduct of the study while within DSWD premises.

The Policy Development and Planning Bureau Director/Policy and Plans Chief reserves the right to revoke permission to conduct the research study at any time and to waive any or all the provisions set in MC. No. \_\_, S. 2024 when need arises.

- C. After the Conduct of the Study and Upon Completion of its Manuscript
  1. To avert from putting the Department or its personnel in any derogatory situation without affording the chance to refute any unfavorable observation;
  2. To give attribution or appropriate credit to the DSWD as the source of the data if written documents, audio visual or oral presentations are produced;
  3. To participate in an **EXIT CONFERENCE** arranged by DSWD to discuss initial findings from the conduct of data-gathering activities as required; and
  4. To submit the research report (electronic copy) consisting of information on the data generated, data analysis, findings or conclusion and recommendations within one month after the conclusion of the study.

I/We hereby agree to all the aforesaid terms and conditions and guarantee compliance thereof, otherwise, the College/University/Agency/Organization requiring the research project wherein I am/we are connected shall be sanctioned (see MC. No. \_\_, S. 2024, Section \_\_ Item No. \_\_).

\_\_\_\_\_  
Printed Name & Signature of  
Researcher/s

\_\_\_\_\_  
Printed Name & Signature of  
Researcher's Adviser/Supervisor

\_\_\_\_\_  
Printed Name & Signature of Department Chairperson /  
Head of Organization/Head of Research Ethics Board

**RESEARCH BRIEF**

Title/Topic of Research Project	<i>Complete title /topic of the research study</i>
Proponent/s	<i>Names of proponent or collaborators and the agency/agencies they belong to</i>
Background of the Study	<i>Provide a brief background description, with emphasis on the need and justification for the conduct of the study</i>
Sector/s or Groups Covered by the Research	<i>Family, PWD, Women, Community, Senior Citizens, Indigenous Peoples, etc.</i>
General Objective/s	<i>State the Main objective of the study</i>
Specific Objectives	<i>State the specific objectives of the study</i>
Methodology	<i>Describe the sampling and recruitment method, sample size, research design and target respondents</i>
Data/Materials to be Requested from DSWD	<i>e.g. IEC or Briefing Materials, Official Documents, Research Studies, Beneficiary/Clientele Data, Interviews/Survey, etc.</i>
Target Areas/Sites	<i>Specify cities/municipalities/barangays covered by the study</i>
Ethical Considerations/Guidelines Employed	<i>Explain how researchers ensure the observance of ethical standards/principles throughout the conduct of their research in the Department</i>
Adherence to the Data Privacy Act of 2012	<i>Include the observance of data privacy principles on the retention and disposal of personal data. This ensures that the researcher monitors and safeguards personal information throughout the data lifecycle.</i>
Project Timeline (Researchers may use a Gantt Chart to show project timeline)	<i>Show timeline of data gathering activities to reporting</i>
Budget & Fund Source (if applicable)	<i>Specify total amount or budget for the conduct of the study and fund source (applicable to external researchers from other Organizations/Agencies/Institutions</i>

DRN: INSERT DRN NUMBER

**MEMORANDUM**

**FOR/TO** : **[TITLE, NAME]**  
[Position/Designation, OBS/ FO]

**FROM** : **THE [POSITION/DESIGNATION]**  
[OBS/ FO, if applicable]

**SUBJECT** : **INSERT SUBJECT HERE** (caps lock, bold, justify)

**DATE** : **[ XX XXX XXXX ]** (caps lock, bold, DAY MON YEAR)

We are respectfully transmitting herewith for the PDPB Director/PPD Chief's approval the attached research proposal of (NAME OF RESEARCHER) requesting authorization to conduct data gathering activities at (NAME OF DSWD OFFICE/CENTER) via (METHODOLOGY) of/among (TARGET RESPONDENTS).

The PDPB-RED /PDPS has reviewed the said proposal and found it complying with the requirements set by Memorandum Circular (MC) No. \_\_ (Series of 2024) and DSWD-PDPB-SOP-001.

Hereunder are the relevant information and recommendation on the said request for the PDPB/Regional Director's reference:

<b>Proponent/s</b>	Name
<b>Institution</b>	School/Organization
<b>Title of the Study</b>	Title
<b>General and Specific Objectives</b>	Research Objectives
<b>Methodology</b>	Data Collection Methods
<b>Data/Materials to be Requested from DSWD</b>	Specify request from DSWD
<b>Target Respondents</b>	Specify target respondents

<b>Target Areas/Sites</b>	Specify Target DSWD Office/Centers/Institutions
---------------------------	---

**Recommendation:**

(Key Questions)

What is the study’s relevance to the DSWD and how will it benefit the Department?

Do the benefits outweigh the risks?

Are there possible ethical issues that need to be carefully considered? How can we ensure that these ethical issues are handled properly?

This study presents a well-developed research plan and addresses a critical issue, and thus, is recommended for **approval**. Approving this study will not only enhance our understanding of **topic** but also provide valuable recommendations for **positive outcome**.

**[NAME AND SIGNATURE OF DIVISION/SECTION CHIEF/OFFICER-IN-CHARGE]**

DC/TS/XXX




Approved

Disapproved

**[NAME AND SIGNATURE OF PDPB DIRECTOR/PPD CHIEF]**

**INVENTORY OF APPROVED STUDIES CONDUCTED BY EXTERNAL RESEARCHERS**

Field Office: \_\_\_\_\_

Year: \_\_\_\_\_

NO.	TITLE OF RESEARCH/ STUDY	STATUS	TYPE OF RESEARCHER	OBJECTIVE	PROPONENTS	SCHOOL / ORGANIZATION	COURSE	SECTOR	PLACE OF RESEARCH/ EVALUATION STUDY	DATE OF APPROVAL	DATES OF DATA GATHERING ACTIVITIES	EXPECTED DATE OF COMPLETION	FOR COMPLETED RESEARCHES AND STUDIES			REMARKS
													SUMMARY OF SIGNIFICANT FINDINGS / RESULTS	RECOMMENDATIONS	DATE OF COMPLETION	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
1																
2																
3																
4																
5																
6																
7																
8																
9																
10																

Prepared by: \_\_\_\_\_

Noted by: \_\_\_\_\_

\_\_\_\_\_  
Name and signature of Focal Staff

\_\_\_\_\_  
Designation

\_\_\_\_\_  
Name and Signature of Regional Director

\_\_\_\_\_  
Date

**INSTRUCTIONS:**

1. Use the Excel file of the research inventory for easy collation of inventories.
  2. Each cell of the inventory has instructions when you click on the cell you want to fill out.
- Field Office: Choose from the list.  
Year: Choose from the list.
- Column 1 - TITLE OF RESEARCH/EVALUATION STUDY: Input the title of the research/evaluation study.  
Column 2 - STATUS: Choose from the list whether the research/evaluation study is approved and undertaken or already completed.  
Column 3 - TYPE: Choose from the list the type of the researcher  
Column 4 - OBJECTIVES: Input the general objective of the research/evaluation study.  
Column 5 - PROPONENTS: Input the names of the proponents of the research/evaluation study.  
Column 6 - SCHOOL / ORGANIZATION: Input the school/organization of the proponents of the research/evaluation study.  
Column 7 - COURSE: If student input the course.  
Column 8 - SECTOR: Choose from the list the focused sector of the research/evaluation study.  
Column 9 - PLACE OF RESEARCH/EVALUATION STUDY: Input specific place where the research/evaluation study will be/was conducted.  
Column 10 - DATE OF APPROVAL ON RESEARCH/EVALUATION STUDY: Input date of the approval of the research/evaluation study. Follow the format: mm/dd/yyyy  
Column 11 - DATES OF DATA GATHERING ACTIVITIES: Input dates of data gathering of the research/evaluation study. Follow the format: mm/dd/yyyy  
Column 12 - EXPECTED DATE OF COMPLETION: Input date of expected completion of the research/evaluation study. Follow the format: mm/dd/yyyy  
Column 13 - SUMMARY OF SIGNIFICANT FINDINGS / RESULTS: Input summary of significant findings and results of the research/evaluation study.  
Column 14 - RECOMMENDATIONS: Input recommendations of the research/evaluation study.  
Column 15 - DATE OF COMPLETION: Input date of completion of the research/evaluation study. Follow the format: mm/dd/yyyy  
Column 16 - REMARKS: Input remarks or other notes.







**POLICY DEVELOPMENT AND  
PLANNING BUREAU/ POLICY  
DEVELOPMENT AND PLANNING  
SECTION  
POLICY AND PLANS GROUP/FIELD  
OFFICE**

DSWD-PDPB-GF-011 | REV 01 / \_\_2024

DRN: INSERT DRN NUMBER

**MEMORANDUM**

**FOR/TO** : [TITLE, NAME]  
[Position/Designation, OBS/ FO]

**FROM** : THE [POSITION/DESIGNATION]  
[OBS/ FO, if applicable]

**SUBJECT** : **REQUEST FOR COMMENTS AND RECOMMENDATIONS  
ON THE STUDY ENTITLED, “\_\_(TITLE OF STUDY)\_\_”** (caps  
lock, bold, justify)

**DATE** : [ XX XXX XXXX ] (caps lock, bold, DAY MON YEAR)

This has reference to the research request from (NAME OF RESEARCHER) who is requesting for the conduct of data gathering at (NAME OF DSWD OFFICE) via (METHODOLOGY) of/among (TARGET RESPONDENTS).

Upon initial review of the request and instruments to be used by the researcher/s in the study, it was confirmed that the request should undergo the approval process set by the *Memorandum Circular No. \_\_ series of 2024 or the Protocol for the Conduct of Research Studies in DSWD Offices, Centers, and Institutions, Amending Memorandum Circular No. 10, s. 2019.*

In preparation for the final endorsement of the attached research request (*accomplished research brief, research request form, and tools*), we kindly request your feedback and recommendations. To facilitate your review, please find enclosed the *Research Review Checklist for External Research Requests (DSWD-PDPB-GF-012)*.

We hope to receive the accomplished *Research Review Checklist* **on or before (DUE DATE – WITHIN SIX WORKING DAYS FROM DATE OF MEMO)**. You may email your response to (DIVISION/SECTION EMAIL). Should there be no comments received on the said deadline, the BUREAU/DIVISION will presume that the (NAME OF OBSU/ODSU) **concur with the research request.**



For further clarifications, please coordinate with (NAME OF ASSIGNED STAFF) of (PDPB/PDPS) through email at (EMAIL OF STAFF) or directly contact the researcher at (CONTACT DETAILS OF THE RESEARCHER/S).

Thank you.

**[PDPB DIRECTOR/PPD CHIEF]**

**DC/TS/###**



**POLICY DEVELOPMENT AND  
PLANNING BUREAU/ POLICY  
DEVELOPMENT AND PLANNING  
SECTION  
POLICY AND PLANS GROUP/FIELD  
OFFICE**

DSWD-PDPB-GF-012 | REV 01/ \_\_2024

**RESEARCH REVIEW CHECKLIST FOR EXTERNAL RESEARCH REQUESTS**

**A. Research Standards (per the “DSWD Research and Evaluation Policy”, MC No. 9, Section VI, Item 3).** Kindly mark (X) on whether or not the proposal/study adheres to our guiding principles and standards.

STANDARD	DESCRIPTION	YES	NO	REMARKS
Relevance	Denotes direct significance to SWD and the issues that surrounds the sector as well as having concrete linkages to the key indicators in the Department’s results framework.			
Timeliness	Intends to respond to a pressing issue or concern; needed to aid in decision-making as well as in developing interventions address a critical or immediate problem or issue.			
Feasibility	Presents a clearly testable and workable research design that is outcome-oriented.			
Acceptability	Firmly grounded on cultural sensitivity and aligned with the basic ethical principles of autonomy, beneficence, and justice; ensures gender responsiveness and sensitivity; do not inflict harm and pose			



STANDARD	DESCRIPTION	YES	NO	REMARKS
	other risks to people and environment.			

**B. Inputs on the Proposal/Study (OPTIONAL)**

Objectives	
Methodology (i.e. Research Design, Sampling, etc.)	
Survey Tool/Questionnaire	
Analysis	
Others (please specify):	

**C. Adherence to the Guiding Principles and Standards of Research & Evaluation (per the “DSWD Research and Evaluation Policy”, MC No. 9, s. 2019, Section VIII-A).** Kindly mark (X) on whether or not the proposal/study adheres to our guiding principles and standards.

Guiding Principles and Standards	YES	NO	REMARKS
The researchers ensure clear communication of the purpose			

Guiding Principles and Standards	YES	NO	REMARKS
of the study to all persons involved			
The researchers shall provide the DSWD an opportunity to validate and gain knowledge from the results of the study			
The researchers maintain integrity and quality of the study design, framework, and methodology			
The researchers employ appropriate study techniques to ensure accurate analysis			

**Recommendation: *(Please check whatever is applicable)***

- For approval
- For enhancement
- For disapproval

Other Recommendations/Remarks:

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\_\_\_\_\_  
Name, Position/Designation and Signature of Reviewer

Date and Time Submitted: \_\_\_\_\_

DRN: INSERT DRN NUMBER

DATE

**NAME OF RESEARCHER**  
**CONTACT INFORMATION**

Dear **Mr./Ms.** \_\_\_\_\_:

This is relative to your research request to conduct (METHODOLOGY) with (TARGET RESPONDENTS), relative to your research entitled, "TITLE OF RESEARCH". Please be informed that the Policy Development and Planning Bureau/Section (PDPB/S), in coordination with other concerned offices/units, has reviewed the research request and hereby approves the request / regrets to inform you that the request was disapproved based on standards set by the *Memorandum Circular No. \_\_\_ series of 2024 or the Protocol for the Conduct of Research Studies in DSWD Offices, Centers, and Institutions, Amending Memorandum Circular No. 10, s. 2019.*

[IF APPROVED]

Please be reminded of the Terms and Conditions indicated in the 2<sup>nd</sup> page of the Research Request Form (see attached) that need to be complied with during and after the conduct of data gathering activities.

In view of this, the request has been forwarded to the following office/s where you may directly coordinate regarding your data gathering arrangements:

OFFICE	EMAIL ADDRESSES	CONTACT NUMBERS

[IF DISAPPROVED]

The reasons for disapproval are as follows, and may be revisited for consideration of the researcher, if the request will be pursued:

(LIST OF COMMENTS/INPUTS)

We shall wait for your decision to pursue or terminate within two (2) days. Should you decide to pursue the request, kindly submit the revised proposal and/or instruments based on the inputs from the DSWD. Meanwhile, non-response to this letter within the set timeline shall be taken as **termination** of the request.

Lastly, we would like to gather your feedback on how PDPB, through our staff – NAME OF STAFF, facilitated/reviewed/approved/endorsed your research request to help improve our service delivery. Kindly accomplish the **Client Satisfaction Measurement Survey** accessible through this link: (LINK OF ONLINE CSMS) / as attached.

Thank you.

Very truly yours,

**PDPB DIRECTOR/PPD CHIEF**

Attachments:

1. Approved DSWD-PDPB-GF-003 (Research Request Form)
2. Endorsement Memorandum

CF: [CONCERNED OFFICES]

DC/TS/###

## DATA PRIVACY NOTICE AND CONSENT

### A. Statement of Privacy Policy

In compliance with the Data Privacy Act of 2012 (RA 10173), the Department of Social Welfare and Development (DSWD) commits to execute reasonable and appropriate security measures for the protection of personal data under its control and custody. The Department collects, stores, and processes for the purposes of recording, assessing, and monitoring requests for the conduct of research activities in DSWD Offices, Centers, and Institutions.

The following information shall be collected from the requesting party:

1. Contact information such as name, occupation, school/organization, home and school/organization address, home/mobile number, and other details
2. Names and signatures of the requesting party, supervisors/advisers and department heads
3. Files such as research proposals, instruments/tools, forms etc. (as deemed necessary)

### B. Information Sharing and Security

Personal data and other files/documents collected from requesting parties shall be disclosed only to authorized recipients of such data. Should it be required or necessary, the collected information may be shared to third parties within or outside the process owner (PDPB), under the conditions of confidentiality and similar levels of security safeguards.

### C. Retention of Information

To ensure data security and comply with regulations, personal information and files collected will be stored in the process owner's secure database with restricted access for five (5) years. After this period, digital data will be either securely overwritten/erased using industry-standard methods or de-identified (removing personal identifiers). Physical documents will be shredded following the records management process outlined in RA 9470 (National Archives of the Philippines Act of 2007).

### D. Rights and Consent

With the assurance that the DSWD is observing strict compliance to the Data Privacy Act of 2012 (RA 10173), the undersigned consents to the following:

1. Collection, processing, storage and sharing of my personal information contained in this form, as well as the files/documents submitted in line with the request for permission to conduct research activities in DSWD Offices, Centers and Institutions
2. Sharing of personal data and other files/documents third parties within or outside the process owner (PDPB) for the purpose of enabling the office/s to assess my request, under the conditions of confidentiality and similar levels of security safeguards
3. Exercising my right to be informed, access, rectify, suspend/withdraw my personal data and other files/documents held by the DSWD

\_\_\_\_\_  
Printed Name and Signature of  
the Researcher



DRN: INSERT DRN NUMBER

DATE

**NAME OF RESEARCHER**  
CONTACT INFORMATION

**SUBJECT: Follow-Up on the Post-Data Gathering Requirements**

Dear **Mr./Ms.** \_\_\_\_\_:

We are writing to follow up on the results of the data gathering activities you/your group conducted at/with (location/office), in connection with your research project entitled, ("title of research study"), which was approved by the Policy Development and Planning Bureau/Policy Development and Planning Section last (date of approval).

As stated in DSWD's Memorandum Circular No. 10, Series of 2019, students and other external researchers who conducted studies in our offices, centers and institutions must hold an **exit conference** with the respondents/concerned staff from DSWD. Furthermore, researchers must submit to DSWD, electronic copies of the Research Report/Manuscript via email/cloud storage, within one (1) month after completion of the study.

In case you/your team cannot conduct an exit conference at the DSWD due to logistical and scheduling issues, you/your team may opt to submit a Feedback Report in lieu of the exit conference. The Feedback Report consists of the following information:

- Data gathering activities conducted
- Summary of Findings
- Recommendations

Non-conduct of an exit conference or non-submission of a feedback/research report may be construed as a violation of the universal ethical principle of *transparency* which the Department strictly observes (see Section VIII-A.2 of the DSWD Memorandum Circular No. 9, Series of 2019). Any violations on the Department's ethical standards could be sanctioned as deemed appropriate.

With this, kindly submit the Research/Feedback Report to the DSWD Field Office/Central Office at (INSERT EMAIL ADDRESS). To arrange an exit conference and for other queries, please contact our research focal, Mr./Ms. \_\_\_\_\_ at (EMAIL ADDRESS AND OFFICE LANDLINE).

You/your team's prompt action on the matter will be most appreciated.

Very truly yours,

**PDPB DIRECTOR/PPD CHIEF**

**DC/TS/###**

<b>FEEDBACK REPORT</b>
------------------------

Schedule of Data Gathering	<i>Actual period of data gathering</i>
Location	<i>Location/Areas covered</i>
Assistance Provided by the Office/ Bureau/ Service/ Unit/ Center	<i>How the assigned DSWD Office assisted the researcher (i.e. provided list of beneficiaries/respondents, accompanied the researcher in the target areas/locations, introduced contact persons, provided reference materials etc.)</i>
Initial Findings	<i>General observations / initial findings based on the gathered data</i>
Issues and Challenges Encountered During Data Gathering (if any)	<i>Issues/Concerns encountered during the data gathering (i.e. incomplete data, low respondent turnout, etc.) and how resolved</i>
Recommendations to the DSWD	<i>Recommendations/Suggestions based on the initial findings</i>

DRN: INSERT DRN NUMBER

## CERTIFICATE OF COMPLETION

This is to certify that (NAME OF RESEARCHER) has officially completed the data gathering activities in DSWD, for his/her/their research entitled, (TITLE OF RESEARCH).

(NAME OF RESEARCHER) has been cleared of the following requirements set by Memorandum Circular No. \_\_, Series of 2024:

- ✓ Exit Conference / Feedback Report
- ✓ Final Report/Manuscript

Given this (DAY) day of (MONTH) in (YEAR) at (OFFICE).

(signature)

**PDPB DIRECTOR / PPD CHIEF**

DRN: INSERT DRN NUMBER

DATE

**NAME OF RESEARCHER**  
**CONTACT INFORMATION**

**SUBJECT: Letter of Concern Regarding the Conduct of Data Gathering in  
DSWD**

Dear **Mr./Ms.** \_\_\_\_\_:

We are writing to you in connection with the implementation of the Department's policy on the conduct of research and Studies in the Department, which was issued in 2019.

It has been emphasized in Section IX of our policy that *"All media, academe and general public requesting SWD data, statistics and information of the Department as well as DSWD personnel conducting research in DSWD Offices, Centers and Institutions, for the purpose of pursuing higher education shall adhere to this guideline, and uphold ethical standards in the implementation of research activities in DSWD as stipulated in Section VIII, of MC No. 09, s. 2019 or the DSWD Research and Evaluation Policy. Any violations shall be sanctioned as deemed appropriate"*.

Last date/time of data gathering, you/your group, were granted consent to conduct your research at DSWD (indicate the Center/Institution/Office). However, it has come to our attention that (indicate offense/misconduct).

Hence, we regret to inform you that the said violations would entail (specify sanction imposed). Unless a response or formal appeal for reconsideration is sent to us within ten (10) days upon receipt of this letter, these sanctions shall take effect immediately.

Thank you.

Very truly yours,

**PDPB DIRECTOR/PPD CHIEF**

DC/TS/###

## MECHANICS FOR THE CONDUCT OF EXIT CONFERENCE WITH CONCERNED DSWD OFFICES/BUREAUS/SECTIONS/UNITS AND/OR OFFICIALS

This document outlines the recommended procedures for conducting a successful exit conference with management following a data gathering activity. It details the essential steps involved, from pre-meeting preparation to post-meeting follow-up, to ensure a clear and productive exchange of information.

### A. Pre-Meeting Preparation

#### 1. **Presentation:**

- **Review Initial Data:** Thoroughly analyze the collected data to identify recurring themes, trends, and unexpected insights. Distill the data into key findings that are concise, impactful, and relevant to management's decision-making needs.
- **Prepare Presentation:** Create a clear and concise presentation outlining the data, findings, and implications. Use visuals like charts and graphs to enhance understanding. Focus on clarity and conciseness, avoiding overwhelming the audience with excessive details.
- **Develop Recommendations:** Formulate some initial high-level recommendations based on the findings (more detailed recommendations can come in a follow-up report).

#### 2. **Scheduling and Invitation:**

- **Schedule Meeting:** Coordinate with DSWD focals/staff to identify a mutually convenient time for the exit conference. Consider the availability of key personnel/officials who would benefit from the findings.
- **Invite Participants:** In collaboration with DSWD focals/staff, identify relevant management personnel who should be invited to the exit conference. Focus on inviting individuals who can gain valuable insights from the research findings and contribute meaningfully to the discussion and decision-making process based on the presented information.

### B. Exit Conference Proper

#### 1. **Introduction (5 minutes):**

- **Welcome and Introductions:** Briefly greet participants and introduce yourself and any team members present.
- **Data Gathering Activity Recap:** Provide a concise overview of the data gathering activity, including its purpose, methodology, location/offices visited and respondents.

- **Meeting Agenda:** Outline the key topics to be covered during the exit conference, including data presentation, discussion, and next steps.

## 2. Data Presentation and Discussion (30-40 minutes):

- **High-Level Data Overview:** Present a summary of the collected data, focusing on key demographics or sample characteristics (if applicable).
- **Key Findings:** Present the most significant findings from your analysis in a clear and concise manner. Use visuals like charts, graphs, or tables to enhance understanding.
- **Encourage Questions and Discussion:** Create an open and interactive environment where participants can ask questions and share their initial reactions to the findings.
- **Implications of Findings:** Facilitate a discussion on the practical implications of your findings. How does the data inform DSWD's work and future decisions?

## 3. Next Steps and Recommendations (10-15 minutes):

- **Key Takeaways:** Briefly summarize the key points discussed during the data presentation and discussion.
- **High-Level Recommendations:** Present some initial, high-level recommendations based on your findings. These recommendations can be further elaborated on in a follow-up report.
- **Detailed Report and Timeline (Optional):** If applicable, discuss the timeline for a more detailed report with comprehensive analysis and recommendations.
- **Additional Data Needs (Optional):** If further data collection is necessary, discuss the rationale and next steps for gathering it.

## 4. Closing (5 minutes):

- **Thank You:** Express your appreciation to the participants for their time and valuable input.
- **Next Steps:** Briefly mention any immediate follow-up actions, such as submission of final report, and other relevant activities

## C. Post-Exit Conference

1. **Dissemination of Meeting Summary and/or Presentation:** Following the exit conference, researchers should distribute a concise meeting summary document (if applicable) and/or the presentation materials to all participants.
2. **Final Report:** Researchers are responsible for providing an electronic copy to the Policy Development and Planning Bureau/Section.
3. **Follow-Up:** Researchers should maintain open communication channels and be readily available to address any follow-up questions or concerns that management may have after the exit conference.



# CLIENT SATISFACTION MEASUREMENT FORM

DSWD-QMS-GF-005 | REV 05 | 05 OCT 2023

Name of Office/Bureau/Service/Field Office - Division/Unit

### CERTIFICATE OF INFORMED CONSENT

I voluntarily give my consent for the use of my personal information. I confirm that I have read the provided information, or it has been read to me. I have had the opportunity to ask questions about it, and any inquiries I made were answered to my satisfaction. I understand that any information collected will be utilized solely to enhance the basic social services provided by DSWD.

(Client's Signature or Thumb Mark)

Date of Transaction (dd/mm/yyyy)	Name of Client (First,MI,Last)	Age
<b>SSex</b> <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Prefer not to say	<b>Client Type</b> <input type="checkbox"/> Citizen (General Public) <input type="checkbox"/> Business (Private Organization) <input type="checkbox"/> Government (Employee or another agency) <input type="checkbox"/> Others: _____	<b>Sector</b> <input type="checkbox"/> Person with Disability <input type="checkbox"/> Senior Citizen <input type="checkbox"/> Indigenous People <input type="checkbox"/> Solo Parent <input type="checkbox"/> Children and Youth <input type="checkbox"/> Women <input type="checkbox"/> Others: _____
Contact Number/Email Address	Address (Barangay,Municipality,Province)	Name of Attending Action Officer

Name of Service Availed:

INSTRUCTION: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

<b>CC1:</b> Which of the following best describes your awareness of a CC? <ul style="list-style-type: none"> <li>1. I know what a CC is and saw this office's CC.</li> <li>2. I know what a CC is but I did NOT see this office's CC.</li> <li>3. I learned of the CC only when I saw this office's CC.</li> <li>4. I do not know what CC is and I did not see one in this office. (Answer N/A in CC2 and CC3)</li> </ul>	<b>CC2:</b> If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was...? <ul style="list-style-type: none"> <li>1. Easy to see</li> <li>2. Somewhat easy to see</li> <li>3. Difficult to see</li> <li>4. Not visible at all</li> <li>5. N/A</li> </ul>	<b>CC3:</b> If aware of CC (answered 1-3 in CC1), how much did the CC help you in your transaction? <ul style="list-style-type: none"> <li>1. Yes, I was able to use the CC</li> <li>2. No, I was not able to use the CC</li> <li>3. Did not help</li> <li>4. N/A</li> </ul>
--	---	---

INSTRUCTION:For Service Quality Dimension (SQD) 0-8, please put a check mark (✓) on the column that best corresponds to your answer.	Strongly Agree (5)	Agree (4)	Neither Agree nor Disagree (3)	Disagree (2)	Strongly Disagree (1)	Not Applicable (N/A)
SQD0. I am satisfied with the service that I availed.						
SQD1. I spent a reasonable amount of time for my transaction.						
SQD2. The office followed the transaction's requirements and steps based on the information provided.						
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4. I easily found information about my transaction from the office or its website.						
SQD5. I paid a reasonable amount of fees for my transaction. (If services was free, mark the 'N/A' column)						
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.						
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

Feedback (Optional): Please provide your commendations, suggestions, or complaints so that we can further improve the delivery of our services to you.

THANK YOU!







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**Approval for the Conduct of Research Study and Acquiring Primary Data from DSWD Officials/Personnel, Beneficiaries, and Clients**

**Document History**

Rev. No.	DRRRF No.	Description of Change	Originator	Date Originated/ Revised
00	DRRRF-2021-241	Initial Release	PDPB	Dec. 16, 2021
01	DRRRF-2022- 763	Revision	PDPB	20 OCT 2022

**REVIEW AND APPROVAL**

	PRINTED NAME	POSITION
PREPARED BY:	RHODORA G. ALDAY	DIRECTOR IV PDPB
REVIEWED BY:	GARY R. POLITICO	Assistant Secretary for PPG
	RODOLFO M. SANTOS, CESO II	DSWD Quality Management Representative
APPROVED BY:	ADONIS P. SULIT	Undersecretary for PPG

**DISTRIBUTION LIST:**

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All Field Offices  
PDPB and PDPS

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**Approval for the Conduct of Research Studies in DSWD Offices, Centers, and Institutions**

**1.0 Purpose:**

1.1. The purpose of this Standard Operating Procedure (SOP) is to outline the Department's "protocol" for the conduct of research studies and obtaining primary data from DSWD Offices, Centers and Institutions, which includes the technical review requirements, submission and approval process for research requests. The SOP details the process from the time of receipt of the application and required documents with the aim to assist researchers in submitting complete and valid applications and ensuring these are processed within the designated turnaround time.

**2.0 Scope:**

- 2.1. This SOP shall apply to the following individual, institutions, and DSWD Offices, Bureaus, Services and Units:
  - 2.1.1. External researchers who intend to conduct research studies related to or involving the Department such as students, academe, other government agencies, local and international organizations or research institutions, and other independent researchers
  - 2.1.2. DSWD personnel conducting research studies in DSWD Offices, Centers and Institutions, for the purpose of pursuing higher academic education
  - 2.1.3. DSWD Offices, Bureaus, Services and Units in the Central and Field Offices that are tasked to facilitate and review requests to conduct research studies and acquire primary data from DSWD Officials/Personnel, Beneficiaries, and Clients
- 2.2. Requests for primary data for academic, policy or program development purposes, shall be part of the scope of this procedure
- 2.3. However, this SOP does not cover the following research study-related activities/requests:
  - 2.3.1. Requests for secondary data (refer to DSWD-PDPB-SOP-002)
  - 2.3.2. Review and approval of in-house, joint, or outsourced researches initiated by the Department (refer to DSWD-PDPB-SOP-003)
  - 2.3.3. Review of DSWD-initiated studies per ethical standards (refer to Memorandum Circular No. 8, Series of 2022)

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**Approval for the Conduct of Research Studies in DSWD Offices, Centers, and Institutions**

**3.0 Associated Reference/s:**

- 3.1. **Republic Act No. 11032** – Ease of Doing Business and Efficient Government Service Delivery Act of 2018
- 3.2. **Memorandum Circular No. 10, Series of 2019** – "Protocol for the Conduct of Research Studies in DSWD Offices, Centers and Institutions, Amending Administrative Order No. 19, s. 2011"
- 3.3. **DSWD Citizens Charter**

**4.0 Definition of Terms:**

TERM	DEFINITION
<b>Primary Data</b>	Refers to data obtained through first hand investigation. These are collected through face-to-face interview, survey questionnaires, focused group discussion, case studies, among others.
<b>Protocol for the Conduct of Research Studies and Obtaining Primary Data from DSWD Offices, Centers and Institutions</b>	Refers to guidelines and procedure adopted by the Department in the review and facilitation of internal and external research requests for primary data. Researches that will undergo protocol will require approval of the PDPB/PPD Chief. Otherwise, they will be endorsed to the concerned DSWD Offices, Bureaus, Sections or Units.
<b>Research Brief</b>	Contains a brief background of the study, general and specific objectives, methodology, project timetable, expected outputs and budget (if applicable).
<b>Research Instruments and/or Data Gathering Tools</b>	Refers to the tools/questionnaires/interview guides to be used during data gathering
<b>Research Request</b>	Refers to requests for the conduct of research-related activities (e.g. data gathering, visits, etc.) in DSWD Offices, Centers and Institutions, with DSWD personnel/officials and clients/beneficiaries.
<b>Research/ Study(ies)</b>	Refers to any original and systematic investigation undertaken in order to increase knowledge and understanding and establish facts and principles. It

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**Approval for the Conduct of Research Studies in DSWD Offices, Centers, and Institutions**

TERM	DEFINITION
	usually consists of information acquired from research investigation backed up by related literature. Recommendations are crafted from a thorough analysis of the obtained data. Researches that aim to assess DSWD's programs, projects, and policies, based on their accomplishments vis-à-vis its design, and is distinctly referred to as an "Evaluation Study".

**5.0 Procedure**

FLOWCHART	PROCEDURE DETAILS	RESPONSIBLE	INTERFACE DOCUMENTS	TURN AROUND TIME (Working Hours/ Days)
<pre> graph TD     START([START]) --&gt; RECEIPT[RECEIPT OF REQUEST LETTER / RESEARCH REQUEST DOCUMENTS]     RECEIPT --&gt; A{{A}}           </pre>	<p>5.1. Receive the request letter addressed to the PDPB/Regional Director and/or the research request documents and ensure the details are encoded in the office's document tracking/ monitoring system</p> <p>5.2. Furnish researcher with a receiving copy of the request letter, along with printed or digital leaflets/IEC materials detailing the process flow and requirements</p> <p>5.3. If request is received through email, reply and acknowledge receipt with attached digital leaflets/IEC materials showing the process flow and requirements</p>	<p>PDPB/PPD/ Office of the Regional Director Administrative or Technical Staff in charge of receiving research request letters/ documents</p>	<p>5.1. Request Letter</p> <p>Encoded information in the office's tracking system for incoming documents</p> <p>5.2. Receiving Copy of Request Letter</p> <p>5.3. Acknowledgment Email</p> <p>Printed or digital leaflets/IEC materials</p>	<p>5.1-5.4 (4 hours)</p>

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**Approval for the Conduct of Research Studies in DSWD Offices, Centers, and Institutions**

FLOWCHART	PROCEDURE DETAILS	RESPONSIBLE	INTERFACE DOCUMENTS	TURN AROUND TIME (Working Hours/ Days)
	5.4. Endorse to the Division Chief (PDPB-RED / PPD) or PDPS Head for assignment and further instructions (if any) to the concerned technical staff		showing process flow and requirement  5.4. Routing Slip (if available)	
	5.5. Review the request and assign to available Technical Staff	Division Chief (DC) / Section Head / Officer-in-Charge	5.5. Request Letter from the Researcher with the DC's Action Slip / Email with instructions to the assigned technical staff	(5.5)  2 hours
	5.6. Review the request as to the following:  5.6.1. Area/region of coverage (refer to MC 10, s. 2019 Section VII Item 4) to ensure that it is sent to the correct office. Otherwise, endorse to the correct office.	PDPB/PDPS Technical Staff	5.6. Endorsed request letter to the correct DSWD Office  Documentary Requirements: a. Request Letter b. DSWD-PDPB-GF	(5.6-5.7)  2 hours

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**Approval for the Conduct of Research Studies in DSWD Offices, Centers, and Institutions**

FLOWCHART	PROCEDURE DETAILS	RESPONSIBLE	INTERFACE DOCUMENTS	TURN AROUND TIME (Working Hours/ Days)
<pre> graph TD     B[B] --&gt; D{TO UNDERGO PROTOCOL?}     D -- YES (see next page) --&gt; C[C]     D -- NO --&gt; E[ENDORSEMENT TO CONCERNED OBSUs]     E --&gt; C           </pre>	<p>5.6.2. Completeness of submitted requirements. If incomplete, assist the researcher in the completion of documentary requirements and provide orientation on the research protocol. Then go back to Step 5.1 and restart count of working hours/ days</p> <p>a. Request Letter b. Accomplished DSWD-PDPB-GF-003 (Research Request Form) c. Accomplished DSWD-PDPB-GF-004 (Research Brief) d. Research Instruments and/or Data Gathering Tools</p> <p>5.7. If the request falls within the scope of the office, assess if it shall undergo the research protocol (i.e., approval of the PDPB/Regional Director) using the Checklist for</p>	<p>PDPB/PDPS Technical Staff</p>	<p>003 (Research Request Form) c. DSWD-PDPB-GF-004 (Research Brief) d. Research Instruments and/or Data Gathering Tools</p> <p>5.7. DSWD-PDPB-GF-001 Checklist for Reviewing Research</p>	

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### Approval for the Conduct of Research Studies in DSWD Offices, Centers, and Institutions

FLOWCHART	PROCEDURE DETAILS	RESPONSIBLE	INTERFACE DOCUMENTS	TURN AROUND TIME (Working Hours/ Days)
	<p><i>Reviewing Research and SWD Data Requests</i></p> <p>5.7.1. For requests that need <b>not go through the protocol</b> (refer to MC No. 10, s. 2019, Section VI, Item No, 1), endorse researcher to the concerned DSWD OBSUs using the <i>Endorsement of Research and SWD Data Request Form</i></p> <p>5.7.1.1. For walk-in requests, give the researcher a copy of the signed <i>Endorsement of Research Request Form</i> and endorse him/her to the concerned OBSUs</p> <p>5.7.1.2. For requests via email, copy furnish the researcher in the forwarded <i>Endorsement of Research Request Form</i> to the concerned OBSUs</p>	<p>Researcher</p> <p>PDPB/PDPS Administrative or Technical Staff</p> <p>PDPB/PDPS Technical Staff</p>	<p><i>Data Requests</i></p> <p>5.7.1.1. DSWD-PDPB-GF-002 (<i>Endorsement of Research Request Form</i>) signed by the technical staff/ Division Chief/ Officer-in-Charge</p> <p>5.7.1.2. Email with the attached DSWD-PDPB-GF-002 (<i>Endorsement of Research Request Form</i>)</p> <p>5.7.1.3. DSWD-QMS-GF-005 <i>Client Satisfaction Measurement Survey Form</i> as issued by the Committee on Anti-Red Tape (CART)</p>	<p>(5.7.1 i.e. requests that will not undergo protocol)</p> <p>4 days</p>

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Signature: \_\_\_\_\_

Date: OCT 24 2022  
Signature: alstf

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**Approval for the Conduct of Research Studies in DSWD Offices, Centers, and Institutions**

FLOWCHART	PROCEDURE DETAILS	RESPONSIBLE	INTERFACE DOCUMENTS	TURN AROUND TIME (Working Hours/ Days)
	<p>5.7.1.3. Request the researcher to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based).</p> <p>For the process on processing, analyzing, and reporting of the <i>Client Satisfaction Measurement Surveys</i>, refer to Step 5.17</p> <p>5.7.2. For requests that need to go through the protocol, proceed to next step (5.8)</p>	<p>Researcher</p> <p>PDPB/PDPS Technical Staff</p>		<p>(CSMS - 15 minutes)</p>
	<p>5.8. For requests with complete documentary requirements, proceed to the review of the research request in consultation with the concerned OBSUs and Field Offices</p>	<p>PDPB/PDPS Technical Staff</p> <p>Concerned DSWD OBSUs &amp; FOs</p>	<p>5.8. DSWD-PDPB-GF-011 <i>Outline of Memorandum to concerned OBSUs, and FOs</i> (request to review proposal and</p>	<p>(5.8) 7 days</p>

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<pre> graph TD     E[E] --&gt; Box[RECEIPT OF COMMENTS/ INPUTS &amp; RECOMMENDATIONS]     Box --&gt; F[F]           </pre>	<p>5.9. Receive the comments/inputs and recommendations from other offices. These shall be the basis for decision to approve/disapprove the request.</p>	<p>PDPB/PDPS Technical Staff</p>	<p>recommend for approval)</p> <p>DSWD-PDPB-GF-012 <i>Research Review Checklist for External Research Requests</i></p> <p>5.9. Accomplished DSWD-PDPB-GF-012 <i>Research Review Checklist for External Research Requests</i></p>	<p>(5.9) 1 day</p>

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FLOWCHART	PROCEDURE DETAILS	RESPONSIBLE	INTERFACE DOCUMENTS	TURN AROUND TIME (Working Hours/ Days)
<pre> graph TD     F{{F}} --&gt; D1{RECOMMEND APPROVAL?}     D1 -- YES --&gt; B1[ENDORSEMENT TO THE PDPB DIRECTOR / PPD CHIEF]     D1 -- NO --&gt; B2[COORDINATION REGARDING DECISION]     B1 --&gt; G{{G}}     B2 --&gt; D2{REQUEST PURSUED?}     D2 -- YES --&gt; B3[BACK TO STEP 5.8]     D2 -- NO --&gt; E([END])     </pre>	<p>To Recommend Approval?</p> <p>5.10. Yes - Prepare recommendation for approval using the <i>Outline Memorandum of Recommendation on the Research Request</i> for review and initial of the Division Chief. This shall include the consolidated recommendations from the concerned OBSUs/FOs</p> <p>5.11. No - Communicate decision to the researcher and inform them of relevant revisions that are needed to be made. Two (2) days will be given to researchers to officially respond, through a letter, if they will continue or terminate their request:</p> <p>5.11.1. If pursuing request, the researcher shall re-submit a revised proposal based on DSWD's comments,</p>	<p>PDPB/PDPS Technical Staff &amp; Division Chief/Section Head/ Officer-in-Charge</p> <p>Researcher</p>	<p>5.10. DSWD-PDPB-GF-005 (<i>Outline Memorandum of Recommendation on the Research Request</i>) with initial of the Division Chief/Section Head/ Officer-in-Charge</p> <p>5.11. DSWD-PDPB-GF-013 (<i>Letter re: Decision on Request</i>)</p> <p>Response from the researcher (i.e. end of request / advice on results of review)</p>	<p>(5.10 or 5.11)</p> <p>1 day</p> <p>(5.11.1)</p> <p>(2 days)</p>

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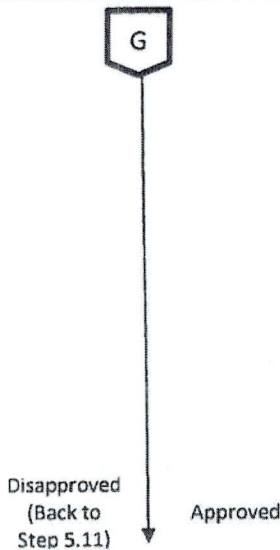
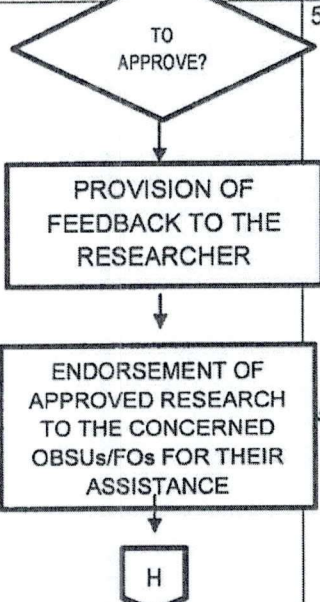
FLOWCHART	PROCEDURE DETAILS	RESPONSIBLE	INTERFACE DOCUMENTS	TURN AROUND TIME (Working Hours/ Days)
<p><b>(APPEAL PROCESS)</b></p> <pre> graph TD     A[RECEIPT OF APPEAL] --&gt; B[ENDORSEMENT OF RECOMMENDATION TO THE PDPB/REGIONAL DIRECTOR]     B --&gt; C[COMMUNICATION OF DECISION TO THE RESEARCHER]     C --&gt; D([END])           </pre>	<p>then go back to step 5.8 and restart count of working hours/ days</p> <p>5.11.2. Otherwise, request the researcher to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based)</p> <p>5.11.3. The researcher may also file a written appeal within ten (10) working days from receipt of the notice.</p> <p>5.11.3.1. Technical Staff to receive the appeal and endorse recommendation with the Division Chief's initials</p>	<p>PDPB/PDPS Technical Staff</p> <p>Researcher</p> <p>Researcher</p> <p>PDPB/PDPS Technical Staff &amp; Division/ Section Head/</p>	<p>5.11.1. Resubmitted Revised Version of the following:</p> <ul style="list-style-type: none"> <li>a. DSWD-PDPB-GF-004 (<i>Research Brief</i>)</li> <li>b. Research Instruments</li> <li>c. DSWD-PDPB-GF-013 (Letter re: Decision on Request)</li> </ul> <p>5.11.2. Client Satisfaction Measurement Survey Form</p> <p>5.11.3.1 Letter of Appeal</p>	<p>(CSMS- 15 minutes)</p> <p>(5.11.3 - 10 days)</p> <p>(5.11.3.1 - 3 days)</p>

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## Approval for the Conduct of Research Studies in DSWD Offices, Centers, and Institutions

FLOWCHART	PROCEDURE DETAILS	RESPONSIBLE	INTERFACE DOCUMENTS	TURN AROUND TIME (Working Hours/Days)
	<p>to PDPB/ Regional Director</p> <p>5.11.3.2. Communicate decision to researcher</p>	<p>PDPB/PDPS Technical Staff</p>	<p>5.11.3.2 Memo with recommendations regarding the appeal</p> <p>5.11.3.3 Official response letter to researcher informing of the decision</p>	<p>(5.11.3.2 -1 day)</p>
	<p>5.12. PDPB Director/ PPD Chief to approve/ disapprove request based on recommendations</p> <p>To Approve?</p> <p>5.13. Yes - Inform researcher and endorse him/her/them to the concerned OBSUs/FOs</p> <p>5.14.1. Coordinate with the concerned office where the research request was endorsed and assist the researcher in matters</p>	<p>PDPB Director/ PPD Chief</p> <p>PDPB/PDPS Technical Staff</p> <p>Researcher</p> <p>PDPB/PDPS Technical Staff</p>	<p>5.13. Final attachments:</p> <p>a. Signed/ Approved DSWD-PDPB-GF-005 (Memorandum of</p>	<p>(5.12-5.13) 2 days</p>

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<pre> graph TD     H[H] --&gt; A[ACCOMPLISHMENT OF THE CLIENT SATISFACTION MEASUREMENT SURVEY]     A --&gt; B[ENCODING IN THE INVENTORY]     B --&gt; C([END])           </pre>	<p>related to conduct of data-gathering activities</p> <p>5.14.2. Request the researcher to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based)</p> <p>5.15. Encode the details of requests that are undergoing the research protocol in <i>Inventory of Studies Conducted by External Researchers</i>, every quarter. Update the details/status as they change or progress:</p>	<p>PDPB/PDPS Administrative or Technical Staff</p> <p>PDPB/PDPS Technical Staff</p>	<p><i>Recommendation on the Research Request</i>)</p> <p>b. Copy of DSWD-PDPB-GF-003 (<i>Research Request Form</i>)</p> <p>c. DSWD-PDPB-GF-004 (<i>Research Brief</i>)</p> <p>d. Research Instruments</p> <p>e. DSWD-PDPB-GF-013 (<i>Letter re: Decision on Research Request</i>)</p> <p>5.14.1. Memo endorsing the researcher to the concerned OBSUs/ FOs</p>	<p>(CSMS - 15 minutes)</p>

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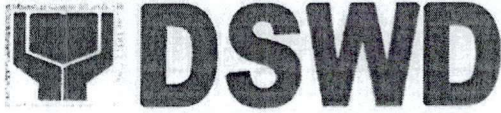
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	<p>5.16. No – Go back to Step 5.11 (Continuation or Termination of Request)</p> <p>5.17. Processing, analysis and reporting of the accomplished client satisfaction measurement surveys follow the steps and processes stipulated in the SOP on the DSWD Client Satisfaction Measurement Survey and Continual Improvement System (DSWD-QMS-SOP-001)</p>	<p>PDPB/PDPS Technical Staff Researcher</p> <p>PDPB/PDPS Technical Staff</p>	<p>5.14.2. DSWD-QMS-GF-005 (Client Satisfaction Measurement Survey Form) DSWD-PDPB-GF-006 (Inventory of Approved Studies Conducted by External Researchers)</p> <p>5.17. Monthly, Quarterly, Semestral and Annual Client Satisfaction Measurement Reports</p>	<p>(5.17)</p> <p>Refer to the timelines set in the DSWD-QMS-SOP-001 DSWD (Client Satisfaction Measurement Survey and Continual Improvement System SOP)</p>

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FLOWCHART	PROCEDURE DETAILS	RESPONSIBLE	INTERFACE DOCUMENTS	TURN AROUND TIME (Working Hours/ Days)
TOTAL TURNAROUND TIME		1. Shall not undergo protocol – 5 working days 2. Shall undergo protocol – 12 working days		

**6.0. Attachments and Forms**

- 6.1. MC No. 10, s. 2019 – "Protocol for the Conduct of Research Studies in DSWD Offices, Centers and Institutions, Amending Administrative Order No. 19, s. 2011" or the DSWD Research Protocol
- 6.2. DSWD-PDPB-GF-001 - Checklist for Reviewing Research and SWD Data Requests
- 6.3. DSWD-PDPB-GF-002 - Endorsement of Research and SWD Data Request
- 6.4. DSWD-PDPB-GF-003 - Research Request Form
- 6.5. DSWD-PDPB-GF-004 - Research Brief
- 6.6. DSWD-PDPB-GF-005 - Outline of Memorandum of Recommendation on the Research Request
- 6.7. DSWD-PDPB-GF-006 - Inventory of Approved Studies Conducted by External Researchers
- 6.8. DSWD-PDPB-GF-011 - Outline of Memorandum to Concerned OBSUs, and FOs
- 6.9. DSWD-PDPB-GF-012 - Research Review Checklist for External Research Requests
- 6.10 DSWD-PDPB-GF-013 - Letter re: Decision on Request
- 6.11. DSWD-QMS-GF-005 - Client Satisfaction Measurement Survey Form
- 6.12. DSWD-QMS-SOP-001 - DSWD Client Satisfaction Measurement Survey and Continual Improvement System Standard Operating Procedure

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