



WAO WATER DISTRICT

HARMONIZED CSM REPORT 2023 (3rd Edition)



WAO WATER DISTRICT

Republic of the Philippines
Province of Lanao del Sur
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I. OVERVIEW

Pursuant to ARTA M.C. No. 2019-002-A, which states regarding the guidelines on the implementation of the Citizen's Charter in compliance with Republic Act 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018", and its Implementing Rules and Regulations (IRR), we can see in section 6.7 (Establishing a Client Satisfaction Measurement) that all government agencies shall embed a client satisfaction measurement in their government service improvement efforts. It was cited that the said measurement shall assess the overall satisfaction and perception of applicants or requesting parties on the government services accessed. It was also mentioned that government agencies may set-up their own client satisfaction measurement to enable them to adopt a measure that fits the nature of the government services offered by the agency.

The Wao Water District believes that the said Client Satisfaction Measurement will be able to obtain feedback on how government agencies follow their Citizen's Charter. The Citizen's Charter states the procedures for availing frontline services, documents to be submitted, fees to be paid, time to finish the transaction and where to file complaints or comments. The Client Satisfaction Measurement Report (CSMR) also checks if agencies comply with ARTA provisions which include the observance of the No Noon-break Policy, no fixing activities, wearing of easy-to-read IDs or nameplates by frontline service providers, and presence of public assistance and complaints desk. Feedback on customer satisfaction is also obtained through the CSMR.



II. SCOPE

The Wao Water District (WWD), as a government entity, must uphold to its vision, mission, and mandate which is to provide quality service to our concessionaires. Being an agency with the vision *to be the finest and proficient Water District, extending excellent services, with quality water at a reasonable cost, addressing the emergent need of the concessionaires, employees and the community, and providing water resource sustainability*, ensuring client satisfaction is an essential part of our process.

In order to monitor and ensure improvement in delivering the service to our concessionaires, WWD has established a Feedback and Complaints Mechanism pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007. Customer feedback forms are made available at our office where clients can freely provide their grievances, comments, suggestions and other insights.

WWD conducted surveys throughout the year from January 2023 to December 2023. WWD surveyed every client that visited the office as well as those that contacted WWD through the FB page messenger or the official e-mail of WWD.

The survey used the standard harmonized CSM questionnaire. It asked clients' demographical questions, three (3) Citizen's Charter questions, and eight (8) questions related to the following Service Quality Dimensions:

1. Responsiveness
2. Reliability
3. Access and Facilities
4. Communication
5. Costs
6. Integrity
7. Assurance
8. Outcome



The services WWD surveyed are the following:

External Services	Responses	Total Transactions
Application for New Water Service Connection	10	10
Reconnection of Disconnected Water Service Connection	21	21
Request for Change of Name/ Ownership	1	1
Request for Replacement of Ballvalve and of Defective Water Meter	69	69
Request for Temporary/ Voluntary Disconnection of Water Service Connection	8	8
Request for Water Meter Transfer	11	11
Verification of Accounts	9	9
Water Meter Calibration/ Meter Testing	1	1
Payment of Water Bills	7	7
Internal Services	Responses	Total Transactions
Application for Leave	139	139
Communication management (Incoming)	40	40
Communication Management (Outgoing)	20	20
Issuance of Certified Copies of Documents (Appointment Papers, Service Cards, Certificate of Employment, WD Records and Issuances/ Resolutions)	8	8
Learning and Development (Human Resource)	10	10
Procurement of Goods and Services	70	70
Request and Preparation of Travel Authority	318	318
TOTAL	742	742

In aggregate, 742 people were able to answer the survey, among a population of 742. This resulted in a 100% response rate for 2023.

On the other hand, the service below had no clients in CY 2023 or the possible clients were not able to answer the survey form.

Request for Change of Classification	0	0
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III. METHODOLOGY

The Wao Water District values customer feedbacks-- comments, suggestions, and complaints are all greatly welcomed. Clients can get our Customer Feedback Form (refer to Annex A) in our office where they can freely express their satisfaction or dissatisfaction with our service. The agency, which has been accepting feedbacks even from prior years, has significantly developed our feedback and complaints mechanism beginning 2018.

So, for physical clients, surveys were handed out and collected by WWD personnel immediately at the end of the transaction. Surveys and survey boxes were also available near the PACD Officer's table.

The eight (8) SQD questions were scored using a 5-point Likert Scale. The simple average of the questions was used to get the Overall score.

Scale	Rating
5	Strongly Agree
4	Agree
3	Neither Agree nor Disagree
2	Disagree
1	Strongly Disagree

The interpretation of the results are as follows:

Scale	Average	Rating
1	1.00-1.49	Very Unsatisfied
2	1.50-2.49	Unsatisfied
3	2.50-3.49	Neither Unsatisfied nor Satisfied
4	3.50-4.49	Satisfied
5	4.50-5.00	Very Satisfied



IV. RESULTS OF THE HARMONIZED CSM FOR FY 2023:

A. Demographic Profile

Profile	External	Internal	Overall	Percentage
a. Age				
Age Group 1 (20- below)	39	0	39	5.26
Age Group 2 (21- 30)	19	30	49	6.60
Age Group 3 (31-40)	20	100	120	16.17
Age Group 4 (41-50)	20	205	225	30.32
Age Group 5 (51-60)	14	100	114	15.36
Age Group 6 (61-above)	6	59	65	8.76
Did not Specify	130	0	130	17.52
b. Sex				
Male	52	300	352	47.44
Female	85	305	390	52.56
Did not Specify	0	0	0	0

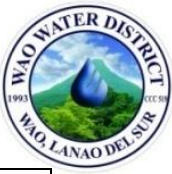
The table above shows that most of the respondents are between 41 to 50 years old (30.32 percent), followed by 31 to 40 years old (16.17 percent), next is 51 to 60 years old (15.36 percent), followed by respondents aged 61 and above (8.76 percent), next is between 21-30 years old (6.60 percent), and lastly, respondents aged 20 years old and below (5.26 percent).

It is also noticeable that 17.52% of the respondents didn't specify their age in the survey form.

In terms of sex, 47.44 percent of the respondents are males while the remaining 52.56 percent are females.

B. Count of CC and SQD results

External Services	Responses	Percentage
CC1. I know what a CC is and I saw this office's CC	280	38.00
CC1. I know what a CC is but I did NOT see this office's CC	49	7.00
CC1. I learned of the CC only when I saw this office's CC	402	54.00
CC1. I do not know what a CC is and I did not see one in this office	11	1.00
CC2. Easy to see	337	45.00
CC2. Somewhat easy to see	160	22.00



CC2. Difficult to see	237	32.00
CC2. Not visible at all	8	1.00
CC2. N/A	0	0
CC3. Helped very much	468	63.00
CC3. Somewhat helped	274	37.00
CC3. Did not help	0	0
CC3. N/A	0	0

In CC1, while majority of the respondents know the existence of a Citizen’s Charter (CC), 1% of the clients were still unaware of the CC. On the other hand, among those that knew the CC, 38% were able to see WWD’s CC. Moreover, 54% of the clients just learned about the CC upon seeing it at the office and they were able to use it as a guide for their service. Meanwhile, there were 7% who knew the CC but weren’t able to see it in the office premises.

As for CC2, 45% said that WWD’s CC was easy to see, 22% responded ‘somewhat easy to see’, 32% answered that the CC was difficult to see, and only 1% said that it’s not visible at all.

For CC3, 63% of the clients said that it helped them very much, while 37% responded that it somewhat helped them in their transaction at the office.

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Satisfaction	0	0	2	60	87	149	4.57

The table above shows that the score range of the respondents’ responses is at 4.57 which means that majority of the respondents were ‘Very Satisfied’ with WWD in terms of the service that they availed in the office.

On the other hand, the data below shows the breakdown of the results per service quality dimension.



Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	0	0	9	90	135	234	4.54
Reliability	2	3	5	89	120	219	4.47
Access and Facilities	1	1	1	90	119	212	4.53
Communication	1	2	1	109	121	234	4.48
Costs	0	3	8	93	122	226	4.48
Integrity	0	3	8	104	99	214	4.40
Assurance	0	0	10	57	92	159	4.51
Outcome	0	0	3	52	88	143	4.59
Overall	4	12	45	684	896	1641	4.50

Meanwhile, most respondents were 'Very Satisfied' with WWD in terms of the 8 service quality dimensions, recording a score range of 4.40- 4.59.

C. Average score per service

External Services	Overall Rating
Application for New Water Service Connection	4.71
Reconnection of Disconnected Water Service Connection	4.73
Request for Change of Classification	0
Request for Change of Name/ Ownership	5.00
Request for Replacement of Ballvalve and of Defective Water Meter	4.88
Request for Temporary/ Voluntary Disconnection of Water Service Connection	4.60
Request for Water Meter Transfer	4.83
Verification of Accounts	4.50
Water Meter Calibration/ Meter Testing	5.00
Payment of Water Bills	4.67
External Service Overall	4.77



Internal Services	
Application for Leave	4.74
Communication management (Incoming)	5.00
Communication Management (Outgoing)	4.85
Issuance of Certified Copies of Documents (Appointment Papers, Service Cards, Certificate of Employment, WD Records and Issuances/ Resolutions)	5.00
Learning and Development (Human Resource)	5.00
Procurement of Goods and Services	4.89
Request and Preparation of Travel Authority	4.99
Internal Service Overall	4.92
Overall	4.82

Looking at the scores per service, respondents were either 'Satisfied' or 'Very Satisfied' with their transactions, recording a score range of 4.50- 5.00. No service garnered a score of 3.99 or lower.

As a result, WWD recorded an Overall score of 4.82, which translates to 'Very Satisfied'.

V. RESULTS OF THE AGENCY ACTION PLAN REPORTED IN FY 2022:

In 2022, the Wao Water District have noted some inadequacies on the customized Customer Feedback Form in providing a full assessment of the client's impression and satisfaction of the services they received; in this light, revision of the form, among others, has been recommended. Nonetheless, the data acquired through this initial survey is very informative for the agency to determine which areas require further improvement.

Below is the Analysis and Recommendation portion of the FY2021 Customer Feedback Form.

SERVICES AVAILED						Average of the Service Aailed	Total # of Concessionaires
	Outstanding	Very Satisfactory	Satisfactory	Fair or Needs Improvement	Poor		
Application for New Water Service	15	32				32.64%	47
Payment of Water Bills	18	2	2			15.28%	22
Verification of Accounts	12	7	3			15.28%	22
Requests	5	17	1			15.97%	23
Other Concerns	5	23	2			20.83%	30
Overall Average of Customer Satisfaction rating	38.19%	56.25%	5.56%			100.00%	
Total # of Concessionaires	55	81	8				144



Table 1: Customer Feedback Form Result Summary

Analysis:

As you could notice in the table above, there are only a total of 144 concessionaires who were able to accomplish/ fill out the Customer Feedback Form of WWD for year 2022, and out of it, there are only 47 concessionaires whose concern is about Application for New Water Service Connection, there are 22 on Payment of Water Bills concerns, 22 regarding Verification of Accounts, 23 also on other Requests (which includes Meter Transfer, Change of Name, Change of Classification, Reconnection, Replacement of Ball Valve & Defective Water Meter, & Water Meter Calibration), and 30 concessionaires reported about their Other Concerns (e.g. low water consumption, no water, leakage reports, no water bill received, etc.).

On the average of the services availed, 32.64% of service availed in Application for New Water Service Connection has an average rate of Very Satisfactory. 15.28% of service availed in Payment of Water Bills has an average rate of Very Satisfactory, too. 15.28% of service availed in Verification of Accounts has an average rate of Very Satisfactory while the 15.97% of service availed in Request has an average rate of Satisfactory only. Lastly, 20.83% of service availed in Other Concerns has an average rate of Very Satisfactory.

On the other hand, out of 144 concessionaires, the overall average of Customer Satisfaction Rating belonged on the Very Satisfactory factor with a satisfaction rating of 56.25%. This means that our concessionaires are satisfied with the services offered by WWD employees. The data was very informative as it gave us a clear impression of our concessionaires' view of our services. Also, the verbatim inputs also gave us valuable information regarding our other water services.

Recommendation:

As what we have mentioned above, we noticed some inadequacies on the existing Customer Feedback Form in providing a full assessment of the client's impression and satisfaction of the services they received; in this light, revision of the form, among others, has been recommended.

VI. CONTINUOUS AGENCY IMPROVEMENT PLAN FOR FY 2024:

Currently, WWD is planning to conduct an orientation to all its employees regarding the policies of ARTA and the importance of the Client Satisfaction Measurement Survey. The person or staff responsible of the frontline services, either external or internal, needs to be



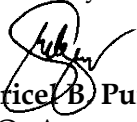
informed/ educated regarding the policies and guidelines, and that they shall be empowered to use the CSM Survey in order to know the quality of service they offer to the clients, may it be the citizen clients, business clients, or government clients (employee or another agency).

Additionally, WWD plans to review its Citizen's Charter and make possible updates or improvements on the current handbook. It was noticed that some of the complaints of the clients (e.g. leaks on lateral lines, leaks before meter, no water, and a lot more) are not in line with the frontline services that WWD currently offers. WWD will also add more frontline services on both the external and internal areas.

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WAO WATER DISTRICT

HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type: Citizen Business Government (Employee or another agency)

Date: _____ Sex: Male Female Age: _____

Region of residence: _____ Service Aailed: _____

INSTRUCTIONS: 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.

CC1 Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

INSTRUCTIONS:

For SQD 0-8, please put a **check mark (✓)** on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
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.						
SQD6. I feel the office was fair to everyone, or " <i>walang palakasan</i> ", 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.						

Suggestions on how we can further improve our services (optional):

Email address (optional): _____

THANK YOU!