



Polomolok Water District
National Highway, Polomolok, South Cotabato

Client Satisfaction Measurement Report FY 2021





CLIENT SATISFACTION MEASUREMENT REPORT

Scope : Frontline services of Polomolok Water District
Period Covered : FY 2021

A. Description of the methodology of the CSS used for each reported services

1. Respondents Criteria

The respondents were primary customers of Polomolok Water District with registered service connections or who were applying for water service connections at the time of the survey.

2. Survey Sampling Coverage

The required number of respondents was 300 for area-specific coverage - MOE of $\pm 5.6\%$ at 95% confidence level.

However, the District randomly surveyed 1,000 walk-in customers based on BOD approved institutional target.

3. Sampling Procedure

The District utilized the simple random sampling where all the walk-in customers were randomly selected to obtain the sample size of 1,000 respondents within the duration of the survey.

The survey was conducted on August and November of CY 2021.

The results were generated using the weighted mean.

4. Survey Instrument/Questionnaire (Please see attached Survey Instrument / Questionnaire).

The survey utilized the descriptive questionnaire for the responses using the 5 Point Likert Scale to measure the satisfaction level of the customers.

The questionnaires are subdivided into the following indicators with their corresponding definition.

RESPONSE TIME - the provision of prompt service to citizens/clients.

QUALITY OF SERVICE - the outcome of the service being provided.

COMMUNICATION - the act of keeping citizens and clients informed.



ACCESS AND FACILITIES - the convenience of location, ample amenities for comfortable transactions, use of clear signages and modes of technology.

COMPETENCE / SKILL – the skills or knowledge of employees to accomplish tasks

FRIENDLINESS, COURTEOUSNESS, POLITENESS, FAIR TREATMENT AND WILLINGNESS TO DO EXTRAMILE - the capability of frontline staff to perform their duties, product and service knowledge, understanding citizen/client needs, helpfulness, and good work relationships.

OVERALL SATISFACTION – the overall satisfaction with regard to the quality of service provided.

B. Results of the CCSS for FY 2021 (include a sample of the feedback/survey form used)

The table presented below summarized the result of the Customer Satisfaction Survey conducted on August and November 2021.

NO	INDICATORS (Service Quality Dimensions)	SCORE BY FRONTLINE SERVICES)						INTERPRETATION
		(JAN-AUG 2021)		(SEPT-DEC 2021)		AVERAGE		
		%	5 POINT LIKERT SCALE	%	5 POINT LIKERT SCALE	%	5 POINT LIKERT SCALE	
1	Response Time	93%	4.65	93%	4.65	93	4.65	- Customers are very satisfied as transactions are immediately attended by assigned frontline personnel as per ARTA. Minor and major repairs also have a set timeline.
2	Quality of Service	92%	4.62	95.68%	4.78	94%	4.70	- Customers are very satisfied with the quality of service provided such as water quality, water supply, payment and other frontline services of PolWD.



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		%	5 POINT LIKERT SCALE	%	5 POINT LIKERT SCALE	%	5 POINT LIKERT SCALE	
3	Communication	95%	4.75	95.02%	4.75	95	4.75	<ul style="list-style-type: none"> - Customers are very satisfied with the information dissemination on water interruption, maintenance activities thru SMS and FB page of PolWD. - Reminders on due dates, payment of water bills and disconnection dates, payment / Collecting Partners and the like are also sent thru SMS.
4	Access and Facilities	99%	4.93	98.62%	4.93	99	4.93	<ul style="list-style-type: none"> - Customers are very satisfied as they have the option to pay at PolWD main office, sub-collection office at Brgy. Cannery, authorized payment / Collecting Partners (Caha de Oro Pawnshop, VIP Payment Center, Pol. Multi-Purpose Cooperative). LBP online e-payment service thru Landbank Pay and Linkbiz portal, Landan People's Multi-Purpose Cooperative and Dolefil Shines Consumers Cooperative, online payment thru EC Pay.





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		(JAN-AUG 2021)		(SEPT-DEC 2021)		AVERAGE		
		%	5 POINT LIKERT SCALE	%	5 POINT LIKERT SCALE	%	5 POINT LIKERT SCALE	
5	Competence & Skill	98%	4.91	97.88%	4.89	98	4.91	- Customers are very satisfied with the competence and skill/s of the employees as personnel has vast knowledge of WD operation and capable to assist / fix the customer's concern; continuous personnel training and development are provided despite the pandemic.
6	Friendliness, Courteousness, Politeness, Fair Treatment & Willingness to do Extramile	98%	4.91	97.82%	4.89	98	4.91	- The customers are very satisfied with the personal/character of employees since they are highly capable of performing their duties. They understand the citizen/client needs, helpful, and maintain good working relationships with the customers.
7	Overall Satisfaction	97%	4.86	97.56%	4.88	97	4.86	- Customers are very satisfied with the overall services of PolWD.
RATING / SCORE		96 %	4.80	97%	4.82	96.5%	4.81	- The customers are very satisfied with the frontline services of PolWD.

Please see attached sample of the feedback/survey form used.





C. Results of Agency Action Plan reported in FY 2020 PBB

PARAMETER	ISSUES / CONCERNS	ACTION PLAN	RESPONSIBLE	STATUS OF IMPLEMENTATION
RESPONSIVENESS	1. Leaking pipe	Point out in the information dissemination during the orientation to the applicants for new water service connection the customers responsibility 1) report all leaks 2) maintenance of leaking pipe after the water meter among others	CD	Continuing activity
		Remind customers thru SMS / textblast, FB, calendar and publication (Tuburan) of their responsibility as customers re: leaking pipes	OGM	Continuing activity
		Encourage customers to report all leaks thru AGAS Patrol	OGM	Continuing activity
	2. Response time on request for maintenance	Include in the information dissemination during the orientation to the applicants for new water service connection that response time is on first come, first serve basis	CD	Continuing activity





PARAMETER	ISSUES / CONCERNS	ACTION PLAN	RESPONSIBLE	STATUS OF IMPLEMENTATION
		Remind customers thru SMS / text blast of that response time on is on first come, first serve basis (monthly)	OGM	Continuing activity
	3. Request for transfer of water meter	Stress during the orientation to the applicants for new water service connection that request for transfer of water meter should be done personally or thru a written notice.	CD	Continuing activity
	4. Online payment and additional teller	Include in the orientation to the applicants for new water service connection of the online payment thru the LBP e-payment services	CD	Tapped the services of payment / Collecting Partners such as : (Caha de Oro Pawnshop, VIP Payment Center, Pol. Multi-Purpose Cooperative). LBP online e-payment service thru Landbank Pay and Linkbiz portal, Landan People's Multi-Purpose Cooperative and Dolefil Shines Consumers Cooperative, online payment thru EC Pay. Continuing activity
RELIABILITY	1. Water Quality			
	1.1 chlorine in the water	Inform the customers thru the orientation to new service connection applicants that chlorine is used to make the water safe for human consumption ; The amount of chlorine used is in accordance with the Philippine National Standard for Drinking Water (PNSDW)	CD	Continuing activity





PARAMETER	ISSUES / CONCERNS	ACTION PLAN	RESPONSIBLE	STATUS OF IMPLEMENTATION
	1.2 small particles / sand	Inform the customers thru the orientation to new service connection applicants that the sand in the water is due to the siphoning of particles after water interruption, hence, customers should not immediately open their faucets to give the District enough time to conduct flushing.	CD	Continuing activity
	1.3 odor	Inform the customers thru the orientation to new service connection applicants that the odor in the water maybe due to leakage after their water meter	CD	Continuing activity
	2. Water Supply			
	2.1 intermittent water supply from low to no water in some areas	Implement the P110M water supply system improvement project from Brgy. Pagalungan to Silway-8 ; replacement of undersized pipes with bigger sizes	EOD-CMS	Continuing implementation
		Install PRV's and implement valving scheme	EOD-CMS	Continuing implementation
	2.2 water pressure	increase production capacity of well or develop new wells	EOD-PS	Continuing implementation and development of new wells / upgrading of deep well capacity
		Inform the customers thru the orientation to new service connection applicants that high water pressure causes water to become bubbly and milky white but it is safe for drinking ; High water	CD	Continuing activity





PARAMETER	ISSUES / CONCERNS	ACTION PLAN	RESPONSIBLE	STATUS OF IMPLEMENTATION
		pressure is necessary to improve water supply to elevated areas		
ACCESS & FACILITIES	1. closure of sub-collection offices	Inform the customers thru the orientation to new service connection applicants that sub-collection office at Brgy. Cannery resume and will be open daily instead of 2x a week and daily on the last week of the month only	CD	Sub-collection office at Brgy. Cannery is now open daily from 9AM-3PM with NO NOON BREAK
		Inform customers thru SMS / text blast of the new schedule	CD	Continuing activity
		Engage other payment services in addition to LBP ePayment services.	FD	Tapped the services of Polomolok Multi-Purpose Cooperative, Caha de Oro Pawnshop, VIP Payment Center, Dolefil Shine Consumers Cooperative, Landan People's Multi-Purpose Cooperatie as additional collecting partners; Continuing implementation
	2. messy queue / uncomfortable waiting area	Replace the sackline with elevated GI roof in the temporary waiting area. Instruct the guard to ensure proper queuing of customers.	AD-GSO	Implemented as of 1 st quarter of 2021



PARAMETER	ISSUES / CONCERNS	ACTION PLAN	RESPONSIBLE	STATUS OF IMPLEMENTATION
	3. waterline going to residence	Inform the customer of the incoming implementation of P110 M improvement project that will resolve problem on low pressure in their area.	EOD-PS	Continuing activity
COMMUNICATION	1. No/Delayed information dissemination	Purchase additional modem for SMS alert/text blast.	OGM	Waiting for delivery
COSTS	1. Penalty	Require customers to update contact number.	CD	Continuing activity
		Inform the customers thru the orientation to new service connection applicants that penalty is imposed if payment is not made after due date.	CD	Continuing activity
	2. increased billing	Remind / inform customers that their billing depends on their usage	CD	Continuing activity
	3. high service connection charge / material costs	Inform the customers thru the orientation to new service connection applicants that the service connection charge is for the lifetime maintenance of mainlines and service connection lines. Material costs depend on the acquisition cost which cannot be controlled by the WD.	CD	Continuing activity



PARAMETER	ISSUES / CONCERNS	ACTION PLAN	RESPONSIBLE	STATUS OF IMPLEMENTATION
	4. Series / Tee connection	Inform the customers thru the orientation to new service connection applicants of PolWD policy on series/tee connection re: authority from the original owner to tap	CD	Continuing activity
	5. No head to talk to for discount on billing	Ensure that in-charge of billing has designated an employee to answer queries on his/her behalf in case of work-from home schedule.	CD	Continuing activity
INTEGRITY	None			
ASSURANCE	None			
OUTCOME	None			



D. Continuous Agency Improvement Plan for FY 2022

NO.	INDICATOR	ISSUES / CONCERNS	ACTION PLAN	RESPONSIBLE
1	Response Time	Delayed Reconnection	<ul style="list-style-type: none"> - Emphasize in the orientation to the applicants for new water service connection the procedure in requesting re-connection ; - Inform disconnected customers that reconnection is on first come, first serve basis ; - Upon payment advise customer to proceed to customer service No. 6-7; - No payment, no reconnection; - Inform the customer thru the guard of the cause of the delayed reconnection - Request the maintenance men to conduct reconnection after 6:00 PM 	CD
		Delayed Maintenance	<ul style="list-style-type: none"> - Emphasize in the orientation to the applicants for new water service connection the ff: * Maintenance request is on first come, first serve basis but response is within the day *provide complete information for maintenance - Remind customers thru SMS / text blast that response time is on first come, first serve basis (monthly). 	CD / OGM / EOD-CMS

NO.	INDICATOR	ISSUES / CONCERNS	ACTION PLAN	RESPONSIBLE
2	Quality of Service	No water bill received but disconnected	<ul style="list-style-type: none"> - Emphasize in the orientation to the applicants for new water service connection that all water meters are read, usage billed and delivered. No billing received is not an excuse for non-payment of water bills ; - Continue sending Billing and Disconnection Notice thru SMS to service connection owner/s. - Instruct Meter Readers to ensure that all water service connection are read, billed and delivered. - Post on Facebook page on how to know your zone and reading schedule 	CD
		intermittent water supply from low to no water in some areas	<ul style="list-style-type: none"> - Continue the implementation of the P110M water supply system improvement project from Brgy. Pagalungan to Siwaly-8 (expected completion is July 2022) ; - Replace undersized pipes with bigger sizes ; - Install PRV's and implement valving scheme ; - Increase production capacity of well or develop new wells - Conduct "recoreda" and water rationing for water interruptions more than 8 hours - Provide CD a list of areas with intermittent water supply 	EOD-CMS / EOD- PS
3	Communication	Delayed receipt of SMS / text blast	<ul style="list-style-type: none"> - Engage the services of telecommunication provider for the additional line for the new modem intended for text blast - Maximize the use of Facebook page as communication tool 	EOD-CMS / OGM / CD / FD
4	Access and Facilities	Opening of sub-collection office	<ul style="list-style-type: none"> - Sub- collection office at Brgy. Cannery was re-opened on 3 November 2021 ; - Tap additional payment / collecting partners this 2022 	FD



NO.	INDICATOR	ISSUES / CONCERNS	ACTION PLAN	RESPONSIBLE
5	Competence & Skill	NONE	- Continue training of employees / enhance customer service skill	HR
	Friendliness, Courteousness, Politeness, Fair Treatment & Willingness to do extra mile	NONE	- Maintain good customer relations	All employees




Agency Best Practice Report 2021

Agency Best Practice Report		Implementation of the agency best practice		Results
Brief Description	Why was it introduced?	When was it implemented?	Who implemented it?	Who benefited from it?
A. Citizen-centric services (ease of access to PoIWD services)				
1. 1-Stop-Shop	To streamline application process of new water service connection for faster and convenient transaction	November 30, 2021 and December 1-3, 2021 at Brgy. Lamcaliaf	The 1-Stop Shop is a joint activity of Commercial, Finance OGM-MIS and Engineering Division of PoIWD.	PoIWD customers
2. Additional Payment / Collecting Partners	To decongest PoIWD office and comply with minimum health and safety protocols	2021	Top Management and Finance Division	PoIWD customers
B. Digitalization				
1. E-customer satisfaction survey	To facilitate the conduct of customer satisfaction in a fast and convenient manner.	2021	Office of the GM-PR / MIS	PoIWD
2. Automation of posting of advisories / announcements on water interruption to Facebook and website	To maximize the use of social media platform in keeping the customers informed of PoIWD advisories, announcements and activities	2021	Office of the GM-MIS	PoIWD customers



Agency Best Practice Report		Implementation of the agency best practice		Results
3. Provision of template for the posting of payments from collecting partners	To make posting of payments easier and error free.	2021	Office of the GM-MIS	PolWD customers, Collecting Partners, Commercial and Finance Division
C. Performance excellence				
1. Best Employee Award per Division 2. Best Supervisor Award 3. Gantimpala Agad Award 4. Best Work Area Award 5. Best Production Maintenance Man Award	To encourage, recognize and reward employees, individually and in groups, for their suggestions, innovative ideas, inventions, discoveries, superior accomplishments, heroic deeds, exemplary behaviour, extraordinary acts or services in the public interest and other personal efforts which contribute to the efficiency, economy and improvement in government operations, which lead to organizational productivity.	2021	Administrative Division – HR / PRAISE Committee / Top Management	Awardee/s


ENGR. ANDRESITO J. DEGILLA
General Manager B
Committee on Anti-Red Tape (CART) Chairperson

