



CLIENT SATISFACTION MEASUREMENT REPORT

Scope : Frontline services of Polomolok Water District
Period Covered : FY 2022

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 $\pm 1-5.6\%$ 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 May and November of CY 2022.

The results were generated using the weighted mean.

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

A. Service Quality Dimension / Indicators

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 (Assurance) - the capability of frontline staff to perform their duties, product and service knowledge, understanding citizen/client needs, helpfulness, and good work relationships.

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

B. Rating Scale

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

Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied
1	2	3	4	5

B. Results of the CCSS for FY 2022 (include a sample of the feedback/survey form used)

The table presented below summarized the result of the Customer Satisfaction Survey conducted on May and November 2022.

NO	INDICATORS (Service Quality Dimensions)	SATISFACTION LEVEL						INTERPRETATION
		(JAN-JUNE 2022)		(JULY-DEC 2022)		AVERAGE		
		%	5 POINT LIKERT SCALE	%	5 POINT LIKERT SCALE	%	5 POINT LIKERT SCALE	
1	Response Time	93%	4.63	93%	4.66	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	90%	4.48	94%	4.69	92%	4.59	- Customers are very satisfied with the quality of service provided such as water quality, water supply, payment and other frontline services of PoWD.
3	Communication	90%	4.50	93%	4.66	91.50%	4.58	- Customers are very satisfied with the information dissemination on water interruption,

								<p>maintenance activities thru SMS and FB page of PolWD.</p> <ul style="list-style-type: none"> - 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	90%	4.50	94%	4.72	92%	4.59	<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.
5	Competence & Skill	90%	4.48	94%	4.69	92%	4.61	<ul style="list-style-type: none"> - 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 &	92%	4.61	95%	4.76	93.50%	4.69	<ul style="list-style-type: none"> - The customers are very satisfied with the personal/character of employees since they

	Willingness to do Extramile							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	89%	4.46	94%	4.70	91.50%	4.58	- Customers are very satisfied with the overall services of PoIWD.
	RATING / SCORE	90%	4.52	94%	4.70	92.21%	4.61	- The customers are very satisfied with the frontline services of PoIWD.

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

C. Results of Agency Action Plan reported in FY 2021 PBB

PARAMETER	ISSUES / CONCERNS	ACTION PLAN	RESPONSIBLE	STATUS OF IMPLEMENTATION
RESPONSE TIME	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 / EOD	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
		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 Delayed Maintenance	Inform the customers thru the orientation to new service connection applicants that maintenance is on a 1 st come 1 st serve basis.	CD	Continuing activity
		Divide the maintenance crew into 2 groups to hasten maintenance activities	EOD	Continuing activity
QUALITY OF SERVICE	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
	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
		Conduct flushing of water pipes	EOD	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 rehabilitation and extension projects replacement of undersized pipes with bigger sizes	EOD-CMS	Continuing implementation P110M Water Supply Improvement Project completed on July 2022
		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 pressure is necessary to improve water supply to elevated areas	CD	Continuing activity
COMMUNICATION	1. No/Delayed information dissemination	Purchase additional modem for SMS alert/text blast.	OGM	Additional modem utilized
		Post water advisories / information at Facebook	OGM	Continuing activity
ACCESS & FACILITIES	1. sub-collection office open daily	Inform the customers thru the orientation to new service connection applicants that sub-collection office at Brgy. Cannery is open daily from 9:00AM-4:00PM	CD	Sub-collection office at Brgy. Cannery is open daily from 9AM-4PM with NO NOON BREAK
		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. Online payment	Include in the orientation to the applicants for new water service connection of the online payment thru	CD	Tapped the services of payment / Collecting

		the LBP e-payment services and EC pay		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
COMPETENCE / SKILL	NONE			
FRIENDLINESS, POLITENESS, ETC	NONE			
OVERALL SATISFACTION	NONE			
OTHERS				
	1. Penalty	Require customers to update contact number to be able to receive reminders	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
	4. Series / Tee connection	Inform the customers thru the orientation to new service connection applicants of PoIWD policy on	CD	Continuing activity

		series/tee connection re: authority from the original owner to tap		
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D. Continuous Agency Improvement Plan for FY 2023

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 reconnection ; - 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 	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).also post in FB water advisories 	CD / OGM / EOD-CMS
2	Quality of Service	No billing	<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 Notices 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 rehabilitation and extension projects - Replace undersized pipes with bigger sizes 	EOD-CMS / EOD- PS


			<ul style="list-style-type: none"> - 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 	
3	Communication	Delayed receipt of SMS / text blast	<ul style="list-style-type: none"> - Require customers to update contact number to be able to receive SMS - Maximize the use of Facebook page as additional communication tool 	EOD-CMS / OGM / CD / FD
4	Access and Facilities	Additional Collecting Partners	<ul style="list-style-type: none"> - Tap additional payment / collecting partners this 2022 	FD
5	Competence & Skill	NONE	<ul style="list-style-type: none"> - Continue training of employees / enhance customer service skill 	HR
6	Friendliness, Courteousness, Politeness, Fair Treatment & Willingness to do extra mile	NONE	<ul style="list-style-type: none"> - Maintain good customer relations 	All employees
7	Overall Satisfaction	NONE	<ul style="list-style-type: none"> - Continue to improve facilities and provide the best service 	Top Management


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

Agency Best Practice Report 2022

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	Dec 11, 2022, Brgy. Maligo, Pol., So. Cot.	The 1-Stop Shop is a joint activity of Commercial, Finance OGM-MIS and Engineering Division.	PoIWD customers
2. Additional Collecting Partners	To decongest PoIWD office and make payment for water bills easier for the customers	2022	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.	2022	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	2022	Office of the GM-MIS	PoIWD customers
3. Provision of template for the posting of payments from collecting partners	To make posting of payments easier and error free.	2022	Office of the GM-MIS	PoIWD customers, Collecting Partners, Commercial and Finance Division
C. Performance excellence				
1. Best Employee Award per Division	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	2022	Administrative Division – HR / PRAISE Committee / Top Management	Awardee/s
2. Best Supervisor Award				
3. Gantimpala Agad Award				
4. Best Work Area Award				
5. Best Production Maintenance Man Award				

	efficiency, economy and improvement in government operations, which lead to organizational productivity.			
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ENGR. ANDRESITO J. DEGILLA
General Manager B
Committee on Anti-Red Tape (CART) Chairperson



CUSTOMER SATISFACTION SURVEY

CONFIDENTIAL WHEN ACCOMPLISHED

CUSTOMER'S DETAILS (Please write legibly)

NAME : (Required) _____ DATE _____

ADDRESS : (Required) _____ SEX MALE

CONTACT NO. : (Required) _____ FEMALE

DATA PRIVACY CONFORME

I acknowledge that I have read and understood the purpose of filling-out this form. I knowingly give my consent to PoIWD to collect, store, share or process my personal data and related documents.

Thank you.

SERVICES : Please check services availed of.

<input type="radio"/> Request for Site Inspection	<input type="radio"/> Cost Estimate	<input type="radio"/> Recosting of Materials	<input type="radio"/> Application for New Service Connection	<input type="radio"/> Billing	<input type="radio"/> Payment
<input type="radio"/> Disconnection / Reconnection	<input type="radio"/> Water Supply	<input type="radio"/> Water Quality	<input type="radio"/> Repairs / Maintenance		
<input type="radio"/> Availment of Sr. Citizen Discount / Renewal	<input type="radio"/> Change of Account Name	<input type="radio"/> Transfer of Service Connection	<input type="radio"/> Request for Field Inspection and Investigation		

RATING (5 - HIGHEST ; 1 LOWEST)

INDICATORS	SATISFACTION SCALE				
	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
	5	4	3	2	1
1. RESPONSE TIME					
2. QUALITY OF SERVICE PROVIDED					
3. COMMUNICATION					
4. ACCESS & FACILITIES					
5. COMPETENCE / SKILL					
6. FRIENDLINESS, COURTEOUSNESS, POLITENESS, FAIR TREATMENT & WILLINGNESS TO DO EXTRA MILE					
7. OVERALL SATISFACTION					

a. In case you are dissatisfied or very dissatisfied, please identify area or service. Write your comments / suggestions to further improve our services.

b. Name of personnel transacted or communicated with : _____