

POLOMOLOK WATER DISTRICT

**Client Satisfaction
Measurement Report
2023**

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I. Overview

The Polomolok Water District is a Government-Owned and Controlled Corporation (GOCC) located at National Highway, Polomolok, South Cotabato, with a Certificate of Conditional Conformance (CCC) No. 153 issued by the Local Water Utilities Administration (LWUA) on June 19, 1981.

The Anti-Red Tape Authority (ARTA) is a national government agency created under R.A. 11032 to monitor and ensure compliance with the national policy on anti-red tape and ease of doing business in the Philippines.

As stated in the ARTA Memorandum Circular (M.C.) No. 2022-02, government agencies shall provide the harmonized CSM survey to clients who have completed a transaction. Per 6.7.3 of ARTA M.C. No. 2019-002, the client satisfaction measurement detailing the scope and period covered by the measurement, the methodology used, the results of the measurement, and the interpretation of the data shall be reported to the Authority.

PolWD management issued an Office Order No. OGM-OO-2022-02-01 dated February 2, 2022, for the creation of the Committee on Anti-Red Tape Act.

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 – the willingness to help, assist, and provide prompt service to citizens/clients.
2. Reliability – the provision of what is needed and what was promised, following the policy and standards, with zero to a minimal error rate,
3. Access and Facilities – the convenience of location, ample amenities for comfortable transactions, use of clear signage, and modes of technology.
4. Communication – the act of keeping citizens and clients informed in a language they can easily understand, as well as listening to their feedback.
5. Costs – the satisfaction with timeliness of the billing, billing process/es, preferred method of payment, reasonable payment period, value for money, the acceptable range of costs, and qualitative information on the cost of each service.
6. Integrity – the assurance that there is honesty, justice, fairness, and trust in each service while dealing with the citizens/clients.

- 7. Assurance - activities used to fulfill requirements for quality
- 8. Outcome – the extent of achieving outcomes or realizing the intended benefits of services.

For CY 2023, a total of 2,157 customers responded to the survey of external services provided by Polomolok Water District. This exceeded the minimum number of respondents by 31.

Below is the summary of results for the Citizen’s Charter (CC).

	Score
CC Awareness	84%
CC Visibility	70%
CC Helpfulness	74%
Response Rate	.7%
Overall Score	98.75%

II. Scope

a. Period covered

The survey was conducted to walk-in customers after completing their transactions from January to December 2023.

b. Geographic and Office coverage

The coverage area of Polomolok Water District services is the Municipality of Polomolok, Province of South Cotabato, Region XII.

c. List of services surveyed, responses, and total number of transacting clients

The services surveyed by the Polomolok Water District were the following:

SERVICES	RESPONSES	MINIMUM NO. OF RESPONDENTS (sampling calculator in the CSM Guidelines)	TOTAL TRANSACTIONS
1. Application for New Water Service Connection	315	303	1,440
2. Application for Change of Account Name	92	92	120
3. Application for Sr. Citizen Discount Privilege	280	278	1,000
4. Granting of Promissory Notes	366	365	7,200
5. Temporary Disconnection	160	152	252
6. Handling of Complaints	50	44	60
7. Reconnection of Water Service Connection	367	367	8,400
8. Location Transfer of Service Connection	36	33	38
9. Payment of Water Bills	384	384	264,516
10. Disbursement of Funds	92	92	120
11. Issuance of Employment Service 2Records	2	2	2
12. Bacteriological Test	2	2	2
13. Issuance of Certificate of Employment	2	2	2

14. Water Meter Efficiency Test	10	10	10
TOTAL	2,157	2,126	283,150

d. Sampling

i. Applied confidence level and margin of error

The survey has a 95% confidence level and 5% margin of error.

ii. Discussion of response rates

In aggregate, 2,157 customers were able to answer the survey, from the annual total transaction of 283,150. Based on the sampling calculator in the CSM Guidelines, the minimum number of required respondents is 2,126. The number of recorded responses is higher than the minimum number of respondents. This resulted in a high response rate of 101.5% in the CSM for 2023.

However, if the response rate is based on the annual total transaction of 283,150 as against the minimum number of required respondents of 2,126 only, the response rate is 0.7%.

III. Methodology:

For physical clients, surveys were handed out and collected immediately at the end of the transaction by the frontline service in charge.

The 8 SQD questions were scored using a 5-point Likert Scale. The simple average of the questions was used to get the Overall score. The interpretation of the results is as follows:

SCALE	RATING
5	Strongly Agree
4	Agree
3	Neither Agree nor Disagree
2	Disagree
1	Strongly Disagree

The Overall score for the 8 SQDs was computed based on the following formula:

$$\text{Overall Score} = \frac{\text{Number of 'Strongly Agree' answers} + \text{Number of 'Agree' answers}}{\text{Total Number of Respondents} - \text{Number of 'N/A' answers}}$$

The interpretation of the results are as follows:

PERCENTAGE	RATING
Below 60.0%	Poor
60.0% - 79.9%	Fair
80.0% - 89.9%	Satisfactory
90.0% - 94.9%	Very Satisfactory
95.0% - 100%	Outstanding

IV. Data and Interpretation

A. Demographic Profile

In general, the demographic profile of the respondents included age, sex, and client type only.

PARTICULARS	EXTERNAL	OVERALL
A. AGE		2,157
• 19 or lower	5	
• 20-29	118	
• 30-39	378	
• 40-49	548	
• 50-59	427	
• 60 and above	604	
• Did not specify	77	
B. SEX		2,157
• Male	895	
• Female	1251	
• Did not specify	11	
C. REGION		2,157
• Region XII	2,157	
D. CLIENT TYPE		2,157
• Citizens (residential)	2,050	
• Business (commercial)	105	
• Government	2	
• Did Not Specify	0	

Age group. Overall, most customers transacting business at PoWD were adults (20-39 young adults; 40-59 middle-aged adults; 60 up senior adults) with very few teens.

Sex. The number of female respondents was higher at 1,251 than males at 895 only.

Client Type. Most PoIWD service connections are classified as residential, a few commercial, and very few government.

B. Count of CC and SQD Results

The majority (70%) of respondents knew the existence of a Citizen's Charter (CC) and saw the Districts CC. The 4% knew about the CC but did not see the

Districts CC. 10% learned of the Citizen's Charter only when they saw the PoIWD Citizen's Charter board, 14% of clients were still unaware of the CC.

Meanwhile, among those who knew the CC, 70% were able to see PoIWDs CC. However, only 74% of clients were able to use it as a guide for their service.

AWARENESS OF THE EXISTENCE OF CITIZEN'S CHARTER	RESPONSES	PERCENTAGE
CC1. I know what a Citizen's Charter is and I saw this Office's Citizen's Charter	1507	70%
CC1. I know what a Citizen's Charter is but I did not see this Office's Citizen's Charter	92	4%
CC1. I learned of the Citizen's Charter only when I saw this Office's Citizen's Charter	213	10%
CC1. I do not know what a Citizen's Charter is and I did not see one in this Office	308	14%
CC1 Blank (No answer)	37	2%
CC2. Easy to see	1516	70%
CC2. Somewhat easy to see	259	12%
CC2. Difficult to see	36	2%
CC2. Not visible at all	29	1%
CC2 N/A	148	7%
CC2 Blank (No answer)	169	8%
CC3. Helped very much	1598	74%
CC3. Somewhat helped	196	9%
CC3. Did not help	36	2%
CC3. N/A	122	6%
CC3 Blank	205	10%

The 2,157 responses resulted in an "outstanding" rating of 99.26% on PoIWD services as a water service provider.

Service Quality Dimension	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
SQD 0	8	0	8	1,386	753	2,157	99.26%

All external services of Polomolok Water District were rated 'Outstanding' by the 2,157 respondents after completion of their transactions, recording a rating between 96.82% to 99.44% for the 8 SQDs.

No SQD garnered a rating below 96.81%.

The data below shows the Overall rating of each Service Quality Dimension (SQD) surveyed.

Service Quality Dimension	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
SQD 1 Responsiveness	5	9	12	1,405	721	2,157	98.79%
SQD 2 Reliability	4	2	11	1,394	745	2,157	99.21%
SQD 3 Access and Facilities	4	2	20	1,387	737	2,157	98.79%
SQD 4 Communication	5	1	60	1,348	664	2,157	96.82%
SQD 5 Costs	5	1	26	1,391	702	2,157	98.49%
SQD 6 Integrity	5	0	10	1,384	753	2,157	99.30%
SQD 7 Assurance	5	0	7	1,348	794	2,157	99.44%
SQD 8 Outcome	4	0	16	1,376	757	2,157	99.07%
Overall	37	16	162	11,033	5,873	17,256	98.75%

C. Overall Score Per Services

EXTERNAL SERVICES	OVERALL SCORE	DISCUSSION
1. Application for New Water Service Connection	99.24% "Outstanding"	There is transparency in the cost estimates and the process and requirements for the Application for New Water Service Connection are minimal and easy to comply.
2. Application for Change of Account Name	98.90% "Outstanding"	The process and requirements for the Application for Change of Account Name are minimal and easy to comply.
3. Application for Sr. Citizen Discount Privilege	99.73% "Outstanding"	The process and requirements for the Application for Sr. Citizen Discount Privilege are simple and easy to comply.
4. Granting of Promissory Notes	99.03% "Outstanding"	All requests for Promissory Notes are accommodated and processed accordingly.

5. Temporary Disconnection	99.30% "Outstanding"	The process is very easy. Temporary disconnection can be requested by the customer at any time.
6. Handling of Complaints	97.70% "Outstanding"	Complaints on no billing, high consumption, and other services are handled by competent personnel and immediately acted based on PoWD Utility Rules and Regulations.
7. Reconnection of Water Service Connection	98.19% "Outstanding"	There is transparency in the cost incurred, the process is straightforward.
8. Location Transfer of Service Connection	94.55% "Very Satisfactory"	There is transparency in the cost estimates, the process and requirements for the Location Transfer of Service Connection are simple and easy to comply.
9. Payment of Water Bills	98.02% "Outstanding"	The payment for water bills is made easy by the engagement of collecting partners and online payment facilities. The provision of priority lanes for Sr. Citizens, pregnant women, and persons with disability substantially reduced the number of customers queuing during due date/s.
10. Disbursement of Funds	99.86% "Outstanding"	The process is straightforward. Suppliers only need to approach the Cashiering Section to claim payment for materials/supplies and other services.
11. Issuance of Employment Service Records	100% "Outstanding"	The process is straightforward. The requestor only needs to approach HR for the issuance of the Service Record at no cost.

12. Bacteriological Test	100% "Outstanding"	The process is straightforward. The requestor only needs to submit a written request to the Office of the GM. The Bacteriological Test Result / Certificate will be issued free of charge.
13. Issuance of Certificate of Employment	100% "Outstanding"	The process is straightforward. The requestor only needs to approach HR for the issuance of a Certificate of Employment free of charge.
14. Water Meter Efficiency Test	92.50% "Very Satisfactory"	The request for meter testing is simple with minimal charge.
Overall Score	98.75%	All external services provided by the District to its customers were "Outstanding"

V. Results of Agency Action Plan Reported for FY 2022

INDICATOR	ISSUES / CONCERNS	ACTION PLAN	RESPONSIBLE	STATUS OF IMPLEMENTATION
Response Time	Delayed Reconnection	<ul style="list-style-type: none"> - Emphasize in the orientation to the applicants for new water service connection the procedure for requesting re-connection ; - Inform disconnected customers that reconnection is on a first-come, first-served basis ; - Upon payment advise the customer to proceed to customer service No. 6-7; - No payment, no reconnection; - Inform the customer through the guard of the cause of the delayed reconnection - Request the maintenance men to conduct reconnection after 5:00 PM 	CD	Information dissemination is a continuing activity
	Delayed Maintenance	<ul style="list-style-type: none"> - Emphasize in the orientation to the applicants for new water service connection the following: *Maintenance requests are on a first-come, first-serve basis but the response is within the day *Provide complete information for maintenance when sending maintenance requests through "AGAS" Patrol. 	CD OGM EOD-Const and Maint	<p>Divided maintenance crew into 2 groups to hasten maintenance activities.</p> <p>Information dissemination is a continuing activity to help reduce Non-Revenue Water (NRW).</p>

				<p>Optimize the use of Maintenance Order Management System (MOMS) and AGAS Patrol.</p> <p>Provided 2 sim cards for Globe and Smart users</p>
Quality of Service	No water bill received	<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 through SMS to service connection owner/s. - Instruct Meter Readers to ensure that all water service connections are read, billed, and delivered. - Post on the Facebook page how to know your zone and reading schedule 	CD	continuing activity
	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 ; 	EOD-Const and Maint EOD-Production	<p>Implementation of the P110M project completed on Sept 6, 2022.</p> <p>Development of new wells (2) –</p>

		<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 of more than 8 hours - Provide CD a list of areas with intermittent water supply 		<p>completed and fully operational. Rehabilitation of waterlines is a continuing activity</p>
Communication	Delayed receipt of SMS/text blast	<ul style="list-style-type: none"> - Engage the services of the telecommunication provider for the additional line for the new modem intended for text blast - Maximize the use of Facebook page as a communication tool 	EOD- Const and Maint OGM CD FD	<p>2 additional postpaid plans are used for unlimited text</p> <p>Continue the use of FB account for auto posting of advisories on water interruption</p>
Access and Facilities	Opening of sub-collection office	<ul style="list-style-type: none"> - Tap additional payment / collecting partners this 2022 	FD OGM	<p>Increased the number of collecting partners to 8 and 2 online service facilities (LBP linkbiz portal and EC Pay (GCash and Palawan Pay)</p> <p>Tapping of additional collecting partners is an ongoing activity</p>

Competence & Skill	NONE	- Continue training of employees / enhance customer service skill	AD-HR	Continuing activity
Friendliness, Courteousness, Politeness, Fair Treatment & Willingness to go extra mile	NONE	- Maintain good customer relations	All employees	Continuing activity
Overall Satisfaction	NONE	- Continue to improve facilities and provide the best service	Top Management	Continuing activity

VI. Continuous Agency Improvement Plan for FY 2024:

SERVICE QUALITY DIMENSION	ISSUES / CONCERNS	ACTION PLAN	RESPONSIBLE
Responsiveness	Reconnection	<ul style="list-style-type: none"> - Continue to emphasize in the orientation to the applicants for new water service connection the procedure in requesting re-connection ; - All reconnection requests for the day will be acted on within the same day 	CD
	Maintenance	<ul style="list-style-type: none"> - Strengthen the campaign for AGAS Patrol and FB posting 	CD EOD-Const and Maint EOD- Production
Reliability	Intermittent to low water supply	<ul style="list-style-type: none"> - Continue the implementation of rehabilitation projects by replacing undersized pipes with bigger sizes - Install PRV's and implement valving scheme ; - Increase production capacity of well or develop new wells 	EOD-Const and Maint EOD- Production
	No water bill received	<ul style="list-style-type: none"> - Continue to 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 through SMS to service connection owner/s. - Instruct Meter Readers to ensure that all water service connections are read, billed, and delivered to the right SC owner. 	CD
Access and Facilities	Jam-packed waiting area during due dates	<ul style="list-style-type: none"> - Continue availing the services of collecting partners - Tap additional payment / collecting partners 	FD OGM

	Access to adequate water supply	- Continue to implement extension projects to areas not yet reached by PoIWD services.	EOD-Const & Maint
Communication	SMS/text blast	- Continue availing postpaid plans (SMS only) - Maximize the use of Facebook page as a communication tool to customers	EOD-Const and Maint EOD-Production CD FD OGM
Costs	NONE	- Continue to implement the LWUA-approved water rate (water rate within the 5% income of the lowest income group)	BODs and Top Mngt
Integrity	NONE	- Maintain transparency, justice, fairness, and trust in service while dealing with the customers	All employees
Assurance	NONE	- Continue compliance with standard	All employees
Outcome	NONE	- Continue to ensure customer satisfaction / provide customers' needs	All employees

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POLOMOLOK 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: _____

In accordance with the Data Privacy Act of 2012, Polomolok Water District commits to protect the privacy of the personal information of its clients, employees, or any other legal personalities and/or entities, in connection with the water services it provides.

Name: _____ Sex: Male Female Age: _____

Address: _____ Contact Number: _____ Region of Residence: _____

- Service Availed: Application for New Water Service Connection Application for Change of Account Name
- Application of Senior Citizen Discount Privilege Reconnection of Water Service Connection Issuance of Employment Service Records
 - Granting of Promissory Notes Location Transfer of Service Connection Bacteriological Test
 - Temporary Disconnection Payment of Water Bills Issuance of Certification of Employment
 - Handling of Complaints Disbursement of Funds Water Meter Efficiency Test

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.

CITIZEN'S CHARTER 1 Which of the following best describes your awareness of a Citizen's Charter?

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

CITIZEN'S CHARTER 2 If aware of Citizen's Charter (answered 1-3 in Citizen's Charter 1), would you say that the Citizen's Charter of this office was ...?






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

CITIZEN'S CHARTER 3 If aware of Citizen's Charter (answered codes 1-3 in Citizen's Charter 1), how much did the Citizen's Charter help you in your transaction?

- 1. Helped very much 3. Did not help
- 2. Somewhat helped 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 "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.						

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

Email address (optional): _____

THANK YOU!