

CLIENT SATISFACTION MEASUREMENT REPORT

I. OVERVIEW

The Tiaong Water District (TWD) is a government-owned and controlled corporation. Understanding what customers think and feel about the services provided is critical in reaching customer satisfaction. Consumers' feedback gives the utility first-hand knowledge of what actually occurs and how consumers feel about the company's products and services. It furthermore permits consumers to show their satisfaction and/or dissatisfaction with the nature and scope of the services they obtained, making them feel valued and acknowledged.

It is critical for government agencies like Tiaong Water District to deliver excellent service to their consumers. Being an agency that focuses in providing a safe, clean, potable and economical water supply for the entire community of Tiaong, Quezon, while also maintaining client satisfaction.

The Tiaong Water District established a Feedback and Complaints Mechanism in accordance with Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose of Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, in order to monitor and ensure improvement in the delivery of service to our consumers. At our office, we have customer feedback forms available.

II. SCOPE

TWD conducted surveys throughout the year from January 2023 to December 2023.

The district surveyed every consumer that visited the office.

The survey used the standard harmonized CSM questionnaire. It asked clients demographic 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 TWD surveyed are the following:

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Payment of Water Bill	3,105	37,308
Application of New Service Connection	127	127
Installation of New Service Connection	124	124
Application for Senior Citizens' Discount	15	15
Senior Citizen's Discount Renewal	50	745
Request of Billing Statement	5	5
Payment of Suppliers/Utility Bills	15	51
Request for Minor Leak Repairs/ Major Leak Repairs	700	1,313
Request for Reconnection of Service Connection	60	119
Request for Change Name	9	15
Request for Bacteriological Test Result Copy	3	3
Request for Water Analysis (Physical and Chemical)	1	1
TOTAL	4214	39826

In aggregate 4,214 people out of 39,826 were able to participate in the survey. This resulted to 11% response rate for 2023.

III. METHODOLOGY

For physical clients, surveys were handed out and collected by the assigned personnel immediately at the end of the transaction. Surveys and survey boxes were also available at the front of the customer service area.

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 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

A. Count of CC and SQD results

CC1: 62% (2,685) of 4,214 responders know about Citizen's Charter.

CC2: Among the 62% (2,685) only 49% (1,316) have seen the Tiaong Water District Citizen's Charter

CC3: And only 36% (474) out of the 49% (1,316) had used the Citizen's Charter as a guide for the service/s availed.

External Services	Responses	Percentage
CC1. Yes, aware before my transactions here	1,862	43%
CC1. Yes, but aware only when I saw the CC of this office	823	19%
CC1. No, not aware of the CC	1,645	38%
CC2. Yes, I saw the Citizen's Charter	1,316	49%
CC2. No, I did not see the Citizen's Charter	1,369	51%
CC3. Yes, I was able to read	474	36%
CC4. No, I was not able to read	842	64%

Moreover, most respondents were “Satisfied” with TWD in terms of the 8 Service Quality Dimensions, recording 4.22 average.

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	103	367	16	3,358	370	4,214	3.79
Reliability	8	23	2	2,300	1,881	4,214	4.42
Access and Facilities	2	47	778	3,036	351	4,214	3.90
Communication	5	16	45	1,594	2,554	4,214	4.60
Costs	0	153	12	1,987	1,080	3,232	4.24
Integrity	0	0	777	1,439	1,998	4,214	4.25
Assurance	24	89	7	2,603	1,491	4,214	4.28
Outcome	28	74	4	2,838	1,270	4,214	4.24
Overall	170	769	1,641	19,155	10,995	32,730	4.22

B. Average score per service

The average score per service quality dimensions yields to 3.79-4.60, the respondents were “Satisfied” or “Very Satisfied” with the services Tiaong Water District had provided to them based on the given survey.

The data below shows the Overall rating of each service surveyed.

EXTERNAL SERVICES	OVERALL RATING
Payment of Water Bill	3.54
Application of New Service Connection	4.21
Installation of New Service Connection	4.78
Application for Senior Citizens’ Discount	4.64
Senior Citizen’s Discount Renewal	4.70
Request of Billing Statement	4.03
Payment of Suppliers/Utility Bills	4.18
Request for Minor Leak Repairs/ Major Leak Repairs	3.93
Request for Reconnection of Service Connection	3.87
Request for Change Name	4.20
Request for Bacteriological Test Result Copy	3.59
Request for Water Analysis (Physical and Chemical)	3.95
TOTAL	4.20

V. RESULTS OF THE AGENCY ACTION PLAN reported in FY 2022

The Tiaong Water District's feedback and client survey form had yielded an average of "Very Satisfactory" result, 35 out of 50 (70% of 50) Very Satisfactory, 10 out of 50 (20% of 50) Satisfactory and, 5 out of 50 (10% of 50). The data was very informative as it gave us a clear impression of our consumers' view of our service, through our consumers are contented with the service we provided yet there is still room for improvement as to the provision of water to other parts of Tiaong, Quezon.

VI. CONTINUOUS AGENCY IMPROVEMENT PLAN FOR FY 2023

SPECIFIC IMPROVEMENT	ISSUE/CONCERN TO BE ADDRESSED	ACCOUNTABILITY	TIME FRAME
Improve water pressure, availability and distribution system	Intermittent water supply	Technical	2023 Onwards
Notify public at least 24 hours prior to scheduled water interruption	Public Awareness	PACD	2023
Intensify advocacy on storing water for emergency use	Impact of water interruptions	PACD	2023
Raise awareness on available payment schemes	Lack of awareness on other payment schemes	Commercial	2023
Improve tellering services through installation of read and bill software	Slow tellering and reading services	Commercial	2023

TIAONG WATER DISTRICT CLIENT SATISFACTION SURVEY FORM

This short Client Satisfaction Measurement (CSM) survey aims to track the customer experience of government offices. Your answers will enable this office to provide a better service.

Age: _____ Sex: _____ Region: _____

Agency visited: _____

Service availed: _____

Customer type (Citizen, Business, or Government?): _____

INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions.

CC1 Do you know about the Citizen's Charter (document of an agency's services and reqs.)?

1. Yes, aware before my transaction with this office
 2. Yes, but aware only when I saw the CC of this office
 3. No, not aware of the CC (Skip questions CC2 and CC3)

CC2 If **Yes** to the previous question, did you see this office's Citizen's Charter?






1. Yes, the CC was easy to find
 2. Yes, but the CC was hard to find
 3. No, I did not see this office's CC (Skip question CC3)

CC3 If **Yes** to the previous question, did you use the Citizen's Charter as a guide for the service/s you availed?

1. Yes, I was able to use the CC
 2. No, I was not able to use the CC because _____

INSTRUCTIONS: For SQD 1-8, please encircle the number that corresponds to your answer or put a Check mark (✓) on N/A if not-applicable :

Strongly Disagree (SD)	Disagree (D)	Neither Agree nor Disagree (NAD)	Agree (A)	Strongly Agree (SA)
1	2	3	4	5

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD1. I spent an acceptable amount of time to complete my transaction (Responsiveness)	1	2	3	4	5	
SQD2. The office accurately informed and followed the transaction's requirements and steps (Reliability)	1	2	3	4	5	
SQD3. My online transaction (including steps and payment) was simple and convenient (Access and Facilities)	1	2	3	4	5	
SQD4. I easily found information about my transaction from the office or its website (Communication)	1	2	3	4	5	
SQD5. I paid an acceptable amount of fees for my transaction (Costs)	1	2	3	4	5	
SQD6. I am confident my online transaction was secure (Integrity)	1	2	3	4	5	
SQD7. The office's online support was available, or (if asked questions) online support was quick to respond (Assurance)	1	2	3	4	5	
SQD8. I got what I needed from the government office (Outcome)	1	2	3	4	5	

Remarks (optional):

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