



Annex B

Client Satisfaction Measurement (CSM) Report Outline

Harmonized CSM Report Outline:

I. Title Page

- *This section shall contain the Agency's official logo and official name. The page shall also include the label "Client Satisfaction Measurement Report", the year covered by the report, and the report's edition (Ex. 2nd Edition).*

II. Table of Contents

III. Overview

- *The content of the Overview section shall be at the discretion of the agency. It may include a brief description of the agency and the CSM mandate.*

IV. Scope and Methodology

a. Period covered

b. Geographic and Office coverage

c. List of services surveyed

d. Sampling

i. Applied confidence level and margin of error

ii. Mode of survey implementation (Ex. Paper questionnaire in the office)

- *The Scope section of the CSM Report shall include the period the survey was conducted and the geographical coverage of the survey.*
- *In addition, the section shall include a table of the agency's services, the number of clients that completed the survey, and the total number of transactions during the year (surveyed + unsurveyed clients).*
- *The agency shall create a separate table for services that had no clients during the period.*
- *The sampling calculator is attached in the CSM Guidelines document.*

e. Feedback and Collection Mechanism

f. Scoring system

i. Table of the scale and its equivalent number

g. How numerical results will be interpreted

- *The Methodology section of the CSM Report shall discuss all the physical and digital methods used by the agency to implement the CSM survey.*
- *Additionally, the section shall provide a table of the 5-point Likert scale and the survey's scoring system.*

V. Results

a. Response rates (per service)

i. Number of clients surveyed per service

ii. Number of clients surveyed per customer type

b. Total number of transacting clients during the period (per service)

c. Client Demographic

d. Citizen's Charter results

e. Service Quality Dimension results

f. Free responses

- *The response rate is integral to the survey so it shall be explicitly stated in the CSM report. It shall be followed by a discussion of why the agency thinks the response rate is high, low, or as expected.*
- *Furthermore, the agency shall provide reasons for why services have 0 responses, if any.*
- *A breakdown of the client demographic shall be provided. The agency may provide an analysis based on how it may or may not be representative of its population.*
- *Then, a breakdown of the Citizen's Charter questions and Service Quality Dimension questions by result count shall be provided. The agency shall provide an analysis of the results.*
- *Afterward, a breakdown of each services' scores shall be provided. The agency shall also provide an analysis of these results.*

VI. Results of the Agency Action Plan reported in the previous year

VII. Continuous Agency Improvement Plan for the following year

- *Sections VI and VII shall contain the action steps, the responsible unit/person, and a timeline. Agencies are also encouraged to incorporate CSM findings to the Improvement Plan.*
- *Section VI shall not apply for the first year of CSM implementation*

VIII. Index

- A. Clear image of physical CSM survey used**
- B. Detailed list of regional and satellite offices covered**
- C. CSM results of each regional and satellite office**
 - i. Response rates of each office**
 - ii. Demographic of each office**
 - iii. Citizen's Charter results of each office**
 - iv. SQD results of each office**



Client Satisfaction Measurement Report



TIAONG WATER DISTRICT

Harmonized CSM Report

2024 (1st Edition)



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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. Consumer's 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 2024 to December 2024.

The district surveyed every consumer that visited the office.

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 TWD surveyed are the following:

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Payment of Water Bill	4326	40574
Application of New Service Connection	357	357
Installation of New Service Connection	352	352
Application for Senior Citizens' Discount	28	28
Senior Citizen's Discount Renewal	75	836
Request of Billing Statement	20	20
Payment of Suppliers/Utility Bills	29	71
Request for Minor Leak Repairs/ Major Leak Repairs	930	2623
Request for Reconnection of Service Connection	95	205
Request for Change Name	25	47
Request for Bacteriological Test Result Copy	10	10
Request for Water Analysis (Physical and Chemical)	5	5
TOTAL	6252	45128

In aggregate 6,252 people out of 45,128 were able to participate in the survey. This resulted to 14% response rate for 2024.

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

The Overall score for the eight (8) SQDs were 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. RESULTS OF THE HARMONIZED CSM FOR FY 2024

A. Count of CC and SQD results

CC1 : 64% (4,000) of 6,252 responders know about Citizen's Charter.

CC2 : Among the 64% (4,000) only 72% (2,876) have seen the Tiaong Water District Citizen's Charter

CC3 : And 54% (1545) out of the 72% (2,876) 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	3,241	52%
CC1. Yes, but aware only when I saw the CC of this office	759	12%
CC1. No, not aware of the CC	1,977	32%
CC2. Yes, I saw the Citizen's Charter	2,876	72%
CC2. No, I did not see the Citizen's Charter	1,124	28%
CC3. Yes, I was able to read	1545	54%
CC3. No, I was not able to read	1331	46%

Moreover, most respondents were "Satisfied" with TWD in terms of the 8 Service Quality Dimensions, recording 94.22%.

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	205	431	22	5,174	420	6,252	89.48%
Reliability	5	19	7	4,689	1,532	6,252	99.50%
Access and Facilities	3	65	647	4,957	580	6,252	88.86%
Communication	9	28	74	3,826	2,315	6,252	98.82%
Costs	0	325	21	2,372	2,056	4,774	92.75%
Integrity	0	0	562	2,738	2,952	6,252	91.01%
Assurance	64	151	22	3,194	2,821	6,252	96.21%
Outcome	45	127	10	3,275	2,795	6,252	97.09%
Overall	331	1,146	2,065	30,025	14,971	48,538	94.22%



B. Average score per service

The average score per service quality dimensions yields to 88.86%-99.50%, the respondents were “Satisfied,” “Very Satisfied” or “Outstanding” 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	99.65%
Application of New service Connection	97.20%
Installation of New Service Connection	97.77%
Application for Senior Citizens' Discount	92.86%
Senior Citizen's Discount Renewal	94.67%
Request of Billing Statement	95.00%
Payment of Suppliers/Utility Bills	96.55%
Request for Minor Leak Repairs/Major Leak Repairs	97.53%
Request for Reconnection of Service Connection	97.89%
Request for Change Name	92.00%
Request for Bacteriological Test Result Copy	90.00%
Request for Water Analysis (Physical and Chemical)	100%
TOTAL	95.93%

V. RESULTS OF THE AGENCY ACTION PLAN reported in FY 2024

The Tiaong Water District's feedback and client survey form had yielded an average of “Outstanding” result, out of (% of) Very Satisfactory, out of (% of) Satisfactory and, out of (% of). 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 2024

SPECIFIC IMPROVEMENT	ISSUE/CONCERN TO BE ADDRESSED	ACCOUNTABILITY	TIME FRAME
Improve water pressure, availability and distribution system	Intermittent water supply	Technical	2024 Onwards
Notify public at least 24 hours prior to scheduled water interruption	Public Awareness	PACD	2024
Intensify advocacy on storing water for emergency use	Impact of water interruptions	PACD	2024
Raise awareness on available payment schemes	Lack of awareness on other payment schemes	Commercial	2024
Improve tellering services through installation of read and bill software	Slow tellering and reading services	Commercial	2024



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 req.)?

- 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 (Skips 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 read
- 2. Yes, but the CC was hard to read
- 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 see the CC
- 2. No, I was not able to see the CC because _____

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

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 it's 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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