



**MAPANDAN WATER DISTRICT**

## **Client Satisfaction Measurement Report**

2023 (1<sup>st</sup> Edition)

## TABLE OF CONTENTS

I. Overview	1
II. Scope	2
III. Methodology	3
IV. Data and Interpretation	3
V. Results of the Agency Action Plan	6
VI. Continuous Agency Improvement Plan	6
Annex A. Survey Questionnaire Used	8



## I. Overview:

Mapandan Water District (MAWADI) is a water utility agency, under Government-Owned and Controlled Corporation issued with a Conditional Certificate of Conformance No. 612 On August 1, 2006, by the Local Water Utilities Administration which entitles MAWADI to all rights and privileges authorized under PD No. 198

Pursuant to Presidential Decree No. 198 (Provincial Water Utilities Act of 1973), Mapandan Water District was formed to perform the following duties:

- Acquiring, installing, improving, maintaining and operating water supply and distribution system for domestic, industrial, and agricultural uses for residents and lands within the boundaries of such districts;
- Providing, maintaining and operating wastewater collection, treatment, and disposal facilities; and
- Conducting such other functions and operations incidental to water resource development, utilization and disposal with such districts, as and necessary or incidental to said purpose.

In May 29, 2019 MAWADI entered into a Joint Venture Agreement with the Primewater Infrastructure Corporation and commenced on September 1, 2019. From then on, the operation of the water supply system of MAWADI is under the control of Primewater, including that of the frontline services/customer service.

As stated in the Anti-Red Tape Authority (ARTA) Memorandum Circular (M.C.) No. 2022-05, and 2023-05 government agencies shall provide the harmonized Client Satisfaction Measurement (CSM) survey to clients who have completed a transaction with the agency. Per Section 6.7.1 of ARTA M.C. No. 2019-002, the CSM shall “assess the overall satisfaction and perception of applicants or requesting parties on the government services accessed.” Section 6.7.3 of the preceding M.C. also stated that the CSM “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.

	Score
CC Awareness:	96.00%
CC Visibility:	66.00%
CC Helpfulness:	68.00%
Response Rate:	100.00%
Overall Score:	97.71%



## II. Scope:

The Mapandan Water District conducted the survey from January to December of 2023 and was administered on paper. The district also provided and introduced QR Code as an option for the survey but there was no response received.

MAWADI under its supervision to and together with its joint venture partner, the Primewater Infrastructure Corporation, surveyed clients that visited the agency and availed of the Agency's services in the calendar year 2023. A total of 1,276 responded to the CSM survey.

The survey used the standard harmonized CSM questionnaire provided by ARTA. 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 Mapandan Water District and Primewater Mapandan surveyed were the following:

External Services	Responses	Total Transactions
New Service Connection Application	181	314
Reconnection	272	619
Payment of Water Bill	408	81,930
Change of Account Name	32	32
Request for Relocation of Water Meter	107	107
Application of Senior Citizen Discount	36	36
Service Requests/Complaints	240	619
<b>External Service Total</b>	<b>1,276</b>	<b>83,657</b>
<b>OVERALL TOTAL</b>	<b>1,276</b>	<b>83,657</b>

In aggregate, 1,276 people were able to answer the survey, among a population of 83,657. Moreover, all the clients asked to fill out the CSM form responded. This resulted in a 100% response rate for CY 2023.

Services that had no clients in CY 2023 are the following: **NONE**



### III. Methodology:

For physical clients/consumers, surveys were handed out and collected immediately at the end of the transaction. QR Code is also provided to clients/consumers for their convenience.

For online consumers, emails containing the CSM form were sent one (1) week after the last transaction correspondence.

The 8 SQD questions were scored using a 5-point Likert Scale. The simple average of the questions was used to get the rating of each service.

Scale	Rating
5	Strongly Agree
4	Agree
3	Neither Agree nor Disagree
2	Disagree
1	Strongly Disagree

The Overall score for the 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. Data and Interpretation

Clients/consumers with completed transactions were invited to answer the CSM form voluntarily.

#### A. Demographic Profile

Majority of the respondents are between the ages of 20 to 64. Meanwhile, more than half of the respondents are female.



D1. Age and D2. Sex	External	Internal	Overall
1. 19 or lower	2.90%	N/A	<b>2.90%</b>
2. 20-34	28.68%	N/A	<b>28.68%</b>
3. 35-49	30.88%	N/A	<b>30.88%</b>
4. 50-64	25.94%	N/A	<b>25.94%</b>
5. 65 or higher	6.51%	N/A	<b>6.51%</b>
6. Did not specify	5.09%	N/A	<b>5.09%</b>
1. Male	40.36%	N/A	<b>40.36%</b>
2. Female	56.58%	N/A	<b>56.58%</b>
3. Did not specify	3.06%	N/A	<b>3.06%</b>

Services offered by MAWADI are exclusively within the municipality of Mapandan hence, it is evident from the table below that Region 1 got 98.35%.

D3. Region	External	Internal	Overall
1. Region I	98.35%	N/A	<b>98.35%</b>
2. Region II	0.00%	N/A	<b>0.00%</b>
3. Region III	0.00%	N/A	<b>0.00%</b>
4. Region IV-A	0.00%	N/A	<b>0.00%</b>
5. MIMAROPA	0.00%	N/A	<b>0.00%</b>
6. Region V	0.00%	N/A	<b>0.00%</b>
7. Region VI	0.00%	N/A	<b>0.00%</b>
8. Region VII	0.00%	N/A	<b>0.00%</b>
9. Region VIII	0.00%	N/A	<b>0.00%</b>
10. Region IX	0.00%	N/A	<b>0.00%</b>
11. Region X	0.00%	N/A	<b>0.00%</b>
12. Region XII	0.00%	N/A	<b>0.00%</b>
13. Region XIII	0.00%	N/A	<b>0.00%</b>
14. NCR	0.00%	N/A	<b>0.00%</b>
15. CAR	0.00%	N/A	<b>0.00%</b>
16. BARMM	0.00%	N/A	<b>0.00%</b>
17. Did not specify	1.65%	N/A	<b>1.65%</b>

The small town of Mapandan, is a 3<sup>rd</sup> class municipality surrounded by big towns such as, Mangaldan, Sta. Babara, Manaoag and Urdaneta. Hence most of the client/consumer accounts of MAWADI are classified as residential and therefore the most respondents are under the Citizen Customer Type with 81.11%.

Customer Type	External	Internal	Overall
D4. Citizen	81.11%	N/A	<b>81.11%</b>
D4. Business	2.51%	N/A	<b>2.51%</b>
D4. Government	2.43%	N/A	<b>2.43%</b>
D4. Did not specify	13.95%	N/A	<b>13.95%</b>

Female respondents in the survey outnumbered the males. Moreover, respondents are typically under age group 35-49.



## B. Count of CC and SQD results

Majority of the respondents have learned of the CC when they saw it in the office. Relatively, the CC is thus visible.

Moreover, 68% of the respondents said that the CC helped very much while there are 1% of the respondents that were not helped by the CC in their transactions.

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	358	28%
2. I know what a CC is but I did not see this office's CC.	21	2%
3. I learned of the CC only when I saw this office's CC.	835	66%
4. I do not know what a CC is and I did not see this office's CC.	53	4%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	807	66%
2. Somewhat easy to see	386	32%
3. Difficult to see	29	2%
4. Not visible at all	-	0%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	831	68%
2. Somewhat helped	377	31%
3. Did not help	8	1%

Majority of the respondents were satisfied with the service they availed with a score of 96.87%.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
SQD0	4	4	32	499	737	-	1276	96.87%

Meanwhile, most respondents were Very Satisfied with MAWADI in terms of the 8 service quality dimensions, recording a score from 94.18% to 97.88%.

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	N/A	Total Responses	Overall
Responsiveness	1	10	49	492	718	4	1274	95.13%
Reliability	2	2	24	495	749	3	1275	97.72%
Access and Facilities	3	4	24	471	769	5	1276	97.56%
Communication	3	9	35	431	780	14	1272	95.96%
Costs	3	2	50	364	559	296	1274	94.18%
Integrity	2	2	30	465	773	2	1274	97.17%
Assurance	2	2	20	473	776	0	1273	97.88%
Outcome	2	2	33	488	747	3	1275	97.01%
<b>Overall</b>	18	33	265	3679	5871	327	10193	96.35%



### C. Overall score per service

Looking at the scores per service, respondents were either “Very Satisfactory” or “Outstanding” with their transactions, recording a score range of 92.56% to 99.21%. No service garnered a score of lower than 80%.

As a result, MAWADI recorded an Overall score of 97.71% which translates to “Outstanding”.

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

External Services	Overall Rating
New Service Connection Application	98.05%
Reconnection	98.85%
Payment of Water Bill	92.56%
Change of Account Name	97.37%
Request for Relocation of Water Meter	99.18%
Application of Senior Citizen Discount	99.21%
Service Requests/Complaints	98.75%
External Service Total	<b>97.71%</b>
<b>OVERALL TOTAL</b>	<b>97.71%</b>

### V. **Results of the Agency Action Plan reported for FY 2022:**

For the calendar year 2022, all frontline services rendered by the JV partner were effectively and efficiently complied with, in accordance with the Citizen’s Charter.

However, Primewater Mapandan, with continual improvement, as one of its quality objectives and with the guide of MAWADI, will continue to look for ways to provide excellent services and ensure to meet the consumers' expectations and satisfaction.

### VI. **Continuous Agency Improvement Plan for FY 2024:**

MAWADI with Primewater Mapandan, commits to continue to do the following:

For the Client satisfaction Measurement, the MAWADI and Primewater Mapandan commits to work on and improve on the following:

-Scope of the Survey – Regularly review the services covered by the survey and align them with the current Citizen’s Charter of the Agency.

-Frequency and Period of the Survey – Ensure that the CSM shall be conducted immediately or shortly after each completed transaction

-Data Gathering – Improve the on-site conduct of survey including electronic platform. Remove barriers for persons with disabilities and senior citizens and endure assistance will be provided for them in answering the CSM.





-Language Accessibility – Prepare versions of the CSM survey in the Filipino and translated to other local dialects, if applicable for easier understanding of the respondents.

For operational objectives, the Joint Venture was primarily aimed to attain the highest possible level of water supply and an effective and efficient septage management services to the 100% customers in the JV area.

The specific objectives are as follows:

- a. To optimize existing water sources and to develop new/additional sustainable water sources to meet long-term water demand;
- b. To reduce and/or maintain distribution losses (Non-Revenue Water) to national or industry acceptable levels;
- c. To expand service coverage to served/unserved barangays and improving MAWADI Facilities;
- d. To ensure, as far as possible, uninterrupted 24-hour water supply to connected customers;
- e. To ensure that water supplied to customers comply with Philippine National Standard of Drinking Water (PNSDW) requirements;
- f. To mitigate tariff impact to customers;
- g. To maintain good and harmonious relationship with customers at all times through their improved satisfaction level;
- h. To provide septage management services to as many customers in the JV Area.
- i. To protect the environment by ensuring and promoting responsible use of groundwater resources and continued utilization of surface water, effective and efficient septage management program and providing sound management and protection of watershed.

Approved by:

**Engr. ISAGANI D. DACANAY**  
General Manager



## ANNEX A. Survey Questionnaire/s Used

Control No: \_\_\_\_\_



MAPANDAN WATER DISTRICT  
HELP US SERVE YOU BETTER!

ANTI-RED TAPE AUTHORITY  
CLIENT SATISFACTION  
MEASUREMENT FORM  
PSA Approval No.: ARTA-2242-3  
Expires on 31 July 2023

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: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Availed: \_\_\_\_\_

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.

CC1 Which of the following best describes your awareness of a CC?

1. I know what a CC is and I saw this office's CC.  
 2. I know what a CC is but I did NOT see this office's CC.  
 3. I learned of the CC only when I saw this office's CC.  
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC 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

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC 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.

						N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.						
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.						
<b>SQD2.</b> The office followed the transaction's requirements and steps based on the information provided.						
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.						
<b>SQD4.</b> I easily found information about my transaction from the office or its website.						
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction.						
<b>SQD6.</b> I feel the office was fair to everyone, or "walang palakasan", during my transaction.						
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
<b>SQD8.</b> 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!



Control No: \_\_\_\_\_

(Online Version)



MAPANDAN WATER DISTRICT  
HELP US SERVE YOU BETTER!

ANTI-RED TAPE  
AUTHORITY  
CLIENT SATISFACTION  
FORM

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 not to answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Availed: \_\_\_\_\_

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.

CC1 Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?

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

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 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
<b>SQD0.</b> I am satisfied with the service that I availed.						
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.						
<b>SQD2.</b> The office followed the transaction's requirements and steps based on the information provided.						
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.						
<b>SQD4.</b> I easily found information about my transaction from the office's website.						
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction. (If service was free, mark the 'N/A' column)						
<b>SQD6.</b> I am confident my online transaction was secure.						
<b>SQD7.</b> The office's online support was available, and (if asked questions) online support was quick to respond.						
<b>SQD8.</b> 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!**



Control No: \_\_\_\_\_

**(On-Site Version)**



MAPANDAN WATER DISTRICT  
**HELP US SERVE YOU BETTER!**

ANTI-RED TAPE AUTHORITY  
CLIENT SATISFACTION FORM  
PSA Approval No.: ARTA-2331-3  
Expires on 30 June 2024

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: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Availed: \_\_\_\_\_

**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.**

- CC1 Which of the following best describes your awareness of a CC?**  
 1. I know what a CC is and I saw this office's CC.  
 2. I know what a CC is but I did NOT see this office's CC.  
 3. I learned of the CC only when I saw this office's CC.  
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)
- CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC 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
- CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC 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.

						N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.						
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.						
<b>SQD2.</b> The office followed the transaction's requirements and steps based on the information provided.						
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.						
<b>SQD4.</b> I easily found information about my transaction from the office or its website.						
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction. (If service was free, mark the 'N/A' column)						
<b>SQD6.</b> I feel the office was fair to everyone, or " <i>walang palakasan</i> ", during my transaction.						
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
<b>SQD8.</b> 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!**