



# **KOLAMBUGAN WATER DISTRICT**

Harmonized CSM Report

2023 (2<sup>nd</sup> Edition)



## **I. OVERVIEW**

The Kolambigan Water District (KOLWD) 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 Kolambigan Water District to deliver excellent service to their consumers. Being an agency that focuses on providing a safe, potable, and economical water supply for the entire Kolambigan, Lanao del Norte, while maintaining client satisfaction.

The Kolambigan Water District established a Harmonized Client Satisfaction Measurement in accordance with Memorandum Circular No. 2022-05 Series of 2022 dated September 20, 2022, pursuant to Section 20 of the Republic Act (RA) No. 11032 (RA No. 11032) or Ease of Doing Business and Efficient Government Service Delivery Act of 2018 which amended and renumbered Section 10 of R.A No. 9485 or the Anti-Red Tape Act of 2007 to Section 20, in order to monitor and ensure improvement in the delivery of service to our consumers.

## **II. SCOPE**

KOLWD 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 KOLWD surveyed are the following:

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Payment of Water Bill	3,213	38,556
Application of New Service Connection	91	91
Installation of New Service Connection	10	91
Application for Senior Citizens' Discount	15	15
Senior Citizen's Discount Renewal	10	30
Request of Billing Statement	3	3
Payment of Suppliers/Utility Bills	15	32
Submission of Required Data	2	2
Request for Minor Leak Repairs/ Major Leak Repairs	100	358
Request for Reconnection of Service Connection	30	119
Request for Change Name	4	9
Request for Bacteriological Test Result Copy	1	1
Request for Water Analysis (Physical and Chemical)	1	1
Acceptance of Job Applicants	1	3
Procurement of Goods and Services (Alternate)	5	18
INTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Processing of Payroll	24	96
Application of Leave	13	65
<b>TOTAL</b>	<b>3,538</b>	<b>39,490</b>

In aggregate 3,538 people out of 39,490 were able to participate in the survey. This resulted to 8% response rate for 2023.

*Services that had no clients in 2023 are the following:*

Request for service expansion on service area
Procurement of Goods and Services (Public Bidding)
Leave Credits Monetization Application
Request of Service Records



### 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 OF THE HARMONIZED CSM FOR FY 2023

#### A. Count of CC and SQD results

**CC1:** 58% (2,052) of 3,538 responders know about Citizen's Charter.

**CC2:** Among the 58% (2,052) only 47% (964) have seen the Kolambugan Water District Citizen's Charter

**CC3:** And only 36% (347) out of the 47% (964) 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	1,642	46%
CC1. Yes, but aware only when I saw the CC of this office	410	12%
CC1. No, not aware of the CC	1,486	42%
CC2. Yes, I saw the Citizen's Charter	964	47%
CC2. No, I did not see the Citizen's Charter	1,088	53%
CC3. Yes, I was able to read	347	36%
CC4. No, I was not able to read	617	64%

Moreover, most respondents were "Satisfied" with KOLWD in terms of the 8 Service Quality Dimensions, recording 4.08 average.



The data below shows the breakdown of the results per service quality dimension.

Service Quality Dimensions	Strongly Disagree	Disagree	Niether Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	3	15	158	2,058	1,304	3,538	4.3
Reliability	-	8	103	2,875	552	3,538	4.1
Access and Facilities	-	2	5	3,510	21	3,538	4.0
Communication	-	6	-	1,480	2,052	3,538	4.6
Costs	-	254	124	2,831	149	3,538	3.6
Integrity	-	-	-	3,538	-	3,538	4.0
Assurance	14	78	3	2,935	508	3,538	4.1
Outcome	-	-	-	3,158	200	3,538	3.9
<b>Overall</b>	<b>17</b>	<b>363</b>	<b>393</b>	<b>22,385</b>	<b>4,786</b>	<b>3,538</b>	<b>4.08</b>

#### B. Average score per service

The average score per service quality dimensions yields to 3.90-4.60, the respondents were “Satisfied” or “Very Satisfied” with the services Kolambugan 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	3.95
Application of New Service Connection	4.10
Installation of New Service Connection	4.31
Application for Senior Citizens' Discount	4.0
Senior Citizen's Discount Renewal	4.0
Request of Billing Statement	3.80
Payment of Suppliers/Utility Bills	5
Submission of Required Data	4.03
Request for Minor Leak Repairs/ Major Leak Repairs	3.52
Request for Reconnection of Service Connection	3.62
Request for Change Name	4.0
Request for Bacteriological Test Result Copy	5
Request for Water Analysis (Physical and Chemical)	5
Acceptance of Job Applicants	4.0
Procurement of Goods and Services (Alternate)	4.0
<b>EXTERNAL SERVICE OVERALL RATING</b>	<b>4.16</b>



INTERNAL SERVICES	RESPONSES
Processing of Payroll	4.0
Application of Leave	4.0
Leave Credits Monetization Application	-
Request of Service Records	-
<b>INTERNAL SERVICE OVERALL RATING</b>	<b>4.0</b>
<b>OVERALL RATING</b>	<b>4.08</b>

#### V. RESULTS OF THE AGENCY ACTION PLAN reported in FY 2023

The Kolambugan Water District's feedback and client survey form had yielded an average of "Satisfied" result, 3 out of 17 (18% of 17) Very Satisfied, and 14 out of 17 (83% of 17) Satisfactory. 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 Kolambugan, Lanao del Norte.

#### 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/General Manager	2024 Onwards
Notify public at least 24 hours prior to scheduled water interruption	Public Awareness	PACD/General Manager	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



ANNEX A

Client Survey Measurement Form

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

LAST REE: 14PE ALTH 0874  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PWA Approval No. ARTA-2340-8



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

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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