



MANGALDAN WATER DISTRICT

Client Satisfaction Measurement Report
2023 (1st Edition)



TABLE OF CONTENTS

I.	Overview	1
II.	Scope	1
III.	Methodology	2
IV.	Data and Interpretation	4
V.	Results of the Agency Action Plan	8
VI.	Continuous Agency Improvement Plan	8
	Annex A. Survey Questionnaire Used	9



I. Overview:

The Mangaldan Water District is a Government-Owned and Controlled Corporation duly organized and existing under and by virtue of Presidential Decree No. 198, as amended, to provide water supply that is adequate, potable, safe and affordable to the people of Mangaldan and its environs.

The Anti-Red Tape Authority (ARTA) developed the harmonized Client Satisfaction Measurement (CSM) for agencies as an after-service availment survey to assess the overall satisfaction and perception of clients on the government service they availed. This will provide relevant feedback to the agency on the quality of service they are providing and shall be incorporated in the agency's Report Card Survey (RCS) under the Overall Survey Results. Measuring client satisfaction will be a huge help in continually improving and enhancing government service promise towards a more meaningful client-centered Citizen's Charter.

II. Scope:

The Mangaldan Water District conducted the survey throughout the year from January 2023 to December 2023 within the Municipality of Mangaldan and those concessionaires and/or stakeholders who availed any service from the Agency.

The services that were surveyed by the Mangaldan Water District were the following:

External Services	Responses	Total Transactions
Application for New Service Connection	569	570
Check/Calibrate Water Meter Due to High and Zero Consumption	51	56
Reconnection of Water Meter	567	576
Relocation of Water Meter	1	1
Repair of Service Lines	1457	1656
Request for Change Account Name	45	45
External Service Total	2690	2904

Internal Services	Responses	Total Transactions
Application for Leave	166	186
Request for Certificate of Employment	1	2
Request for Certified True Copy of Personal Record	13	21
Internal Service Total	180	209



All services stipulated on our Citizen's Charter had clients in 2023. However, for the "Payment of Water Bills", we had 192,207 transactions but no client accomplished the Client Satisfaction Measurement since transaction only last for one (1) to two (2) minutes only upon arrival to the office despite efforts of the frontline personnel.

For both external and internal services, 2,870 people were able to answer the survey among a population of 3,113. This resulted in a 92.00% response rate for 2023.

III. Methodology:

The Mangaldan Water District adopted the Harmonized Client Satisfaction Measurement (CSM) Form from the Anti-Red Tape Authority effective January 1, 2023. It superseded the previously Customer Satisfaction Survey (CSS) form which was originally implemented by the Agency for its client feedback mechanism which was also in alignment of the Mangaldan Water District's Quality Management System ISO 9001:2015.

Monitoring of the said form is handled by the Document Control Officer (DCO), also in alignment of the Mangaldan Water District's Quality Management System ISO 9001:2015. Any revision of the form will be processed according to a step-by-step procedure.

Every after availment of service for external services (e.g. Application for New Service Connection, Check/Calibrate Water Meter Due to High or Zero Consumption, Reconnection of Water Meter, Relocation of Water Meter, Repair of Service Line), maintenance men let the consumer answer the CSM form and the same will be given back to the Public Assistance and Complaints Desk (PACD) employee in-charge along with the accomplished job order slip by the Water/Sewerage Maintenance Men.

For availment of services for Request for Change Account Name, Application for Leave, Request for Certificate of Employment, and Request for Certified True Copy of Personal Record, personnel-in-charge for said services will let the consumer/client to accomplish the CSM form and will be collected at least five (5) days after end of the month for monitoring and recording purposes by the DCO.

Also, the Client Satisfaction Measurement (CSM) Form is available at the paying section of the Mangaldan Water District where consumers are welcome to write their ratings, comments, reviews and other suggestions for continual improvement of the system. They can drop the accomplished document on the intended box for the Client Satisfaction Measurement form.

Monitoring of the CSM forms will be done after every end of the month by the Document Control Officer. Its results will be forwarded to Ms. Cecille A. Fabia, Utilities/Customer Service Officer A for Commercial Division for information and further analysis.



The eight (8) Service Quality Dimensions (SQD) used in this CSM are described as follows:

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 minimal error rate;
3. Access and Facilities – the convenience of location, ample amenities for comfortable transactions, use of clear signages 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 methods 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 – the capability of frontline staff to perform their duties, product and service knowledge, understand citizen/client needs, helpfulness, and good work relationships; and
8. Outcome – the extent of achieving outcomes or realizing the intended benefits of government services.

The eight (8) SQDs mentioned above were scored using a 5-point Likert Scale and the survey's scoring system is seen below:

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. Data and Interpretation:

A. Demographic Profile

Highest number of concessionaires who answered the Client Satisfaction Measurement form was the ages 50-64 which represented the 32% of the total number of responses received, with 43% of concessionaires being female. The lowest percentage of respondents who completed the CSM form (3% of total responses) were those who were 19 years of age or younger, while 17% did not specify their sex.

D1. Age and D2. Sex	External	Internal	Overall
1. 19 or lower	3%	0%	3%
2. 20 – 34	13%	23%	14%
3. 35 – 49	31%	33%	31%
4. 50 – 64	31%	44%	32%
5. 65 or higher	13%	0%	12%
6. Did not specify	9%	0%	8%
1. Male	40%	59%	41%
2. Female	43%	41%	43%
3. Did not specify	18%	0%	17%

Most of the respondents resides from Region 1 which showed 75% or 2,166 concessionaires of the total responses and 25% or 704 respondents did not specify.

D3. Region	External	Internal	Overall
1. Region I	74%	100%	75%
2. Region II	0%	0%	0%
3. Region III	0%	0%	0%
4. Region IV-A	0%	0%	0%
5. MIMAROPA	0%	0%	0%
6. Region V	0%	0%	0%
7. Region VI	0%	0%	0%
8. Region VII	0%	0%	0%
9. Region VIII	0%	0%	0%
10. Region IX	0%	0%	0%
11. Region X	0%	0%	0%
12. Region XI	0%	0%	0%
13. Region XII	0%	0%	0%
14. NCR	0%	0%	0%
15. CAR	0%	0%	0%
16. BARMM	0%	0%	0%
17. Did not specify	26%	0%	25%



91% or 2,620 of the total respondents where Citizens, 1% or 19 responded from Business sector, 6% or 180 came from Government, and 2% or 51 responses did not specify its customer type.

Customer Type	External	Internal	Overall
D4. Citizen	97%	0%	91%
D4. Business	1%	0%	1%
D4. Government	0%	100%	6%
D4. Did not specify	2%	0%	2%

B. Count of CC and SQD Results

The majority of respondents, or 92%, are aware of what a Citizen's Charter is and have seen the one located in front of the Teller's Office. However, 4% of respondents were unaware of the existence of the CC and were only aware of it after seeing the one posted at our office.

Meanwhile, 93% said that MAWAD's Citizen's Charter is easy to see, 7% noted that it is somewhat easy to see.

Finally, 92% of all respondents felt that the Citizen's Charter had significantly helped them in using the services they had availed, and 8% claimed that it had somewhat helped.

Citizen's Charter Answers	Responses	Percentage
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.	2638	92%
2. I know what a CC is but I did NOT see this office's CC.	114	4%
3. I learned of the CC only when I saw this office's CC.	118	4%
4. I do not know what a CC is and I did not see one in this office.	0	0%
CC2. If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?		
1. Easy to see	2,657	93%
2. Somewhat easy to see	213	7%
3. Difficult to see	0	0%
4. Not visible at all	0	0%
5. N/A	0	0%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,641	92%
2. Somewhat helped	229	8%
3. Did not help	0	0%
4. N/A	0	0%



Measurement of client satisfaction presented as SQD0 showed that 2,782 concessionaires who availed of the services of the Mangaldan Water District strongly agrees, with an overall rating of 99.93% interpreted as “Outstanding”. This shows that services availed by our concessionaires were given utmost priority.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
SQD0	2,782	86	2	0	0	0	2,870	99.93%

Among the eight (8) Standard Quality Dimensions (SQDs), Access and Facilities (SQD3) and Assurance (SQD7) garnered 100% Overall Score or Outstanding. Communication (SQD4) got 99.97% or Outstanding. While Responsiveness (SQD1), Reliability (SQD2), Costs (SQD5), Integrity (SQD6) and Outcome (SQD8) showed 99.93% overall score or Outstanding.

Overall score for the eight (8) Service Quality Dimensions was 99.95%, interpreted as “Outstanding”.

Service Quality Dimensions (SQD)	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	2775	93	2	0	0	0	2870	99.93%
Reliability	2786	82	2	0	0	0	2870	99.93%
Access and Facilities	2785	85	0	0	0	0	2870	100%
Communication	2788	81	1	0	0	0	2870	99.97%
Costs	2667	86	2	0	0	115	2870	99.93%
Integrity	2787	81	2	0	0	0	2870	99.93%
Assurance	2788	82	0	0	0	0	2870	100%
Outcome	2779	89	2	0	0	0	2870	99.93%
Overall	22155	679	11	0	0	115	22960	99.95%



C. Overall Score per Service

Based on the overall rating per service, respondents were very satisfied with the services they availed from the Mangaldan Water District that showed “outstanding” rating for every service, be it external or internal. No service garnered a rating below 95%.

External Services	Overall Rating
Application for New Service Connection	100%
Check/Calibrate Water Meter Due to High and Zero Consumption	100%
Reconnection of Water Meter	100%
Relocation of Water Meter	100%
Repair of Service Lines	99.94%
Request for Change Account Name	100%
External Service Total	99.97%
Internal Services	
Application for Leave	99.75%
Request for Certificate of Employment	100%
Request for Certified True Copy of Personal Record	100%
Internal Service Total	99.77%
OVERALL TOTAL	99.96%

Client Satisfaction Measurement resulted to an overall rating of **99.96%** interpreted as “**outstanding**” for the services rendered for CY 2023.



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

Agency's action plan reported in the FY 2022 PBB showed no occurrence of major complaint. Thus, no action plan was required.

Also, the Quality Management System of the District also revealed zero (0) major nonconformity and zero (0) minor nonconformity from last Audit on its ISO QMS. This shows that the organization has established and maintains an effective system to ensure compliance with its policy and objectives. Similarly, the organization's management system complies with, adequately maintains and implements the requirements of the standard.

VI. Continuous Agency Improvement Plan for FY 2024:

The Agency will be adopting the harmonized and standardized framework in measuring client satisfaction to ensure continuous improvement and enhancement of service promise towards a meaningful client-centered Citizen's Charter through ARTA Memorandum Circular No. 2022-05, series of 2022 entitled "Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement" dated 20 September 2022 and ARTA MC No. 2023-05, series of 2023 which amends some sections dated 08 June 2023.

The output and results of the Client Satisfaction Measurement shall be incorporated in the agency's Report Card Survey (RCS) under the Overall Survey Results.

Where applicable, actions taken or best practices resulting from the Customer Satisfaction Measurement shall also be integrated in the Quality Management System including possible revision of the MAWAD policies and procedures.

Results of customer perception monitoring including actions taken shall be presented in the Management Review done annually after the Internal Quality Audit of the Agency.

Likewise, the scope of our Quality Management System ISO 9001:2015 is already Standardization of Frontline Services however, we will be maintaining all the processes we started together with the monitoring.



ANNEX A. Survey Questionnaire/s Used

Control No: _____

ANTI-RED TAPE AUTHORITY
 CLIENT SATISFACTION MEASUREMENT
 FORM
 PSA Approval No.: ARTA-2242-3

MANGALDAN 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: _____ Sex: Male Female Age: _____

Region of residence: _____ Service Aailed: _____

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.

	 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 " <i>walang palakasan</i> ", 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!



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