



CLIENT SATISFACTION MEASUREMENT REPORT



MARIVELES WATER DISTRICT

**Harmonized CSM Report
2023 (1st Edition)**



I. Overview:

The Mariveles Water District is a government owned/controlled corporation whose mandate is contained in Presidential Decree No. 198 as amended by PD Nos. 768 and 1479, otherwise known as the "Provincial Water Utilities Act of 1973".

As stated in the ARTA Memorandum Circular (M.C.) No. 2019-02, the CY 2022 Client Satisfaction Measurement Report to be submitted shall be using the agency's existing CSM Tool.

II. Scope:

Mariveles Water District conducted surveys throughout the year from January 2022 to December 2022.

Mariveles Water District surveyed every client that visited the main office.

The survey used the district's existing CSM Tool. It asked clients demographical questions, five (5) questions related to the following Service Quality Dimensions:

1. Outcome
2. Responsiveness
3. Reliability and Communication
4. Integrity, Assurance & Cost
5. Access & Facilities

The services surveyed are the following:

External Services	Responses	Total Transactions
New Connection	304	408
Reconnection	1080	1817
Payment	2618	5963
Request for Correction of Supply: 1) Leak	406	1036
Request for Correction of Supply: 2) Low Pressure	601	1180
Request for Correction of Supply: 3) High Consumption	201	748
Transfer of Meter Stand	76	205
Temporary Plug	55	76
Filing of Complaints Regarding Services	4	15
Filing of Complaints Regarding Employees	1	1
Internal Services		
Leave Application	861	861
Request for Service Record	3	3
TOTAL	6,210	12,313

In aggregate, 6,210 people were able to answer the survey, among a population of 12,313. This resulted in a 50.43% response rate for 2022.

Services that had no clients in 2022:

Request for Certificate of Employment

III. Methodology:

Surveys were handed out and collected by PACD personnel immediately at the end of the transaction. Survey forms and survey boxes were also available at the main office entrance/exit.

The 5 SQD questions were scored using a 4-point Likert Scale. To get the Overall score (Customer Satisfaction Index), the formula are as follows:

CUSTOMER SATISFACTION SCORES:

4 – Strongly Agree

2 – Somewhat Disagree

3 – Agree

1 - Disagree

CUSTOMER SATISFACTION INDEX = $\frac{\text{Total Points Scored}}{\text{Total Points}} \times 100$

The interpretation of the results and guidelines for action are as follows:

Scale	Average	Rating
1	1 – 69 %	Poor
2	70 – 79 %	Good
3	80 – 89 %	Very Good
4	90 – 100 %	Excellent

IV. Results of CSM FY 2022:

A. Count of SQD Results

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

Service Quality Dimensions	Strongly Agree	Agree	Somewhat Disagree	Disagree	Responses	Rating
Outcome	4583	1617	67	0	6210	94.63
Responsiveness	3843	2281	86	0	6210	88.76

Reliability & Communication	4666	1521	23	0	6210	95.48
Integrity, Assurance & Cost	3993	2169	48	0	6210	93.41
Access & Facilities	4652	1523	35	0	6210	84.53

B. Average score per service:

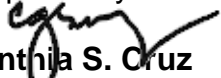
The data below shows the Overall rating of each service surveyed.

External Services	Overall Rating
New Connection	92.11
Reconnection	87.43
Payment	93.35
Request for Correction of Supply: 1) Leak	90.01
Request for Correction of Supply: 2) Low Pressure	88.03
Request for Correction of Supply: 3) High Consumption	90.97
Transfer of Meter Stand	92.57
Temporary Plug	90.73
Filing of Complaints Regarding Services	96.25
Filing of Complaints Regarding Employees	95.00
External Service Overall	91.65
Internal Services	
Leave Application	100.00
Request for Service Record	100.00
Internal Service Overall	100.00
OVERALL	95.82

IV. Improvement Plan for FY 2023

- To resolve all customer complaints and request at an earliest and shortest time.
- To include follow-up survey on efficiency of service provided to the consumer.
- To become more efficient and courteous in handling and dealing with customers.
- To maintain responsiveness and reliability to the customer's needs.

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COMMERCIAL SERVICES DEPARTMENT

CERTIFICATION OF CUSTOMER SATISFACTION

This is to certify that MARIVELES WATER DISTRICT complies with R.A. No. 11032 of the Ease of Doing Business (EODB) and Efficient Government Delivery Service Act of 2018 by acting upon 3,169/3,169 or 100% of received customer complaints through Commercial Services Department.

This certification is issued in compliance to LWUA-DBM joint Memorandum Circular No. 2020-1 re: Guidelines on the Grant of FY2022 Performance Based Bonus for Local Water District.

Issued this 27th day of January 2023 at Mariveles, Bataan.

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