Hagonoy Water District

Harmonized CSM Report

2023 (1st Edition)

I. Overview:

Hagonoy Water District (HWD) is an independent, autonomous, non-stock, self-supporting, non-profit, self- reliant Government Owned and Controlled Corporations (GOCC) that does not receive regular subsidy, grant or budgetary allocation from any political government subdivision. An agency which vision is to ensure an efficient, sustainable and financially viable water and sewerage sector delivering the highest quality service to all concessionaires.

As a government entity, it is important for agencies such as Hagonoy Water District to know the level of satisfaction from the service it provides to its concessionaires. In order to monitor the overall satisfaction and perception of concessionaires on the service they availed, HWD established Client Satisfaction Measurement (CSM) and Feedback Mechanism pursuant to Section 20 of the Republic Act (RA) No. 11032 (RA No. 11032) or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, amending for the purpose Republic Act No. 9485, also known as the Anti-Red Tape Act of 2007.

As per ARTA Memorandum Circular (M.C) No. 2022-02, government agencies shall provide the harmonized Client Satisfaction Measurement questionnaire/survey to all concessionaires who have completed a transaction whether personal (walk-in), phone call (mobile or landline), or digital (email) transaction.

II. Scope

Hagonoy Water District surveyed every concessionaire, all Barangays in Hagonoy and Barangay San Isidro II Paombong Bulacan, who has personally visited the office as well as those who called through land line or mobile phone, and those that contacted via email.

HWD conducted the survey from January 2022 to December 2022.

Standard harmonized CSM survey was used to measure the overall satisfaction and perception of the concessionaires. The standard harmonized CSM survey is consists of eight (8) statement items which covers areas such as responsiveness, reliability, access and facilities, communication, costs, integrity, assurance, and outcome.

Aside from the 8 statement items, the customer has a space provided at the bottom of the survey where concessionaires can express their feedbacks, comments, suggestions, satisfaction or dissatisfaction with our service.

The services HWD surveyed are the following:

External Services	Total Transactions	Responses
Service Complaint	145	78
Service Request	353	191
New Connection	933	309
Request for Reconnection	873	206
Request for Disconnection	220	104
Request for Residential Rate	63	29
Request for Change Name	85	33

Internal Services	Total Transactions	Responses
Service Record	25	25
Monetization of Leave Credits	43	43
Certificate of Employment	0	0
Total	2740	1018

Among 2740 respondents, 1018 concessionaires were able to answer the survey which resulted to 37.15% response rate for the year 2022.

The response rate is quite due to pandemic as most of the concessionaire does not want to hold unsanitized things.

No client on the service certificate of employment for the reason that no HWD employee resigned in 2022.

III. Methodology

The survey was attached on each of every transaction request and were handed out to concessionaires and collected immediately by the HWD personnel at the end of the transaction.

The eight (8) statement items or the SQD were scored using a 5-point Likert-type response 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 Satisfied nor Unsatisfied
4	3.50 - 4.49	Satisfied
5	4. 50 - 5.00	Very Satisfied

IV. Results

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

Statement Number/ SQD	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
1 Integrity	0	0	0	3	1015	1018	4.97
2 Cost	0	0	0	4	1014	1018	4.96
3 Reliability	0	0	0	4	1014	1018	4.96
4 Responsiveness	0	0	0	1	1017	1018	4.99
5 Communication	0	0	0	1	1017	1018	4.99
6 Access	0	0	0	0	1018	1018	5.00
7 Assurance	0	0	0	0	1018	1018	5.00
8 Outcome	0	0	0	1	1017	1018	4.99
Overall	0	0	0	14	8130	8144	**4.98**

The respondents were Very Satisfied with Hagonoy Water District in terms of the eight service quality dimensions, recording a score range of 4.96 to 4.99.

HWD recorded an overall score of 4.98 rating with a ‘Very Satisfied’ interpretation.