



Hagonoy Water District

Harmonized CSM Report FY 2023

2024 (1st Edition)



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I. Overview:

Hagonoy Water District (HWD) is a Government Owned and Controlled Corporation (GOCC) that is independent, autonomous, non-stock, self-supporting, non-profit, and self-sufficient. HWD does not regularly receive a subsidy, grant, or budgetary allocation from any political government subdivision. An organization whose mission is to guarantee that the water and sewage sector is effective, sustainable, and financially viable while providing all concessionaires with the highest possible level of service.

It is crucial for government organizations such as Hagonoy Water District to understand how satisfied its concessionaires are with the service it offers. HWD established the Client Satisfaction Measurement (CSM) and Feedback Mechanism in accordance with Section 20 of Republic Act (RA) No. 11032 (RA No. 11032), also known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, which amends Republic Act No. 9485, also known as the Anti-Red Tape Act of 2007, for this purpose.

As per ARTA Memorandum Circular (M.C) No. 2022-02, government organizations are required to give all concessionaires who have finished a transaction—whether it was a physical (walk-in), virtual (email), or telephone (landline or mobile) transaction—the harmonized Client Satisfaction Measurement questionnaire/survey.

II. Scope

Every concessionaire, every barangay in Hagonoy, and Barangay San Isidro II in Paombong, Bulacan, who personally visited the office, called on a landline or cell phone, or sent an email were all surveyed by the Hagonoy Water District.

The survey was carried out by HWD between January and December of 2023.

To gauge the concessionaires' overall satisfaction and impression, a standard, harmonized CSM survey was employed. The eight (8) statement items that make up the standard harmonized CSM survey encompass topics including responsiveness, reliability, access and facilities, communication, costs, integrity, assurance, and outcome.

In addition to the 8 statement items, there is an area at the bottom of the survey for customers to submit feedback, comments, and suggestions as well as their satisfaction or discontent with the service we provide.

Aside from the eight (8) statement items and free space given for concessionaire inputs, comments, or suggestions, HWD has three (3) questions regarding the Citizen's Charter.



The services HWD surveyed are the following:

External Services	Total Transactions	Responses
Service Complaint	28	28
Service Request	433	287
New Connection	801	497
Request for Disconnection	193	171
Request for Residential Rate	68	59
Request for Change Name	94	77

Internal Services	Total Transactions	Responses
Service Record	5	5
Monetization of Leave Credits	0	0
Certificate of Employment	4	4
Philhealth Certification	4	4
Total	1630	1132

1132 concessionaires were able to respond to the survey out of 1630 respondents, yielding a response rate of 69.44 percent for the year 2023.

The response rate increased significantly in 2023 compared to 2022. It ascended from 37.15% in 2022 to 69.44% in 2023. This has occurred since Hagonoy Water District pushed its concessionaires to fill out the survey form so that HWD could continually enhance its service.

No clients are listed on the monetization of leave credits due to the fact that HWD received instructions that this should only be allowed in critical circumstances and housing purposes.

Reconnection Request was excluded from the external services surveyed since, during the ARTA seminar, the local water utilities were instructed to not include the Reconnection Request on the survey to avoid bias.

All the services surveyed reached the required minimum number of respondents.



III. Methodology

Each transaction request had a survey attached to it, which was given to the concessionaires and promptly collected by HWD personnel when the transaction was complete.

A 5-point Likert-type answer scale was used to score the eight (8) statement items or SQD. The overall score was determined to use the questions' simple average. The following is how the findings were interpreted.

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

IV. Results

The results are broken down by service quality dimension in the table below:

Statement Number/ SQD	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
1 Integrity	0	0	0	0	1132	1132	100%
2 Cost	0	2	2	9	1119	1132	98.8%
3 Reliability	6	4	7	19	1096	1132	96.8%
4 Responsiveness	0	2	2	0	1128	1132	99.6%
5 Communication	0	0	0	0	1132	1132	100%
6 Access	0	3	0	0	1129	1132	99.7%
7 Assurance	0	0	0	0	1132	1132	100%
8 Outcome	0	1	2	3	1126	1132	99.4%
Overall	6	12	13	31	8994	9056	99.6%

The Overall score for the Eight (8) Service Quality Dimensions (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%	Poor
60.0% - 79.9%	Fair
80.0% - 89.9%	Satisfactory
90.0% - 94.9%	Very Satisfactory
95.0% – 100.0%	Outstanding

In terms of the eight service quality criteria, the respondents gave Hagonoy Water District an Outstanding rating, with scores ranging from 95.0% to 100.0%.

HWD obtained a rating of 99.6% overall, with the rating interpretation of "Outstanding."

The count of Citizen's Charter is described below:

Citizen's Charter Answers	Responses	Rating
CC1 Pamilyar ka ba sa Citizen's Charter?		
1. Oo, pamilyar ako rito at nakita ko ito sa kanilang opisina.	348	31%
2. Oo, pamilyar ako pero hindi ko ito nakita sa kanilang opisina.	0	0%
3. Hindi ako pamilyar, pero naging pamilyar noong nakita sa opisina.	784	69%
4. Hindi ako pamilyar at hindi ko ito nakita sa kanilang opisina. (Huwag nang sagutan ang CC2 at CC3 kung ito ang iyong kasagutan).	0	0%
CC2 Kung ang naging sagot mo sa CC1 ay sa numerong 1 – 3, masasabi mong ang Citizen's Charter ng HWD ay:		
1. Madaling makita	854	75%
2. Medyo madaling makita	181	16%
3. Hindi agad makikita	97	9%
4. Hindi Nakita	0	0%
CC3 Kung ang naging sagot mo sa CC1 ay sa numerong 1 – 3, gaano ito nakatulong ito para sa iyong transaksyon?		
1. Naging malaking tulong	356	31%
2. Medyo nakatulong	562	50%
3. Hindi masyadong nakatulong	119	11%
4. Hindi nakatulong	95	8%

The majority of respondents (69%) were unfamiliar with the Citizen's Charter before seeing it at the Hagonoy Water District office. Respondents easily recognized the Citizen's Charter (75%), yet only 31% of the respondents were able to utilize the CC.



V. Continuous Improvement Plan for 2024

Hagonoy Water District's service includes a key component centered on customer satisfaction. HWD identified deficiencies in the survey responses it received. HWD will try its best to surpass the current response rate of 69.44%. HWD will be more persistent in responding to our survey form so that we may gauge our concessionaires' true impressions of the service we offer and continually enhance our service.

HWD will also work on the digitalization to keep up with the modern technology, in response to the suggestions we received in our suggestion box.

The HWD plans to continuously improve the services we offer through 2024, and we'll pay close attention to the survey's outcomes in that regard.

Prepared by:

A handwritten signature in black ink, enclosed within a hand-drawn circle. The signature is stylized and appears to read "C. S. Vengco".

**Engr. Celestino S. Vengco
Chair ARTA/General Manager
Hagonoy Water District**



Annex "A" PAGSUSURI NG TAGATANGKILIK

Form No.: QMS 02
February 2023
Rev. 02



HAGONOY WATER DISTRICT



PAGSUSURI NG TAGATANGKILIK

Sa aming mga mahal na tagapagtangkilik, kami po ay humihiling sa inyo na sagutan ang mga katanungan sa ibaba para sa ikaayos ng serbisyo ng HWD. Umasa po kayo na lahat ng impormasyon na inyong ibibigay ay mananatili lamang sa kaalaman ng aming tanggapan.

Para sa mga katanungan patungkol sa Citizen's Charter (CC), lagyan lamang ng **tsek (✓)** ang inyong kasagutan. Ang Citizen Charter ay isang opisyal na dokumento na sumasalamin sa mga serbisyo ng isang ahensya o opisina ng gobyerno. Nakasaad dito ang mga kinakailangang dokumento (requirements), bayarin (fees), at ang oras ng pagpoproseso nito (processing time). Kalimitang makikita ang CC na nakapaskil sa opisina ng gobyerno.

CC1 Pamilyar ka ba sa Citizen's Charter?

- 1. Oo, pamilyar ako rito at nakita ko ito sa kanilang opisina.
- 2. Oo, pamilyar ako pero hindi ko ito nakita sa kanilang opisina.
- 3. Hindi ako pamilyar, pero naging pamilyar noong nakita sa opisina.
- 4. Hindi ako pamilyar at hindi ko ito nakita sa kanilang opisina. (Huwag nang sagutan ang CC2 at CC3 kung ito ang iyong kasagutan).

CC2 Kung ang naging sagot mo sa CC1 ay sa numerong 1 – 3, masasabi mong ang Citizen's Charter ng HWD ay:

- 1. Madaling makita
- 2. Medyo madaling makita
- 3. Hindi agad makikita
- 4. Hindi Nakita.

CC3 Kung ang naging sagot mo sa CC1 ay sa numerong 1 – 3, gaano ito nakatulong ito para sa iyong transaksyon?

- 1. Naging malaking tulong
- 2. Medyo nakatulong
- 3. Hindi masyadong nakatulong.
- 4. Hindi nakatulong.

Para sa mga katanungan patungkol sa **kalidad ng aming serbisyo**, lagyan lamang ng **tsek (✓)** ang inyong kasagutan kung saan ang pinakamataas ay **lima (5 = Lubos na pagsang-ayon)**, **(4=Sumasang-ayon)**, **(3 = Imparsyal)**, **(2 = Hindi sang-ayon)**, at ang pinakamababa ay **isa (1 = Matinding pagtutol)**. Ang paglalagay ng pangalan at tirahan ay opsyonal lamang.



Pangalan ng Tagatangkilik : _____
Tirahan : _____
Petsa : _____

	Puntos					Puna/Pahayag
	1	2	3	4	5	
1. Ang kalidad ng tubig ay malinis.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Ang tubig ay nasa tamang halaga lamang at ang resibo (<i>billing notice</i>) ay palaging nakararating sa aming tahanan.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. Ang pagbasa o <i>reading</i> sa metro ng tubig ay tama.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4. Ang pagtugon sa mga hinaing at kahilingang pantubig ay maagap.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5. Ang mga pabatid ay malinaw at ang mga paliwang ay madaling maintindihan.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6. Ang tanggapan ng Distrito ay madaling puntahan at komportable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7. Magagalang, matulungin at naiintindihan ng Frontliners at tubero ang pangangailangan ng mga kostumer.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8. Ang pangkalahatang serbisyo ng HWD ay maaasahan at nakatutugon sa inaasahan ng kostumer.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Karagdagan at iba pang pagmumungkahi
