



CITIZEN/CLIENT SATISFACTION REPORT

A. Brief Description

I. Introduction

Metro Midsayap Water District is a Government-Owned and Controlled Corporation serving the municipalities of Midsayap and Libungan for the past 38 years. The District wants to know if their clients are satisfied with the services rendered by the office, thus this satisfaction survey is administered. This is also an opportunity for consumers to express their satisfaction and/or dissatisfaction over the quality and quantity of the services they received, making them feel acknowledged and valued.

According to a blog posted by Sophia Bernazzani, Customer Satisfaction (CSAT) is a metric used to quantify the degree to which a customer is happy with a product, service, or experience. (Bernazzani, 2018). This metric is usually calculated by administering a customer satisfaction survey that asks on a number of point scale how a customer feels about the services offered to them, with answers between "yes" and "no" to choose from.

MMWD conducted the said survey from January 17, 2020 to January 21, 2020 to evaluate if the concessionaires were satisfied or dissatisfied with the services rendered to them by the District during the fiscal year 2019.

II. Methodology

The Customer Satisfaction and Feedback Survey was administered to 359 concessionaires randomly selected walk-in clients who visit the office for business transactions such as follow-up of request, application of new service connection, request for relocation and others. Satisfaction rating is measured as the percentage of clients interviewed during the covered period who were either satisfied or not satisfied with the Metro Midsayap Water District's services.

B.1 Results of the Citizen/Client Satisfaction Survey

Table 1. Sampling Size Distribution

Area of Coverage	No. of Service Connections	Sample Size	Sample Weight (%)
Midsayap	5,034	247	69
Libungan	2,160	112	31
TOTAL	7,194	359	100

Table 1 shows that the survey was administered in the municipalities of Midsayap and Libungan with corresponding number of respondents who participated in the survey.

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Table 2. Citizen/Client Satisfaction Survey Results

Indicator	Midsayap Result	Libungan Result
Water Supply		
Percent with 24-hour supply	59%	74%
Water Quality		
Percent satisfied with MMWD water	63%	72%
Repair Service		
Percent that claimed request/complaint was acted	79%	85%
Overall satisfaction		
Percent satisfied with overall service	72%	74%

Table 2 shows the summary of citizen/client satisfaction survey results wherein MMWD average overall satisfaction rating for fiscal year 2019 is 73%.

B.2 Customer Feedback Survey (CFS)

Customer Feedback Survey is being conducted to assess the frontline services of the District. Among its services are as follows: (1) Application of New Service Connection, (2) Payment of Water Bills, (3) Customer Assistance, (4) Reconnection of Service Connection, and (5) Relocation of Service Connection. The accomplished CFS forms are then tabulated and processed. The result will be used as basis for the improvement of the current services offered by the District.

Table 3. Customer Feedback Survey Result

FACET	Yes	No	No Response	Total
Midsayap				
Personnel				
Courteous/respectful	95%	2%	3%	100%
Responds/acts fast	92%	4%	4%	100%
Services				
Fast Service	98%	1%	1%	100%
Explains procedures/				

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Instructions well	87%	4%	9%	100%
Libungan				
Personnel				
Courteous/respectful	91%	3%	6%	100%
Responds/acts fast	90%	3%	7%	100%
Services				
Fast Service	94%	2%	4%	100%
Explains procedures/ Instructions well	90%	0%	10%	100%

The overall impression on MMWD's services for fiscal year 2019 showed a satisfaction rating of 92%.

III. Improvement Action Plan for FY 2020

A. Customer Satisfaction Survey

AREA	SPECIFIC IMPROVEMENT	ISSUE/CONCERN TO BE ADDRESSED	ACCOUNTABILITY	TIME FRAME
Water Supply	Increase in water pressure	Shortage of water supply	Production and Engineering Division	2020 and onwards
	Improve water availability			
Water Quality	Improve water quality at end point areas	Complaints on water quality	Production and Engineering Division	2020
Repair Services	Additional Manpower	Dissatisfied customer	Production and Engineering Division	2020
	Upgrading of tools and equipment			
	Upgrade technical capabilities			

B. Customer Feedback Survey

ISSU/CONCERN TO BE ADDRESSED	ACTIVITIES	TIME FRAME
1. Shortage of water supply	1.a. Operate one (1) production well at Kiwanan, Midsayap.	2020
	1.b. Operate one (1) production well at Poblacion 8, Midsayap.	2020
	1.c. Purchase additional 5000 cmd Bulk Water Supply.	2020
	1.d. Interconnect and operate the 500 Cu.M. ground reservoir.	2020
	1.e. Upgrading of undersized pipes in Midsayap and Libungan.	2020 onwards

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8



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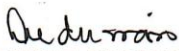
	1.f. Installation of pressure gauges to manage pressure.	2020
2. Complaints on water quality	2.a. Installation of blow-off at dead-ends.	2020
	2.b. Increase frequency of flushing at blow-offs.	2020 onwards
	2.c. Purchase water quality monitoring devices.	2020 onwards
	2.d. Implement water Safety Plan.	2020 onwards
3. Dissatisfied Customers	3.a. Conduct training and capability building.	2020 onwards
	3.b. Hire additional personnel.	2020 onwards
	3.c. Ensure availability of standard and quality maintenance materials.	2020 onwards
	3.d. Purchase additional tools and equipment.	2020 onwards

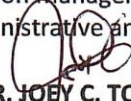
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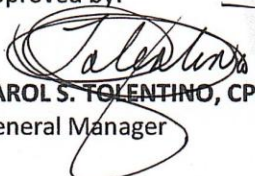
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