



CITIZEN/ CLIENT SATISFACTION REPORT FY 2020

Description of the Citizen/ Client Satisfaction Survey

The Infanta (Quezon) Water District Concessionaire Satisfaction Survey was conducted to know if the concessionaires are satisfied with the services provided by IQWD.

I. Scope and Period Covered

The Satisfaction Survey was given to 35 barangays being served by IQWD. Period covered is from January 1, 2020 to December 31, 2020.

II. Methodology

The survey was given randomly to walk-in clients and in-house survey conducted by meter readers during their billing distribution. Accomplished forms were collected, tabulated and analyzed.

Random Sampling Procedure

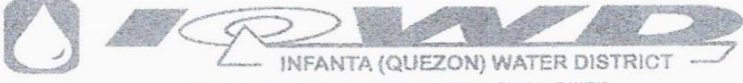
The target sample size is 10% of the population per serviced barangay. However, due to varying circumstances such as the global pandemic that we are still experiencing, some concessionaires were hesitant to participate in the survey. The frequent inclement weather conditions in Infanta had also significantly affected the data gathering. Thus, resulting in a low turnout rate.

AREA/ Barangays		No. of Service Connections	Sample Size (10%)	Actual Turnout
Zones 1 - 3	Poblacion 1, 38 & 39 (Town Proper)	1,398	140	70
Zone 4	Ingas, Boboin, Libjo, Abiawin, Binulasan, Dinahican	2,494	249	125
Zone 5	Magpahinga St., Miswa, Balobo, Bacong, Lual	794	80	41
Zone 6	Silangan, Antikin, Tudturan, Cawaynin, Maypulot	580	58	30
Zone 7	Bantilan, Catambungan, Pinaglapatan, Ilog	1,122	112	56
Zone 8	Pilaway & Comon	1,030	103	51
Zone 9	Banugao, Agos-Agos, Batican	909	90	46
Zone 10	Pulo, Amolongin, Langgas	513	51	26
Zone 11	Tongohin, Binonoan, Anibong, Alitas, Gumian	1,379	138	69
	TOTAL	10,219	1,021	514

SURVEY FORM

A 17-item Survey Form was utilized to get the general idea of the perception of the concessionaires. The questions included pertains to different areas of concern: water supply and quality, maintenance, leak repairs, billing service, communication, affordability and other frontline services.

Below is the IQWD Concessionaire Satisfaction Survey Form:



INFANTA (QUEZON) WATER DISTRICT
 "A Member of the Philippine Association of Water Districts (PAWD)"

CONCESSIONAIRE SURVEY FORM

Pangalan: _____ Account Name: _____
 Barangay: _____ Account No.: _____
 Kasarian: _____ Edad: _____ Contact No.: _____
 Date: _____

Panuto: Lagyan ng tsek ✓ ang loob ng box ng pinaka-angkop na sagot sa bawat pahayag na nakasaad.

	Lubos na nasiyahan	Nasiyahan	Wala sa nasiyahan o hindi nasiyahan	Hindi nasiyahan	Lubos na hindi nasiyahan
Water Quality and Supply					
1. Lakas ng pressure na isinu-suplay na tubig sa inyong lugar sa loob ng 24 oras					
2. Linaw ng suplay ng tubig					
3. Amoy ng suplay ng tubig					
4. Lasa ng suplay ng tubig					
5. Direktang uminom ng tubig na isinu-suplay ng IQWD			<input type="checkbox"/> Oo <input type="checkbox"/> Hindi		
Maintenance and Leak Repair					
	<input type="checkbox"/> Inspeksyon ng tagas	<input type="checkbox"/> pagkumpuni ng tagas	<input type="checkbox"/> inspeksyon ng metro	<input type="checkbox"/> hindi naaangkop	
	<input type="checkbox"/> ilang oras	<input type="checkbox"/> 1 araw	<input type="checkbox"/> 2-3 araw	<input type="checkbox"/> wala pang aksyon	
6. Bilis ng pagtugon (repair)	<input type="checkbox"/> Lubos na nasiyahan	<input type="checkbox"/> Nasiyahan	<input type="checkbox"/> Wala sa nasiyahan o hindi nasiyahan	<input type="checkbox"/> Hindi nasiyahan	<input type="checkbox"/> Lubos na hindi nasiyahan
Billing Service					
7. Kaayusan at bilis ng pagtanggap ng water bill					
8. Wastong reading ng nakonsumong tubig					<input type="checkbox"/> hindi naaangkop
Communication					
9. Pagtugon sa mga hinaing sa pamamagitan ng IQWD Hotline Service (Landline - 535-3926/ Smart - 09394192687/ Globe - 09778024769)					
10. Pagtugon sa mga hinaing sa pamamagitan ng IQWD Facebook account					
11. Pagbibigay ng anunsyo sa mga aktibidad at iba pang impormasyon ng IQWD					
12. Pagbabayad gamit ang Landbank Link Biz Portal bilang alternatibong pamamaraan sa pagbabayad					
IQWD Frontline Services					
13. Kaayusan at bilis ng pagbabayad sa opisina					
14. Aksyon ng pagtugon at pagiging magalang ng kawani ng IQWD					
15. Kalinisan at komportableng pasilidad ng IQWD					
16. Bentilasyon ng pasilidad ng IQWD					
Affordability					
17. Abot-kaya ang presyo ng isinu-suplay na tubig	<input type="checkbox"/>	<input type="checkbox"/> oo	<input type="checkbox"/>	<input type="checkbox"/> hindi	
Iba pang puna o suhestyon:					

Overall Satisfaction					
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

RESULT OF THE CITIZEN/ CLIENT SATISFACTION SURVEY FOR FY 2020

INDICATOR	RESULT		
	Satisfied	Neutral	Not Satisfied
Water Quality and Supply			
1. Percent with 24-hour water supply	85.10%	5.78%	9.12%
2. Percent satisfied with color	84.19%	8.00%	7.81%
3. Percent satisfied with odor	81.73%	9.77%	8.50%
4. Percent that drinks IQWD water directly from the faucet	YES: 38.43%		NO: 61.57%
5. Percent satisfied with taste	80.20%	12.65%	7.15%
Maintenance and Leak Repair			
6. Percent satisfied with the promptness of maintenance or leak repair service	89.89%	8.81%	1.29%
Billing and Distribution			
7. Percent satisfied with orderliness and punctuality of distribution	97.58%	1.97%	0.45%
8. Percent satisfied with the accuracy of reading	95.27%	3.18%	1.55%
Communication/ Information Dissemination			
9. Percent satisfied with hotline service	88.54%	8.87%	2.59%
10. Percent satisfied with Facebook Account	82.42%	14.15%	3.43%
11. Percent satisfied with Announcements	88.84%	7.64%	3.52%
12. Percent satisfied with Online payment (Landbank)	71.91%	19.20%	8.89%
Frontline Services (Cashiering & Customer Service)			
13. Percent satisfied in terms of orderliness and reasonable waiting time	92.32%	4.17%	3.51%
14. Percent satisfied in terms of courteous IQWD Staff	96.52%	1.81%	1.67%
15. Percent satisfied with cleanliness and comfort	95.69%	2.21%	2.10%
16. Percent satisfied with ventilation	95.31%	3.60%	1.10%
17. Percent believes in affordability of IQWD water	YES: 90.02%		NO: 9.98%
OVERALL SATISFACTION	92.59%	6.27%	1.14%

The survey which covered the fiscal year 2020 displayed an overall “satisfactory” performance for the whole year.

IMPROVEMENT ACTION PLANS for FY 2021

SPECIFIC IMPROVEMENT	ISSUE TO BE ADDRESSED	ACCOUNTABILITY	TIME FRAME
Improve water pressure and availability of water supply Commissioning of Pumping Station 7	Intermittent water supply	Operation and Maintenance Division	1 st Quarter 2021
Proposed Construction of Bolted Corrugated Water Tank (Brgy. Langgas)		Operation and Maintenance Division	3 rd Quarter 2021
Scouring Activity	Improvement of water quality	Operation and Maintenance Division	Ongoing since May 2020
Inquire for alternative payment options (Gcash/ True Money)	Limited payment methods	Cashiering Unit	1 st Quarter 2021
Notify public at least 48 hours prior to scheduled interruptions	Lack of Information Dissemination	Commercial Unit	1 st Quarter 2021
Intensify text blast/ information drive	Optimization of technology for more effective information dissemination	Commercial Unit	1 st Quarter 2021

When applicable, actions taken or best practices resulting from the Client Satisfaction Survey shall be presented to the management for review and possible integration in the revision of existing IQWD policies and procedures and for budget appropriation.

CERTIFICATION

This is to certify that INFANTA (QUEZON) WATER DISTRICT has performed Citizens/Clients Satisfaction Survey for year 2020 with a result of **92.59%** Satisfaction Rating.

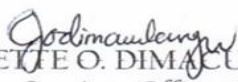
Survey respondents are from the 35 Barangays in the Municipality of Infanta being served by IQWD.

The survey consists of 17 questions answerable by checking the corresponding boxes of the following options; *Lubos na nasiyahan, Nasiyahan, Wala sa nasiyahan o Hindi nasiyahan, Hindi nasiyahan, Lubos na hindi nasiyahan o Hindi naaangkop*. Further, Overall Satisfaction Rating and comments and suggestions were also asked.

The survey was facilitated by the Commercial Unit. The Executive Committee analyzed and determined the actions and recommendations needed to address the concerns brought out in the survey for the improvement of services for the year 2021.

This certification is being issued in compliance with the Civil Service Commission Memorandum Circular No. 14, s. 2016 and as a Citizen/ Client Satisfaction requirement for PBB FY 2020.

Issued this 30th of March 2021 in Infanta, Quezon.


JANNETTE O. DIMACULANGAN
Admin. Servicer Officer B / HRMO

NOTED BY:


ENGR. ALEJO G. GONIO
O.I.C./ General Manager