

# BALANGA WATER DISTRICT

Client Satisfaction Measurement Report 2023 (1st Edition)



### LANGA WATER DISTRI ...

EGSA Tuyo, Balanga City, Bataan 2100 Contact No. 0919-087-0348 E-mail: balanga\_water@yahoo.com

### COMMERCIAL SERVICES DEPARTMENT

### CITIZEN / CLIENT SATISFACTION REPORT

### **Survey Overview**

The Balanga Water District (BLWD) is a government agency responsible for providing water supply and distribution services in Balanga City. As mandated by ARTA, the agency regularly conducts Citizen/Client Satisfaction Measurement (CSM) to continually improve its services.

BLWD conducted CSM surveys throughout the year from January 2023 to December 2023, covering active clients currently served from 23 barangays across the concession area.

A convenience sample comprising from 17,600 active service connection was surveyed. The respondents were clients that transacted with Balanga Water District office during the period from January to December 2023. Gathering on-site feedback from clients enabled assessment of immediate service interactions along different service processes like bill payments, new connection requests, etc.

The survey used a balanced 5-point Likert scale to collect rating across service quality dimensions: Responsiveness, Reliability (Quality), Access and Facilities, Communication, Costs, Integrity, Assurance, and Outcome.

Scale	Average	Rating
1	1.00-1.49	Very Dissatisfied
2	1.50-2.49	Dissatisfied
3	2.50-3.49	Neither satisfied nor dissatisfied
4	3.50-4.49	Satisfied
5	4.50-5.00	Very Satisfied

The survey methodology is deemed compliant with the following properties:

- Allows systematic analysis, interpretation and reporting of collected data
- Uses consistent set of questions that can track results over time
- Completed in a timeline aligned to the agency's planning and budgeting cycle

Out of 17,600 transactions at the office, 10,087 survey forms were accomplished resulting in a response rate of 57%. This moderate response rate signals ongoing citizen/client interest, despite potential survey fatigue and strategic survey timing challenges. This suggests sustained engagement, reflecting a positive willingness to participate and provide valuable feedback.



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Service Quality Dimension	Very Dissatisfied	Dissatisfied	Neither satisfied nor Dissatisfied	Satisfied	Very Satisfied	Responses	Rating
Responsiveness			504		9583	10087	5
Reliability			500		9587	10087	5
Access and Facilities			348		9739	10087	5
Communication			100		9987	10087	5
Costs			250		9837	10087	5
Integrity			148		9939	10087	5
Assurance			130		9957	10087	5
Outcome			209		9878	10087	5
Overall			500		9587	10087	5

Key results show excellent satisfaction levels with average rating of 5 ("Very Satisfied") across all service quality dimensions surveyed. The agency received positive feedback and trust from citizens/clients served. No major issues or areas of concern were identified from the analysis.

While results are currently very good, the Balanga Water District remains committed to enhancing service quality.



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# CUSTOMER SERVICE SURVEY SUMMARY FROM JANUARY TO DECEMBER 31, 2023

	2000	WIEN SERVICE SO	LANET SUMMAN	באטאואל ואוטאר ו	OSTOWIER SERVICE SORVET SOMMWANT PROMISANOART TO DECEMBER 31, 2023	21, 2023			
		Responsiveness - the	Reliability (Quality) - the	Access & Facilities - the	Communication - the act of Costs - the satisfaction with lategrity - the assurance	Costs - the satisfaction with		Assurance - the capability Outcome - the ext	Outcome - the ext
		willingness to help, assist,	provision of what is	convenience of location,	keeping citizens and clients is bimeliness of the billing,		that there is honesty,	of frontine staff to perform achieving outcome	achieving outcome
		and provide prompt service needed and what was	needed and what was	ample amenities for	informed in a language	billing process/es, preferred justice, falmess, and trust in their duties, product and	justice, fairness, and trust in	their duties, product and	restaing the intex
	٠	20	promised,	comfortable	they can easily understand, imsthods of payment,		each	service knowledge,	benefits of
	les	dizers/dients.	following the policy and	transactions, use of dear	as well as listening to their	as well as listeraing to their invasonable payment period, iservice while dealing with	service while dealing with	understanding	government service
	5 6		standards, with zero to a	signages and modes of	feedback.	value for money, the	the citizens/clents	citizen/dient needs,	
	ei s		minimal error rate.	technology.		acceptable		helpfulness, and good work	
	78					range of costs, and		relationships.	
						qualitative information on			
						the cost of each service.			
Type of Transaction Total Survey	-	0	0	0	0	0	0	0	0
Payment 9627	2	0	0	0	0	0	0	0	0
Application 174	3	0	0	0	0	0	0	0	0
Others 186	4	0	0	0	0	0	0	0	0
Total Surveys	11	9987	9987	9987	9987	9987	9987	9987	2865
Average Score		5.00	5.00	5.00	8:00	5.00	2:00	2.00	2.00
Percentage		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100,007





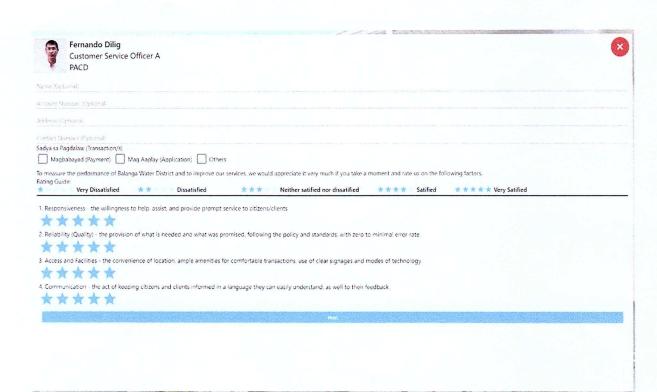
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### Survey Form Used

Fernando Dilig	8
Customer Service Officer A	
PACD	
Naise (Consmal)	
Access Number (Optional)	
Address (Optional)	
Logar Number Ophinali	
Sadya sa Pagdalaw (Transaction/s)	
Magbabayad (Payment) Mag Aaplay (Application) Others	
To measure the performance of Balanga Water District and to improve our services, we would appreciate it very much if you take a moment	and rate us on the following factors.
Rating Guide:	* Satisfied * * * * Very Satisfied
* Very Dissatisfied 東京 Dissatisfied 東京 Neither satisfied nor dissatisfied 東京	A Saulto A R A A I Italy saulto
5. Costs—the satisfaction with timeliness of the billing, billing process/es-preferred methods of payment, reasonable payment period, via	alue for money, the acceptable range of costs, and qualitative information on the cost of
each service	
***	
6. Integrity - the assurance that there is honesty, justice, fairness, and trust in each service while dealing with the citizens/clients.	
食食食食食	
7 Assurance - the capability of frontline staff to perform their duties, product and service knowledge, undestanding citizen/client need	s, helpfulness, and good work relationships
Assume the capacity of northing state to person account to the capacity of the	
8 Outcome - the extent of achieving outcomes or realizing the intended benefits of government services	
***	
XXXXX	
Comments/Suggestions	
Complete Survey	
TO SERVICE CONTRACTOR AND CONTRACTOR CONTRAC	





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Samples of Accomplished Survey Forms



### **Employee Survey Summary**

Employee	Grupo, Kristina Quintero
Month	July 2023
I. Name (C	

1. Name (Optional)				
Account Number (Optional)	0904-12-188			
Address (Optional)				
Contact Number (Optional)				e lige side
07/03/2023 8:05:09 am	Payment	Application	Others	
1. Responsiveness - the willingness	s to help, assist, and prov	vide prompt service to citizens/clients		5
2. Reliability (Quality) - the provision minimal error rate.	on of what is needed and	d what was promised. following the policy and stand	lards, with zero to	5
3. Access and Facilities - the conve modes of technology.	enience of location, ampl	e amenities for comfortable transactions, use of clea	ar signages and	5
4. Communication - the act of kee feedback.	ping citizens and clients	informed in a language they can easily understand,	as well to their	5
		ng process/es, preferred methods of payment, reas d qualitative information on the cost of each service		5
6. Integrity - the assurance that th	ere is honesty, justice, fa	irness, and trust in each service while dealing with the	ne citizens/clients.	5
7. Assurance - the capability of fro citizen/client needs, helpfulness, a		neir duties, product and service knowledge, undesta ips.	nding	5
8. Outcome - the extent of achievi	ng outcomes or realizing	the intended benefits of government services.		5
Comments				



### **Employee Survey Summary**

	Employee Survey Summary	
Employee	David, Jay-Jay Mendoza	
Month	January 2023	

1. Name (Optional)				
Account Number (Optional)	0604-12-023			
Address (Optional)				
Contact Number (Optional)				
01/05/2023 10:41:33 am	<b>✓</b> Payment	Application	Others	
1. Responsiveness - the willingness	to help, assist, and pr	ovide prompt service to citizens/clients	eri Baryiniy <sup>2</sup>	5
2. Reliability (Quality) - the provisio minimal error rate.	n of what is needed a	nd what was promised. following the policy and	standards, with zero to	5
<ol> <li>Access and Facilities - the convermodes of technology.</li> </ol>	nience of location, am	ple amenities for comfortable transactions, use	of clear signages and	5
<ol> <li>Communication - the act of keep feedback.</li> </ol>	ing citizens and client	ts informed in a language they can easily under	stand, as well to their	5
		illing process/es, preferred methods of payment and qualitative information on the cost of each s		5
6. Integrity - the assurance that the	re is honesty, justice, t	fairness, and trust in each service while dealing	with the citizens/clients.	5
7. Assurance - the capability of fror citizen/client needs, helpfulness, an		their duties, product and service knowledge, ur ships.	ndestanding	5
		ng the intended benefits of government service		-



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	Emp	ioyee	Survey	Summary
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En	nployee	Miel, Maric	el Nisay			
ı	Month	May 2023				
1.	Name (C	Optional)	limos zaide			
Acco	ount Numb	per (Optional)				
Addı	ress (Optio	onal)				
Cont	tact Numb	er (Optional)				
0.	5/02/2023	8:32:51 am	Payment	Application	Others	
1. Res	sponsivenes	s - the willingnes	s to help, assist, and prov	ide prompt service to citizens/ciients		5
2. Rel	liability (Qua	ality) - the provisi	on of what is needed and	what was promised, following the pol	icy and standards, with zero to	5

1. Responsiveness - the willingness to help, assist, and provide prompt service to enzerts/enerts	
2. Reliability (Quality) - the provision of what is needed and what was promised, following the policy and standards, with zero to minimal error rate.	5
3. Access and Facilities - the convenience of location, ample amenities for comfortable transactions, use of clear signages and modes of technology.	5
4. Communication - the act of keeping citizens and clients informed in a language they can easily understand, as well to their feedback.	5
5. Costs - the satisfaction with timeliness of the billing, billing process/es, preferred methods of payment, reasonable payment period, value for money, the acceptable range of costs, and qualitative information on the cost of each service.	5
6. Integrity - the assurance that there is honesty, justice, fairness, and trust in each service while dealing with the citizens/clients.	5
7. Assurance - the capability of frontline staff to perform their duties, product and service knowledge, undestanding citizen/client needs, helpfulness, and good work relationships.	5
8. Outcome - the extent of achieving outcomes or realizing the intended benefits of government services.	5

### **Improvement Action Plan for 2024**

While citizen/client satisfaction levels are already high, the Balanga Water District aims to further improve service quality in 2024 through the following commitments:

### Survey Execution Improvements

Comments

- 1. The standardized CSM Survey forms officially disseminated by ARTA will be fully integrated to guarantee all critical service quality dimensions are comprehensively covered.
- 2. Print formats for survey distribution and completion will be leveraged alongside digital channels in order to drive increased response rates across all customer demographics through more inclusive, multi-mode access.
- 3. Institute a formalized review and approval process for future surveys that requires signoffs from all relevant departments to confirm inclusion of all mandatory question sets prior to distribution.

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4. Expand customer outreach for survey participation through low-tech channels like website pop-ups, billing flyers, community postings, and partnership with local leaders to encourage wider survey participation.

### Service Quality Enhancements

- 1. Implement "Citizen's Charter" reminder signage across all service counters and waiting areas.
- 2. Create quick-reference guides for employees on key citizen's charter commitments.
- 3. Revise phone and Facebook messenger system greetings and messages to set expectations on typical response times.
- 4. Create a monthly public commendation to recognize employee exemplifying excellent customer service.
- 5. Introduce customer appointment scheduling and status tracking for transactional processes to improve responsiveness.

The above commitments will be undertaken within 2024 and tracked as key performance metrics for the Balanga Water District service improvement plan. Resources have been allocated in the annual budget with oversight by the senior management to ensure execution. Progress will be presented in the next CSM report.

Prepared by:

Maria Victoria G. Tungol Supervising Customer Service Officer Noted by:

Engr. Charlito G. Rodriguez

General Manager