



BALANGA WATER DISTRICT

Client Satisfaction Measurement Report

2023 (1st Edition)



BALANGA WATER DISTRICT

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.



BALANGA WATER DISTRICT

EGSA Tuyo, Balanga City, Bataan 2100

Contact No. 0919-087-0348

E-mail: balanga_water@yahoo.com

COMMERCIAL SERVICES DEPARTMENT

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.



BALANGA WATER DISTRICT


EGSA Tuyo, Balanga City, Bataan 2100

Contact No. 0919-087-0348

E-mail: balanga_water@yahoo.com

COMMERCIAL SERVICES DEPARTMENT

Survey Form Used



Fernando Dilig
Customer Service Officer A
PACD

Name (Optional):

Account Number (Optional):

Address (Optional):

Contact Number (Optional):

Sadya sa Pagdalan (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:
★ Very Dissatisfied ★★ ★★ Dissatisfied ★★ Neither satisfied nor dissatisfied ★★ Satisfied ★★ Very Satisfied

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.
★★★★★


6. Integrity - the assurance that there is honesty, justice, fairness, and trust in each service while dealing with the citizens/clients.
★★★★★

7. Assurance - the capability of frontline staff to perform their duties, product and service knowledge, understanding citizen/client needs, helpfulness, and good work relationships.
★★★★★

8. Outcome - the extent of achieving outcomes or realizing the intended benefits of government services.
★★★★★

Comments/Suggestions:

Complete Survey



Fernando Dilig
Customer Service Officer A
PACD

Name (Optional):

Account Number (Optional):

Address (Optional):

Contact Number (Optional):

Sadya sa Pagdalan (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:
★ Very Dissatisfied ★★ ★★ Dissatisfied ★★ Neither satisfied nor dissatisfied ★★ Satisfied ★★ Very Satisfied

1. Responsiveness - the willingness to help, assist, and provide prompt service to citizens/clients.
★★★★★

2. Reliability (Quality) - the provision of what is needed and what was promised, following the policy and standards, with zero to minimal error rate.
★★★★★

3. Access and Facilities - the convenience of location, ample amenities for comfortable transactions, use of clear signages and modes of technology.
★★★★★

4. Communication - the act of keeping citizens and clients informed in a language they can easily understand, as well to their feedback.
★★★★★

Next



BALANGA WATER DISTRICT

EGSA Tuyo, Balanga City, Bataan 2100

Contact No. 0919-087-0348

E-mail: balanga_water@yahoo.com

COMMERCIAL SERVICES DEPARTMENT

Samples of Accomplished Survey Forms



BALANGA WATER DISTRICT

EGSA, Tuyo, Balanga City, Bataan 2100

balanga_water@yahoo.com

09190870348/09361586991

Employee Survey Summary

Employee	Grupo, Kristina Quintero		
Month	July 2023		
1. Name (Optional)			
Account Number (Optional)	0904-12-188		
Address (Optional)			
Contact Number (Optional)			
07/03/2023 8:05:09 am	<input checked="" type="checkbox"/> Payment	<input type="checkbox"/> Application	<input type="checkbox"/> Others
1. Responsiveness - the willingness to help, assist, and provide prompt service to citizens/clients			5
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, understanding 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
Comments			



BALANGA WATER DISTRICT

EGSA, Tuyo, Balanga City, Bataan 2100

balanga_water@yahoo.com

09190870348/09361586991

Employee Survey Summary

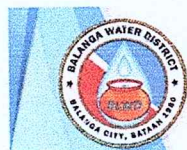
Employee	David, Jay-Jay Mendoza		
Month	January 2023		
1. Name (Optional)			
Account Number (Optional)	0604-12-023		
Address (Optional)			
Contact Number (Optional)			
01/05/2023 10:41:33 am	<input checked="" type="checkbox"/> Payment	<input type="checkbox"/> Application	<input type="checkbox"/> Others
1. Responsiveness - the willingness to help, assist, and provide prompt service to citizens/clients			5
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, understanding 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
Comments			



BALANGA WATER DISTRICT

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

COMMERCIAL SERVICES DEPARTMENT



BALANGA WATER DISTRICT

EGSA, Tuyo, Balanga City, Bataan 2100
balanga_water@yahoo.com
09190870348/09361566991

Employee Survey Summary

Employee	Miel, Maricel Nisay		
Month	May 2023		

1.	Name (Optional)	limos zaide	
Account Number (Optional)			
Address (Optional)			
Contact Number (Optional)			
05/02/2023 8:32:51 am		<input type="checkbox"/> Payment	<input type="checkbox"/> Application <input checked="" type="checkbox"/> Others
1. Responsiveness - the willingness to help, assist, and provide prompt service to citizens/clients		5	
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, understanding 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	
Comments			

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

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 sign-offs from all relevant departments to confirm inclusion of all mandatory question sets prior to distribution.



BALANGA WATER DISTRICT

EGSA Tuyao, Balanga City, Bataan 2100

Contact No. 0919-087-0348

E-mail: balanga_water@yahoo.com

COMMERCIAL SERVICES DEPARTMENT

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