



# Harmonized CSM Report

2024 (1<sup>st</sup> Edition)



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## **I. Overview**

Lianga Water District (LIWAD) is a Government Owned and Controlled Corporation created under the Provision of P.D. 198 otherwise known as the Provincial Water Utilities Act of 1973 as amended by PD nos. 768 & 1479 for the operation, maintenance and expansion of reliable & economically viable and sound water supply and wastewater disposal system for population centers of the Philippines.

As stated in the ARTA Memorandum Circular (M.C.) No. 2022-02, government agencies shall provide the harmonized CSM survey to clients who have completed a transaction Per 6.7.3 of ARTA M.C. No. 2019-002, the client satisfaction measurement detailing the scope and period covered by the measurement, the methodology used, the results of the measurement, and the interpretation of the data shall be reported to the Authority.

## **II. Scope:**

LIWAD conducted surveys throughout the year from January 2023 to December 2023.

LIWAD surveyed every client that visited the administrative office and service/ information center, as well as those that contacted LIWAD through email.

The survey used the standard harmonized CSM questionnaire. It asked clients demographical questions, three (3) Citizen's Charter questions, and eight (8) questions related to the following Service Quality Dimensions:

1. Responsiveness
2. Reliability
3. Access and Facilities
4. Communication
5. Costs
6. Integrity
7. Assurance
8. Outcome



The services LIWAD surveyed are the following:

External	Responses	Total Transactions
Process for Reconnection of Water Service	2	2
Process of Billing and Payment of Water Bill	6	6
Process for Disconnection of Water Service	1	1
Process of Application for New Water Service Connection	4	4
Process of Filing Complaint:		
Customer Service Request	29	29
Transfer of Water Meter	4	4
Calibration of Water Meter	1	1
Issuance of Certification of Employment (For Separated Employees)	1	1
Issuance of Certification of Employment : Clearance from Accountabilities and Certification of Good Moral Character (For Separated Employees)	1	1
Issuance of Employment Service Records (For Separated Employees)	1	1
Disbursement of Approved Checks Releasing of Approved Checks to Suppliers	5	5
Acceptance of Payment Paid Through LBP, LDDAP ADA Online Collection: Issuance of Official Receipts for LBP LDDAP-ADA Payments of Government Agencies	5	5
Realignment of Pipelines (uPVC/ PE) due to Road Infrastructure Projects	1	1
<b>TOTAL</b>	<b>61</b>	<b>61</b>



Internal	Responses	Total Transactions
Issuance of Materials to Requisitioner (employee)	8	8
Processing of Disbursement Voucher (Payment to Suppliers)	5	5
<b>TOTAL</b>	<b>13</b>	<b>13</b>
<b>GRAND TOTAL (External &amp; Internal)</b>	<b>74</b>	<b>74</b>

In aggregate, 74 people were able to answer the survey, among a population of 74. This resulted in a 100% response rate for 2023.

Services that had no clients in 2023 are the following:

Process for Water Bill Adjustment		
Process of Filing Complaint:		
Change of Name		
Disbursement of Petty Cash to Suppliers		
Releasing of Petty Cash to Suppliers		
Request for Certified True Copy of 201 Documents		
Issuance of Certification of Employment (Employees in Active Roll)		
Issuance of Employment Service Records (Employees in Active Roll)		
Request for Certified True Copy of 201 Documents		
Work-related injury or Accident involving LIWAD employees while in the performance of duty		
Classification of Water Service Accounts		
Response to No Water/ Low Water Pressure Complaints (Walk-in)		
Processing of Employee's Clearance of Accountabilities		



### III. Methodology

For physical clients, surveys were handed out and collected by LIWAD personnel immediately at the end of the transaction. Surveys and survey boxes were also available near the office's entrance.

For online clients, emails containing the CSM portal link were sent one (1) week after the last correspondence.

The 8 SQD questions were scored using a 5-point Likert Scale. The simple average of the questions was used to get the Overall score. The interpretation of the results are as follows:

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

### IV. Results of the harmonized CSM for CY 2023:

#### A. Count of CC and SQD results

The majority (100%) of respondents know the existence of a Citizen's Charter (CC) and were able to see LIWAD's CC.

External Services	Responses	Percentage
CC1. Yes, aware before my transaction here	74	100%
CC1. Yes, but aware only	-	-
CC1. No, not aware	-	-
CC2. Yes, I saw the Citizen's Charter	74	100%
CC2. No, I did not see the Citizen's Charter	-	-
CC3. Yes, I was able to read	74	100%
CC3. No, I was not able to read	-	-



Meanwhile, most respondents were either “Satisfied” or “Very Satisfied” with LIWAD in terms of the 8 service quality dimensions, recording a score range of 4.72-5.00.

The data below shows the breakdown of the results per service quality dimension.

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	-	-	-	-	74	74	<b>5.00</b>
Reliability	-	-	-	21	53	74	<b>4.72</b>
Access and Facilities	-	-	-	1	63	64	<b>4.98</b>
Communication	-	-	-	-	59	59	<b>5.00</b>
Costs	-	-	-	2	52	54	<b>4.96</b>
Integrity	-	-	-	-	74	74	<b>5.00</b>
Assurance	-	-	-	-	74	74	<b>5.00</b>
Outcome	-	-	-	-	73	74	<b>4.93</b>
<b>Overall</b>	-	-	-	<b>24</b>	<b>522</b>	<b>547</b>	<b>4.96</b>

#### B. Average score per service

Looking at the scores per service, respondents were “Very Satisfied” with their transactions, recording a score range of 4.72-5.00. No service garnered a score of 3.99 or lower.

As a result, LIWAD recorded an Overall score of 4.96, which translates to “Very Satisfied”.

The data below shows the Overall rating of each service surveyed.

External	Overall Rating
Process for Reconnection of Water Service	4.94
Process of Billing and Payment of Water Bill	4.93
Process for Disconnection of Water Service	4.88
Process of Application for New Water Service Connection	4.94
Process of Filing Complaint:	
Customer Service Request	4.96
Transfer of Water Meter	4.91
Calibration of Water Meter	4.88



Issuance of Certification of Employment (For Separated Employees)	5.00
Issuance of Certification of Employment : Clearance from Accountabilities and Certification of Good Moral Character (For Separated Employees)	5.00
Issuance of Employment Service Records (For Separated Employees)	5.00
Disbursement of Approved Checks Releasing of Approved Checks to Suppliers	5.00
Acceptance of Payment Paid Through LBP, LDDAP ADA Online Collection: Issuance of Official Receipts for LBP LDDAP-ADA Payments of Government Agencies	5.00
Realignment of Pipelines (uPVC/ PE) due to Road Infrastructure Projects	5.00
External Service Overall	4.95
<b>Internal</b>	<b>Overall Rating</b>
Issuance of Materials to Requisitioner (employee)	5.00
Processing of Disbursement Voucher (Payment to Suppliers)	4.92
Internal Service Overall	4.96
<b>Overall</b>	<b>4.96</b>



## **V. Results of the Agency Action Plan Reported in CY 2023:**

1. Barangay Ganayon Water Supply System Expansion Project (3,000 linear meters), Barangay Ganayon, Lianga, Surigao del Sur;
2. Installation of Fire Hydrant at the New Municipal Building of LGU-Lianga, Surigao del Sur;
3. Rehabilitation of Distribution Line at P-4, Sitio Pugad, Barangay Payasan, Lianga, Surigao del Sur;
4. Reduction of Non-Revenue Water (NRW) for CY 2023;
5. Limestone Removal at Simulao Source, Barangay Diatagon, Lianga, Surigao del Sur; and
6. Barangay Manyayay Water Supply System Expansion Project (3,500 linear meters), Barangay Manyayay, Lianga, Surigao del Sur

## **VI. Continuous Agency Improvement Plan for CY 2024:**

1. Rehabilitation of Transmission Line Phase 2 at Camangahan source, Barangay Ban-as, Lianga, Surigao del Sur;
2. Limestone Removal at Simulao Source, Barangay Diatagon, Lianga, Surigao del Sur;
3. Reduction of Non-Revenue Water (NRW) for CY 2024;
4. Proposed Deepwell, Barangay Anibongan, Lianga, Surigao del Sur;
5. Expansion of Distribution Line at Sitio Kansilad, Barangay Ganayon, Lianga, Surigao del Sur (1,880 linear meters);
6. Purchase of 1 set Standby Generator 35 KVA at LIWAD Pump house, P-3, Barangay Ban-as, Lianga, Surigao del Sur



## VII. Index

### A. Clear Image of physical CSM survey used

Control No: \_\_\_\_\_



**LIANGA WATER DISTRICT  
HELP US SERVE YOU BETTER!**

ANTI-RED TAPE AUTHORITY  
CLIENT SATISFACTION  
MEASUREMENT FORM  
PSA Approval No.: ARTA-2242-3  
Expires on 31 July 2023

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Aailed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

CC1 Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?

- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a **check mark (✓)** on the column that best corresponds to your answer.

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.						
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.						
<b>SQD2.</b> The office followed the transaction's requirements and steps based on the information provided.						
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.						
<b>SQD4.</b> I easily found information about my transaction from the office or its website.						
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction.						
<b>SQD6.</b> I feel the office was fair to everyone, or " <i>walang palakasan</i> ", during my transaction.						
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**



(Online Version)

**LIANGA WATER DISTRICT  
HELP US SERVE YOU BETTER!**

ANTI-RED TAPE AUTHORITY  
CLIENT SATISFACTION  
MEASUREMENT FORM  
PSA Approval No.: ARTA-2242-3

This short Client Satisfaction Measurement (CSM) survey aims to track the customer experience of government offices. Your answers will enable this office to provide a better service.

Age: \_\_\_\_\_ Sex: \_\_\_\_\_ Region: \_\_\_\_\_

Agency visited: \_\_\_\_\_

Service availed: \_\_\_\_\_

Customer type (Citizen, Business, or Government?): \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions.**

**CC1 Do you know about the Citizen's Charter (document of an agency's services and reqs.)?**

- 1. Yes, aware before my transaction with this office
- 2. Yes, but aware only when I saw the CC of this office
- 3. No, not aware of the CC (Skip questions CC2 and CC3)

**CC2 If Yes to the previous question, did you see this office's Citizen's Charter?**

- 1. Yes, the CC was easy to find
- 2. Yes, but the CC was hard to find
- 3. No, I did not see this office's CC (Skip question CC3)

**CC3 If Yes to the previous question, did you use the Citizen's Charter as a guide for the service/s you availed?**

- 1. Yes, I was able to use the CC
- 2. No, I was not able to use the CC because \_\_\_\_\_

**INSTRUCTIONS: For SQD 1-8, please encircle the number that corresponds to your answer:**

Strongly Disagree (SD)	Disagree (D)	Neither Agree nor Disagree (NAD)	Agree (A)	Strongly Agree (SA)
1	2	3	4	5

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree
SQD1. I spent an acceptable amount of time to complete my transaction ( <i>Responsiveness</i> )	1	2	3	4	5
SQD2. The office accurately informed and followed the transaction's requirements and steps ( <i>Reliability</i> )	1	2	3	4	5
SQD3. My online transaction (including steps and payment) was simple and convenient ( <i>Access and Facilities</i> )	1	2	3	4	5
SQD4. I easily found information about my transaction from the office or its website ( <i>Communication</i> )	1	2	3	4	5
SQD5. I paid an acceptable amount of fees for my transaction ( <i>Costs</i> )	1	2	3	4	5
SQD6. I am confident my online transaction was secure ( <i>Integrity</i> )	1	2	3	4	5
SQD7. The office's online support was available, or (if asked questions) online support was quick to respond ( <i>Assurance</i> )	1	2	3	4	5
SQD8. I got what I needed from the government office ( <i>Outcome</i> )	1	2	3	4	5

Remarks (optional):

\_\_\_\_\_