

**METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM
REGULATORY OFFICE (MWSS RO)**

CUSTOMER SATISFACTION SURVEY (CSS)



Prepared by:

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The Metropolitan Waterworks and Sewerage System (MWSS) is the government agency tasked to ensure that an uninterrupted and adequate potable water supply is made accessible and available for the benefit of those residing within the Metropolitan Manila area and nearby provinces. It is also delegated with the proper operation and maintenance of sewerage systems in its franchise territory. The MWSS was created by Republic Act No. 6234, otherwise known as “An Act Creating the Metropolitan Waterworks and Sewerage System and Dissolving the National Waterworks and Sewerage Authority; and for Other Purposes”.

In 1997, the water distribution and sewerage service components of MWSS were opened in favor of the private sector. Concession agreements were signed by the two private companies which went through and eventually won the bidding process, Maynilad Water Services, Inc. (Maynilad) and the Manila Water Company, Inc. (Manila Water). The former became the authorized water concessionaire for the west zone, and the latter for the east zone. The MWSS Regulatory Office (MWSS RO) was created to monitor the performance of the two concessionaires, to regulate the rates they charge for their services, and to ensure that the terms and conditions of the concession agreements were complied with.

As part of the thrust of MWSS RO to render the highest quality of service to its customers, the RO initiated the customer satisfaction survey which chiefly sought to determine customers’ satisfaction on the delivery of its regulatory functions involving direct dealings with water consumers such as handling of customer complaints and conduct of public information dissemination.

Through the data generated from the customer satisfaction survey, the MWSS RO would be guided on how its customer service may further be improved and how its regulatory practices enhanced.

TABLE OF CONTENTS

Executive Summary	6
Public Dialogue	9
I. Overview.....	10
II. Data Collection Procedure.....	12
III. Results	14
IV. Conclusion and Recommendations.....	28
Complaints Handling.....	31
I. Overview.....	32
II. Data Collection Procedure.....	34
III. Results	36
IV. Conclusion and Recommendations.....	52
Overall Score Computation for MWSS RO's Customer Satisfaction Survey	54
Annexes	55
I. Conversion Table.....	55
II. Survey Questionnaire for Public Dialogue	56
III. Interview Guide for Public Dialogue.....	58
IV. Survey Questionnaire for Complaints Handling.....	59
V. Online Customer Satisfaction Survey Questionnaire for MWSS RO's Website	67
VI. Sample Selection Methodology.....	69
VII. Pre-enumeration Documentation.....	71
VIII. Power Point Presentation on Enumerator's Briefing for Public Dialogue	72
IX. Power Point Presentation, Survey Protocol on Complaints Handling.....	77
X. Power Point Presentation, Final Report.....	84

LIST OF TABLES

Table 1.1.	Summary Statistics of Maynilad Public Dialogue (Survey)	14
Table 1.2.	Summary Statistics of Maynilad Public Dialogue (Interview)	15
Table 2.1.	Summary Statistics of Manila Water Public Dialogue (Survey)	16
Table 2.3.	Summary Statistics of Manila Water Public Dialogue (Interview)	17
Table 3.1.	Maynilad Respondent Profile.....	36
Table 3.2.	Manila Water Respondent Profile	36
Table 4.1.	Respondents' Average Rating Per Item	37
Table 4.2.	Respondents' Average Rating Per Item and Remarks	38
Table 5.	Average Rating of Respondents without Conference Meeting vs. Average Rating of Respondents with Conference Meeting.....	41
Table 6.1.	Average Rating of Maynilad Customer-Respondents vs. Average Rating of Manila Water Customer-Respondents.....	42
Table 6.2.	Average Rating of Maynilad Customer-Respondents with Favorable Resolution vs. Respondents with Unfavorable Resolution.....	43
Table 6.3.	Average Rating of Manila Water Customer-Respondents with Favorable Resolution vs. Respondents with Unfavorable Resolution.....	43
Table 7.1.	Respondents' Rating on the Ease of Filing a Case at MWSS RO	44
Table 7.2.	Respondents' Rating on the Responsiveness of MWSS RO's Staff.....	45
Table 7.3.	Respondents' Rating on the Clarity of the Complaints Handling Process of MWSS RO	46
Table 7.4.	Respondents' Rating on the MWSS RO Facilitation of Conference Meeting	47
Table 7.5.	Respondents' Rating of MWSS RO's Fairness of Handling Conference Meeting	48
Table 7.6.	Respondents' Rating on the Coordination of MWSS RO with its Customers	49
Table 7.7.	Respondents' Rating on the Effort of MWSS RO to Resolve Complaints.....	50
Table 7.8.	Customer-Respondents' Overall Rating of MWSS RO in its Complaints Handling.....	51

LIST OF FIGURES

Figure 1.	Invitation to Public Dialogue.....	18
Figure 2.	Presentation of IRR.....	19
Figure 3.	Responses to Questions and Concerns	20
Figure 4.	Emcees/Facilitators.....	21
Figure 5.	Time Allotted.....	22
Figure 6.	Venue	24
Figure 7.	Food.....	25
Figure 8.	MWSS RO Staff.....	26
Figure 9.	Relevance/Importance of Public Dialogues.....	27
Figure 10.	MWSS RO's Complaints Handling Process	33

EXECUTIVE SUMMARY

The Metropolitan Waterworks and Sewerage System Regulatory Office (MWSS RO) obtained an **overall score of 4.59 of 5 which is equivalent to an outstanding rating** in the customer satisfaction survey (CSS) carried out by the University of the Philippines Center for Integrative and Development Studies (UP CIDS) to determine the level of customer satisfaction with its service. The UP CIDS conducted both a survey and one-on-one interviews with customers of the two concessionaires, Maynilad Water Services, Inc. (Maynilad) and Manila Water Company, Inc. (Manila Water), for the two indicative activities of public information dissemination (public dialogue) and complaints handling. The overall mean score for the MWSS RO's public dialogue was **4.72 of 5** and for the MWSS RO's complaints handling process, **4.47 of 5**, both scores being in the outstanding range.

A. Public Information Dissemination

Two public dialogues were organized by MWSS RO, in coordination with Maynilad and Manila Water, for its public information dissemination on the IRR on places of worship with clientele of both concessionaires.

Highly favorable scores were obtained from feedback of both Maynilad and Manila Water participants in every aspect of the public dialogue. Most of the respondents concurred that having the public dialogue between MWSS RO, the concessionaires, and the customers is an excellent way to consult directly with and gain feedback from the stakeholders themselves, and that the public dialogue is a healthy sign of transparency and participation in public governance. The public dialogue provided a structured, participatory, and inclusive approach in policy implementation, particularly in areas where there are instances of underperformance.

The mean ratings obtained by MWSS RO from the surveys were **4.72 of 5** for Maynilad customers and **4.71 of 5** for Manila Water customers. In both instances, the highest scores were for satisfaction with the overall significance of the activity (4.87 for Maynilad and 4.83 for Manila Water customers), the MWSS RO staff's handling of the participants (4.80 for Maynilad and 4.85 for Manila Water customers), and how the panelists answered the questions asked by the participants (4.83 for Maynilad and 4.75 for Manila Water customers). The items with the lowest satisfaction scores were also similar for both Maynilad and Manila Water customers: the suitability of the venue (4.59 for Maynilad and 4.62 for Manila Water customers) and the adequacy and quality of food (4.63 for Maynilad and 4.61 for Manila Water customers). Nevertheless, even the lowest scores in this activity were well within the range that is considered outstanding.

Recommendations based on the results of the survey and interviews after the public dialogue include:

- That for future public dialogues, it is best to have a more accessible venue for all, located central of each concessionaire's coverage area;
- That the MWSS RO also hold regular public dialogues on other topics or in the remote parts of service areas;

- Also, it is recommended to have improvement in logistics and facilities that will encourage customers to participate in the dialogue and be comfortable for subsequent activities after the event, e.g., meal holding areas, and areas for interviews and further queries with MWSS RO staff or concessionaire, among others;
- It is likewise proposed for the concessionaires to provide an action booth or desk during such events to allow the attendees to ask questions and receive immediate answers to their concerns.

B. Complaints Handling by MWSS-RO

To determine satisfaction with MWSS RO's customer service, a face-to-face survey was conducted with 18 customers who had filed complaints and had undergone the complaints handling process of the RO up until the resolution of those complaints.

Customer feedback on the MWSS RO's complaints handling process was similarly positive. The survey showed a very high degree of customer satisfaction with the MWSS RO complaints handling procedure. **The overall mean rating for all survey items was 4.47 of 5** which is considered outstanding. **On a 100 point scale, the mean customer rating for the MWSS RO's complaints handling procedure was 94.31** which showed a very high degree of customer satisfaction.

Maynilad Water customers showed a slightly higher overall mean rating for all items of 4.82 of 5 relative to Manila Water's 4.34 of 5. The difference however are largely due to the inclusion of customers whose resolutions were held in abeyance or received unfavorable resolutions among Manila Water respondents and the absence of similar respondents in the Maynilad respondents. These customers tended to consistently rate low on most items regardless of content, suggesting that the final outcomes tended to strongly influence their evaluation of other unrelated items.

When the few respondents with unfavorable resolutions and those held in abeyance were excluded, **Manila Water's customer's mean rating for all items is slightly higher at 4.66 of 5** relative to **Maynilad customer's mean rating for all items of 4.62 of 5.** The handling of the conference meeting was rated highly among both Maynilad and Manila Water customers (5.00 of 5). The MWSS RO staff's handling of complaints was also rated high among both sets of customers (4.50 for Maynilad and 4.8 for Manila Water customers). The item with lowest mean score for Maynilad customers was the clarity of procedures (4.19 of 5) and for Manila Water customers, adequacy of the MWSS RO's response (4.01 of 5). Both responses are in the very satisfactory range.

Recommendations based on the results of the survey include:

- That for the filing of complaints or requests for follow-ups, it is recommended that these be made accessible by using regular means, and for coordination, customers are better be given options on how they prefer to receive communication from MWSS RO, i.e., by telephone, letter, text message, fax, or e-mail;
- It is recommended as well that the MWSS RO adopt a document tracking system to improve data organization, to better monitor the timely resolution

- of cases, and to ensure that complaints are resolved within the time frame provided in its service charter;
- Also, it is suggested that additional training and seminars be given to MWSS RO staff and personnel to keep them abreast with trends in customer support and satisfaction;
 - It is likewise proposed for the concessionaires to have standard protocols put in place to immediately address, or to at least provide, temporary or alternative practicable solutions within the specified time period.

C. Online Survey Re MWSS RO Website

The UP-CIDS designed the online survey instrument to assess the satisfaction of customers and other stakeholders with the MWSS RO website's content, which the regulatory office has been implementing for some months now. An initial review or analysis of the online responses can be conducted by the MWSS RO to guide it in improving its website.

PUBLIC DIALOGUE

I. OVERVIEW

To ensure that the public is informed about the new policies aimed at improving the quality of service of the concessionaires to their clients, the MWSS RO held public information drives with customers of Maynilad and Manila classified as places of worship on July 5 and 7, 2016, respectively. The purpose of these public dialogues was to discuss the Implementing Rules and Regulation (IRR) No. 2013-03 on Rate Reclassification of Places of Worship. It also served as a venue for discussions on questions, grievances, and other concerns from such customers. IRR No. 2013-03 defined places of worship as “premises that are devoted to religious worship and/or religious activities such as the performance of religious obligations, rites, or sacraments”. The public information drive of Maynilad was held at the Maynilad Arroceros building, while that of Manila Water was held at the Comida China de Manila restaurant in Pasig City.

Invitations were sent out to customers classified as places of worship, on a per account basis, within the concessionaires’ areas of responsibility. Two hundred guests were invited for the Maynilad dialogue but only 33 came, or a turnout of 16.5 percent. On the other hand, Manila Water attracted 54 attendees out of 100 invited, a turnout of 54 percent. Such turnouts could be explained by two factors. Firstly, while the invitations were sent per account, religious organizations and denominations had the prerogative to decide on the number of representatives actually going to the event. A religious organization which had several accounts could have sent only one to represent the whole organization. Secondly, the MWSS RO acknowledged that while the invitations were being sent out, a reclassification of accounts under places of worship was continuously being made by the concessionaires. Hence, reclassified accounts may have decided not to attend the event intended for the discussion of the new IRR on places of worship.

Both public information drives were held in the morning. Registration for both events started at 8:00 a.m. and the program commenced at around 9:00 a.m. Both public information drives began with opening remarks from MWSS RO officials who likewise gave a brief history of the MWSS. A discussion on the provisions of IRR No. 2013-03 on Rate Reclassification of Places of Worship followed. After these preliminaries, an open forum was conducted to enable the participants to raise their questions, concerns, and grievances. Representatives of the MWSS RO and the water concessionaires were present to address the concerns of the participants. Also, staff and personnel from MWSS RO and the concessionaires assisted the attendees throughout the event and accommodated their concerns, whether related to the issue in discussion or not.

Both public dialogues ended past 12:00 p.m., with lunch being provided by the MWSS RO. Participants of the Maynilad public information drive were served with fastfood take-out, while Manila Water’s attendees were provided food from the restaurant menu.

Part of the duties and responsibilities of the MWSS RO includes the monitoring and evaluation of the concessionaires' activities, especially those that concern customer satisfaction, such as the aforementioned public dialogues and similar customer feedback mechanisms. As the regulatory arm of the MWSS, it is also necessary to assess how the MWSS RO performs and relates to its foremost clientele. Hence, it was recognized that there was a need to engage the services of a third party to do the evaluation. The University of the Philippines-Center for Integrative and Development Studies (UP-CIDS), an independent body whose work spans various perspectives, methodologies, and ideologies in the conduct of basic and policy-oriented research, was commissioned for the task.

In line with this, surveys, coupled with one-on-one interviews with selected respondents, were done to ascertain customers' views and feedback on the quality of the MWSS RO's handling of complaints or concerns with respect to the services of the water concessionaires. Mandated to monitor its agents, the MWSS RO seeks to further improve not only customer satisfaction but also its internal processes and administration.

II. DATA COLLECTION PROCEDURE

For the public dialogue evaluation, the process was as follows:

A. Survey

1. A standard survey questionnaire was drafted by the UP-CIDS based on the previous survey questionnaire and the objectives of the customer satisfaction survey (CSS). The questionnaire had a rating scale but also considered qualitative responses or explanations.
2. The instrument consisted of 10 questions covering various aspects of the public information drive of the MWSS RO, including the following aspects: communication, presentation, facilitation, response to questions, staff, food, venue, and time allotted for the activity.
3. The UP CIDS technical team met with the MWSS RO management to present the survey questionnaire. Each item was discussed and subjected to validation. Suggestions for improvement were made during the discussions.
4. The survey questionnaire was revised based on the discussion. The revised questionnaire was sent to MWSS RO for final approval (see annex II). An interview guide was also prepared based on the approved questionnaire (see annex III).
5. UP CIDS enumerators were informed of the MWSS RO public dialogue (public information drive). The approved survey instrument was distributed to the enumerators, who were briefed regarding the program schedule and survey administration protocols a week before the event (see annex VIII).
6. On July 5 and 7, during the actual public dialogues with Maynilad and Manila Water customers, the UP CIDS team sent nine enumerators, two documentors, and a couple of survey supervisors to oversee the survey. The team brought more than 50 copies of the survey questionnaire based on the projected number of participants.
7. In each dialogue, the MWSS RO announced the survey and allotted at least 30 minutes after the presentation for the enumerators to administer the survey. There were 32 attendees who answered the survey at the Maynilad dialogue on July 5 and 48 at Manila Water's on July 7.
8. The nine enumerators spent between six and ten minutes in conducting the survey. The survey was self-administered.
9. The completed survey questionnaires were collected and the results were encoded by the enumerators.

B. Interview

1. An interview guide was prepared with questions designed to seek elaboration on the responses given during the survey.
2. The enumerators were also briefed to conduct the interviews around 30 minutes before the conclusion or right after the public dialogue, as the case may be.
3. The interviews were conducted with 27 respondents each for Maynilad and Manila Water.
4. The enumerators were required to prepare a short documentation of each interview.
5. The interview results were coded by the enumerators into themes for analysis.

The UP CIDS technical team combined the results and prepared short reports based on the documents collected and on what transpired during the public dialogues.

III. RESULTS

A. SUMMARY STATISTICS

Table 1.1. Summary Statistics of Maynilad Public Dialogue (Survey)

Item	Obs	Mean	Standard Deviation	Min Value	Max Value
Invitation communicated purpose and importance of activity	30	4.73	0.45	4	5
The presentation explained the provisions and benefits of the new IRR	30	4.73	0.45	4	5
Questions asked were answered	30	4.83	0.379	4	5
Emcees facilitated the activities well	29	4.72	0.455	4	5
Time allotted was adequate	29	4.76	0.511	3	5
Venue was suitable	27	4.59	0.825	1	5
Food and drinks were sufficient	30	4.63	0.629	3	5
MWSS RO's staff dealt well with participants	28	4.80	0.407	4	5
Importance of participation in public dialogues	30	4.87	0.346	4	5

Mean rating: 4.72 of 5

The participants in the public dialogue with Maynilad customers generally gave very positive scores, with a mean rating of 4.72 out of a possible 5. This translates to a grade of outstanding (see annex I). The two lowest mean scores, 4.59 and 4.63, were given for items pertaining to the venue and the food, respectively. On the other hand, the items regarding whether the questions were answered and how the MWSS RO staff dealt with the participants received the two highest mean scores of 4.83 and 4.80, respectively. Table 1.2 is an elaboration of each item and the actual comments of the participants.

Table 1.2. Summary Statistics of Maynilad Public Dialogue (Interview)¹

Item	Mean	Remarks
Invitation communicated purpose and importance of activity	4.73	Majority (24/27) were generally satisfied with the invitation except for one who received a late invitation, and one found the invitation not very clear.
The presentation explained the provisions and benefits of the new IRR	4.73	Majority (25/27) were satisfied except for one which found insufficient inputs/examples and one that commented on the lack of attractive visuals.
Questions asked by participants were answered well by the panelists	4.83	Majority (23/27) found that the panelists answered the questions well except for two who preferred the use of English and Filipino and two who thought they could have been articulated better.
Emcees facilitated the activities well	4.72	All (20/20) who answered the question found that the emcees did a good job.
The time allotted for the activity was adequate	4.76	Majority (18/27) found the time adequate. Three noted that more time was needed. Three found it too long. One was late.
Venue was suitable	4.59	Majority (18/26) found the venue satisfactory. Three each found it too far or difficult to access. Two preferred a classroom set-up.
Food and drinks were sufficient	4.63	Many (18/22) noted the food was good. One participant each commented on the excess food, the leftover food, and the dryness of the food.
MWSS RO's staff dealt well with participants	4.80	All (26/26) found the MWSS RO staff to be accommodating.
Importance of participation in public dialogues	4.87	All (27/27) found the dialogue to be relevant and satisfactory.

Mean rating: 4.72 of 5

The qualitative insights of interviewed participants supplemented and validated the generally very positive views on the public dialogue. Nonetheless, the comments of the few participants who suggested otherwise were also taken into account.

¹ The discrepancy in the recorded number per item is due to the participants who simply had no further comments regarding the particular item. For example, seven participants had no comments regarding the emcees. Hence, only 20 comments were included in the analysis. The same formula was applied to the other items.

Table 2.1. Summary Statistics of Manila Water Public Dialogue (Survey)

Item	Obs	Mean	Standard Deviation	Min Value	Max Value
Invitation communicated purpose and importance of activity	48	4.67	0.8078	2	5
The presentation explained the provisions and benefits of the new IRR	48	4.65	0.6681	2	5
Questions asked by participants were answered well by the panelists	46	4.78	0.4673	3	5
Emcees facilitated the activities well	48	4.71	0.5819	3	5
The time allotted for the activity was adequate	43	4.70	0.7411	1	5
Venue was suitable	47	4.62	0.7388	1	5
Food and drinks were sufficient	46	4.61	0.7740	1	5
MWSS RO's staff dealt well with participants	47	4.85	0.5098	2	5
Importance of participation in public dialogues	48	4.83	0.6302	1	5

Mean rating: 4.71 of 5

The participants in the public dialogue with Manila Water consumers likewise gave very positive scores, with a mean rating of 4.71 out of 5, or an equivalent outstanding rating. The two lowest mean scores, pertaining to the food and drinks and the venue, received a mean score 4.61 and 4.62, respectively. Similar to the observations from the Maynilad public information drive, the item pertaining to the MWSS RO staff received the highest mean score of 4.85. The item on the importance of participation in public dialogues was second highest with a mean score of 4.83. While the mean scores were close to the maximum possible score of 5 for all items, there were items that received a score of 1 from some participants. These were for time allotted, venue, food and drinks, and importance of participation. Table 2.2 provides the explanation for such results.

Table 2.2. Summary Statistics of Manila Water Public Dialogue (Interview)²

Item	Mean	Remarks
Invitation communicated purpose and importance of activity	4.67	Majority (25/26) were satisfied with the invitation except for one who commented the invitation was late and that no map was provided.
The presentation explained the provisions and benefits of the new IRR	4.65	Majority (23/26) were satisfied. Two were already reclassified prior to the event. One noted that the language used should have been both Tagalog and English.
Questions asked by participants were answered well by the panelists	4.78	Majority (24/26) found that the panelists answered the questions well. One participant commented that s/he had been already reclassified prior to the event. One noted that the language used should have been both Tagalog and English.
Emcees facilitated the activities well	4.71	All (21/21) found that the emcees did a good job.
The time allotted for the activity was adequate	4.7	Majority (18/27) found the time adequate. Seven respondents had different comments, such as too long, too short, too early, and no comment.
Venue was suitable	4.62	Majority (19/27) found the venue satisfactory. Three found it too far. Another three had some minor complaints (e.g., seats, aircon)
Food and drinks were sufficient	4.61	Many (21/26) noted that the food was not enough and that tables should have been provided. Four found it adequate. One wanted more.
MWSS RO's staff dealt well with participants	4.85	All (26/26) found the MWSS RO staff to be accommodating.
Importance of participation in public dialogues	4.83	Majority (23/26) found the dialogue to be relevant and satisfactory. Three believed the discussions should have gone beyond the IRR.

Mean rating: 4.71 of 5

² The discrepancy in the recorded number per item is due to the participants who simply had no further comments regarding the particular item. For example, six participants had no comments regarding the emcee. Hence, only 21 comments were included in the analysis. The same formula was applied to the other items.

Participants of the Manila Water public dialogue likewise had generally positive things to say with regards the said event. The coded qualitative responses of the interviewed participants supported the overall outstanding rating. Although there were some unfavorable concerns raised, these did not affect the general trend of the responses.

B. PER ITEM DISCUSSION

1. What can you say about the invitation of the MWSS RO?

Item Summary:

For the first question, key informants were asked their opinion regarding the MWSS RO's invitation to participate in the public dialogue. The specific context of the question was the effectiveness of the communication through correspondence as well as the clarity of the purpose and importance of the activity.

Overall, the mean score for this item was 4.73 out of 5 for Maynilad participants and 4.67 out of 5 for Manila Water participants. This suggests a very high level of satisfaction with the way that the invitations were communicated to the invitees for both water concessionaires.

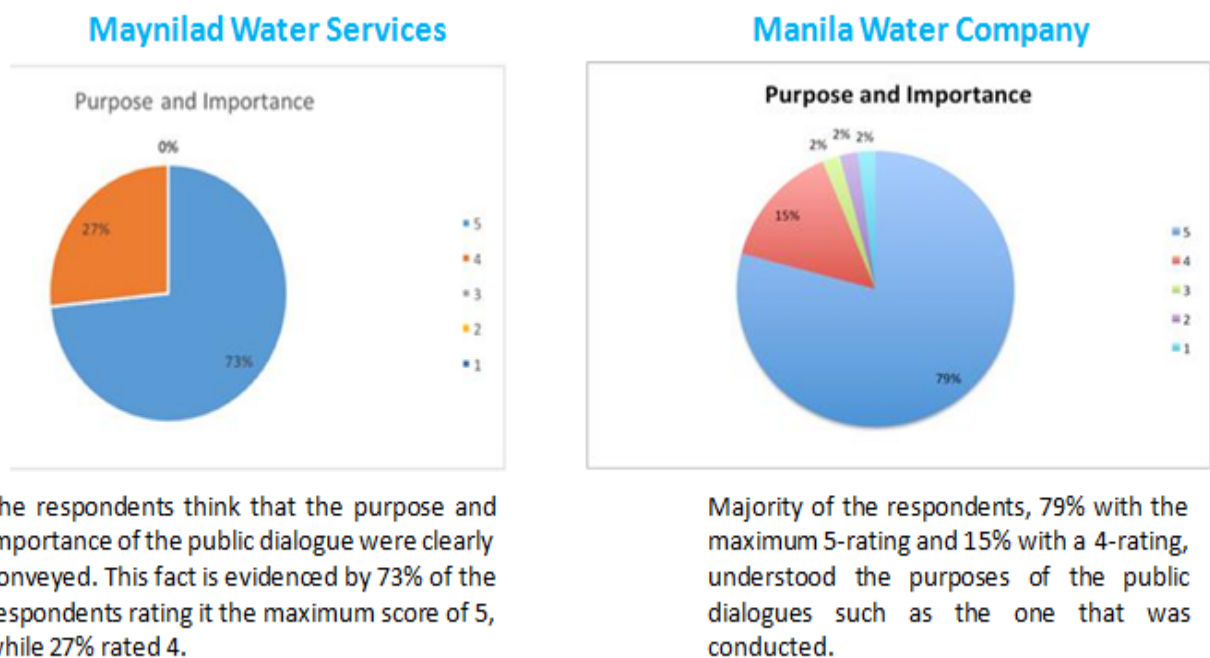


Figure 1. Invitation to Public Dialogue

Maynilad

For the public dialogue with Maynilad customers, the majority of the respondents (24 of 27) were satisfied with regards to the invitations disseminated. Three others gave adverse comments. One was satisfied with the purpose but

claimed that the invitation was not clear. Another found the invitation clear but found it lacking in some sense. Lastly, one respondent was satisfied with the invitation but was not able to receive it last year.

Manila Water

For the public dialogue which Manila Water hosted, 27 respondents were interviewed. Of the 26 who responded, 25 were satisfied with the invitation. One respondent was dissatisfied with the invitation because it came late and did not include a map, which the respondent viewed as necessary. There was one respondent who had no further comments.

2. What can you say about the presentation regarding the IRR?

Item Summary:

The second item was about the clarity of the presentation of the IRR. Participants were asked whether the presentation by the resource persons on the IRR was clear, and whether the provisions and benefits of the new IRR were discussed clearly.

Overall, the mean score for this item was 4.73 out of 5 for Maynilad participants and 4.65 out of 5 for Manila Water participants, suggesting, again a very high level of satisfaction with the way that the IRR was discussed and presented by the MWSS RO together with the resource persons from Maynilad and Manila Water.

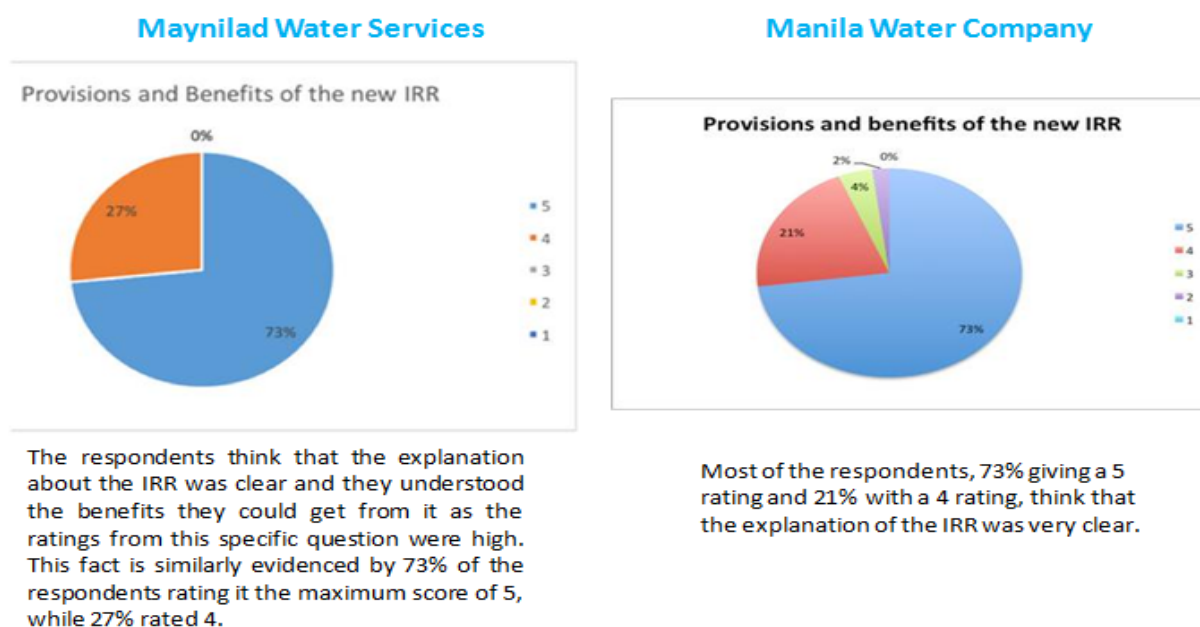


Figure 2. Presentation of IRR

Maynilad

Twenty-five out of 27 respondents were satisfied with the presentation. One felt that the presentation lacked something. Another had the same opinion but zeroed in on the need for more attractive visuals.

Manila Water

Twenty-three respondents were satisfied with the presentation. Two participants said that they had already been reclassified prior to the public dialogue on the IRR. In addition, they both expressed the need for more attractive visuals. One would have wanted the presentation to have used both Filipino and English for the discussion. The other one had no comment.

3. What can you say about the panelist's answers to questions regarding the IRR?

Item Summary:

The participants were asked whether the MWSS RO and the resource persons from the concerned concessionaire were able to satisfactorily address the questions and concerns raised by the participants regarding the IRR.

Consistently, this is the item that received one of the highest ratings for both Maynilad and Manila Water. The mean score for Maynilad was 4.83 out of 5, while it was 4.71 out of 5 for Manila Water. These figures suggest a very high level of satisfaction with the way that the MWSS RO, Maynilad, and Manila Water resource persons answered participants' questions on the IRR.

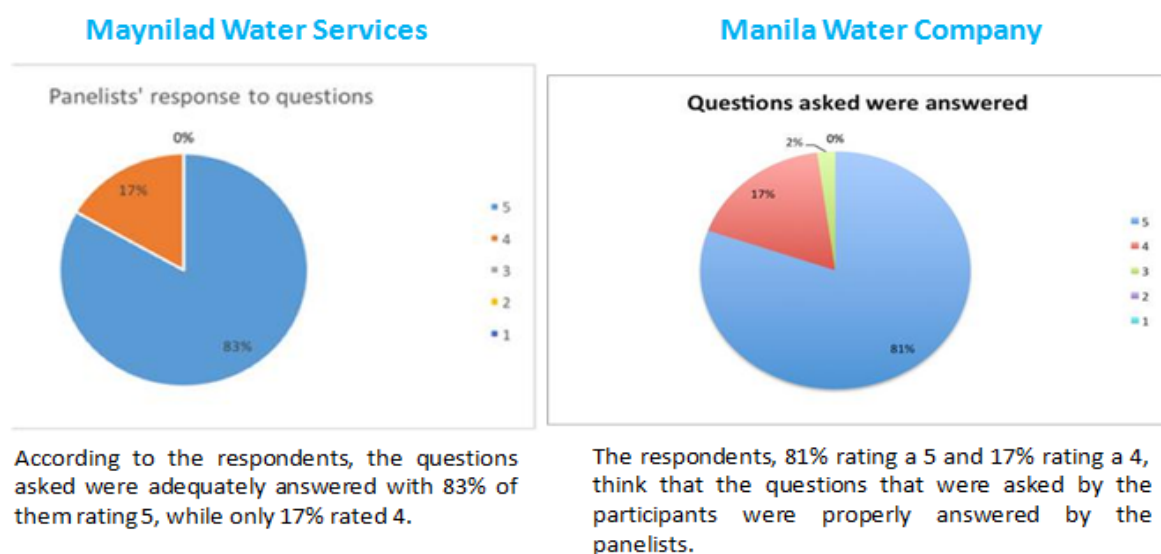


Figure 3. Responses to Questions and Concerns

Maynilad

Out of 27 respondents in the public dialogue with Maynilad's customers, 23 respondents viewed the answers of the panelists as sufficient. Two would have wanted the questions answered in both Filipino and English clear. Another two felt that not all questions were answered clearly by the panelists in the same manner that not all questions were clearly articulated.

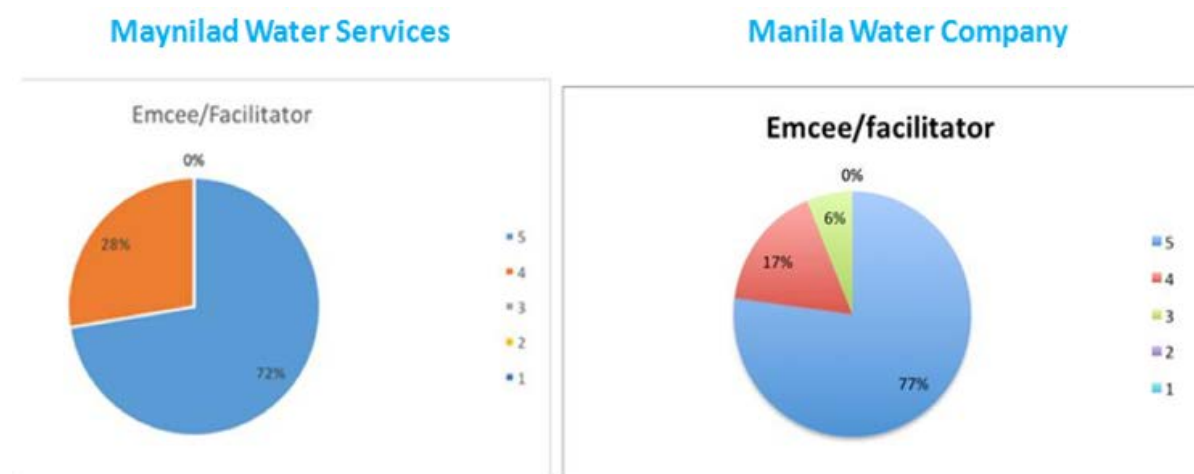
Manila Water

For the public dialogue with Manila Water's customers, 24 out of 27 participants were satisfied with the answers of the panelists. One said that their religious organization had been already reclassified prior to the public dialogue. The other respondent found the answers sufficient but would have wanted the panelists to have used both Filipino and English. One declined to comment.

4. What can you say about the facilitators?

Item Summary:

The facilitators or emcees of the public dialogues were evaluated in the fourth question. Participants were asked whether the facilitators were successful in encouraging them to participate in the dialogue. It is important to highlight that both the Maynilad and Manila Water dialogues had the same set of facilitators.



The respondents appreciated how the emcees or facilitators exerted effort to make the public dialogue more interactive which encouraged them to participate in the discussion. This fact is supported by 72% of the respondents rating it the maximum score of 5, while 28% rated 4.

More than one third of the respondents thought that the emcees or facilitators were very effective in getting them to participate. 77% gave a rating of 5 and 17% a rating of 4.

Figure 4. Emcees/Facilitators

Overall, the mean score for this item was 4.72 out of 5 for Maynilad participants and 4.7 out of 5 for Manila Water participants. These figures again translate to a very high level of satisfaction with the way that the facilitators encouraged attendees to participate in the public dialogues.

Maynilad

All of the 21 respondents who gave additional comments were satisfied with the performance of the facilitators. The other six had no comments.

Manila Water

All 20 who responded to this question were satisfied with the efforts the facilitators had exerted. The rest had no comments.

5. What can you say about the time allotted for the public dialogue?

Item Summary:

The fifth question asked about the time allotted for the public dialogues. The specific context was whether they thought the time allotted for the activity was sufficient.

Overall, the mean score for this item was 4.76 out of 5 for Maynilad participants and 4.7 out of 5 for Manila Water participants. This suggests a very high level of satisfaction with the time allotted for the activity.

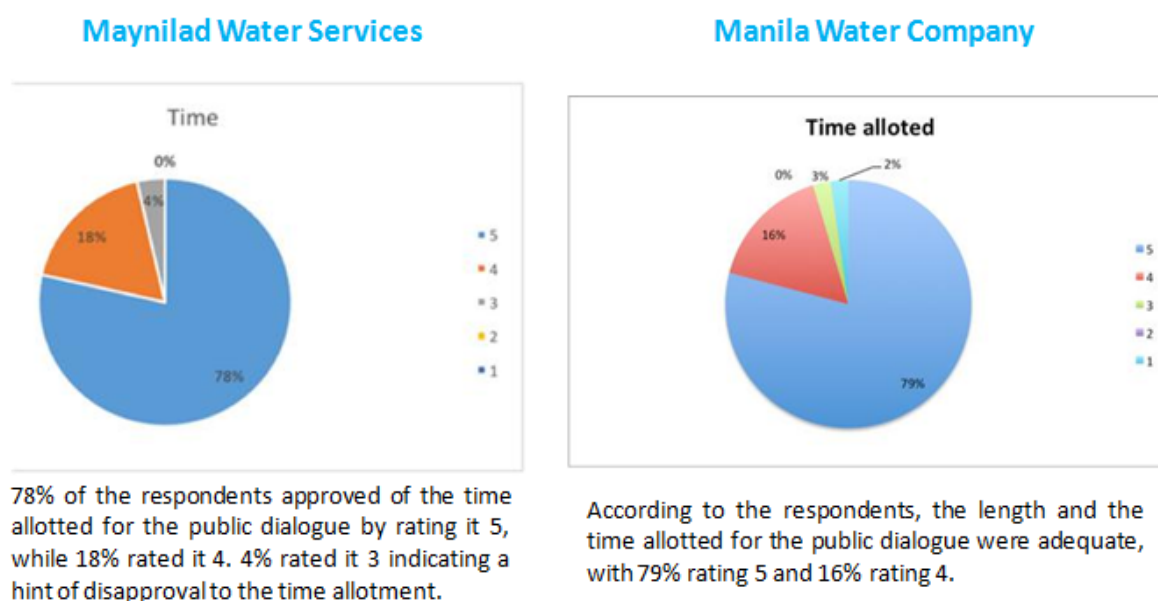


Figure 5. Time Allotted

Maynilad

For the public dialogue with Maynilad customers, 18 out of 26 respondents found the time allotted for the event sufficient. Two respondents felt that the question and answer portion was too lengthy although they thought the overall time allotment was appropriate. One respondent wanted more time allotted for the event. Another respondent considered the event to be too early, but viewed the time allotted sufficient nonetheless. The other respondent felt that the event was too long. Another one agreed that the event was too long and that it failed to start on schedule. One respondent observed that the allotted time for registration was too long. Another respondent said that he was not aware of the schedule or the program.

Manila Water

The majority of the 26 respondents were satisfied with the time allotted for the event. However, several others provided varying comments. Three felt that the event should have been allotted more time. Also, another three viewed the event to be too long. One respondent said that he was late because of the inaccessibility of the venue, while another participant was late due to the inclement weather.

6. What can you say about the venue?

Item Summary:

The sixth question asked the participants to rate the venues for the public dialogues. The specific context was whether they thought the venues were suitable for the activities.

Overall, the mean score for this item was 4.59 out of 5 for Maynilad participants and 4.61 out of 5 for Manila Water participants. Although lower than the previous mean scores recorded, these figures are still regarded as outstanding.

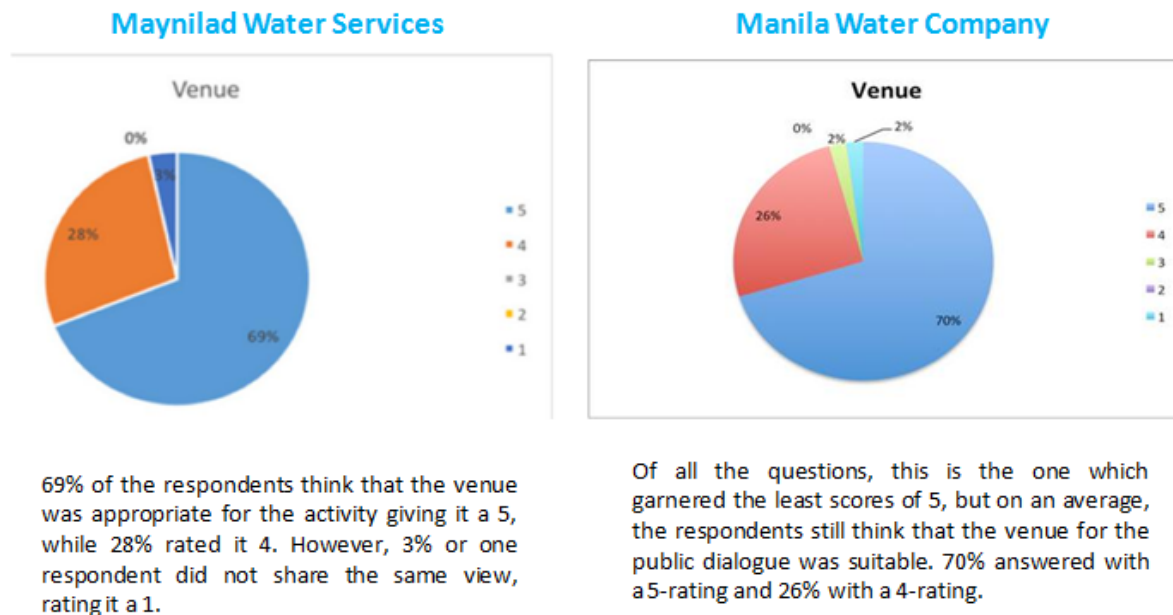


Figure 6. Venue

Maynilad

This question had 27 observations. Nineteen out of the 27 respondents found the venue satisfactory. Three were satisfied with the venue but found it too far from their residences. One said that the seats were uncomfortable. Another complained that the air conditioner was too cold. One respondent found the venue too noisy, and the last one commented that the water bottles were placed too far from where the participants were seated. One had no comment.

Manila Water

Twenty-six respondents answered this question. Eighteen of the 26 said that the venue was satisfactory. Three thought that the venue was good but that it was not accessible due to its distance from their residences. Another three had difficulty finding the venue because the organizers did not provide a map or directions. Two were completely satisfied, but one of them wanted a classroom type of set-up while the other wished for a quieter venue.

7. What can you say about the food served?

Item Summary:

The seventh question evaluated the food served to the participants. The participants were asked to rate the food served during the activity.

Overall, the mean score for this item was 4.63 out of 5 for Maynilad participants and 4.61 out of 5 for Manila Water participants. This suggests a very high level of satisfaction with the food. It should be noted that the packed food arrived late during the Maynilad public dialogue. Nonetheless, the food served there received a higher score relative to the food at the Manila Water public dialogue, although by a very small margin.

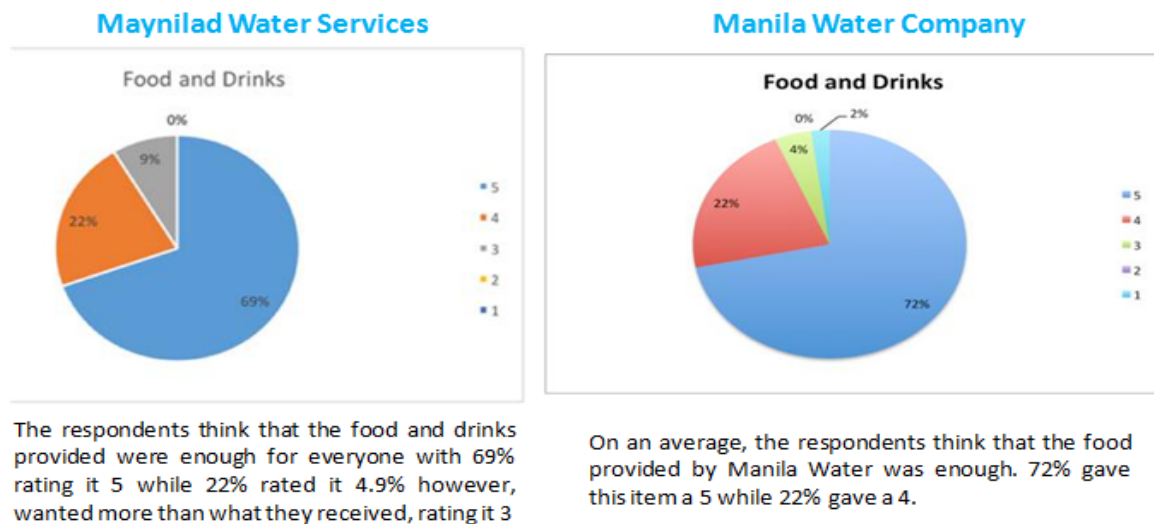


Figure 7. Food

Maynilad

Twenty-six observations were collected here. Twenty-one respondents expressed their opinion that the food served was not enough. In addition, they said that the organizers could have provided them with tables to eat on. Four, however, had no complaints and were satisfied. One respondent had no complaint aside from wanting more food served. One respondent provided no comment.

Manila Water

Twenty-two respondents answered this question. Eighteen informants thought that the food served was good and was enough. One noted that the food was good but that there was a lot of leftovers. Similarly, another said that there was too much food served. Also, one observed that the food was dry. The other five respondents had no comments.

8. What can you say about the MWSS RO staff's dealings with participants?

Item Summary:

The eighth question evaluated how the MWSS RO staff dealt with the participants. The specific criterion was the responsiveness of the staff to the participants during the public dialogue.

Overall, the mean score for this item was 4.8 out of 5 for Maynilad participants and 4.85 out of 5 for Manila Water participants. This suggests a very high level of satisfaction for the responsiveness of the staff. It can be noted that this item was among the top two items that received the highest marks in the survey.

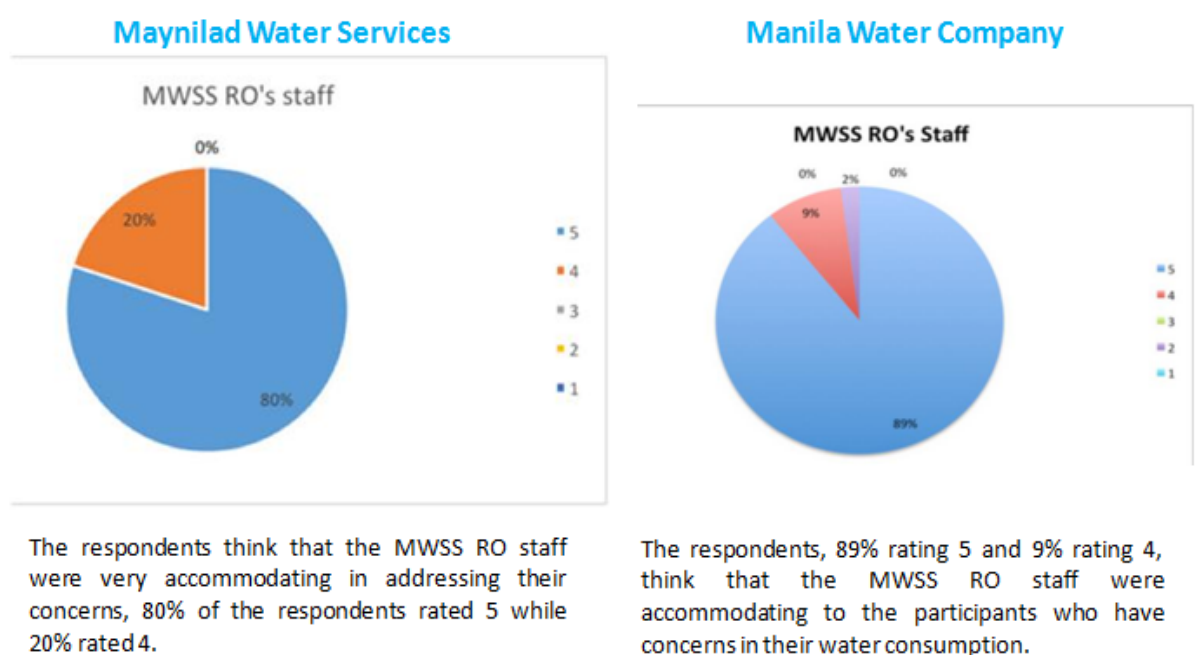


Figure 8. MWSS RO Staff

Maynilad

Twenty-seven observations were collected for this item. Almost all respondents (26 out of the 27) said that the MWSS RO staff dealt with the participants satisfactorily. On the other hand, one respondent claimed that the MWSS RO staff was not accommodating enough to the participants.

Manila Water

Twenty-six respondents answered this question. All 26 observed the staff as very responsive and dealt with the problems and complaints of the participants during and after the dialogue very well. The other respondent had no comment.

9. What can you say about this public dialogue?

Item Summary:

The ninth question evaluated how the participants felt about the public dialogue. The specific criterion was the relevance of the activity.

Overall, the mean score for this item was 4.87 out of 5 for Maynilad participants and 4.83 out of 5 for Manila Water participants. This suggests a very high level of satisfaction for the relevance of the public dialogue. It was observed that this item was among the top two items that received the highest marks in the survey.

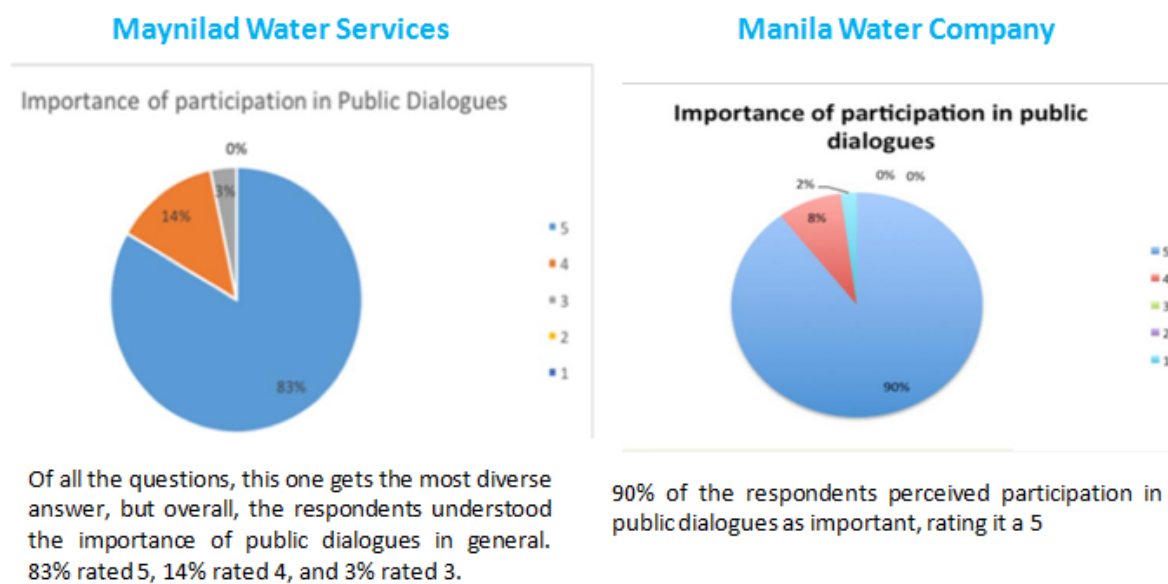


Figure 9. Relevance/Importance of Public Dialogue

Maynilad

This question had 27 observations. All the participants interviewed expressed high satisfaction with the public dialogue.

Manila Water

Twenty-six respondents answered this question. Twenty-five out of 26 were very satisfied with the public dialogue and considered the activity as very helpful in resolving their concerns regarding reclassification. One respondent said that the resource persons should have expanded the topic rather than just focusing on the reclassification of places of worship.

10. Comments/Suggestions on Improving the Public Dialogues

Maynilad

Among the Maynilad public dialogue participants, seven respondents recommend holding more public dialogues, with two suggesting that they be expanded to remote locations and to include other participants (not just religious sects). Six were satisfied and had no more suggestions or comments. Four had suggestions on the logistics, with one suggesting improvement of the sound system and venue and making the introductions shorter, and one suggested holding dialogues in the morning. One requested additional examples of concerns for the question and answer portion. Another one suggested improving the public dialogue, but did not give specifics. Two had suggestions outside the topic of the public dialogues, such as matters on who should be reclassified and penalties for those who use cable jumpers.

Manila Water

Among the Manila Water public dialogue participants, twelve respondents were generally satisfied and had no more comments or suggestions. Three suggested holding the public dialogue regularly as they found it informative. Two had suggestions on logistics, with one commenting on improving the sound system and to consider the distance of the venue from the participants' residences. Another two suggested some improvements, such as disseminating the IRR prior to the event and including the technical side in the discussion. One suggested including small businesses in the reclassification.

IV. CONCLUSION AND RECOMMENDATIONS

Overall, the public dialogues conducted by the MWSS RO with Maynilad and Manila Water were well-received as evidenced by the outstanding scores both events obtained, 4.72 and 4.71 mean scores for the Maynilad and Manila Water public dialogues, respectively.

The majority of the participants viewed the public dialogues as relevant avenues for consultation, registering a very high mean score for both events, with 4.87 out of 5 for the Maynilad dialogue and 4.83 for the Manila Water dialogue. As was gathered from the results of the customer feedback both for Maynilad and Manila Water, most of the respondents concurred that having a public dialogue between MWSS RO, the concessionaires, and the customers is an excellent way to raise customer concerns directly and get feedback from the stakeholders themselves. For them, the public dialogue is a healthy sign of transparency and participation in public governance.

In the participant evaluation of the various aspects of the public dialogues (i.e., communication, presentation, facilitation, response to questions, staff, food, venue,

and time allotted for the activity), favorable scores were received from both Maynilad and Manila Water attendees. The highest mean scores of satisfaction were obtained for item 8 (how the MWSS RO staff dealt with the participants) and item 3 (panelists' answers to questions and concerns on the IRR). The attendees also gave high satisfaction ratings for the facilitation of the public dialogues by the same emcees from MWSS RO, the presentation of the IRR by the resource persons, and the invitation from the RO communicating the importance, objectives, and details of the public dialogues.

The lowest mean score was 4.58 out of a maximum of 5 in both instances for the venues of the public dialogues. The comments of the participants for both the Maynilad and the Manila Water public dialogues varied, dwelling on the accessibility of the venue to the environment within the venue (too cold; too noisy; etc.) to the lack of information on the venue (i.e., no maps provided). The mean scores recorded for the the food served at the venues similarly were lower than most of the other scores. As well, the participants had various things to say about the food (e.g., delay in serving the food, too much food/leftovers, dryness of the food, and absence of tables to eat on). Regardless of the lower scores for venues and food, the public dialogues conducted by the MWSS RO with both Maynilad and Manila Water consumers received an outstanding evaluation.

For the public dialogue with Maynilad customers, the participants considered the strengths to include: the clarity of the explanation of the provisions of IRR No. 2013-03; the fact that the panelists were able to adequately answer the questions raised by the participants; and the relative accessibility of the venue. The customers commended Maynilad for its efforts in reminding them to attend the public dialogue through follow-ups by mail a few days after the MWSS RO sent letters of invitation to them. The response of the panelists to questions got the highest mean score of 4.83 out of 5, followed by satisfaction with the MWS RO's staff with a 4.8 mean score.

However, one of the event's weaknesses was that six participants found the venue inconvenient because it was far from their residences or difficult to access, requiring them to travel early to reach the Maynilad Arroceros building on time. Two wanted a classroom-type seating arrangement. MWSS RO invited 200 participants, but the venue for Maynilad participants had a capacity of only 100 people. During lunch time, the participants found it inconvenient to eat food without tables as they had to place their meals on their laps. While the dialogue was ongoing, the Maynilad staff also occupied most of the seats at the back creating an environment that could have affected the participation of the guests in the open forum. The suitability of the venue received a mean rating of 4.59 out of 5, the lowest among the aspects evaluated but still within the outstanding range.

The public dialogue with Manila Water's customers also received high scores. The strengths of the Manila Water public dialogue include: the immediate accommodation of the participants who had questions for and concerns with the concessionaire by having its personnel ready and able to immediately address their queries; the availability, capability, and hospitality of the MWSS RO staff; the taste,

amount, and quality of the food served; and the venue which was adequate and provided a comfortable space for all who attended. The MWSS RO staff received the highest mean score of 4.85 out of 5.

It should be noted that the last two strengths were also cited as weaknesses. For example, the food served was more than enough for all the people who attended the public dialogue, resulting in a lot of leftovers. Meanwhile, some participants said the venue was hard to find and not suited for activities like a forum or public dialogue due to the distractions caused by the movement of the waiters and the noise caused by the sounds of plates and utensils. This prevented the participants from focusing on and clearly listening to the facilitators as they discussed important points about the IRR and to the persons who were asking questions of the panelists. The attendees interviewed suggested to the organizers to attach with the invitation a map of the venue in order to easily locate the place. The venue received a mean score of 4.62, almost the same rating for food which got 4.61, the lowest among the aspects evaluated but still within the outstanding range.

Though MWSS RO's public dialogues got very high satisfaction ratings, the participants still recommended that for future public dialogues, a place that is easily accessible and centrally located should be used as venue. The future venues should have facilities that will make them conducive for audience concentration and participation and provide the basic necessities for the participants, such as facilities for post-dialogue activities such as meals and one-on-one interactions with staff of the MWSS RO or the concessionaires. They also proposed that the concessionaires provide an action booth or help desk during such events to enable the attendees to ask questions or file complaints and receive acceptable or practicable answers that can be realized within a specific period. This was viewed as necessary since some customers are neither adept nor keen at speaking in front of an audience.

Overall, the participants were satisfied with the conduct of the public dialogues given that all indicators evaluated fell into the outstanding range. The public dialogues provided a structured, participatory, and inclusive approach in policy implementation, and a direct way to get feedback particularly in areas where there are instances of underperformance. Furthermore, in the praxis of public administration, citizen participation is in the center of policy-making considerations by government institutions, and the citizens serve as agents on their own as well, for better performance and governance.

COMPLAINTS HANDLING

I. OVERVIEW

Customer complaints refer to those that are received by MWSS RO. Most of these complaints relate to excessive billing and to questions about the concessionaires' delivery of water and wastewater services. The complaints handling process begins when a customer files a complaint or a request with the MWSS RO either personally, through mail, or by e-mail.

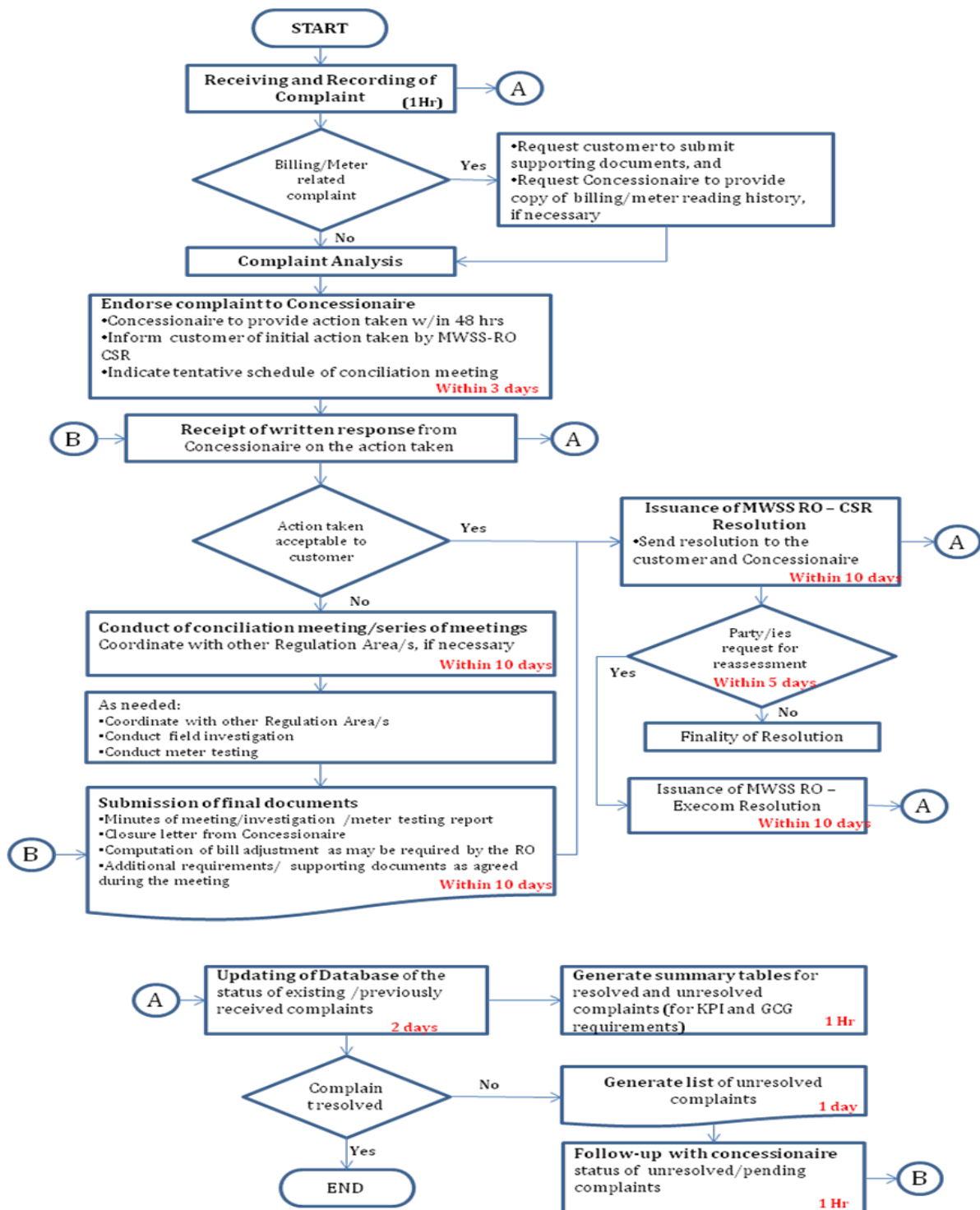
In resolving a complaint, the MWSS RO conducts a conciliation or conference meeting (CM) if there is a need for discussion between the customer and the concessionaire. Otherwise, the complaint is resolved through appropriate action of the concessionaire upon endorsement or intervention of the MWSS RO.

Should there be a conference meeting, the complainant is expected to personally appear, along with the representatives of the concessionaire that has responsibility over the subject of the complaint. Postponement of a conference meeting happens when the complainant is unable to or does not appear at the meeting, hence the need for rescheduling. Needless to say, this pushes back the timeline for the case's resolution depending on the complainant's availability. On the other hand, the concessionaire involved always ensures that its representative is available to attend scheduled conference meetings.

During the conference meeting proper, which is usually held in a private, air-conditioned room beside the Office of the Deputy Administrator for Customer Service Regulation (CSR), the complainant and the concessionaire's representatives are seated on opposite sides of a conference table. Officials from the MWSS RO CSR are present to mediate between the parties. These conference meetings are usually scheduled during mid-morning, at 10:00 a.m. to 12:00 p.m., and usually finish on time, if not earlier. During these conference meetings, snacks and refreshments are served by MWSS RO. Talks are generally amicable and a settlement is usually agreed on, with the MWSS RO mediator making it a point to arrive at a win-win solution. Whenever talks become heated, as is unavoidable in some cases, the deputy administrator for customer service regulation admits to stepping in during the conference meeting and personally mediating so as to ensure that the customer is satisfied with the outcome and that the concessionaires follow through with their end of the bargain.

After the conference meetings are concluded, a joint field investigation or joint meter testing may be conducted as necessary at an agreed time. Subject to subsequent activities, final documents pertinent to the case at hand (i.e., documents supporting claims and defences, bill computation, etc.) are to be submitted, the totality of which, along with the results of the meeting, will be the basis of the resolution that is issued by the MWSS RO. This resolution, expected to be released within ten days from receipt of the final documents, should summarize all antecedent facts related to the complaint, state the arrived-at conclusion during the conference meeting, relate the subsequent activities that were conducted, if any, and formally close the complaint.

Figure 10. MWSS RO's Complaints Handling Process



Source: MWSS Regulatory Office

II. DATA COLLECTION PROCEDURE

For the complaints handling study, the process was as follows:

1. A standard survey questionnaire was drafted by the UP-CIDS based on previous discussions with MWSS RO management and taking into consideration the customer satisfaction survey objectives. The instrument consisted of eight questions covering various aspects of the customer complaint handling process of MWSS RO, including the following aspects: ease of filing complaints, staff handling of complaints, clarity of process, fairness, and responsiveness (speed, sufficiency of response). The questionnaire had a rating scale but also called for qualitative responses or explanations (see annex IV on survey questionnaire for complaints handling).
2. The survey instrument followed a five-scale rating format which has an equivalent score ranging from 76 to 100. A rating of five is equivalent to a score of 96 to 100, while a rating of one is equivalent to a score of 76 to 80. Also, for a more appropriate scoring by the respondents, the rating of each item was supplemented by instances or scenarios that illustrate possible experiences of the respondents. The enumerator also took notes and probed while conducting the survey to supplement the responses of the participants.
3. The UP CIDS technical team sent an initial copy of the instrument to MWSS RO management for review. The MWSS RO sent back preliminary comments.
4. The UP CIDS technical team met with MWSS RO, revised the instrument, and added clear rubrics to the ratings. They then met again with MWSS RO management and staff to present the survey questionnaire. Each item was discussed and subjected to validation. Suggestions for improvement were made during the discussions.
5. The survey questionnaire was revised based on the discussion. The revised questionnaire was sent to MWSS RO for final approval (see annex IV).
6. The UP CIDS technical team pre-identified respondents based on the list provided by MWSS RO. The target respondents included ten respondents from Maynilad and ten respondents from Manila Water. Half of the respondents had attended conference meetings (see annex VI on sampling method).
7. UP CIDS enumerators pre-tested the approved survey questionnaire on two respondents. The enumerators provided feedback that was incorporated into the procedures. Based on the results, no revisions to the instrument were needed (see annex VII on pre-enumeration documentation).
8. UP CIDS enumerators were briefed regarding the MWSS RO complaints handling survey protocols (see annex XI on survey protocol for CSS on complaints handling). The approved survey instrument was disseminated, and enumerators

were briefed regarding the project schedule and survey administration protocols the week before the actual survey.³

9. UP CIDS enumerators contacted the target respondents over the phone and via e-mail. They then visited the listed addresses of the respondents.
10. Due to the small number of respondents that could be contacted and were willing to participate in the study, the UP CIDS requested an additional list of participants.
11. During the actual conduct of the survey, the sampling method was adjusted to purposive random sampling as it was difficult to stick to the original groupings due to: a) lack or limited number of respondents per category to fill in those who did not reply or could not be contacted, b) the uneven number of cases for each concessionaire, and c) the uneven number of those who had attended conference meetings and those who had not. Some respondents were not fully cooperative and did not answer some of the survey items.
12. Of the 20 target respondents, 18 participated in the evaluation out of which 16 returned valid responses. Ten of them were covered by Manila Water and six by Maynilad Water. Ten of the 16 respondents had participated in conference meetings. Two were part of the pre-test.
13. In the end, 18 respondents were surveyed. However, only 16 were deemed valid based on completion of the questionnaire.
14. The completed survey questionnaires were collected and the results were encoded by enumerators. The enumerators also prepared a short documentation of the interview with each respondent.
15. The enumerators prepared summary statistics for the survey component.
16. The interview results were coded by the enumerators into themes.

The UP CIDS technical team combined the results and prepared the complaints handling report based on the survey results and the narrative of observations by the enumerators.

³ Included in the protocol followed by the survey enumerators was introducing MWSS RO and clearly distinguishing the office from the water concessionaires, Maynilad and Manila Water. However, the survey enumerators and the MWSS RO alike recognized the propensity of the participants to confuse MWSS RO with the water concessionaires. The respondents' prejudice may have affected their responses.

III. RESULTS

RESPONDENT PROFILE

Table 3.1. Maynilad Respondent Profile

Maynilad	With Conference	Without Conference
Favorable	2	4
Not Favorable	None	None

Table 3.2 Manila Water Respondent Profile

Manila Water	With Conference	Without Conference
Favorable	5	2
Not Favorable	3	None

As mentioned, a total of 18 respondents participated in the survey. However, only 16 responses were deemed valid based on completion of the questionnaire. Two were invalid: one participant was able to discuss his case with the survey enumerator but declined to answer the survey questionnaire; the other respondent failed to complete the survey for personal reasons.

Initially the group pegged the respondents at a 1:1 ratio per water concessionaire. However, due to unforeseen and uncontrollable issues, in the end the group was able to collect valid responses from six Maynilad complainants and ten Manila Water complainants. Of the 16, 13 were granted favorable resolutions to their complaints while three were not. Two of these three complaints were being held in abeyance. The other respondent was not granted her request, and this affected her perception and rating of the MWSS RO. The results of the survey are discussed further below.

NATURE OF CONCERN

Thirteen out of the 16 respondents were able to narrate the nature of their concerns. The chief concern of the respondents came in the form of requests (62 percent), while actual complaints only accounted for 38 percent. These requests can be broken down to six requests for water connection installation and two requests for installation of certain equipment. On the other hand, two of the complaints pertained to payment of overdue water bills, two complaints alleged high water service cost, and one was about an illegal water connection.

Legend for ITEMS 1-7:

RATING	SCORE
5	96-100
4	91-95
3	86-90
2	81-85
1	76-80

SUMMARY OF RESULTS

Table 4.1. Respondents' Average Rating Per Item

	Items	Obs	Mean Rating
1	Madaling magsampa ng reklamo sa MWSS Regulatory Office (MWSS RO) patungkol sa serbisyo ng Maynilad/Manila Water.	15	4.60
2	Maayos ang naging pakikitungo ng staff ng MWSS RO sa pagtanggap ng reklamo.	16	4.75
3	Malinaw ang proseso at requirements ng MWSS RO sa pagtugon sa mga reklamo.	16	4.50
4	Mahusay ang pag-handle ng MWSS RO sa conference meeting sa pagitan ng kustomer at ng Maynilad/Manila Water.	10	4.30
5	Patas (fair) ang pagdinig ng MWSS RO sa parehong panig ng kustomer at sa Maynilad/Manila Water sa conference meeting.	9	4.33
6	Maayos ang naging koordinasyon ng MWSS RO sa kustomer.	16	4.69
7	Sapat ang naging aksyon ng MWSS RO para patugunan sa Maynilad/Manila Water ang reklamo at magkaroon ng resolusyon.	15	4.13
8	Kung bibigyan ninyo ng pinal na grado ang MWSS Regulatory Office sa pag-handle nila ng iyong reklamo mula sa pinakamataas na 100 at sa pinakamababa na 76, anong grado ang ibibigay ninyo sa kanila at bakit?	13	94.31

Mean rating: 4.47 of 5

Overall, the survey participants positively scored the complaints handling process of the MWSS RO with a mean rating of 4.47 out of 5. On a 100 point scale, the mean customer rating for the MWSS RO complaints handling procedure was 94.31. This translates to a grade of outstanding (see annex I for the conversion table), showing a very high degree of customer satisfaction. Nonetheless, it was recognized that a few respondents gave unfavorable ratings given their particular cases. As mentioned earlier, the notion of some respondents that MWSS RO and the concessionaires were one and the same was likely to have influenced their responses to the survey. Moreover, some respondents failed to give responses to particular items.

Regardless, the participants were generally satisfied with the performance of the MWSS RO.

Table 4.2 below is an elaboration of each item and the actual comments of the participants.

Table 4.2. Respondents' Average Rating Per Item and Remarks

	Item	Mean Rating	Remarks
1	Madaling magsampa ng reklamo sa MWSS Regulatory Office (MWSS RO) patungkol sa serbisyo ng Maynilad/Manila Water.	4.60	10 were satisfied with the response after a formal letter was submitted. One had to follow up several times.

Ten out of the 11 respondents who provided comments agreed to the item. Two specifically mentioned that their requests were processed within two days. On the contrary, one respondent said that she had to make several follow-ups but failed to provide further information (i.e., for whom, regarding what). Five had no further comments.

	Item	Mean Rating	Remarks
2	Maayos ang naging pakikitungo ng staff ng MWSS RO sa pagtanggap ng reklamo.	4.75	Comments were generally positive, with some noting how the staff assisted them.

Ten of 12 participants were pleased with how the MWSS RO staff attended to their requests. Two respondents had unfavorable views. Respondent 9 shared that staff came late for the conference meeting while respondent 16 was not fully impressed by the MWSS RO staff but failed to provide details (*"medyo maayos"*). Four did not provide any comments.

	Item	Mean Rating	Remarks
3	Malinaw ang proseso at requirements ng MWSS RO sa pagtugon sa mga reklamo.	4.50	Most respondents found the procedure clear, except for one whose request did not have clear resolution.

The majority of the respondents (eight out of 11) noted that the processes and requirements by MWSS RO were clear. Three others had varying comments. One simply mentioned that the process was fair but failed to elaborate. Another pointed out that his or her complaint was being held in abeyance and that he or she was still waiting for further action on the complaint. Noticeable as well was the response of respondent 16 who expressed her dismay that slow response by the MWSS RO only made the process more confusing (*"mabagal kaya naging magulo"*). The other five respondents did not provide any comments.

	Item	Mean Rating	Remarks
4	Mahusay ang pag-handle ng MWSS RO sa conference meeting sa pagitan ng kustomer at ng Maynilad/Manila Water.	4.30	Most said that the meeting and the staff were well organized. except for one who felt the MWSS RO was incapable of answering her concern.

A total of seven respondents provided additional comments on this item. Five respondents did not attend any conference meeting; hence, item 4 is not applicable to them. Four others did not provide further comments.

Five out of seven regarded the MWSS RO positively and agreed that the meetings were well organized and the staff was accommodating, and was able to answer their concerns.

However, two out of seven were dissatisfied. Respondent 8 felt that the representatives present during the meeting were not capable of answering his or her concerns. Respondent 16 viewed the meeting as a waste of time and had no bearing on her case; in her words, it was "*walang napala*."

	Item	Mean Rating	Remarks
5	Patas (fair) ang pagdinig ng MWSS RO sa parehong panig ng kustomer at sa Maynilad/Manila Water sa conference meeting.	4.33	Those who attended the conference meetings found the MWSS RO fair, except one whose request was denied and believed the office sided with the concessionaire.

Again, five respondents did not attend any conference meeting; hence, answering item 5 was not a requirement for them. Five others had no additional comments. Nonetheless, the respondents' remarks for item 5 were generally positive. Five out of six perceived the MWSS RO as fair, including one of those whose request was being held in abeyance. On the other end, respondent 16 perceived the MWSS⁴ to be partial to the concessionaire. She said that her organization had an option (to cancel the contract with the water supplier⁵ in its area) but did not pursue it.

	Item	Mean Rating	Remarks
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⁴ She did not specify whether she was alluding to the RO or to the water concessionaire.

⁵ This refers to the resident with a water connection and who requires other residents in the area who want water to pay a fee.

6	Maayos ang naging koordinasyon ng MWSS RO sa kustomer.	4.69	Most said that the MWSS RO consistently updated them either through phone call or mail. A few, however, found e-mail communication inconvenient.
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The majority of the respondents, eight out of 11, agreed with this item — the MWSS RO coordinated well with the customers. Of the eight, one respondent was still waiting for a final resolution but had no problems coordinating with MWSS RO. One of the eight mentioned that she received a call from the MWSS RO for updates. Three mentioned that they were sent letters.

On the contrary, two out of 11 had negative comments. One had problems with the concessionaire but failed to elaborate. Respondent 16 mentioned that she had followed up four times but did not mention with whom she pursued the complaint. Five others did not give further comments.

In addition, one respondent's answer could not be classified as either positive or negative as the response was *"personally filed letter"*⁶.

	Item	Mean Rating	Remarks
7	Sapat ang naging aksyon ng MWSS RO para patugunan sa Maynilad/Manila Water ang reklamo at magkaroon ng resolusyon.	4.13	Majority of the respondents who got positive response were contented. Those who gave relatively low ratings still await the results of their requests.

Generally, the responses to item 7 were positive. Seven out of 10 perceived the MWSS RO to have done its job well. Two respondents were still waiting for final resolution of their cases. Nonetheless, they were hopeful of the pending resolution. One had a negative comment. According to her, no resolution was given to her complaint and that the RO was not impartial. However, she did not specify who she was referring to. The others had no comments.

	Item	Mean Rating	Remarks
8	Kung bibigyan ninyo ng pinal na grado ang MWSS Regulatory Office sa pag-handle nila ng iyong reklamo mula sa pinakamataas na 100 at sa pinakamababa na 76, anong grado ang ibibigay ninyo sa kanila at bakit?	94.31	In general, the respondents were satisfied not only with how their complaints turned out but also with how the MWSS RO treated them. The respondent who did not get a positive resolution, however, also gave this item a very low score.

Most of the respondents, 11 out of 12, gave the MWSS RO a positive rating. The participants asserted that the office was very accommodating and helpful throughout the process. One of the 12 respondents was still waiting for final

⁶ However, looking at his responses for other items, this answer did not seem to imply a problem.

resolution but was positive of the final outcome. Also, another one noted that the process was too lengthy but stated that he was okay with it. On the other hand, one respondent was not satisfied and said that since her complaint was filed in 2015 she had yet to receive a favorable resolution. She further stated that the concessionaire did not grant her request for a water connection since she was considered an informal settler. Four others did not comment.

Table 5. Average Rating of Respondents without Conference Meetings vs. Average Rating of Respondents with Conference Meetings

SURVEY ITEMS		AVERAGE RATING	
		Without Conference Meeting	With Conference Meeting
ITEM 1	Madaling magsampa ng reklamo sa MWSS Regulatory Office (MWSS RO) patungkol sa serbisyo ng Maynilad/Manila Water.	4.6	4.6
ITEM 2	Maayos ang naging pakikitungo ng staff ng MWSS RO sa pagtanggap ng reklamo.	4.83	4.7
ITEM 3	Malinaw ang proseso at requirements ng MWSS RO sa pagtugon sa mga reklamo.	4.5	4.5
ITEM 4	Mahusay ang pag-handle ng MWSS RO sa conference meeting sa pagitan ng kustomer at ng Maynilad/Manila Water.	N/A	4.3
ITEM 5	Patas (fair) ang pagdinig ng MWSS RO sa parehong panig ng kustomer at sa Maynilad/Manila Water sa conference meeting.	N/A	4.33
ITEM 6	Maayos ang naging koordinasyon ng MWSS RO sa kustomer.	5	4.5
ITEM 7	Sapat ang naging aksyon ng MWSS RO para patugunan sa Maynilad/Manila Water ang reklamo at magkaroon ng resolusyon.	4.2	4.1
ITEM 8	Kung bibigyan ninyo ng pinal na grado ang MWSS Regulatory Office sa pag-handle nila ng iyong reklamo mula sa pinakamataas na 100 at sa pinakamababa na 76, anong grado ang ibibigay ninyo sa kanila at bakit?	92.8	95.25

Ten of the 16 respondents participated in conference meetings. The average scores for all items given by the 10 respondents who underwent conference meetings signified very satisfactory to outstanding ratings for the MWSS RO. Item 2 on the treatment and handling of MWSS RO staff was the highest at 4.7, followed by item 1 (ease of filing complaint) at 4.6, and items 3 (clarity of procedure) and 6 (coordination) at 4.5. The above mentioned items particularly pertain to the complaints handling process being implemented by the MWSS RO. The resolution of complaints caused the score for item 7 to be the lowest for both those who had attended and those who had not attended conference meetings. As mentioned previously, the low rating was given by those respondents whose resolution of complaints were held in abeyance due to factors outside the jurisdiction of MWSS RO or the concessionaires, and by the ertswhile outlier respondent 16.

Overall, the MWSS RO obtained a very high 95.25 rating for its complaints handling from those who had attended conference meetings, and a 92.8 rating from those who had not attended conference meetings.

Table 6.1. Average Rating of Maynilad Customers - Respondents vs. Average Rating of Manila Water Customers - Respondents

SURVEY ITEMS		AVERAGE RATING	
		Manila Water customers	Maynilad customers
ITEM 1	Madaling magsampa ng reklamo sa MWSS Regulatory Office (MWSS RO) patungkol sa serbisyo ng Maynilad/Manila Water.	4.6	4.6
ITEM 2	Maayos ang naging pakikitungo ng staff ng MWSS RO sa pagtanggap ng reklamo.	4.7	4.83
ITEM 3	Malinaw ang proseso at requirements ng MWSS RO sa pagtugon sa mga reklamo.	4.5	4.5
ITEM 4	Mahusay ang pag-handle ng MWSS RO sa conference meeting sa pagitan ng kustomer at ng Maynilad/Manila Water.	4.12	5
ITEM 5	Patas (fair) ang pagdinig ng MWSS RO sa parehong panig ng kustomer at sa Maynilad/Manila Water sa conference meeting.	4.14	5
ITEM 6	Maayos ang naging koordinasyon ng MWSS RO sa kustomer.	4.6	4.83
ITEM 7	Sapat ang naging aksyon ng MWSS RO para patugunan sa Maynilad/Manila Water ang reklamo at magkaroon ng resolusyon.	3.7	5
ITEM 8	Kung bibigyan ninyo ng pinal na grado ang MWSS Regulatory Office sa pag-handle nila ng iyong reklamo mula sa pinakamataas na 100 at sa pinakamababa na 76, anong grado ang ibibigay ninyo sa kanila at bakit?	93	96.4

There were 10 respondents who were Manila Water customers and six respondents who were Maynilad customers. The Maynilad customers gave MWSS RO a higher satisfaction rating of 96.4 compared to that given by Manila Water customers who rated the office at 93.

Maynilad respondents gave the score of 5 for items 4, 5, and 7 particularly pertaining to the handling of their complaints during conference meetings. Manila Water customers, however, gave lower scores of 4.12, 4.14, and 3.7 for items 4, 5, and 7, respectively. This can be traced to some respondents whose complaints remained unresolved as of the date of survey. The ease of filing, handling, or treatment of customers by staff, clarity of procedures (item 3), and coordination of the MWSS RO with complainants (item 6) also got high scores from both Maynilad and Manila customers, suggesting the effectiveness of the MWSS RO's complaints handling procedure in place.

Table 6.2. Average Rating of Maynilad Customers - Respondents with Favorable Resolution vs. Respondents with Unfavorable Resolution

SURVEY ITEMS		AVERAGE RATING	
		Favorable Resolution	Unfavorable Resolution
ITEM 1	Madaling magsampa ng reklamo sa MWSS Regulatory Office (MWSS RO) patungkol sa serbisyo ng Maynilad/Manila Water.	4.21 ⁷	None
ITEM 2	Maayos ang naging pakikitungo ng staff ng MWSS RO sa pagtanggap ng reklamo.	4.50	None
ITEM 3	Malinaw ang proseso at requirements ng MWSS RO sa pagtugon sa mga reklamo.	4.19	None
ITEM 4	Mahusay ang pag-handle ng MWSS RO sa conference meeting sa pagitan ng kustomer at ng Maynilad/Manila Water.	5.00 ⁸	None
ITEM 5	Patas (fair) ang pagdinig ng MWSS RO sa parehong panig ng kustomer at sa Maynilad/Manila Water sa conference meeting.	5.00 ⁹	None
ITEM 6	Maayos ang naging koordinasyon ng MWSS RO sa kustomer.	4.44	None
ITEM 7	Sapat ang naging aksyon ng MWSS RO para patugunan sa Maynilad/Manila Water ang reklamo at magkaroon ng resolusyon.	5.00 ¹⁰	None
ITEM 8	Kung bibigyan ninyo ng pinal na grado ang MWSS Regulatory Office sa pag-handle nila ng iyong reklamo mula sa pinakamataas na 100 at sa pinakamababa na 76, anong grado ang ibibigay ninyo sa kanila at bakit?	96.40 ¹¹	None

All six customers of Maynilad were granted favorable resolutions of their complaints.

Table 6.3. Average Rating of Manila Water Customers - Respondents with Favorable Resolution vs. Respondents with Unfavorable Resolution

SURVEY ITEMS		AVERAGE RATING	
		Favorable Resolution	Unfavorable Resolution
ITEM 1	Madaling magsampa ng reklamo sa MWSS	4.73	4.00

⁷ One participant did not provide a response for this particular item.

⁸ Only two participants provided a response for this particular item; the other four did not attend any conference meetings.

⁹ Only two participants provided a response for this particular item; the other four did not attend any conference meetings.

¹⁰ One participant did not provide a response for this particular item.

¹¹ One participant did not provide a response for this particular item.

	Regulatory Office (MWSS RO) patungkol sa serbisyo ng Maynilad/Manila Water.		
ITEM 2	Maayos ang naging pakikitungo ng staff ng MWSS RO sa pagtanggap ng reklamo.	4.80	4.33
ITEM 3	Malinaw ang proseso at requirements ng MWSS RO sa pagtugon sa mga reklamo.	4.64	3.67
ITEM 4	Mahusay ang pag-handle ng MWSS RO sa conference meeting sa pagitan ng kustomer at ng Maynilad/Manila Water.	5.00 ¹²	2.67
ITEM 5	Patas (fair) ang pagdinig ng MWSS RO sa parehong panig ng kustomer at sa Maynilad/Manila Water sa conference meeting.	4.75 ¹³	3.33
ITEM 6	Maayos ang naging koordinasyon ng MWSS RO sa kustomer.	4.70	3.67
ITEM 7	Sapat ang naging aksyon ng MWSS RO para patugunan sa Maynilad/Manila Water ang reklamo at magkaroon ng resolusyon.	34.01	2.33
ITEM 8	Kung bibigyan ninyo ng pinal na grado ang MWSS Regulatory Office sa pag-handle nila ng iyong reklamo mula sa pinakamataas na 100 at sa pinakamababa na 76, anong grado ang ibibigay ninyo sa kanila at bakit?	94.40 ¹⁴	90.67

Seven customers of the Manila Water were given favorable resolutions while three received otherwise.

Maynilad Water customers showed a slightly higher overall mean rating for all items of 4.82 of 5 relative to Manila Water's 4.34 of 5. When the few respondents with unfavorable resolutions and those held in abeyance were excluded, Manila Water's customer's mean rating for all items is slightly higher at 4.66 of 5 relative to Maynilad customer's mean rating for all items of 4.62 of 5.

PER ITEM DISCUSSION

ITEM 1. Madaling magsampa ng reklamo sa MWSS Regulatory Office patungkol sa serbisyo ng Maynilad/Manila Water.

Table 7.1. Respondents' Rating on the Ease of Filing a Complaint at MWSS RO Regarding Concessionaire's Service

	Respondent Number	Concerned Concessionaire	Item 1 Rating	Average
Type 1 without Conference	4	Manila Water	5	4.6
	10	Manila Water	4	
	1	Maynilad	5	

¹² Two respondents did not attend any conference meeting, thus provided no answer for this particular item.

¹³ Two respondents did not attend any conference meeting, thus provided no answer for this particular item.

¹⁴ Two respondents provided no answer.

Meeting	2	Maynilad	4	
	13	Maynilad	5	
	3	Maynilad	-	
Type 2 with Conference Meeting	6	Manila Water	5	4.6
	7	Manila Water	4	
	8	Manila Water	5	
	9	Manila Water	5	
	11	Manila Water	5	
	12	Manila Water	5	
	15	Manila Water	5	
	16	Manila Water	3	
	14	Maynilad	5	
	5	Maynilad	4	
AVERAGE			4.60	

Of the 16 respondents, 11 gave supplementary explanations to their ratings. Generally, all were satisfied with the speed of how their requests were attended to. Most narrated that their concerns were immediately addressed upon submitting a formal letter. In addition, many noted that they had smooth transactions with the MWSS RO because of the ease and clarity of communications. Two respondents specifically mentioned that their requests were processed within two days.

On the other hand, respondent 16 had a different experience. According to her, she had to follow-up several times for MWSS RO to respond to her complaint.

ITEM 2. Maayos ang naging pakikitungo ng staff ng MWSS RO sa pagtanggap ng reklamo.

Table 7.2. Respondents' Rating on the Responsiveness of MWSS RO staff

	Respondent Number	Concerned Concessionaire	Item 2 Rating	Average
Type 1 Without Conference Meeting	4	Manila Water	5	4.83
	10	Manila Water	5	
	1	Maynilad	5	
	2	Maynilad	4	
	13	Maynilad	5	
	3	Maynilad	5	
Type 2 With Conference Meeting	6	Manila Water	5	4.7
	7	Manila Water	4	
	8	Manila Water	5	
	9	Manila Water	4	
	11	Manila Water	5	
	12	Manila Water	5	
	15	Manila Water	5	
	16	Manila Water	4	

	14	Maynilad	5	
	5	Maynilad	5	
AVERAGE			4.75	

Twelve respondents who gave supplementary explanations to their ratings made positive comments about the MWSS RO staff that assisted them in their queries. The respondents mentioned that the staff was courteous and accommodating. Some respondents also narrated that the staff guided them thoroughly in writing and explaining their complaints.

On the other hand, respondent 9, who gave a rating of 4, said that there was a staff that came in late during the conference meeting, while respondent 16, who also gave a rating of 4, said that she was not fully impressed by the MWSS RO staff, but failed to provide more details.

ITEM 3. Malinaw ang proseso at requirements ng MWSS RO sa pagtugon sa mga reklamo.

Table 7.3. Respondents' Rating on the Clarity of the Complaints Handling Process of MWSS RO

	Respondent Number	Concerned Concessionaire	Item 3 Rating	Average
Type 1 Without Conference Meeting	4	Manila Water	5	4.5
	10	Manila Water	4	
	1	Maynilad	5	
	2	Maynilad	4	
	13	Maynilad	5	
	3	Maynilad	4	
Type 2 With Conference Meeting	6	Manila Water	5	4.5
	7	Manila Water	3	
	8	Manila Water	4	
	9	Manila Water	5	
	11	Manila Water	5	
	12	Manila Water	5	
	15	Manila Water	5	
	16	Manila Water	4	
	14	Maynilad	4	
	5	Maynilad	5	
AVERAGE			4.5	

Eight respondents said that MWSS RO gave clear instructions with regard to the processes and documents they needed to undergo and complete. They stated that they had clear and smooth transactions with MWSS RO. Respondent 2 mentioned that the process was fair, but did not elaborate further.

It can be noted that respondent 7, who pointed out that his or her complaint was being held in abeyance, gave a rating of 3, the lowest rating given for this item. Based on the narrative, respondent 7 requested provision of water supply for her area. A staff member of Manila Water advised the respondent to coordinate with MWSS RO. As of the date of the conduct of the interview, respondent 7 was still waiting for the resolution of her request. The concessionaire suggested to her that she and other residents in her community could acquire water from some place nearby as a temporary solution to the problem while Manila Water explored the possibility of providing water from a deep well. The relatively low rating given by respondent 7 may be due to this uncertainty of a resolution.

Respondent 16, who gave a rating of 4, expressed her dismay at the slow processing that only added to her confusion.

ITEM 4. Mahusay ang pag-handle ng MWSS RO sa conference meeting sa pagitan ng kustomer at ng Maynilad/Manila Water.

Table 7.4. Respondents' Rating on MWSS RO's Facilitation of Conference Meeting

	Respondent Number	Concerned Concessionaire	Item 4 Rating	Average
Type 1 Without Conference Meeting	4	Manila Water	N/A	N/A
	10	Manila Water	N/A	
	1	Maynilad	N/A	
	2	Maynilad	N/A	
	13	Maynilad	N/A	
	3	Maynilad	N/A	
Type 2 With Conference Meeting	6	Manila Water	5	4.3
	7	Manila Water	3	
	8	Manila Water	4	
	9	Manila Water	5	
	11	Manila Water	5	
	12	Manila Water	5	
	15	Manila Water	5	
	16	Manila Water	1	
	14	Maynilad	5	
	5	Maynilad	5	
AVERAGE			4.3	

Respondents who attended conference meetings, except for two, rated their experience as positive. They said that the meetings and the staff were well organized. After the meeting and during the interviews, they attested that their concerns had been addressed and clarified. Furthermore, one respondent noted that she or he was given a copy of the agreement of settlement.

Two respondents who were not satisfied with the conference meetings were respondents 7 and 16. Respondent 7, who gave a rating of 3, felt that the staff who attended the conference meeting was incapable of answering her concerns. In the case of respondent 16, who gave a rating of 1, she stated that the visit to MWSS RO had been a waste of time, referring to it as, “*walang napala*.” Based on the narrative, respondent 16 requested installation of water connection in her area. She revealed that residents in her area were forced to buy water from another resident at a very high price. However, in the resolution made by the MWSS RO, her request was not granted because she and the other residents were considered informal settlers and therefore not entitled to a water connection. It may be largely due to this fact that she deemed the conference meeting to be a waste of time.

ITEM 5. Patas (fair) ang pagdinig ng MWSS RO sa parehong panig ng kustomer at sa Maynilad/Manila Water sa conference meeting.

Table 7.5. Respondents’ Rating of MWSS RO’s Fairness of Handling Conference Meeting

	Respondent Number	Concerned Concessionaire	Item 5 Rating	Average
Type 1 Without Conference Meeting	4	Manila Water	N/A	N/A
	10	Manila Water	N/A	
	1	Maynilad	N/A	
	2	Maynilad	N/A	
	13	Maynilad	N/A	
	3	Maynilad	N/A	
Type 2 With Conference Meeting	6	Manila Water	-	4.33
	7	Manila Water	5	
	8	Manila Water	4	
	9	Manila Water	4	
	11	Manila Water	5	
	12	Manila Water	5	
	15	Manila Water	5	
	16	Manila Water	1	
	14	Maynilad	5	
	5	Maynilad	5	
AVERAGE			4.33	

The majority of the type 2 respondents (those who had attended conference meetings) rated the MWSS RO fair in dealing with their concerns. Five out of the six respondents who gave supplementary explanations were positive in their comments. They mentioned that they were welcomed and treated warmly by the RO. One respondent said that the MWSS RO was fair in implementing only what is prescribed by the law. One respondent whose request had been held in abeyance still gave MWSS RO a positive rating.

On the other hand, respondent 16, who gave a rating of 1 for this item, again stood out from the rest for perceiving the MWSS RO as not being impartial. According to her, the decisions made by MWSS RO indicated that the office seemed to favor Manila Water, the concerned concessionaire. She also said that the office had an option to cancel the contract of the water supplier (a resident of the area who was selling water to those who had no water connection) but failed to do so. Based on the narrative report, respondent 16, whose request for installation of water connection was denied, even accused MWSS RO of receiving money for having sided with Manila Water.

ITEM 6. Maayos ang naging koordinasyon ng MWSS RO sa kustomer.

Table 7.6. Respondents' Rating on the Coordination of MWSS RO with its Customers

	Respondent Number	Concerned Concessionaire	Item 6 Rating	Average
<u>Type 1</u> Without Conference Meeting	4	Manila Water	5	5
	10	Manila Water	5	
	1	Maynilad	5	
	2	Maynilad	5	
	13	Maynilad	5	
	3	Maynilad	5	
<u>Type 2</u> With Conference Meeting	6	Manila Water	5	4.5
	7	Manila Water	5	
	8	Manila Water	5	
	9	Manila Water	5	
	11	Manila Water	5	
	12	Manila Water	5	
	15	Manila Water	5	
	16	Manila Water	1	
	14	Maynilad	4	
	5	Maynilad	5	
AVERAGE			4.69	

The majority of the respondents gave a rating of 5, suggesting genuine satisfaction as regards to coordination by MWSS RO. Eight of the 11 respondents who provided supplementary explanations conveyed positive feedback, notwithstanding that one of them was still waiting for the final resolution of her complaint. They said that the MWSS RO consistently updated them on their complaints either through phone or mail. Overall, they considered the process efficient and well-organized. One, however, found conversing with MWSS RO through e-mail an inconvenience. Respondent 16, who gave a rating of 1, stated that it took her several follow-ups before the MWSS RO finally took cognizance of her

concerns. She mentioned that she followed up four times but failed to mention with whom the follow-up was made (concessionaire or MWSS RO).

ITEM 7. Sapat ang naging aksyon ng MWSS RO para patugunan sa Maynilad/Manila Water ang reklamo at magkaroon ng resolusyon.

Table 7.7. Rating of Respondents on the Effort of MWSS RO to Resolve Complaints

	Respondent Number	Concerned Concessionaire	Item 7 Rating	Average
Type 1 Without Conference Meeting	4	Manila Water	5	4.2
	10	Manila Water	1	
	1	Maynilad	-	
	2	Maynilad	5	
	13	Maynilad	5	
	3	Maynilad	5	
Type 2 With Conference Meeting	6	Manila Water	5	4.1
	7	Manila Water	3	
	8	Manila Water	3	
	9	Manila Water	4	
	11	Manila Water	5	
	12	Manila Water	5	
	15	Manila Water	5	
	16	Manila Water	1	
	14	Maynilad	5	
	5	Maynilad	5	
AVERAGE			4.13	

Although the majority of the respondents were content with the response of the concessionaires to their complaints, this item still got the lowest average rating. It can be observed that the respondents who gave relatively low ratings were those awaiting the results of their requests even though they were hopeful about the outcome.

Based on the narrative, respondent 10 requested for an individual water connection, but the request was held in abeyance until the issuance of a decision on whether or not Manila Water should be granted a right-of-way for the installation of the conveyance pipe. Whereas, respondent 7, who requested for provision of water supply for his or her area, was advised to get water from a nearby place as a temporary solution as Manila Water explored the possibility of providing deep well water for the area. As for respondent 8, her request was held in abeyance pending re-inspection and evaluation of the water reticulation system of the subdivision and the conduct of a meter-test on the mother meter of the subdivision. As for respondent 16, who gave a rating of 1, she was not satisfied with the resolution as it was not in her favor and viewed the RO as being partial.

ITEM 8. Kung bibigyan ninyo ng pinal na grado ang MWSS Regulatory Office sa pag-handle nila ng iyong reklamo mula sa pinakamataas na 100 at sa pinakamababa na 76, anong grado ang ibibigay ninyo sa kanila at bakit?

Table 7.8. Customer Respondents' Overall Rating to MWSS RO in its Complaints Handling

	Respondent Number	Concerned Concessionaire	Item 8 Rating	Average
Type 1 Without Conference Meeting	4	Manila Water	100	92.8
	10	Manila Water	80	
	1	Maynilad	99	
	2	Maynilad	95	
	13	Maynilad	-	
	3	Maynilad	90	
Type 2 With Conference Meeting	6	Manila Water	99	95.25
	7	Manila Water	100	
	8	Manila Water	96	
	9	Manila Water	93	
	11	Manila Water	-	
	12	Manila Water	-	
	15	Manila Water	100	
	16	Manila Water	76	
	14	Maynilad	98	
	5	Maynilad	100	
AVERAGE			94.31	

Overall, most of the respondents gave MWSS RO a very satisfactory grade ranging from 90-100. Of the 12 who provided supplementary explanations, 11 positively regarded the MWSS RO, including a respondent who was waiting for the final resolution of her complaint. Most mentioned that they had a pleasant experience dealing with the office, citing the clear and organized communication process the MWSS followed. One respondent cited that although the process was lengthy, he was still satisfied with how his complaint had been handled. In general, the respondents were satisfied not only with how their complaints turned out but also with how the MWSS RO treated them.

In this item, it was respondent 16 who gave the lowest grade of 76 for the MWSS RO. This is consistent with the low rating she gave for most of the items. She expressed dissatisfaction with how her request was handled and resolved. She even pointed out that her request for a water connection was lodged as early as 2015. Despite that, her request was still denied and not even a temporary solution was offered.

IV. CONCLUSION AND RECOMMENDATIONS

The evaluation of the current MWSS RO's complaints handling process, according to the survey, is similarly positive. An average customer rating of 94.31, on a scale with 100 being the highest and 76 as the lowest, reflects how positive or effective the process is.

Contributory to the positive results is the fact that those who were surveyed already had their complaints resolved or requests addressed. It should be noted that the ratings given by respondents covered by Manila Water whose requests were held in abeyance illustrated a different perception on the actual complaints handling process; those ratings were low. Hence, actual experiences of case resolutions influenced or colored respondents' ratings, depending on whether such resolutions were satisfactory or not. This is further supported by the fact that the same respondents consistently gave scores that veered away from the usual given by the other respondents whose issues, to reiterate, were all resolved or concluded favorably.

Though the MWSS RO obtained high satisfaction scores from clientele, there is admittedly room for improvement, chief among which is related to item 7 of the survey that asked how satisfied customers were with the measures and responses taken by the MWSS RO to address their concerns. A number of factors may have contributed to how this item averaged the lowest as compared to the other areas of complaints handling rated. Issues of agency responsiveness, amount of time and effort spent, and personnel behavior might have had an impact in scoring this item. There are customers who would rather not spend time in conference meetings if they have work or have other things to attend to on a particular date, and considering their expectation that their concerns were being automatically resolved after filing complaints or requests.

It is recommended that the filing of complaints or requests for follow-ups be made more accessible through regular means, such as through the telephone, as some respondents found conversing with MWSS RO staff through e-mail inconvenient based on comments on item 6 on customer satisfaction on MWSS RO coordination. It is thus recommended that customers be given the choice on how they prefer to receive communications from MWSS RO, i.e., by telephone, letter, fax, e-mail, or text message.

The MWSS RO can also adopt a document tracking system to improve its data organization.

On a positive note, having a process in which customers are able to actually voice their grievances in front of officials of the water concessionaires serves to remind the latter of the condition for the grant of water distribution rights in the first place, and for whose benefit such rights were granted.

Moreover, it was observed in the resolutions issued by MWSS RO on previous complaints that the period of scheduling conference meetings varies. This is inconsistent with the MWSS RO service charter which states that if a complaint is not resolved to the satisfaction of the complainant within 48 hours, a conference meeting shall be scheduled between the complainant and the concessionaire concerned within 10 days after completion of necessary documents. However, the resolutions issued on settled complaints did not indicate that this 10-day period between receipt of complaints or requests with complete documents to setting the date for the conference meetings was followed. Whether or not this period was met was not reflected in most of the resolutions, while those that did showed that action was taken after 14 days. It would be best to always indicate the dates in order to be able to track adherence to the service charter's mandated time frames.

MWSS RO may improve this particular aspect in complaints handling by ensuring that conference meetings are scheduled within the time frame provided in its service charter, thereby assuring customers of response to their complaints within the specified time period.

In order to ensure delivery of high quality and relevant regulatory service, it is recommended that for all concerns that can be the cause of complaints, the concessionaires should have standard protocols put in place to immediately address these, or to at least provide temporary or alternative practicable solutions within the specified time period. Take, for instance, the case of respondent 7 who requested provision of water supply. As of the date of the interview, respondent 7 was still waiting for the resolution of her request even though the concessionaire suggested to her to try and acquire water from somewhere nearby as a temporary solution while Manila Water explored the possibility of providing water from a deep well. The relatively low rating given by respondent 7 on satisfaction with the clarity of process and requirements of MWSS RO in complaints handling may be due to the nonresolution of her request.

A similar case was that of respondent 16 who requested installation of water connection. She said that she and other residents in her area were forced to buy water from a very costly source. However, in the resolution made by the MWSS RO, her request was not granted because she and the other residents in the area were deemed to be informal settlers and therefore not entitled to a water connection. There was no temporary solution offered to her. It bears stressing that it is the duty of the MWSS (with the RO as its regulatory arm), as the government agency tasked to ensure that an uninterrupted and adequate potable water supply is made accessible and available for the benefit of residents in the Metropolitan Manila area and nearby provinces, to address and resolve problems involving access to water. Thus, it is crucial that MWSS RO be able to provide temporary or alternative practicable solutions to customers whose complaints or requests cannot be immediately or favorably resolved or granted.

As to the strong point of MWSS RO's complaints handling, it is evident that customers regard the MWSS RO staff a primary asset considering that item 2 of the survey (*Maayos ang naging pakikitungo ng staff ng MWSS RO sa pagtanggap ng reklamo*) garnered the highest rating, even from the one respondent who consistently gave low scores to the other items surveyed. Future education and information campaigns may be conducted through the staff considering their efficiency and the quality service they are perceived to provide. Thus, it is recommended that additional training and seminars be given to MWSS RO staff and personnel, including the actual responders on the ground for customer concerns, to further keep them abreast with trends in customer support and satisfaction. This is especially important considering the fact that even with automation and technological advances, most people still rely on (or rather trust) analog or person-to-person interactions.

It is also recommended that MWSS RO and concessionaire personnel adhere to punctuality in their conduct of conference meetings. One survey respondent complained that staff came late for conference meetings. It should be instilled in the MWSS RO personnel that being on time shows professionalism and respect for the customer.

Looking forward, given the role of the internet in our daily lives, an initial evaluation of the online survey designed by the UP CIDS, which is currently being used by MWSS RO to measure the effectiveness and relevance of their website and assess the satisfaction of its stakeholders with its content, be made. This can provide inputs on how the office can improve the contents of its website and be responsive and proactive in catering to the needs of its stakeholders for better and quality customer service.

Overall Score Computation for the Customer Satisfaction Survey

To get the overall rating of the MWSS RO customer satisfaction, the UP-CIDS used the following formula:

$$\begin{aligned}
 \text{Overall Score} &= \text{Public Information Drive Mean Score} + \text{Complaints Handling Mean Score} \\
 &= 4.72 + 4.47 \\
 &= \mathbf{4.59 (97.96)}
 \end{aligned}$$

The MWSS RO's overall score in the CSS falls under the outstanding range. Its clientele is generally very satisfied in its performance on customer service.

ANNEXES

I. CONVERSION TABLE ADOPTED FOR THE ANALYSIS OF BOTH SURVEYS

Scale Value	Range
5	96-100
4	91-95
3	86-90
2	81-85
1	76-80

1.0 - 1.7 Poor
1.8 – 2.5 Unsatisfactory
2.6 - 3.4 Satisfactory
3.5 – 4.2 Very Satisfactory
4.3 – 5.0 Outstanding

II. SURVEY QUESTIONNAIRE FOR PUBLIC DIALOGUE

Upang mapagbuti ng MWSS RO ang pagbibigay ng serbisyo sa inyo, minarapat po naming humingi ng feedback mula sa mga participants. **Pakilagyan po ng tsek (✓) ang gradong ibibigay ninyo base sa mga nakasulat sa ibaba. Lima (5) para sa pinakamataas at Isa (1) para sa pinakamababa.**

[We are requesting feedback in order to improve the MWSS RO's service to our customers. Please put a check in the scale and rate your response to each item.]

Pahayag o Item	Grado [Rating]				
	[Lagyan ng tsek / Put a check(✓)]				
	Pinaka-Mataas [Highest] 5	4	3	2	Pinaka-Mababa [Lowest] 1
1. Malinaw na naiparating sa imbitasyon ng MWSS RO ang layunin (purpose) at importansya ng aktibidad na ito. <i>[The purpose and importance of this activity was clearly conveyed in the MWSS RO's invitation.]</i>					
2. Malinaw na naipaliwanag ng presenters ang nilalaman at benepisyo ng bagong Implementing Rules and Regulations (IRR) of Rate Reclassification in Places of Worship. <i>[The presenters explained clearly the provisions and benefits of the new Implementing Rules and Regulations (IRR) of Rate Reclassification in Places of Worship.]</i>					
3. Maayos na nasagot ng mga panelists ang mga tanong ng mga dumalo (participants) tungkol sa bagong IRR. <i>[The questions asked by the participants about the new IRR were answered satisfactorily by the panelists]</i>					
4. Mahusay ang mga emcees/facilitators kaya't nahikayat ang mga dumalo na makibahagi (mag-participate). <i>[The emcees/facilitators facilitated the activities well, thus attendees were encouraged to participate.]</i>					
5. Tama ang haba ng oras na inilaan para sa aktibidad na ito. <i>[The time allotted for this activity was adequate].</i>					

6. Tamang-tama ang venue para sa aktibidad na ito. <i>[The venue was suitable for this activity].</i>					
7. Sapat ang pagkain at inuming ibinigay sa mga dumalo. <i>[There was enough food and drinks for the participants].</i>					
8. Maayos ang naging pakikitungo ng mga staff ng MWSS RO sa mga dumalo. <i>[The MWSS RO's staff dealt well with the participants.]</i>					
9. Base sa aking karanasan ngayon, mahalagang sumali sa mga public dialogues ng MWSS RO. <i>[Based on my experience today, I can say it is important to participate in MWSS RO's public dialogues.]</i>					
Isulat kung mayroong rekomendasyon para sa mga susunod pang public dialogue: <i>[Please write recommendations here for the succeeding public dialogues if you have any].</i>					
<hr/> <hr/> <hr/>					

Rating Scale:	
1.0 - 1.7	Poor
2.6 - 3.4	Satisfactory
1.8 – 2.5	Unsatisfactory
3.5 – 4.2	Very Satisfactory
4.3 – 5.0	Outstanding

III. INTERVIEW GUIDE FOR PUBLIC DIALOGUE

<p>Tanong ang nasa bracket ay paglililinaw/konteksto Question <i>the item in bracket is for clarification/context</i></p>	<p>Positibo [Positive]</p>	<p>Kailangan pagbutihin [Needs Improvement]</p>	<p>Iba pang komento Other comments</p>
<p>10. Ano ang masasabi nyo sa imbitasyon ng MWSS RO? (Malinaw ba ang purpose/ importansya?) What can you say about the invitation of the MWSS RO? <i>(Was the purpose and importance of the activity made clear?)</i></p>			
<p>11. Ano ang masasabi nyo sa presentation tungkol sa IRR? (Malinaw ba?) What can you say about the presentation of the IRR? <i>(Was it clear?)</i></p>			
<p>12. Ano ang masasabi nyo sa sagot ng panelists sa mga tanong tungkol sa IRR? <i>(What can you say about the panelists responses to questions about the IRR)</i></p>			
<p>13. Ano ang masasabi nyo sa facilitator/ emcee? (Nakaencourage ba sila mag-participate?) What can you say about the emcees/facilitators? <i>(Did they encourage people to participate)</i></p>			
<p>14. Ano ang masasabi nyo sa oras na inilaan sa public dialogue na ito? What can you say about the time allotted for this activity?</p>			
<p>15. Ano ang masasabi nyo tungkol sa venue? What can you say about the venue?</p>			
<p>16. Ano ang masasabi nyo sa pagkaing inihanda? What can you say about the food served?</p>			
<p>17. Ano ang masasabi nyo sa pakikitungo ng MWSS staff? (Responsive ba sila sa pangangailangan ng mga dumalo?) What can you say about the MWSS RO staff dealings with participants? <i>(Were they responsive to their needs)</i></p>			
<p>18. Ano ang masasabi nyo sa public dialogue na ito? (Mahalaga ba sya?) What can you say about this public dialogue? <i>(Was it relevant?)</i></p>			
<p>19. Comments/Suggestions on Public Dialogue</p>			

IV. SURVEY QUESTIONNAIRE FOR COMPLAINTS HANDLING

Upang mapagbuti ng MWSS Regulatory Office ang pagbibigay ng serbisyo, minarapat po naming humingi ng feedback o pananaw mula sa mga customer tungkol sa pagtugon ng kanilang opisina sa mga customer complaints o reklamo **sa serbisyo ng water concessionaires gaya ng Maynilad at Manila Water**. Nais naming linawin na ito ay evaluation ng MWSS Regulatory Office at hindi ng Maynilad o Manila Water. Ang MWSS Regulatory Office ay ang opisina ng gobyernong nagmomonitor sa **Maynilad at Manila Water** at tumutulong sa mga customer na mayroong reklamo. Ang survey na ito ay makakatulong din para pagbutihin ang kanilang serbisyo.

I. Instruction o Panuto sa Interviewer para sa Interview. Bago ang survey, ipasagot muna sa respondents ang mga sumusunod. Ang sagot nila sa tanong na ito ang magbibigay ng konteksto sa kanilang magiging sagot sa customer evaluation questions.

Instruction o Panuto sa Interviewee para sa Interview.	
A. Pakikwento po kung bakit kayo lumapit sa MWSS Regulatory Office at kung ano ang inyong naging reklamo sa serbisyo ng Maynila/Manila Water.	
B. Pakikwento po kung ano ang naging pinal na resolusyon o desisyon tungkol sa inyong reklamo.	

<p>C. Ano po ang tingin ninyo sa naging pinal na resolusyon o desisyon sa inyong reklamo? Masaya ba kayo o hindi sa resulta? Patas ba ang naging desisyon o hindi?</p>	
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II. Instruction o Panuto sa Interviewer para sa Survey. Ang survey ay self-administered subalit ang sagot ay dapat itala o irecord ng interviewer. Kinakailangang linawin sa respondent na ang MWSS Regulatory Office ay ang opisina ng gobyernong nagmomonitor sa **water concessionaires gaya ng Maynilad at Manila Water** at tumutulong sa mga customer na mayroong reklamo. Kailangan ding magpakilala ng UP CIDS at igarantiya na ang kanilang sagot sa survey ay anonymous o confidential at hindi gagamitin laban sa kanila.

Instruction o Panuto sa Interviewee para sa Survey. Pakibigyan po ng grado ang MWSS RO sa bawat item. Ang pinakamataas ay **5** na katumbas ng **96-100** at pinakamababa ay **1** na katumbas ay **76-80**. Pakibigyan ng maikling paliwanag ang inyong rating sa bawat item.

Pahayag o Item	Pinaka-Mataas [96-100] 5	[91-95] 4	Gitna [86-90] 3	[81-85] 2	Pinaka-Mababa [76-80] 1
1. Madaling magsampa ng reklamo sa MWSS Regulatory Office patungkol sa serbisyo ng Maynilad/Manila Water.	Madaling magsampa ng reklamo. Natukoy ko agad kung sino ang dapat tawagan/puntahan at kausapin tungkol sa aking reklamo sa simpleng pagtingin sa website o isang tawag. Isang sulat lang ay tapos na akong magsampa ng reklamo (mailed complaint). Hindi umabot ng isang oras ay tapos na akong magsampa ng reklamo sa opisina ng MWSS RO (personal).	Di naman kahirapan magsampa ng reklamo. Nahanap ko agad kung sino ang dapat tawagan o puntahan at kausapin matapos ang 2 beses ng pagtatanong- tanong o paghahanap. Sa loob ng isang oras sa MWSS RO ay tapos na akong magsampa ng reklamo (personal). Isang sulat at dalawang tawag lang ay tapos na akong magsampa ng reklamo (mailed complaint).	Medyo di kahirapan pero di rin ganoon kadali magsampa ng reklamo. Kailangan pang magtanong tanong o pumunta mismo sa MWSS RO. Mahigit 2 oras pero di hihigit pa 3 oras sa MWSS RO bago matapos na magsampa ng kaso (personal). Isang sulat at isang dalaw sa opisina bago ako natapos magsampa ng reklamo (mailed complaint).	Hindi agad malinaw kung saan o sino ang dapat tawagan/puntahan at kausapin para magsampa ng reklamo. Kailangan pang tumawag o magtanong- tanong ng maraming beses para malaman ang dapat kontakin at dapat gawin. Kailangan pang dumalaw sa opisina ng MWSS RO. Mahigit 2 oras pero di hihigit pa ng 4 oras sa MWSS RO bago matapos na magsampa ng kaso.	Mahirap tawagan/puntahan dahil sa kawalan ng maayos na contact information o staff na tatanggap ng reklamo. Walang sumasagot sa telepono o di kaya ay pinagpapasa-pasahan ang nagrereklamo. Kailangan dumalaw o tumawag ng maraming beses sa MWSS RO. Mahigit kalahating araw sa opisina ng MWSS RO bago matapos na magsampa ng kaso.
Pakipaliwanag ang inyong rating.					

Pahayag o Item	Pinaka-Mataas [96-100] 5	[91-95] 4	Gitna [86-90] 3	[81-85] 2	Pinaka-Mababa [76-80] 1
2. Maayos ang naging pakikitungo ng staff ng MWSS RO sa pagtanggap ng reklamo.	Maayos ang naging pakikitungo ng MWSS RO staff. Bukas at pinakinggan nang mabuti ang reklamo ko at inalam ang mga detalye at pinaliwanag ang gagawin. Malinaw sa kanyang pananalita na interesadong tumulong.	Medyo maayos naman ang naging pakikitungo ng MWSS staff bagamat may mga konti pang dapat ayusin. Nakinig naman, nagtanong ng ilang detalye, at nagpaliwanag kapag tinatanong. Propesyunal sa pagkilos.	Medyo maayos naman ang pakikitungo ng MWSS RO staff. Nakinig naman kahit papaano bagamat di na masyado nagtanong o nagpaliwanag. Malinaw sa pagkilos at pananalita na gusto lang gawin ang trabaho.	Kahit paano, may konting ayos naman ang pakikitungo ng MWSS RO staff. Hindi na masyado nagtanong at nakinig pa sa mga detalye. Sa halip ay pinagfill-up na lang ng form o ini-log na lang ang reklamo. Konting interes lang na tumulong.	Hindi maayos ang naging pakikitungo ng MWSS RO staff. Sarado at hindi masyadong nakikinig sa reklamo ng kustomer. Malinaw sa pagkilos o pananalita na walang gaanong interes na tumulong.
Pakipaliwanag ang inyong rating.					
3. Malinaw ang proseso at requirements ng MWSS RO sa pagtugon sa mga reklamo.	Malinaw ang lahat ng proseso, requirement, at schedule kung paano nila aaksyunan ang reklamo. Malinaw sa kustomer 100% kung ano ang mangyayari, ang dapat asahan at kung kailan.	Malinaw karamihan ang proseso, requirement, at schedule kung paano nila aaksyunan ang reklamo bagamat may kaunti na kalingan pang liwanagin. Nagkaroon naman ako ng ideya kung ano ang mangyayari, ang dapat asahan at kung kailan bagamat mga 80-90% lang na malinaw.	May malinaw na bahagi sa proseso, requirement, at schedule bagamat mayroon ding di ganoon kalinaw. Nagkaroon ako ng ideya ang kustomer kung ano ang mangyayari, ang dapat asahan at kung kailan bagamat mga 60-70%	May kaunting linaw sa proseso at requirement kung paano aaksyunan ang reklamo pero marami ang medyo malabo. Kinailangan ko pa magtanong para lang malaman kung ano ang gagawin, ang mangyayari, ang dapat asahan at kung kailan. Mga 40-50% lang na	Hindi malinaw karamihan ng proseso, requirement, schedule at kung paano aaksyunan ang reklamo. Malabo sa akin kung ano ang mangyayari, ang dapat asahan at kung kailan. Mababa sa 40% ang malinaw at mas marami ang malabo sa akin.

Pahayag o Item	Pinaka-Mataas [96-100] 5	[91-95] 4	Gitna [86-90] 3	[81-85] 2	Pinaka-Mababa [76-80] 1
			lang na malinaw.	malinaw.	
Pakipaliwanag ang inyong rating.					
4. Mahusay ang pag-handle ng MWSS RO sa conference meeting sa pagitan ng kustomer at ng Maynilad/Manila Water.	Organisado ang meeting. Maayos ang pagpapadaloy (facilitation) ng MWSS RO sa meeting sa pagitan namin, kustomer at Maynilad/Manila Water. Nagkaroon agad ng linaw tungkol sa susunod na mangyayari matapos ang pag-uusap.	Sa kabuuan ay organisado naman ang conference meeting. Maayos naman ang facilitation ng MWSS RO sa meeting sa pagitan naming kustomer at Maynilad/Manila Water bagamat may mga konting bagay na pwede pa sanang mas pinaghandaan pa. Nagkaroon naman ng linaw sa mangyayari matapos ang pag-uusap.	Organisado naman ang conference meeting pero may mga ilang bagay pa na dapat pagbutihin. Maayos naman kahit papaano ang facilitation ng MWSS RO pero medyo nahirapan at may ilan pang mga bagay na dapat nilang iimprove. Nagkaroon naman ng linaw sa susunod na mangyayari matapos ang mahabang pag-uusap.	May kakulangan sa pagiging organisado ang conference meeting. Malaki ang dapat pang ayusin ng MWSS RO sa kanilang facilitation at halatang hirap sila. Nagkaroon naman ng linaw sa susunod na mangyayari tungkol sa reklamo ng customer pagkatapos ng mahabang pag-uusap.	Hindi organisado ang conference meeting. Hindi maayos ang facilitation ng MWSS RO kaya't nauuwi sa mainit na pagtatalo ang pag-uusap. Natagalan bago nagkaroon ng linaw sa susunod na mangyayari tungkol sa reklamo ng customer pagkatapos ng mahabang pag-uusap.
Pakipaliwanag ang inyong rating.					
5. Patas (fair) ang	Patas ang pagdinig ng	Sa kabuuan ay	Medyo patas naman	Sinubukan naman kahit	Hindi patas ang pagdinig

Pahayag o Item	Pinaka-Mataas [96-100] 5	[91-95] 4	Gitna [86-90] 3	[81-85] 2	Pinaka-Mababa [76-80] 1
pagdinig ng MWSS RO sa parehong panig ng kustomer at sa Maynilad/Manila Water sa conference meeting.	MWSS RO at malinaw na wala silang kinakampihan. Parehong binigyan ng sapat na pagkakataon kaming kustomer at Maynilad/Manila Water na ipaliwanag ang aming panig sa conference meeting.	masasabing patas nman ang pagdinig ng MWSS RO. Parehong binigyan ng pagkakataon ang kustomer at Maynilad/Manila Water na magpaliwanag bagamat may konting pagkakataon na mas lamang nang konti ang isang panig sa conference meeting.	ang MWSS RO. Halatang hirap na balansehin ang pagbibigay ng pagkakataon sa aming kustomer at Maynilad/Manila Water. May mga pagkakataon na isang panig lang halos ang nabibigyan ng pagkakataong magpaliwanag sa conference meeting.	konti maging balanse ng MWSS RO sa pagdinig bagamat napakarami talagang mga pagkakataon na isang panig lang ang nabibigyan ng pagkakataong magpaliwanag sa conference meeting. Medyo nakakalamang ang isang panig sa pagdinig.	sa conference meeting. Hindi nabigyan nang sapat na pagkakataon ang isang panig (maaring kami ang kustomer o ang Maynilad/Manila Water) na magpaliwanag sa conference meeting.
Pakipaliwanag ang inyong rating.					
6. Maayos ang naging koordinasyon ng MWSS RO sa kustomer.	Nakatanggap ako ng tawag o sulat mula sa MWSS RO para iparating ang mga nangyayari (development) sa aking reklamo at kung ano ang susunod na gagawin nang di na kailangan pang magfollow-up. Nakatanggap ako ng	Sinulatan o tinawagan ng MWSS RO ang kustomer tungkol sa mga nangyayari sa kanilang reklamo at kung ano ang susunod na gagawin. Isang beses lang kinailangan ng kustomer magfollow-up. Nakatanggap ako ng nakasulat na resolusyon tungkol sa kaso	Dalawang beses ko kinailangan na magfollow-up kung ano na ang nangyayari. Tumawag o sumulat ang MWSS RO sa kustomer tungkol sa mga nangyayari sa aking reklamo at kung ano ang susunod na gagawin pagkatapos. Nakatanggap ang	Isang beses lang tinawagan o sinulatan ng MWSS RO ang kustomer tungkol sa mga nangyayari (development) sa kanilang reklamo at hindi na nasundan pa. Pagkatapos, ang kustomer na ang kailangang magfollow-up para malaman ang	Walang akong natanggap na tawag o sulat mula sa MWSS RO tungkol sa nangyayari (development) sa reklamo at kung ano ang susunod na gagawin. Kailangan ko pang mag-follow up para lang malaman ang nangyayari sa kaso ko at para humingi ng resolusyon.

Pahayag o Item	Pinaka-Mataas [96-100] 5	[91-95] 4	Gitna [86-90] 3	[81-85] 2	Pinaka-Mababa [76-80] 1
	nakasulat na resolusyon tungkol sa kaso pagkatapos nang hindi kailangan manghingi pa.	pagkatapos nang hindi kailangan manghingi pa.	kustomer ng nakasulat na resolusyon tungkol sa kaso pagkatapos.	estado ng kaso at para humingi ng resolusyon tungkol sa kaso pagkatapos.	
Pakipaliwanag ang inyong rating.					
7. Sapat ang naging aksyon ng MWSS RO para patugunan sa Maynilad/Manila Water ang reklamo at magkaroon ng resolusyon.	<i>(Pabor man ang resolusyon sa akin bilang kustomer o hindi) – Sapat ang aksyon ng MWSS RO na pagpapatugon sa Maynilad/Manila Water. Inasikaso nang maayos at maagap ang reklamo hanggang magkaroon ng pinal na resolusyon. Kung may pagkukulang man sa pagtugon sa reklamo, hindi ito galing sa panig ng MWSS RO.</i>	<i>(Pabor man ang resolusyon sa akin bilang kustomer o hindi) - May mga ilang punto na dapat pang pagandahin ng MWSS RO pero sa kabuuan, sumapat naman ang aksyon nilang pagpapatugon sa Maynilad/Manila Water. Inasikaso nila ang reklamo ko hanggang magkaroon ng resolusyon. Kung may pagkukulang man sila ay kaunti lamang.</i>	<i>(Pabor man ang resolusyon sa akin bilang kustomer o hindi) – Medyo sapat lang ang aksyon ng MWSS RO na pagpapatugon sa Maynilad/Manila Water. Medyo marami pa silang kailangang ayusin sa pag-aasikaso sa kaso ko hanggang sa magkaroon ng resolusyon. May ilang mga pagkukulang ang MWSS RO pero naayos naman sa huli.</i>	<i>(Pabor man ang resolusyon sa akin bilang kustomer o hindi) - Medyo hindi sapat ang aksyon ng MWSS RO na pagpapatugon sa Maynilad/Manila Water pero may kaunti naman silang ginawa. Medyo kulang sila sa pag-aasikaso ng reklamo ko bilang kustomer pero nagawan naman ng paraan para magkaroon ng resolusyon.</i>	<i>(Pabor man ang resolusyon sa reklamo sa kustomer o hindi) –Hindi sapat ang pagpapatugon ng MWSS RO sa Maynilad/Manila Water. Marami ang pagkukulang ng MWSS RO sa pagpapatugon sa Maynilad/Manila Water sa reklamo ko bilang kustomer.</i>
Pakipaliwanag ang inyong rating.					

Pahayag o Item	Pinaka-Mataas [96-100] 5	[91-95] 4	Gitna [86-90] 3	[81-85] 2	Pinaka-Mababa [76-80] 1
8. Kung bibigyan ninyo ng pinal na grado ang MWSS Regulatory Office sa pag-handle nila ng inyong reklamo mula sa pinakamataas na 100 at sa pinakamababa na 76, anong grado ang ibibigay ninyo sa kanila at bakit?					

V. SURVEY QUESTIONNAIRE MWSS RO WEBSITE



CUSTOMER FEEDBACK FORM

METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM REGULATORY OFFICE

We are requesting feedback in order to improve the MWSS RO's website and service to our customers. Please put a check in the scale and rate your response to each item.

Item	<i>Rating</i> <i>[Put a check]</i>				
	Highest				Lowest
	[96-100]	[91-95]	[86-90]	[81-85]	[75-80]
	5	4	3	2	1
Content					
20. The content of the website is up to date.					
21. The information in the website is reasonably complete.					
22. The website text are clear and well-written.					
Navigation					
23. It is easy to find specific information in the website.					
24. The website contents are well organized.					

25. The links in the website are working.					
Usefulness					
26. The information provided by the website are very useful					
27. The website can answer most basic questions about the MWSS Regulatory Office (Staff, Operations, Activities, etc.).					
28. Most users will find answers to their questions in the site.					
Layout/Design					
29. The website color scheme is visually appealing..					
11. The font size and spacing make the text easy to read.					
12. The layout looks balanced and well-thought of.					

Rating Scale:	1.0 - 1.7 Poor	2.6 - 3.4 Satisfactory
1.8 – 2.5 Unsatisfactory	3.5 – 4.2 Very Satisfactory	4.3 – 5.0 Outstanding

VI. SAMPLE SELECTION METHODOLOGY

Thirty-two names were provided by the MWSS RO for the complaints handling CSS covering the period January to April 2016. From the 32 names in the list, the UP-CIDS technical team need to have 20 names from the sample population using a stratified random sampling method to highlight the specific subgroups within the population.

1. The sample was first grouped into Maynilad and Manila Water customers.
2. The subgroup per concessionaire were then divided into Type 1 and Type 2 complainant respondents, described as follows:

Type 1: Those whose complaints are addressed immediately by the concessionaire or no longer pursue their complaint and no longer go through the conciliation meeting

Type 2: Those whose complaints are not addressed immediately by the concessionaire and/or pursue their complaint further; they go through the conciliation meeting

3. The names for each concessionaire and for each subgroup were then assigned a unique number. It was noted that the names listed were uneven for each concessionaire and for the type of complainant.
4. Each number for the Type 1 respondents for Maynilad was placed in a bowl and mixed thoroughly. The blind-folded researcher then picked eight numbered tags from the bowl. All the individuals bearing the numbers picked by the researcher are the subjects for the study, with the last three names to serve as the buffer or alternative respondents. The same process was repeated for Manila Water Type 1 respondents.
5. Each number for the Type 2 respondents for Maynilad was placed in a bowl and mixed thoroughly. The blind-folded researcher then picked eight numbered tags from the bowl. All the individuals bearing the numbers picked by the researcher are the subjects for the study, with the last three names to serve as the buffer or alternative respondents. The same process was repeated for Manila Water Type 2 respondents.
6. This was the targeted strata:

Maynilad (10): 5 Type 1 respondents; 5 Type 2 respondents

Manila Water (10): 5 Type 1 respondents; 5 Type 2 respondents

The groupings were then provided to the enumerators for the pre-test, and then later, for the actual survey as there were no changes in the survey questionnaire after the pre-test. They were briefed on the implications of the subgroups: the Type 1 complainants no longer have to answer the conciliation/conference meeting items in the survey questionnaire.

During the actual conduct of the survey, an additional list of names was requested. The sampling method was adjusted to purposive random sampling, as it was difficult to stick on the original groupings due to: (a) lack or limited number of respondents per category to fill in those who did not reply or cannot be contacted anymore, (b) the uneven number of cases for each concessionaire, and (c) uneven number of those with conference meeting or no conference meeting. Some respondents were not fully cooperative and did not answer some survey items. It was assured that Type 1 and Type 2 complainants were represented in the purposive sample.

VII. PRE-ENUMERATION DOCUMENTATION

Two names in the list were selected for the pre-testing of the survey questionnaire representing each concessionaire, both with conference meeting. They were picked up based on the proximity of addresses to the enumerator's residence for convenience and accessibility.

A briefing was held for the two enumerators who will conduct the pre-test. The survey protocol was explained to them, starting from the introduction of themselves as UP CIDS enumerators, that the information to be given were all confidential and the respondent's identity would not be revealed.

The enumerators explained themselves based on the survey protocol (introduction, what are the objectives of the CSS, the conduct of the CSS, the questionnaire, etc.). The enumerators took down notes on the process.

The enumerators provided feedback that was incorporated on the procedures. The items on the questionnaire were clear and easily understood. Based on the results, no revisions to the instrument were needed.

VIII. POWERPOINT PRESENTATION ON THE ENUMERATORS' BRIEFING FOR PUBLIC DIALOGUE

Customer Satisfaction Survey MWSS RO Public Dialogue

Overview

- MWSS RO will conduct a Public Dialogue about the Implementing Rules and Regulations No. 2013-14 on Rate Reclassification of Places of Worship on July 5 and July 7
- July 5, 2016 8AM-12NN will be among Maynilad customers, with ~ 200 participants
- July 7, 2016 8-12NN will be among Manila Water customers, with ~100 participants
- UP CIDS has been requested to conduct CSS

Rationale

- MWSS RO has previously conducted Public Information Drives (now Public Dialogues)
- As provided in Section 7 Exhibit A of the concession agreement with Maynilad and Manila Water, the MWSS RO is tasked to provide Information Dissemination Program to raise awareness about the rights and responsibilities of customers and concessionaires

Objectives of the Public Dialogues

- Conduct an effective and efficient implementation of the 2013 IRRs in accordance with Guidelines on Info. Dissemination
- Provide customers [with] the opportunity to clarify issues and concerns relative to the implementation of IRR No. 2013-03
- Increase customer awareness of their rights and obligations and concessionaire service obligations
- Provide a venue for the conduct of the CSS

Objectives

- Gather Customer Feedback that can provide valuable insights about the quality of service MWSS RO rendered during the event
- This will be gathered using the standard Customer Feedback Form (CFF)
- Information gathered using CFF will be collated, analyzed, and reported to MWSS RO by UP CIDS as the service provider

Role of UP CIDS

- Design the Customer Feedback Form (CFF)
- Administer the CFF during the conduct of the Public Dialogues on July 5 and July 7, 8-12NN
- Interview 20 respondents for qualitative info
- Collect, encode, and analyze customer feedback based on the CFFs
- Prepare a written report
- Present the results to MWSS RO

About the Customer Feedback Form

- Revised version of the MWSS RO's CFF
- The CFF has 10 items, nine (9) statements for evaluation and one (1) open ended item
- The CFF requires rating items on a 5 pt. scale
- The scale corresponds with a rating from poor to outstanding (see sample CFF)
- The CFF includes follow up questions for the conduct of the follow-up interview
- The CFFs are to be answered anonymously

About the Customer Feedback Form

- The CFF was designed to gather feedback on the ff. aspects of the Public Dialogue:
 - clarity of communication of purpose of event (#1)
 - clarity of presentation of the IRR (#2)
 - satisfaction with response to questions re:IRR(#3)
 - satisfaction with facilitation/emcee of event (#4)
 - logistics (duration, venue, food) (#5,#6,#7)
 - how the MWSS staff dealt with participants (#8)
 - perceived importance/relevance of the event (#9)
 - other comments or suggestions (open ended)

Spiel: CFF

- My name is ____ from UP CIDS and we have been tasked to solicit feedback for the event.
- This is the Customer Feedback Form and is intended to gather feedback about this event in order to improve MWSS Public Dialogues
- We assure you that the form is anonymous and your identity will be kept confidential

Instructions on Administration of the CFF

- The forms should be distributed as the participants register for the event
- MWSS should give a short explanation of the CFF and instructions to fill it up after the event
- MWSS RO will announce the CFF and when it should be answered (last event break)
- Enumerators should actively collect the CFF and put these in a brown envelope
- The CFFs should be counted immediately to ensure we meet the 80% of participants needed

Spiel: CFF

- My name is ____ from UP CIDS and we have been tasked to solicit feedback for the event.
- We would like to request five minutes of your time to gather qualitative feedback about the Public Dialogue. We are conducting interviews in order to know how we can help MWSS RO improve future Public Dialogues.
- We assure you that the interview is anonymous and your identity will be kept confidential

Instructions on Administration of the CFF Follow-up Interview

- Total interviewees should be **20**; Each enumerator should interview 3-4 participants
- Interviewees should be randomly selected and without looking at the CFF (its anonymous)
- Enumerators should introduce themselves from UP CIDS and explain the need for the interview
- Interviewees should be assured of anonymity and that results will not be used against them
- Interviews should be recorded (phone, tape)
- Responses should also be written down

Other Instructions

- Participants who raise non-event/non-IRR concerns or complaints re: concessionaires should be directed to the **Help Desk**
- Enumerators should be as unobtrusive as possible so as not to disturb the event
- Enumerators should wear a distinct uniform and ID to distinguish them from organizers
- The results of the survey and interviews should be encoded immediately after the event

Notes

- We do not have a copy of the MWSS RO program yet, we will have to be very flexible
- We estimate around 100++ participants on the July 5 dialogue and less than 100 on July 7
- We have an **absolute** minimum target number, 80% of participants for the survey (CFF) and 20 respondents for the interview

IX. POWER POINT PRESENTATION ON THE SURVEY PROTOCOLS FOR CSS ON COMPLAINTS HANDLING

MWSS RO Survey Administration Procedures

Main Objective

- Assess customer satisfaction with the MWSS RO's performance of its regulatory functions and delivery of services to the consuming public, specifically on the following areas:
 - Public information dissemination
 - Customer complaint handling
- The objective is to get feedback and improve the complaints handling processes and management of MWSS Regulatory Office

Customer Complaints Handling

- *Handling of customer complaints*—these are the measures taken by the MWSS RO in dealing with the complaints referred to it by customers who were not satisfied with the action/s taken by the Concessionaire. This covers all steps from the filing of complaints to the RO, to the conciliation meeting with the Concessionaire, to the resolution of the case.

Role of MWSS Regulatory Office

- The MWSS RO was created by virtue of the Concession Agreement, under the supervision of the MWSS Board of Trustees.
- Its function generally is to monitor the Concession Agreement, such as service obligation targets, rate determination and performance evaluation.

Role of Water Concessionaires

- The concessionaires are Manila Water (MWC) and Maynilad Water (MWS)
- They are in charge of water service delivery and all associated processes including maintenance, billing, and responding to customer complaints
- MWSS RO enters when the customers complain against the concessionaires

2 Types of Complainant

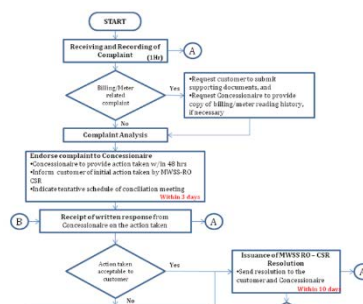
- Type 1: Those whose complaints are addressed immediately by the concessionaire or no longer pursue their complaint and no longer go through the conciliation meeting
- Type 2: Those whose complaints are not addressed immediately by the concessionaire and/or pursue their complaint further; they go through the conciliation meeting

Implications of 2 Types of Complainant

- Type 1 complainants no longer have to answer the conciliation meeting (conference meeting) items in the survey questionnaire
- Type 2 complainants have to answer all items in the survey questionnaire

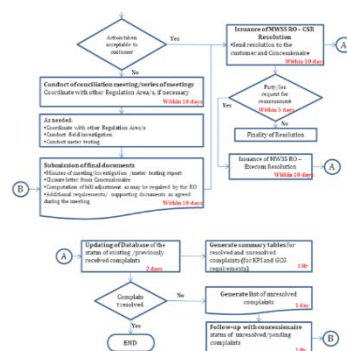
Complaints Handling Procedure Flowchart

Please read the Complaints Handling Procedure.pdf document for context.



Complaints Flowchart

Handling Procedure



Sampling

- Sampling is stratified random sampling. The process of random selection should be carefully documented
- The target strata and # of respondents:
 - 5 Maynilad Water Type 1 respondents
 - 5 Maynilad Water Type 2 respondents
 - 5 Manila Water Type 1 respondents
 - 5 Manila Water Type 2 respondents

Survey Administration Considerations

- Surveys have to be administered face to face
- Surveys must be scheduled beforehand with the customer-respondent as much as possible
- Respondents should be assured of neutrality of UP CIDS and confidentiality of their answers
- Respondents should be briefed about the difference between MWSS RO and concessionaire

Survey Administration Considerations

- The resolution may be unfavorable/favorable to respondent; this may affect disposition
- Remember that respondents may have little incentive to participate in the survey
- The success of the survey largely depends on your ability to persuade them that feedback is important for improving MWSS RO/concessionaire
- Developing good rapport is essential

Preparations

- All enumerators should be briefed and listen to experiences during pre-test of the survey
- All enumerators should familiarize themselves with the complaint handling procedure
- Enumerators should have background info on the specific respondent, their complaint, and the status/ outcome (+/-?/ temp)
- Enumerators should take notes

Materials

- Photocopy of the complaint handling procedure and flowchart for reference
- 2 copies of the questionnaire stapled to a folder, 1 page on each side (1 for the respondent, 1 for the notes of enumerator)
- 1 envelope marked stamped confidential for the form and a clear/masking tape to seal it
- 2 pens, 1 for respondent; 1 for enumerator
- UP CIDS identification card

Survey Administration Proper

1. Start all survey with a short introduction
2. Follow introduction with short briefing of what the survey is all about (see instrument)
3. Assure them that the survey is only 8 items and will normally not take more than 15 minutes to answer
4. One copy of the instrument should be given to respondent while doing the briefing
5. All respondents should be asked whether they have any questions and given answers
6. Assure them of anonymity and if necessary, show them your UP CIDS ID for assurance

Survey Administration Proper

7. Respondents should be the one to write their answers on the survey questionnaire
8. Walk them through the survey; read each item and choices then give them time to answer
9. Read your copy of the survey; Do not read their copy unless necessary and ask permission first
10. If none of the choices reflect their experience; they can answer the closest item based on the description or rating; ask them to write their experience in the space for elaboration
11. Take down notes of what they are saying

Survey Administration Proper

12. Be reminded that Type 1 respondents should skip items on the conference meeting
13. Type 2 respondents should answer all items
14. Once they have answered all the items, ask them to review their answers
15. Once the survey is completed, place their folder on the envelope and seal it on site
16. Make sure you thank them for their participation in the survey before you leave

Post-Survey Instructions

- Make sure that the report for each survey respondent is complete (no incomplete notes)
- Incomplete surveys are to treated as spoiled
- Replacement respondents should be randomly selected ff. sampling procedure
- Encode all answers as an MS Word document following original instrument formatting

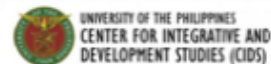
Thank you!

X. POWERPOINT PRESENTATION OF FINAL REPORT

**Metropolitan Waterworks and Sewerage System-
Regulatory Office (MWSS RO)**

CUSTOMER SATISFACTION SURVEY

**University of the Philippines Center for Integrative and
Development Studies (CIDS)**



Purpose of the Study

The MWSS RO commissioned a Customer Satisfaction Survey (CSS) with the UP Center for Integrative and Development Studies (CIDS) to determine to assess customer satisfaction with its performance of its regulatory functions and delivery of services to the consuming public, specifically on the following areas

1. Provision of Information
2. Handling of Customer Complaints



Public Information Drive

MWSS RO assisted by MWSI and MWCI conducted Public Information Drives in July 2016. Its purpose was to discuss the Implementing Rules and Regulation (IRR) No. 2013-03 on Rate Reclassification of Places of Worship and its implications to affected customers.

- Maynilad Water Services, Inc or MWSI (July 5)
- Manila Water Service Company, Inc or MWCI (July 7)



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Public Information Drive: Data Collection

- A 10 item survey questionnaire was developed.
- The survey items covered the following aspects: **communication, presentation, facilitation, response to questions, staff, food, venue, and time allotted for the activity.**
- Participants were surveyed after the presentations. Selected participants were interviewed.
- Interviews results were coded based on themes.



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Public Information Drive

	Invited Participants	Actual Turnout
MWSI	200	33 (16.5%)
MWCI	100	54 (54%)



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Survey Results: Public Information Drive with MWSI

Item	Obs	Mean	Standard Deviation	Min Value	Max Value
Invitation Communicated Purpose and Importance of Activity	30	4.73	0.45	4	5
The Presentation explained the provisions and benefits of the new IRR	30	4.73	0.45	4	5
Questions asked were answered	30	4.83	0.379	4	5
Emcee facilitated the activities well	29	4.72	0.455	4	5
Time allotted was adequate	29	4.76	0.511	3	5
Venue was suitable	27	4.59	0.825	1	5
Food and drinks were sufficient	30	4.63	0.629	3	5
MWSS RO's staff dealt well with participants	28	4.80	0.407	4	5
Importance of participation in public dialogues	30	4.87	0.346	4	5

Mean rating: 4.72 / 5



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Survey Results: Public Information Drive with MWSI

Item	Mean	Remarks
Invitation Communicated Purpose and Importance of Activity	4.73	Majority (24/27) generally satisfied with the invitation except for one late invitation and one found the invitation not very clear.
The Presentation explained the provisions and benefits of the new IRR	4.73	Majority (25/27) satisfied except for one which found insufficient inputs and one that commented on the lack of attractive visuals.
Questions asked by participants were answered well by the panelists	4.83	Majority (23/27) found that the panelists answered the questions well except for two who preferred the use of English and Filipino and two who thought they could have been articulated better.
Emcee facilitated the activities well	4.72	Majority (20/20) found that the emcee did a good job.
The time allotted for the activity was adequate	4.76	Majority (18/27) found the time adequate. Three noted more time was needed. Three found it too long. One got late.
Venue was suitable	4.59	Majority (18/26) found the venue satisfactory. Three each found it too far or difficult to access. Two preferred a classroom set-up.
Food and drinks were sufficient	4.63	Many (18/22) noted the food was good. One participant each had comments on the excess food, leftover, and that the food was dry.
MWSS RO's staff dealt well with participants	4.80	All (26/26) found the MWSS RO staff to be accommodating.
Importance of participation in public dialogues	4.87	All (27/27) found the dialogue to be relevant and satisfactory.

Mean rating: 4.72 / 5



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Survey Results: Public Information Drive with MWCI

Item	Obs	Mean	Standard Deviation	Min Value	Max Value
Invitation Communicated Purpose and Importance of Activity	48	4.67	0.8078	2	5
The Presentation explained the provisions and benefits of the new IRR	48	4.65	0.6681	2	5
Questions asked by participants were answered well by the panelists	46	4.78	0.4673	3	5
Emcee facilitated the activities well	48	4.71	0.5819	3	5
The time allotted for the activity was adequate	43	4.70	0.7411	1	5
Venue was suitable	47	4.62	0.7388	1	5
Food and drinks were sufficient	46	4.61	0.7740	1	5
MWSS RO's staff dealt well with participants	47	4.85	0.5098	2	5
Importance of participation in public dialogues	48	4.83	0.6302	1	5

Mean rating: 4.71 / 5



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Survey Results: Public Information Drive with MWCI

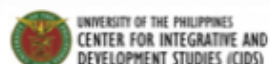
Item	Mean	Remarks
Invitation Communicated Purpose and Importance of Activity	4.67	Majority (25/26) satisfied with the invitation except for one who commented the invitation was late and did not have a map.
The Presentation explained the provisions and benefits of the new IRR	4.65	Majority (23/26) satisfied. Two were already reclassified prior to the event. One note the language should be both Tagalog/English.
Questions asked by participants were answered well by the panelists	4.78	Majority (24/26) found that the panelists answered the questions well. One participant commented s/he was already reclassified prior. One noted the language should be both Tagalog/English
Emcee facilitated the activities well	4.71	Majority (21/21) found that the emcee did a good job.
The time allotted for the activity was adequate	4.7	Majority (18/27) found the time adequate. Seven respondents each had different comments (too long, too short, too early, etc.)
Venue was suitable	4.62	Majority (19/27) found the venue satisfactory. Three found it too far. Another three had some minor complaints (e.g., seats, aircon,)
Food and drinks were sufficient	4.61	Many (21/26) noted the food was not enough and/or tables should have been provided. Four found it adequate. One wanted more.
MWSS RO's staff dealt well with participants	4.85	All (26/26) found the MWSS RO staff to be accommodating..
Importance of participation in public dialogues	4.83	Majority (23/26) found the dialogue to be relevant and satisfactory. Three believed the discussions should have gone beyond the IRR>

Mean rating: 4.72 / 5
(98.62 or 96.56)



Observations: Public Information Drive

- The MWSS RO obtained highly favorable scores from both MWSI and MWCI participants in nearly every aspect.
- Mean scores are very close (4.71 & 4.72)
- The lowest scores are for venue and food.
- The respondents viewed the public dialogue as a healthy sign of transparency and participation in public governance.



Proposed Conversion

Scale Value	Range
5	96-100
4	91-95
3	86-90
2	81-85
1	76-80

Rating Scale:

- 1.0 - 1.7 Poor
- 1.8 – 2.5 Unsatisfactory
- 2.6 - 3.4 Satisfactory
- 3.5 – 4.2 Very Satisfactory
- 4.3 – 5.0 Outstanding



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Suggestions on Improving the Public Information Drive

MWSI

- Seven recommended that more public dialogues should be held.
- Four suggested improvements in logistics.
- Two wanted the topics expanded.
- One wanted additional examples of concerns.

MWCI

- Three recommended regular public dialogues.
- Two suggested improvements in logistics.
- Two suggested some improvements such as disseminating the IRR prior to the event and including the technical side in the discussion.
- One (1) suggested including small businesses in the reclassification.

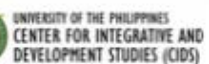
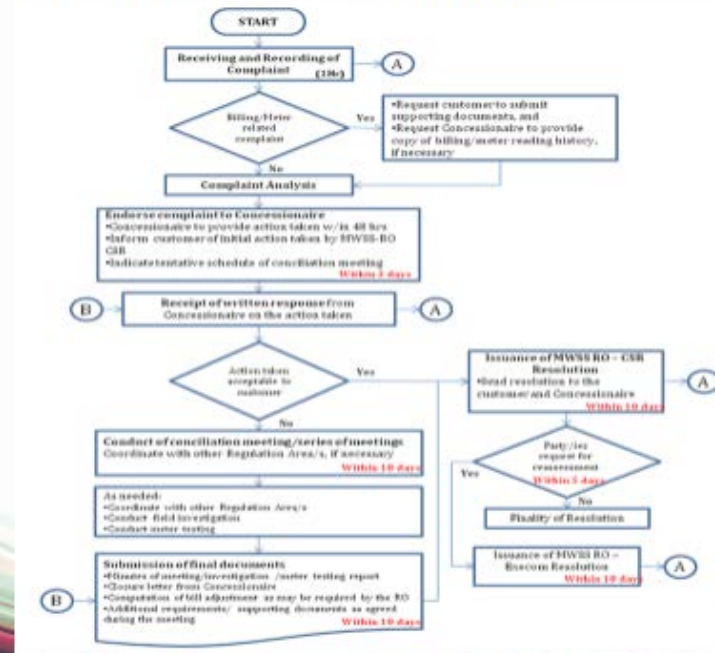


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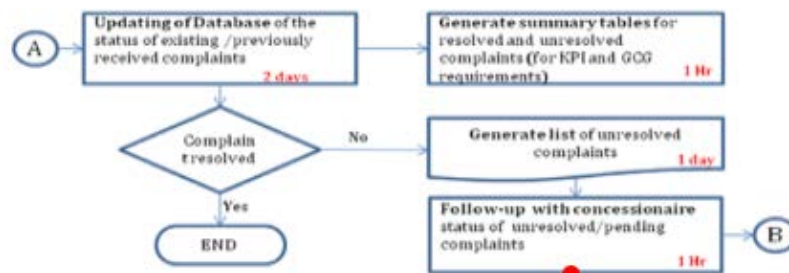


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Complaints Handling Process



Complaints Handling Process



SOURCE: MWSS RO



Complaints Handling

Respondent Profile

MWSI	With Conference	Without Conference	MWCI	With Conference	Without Conference
Favorable	2	4	Favorable	5	2
Not Favorable	None	None	Not Favorable	3*	None

*2 are held in abeyance



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Complaints Handling: Data Collection

- An 8 item survey questionnaire was developed. Pre-identified respondents were surveyed face to face.
- The survey items pertained to the following aspects: **ease of filing complaints, staff handling of complaint, clarity of process, fairness and responsiveness** (speed, sufficiency of response).
- The enumerator probed the respondents for the explanations of the rating given to each item.
- Interviews results were coded based on themes.



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Survey Results Complainants' Mean Rating Per Item

	Items	Obs	Mean Rating
1	Madaling magsampa ng reklamo sa MWSS Regulatory Office patungkol sa serbisyo ng Maynilad/Manila Water.	15	4.60
2	Maayos ang naging pakikitungo ng staff ng MWSS-RO sa pagtanggap ng reklamo.	16	4.75
3	Malinaw ang proseso at requirements ng MWSS-RO sa pagtugon sa mga reklamo.	16	4.50
4	Mahusay ang pag-handle ng MWSS-RO sa conference meeting sa pagitan ng kustomer at ng Maynilad/Manila Water.	10	4.30
5	Patas (fair) ang pagdinig ng MWSS-RO sa parehong panig ng kustomer at sa Maynilad/Manila Water sa conference meeting.	9	4.33
6	Maayos ang naging koordinasyon ng MWSS-RO sa kustomer.	16	4.69
7	Sapat ang naging aksyon ng MWSS-RO para patugunan sa Maynilad/Manila Water ang reklamo at magkaroon ng resolusyon.	15	4.13
8	Kung bibigyan ninyo ng pinal na grado ang MWSS Regulatory Office sa pag-handle nila ng inyong reklamo mula sa pinakamataas na 100 at sa pinakamababa na 76, anong grado ang ibibigay ninyo sa kanila at bakit?	13	94.31

Mean rating: 4.47 / 5



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Survey Results Complainants' Mean Rating Per Item

	Items	Mean Rating	Remarks
1	Madaling magsampa ng reklamo sa MWSS Regulatory Office patungkol sa serbisyo ng Maynilad/Manila Water.	4.60	10/11 were satisfied with the response after a formal letter was submitted. One had to follow up several times.
2	Maayos ang naging pakikitungo ng staff ng MWSS-RO sa pagtanggap ng reklamo.	4.75	10/12 comments are generally positive with some noting how the staff assisted them. One noted that some staff were late for the conference meeting. While the other was not fully impressed ("medyo maayos")
3	Malinaw ang proseso at requirements ng MWSS-RO sa pagtugon sa mga reklamo.	4.50	Most respondents, 8/11, found the procedure clear. Except for one whose request did not have clear resolution.
4	Mahusay ang pag-handle ng MWSS-RO sa conference meeting sa pagitan ng kustomer at ng Maynilad/Manila Water.	4.30	Most, 5/7 said that the meeting and the staff were well organized except for one who felt the MWSS RO was incapable of answering their concern.
5	Patas (fair) ang pagdinig ng MWSS-RO sa parehong panig ng kustomer at sa Maynilad/Manila Water sa conference meeting.	4.33	Those who attended conference meetings (6) found the MWSS-RO "fair" except one whose request was denied who believed it sided with the concessionaire.
6	Maayos ang naging koordinasyon ng MWSS-RO sa kustomer.	4.69	Most said that the MWSS-RO consistently updated them either through phone call or mail. A few (3/11) however, found e-mail communication inconvenient.
7	Sapat ang naging aksyon ng MWSS-RO para patugunan sa Maynilad/Manila Water ang reklamo at magkaroon ng resolusyon.	4.13	Majority (7/10) of the respondents who got positive response were contented. Those who gave relatively low ratings still await the results of their requests.
8	Kung bibigyan ninyo ng pinal na grado ang MWSS Regulatory Office sa pag-handle nila ng inyong reklamo mula sa pinakamataas na 100 at sa pinakamababa na 76, anong grado ang ibibigay ninyo sa kanila at bakit?	94.31	In general, 11/12, the respondents were satisfied not only with how their complaint turned out, but also with how the MWSS-RO treated them. The respondent who did not get a positive response however also rated this item very low.



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Survey Results

Complainant's Mean Rating With and Without Conference Meeting

	Items	Did Not Attend Conference Meeting	Attended Conference Meeting
1	Madaling magsampa ng reklamo sa MWSS Regulatory Office patungkol sa serbisyo ng Maynilad/Manila Water.	4.6	4.6
2	Maayos ang naging pakikitungo ng staff ng MWSS-RO sa pagtanggap ng reklamo.	4.83	4.7
3	Malinaw ang proseso at requirements ng MWSS-RO sa pagtugon sa mga reklamo.	4.5	4.5
4	Mahusay ang pag-handle ng MWSS-RO sa conference meeting sa pagitan ng kustomer at ng Maynilad/Manila Water.	N/A	4.3
5	Patas (fair) ang pagdinig ng MWSS-RO sa parehong panig ng kustomer at sa Maynilad/Manila Water sa conference meeting.	N/A	4.33
6	Maayos ang naging koordinasyon ng MWSS-RO sa kustomer.	5	4.5
7	Sapat ang naging aksyon ng MWSS-RO para patugunan sa Maynilad/Manila Water ang reklamo at magkaroon ng resolusyon.	4.2	4.1
8	Kung bibigyan ninyo ng pinal na grado ang MWSS Regulatory Office sa pag-handle nila ng iyong reklamo mula sa pinakamataas na 100 at sa pinakamababa na 76, anong grado ang ibibigay ninyo sa kanila at bakit?	92.8	95.25



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Survey Results

Complainant's Mean Rating MWCI and MWSI

	Items	MWCI	MWSI
1	Madaling magsampa ng reklamo sa MWSS Regulatory Office patungkol sa serbisyo ng Maynilad/Manila Water.	4.60	4.60
2	Maayos ang naging pakikitungo ng staff ng MWSS-RO sa pagtanggap ng reklamo.	4.70	4.83
3	Malinaw ang proseso at requirements ng MWSS-RO sa pagtugon sa mga reklamo.	4.50	4.50
4	Mahusay ang pag-handle ng MWSS-RO sa conference meeting sa pagitan ng kustomer at ng Maynilad/Manila Water.	4.12	5.00
5	Patas (fair) ang pagdinig ng MWSS-RO sa parehong panig ng kustomer at sa Maynilad/Manila Water sa conference meeting.	4.14	5.00
6	Maayos ang naging koordinasyon ng MWSS-RO sa kustomer.	4.60	4.83
7	Sapat ang naging aksyon ng MWSS-RO para patugunan sa Maynilad/Manila Water ang reklamo at magkaroon ng resolusyon.	3.70	5.00
8	Kung bibigyan ninyo ng pinal na grado ang MWSS Regulatory Office sa pag-handle nila ng iyong reklamo mula sa pinakamataas na 100 at sa pinakamababa na 76, anong grado ang ibibigay ninyo sa kanila at bakit?	93.00	96.40



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Conclusion: Complaints Handling

- A mean rating of **4.47 out of 5** and a mean given grade of **94.31** reflects the mostly positive responses.
- Majority of respondents (15) had favorable resolutions, even if some of them (3) were held in abeyance.
- Its possible the score may partially have been influenced by the favorable resolution but we do not have enough respondents to make a categorical conclusion.
- One respondent did not have a favorable resolution. Most of this respondents ratings were very low. The other single-item low score is from a respondent whose favorable resolution was held in abeyance.



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Suggestions on Improving Customer Complaints Handling

- Complaints or follow-ups be made more accessible through regular means like telephone or e-mail.
- A mechanism to allow MWSS RO staff to record and act the complaint of customers immediately instead of having to come back with a complaint letter.
- Ensuring that conference meetings are scheduled within the time frame provided for in its Service Charter.
- The concessionaires should have standard protocol put in place to immediately address this, or to at least provide a temporary or alternative solution to customers which can be met within a specified, but timely, period



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Proposed Overall Score Computation

- Overall Score
= Public Information Drive Mean Score +
Complaints Handling Mean Score
- Overall Score = $4.72 + 4.47$
- Overall Score = **4.59 (97.96)**



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Thank You Very Much!