



**CUSTOMER SATISFACTION SURVEY
METROPOLITAN WATERWORKS AND SEWERAGE
SYSTEM – REGULATORY OFFICE (MWSS-RO)**

QUESTIONNAIRE NUMBER

RESPONDENT INFORMATION			
Respondent Name		Time Start (in 24:00)	
Respondent Address		Time End (in 24:00)	
Respondent Phone Number (House)		Respondent Phone Number (Mobile)	
RECRUITER/INTERVIEWER INFORMATION			
Interviewer Name		Date of Interview	
Interviewer ID		Time of Interview	
QUALITY CONTROL CHECKS AND VALIDATIONS			
Witnessed/Validated by		Edited by	
Witness/Validation Date:		Date of Editing	
Signature		Signature	
Quality Checked by		Data Punched by	
Quality Check Date		Data Punch Date	
Signature		Signature	
Observed by (IA)		Cleared by (IA)	
Observation Date		Clearing Date	
Signature		Signature	
Back-checked by		Re-screened by	
Backcheck Date		Rescreening Date	
Signature		Signature	

QUOTA MONITORING GRID

TYPES OF CUSTOMERS	QUOTA	CODE
Water concessionaires	n=x	1
Water consumers	n=x	2

SCREENER

INTRODUCTION

As part of the government’s initiative to deepen citizen participation in government processes, particularly in the delivery of products and/or services, we are conducting this survey to gauge customer satisfaction on the services of the **METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM – REGULATORY OFFICE (MWSS-RO)**. We would appreciate if you could spare a few minutes of your time to participate in our survey. Your insights will greatly help the MWSS-RO improve its product and/or service delivery and meet your expectations to serve you better in the future. Please be assured that all answers provided will be kept in strictest confidentiality.

I am _____ from [RESEARCH AGENCY, a market research company]. I will be your enumerator for today.

S1. Are you or any of your close family/relatives working with MWSS-RO? [SA]

	CODE	ROUTE
Yes	1	Close interview
No	2	Proceed to S2

S2. Are you or any of your close family/relatives currently employed in any marketing or market research firm? [SA]

	CODE	ROUTE
Yes	1	Close interview
No	2	Proceed to S3

S3. SHOWCARD

IF INTERCEPT: Which of the following service/s did you avail from MWSS-RO during this visit? What else? Anything else? [MA]

IF NON-INTERCEPT: Which of the following service/s you have availed or regularly avail from MWSS-RO? What else? Anything else? [MA]

NOTE TO GOCC: The table below should be an exhaustive list of services that the GOCC provides.

	CODE	
[SERVICE A]	1	Proceed to Q1
[SERVICE B]	2	
[SERVICE C]	3	
[SERVICE D]	4	
None of the above	99	Close interview

NOTE TO GOCC: The GOCC should customize its screening questions. Additional questions may be added such as whether or not the respondent is a current customer, and/or whether or not the respondent has an active account, etc.

MAIN QUESTIONNAIRE

NOTE TO INTERVIEWER: For Q1, present showcard below while asking satisfaction/dissatisfaction rating questions. Do not include N/A in the showcard.

VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
5	4	3	2	1

PART I. OVERALL SATISFACTION

Q1. SHOWCARD OF SATISFACTION RATING SCALE

How satisfied or dissatisfied you are with the services of MWSS-RO. Please use this rating scale where 5 means very satisfied, 4 means satisfied, 3 means neither satisfied nor dissatisfied, 2 means dissatisfied and 1 means very dissatisfied. How would you rate MWSS-RO on the overall? [SA]

	VS	S	Neither	D	VD	N/A
Overall satisfaction rating	5	4	3	2	1	99

Q2. ASK SPONTANEOUSLY. PROBE UNTIL RESPONDENT SAYS NONE.

Why do you say that you are [RESPONSE] with MWSS-RO? What else? Any other reasons?

PART II. EXECUTION OF SERVICE

NOTE TO INTERVIEWER: For Q3, present showcard below while asking level of agreement questions. Do not include N/A in the showcard.

STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE
5	4	3	2	1

Q3a. ASK ONLY AMONG WATER CONCESSIONAIRES (CODE 1 IN QUOTA MONITORING GRID) SHOWCARD OF AGREEMENT SCALE/READ OUT ATTRIBUTES/ROTATE ATTRIBUTES

Now, we will talk about the different aspects of MWSS-RO's services. Using this rating scale where 5 means strongly agree, 4 means agree, 3 means neither agree nor disagree, 2 means disagree and 1 means strongly disagree, please let us know how much you agree or disagree with the statements that I am going to read out. Let's start with... [READ OUT ATTRIBUTES]? [SA per attribute]

NOTE TO INTERVIEWER: Read attributes one at a time and wait for the respondents answer. Do not leave any blanks. If the attribute is not applicable or the respondent says Don't Know even after probing, mark as N/A or Don't Know.

	SA	A	Neither	D	SD	N/A
<u>Staff and organization</u> MWSS-RO's staff...						
treats customers with respect	5	4	3	2	1	99
strictly and fairly implements the policies, rules and regulations (e.g. no discrimination, no "palakasan" system)	5	4	3	2	1	99
provides clear and sufficient information (i.e., solutions to problems, answers to inquiries, and information on products and services)	5	4	3	2	1	99
addresses queries/concerns in a prompt manner	5	4	3	2	1	99
demonstrates willingness to assist customers	5	4	3	2	1	99
is easy to contact	5	4	3	2	1	99
<u>Regulatory – Policies, Rules and Regulations</u> Policies, rules and regulations...						
are clear, consistent and sufficient	5	4	3	2	1	99
are strictly implemented	5	4	3	2	1	99
are properly updated	5	4	3	2	1	99

are properly disseminated	5	4	3	2	1	99
Reportorial/documentary requirements are reasonable	5	4	3	2	1	99
Timeline for compliance are fair and reasonable	5	4	3	2	1	99
Fees and/or penalties imposed are fair and reasonable	5	4	3	2	1	99
<u>Regulatory – Application with MWSS-RO</u>						
Requirements are properly disseminated	5	4	3	2	1	99
Filing of applications is simple and easy	5	4	3	2	1	99
Documentary requirements are reasonable	5	4	3	2	1	99
Process is completed within a reasonable amount of time	5	4	3	2	1	99
Documents issued are free from defects or typographical errors	5	4	3	2	1	99
<u>Complaints Handling and Records Keeping</u>						
Filing of complaints is easy and systematic	5	4	3	2	1	99
Complaints are resolved within prescribed timeframe	5	4	3	2	1	99
Resolutions to complaints are satisfactory/acceptable	5	4	3	2	1	99
Files/records are accurate and updated	5	4	3	2	1	99
<u>Information and Communication</u> Information from MWSS-RO is...						
easy to obtain	5	4	3	2	1	99
clear and relevant	5	4	3	2	1	99
<u>Information and Communication (Website)</u> MWSS-RO's website...						
is available and accessible (e.g., no downtime, loads easily)	5	4	3	2	1	99
contains the information needed	5	4	3	2	1	99
is user-friendly	5	4	3	2	1	99

Facilities						
Signages are visible and readable (e.g. Citizen's Charter, steps and procedures, directional signages)	5	4	3	2	1	99
Office premises are clean, orderly and well-maintained	5	4	3	2	1	99
Office premises are well-ventilated and have good lighting	5	4	3	2	1	99
Office premises are safe and secure (e.g., with security guard)	5	4	3	2	1	99
Office has separate lane for senior citizens, PWDs, pregnant women	5	4	3	2	1	99

**Q3b. ASK ONLY AMONG WATER CONSUMERS (CODE 2 IN QUOTA MONITORING GRID)
SHOWCARD OF AGREEMENT SCALE/READ OUT ATTRIBUTES/ROTATE ATTRIBUTES**

Now, we will talk about the different aspects of MWSS-RO's services. Using this rating scale where 5 means strongly agree, 4 means agree, 3 means neither agree nor disagree, 2 means disagree and 1 means strongly disagree, please let us know how much you agree or disagree with the statements that I am going to read out. Let's start with... [READ OUT ATTRIBUTES]? [SA per attribute]

NOTE TO INTERVIEWER: Read attributes one at a time and wait for the respondent's answer. Do not leave any blanks. If the attribute is not applicable or the respondent says Don't Know even after probing, mark as N/A or Don't Know.

	SA	A	Neither	D	SD	N/A or Don't know
<u>For Individual Water Consumers</u>						
Reasonable fees/rates on services	5	4	3	2	1	99
Water services are consistently stable	5	4	3	2	1	99
Water pressure is at an acceptable level	5	4	3	2	1	99
Water is clean and safe	5	4	3	2	1	99
Water is free from smell and odor	5	4	3	2	1	99
Water is clear	5	4	3	2	1	99
Water bill is accurate	5	4	3	2	1	99
Sewerage services/septic tank desludging is regularly conducted	5	4	3	2	1	99
Wastewater is properly managed	5	4	3	2	1	99

Q4. SHOWCARD

Where do you most often get information about MWSS-RO and its services? [SA]

	CODE
Information desk	1
Website	2
Phone/Hotline	3
Social media (Specify _____)	4
Conferences	5
Text/SMS	6
Bulletins	7
Others (Specify _____)	8

Q5. ASK SPONTANEOUSLY. PROBE UNTIL RESPONDENT SAYS NONE.

What are your suggestions for the improvement of MWSS-RO's services? What else? Anything else?

I declare that this interview has been carried out strictly in accordance with your specification and has been conducted within the ESOMAR Code of Conduct with a person unknown to me.	Interviewers' Signature	Supervisor's Signature
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