



cifal
Philippines

FIELD WORK PROGRESS REPORT (Lean Season: July to December 2020)

The first survey was moved to November 23, a week after the intended start, to give the survey participants, particularly the water districts in the province of Bulacan, to recover from the typhoons and the flooding that followed in the Greater Manila Area. Since participants of the SSS are selected from an initial list of potential respondents prepared by the MWSS-CO, the UP CIFAL Philippines used only this list and reached out to random respondents from the list. To obtain the consent of the participants, UP-CIFAL sent an introductory message via text and via email to those who did not acknowledge receipt of the text message. It was only after when consent was given that the enumerators called the participants for the telephone survey. The Stakeholder Satisfaction Survey (SSS) was administered subsequently for the Phase 1 - Peak Season (January to June 2020) and the Phase 2 - Lean Season (July to December 2020), whenever possible.

The UP CIFAL Philippines team encountered some challenges in administering the SSS over the telephone due to non-response and the difficulty in contacting some respondents despite numerous contact attempts. The team coordinated with the MWSS-CO for assistance in re-checking if the contact numbers are still active and finding replacements for those who had already transferred or cannot be contacted.

Lean season questionnaires were administered subsequently after the peak season survey was administered, whenever possible and when time allowed. To comply with the requirements of GCG, interviews with 15 respondents were spot-checked. While the enumerators were conducting the interview via phone call, the field supervisors observed the survey administration via video call, through Facebook Messenger. Another 15 respondents were back checked by the field supervisor via telephone calls to verify that they surveys were conducted. Overall, interviews with 30 respondents were spot checked and/or back-checked. The data collection period for the SSS officially ended on January 31, 2020.

Overall, a total of 51 respondents were interviewed by the UP CIFAL Philippines Team for the SSS. For the lean season survey, only 44 respondents were accounted for. There were five (5) respondents out of the initial 49 valid respondents from the dry season who did not respond to any of the follow up communications from the UP CIFAL Philippines Team. During the internal assessment, enumerators noted that several of these respondents coming from the Water Districts noted that most of their transaction was with Luzon Clean Water Development Corporation rather than the MWSS CO, and that many of the items were in the instrument did not seem applicable to them. Thus, they appeared hesitant to participate further in the SSS. This could explain their non-response.

As of this writing, the target 51 respondents initially participated in the SSS for the peak season. However, due to the drop-out and repeated non-response of respondents to follow-up calls, only forty-four (44) surveys were completed and valid for the lean season.