



SUPERVISION AND OBSERVATION REPORT

The following contains a detailed discussion of how the UP CIFAL Philippines evaluation team complied with the Data Collection Quality Control procedures provided in the Enhanced Methodology and Guidelines of the Governance Commission for Government-Owned and Controlled Corporations (GCG) in the 2020 Stakeholder Satisfaction Survey (SSS) for the Metropolitan Waterworks and Sewerage System – Corporate Office (MWSS-CO). The first phase of the SSS, intended to cover January to June of 2020, has been completed while the second phase of the SSS shall immediately ensue once the requirements for the first SSS are completed. The final report will be submitted by the end of January.

Pre-tests were also conducted to ensure proper implementation of the actual survey. A separate pre-test report has already been submitted by UP CIFAL. The first phase of the survey officially ended on 28 December 2020 when the last interview was conducted. All respondents, composed of water district officers and staff, were informed that the survey pertains to their 2020 transactions.

In summary, the UP CIFAL Philippines team was able to implement the first phase of the SSS as provided for in the Enhanced Guidelines of the GCG. In order to comply with the government restrictions on physical and social distancing, the first phase of the 2020 SSS was accomplished solely via telephone and mobile calls. This was done by shifting from a face-to-face and Computer-Assisted Personal Interviewing (CAPI) system to a telephone and paper-based Paper and Pen Interview (PAPI) system.

Supervisors conducted observation and spot-checking of enumerators using Zoom online conferencing system and debriefing and back-checking using mobile phones. The requirement in MOA Annex Item 8, *“They will observe actual interviews, follow-up and do surprise checks on the research team. Supervisors will observe at least 30% of the total sample size.”* is satisfied as the field supervisors spot-checked a total of 15 interviews and back-checked a total of 16 respondents in the first phase of SSS. Spot-checking and back-checking were also accomplished through remote means. The report on these activities will be submitted separately.

Participants of the SSS were pre-determined and selected by the SSS coordinator of MWSS-CO. Only those identified in the list were contacted by the UP CIFAL. No attempts to replace any respondents were made by the UP CIFAL, unless allowed to or instructed by the MWSS-CO. 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 callback attempts.

The team coordinated with MWSS-CO for assistance in replacing those who had already transferred or cannot be contacted. With the MWSS-CO SSS coordinator's assistance, these were immediately remedied.

The SSS 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, time 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 used only this list and reached out to random respondents from the list. To obtain the consent of the participants, the 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 the participant has given his/her consent that the field enumerators called the participants for the telephone survey.

The MWSS-CO provided the team with a Letter of Authorization which the team showed to the respondents. However, only a few participants acknowledged the said memo while a significant number asked how and why they were selected as respondents given their limited interaction with MWSS-CO. A few respondents from water districts in the province of Bulacan respectfully declined participation in the SSS, citing their limited and indirect engagement with MWSS-CO.

The UP CIFAL Philippines Team also learned that some of the respondents in the list were no longer with the participant agency/office or were already transferred to another department. Nonetheless, the SSS coordinator of the MWSS-CO was prompt in coordinating with UP CIFAL Philippines and immediately provided possible replacements.

By the third week of the SSS, a significant number of identified participants have not responded to the numerous follow-ups and callbacks done by the field enumerators and supervisors. When contacting the identified respondent, the enumerators and field supervisors followed a three-step process. First, a short introductory text message is sent to the respondent. This way, the consent of the respondent can be obtained in lieu of their signature. When the respondent failed to reply via text, the field supervisor will contact the respondent via email. Attached in the said email is the endorsement letter of MWSS-CO. The enumerators only called the intended participants had they failed to respond after several follow-ups via text message and via email.

By the last week of December, all required 50 respondents were surveyed. All of these were valid and completed. *Kindly refer to Appender A and B.*

The Project Management Team and the field enumerators kept an online list of the respondents for tracking. The field enumerators were asked to indicate whether the target respondent participated, declined, or did not respond to the UP CIFAL's request for participation in SSS. The date of the call, together with other useful notes, are also kept in the tracking list. The list is updated in real-time and is accessible to all members of the project management team and to the field enumerators.

CLEARING/ DEBRIEFING REPORT

Clearing/debriefing sessions were conducted through phone calls whenever the enumerators give daily updates of their accomplishments. Field supervisors and the

enumerators are in constant, day-to-day communications via text and chat. Any minor questions or concerns were immediately relayed to the field supervisors. All enumerators were also spot-checked thru video calls in at least one of their phone interviews for additional monitoring of the survey. The field supervisors ensured that the enumerators accomplish and follow the screener included in the instrument and that the survey is administered strictly in accordance with the GCG-provided Enhanced Guidelines and Methodology. The survey was administered as per the prescribed order, page-by, page, was read verbatim by the enumerator, and no interpretation of the items beyond what is allowed (i.e., in elaborating some questions or in probing) was attempted by the enumerator.

Since pen and paper were utilized in the conduct of the survey, the accomplished survey questionnaires were encoded by the enumerators in the prepared Excel Sheet. The encoding form contains the exact items indicated in the survey instrument. No alterations were made to the sequence nor wording of the survey items in the encoding form. As such, the quality checks and validations were also adhered to and accomplished by the UP-CIFAL. Only the accomplished survey forms that satisfied the screener included in the instrument and the quality control and validation, were deemed valid analysis (see *Appendix A*). All interviews made were finished and covered the entire survey instrument. Hence, all 51 completed surveys underwent quality control and validation.

Pursuant to the Item 5 in the MOA Annex A, the supervisors monitored the encoding sheet as the field enumerators were instructed to encode and upload the accomplished surveys within the day of their interview. The encoding sheet was regularly monitored for updating, validity and completeness of answers, and consistency checks. A few recordings of interviews were also submitted by the enumerators and validated by the supervisors.

Major and urgent concerns in the over-all implementation of the survey, on the other hand, were immediately forwarded to the technical expert and project manager. Such concerns include clarifications in the questionnaire and survey manual, financial assistance prompting the enumerators to proceed with the survey, coordination with the MWSS-CO for urgent request of replacements in the respondents' list and endorsements, among others. Problems encountered were resolved within a day and were handled according to protocol.

Backchecking of respondents was also randomly conducted by the field supervisors through phone calls to ensure the validity of the survey, compliant to the Item 9 in the MOA Annex A, stating that at least 30% of the respondents be back-checked. Sixteen of the respondents successfully answered the call for back-checking and confirmed their participation in the survey. Generally, the respondents who were back-checked confirmed their participation in and answers to the survey and raised no problems or concerns.

The interviewers/field enumerators were instructed to immediately review and submit accomplished survey questionnaires, if possible, within the day. They were asked to encode accomplished survey results within the day. Prior to submission, they were asked to double-check and review their notes to account for issues such as internet connection. The field supervisors reviewed and double-checked the encoded survey questionnaires. The provisions stated in the MOA Annex, Item 9, "*A report on automated checks will be submitted which contains the following information: schedule*

of automated checks conducted; checking of administrative variables to monitor data quality (total completed output per interviewer versus sample size, total output/productivity per day, LOI checks, interview gap between successive interviews, areas/spots carried per day, interview done in odd hours, geocodes and duplicate contact information). Interviewing issues are also reported (audio-recording problems, administrative problems, non-responses, and response patterns)", were all met. The enumerators were asked to fill-out all respondent and interviewer information while the field supervisors accomplished the quality control checks and validations. Proper storage and safekeeping of the accomplished surveys were strictly followed by the enumerators. As of this writing, the target 50 survey questionnaires have been accomplished. All are valid and completed. The UP CIFAL Team is already preparing all necessary reports for the SSS.