



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
DILG-NAPOLCOM Center, EDSA corner Quezon Avenue
West Triangle, Quezon City

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MEMORANDUM CIRCULAR

No. 2017-100

TO : CITY MAYORS, DILG REGIONAL DIRECTORS AND OTHERS CONCERNED

SUBJECT : CITIZEN SATISFACTION INDEX SYTEM (CSIS) POLICIES AND GENERAL GUIDELINES FOR THE SECOND ROUND OF IMPLEMENTATION IN SELECTED CITIES, AND FOR THE CITIES WITHOUT PRIOR SURVEY IMPLEMENTATION

1. Introduction

- 1.1 The CSIS is an information collection mechanism that aims to collect data on the effectiveness of basic public services from the perspective of the end clients of local governments—the citizens themselves.
- 1.2 The CSIS is undertaken by the DILG to empower local government units by helping them perform their mandate of ensuring the welfare of the citizens (Section 16, RA 7160) and provide supervision in areas for improvement in the delivery of basic public services mandated by the Local Government Code of 1991 (Section 17, RA 7160).
- 1.3 A total of 140 cities have been covered by the CSIS from CY 2013 to 2015. Results of the said survey were presented to local elected officials and functionaries, locally-based NGAs, Civil Society Organizations, among others, through utilization conferences. Citizen-driven priority action plan (CPAPS) were formulated to maximize agenda-setting of economic and human development interventions of the local government.
- 1.4 Along this line, the department will conduct another round of survey implementation in selected cities for purposes of comparative research and analysis and to find out the significant improvements brought about by the local governments' program interventions as specified in their CPAPs.
- 1.5 CSIS will also be implemented in cities which have no prior survey implementation.

- 1.6 The guidelines herein stated serve as governing policies to direct, authorize or regulate the different processes, procedures and work instructions in undertaking the said activities.

2. Coverage

For CY 2017, eleven (11) cities are included in the CSIS re-round. The target cities were proposed by DILG Regional Offices based on the LGUs' interest and willingness to take part in the said activity again. The selected cities are as follows:

No.	Region	Target Cities
1.	I	LAOAG
2.	II	SANTIAGO
3.	III	BALANGA
4.	VIII	CATBALOGAN
5.	IX	DIPOLOG
6.	X	ILIGAN
7.	XII	TACURONG
8.		KORONADAL
9.	CARAGA	BISLIG
10.	CAR	BAGUIO
11.	NCR	MANILA

The CSIS will also be implemented in the following cities which have no prior survey implementation:

No.	Region	Target Cities
1.	I	VIGAN
2.	IV-A	GENERAL TRIAS
3.	VII	CEBU
4.	X	GINGOOG

3. Implementation Timelines

The different activities shall be guided by the following general timelines within 2017.

Activity	Timelines
1. MOA signing with LRIs	July - August
2. Training of LRIs	August
3. Cascading of Fieldwork Protocols to FIs	August to September
4. Data Gathering/Fieldwork	September
5. Data Entry/Processing and Report Preparation	September to October
6. Submission of Citizen Satisfaction Reports	October
7. Utilization Conferences	November to December

4. CSIS Partners and Implementers

4.1 **Local Resource Institutes** are academic institutions that provide extension services to their respective communities in terms of learning, training and research. They are chosen to conduct the survey because of their technical expertise in managing and conducting researches. Additionally, they are deemed to be politically neutral and effective in building rapport with citizens from different socio-demographic backgrounds. The following shall define the general roles of the LRIs:

4.1.1 Mobilize a team of competent personnel to implement fieldwork, data processing and report writing based on the protocols specified in the CSIS Manual and as stipulated in their respective Memoranda of Agreement with the concerned Regional Offices; and

4.1.2 Serve as resource persons during the Utilization Conferences to present the CSIS results and actual fieldwork implementation procedures.

4.2 **Local Chief Executives and LGU Officials** are encouraged to participate by any means on the following:

4.2.1 Acknowledge and facilitate access of LRI personnel in sampled barangays without direct or indirect participation and influence in the sampling, field coverage and interviewing procedures;

4.2.2 Actively participate in Utilization Conferences to discuss CSIS Results;

4.2.3 Formulate and approve a Citizen-driven Action Plan (CPAP) aimed to prioritize interventions that address the areas for improvement and recommendations relevant to the delivery of public services as suggested by the CSIS results;

4.2.4 Implement and/or accomplish the planned interventions and activities pledged by the LGU through CPAP; and

4.2.5 Utilize the CSIS results and data in planning, agenda-setting, program review, budget-prioritization and other related processes in existing and future activities, services, projects and programs in their locality.

4.3 **DILG Field Officers** are responsible to perform the following:

4.3.1 Provide the Local Chief Executives and other local functionaries basic information about the CSIS;

4.3.2 Assist the Regional Offices in CSIS activities through the following:

4.3.2.1 Provide administrative assistance in introducing LRI Field personnel to the concerned LCEs and Punong Barangays to facilitate their entry in sample barangays;

4.3.2.2 Provide administrative assistance to the concerned Regional Offices and LGUs in the conduct of LGU Service Delivery Baseline Data Collection, Utilization Conferences and formulation of CPAP; and

4.3.2.3 Monitor the accomplishment of the initiatives from LGU's approved CPAP.

4.4. **Regional Offices** are responsible to perform the following responsibilities:

4.4.1 Designate focal person(s) who will be in charge of CSIS activities in the region;

4.4.2 Select and recommend LRIs that will conduct CSIS activities based on a set of criteria specified by the BLGS;

4.4.3 Formalize a partnership with the LRI and the LGU through a Memorandum of Agreement stipulating the scope of work and specific deliverables assigned between the RO, LGU, and LRI with reference to the CSIS activities;

4.4.4 Coordinate with the LRI on the survey requirements and activities;

4.4.6 Evaluate CSIS outputs submitted by the partner LRIs based on the quality standards specified in the CSIS Manual before transmitting them to the BLGS;

4.4.7 Lead and facilitate in the conduct of Utilization Conferences; and

4.4.8 Monitor accomplishments of LRIs and LGUs with reference to the responsibilities and roles stated therein.

4.5 The **Bureau of Local Government Supervision** shall:

4.5.1 Formulate and disseminate policies, guidelines, procedures (including the CSIS Manual), and work instructions that govern and guide CSIS activities;

4.5.2 Lead in the conduct of trainings to LRIs and forum on CSIS Results;

4.5.3 Provide technical assistance to Regions in all phases of CSIS implementation; and

4.5.5 Consolidate results evaluated and endorsed by the Regional Offices from the LRIs.

5. Training of LRIs

5.1 Local Resource Institutes shall participate in LRI trainings before undertaking any of the CSIS activities; and

5.2 No LRI or other organization shall implement the CSIS survey without undergoing the LRI Training.

6. Methodology

6.1 **Sampling methods** shall be strictly complied by all LRIs across all target cities.

6.1.1 Multi-stage probability sampling shall govern the procedures in randomly generating a survey sample that represents a cross section of the population of the target city. The said strategy shall be further exhibited through the following:

6.1.1.1 Barangays shall be represented respectively by the sample spots/clusters based on their share on the city's population;

6.1.1.2 The allocation of sample spots in all target cities will be based on the 2015 Census of Population and Housing which can be accessed through <https://www.psa.gov.ph/statistics/census/population-and-housing>.

6.1.1.3 Systematic randomization, be it computerized, mechanical or using a table of random numbers, shall be utilized in every step of drawing sample barangays, sample spots/clusters, starting points, households and probability respondents; and

6.1.1.4 No decision in the sampling process shall cause deliberate predetermination of barangays, households or respondents to be chosen. In circumstances where it will involve selection between barangays not explicitly specified in the Manual, randomization shall be undertaken.

6.1.2 The sampling frame shall consist of individuals who are male or female, 18 years old and older, who have been residing in the city for not less 6 months.

6.1.3 A total of sample size of 150 respondents will be drawn from the population using the multi-stage probability sampling regardless of the population size.

6.1.3.1 At a 95% confidence level, the said sample size will have a margin of error at $\pm 8\%$; and

6.1.3.2 The above is the minimum acceptable level of statistical reliability adopted by this Department in the target LGUs.

6.2 Service Areas

6.2.1 Target cities shall be assessed based on local government services and programs in the areas of Health, Support to Education, Social Welfare, Governance and Response, Public Works and Infrastructure, Environmental Management, Agriculture Support, and Tourism Promotion;

6.2.2 Respondents shall be assessed based on their awareness, availment, satisfaction, and importance across the local government services/programs in the areas specified in 6.2.1;

6.2.3 Only those respondents who are aware and have availed of a program or service in the last 12 months rate their satisfaction in the said items; and

6.2.4 Agricultural support services may not be included in the list of services to be assessed in cities where there are no appointed or designated Agriculturist during the year of implementation.

6.3 CSIS Questionnaire

6.3.1 The CSIS questionnaire, as released by BLGS, is initially written both in English and Filipino but shall be translated by the LRI to the vernacular language/dialect commonly spoken by the general population of the target city; and

6.3.2 Accomplished questionnaires are considered and shall not be circulated outside of the LRI team and the DILG or to individuals who are not involved in the project.

7. CSIS Manual

7.1 The CSIS Manual contains specific procedures in compliance with the policies and guidelines stated in this document.

7.2 The said manual serves as guide for LRIs in implementing the CSIS protocols in their assigned localities consistent with the guidelines stated herein.

7.3 Older versions of the manual will be utilized as this second round of CSIS survey seeks to determine if there have been improvements on local government service delivery as a result of program interventions through the Citizen-driven Priority Action Plan (CPAP).

8. Utilization Conferences (UCs)

- 8.1 Utilization conferences shall be conducted to present the results to the LGU and formulate a plan to prioritize interventions that aim to address gaps and recommendations as suggested by the results.
- 8.2 Activity organizers are highly encouraged to invite Civil Society Organizations during the said activity. They may be identified from LGUs list of accredited organizations and/or referred by their Provincial Network Organizations.
- 8.3 Concerned local government officials and employees are enjoined to attend the UC and participate in the formulation of CPAP.

9. Citizen-driven Priority Actions Plans (CPAPs)

- 9.1 All concerned target LGUs are enjoined to formulate the CPAP during the Utilization Conference. The Regional Office shall present the mechanics of the workshop during the said activity.
- 9.2 Local Chief Executives are enjoined to approve the Final CPAP not later than 30 days after the conduct of the UC.
- 9.3 LGUs are encouraged to submit accomplishment reports or whatever means of verification specified in their approved CPAP to the DILG Regional Office through the concerned DILG Field Office.
- 9.4 Status of accomplishment of the commitments in the CPAP by the LGUs shall be monitored using the prescribed form and consolidated by the BLGS through the concerned Regional Offices.

10. Utilization of CSIS Data and Tools

- 10.1 CSIS Results shall always be presented or discussed in context with its methodology, scope of concepts in study and statistical limitations to avoid any distortion of findings.
- 10.2 CSIS Reports may be made accessible to the public, free of charge. No organization shall profit from the distribution of the reports and/or derivative materials from the data.
- 10.3 LGUs shall be the first audience of the results. No data from the survey shall be published or discussed publicly outside the DILG and the LRI before the conduct of Utilization Conference.
- 10.4 The CSIS results and data shall be used for academic and/or development purposes only. No data shall be used maliciously to defame persons or organizations.
- 10.5 LRIs and other audiences who are interested to use the CSIS tools and/or data for research, academic purposes and other development endeavors shall seek a

written permission from the BLGS with a research proposal or any similar document attached to the request.

11. Confidentiality of Respondent's Personally Identifiable Information

- 11.1 No personally identifiable information of the respondents shall be released or published in any way outside of the LRI and the DILG. Confidentiality and anonymity shall always be observed in all activities with respect to the LRI's covenant with the respondents during the data gathering process.
- 11.2 Satisfaction ratings and socio-demographic data may be presented or analyzed in aggregation. No information shall be disseminated or disclosed that may lead or cause, in any way, to identify, distinguish, trace, locate or contact any of the respondents who participated in the survey.

12. Funding

12.1 For Second Round of Implementation

12.1.1 All activities under the CSIS second round of implementation shall be fully funded by the BLGS from the CSO/People's Participation Partnership Program Fund except for the fieldwork cost.

12.1.2 BLGS shall subsidize 50% of the fieldwork cost while the other half shall be shouldered by the concerned city government.

12.2 For Cities without Prior Survey Implementation

12.2.1 Implementation in four (4) cities without prior CSIS implementation will be fully subsidized by the BLGS.

13. Replication of CSIS Survey Implementation

- 13.1 LGUs, on the other hand, are encouraged to conduct subsequent CSIS surveys annually, or every three (3) years to be financed through their local government funds.
- 13.2 LGUs who intend to repeat the survey with same or higher sample sizes shall inform the BLGS through their respective ROs; and
- 13.3 A list of sample sizes with the corresponding margins of error and project costs shall be issued by the BLGS upon formal request of the LGU or the partner LRI.

14. National Summit

- 14.1 A National Summit on the results shall be conducted by the BLGS in order to communicate to various stakeholders and development partners the survey results, implementation stories, as well as innovations that transpired during the conduct of fieldwork.

14.2 The final scores from the consolidated reports and data shall be made public during the said activity.

15. Integration of CSIS with other LGU and DILG Programs

15.1 Data on citizen satisfaction may be used by LGUs in other programs of the DILG with other Agencies such as, but not limited to, the Rationalized Planning System (RPS) at the local level.

15.2 Data on citizen satisfaction and CPAP Accomplishment may be used by different DILG Bureaus and Regional Offices in their different programs and activities such as, but not limited to, the Results-based Monitoring and Evaluation (RBME), Seal of Good Local Governance, awards and recognition programs, and LGU capability programs.


15.3 National government agencies (NGAs), CSOs, funding organizations and other development partners may use CSIS data for decision-making, prioritization and other processes relating to their respective program and initiatives.

16. Approval and Promulgation

This Circular is hereby approved and promulgated

DILG Regional Directors concerned shall cause the widest dissemination of this Circular in their respective Region, particularly in the target CSIS re-round cities. All City Mayors concerned are hereby enjoined to participate and support the CSIS activities pursuant to the roles and modes of engagement specified in the said set of guidelines.

For information and guidance.


CATALINO S. CUY
OIC-Secretary

