



Republic of the Philippines
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
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MEMORANDUM CIRCULAR
No. 2020- 053

TO : ALL PROVINCIAL GOVERNERS, CITY MAYORS, DILG REGIONAL DIRECTORS AND OTHERS CONCERNED

SUBJECT : POLICIES AND GENERAL GUIDELINES FOR THE IMPLEMENTATION OF THE 2020 CITIZEN SATISFACTION INDEX SYTEM (CSIS)

DATE : 09 MAR 2020

1. Introduction

- 1.1 The Citizen Satisfaction Index System (CSIS) is a set of data tools and mechanisms designed to generate relevant citizens' feedback on the local governments' service delivery performance.
- 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 The guidelines stated herein serve as governing policies to direct, authorize or regulate the different processes, procedures and work instructions in undertaking the activities relative to the 2020 implementation of the CSIS in select local government units (LGUs)

2. Coverage

For 2020, thirty-two (32) LGUs are included in the implementation of the CSIS. Priority shall be given to areas covered by the RCSP.

3. Implementation Timelines

The DILG Regional Offices shall program the CSIS activities based on the prescribed timelines within 2020:

Activity	Timelines
1. MOA signing with LRIs	January – March
2. Briefing of Field Officers, PDs, and RFPs	March
3. Training of LRIs	March
4. Cascading of Fieldwork Protocols to FIs	April
5. Data Gathering/Fieldwork	April-May
6. Data Entry/Processing and Report Preparation	May – June
7. Submission of Citizen Satisfaction Reports	July
8. Utilization Conferences	August – September
9. Formulating and Encoding of CPAP	September
10. Focus Group Discussion with CSOs	October
11. National Conference	November

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;
- 4.1.2 Serve as resource persons during the Utilization Conferences to present the CSIS results and actual fieldwork implementation procedures; and
- 4.1.3 Conduct focus group discussions (FGDs) and similar activities that aim to advocate to the CSOs the use of citizen data for agenda setting by stakeholders,

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

- 4.2.1 Participate in the Service Delivery Baseline Data collection;
- 4.2.2 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;

- 4.2.3 Actively participate in Utilization Conferences to discuss CSIS Results;
- 4.2.4 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;
- 4.2.5 Implement and/or accomplish the planned interventions and activities pledged by the LGU through CPAP; and
- 4.2.6 Utilize the CSIS results and data in planning, agenda-setting, program reviewing, budget-prioritizing 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
- 4.3.1 Provide copy of the CPAP Accomplishment to partner accredited CSOs.

4.4. Regional Directors are responsible to perform the following:

- 4.4.1 Designate focal person(s) who will be in charge of CSIS activities in the region;
- 4.4.3 Formalize a partnership with the LRI and the LGU through a Memorandum of Agreement (MOA) stipulating the scope of work and specific deliverables assigned between the RO, LGU, and LRI with reference to the CSIS activities;
- 4.4.7 Monitor accomplishments of LRIs and LGUs with reference to the responsibilities and roles stated therein.

4.5. LGMED Chiefs are responsible to perform the following:

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

- 4.5.2 Oversee the signing of MOA between LRIs and DILG Regional Offices;
 - 4.5.3 Coordinate with the LRI and other concerned stakeholders with regards to survey requirements and other activities;
 - 4.5.4 Coordinate and elevate concerns to BLGS that cannot be resolved at the Regional level which may affect CSIS Implementation;
 - 4.5.6 Lead and facilitate in the conduct of Utilization Conferences; and
 - 4.5.7 Facilitate the Focus Group Discussion (FGD) on CSIS Results during the Utilization Conferences along with LGMED Staff and Field Officers.
- 4.6. **Regional Focal Persons from LGMED** are responsible to perform the following:
- 4.6.1 Attend to the CSIS related activities being called for by the BLGS;
 - 4.6.2 Endorse to the BLGS requests from LRI to utilize the CSIS outputs;
 - 4.6.3 Providing funding and administrative support during the cascading of CSIS fieldwork protocols to be conducted for the researchers of partner LRIs;
 - 4.6.4 Evaluate CSIS outputs submitted by the partner LRIs based on the quality standards specified in the CSIS Manual before transmitting them to the BLGS;
 - 4.6.5 Coordinate with Provincial Offices and Field Officers in the conduct of Utilization Conferences; and
 - 4.6.7 Upload submitted FGD Outputs into the CSIS portal.
- 4.6. **Regional Focal Persons from LGCDD** are responsible to perform the following:
- 4.6.1 Train the Field Officers in the collection of Service Delivery Baseline Data; and
 - 4.6.3 Train the Field Officers in the accomplishment of the Citizen-driven Priority Action Plan.
- 4.5 **The Bureau of Local Government Supervision (BLGS)** 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 Download funds necessary in the operations of the CSIS implementation;
 - 4.5.2 Lead in the conduct of trainings to LRIs and forum on CSIS Results;

4.5.3 Provide technical assistance to the Regional Offices in all phases of CSIS implementation; and

4.5.4 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;

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

5.3 LRIs that have been chosen for the 2020 implementation but already have CSIS engagements in the past are still encouraged to attend the said training in order to be updated with the new procedures and tools.

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 or municipality. 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 LGU'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 involved in the survey. Any deviations from usual random sampling procedure, such as the replacement of barangays due to security concerns, shall require the LRI team to inform the BLGS (through the Regional Office) before proceeding.

- 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 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 $\pm 8\%$.
 - 6.1.3.2 The above confidence level is the minimum acceptable level of statistical reliability adopted by this Department in the target LGUs.
 - 6.1.3.3 For LGUs and/or LRIs intending to cover more than the 150 respondents, a list of sample sizes with the corresponding margins of error shall be issued by the BLGS upon formal request of the LGU or the LRI.

6.2 Service Areas

- 6.2.1 Target LGUs shall be assessed based on local government services and programs in the areas of: a) Health, b) Support to Education, c) Social Welfare, d) Governance and Response, e) Public Works and Infrastructure, f) Environmental Management, and g) Economic and Investment Promotion.
- 6.2.2 The indicators under each service area will be based on the service delivery baseline data of the target LGUs.
- 6.2.3 Respondents shall be assessed based on their awareness, availment, satisfaction, and need for action across the local government services/programs on the indicators applicable to them based on the service delivery baseline data.
- 6.2.4 Only those respondents who are aware and have availed of a program or service in the last 12 months will be asked to rate their satisfaction and the need-for-action in the said items.

6.3 CSIS Questionnaire

- 6.3.1 The CSIS questionnaire, as issued 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 LGU, if needed.
- 6.3.2 Accomplished questionnaires are considered confidential 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 utilized in the past years shall be considered obsolete and therefore must be marked accordingly or recalled by the Regional Offices from official copyholders.
- 7.4 The use of CSIS Manual is free and is not for sale.

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 (CSOs) during the said activity. They may be identified from LGUs' list of accredited organizations and/or as referred by their Provincial Network Organizations.
- 8.3 All UCs shall be conducted only upon approval of the BLGS after final evaluation and revision of the CS Reports submitted by the LRIs.
- 8.4 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 by the BLGS through the concerned Regional Offices. Further policies will be issued relative to the CPAP.

10. Focus Group Discussions (FGDs) with Civil Society Organizations (CSOs)

10.1 This activity, assigned to the LRIs, aims to maximize the use of the CSIS data beyond the required Utilization Conference. It invests on the potentials and capacities of CSOs as partners in local governance by means of presenting the results and exacting accountability from the local authorities pertaining to the quality of local services in the communities.

10.2 Guidelines of the FGDs will be released by 2nd or 3rd quarter of 2020.

11. Utilization of CSIS Data and Tools

11.1 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.

11.2 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.

11.3 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.

11.4 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.

11.5 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.

12. Confidentiality of Respondent's Personally Identifiable Information

12.1 In pursuit of the LRI's guarantee of confidentiality and anonymity with the respondents involved in the survey, no personally identifiable information about the respondents shall be released or published, in any way, beyond the LRI and the DILG project teams.

12.2 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.

13. Funding and Replication of CSIS Survey Implementation

- 13.1 All activities under the 2020 implementation in LGUs shall be funded by the BLGS from the CSO/People's Participation Partnership Program (CSO/PPPP) Fund.
- 13.2 LGUs, on the other hand, are encouraged to voluntarily commit to conduct the CSIS in their localities.
- 13.3 Non-governmental organizations such as donor organizations, international agencies, civil society organizations and other non-state, non-market actors may also fund the conduct of CSIS, provided that it must initially be assessed and approved by the BLGS.
- 13.4 Cost-sharing involving two or more of the abovementioned modalities may also be considered.

14. National Conference

- 14.1 A National Conference 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 year's implementation.
- 14.2 The final scores from the consolidated reports and data shall be made public during the said activity.

15. Maximizing Utilization of CSIS Data in LGUs and DILG Programs

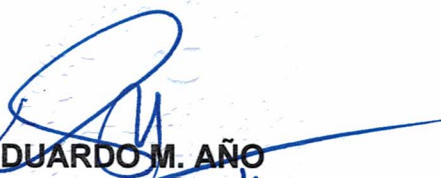

- 15.1 Data on citizen satisfaction may be used by LGUs in other programs of the DILG with other Agencies such as, but not limited to, the Rationalized Planning System (RPS) at the local level.
- 15.2 Data on citizen satisfaction and CPAP Accomplishment may be used by different DILG Bureaus and Regional 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, among others.
- 15.3 National government agencies (NGAs), CSOs, funding organizations and other development partners may use CSIS data for decision-making, project prioritization, and other processes relating to their respective program and initiatives.
- 15.4 The Service Delivery Baseline Data may be used to validate other DILG evaluation systems' findings on the presence or absence of services operated or provided by the concerned LGU.

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 Regions, particularly in the target LGUs. All local chief executives 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.


EDUARDO M. AÑO
Secretary 



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