



Republic of the Philippines

DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

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POLICIES AND GENERAL GUIDELINES FOR THE IMPLEMENTATION OF THE 2021 CITIZEN SATISFACTION INDEX SYSTEM (CSIS)

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1. BACKGROUND

- 1.1. The Department of the Interior and Local Government (DILG) envisions local government units (LGUs) to be self-reliant, development-oriented, safe, peaceful, socially protective, business friendly, environmentally protective, as well as transparent, accountable, and participative. These challenges inspire the Department to keep up with the trends in governance and public management by setting higher standards in performance management that target fulfilment of actual needs of the citizens.
- 1.2. 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. It 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 as mandated by the Local Government Code of 1991 (Section 17, RA 7160).

2. PURPOSE

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 2021 implementation of the CSIS in select LGUs.

3. SCOPE/COVERAGE

For CY 2021, twenty (20) municipalities shall be included in the implementation of the CSIS. Priority in selection shall be given to areas satisfying all the following qualifications:

1. Areas falling within the coverage of Executive Order No. 70, Series of 2018, with subject "*Institutionalizing the Whole-of-*

Nation Approach in Attaining Inclusive and Sustainable Peace, Creating a National Task Force to End Local Communist Armed Conflict, and Directing the Adoption of a National Peace Framework”, as determined by the appropriate authority; and

2. Areas with low COVID-19 risk-level as determined by the Inter-Agency Task Force (IATF) with concurrence of the Regional Interagency Task Force (RIATF).

4. POLICY CONTENT AND GUIDELINES

4.1. Implementation Timeline

The DILG Regional Offices shall program the CSIS activities based on the prescribed timelines within 2021:

Activity	Timelines
1. MOA signing with LRIs	January – February
2. National Briefing of Regional Personnel	February
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. Focus Group Discussion with CSOs	July – August
9. Utilization Conferences	August – September
10. Formulating and Encoding of CPAP	September
11. CSO/PPPP National Summit	November

4.2. CSIS Partners and Implementers

4.2.1. Local Resource Institutes (LRIs) 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 research. 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:

- 4.2.1.1. Mobilize a team of competent personnel to implement fieldwork, data processing, and report writing based on the protocols specified in the CSIS Toolkit and as stipulated in their respective Memoranda of Agreement (MOA) with the concerned Regional Offices;
 - 4.2.1.2. 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;
 - 4.2.1.3. Present the overview and guidelines of the Civil Society Participation Fund (CSPF) during the FGD with CSOs; and
 - 4.2.1.4. Serve as resource persons during the Utilization Conferences to present the CSIS results and actual fieldwork implementation procedures.
- 4.2.2. **Local Chief Executives and LGU Officials** are highly encouraged to participate through the following means:
- 4.2.2.1. Participate in the Service Delivery Baseline Data (SDBD) collection;
 - 4.2.2.2. 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;
 - 4.2.2.3. Actively participate in Utilization Conferences to discuss CSIS Results;
 - 4.2.2.4. Formulate and approve a Citizen-driven Priority 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;

4.2.2.5. Implement and/or accomplish the planned interventions and activities formulated by the LGU as integrated into the CPAP; and

4.2.2.6. 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.

4.2.3. Regional Directors are directed to:

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

4.2.3.2. Formalize a partnership with the LRI, and in case/s of a CSIS re-run/s employing a cost-sharing scheme, with 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;

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

4.2.3.4. Ensure that their LGMED Chiefs, Regional Focal Persons, and Field Officers perform or comply with their responsibilities and tasks relative to the CSIS.

4.2.4. LGMED Chiefs are directed to:

4.2.4.1. Attend the CSIS activities being called for by the BLGS;

4.2.4.2. Identify and recommend target LGUs based on a set of criteria specified by the BLGS (refer to Section 3);

4.2.4.3. Select and recommend LRIs that will conduct CSIS activities based on a set of criteria specified by the BLGS (refer to Annex 1);

4.2.4.4. Facilitate the signing of MOA between LRIs and DILG Regional Offices;

- 4.2.4.5. Coordinate and elevate concerns to BLGS that cannot be resolved at the Regional level which may affect CSIS Implementation;
 - 4.2.4.6. Review the evaluation of CSIS outputs not later than one week from the submission of RFP from LGMED based on the quality standards specified by the BLGS;
 - 4.2.4.7. Facilitate transmission of reviewed outputs to the BLGS by uploading documents to the online portal;
 - 4.2.4.8. Lead and facilitate in the conduct of Utilization Conferences; and
 - 4.2.4.9. Facilitate the FGD on CSIS Results during the Utilization Conferences along with RFPs from LGMED and Field Officers.
- 4.2.5. **Regional Focal Persons (RFPs) from LGMED** are directed to:
- 4.2.5.1. Attend to the CSIS activities being called for by the BLGS;
 - 4.2.5.2. Endorse to the BLGS requests from LRI to utilize the CSIS outputs;
 - 4.2.5.3. Provide administrative support during the cascading of CSIS fieldwork protocols to be conducted by the researchers from the partner LRIs;
 - 4.2.5.4. Evaluate CSIS outputs based on the quality standards specified by the BLGS not later than two weeks from the submission by the partner LRIs;
 - 4.2.5.5. Upload Report on FGD with CSOs to the CSIS online portal;
 - 4.2.5.6. Coordinate with Provincial Offices and Field Officers in the conduct of Utilization Conferences;
 - 4.2.5.7. Present an overview of the CSIS during the Utilization Conferences;

4.2.5.8. Assist the LGMED Chief in the facilitation of the FGD within the Utilization Conferences; and

4.2.5.9. Upload documentation of the Utilization Conferences to the online portal.

4.2.6. Regional Focal Persons from LGCDD are directed to:

4.2.6.1. Attend the CSIS activities being called for by the BLGS;

4.2.6.2. Brief the Field Officers on the key concepts of the CSIS;

4.2.6.3. Train the Field Officers in the conduct of Service Delivery Baseline Data Collection; and

4.2.6.4. Train the Field Officers in the encoding of the accomplished CPAPs and monitoring of the LGU CPAP accomplishment/s.

4.2.7. DILG Field Officers are directed to:

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

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

4.2.7.3. Provide administrative assistance to the concerned ROs, LRIs, and LGUs in the conduct of Service Delivery Baseline Data Collection, FGD with CSOs, and Utilization Conferences;

4.2.7.4. Facilitate the formulation or development of the CPAP during Utilization Conferences;

4.2.7.5. Encode the accomplished CPAP to the CSIS online portal and monitor its status of accomplishment; and

4.2.7.6. Provide copies of the CPAP Accomplishment to accredited partner CSOs.

4.2.8. The Bureau of Local Government Supervision (BLGS) shall:

- 4.2.8.1. Formulate and disseminate policies, guidelines, procedures, and work instructions that govern and guide CSIS activities;
- 4.2.8.2. Download funds necessary in the operations of the CSIS implementation;
- 4.2.8.3. Lead in the conduct of trainings to LRIs and National Summit;
- 4.2.8.4. Provide technical assistance to the Regional Offices in all phases of CSIS implementation; and
- 4.2.8.5. Consolidate results evaluated and endorsed by the Regional Offices from the LRIs.

4.3. Training of LRIs

- 4.3.1. Local Resource Institutes shall participate in LRI trainings before undertaking any of the CSIS activities;
- 4.3.2. No LRI or other organization shall implement the CSIS survey without undergoing the LRI Training; and
- 4.3.3. LRIs that have been chosen for the 2021 implementation but already had CSIS engagements in the past are still encouraged to attend the said training in order to be updated with the new procedures and tools.

4.4. Methodology

- 4.4.1. Sampling methods shall be strictly complied by all LRIs across all target municipalities.
- 4.4.2. 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 municipality. The said strategy shall be further exhibited through the following:

- 4.4.2.1. Barangays shall be represented respectively by the sample spots/clusters based on their share on the LGU's population;
- 4.4.2.2. The allocation of sample spots in all target municipalities will be based on the 2015 Census of Population and Housing which can be accessed through the PSA website (<https://www.psa.gov.ph/statistics/census/population-and-housing>);
- 4.4.2.3. 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
- 4.4.2.4. 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, and other related concerns, shall require the LRI team to inform the BLGS (through the Regional Office) before proceeding.
- 4.4.3. The sampling frame shall consist of individuals who are male or female, 18 years old and older, who have been residing in the municipality for not less 6 months.
- 4.4.4. A total of 150 respondents will be drawn from the population using the multi-stage probability sampling regardless of the population size.
 - 4.4.4.1. At a 95% confidence level, the said sample size will have a margin of error at $\pm 8\%$.
 - 4.4.4.2. The above confidence level is the minimum acceptable level of statistical reliability adopted by this Department in the target LGUs.
 - 4.4.4.3. 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.

4.5. Service Areas

- 4.5.1. Target municipalities 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.
- 4.5.2. The indicators under each service area will be based on the service delivery baseline data of the target municipalities.
- 4.5.3. 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.
- 4.5.4. 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.

4.6. CSIS Questionnaire

- 4.6.1. The CSIS questionnaire, as issued by BLGS, has English and Filipino versions but shall be translated by the LRI to the vernacular language/dialect commonly spoken by the general population of the target municipality, if needed.
- 4.6.2. 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.

4.7. CSIS Handbook and Toolkit

- 4.7.1. The CSIS Handbook for DILG personnel and CSIS Toolkit for LRIs contains specific procedures in compliance with the policies and guidelines stated in this document customized for the use of each of the aforementioned parties.

- 4.7.2. The said reference tools serve as guide for RFPs and LRIs in implementing the CSIS protocols in their assigned localities consistent with the guidelines stated herein.
- 4.7.3. Older versions of these reference tools, previously referred to as 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.
- 4.7.4. The use of CSIS Handbook and Toolkit is free and is not for sale.

4.8. Focus Group Discussion (FGD) with Civil Society Organizations (CSOs)

- 4.8.1. This activity 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.
- 4.8.2. All FGDs with CSOs shall be conducted only upon approval of the BLGS after final evaluation and revision of the Citizen Satisfaction Report and Project Implementation Report submitted by the LRIs.
- 4.8.3. The CSOs to be invited may be identified from LGUs' list of accredited or recognized organizations, and/or as referred by their Provincial Network Organizations. The CSOs areas of engagement must also be relevant to the CSIS service areas.
- 4.8.4. At the end of the activity, the participating CSOs should have identified concrete steps that their LGU and organizations can commit to help address the challenges identified from the CSIS results.
- 4.8.5. The LRIs shall also orient CSOs on the Civil Society Participation Fund, a small grant facility of the Department which seeks to enhance the engagement of CSOs in local governance by enabling CSOs to formulate interventions that help improve local service delivery performance. Funding

shall be granted to project proposals that have the potential to develop into long-term solutions for service delivery gaps identified from the CSIS results.

4.9. Utilization Conferences (UCs)

- 4.9.1. 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.
- 4.9.2. All Utilization Conferences shall be conducted only upon acknowledgement receipt of the BLGS of the Report on FGD with CSOs written by the LRI, and uploaded by the Regional Focal Person from LGMED in the online portal.
- 4.9.3. Concerned local government officials and employees are enjoined to attend the Utilization Conferences and participate in the formulation of the CPAP.

4.10. Citizen-driven Priority Action Plans (CPAPs)

- 4.10.1. All concerned target municipalities are enjoined to formulate the CPAP during the Utilization Conference. The Regional Office shall present the mechanics of the workshop during the said activity.
- 4.10.2. Local Chief Executives are enjoined to approve the Final CPAP not later than 30 days after the conduct of the Utilization Conferences.
- 4.10.3. Target municipalities 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.
- 4.10.4. Status of accomplishment of the commitments in the CPAP by the target municipalities shall be closely monitored by the Field Officers.
- 4.10.5. Further policies may be issued by the BLGS relative to the CPAP.

4.11.Utilization of CSIS Data and Tools

- 4.11.1. 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.
- 4.11.2. 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.
- 4.11.3. No data from the survey shall be published or discussed publicly outside the DILG and the LRI before the conduct of Utilization Conferences, with the exception of participating personnel and CSOs of the FGD with CSOs.
- 4.11.4. 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.
- 4.11.5. 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.

4.12.Confidentiality of Respondent's Personally Identifiable Information

- 4.12.1. 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.
- 4.12.2. 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.

4.13. Funding and Replication of CSIS Survey Implementation

- 4.13.1. All activities under the 2021 implementation in LGUs shall be funded by the BLGS from the CSO/Peoples Participation Partnership Program (CSO/PPPP) Fund.
- 4.13.2. Target municipalities, on the other hand, are encouraged to voluntarily commit to conduct the CSIS in their localities.
- 4.13.3. 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.
- 4.13.4. Cost-sharing involving two or more of the abovementioned modalities may also be considered.

4.14. CSO/PPPP National Summit

- 4.14.1. A National Summit on the results shall be conducted by the BLGS to communicate to various stakeholders and development partners the survey results, implementation stories, as well as innovations that transpired during the year's implementation.
- 4.14.2. The final scores from the consolidated reports and data shall be made public during the said activity.

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

- 4.15.1. 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.
- 4.15.2. 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 (SGLG), awards and

recognition programs, and LGU capability programs, among others.

- 4.15.3. The CSIS results may be used by previously partnered LRIs as basis for the formulation of development projects that may be subject to grant under the DILG Technical Assistance (TA) Program for LRIs. Overview of the DILG TA and guidelines for the submission of proposals shall be introduced during LRI Trainings. Recipients of this grant may showcase their project during the National Summit.
- 4.15.4. The CSIS results may also be used by previously partnered CSOs as basis for the formulation of development projects that may be subject to grant under the CSPF. Overview of the project and guidelines for the submission of proposals shall be introduced during FGD with CSOs. Recipients of this grant may showcase their project during the National Summit.
- 4.15.5. 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.
- 4.15.6. 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.

5. ANNEX

Annex 1: Criteria for Selecting Partner Local Resource Institutes

6. EFFECTIVITY

This Memorandum Circular shall take effect immediately.

7. APPROVING AUTHORITY



BERNARDO C. FLORECE, JR.

Officer-in-Charge

Department of the Interior and Local Government

8. FEEDBACK

Inquiries concerning this document should be directed/addressed to the Bureau of Local Government Supervision through telephone numbers: (02) 8876-3453 (DILG) loc. 4213, or email address: citizensatisfaction@gmail.com for appropriate action.



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ANNEX 1

CRITERIA FOR SELECTING PARTNER LOCAL RESOURCE INSTITUTES

1. Must be experienced in quantitative research projects
2. Must be well-recognized in the target city or municipality.
3. Must be able to mobilize the following personnel with the corresponding qualifications:
 - a. Project Manager
 - i. Has experience in implementing and overseeing quantitative research projects;
 - ii. Is able to motivate supervisors and field interviewers
 - iii. Has knowledge in public administration and/or community development;
 - iv. Is capable to oversee the entire process of the report
 - v. Pays keen attention to details;
 - vi. Possesses Project Management skills (planning, implementation, and monitoring); and
 - vii. Is attentive to project timelines.
 - b. Field Supervisor
 - i. Has experience in quantitative research projects such as surveys;
 - ii. Possesses sufficient reporting skills; and
 - iii. Is able to motivate field interviewers.
 - c. Data Processors
 - i. Have knowledgeable in data processing and analysis;
 - ii. Have background in quantitative research projects in social research or similar fields; and
 - iii. Have access to Microsoft Excel and SPSS, or other applications utilized for processing quantitative data.
 - d. Field Interviewers
 - i. Must be at least in the second-year college level;
 - ii. Have background in social sciences, nursing, education, community development, public administration, and similar fields;

- iii. Have experience with face-to-face survey research preferred;
 - iv. Willing to interact with people in the target community; and
 - v. Willing to be trained.
4. Must be in proximity to the target city or municipality.
 5. Must be willing to comply with project deadlines.
 6. Preferably, although not compulsory, part of the following listings:
 - a. Local Government Academy's list of Local Resource Institutes
 - b. Association of Schools of Public Administration of the Philippines (ASPAP)
(<http://www.aspap.org.ph/home/membership/aspap-member-schools.html>)
 - c. Philippine Association of State Universities and Colleges
(<http://www.pasuc.org/membership>)
 7. Not operated by the target city or municipal government.