



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



MEMORANDUM CIRCULAR
No. 2017-32

February 15, 2017

TO : MUNICIPAL MAYORS, DILG REGIONAL DIRECTORS AND OTHERS CONCERNED

SUBJECT : POLICIES AND GENERAL GUIDELINES FOR THE 2017 CITIZEN SATISFACTION INDEX SYSTEM (CSIS) IMPLEMENTATION IN MUNICIPALITIES

1. Introduction

- 1.1. The CSIS is a set of mechanisms designed to generate relevant citizens' feedback on the local governments' service delivery performance.
- 1.2. The CSIS is undertaken by the Department of the Interior and Local Government 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 activities relative to the implementation of the CSIS in municipalities.

2. Coverage

For 2017, thirty (30) municipalities are included in the CSIS implementation. The target municipalities were determined considering the percentage share of each region to the national total number of municipalities. Selection of the municipalities were based on the 2016 Seal of Good Local Governance passers and proximity to an interested Local Resource Institute. The selected municipalities are as follows:

Luzon

Region	Municipality
I	Paoay, Ilocos Norte
	Laoac, Pangasinan
	San Nicolas, Pangasinan
II	Lallo, Cagayan
	Echague, Isabela
III	Guiguinto, Bulacan
	Lubao, Pampanga

Region	Municipality
IV-A	Taal, Batangas
	San Jose, Batangas
	Los Baños, Laguna
MIMAROPA	Abra de Ilog, Occidental Mindoro
V	Tigaon, Camarines Sur
	Virac, Catanduanes
CAR	Dolores, Abra
	Lamut, Ifugao

Visayas

Region	Municipality
VI	Mambusao, Capiz
	Oton, Iloilo
	Zarraga, Iloilo
NIR	Pontevedra, Negros Occidental
	Zamboanguita, Negros Oriental
VII	Tubigon, Bohol
VIII	General McArthur, Eastern Samar
	Salcedo, Eastern Samar

Mindanao

Region	Municipality
IX	Molave, Zamboanga del Sur
X	Manolo Fortich, Bukidnon
	Kapatagan, Lanao del Norte
XI	Braulio E. Dujali, Davao del Norte
	Lupon, Davao Oriental
XII	Tupi, South Cotabato
CARAGA	Claver, Surigao del Norte

3. Implementation Timelines

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

Activity	Timelines
1. MOA signing with LRI	March-April
2. Briefing of Field Officers, PDs and RFPs	April
3. Training of LRIs	May to June
4. Cascading of Fieldwork Protocols to FIs	May to June
5. Data Gathering/Fieldwork	June to July
6. Data Entry/Processing and Report Preparation	July to August
7. Submission of Citizen Satisfaction Reports	August
8. Utilization Conferences	September to October
9. National Summit	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; 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 means of 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 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;
 - 4.2.4. Implement and/or accomplish the planned interventions and activities pledged by the LGU through the 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 through a Memorandum of Agreement stipulating the scope of work and specific deliverables assigned between the RO and LRI with reference to the CSIS activities;
 - 4.4.4. Coordinate with the LRI on the survey requirements and activities;
 - 4.4.5. Recommend an LGU and its partner LRI as replacement in the event that fieldwork can no longer continue in the original target LGU because of certain circumstances;

- 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 herein.
- 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;
 - 4.5.4. Fund the cost of initial surveys in target municipalities and their supporting activities; 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;
- 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 2017 implementation but already have CSIS engagements in the past are highly 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 municipalities.
 - 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 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 municipality's population;
 - 6.1.1.2. 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 <http://web0.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 or older, who have been residing in the municipality for not less than 6 months.

6.1.3. A total 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 of $\pm 8\%$; 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 municipalities 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; and Economic and Investment Promotion.

6.2.2. Respondents shall be assessed based on their awareness, availment, satisfaction and perceived need for action 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.

6.2.4. Agricultural support services may not be included in the list of services to be assessed particularly in municipalities 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 municipality.

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 CSIS Manual is free to use 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 during the said activity. They may be identified from the LGU's 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 Citizen-driven Priority Action Plan (CPAP).

9. Citizen-driven Priority Action Plans (CPAPs)

- 9.1. All concerned target LGUs are enjoined to formulate the CPAP during the CSIS 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 their request.

11. Confidentiality of Respondents' 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 and Replication of CSIS Survey Implementation

- 12.1. All activities under the 2017 implementation in municipalities shall be funded by the BLGS from the CSO/People's Participation Partnership Program Fund;
- 12.2. 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;
- 12.3. LGUs that intend to repeat the survey with the same or higher sample sizes shall inform the BLGS through their respective ROs; and
- 12.4. 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.

13. National Summit

- 13.1. 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.
- 13.2. The final scores from the consolidated reports and data shall be made public during the said activity.

14. Integration of CSIS with other LGU and DILG Programs

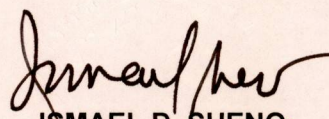
- 14.1. Data on citizen satisfaction may be used by LGUs in other programs of the DILG with other Agencies such as, but not limited to, the Rationalized Planning System (RPS) at the local level.
- 14.2. Data on citizen satisfaction and CPAP Accomplishment may be used by different DILG Bureaus and Regional 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 building programs.
- 14.3. 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 programs and initiatives.

15. 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 municipalities. All Municipal 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.


ISMAEL D. SUENO
Secretary *IS*

