



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
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MEMORANDUM CIRCULAR
No. 2017-169

TO : MUNICIPAL MAYORS, DILG REGIONAL DIRECTORS AND OTHERS CONCERNED

SUBJECT : POLICIES AND GENERAL GUIDELINES FOR THE PILOT TESTING OF THE 2018 CITIZEN SATISFACTION INDEX SYTEM (CSIS) IN MUNICIPALITIES

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 2018 implementation of the CSIS in the municipalities.

2. Coverage

For CY 2018, thirty-five (35) municipalities are included in the CSIS pilot test for municipalities. The target municipalities were determined considering the percentage share of each region to the national total number of municipalities. Selected municipalities were awardees of the Seal of Good Local Governance (awarded on November 2017). The proximity and availability of an interested Local Resource Institute were also considered. The selected municipalities are as follows:

2018 CSIS Targets

	REGION	MUNICIPALITY
1	CAR	Bontoc, Mountain Province
2		Luna, Apayao
3	I	Bacarra, Ilocos Norte
4		Sto. Domingo, Ilocos Sur
5	II	Ivana, Batanes
6		Saguday, Quirino
7	III	Bagac, Bataan
8		San Antonio, Zambales
9	CALABARZON	Magallanes, Cavite
10		Pagbilao, Quezon
11	MIMAROPA	Sablayan, Occidental Mindoro
12		Brooke's Point, Palawan
13		San Andres, Romblon
14	V	Basud, Camarines Norte
15		Canaman, Camarines Sur
16		Placer, Masbate
17	VI	Lezo, Aklan
18		Dumarao, Capiz
19		Dumangas, Iloilo
20	VII	Duero, Bohol
21		Sogod, Cebu
22		Tudela, Cebu
23	VIII	Alangalang, Leyte
24		Lavezares, Northern Samar
25		Villareal, Samar
26	IX	Siocon, Zamboanga del Norte
27		Tungawan, Zamboanga Sibugay
28	X	Mambajao, Camiguin
29		Claveria, Misamis Oriental
30	XI	Sulop, Davao del Sur
31		Cateel, Davao Oriental
32	XII	Pigcawayan, North Cotabato
33		Bagumbayan, Sultan Kudarat
34	CARAGA	Dinagat, Dinagat Islands
35		Hinatuan, Surigao del Sur

3. Implementation Timelines

The different activities shall be guided by the following general timelines within 2018.

Activity	Timelines
1. MOA signing with LRIs	January – February
2. Briefing of Field Officers, PDs, and RFPs	February
3. Training of LRIs	February – March
4. Cascading of Fieldwork Protocols to FIs	March – April
5. Data Gathering/Fieldwork	March – May
6. Data Entry/Processing and Report Preparation	May – June
7. Submission of Citizen Satisfaction Reports	June – July
8. Utilization Conferences	July – September
9. National Summit	October

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:

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;
- 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 2018 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. 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 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.

6.2 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, and Economic and Investment Promotion.

6.2.2 Respondents shall be assessed based on their awareness, availment, satisfaction, and 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.

6.3 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 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 All UCs shall be conducted only upon approval of the BLGS after final evaluation and revision of the CS Reports submitted by the LRIs.
- 8.3 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.
- 8.4 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 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 and Replication of CSIS Survey Implementation

- 12.1 All activities under the 2018 implementation in municipalities shall be funded by the BLGS from the CSO/People's Participation Partnership Program (CSO/PPPP) Fund.
- 12.2 LGUs, on the other hand, are encouraged to conduct subsequent CSIS surveys annually or every three (3) years utilizing their local government funds.
- 12.3 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.

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 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 program 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.


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