



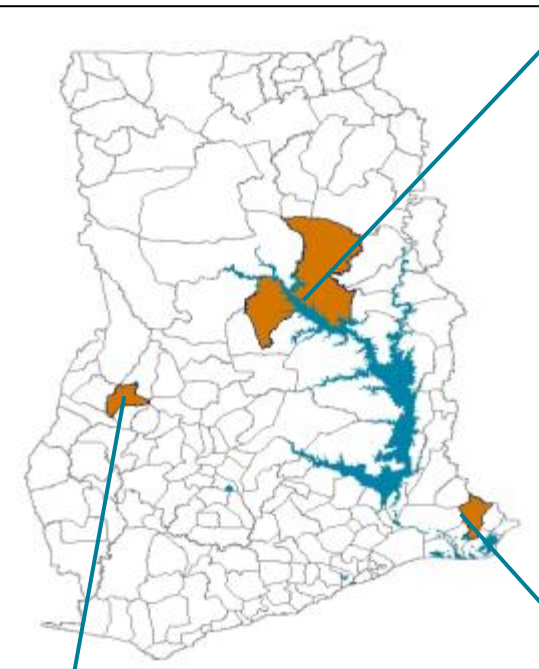
# Monitoring water services from the perspectives of water users in Ghana

By: Tyhra Carolyn Kumasi, Marieke Adank, To  
Laari Chimbar, Jeremiah Atengdem, Benjamin  
Dawura Agbemor and Patricia Gyamfi

April, 2014

Supporting water sanitation  
and hygiene services for life

# Why water user satisfaction monitoring?



## East Gonja District, Northern Region

Area (km <sup>2</sup> ):	9,015
Population:	135,450*
Population density (per km <sup>2</sup> ):	15
Water supply coverage:	47% **
Number of area councils:	6
Number of point sources:	137
Number of piped schemes:	12

## Akatsi District, Volta Region

Area (km <sup>2</sup> ):	906
Population:	128,461*
Population density (per km <sup>2</sup> ):	142
Water supply coverage:	62% **
Number of area councils:	5
Number of point sources:	294
Number of piped schemes:	7

## Sunyani West District, Brong Ahafo Region

Area (km <sup>2</sup> ):	1,658
Population:	85,272*
Population density (per km <sup>2</sup> ):	51
Water supply coverage:	56% **
Number of area councils:	7
Number of point sources:	138
Number of piped schemes:	44

● Actual service monitoring on functionality, service levels, performance of service providers and authority.

● User satisfaction data to compliment actual service monitoring data

● User satisfaction data:

✓ General information

✓ Water supply

✓ Service levels

✓ Affordability

✓ Water management

# Satisfaction related to level of service

Not satisfied

satisfied

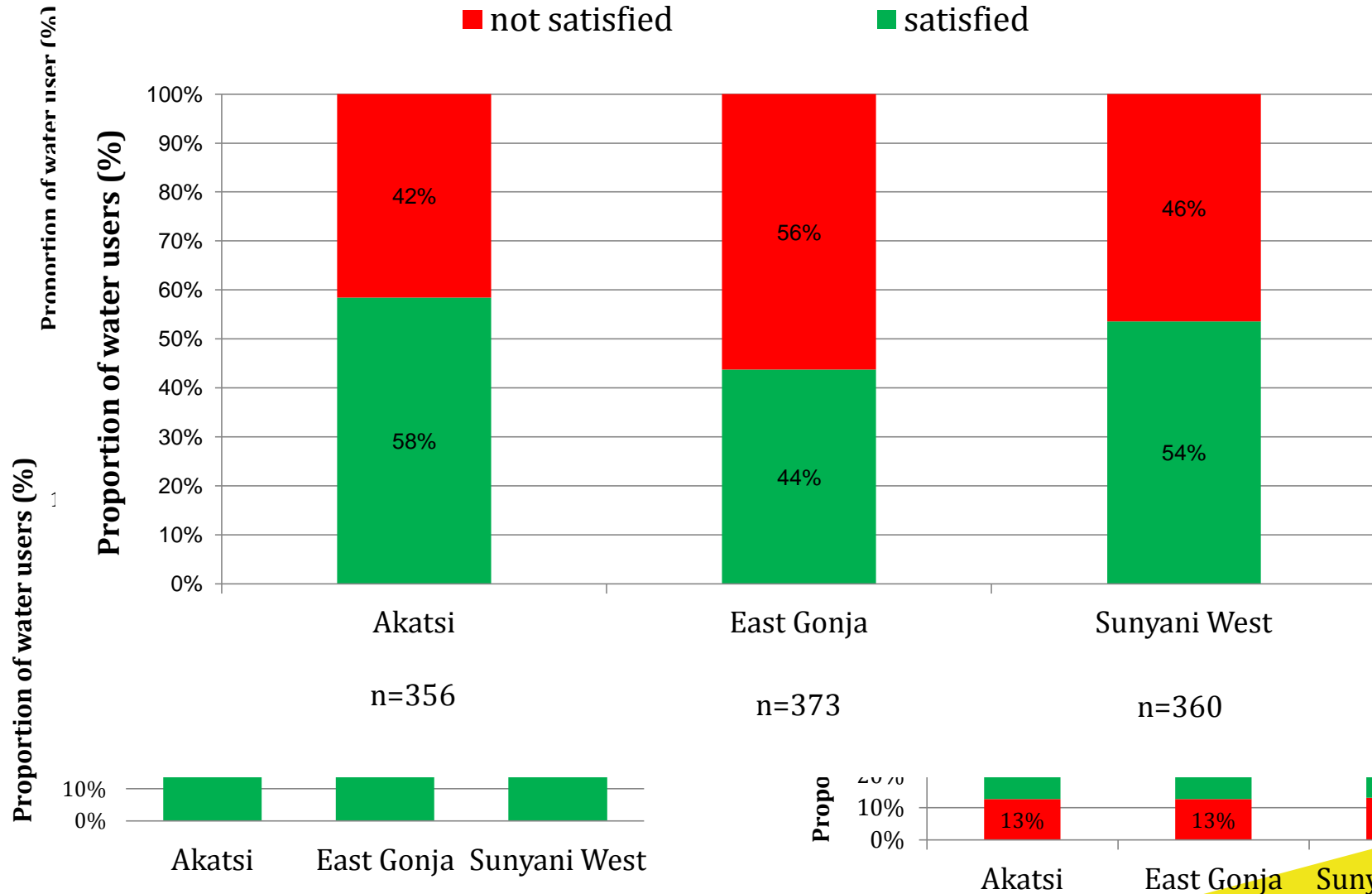
Bad

Acceptable

Good

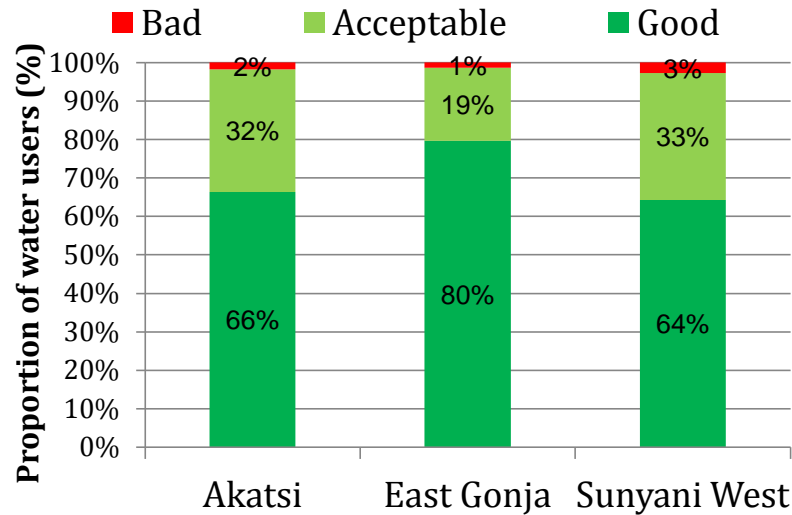
not satisfied

satisfied

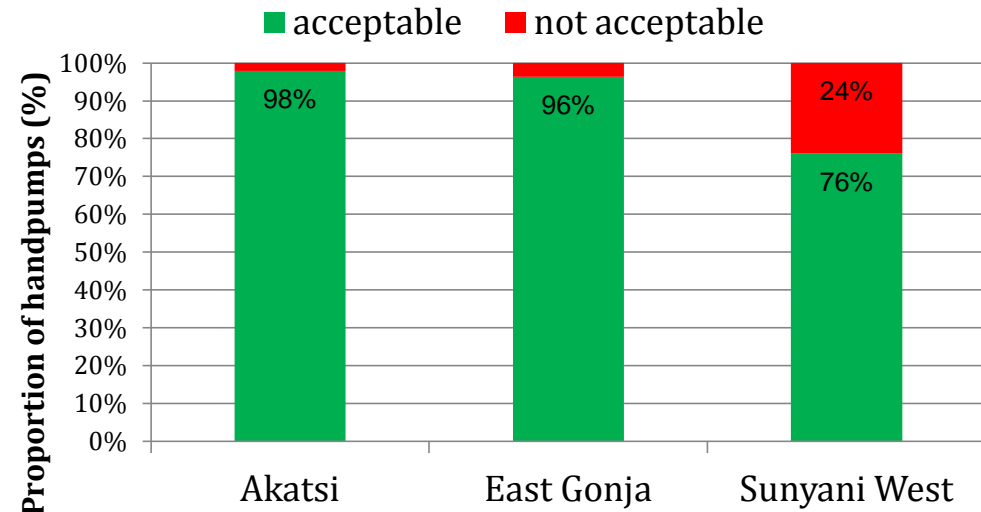


# Commonalities between actual and perceived service levels

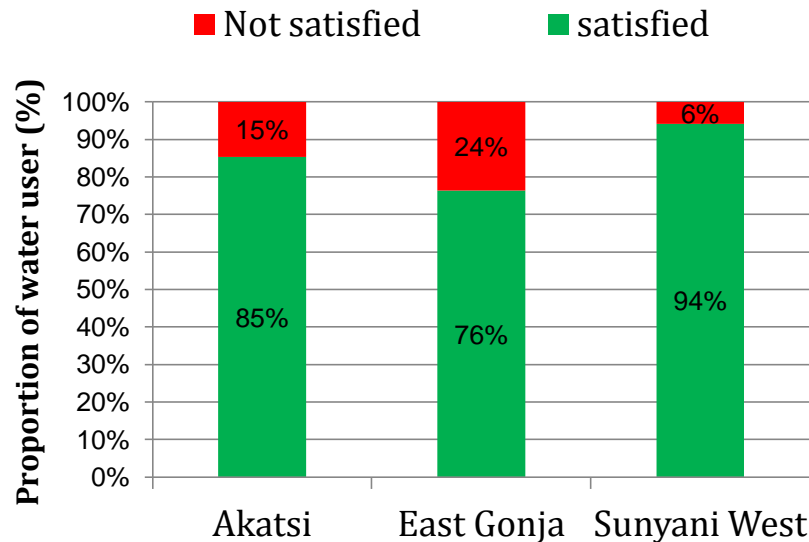
## User satisfaction with quality



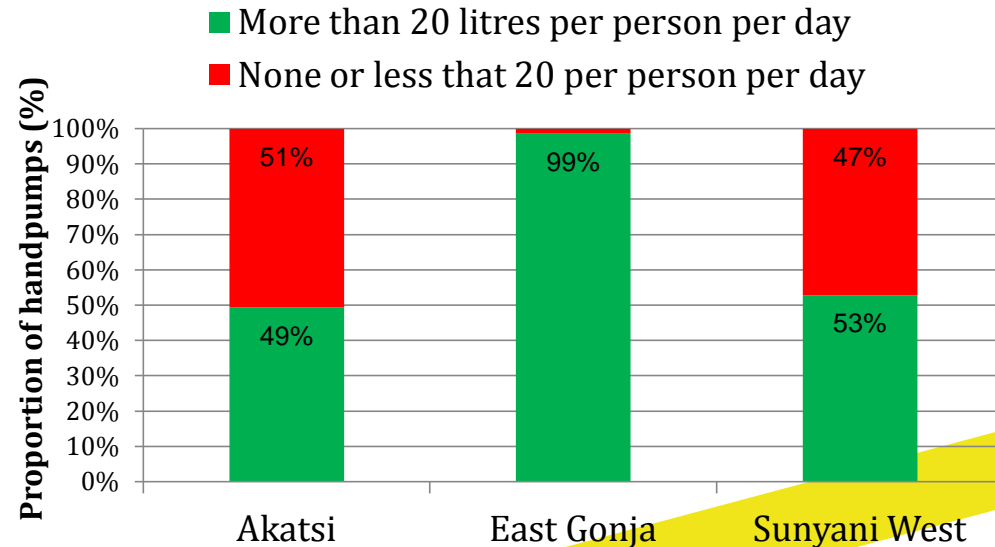
## Perceived quality - facility data



## User satisfaction with quantity

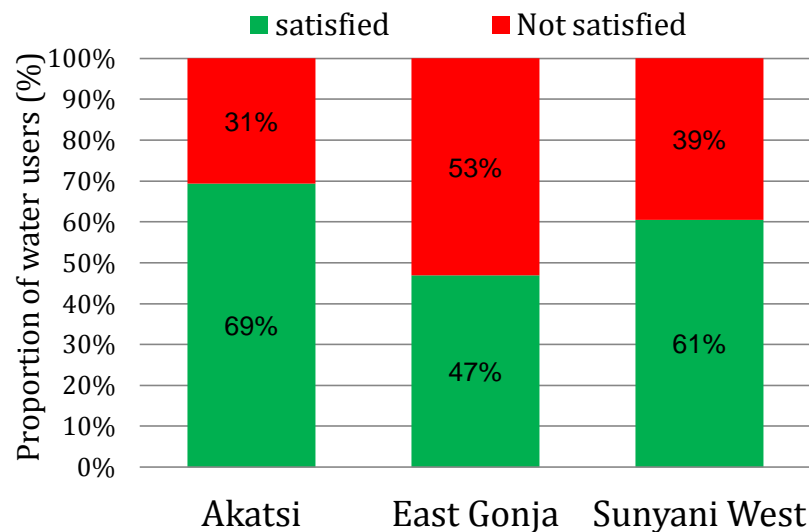


## Quantity (estimated use) - facility data

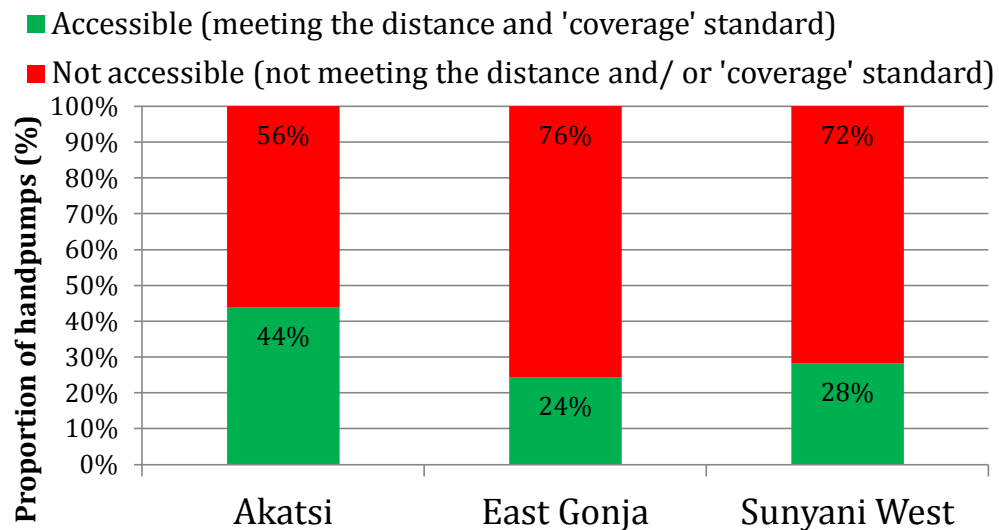


# Commonalities between actual and perceived service levels

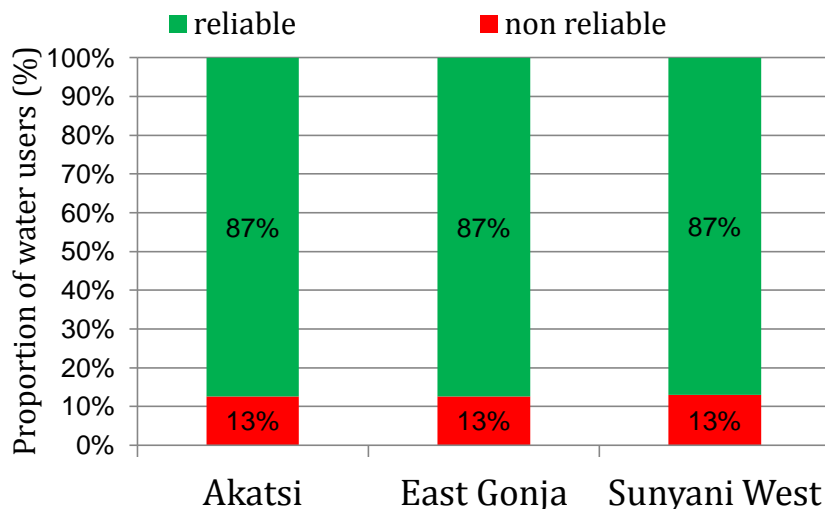
## User satisfaction with accessibility



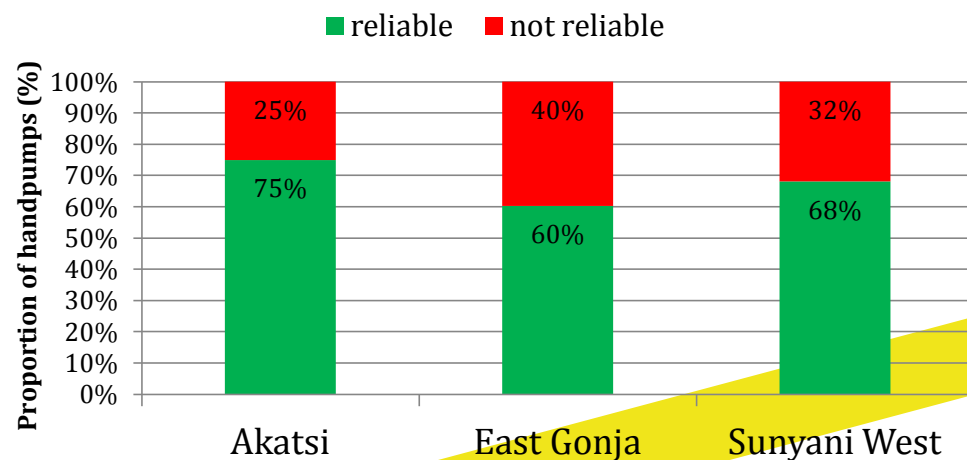
## Accessibility - facility data



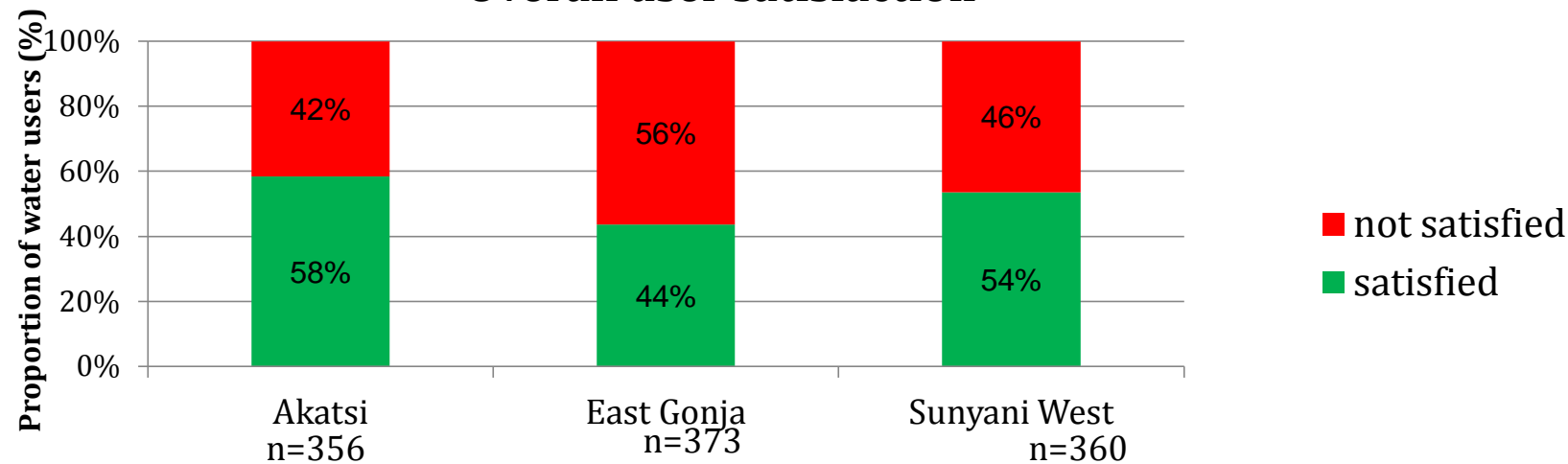
## Reliability according to users



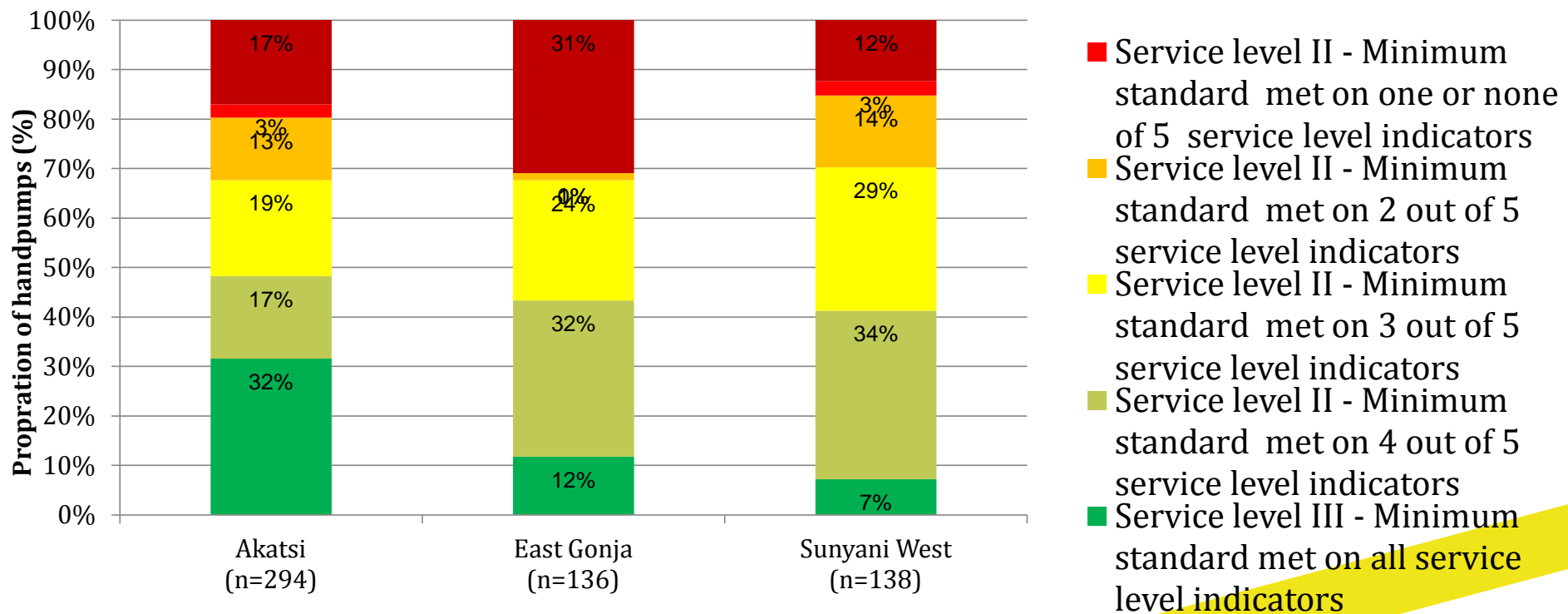
## Reliability - facility data



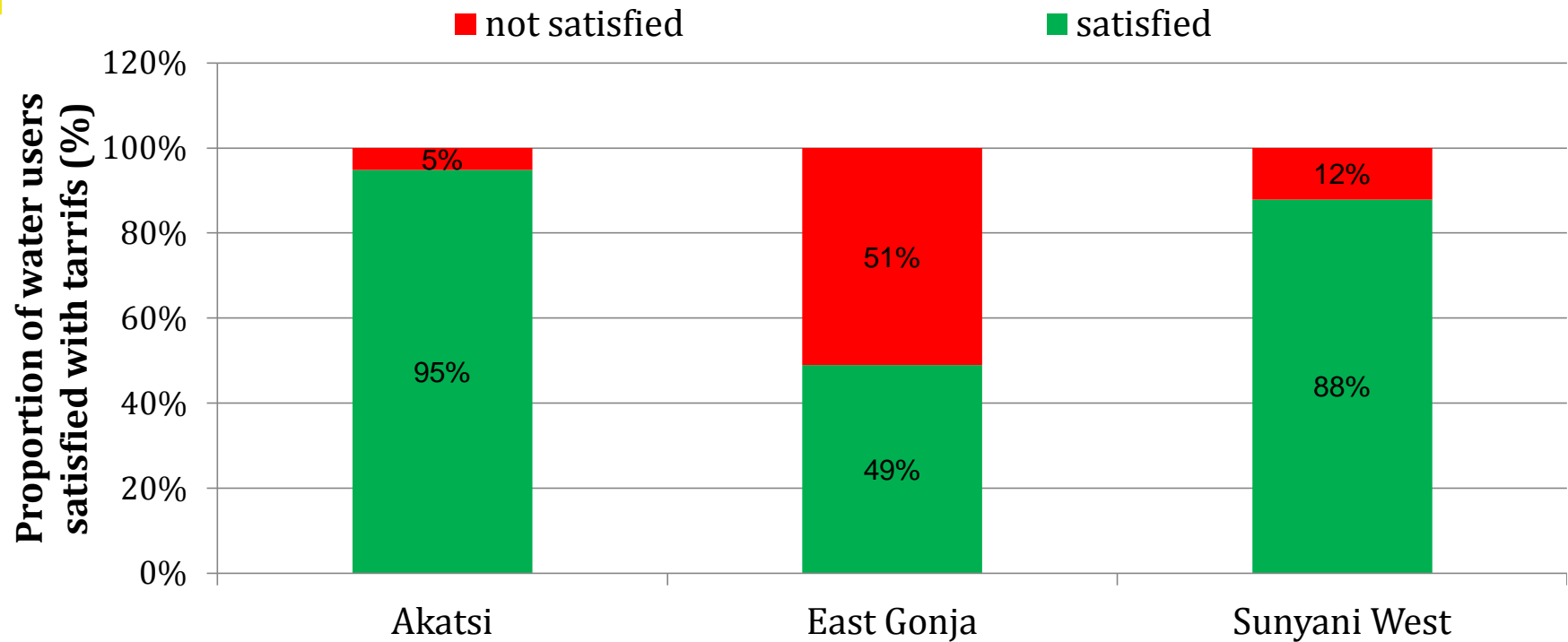
## Overall user satisfaction



## Service levels - facility data



# Perception of affordability of water

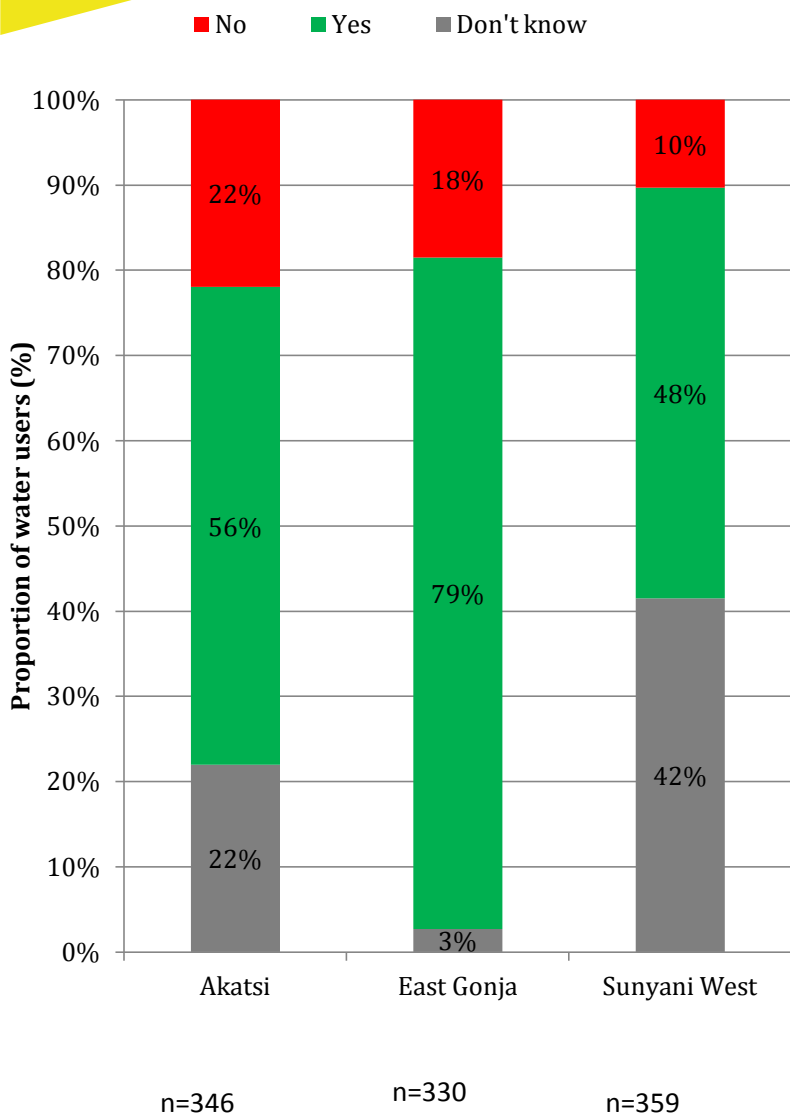


## Monthly expenditure on water in the districts:

District	Mean GHc	Range GHc
Akatsi	7	1-53
East Gonja	14	1-143
Sunyani West	7	1-156



# Service providers performance

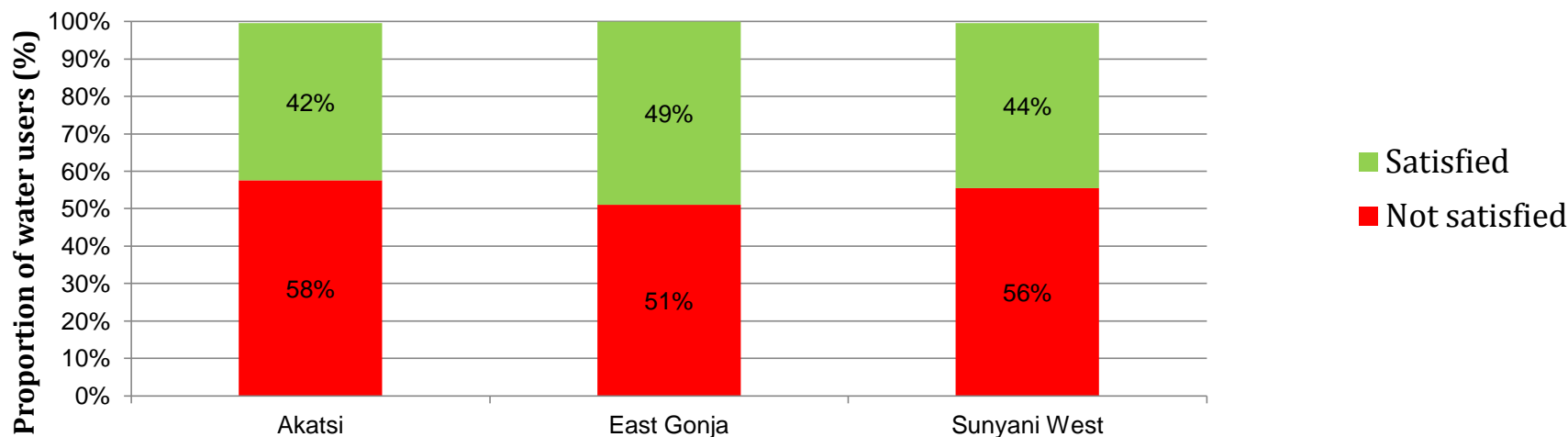


District	Meeting the benchmark on all 3 governance service provider indicators	Meeting the benchmark on all 5 operations service provider indicators	Meeting the benchmark on all 3 financial management service provider indicators
Akatsi	13%	0%	27%
East Gonja	0%	18%	5%
Sunyani West	1%	1%	8%
<b>Grand Total</b>	<b>7%</b>	<b>3%</b>	<b>17%</b>

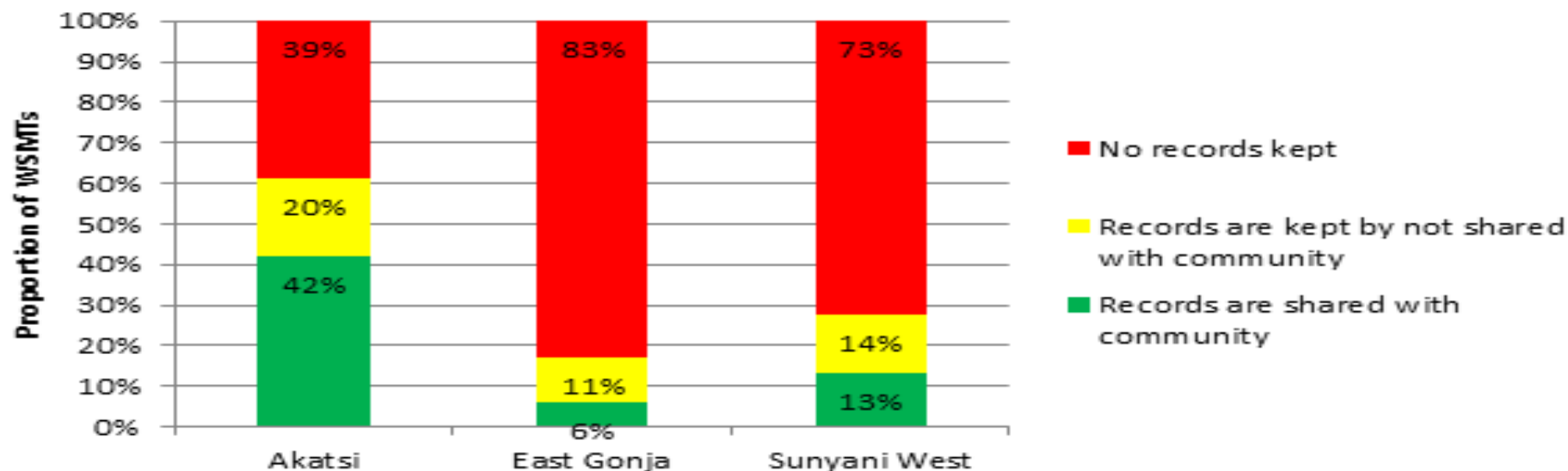


# Service providers: Keeping and Sharing of records

Users satisfaction with the sharing of records by service providers



recording keeping and sharing of records with the community



# Some lessons learnt

- There were some discrepancies between actual service levels, performance of service providers and the perception of water users.
- Users are not bothered about the quality of their water facilities. Water users however are perturbed with the time it takes them to access water especially when the quantity of water diminishes.
- In districts, most users did not pay for water, the few who paid were paying at a higher rate.
- Communities better equipped on the roles and responsibilities of service providers were more judgemental and asserted their service providers were not performing and this was in tandem with the facility service monitoring data.





THANK YOU ALL



<b>Reasons for non performance of Service provider</b>	<b>Akatsi (n=73)</b>	<b>East Gonja (=49)</b>	<b>Sunyani West (n=36)</b>	<b>Grand Total (n=158)</b>
Committee charges too much for water	0%	4%	0%	1%
Committee does not communicate well with community	58%	51%	56%	55%
Committee does not maintain facility well	15%	43%	14%	23%
Committee does not use revenues well	16%	2%	28%	15%
Committee members not serious	0%	0%	3%	1%
Committee is not active	11%	0%	0%	5%
<b>Grand Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>