

MONITORING RURAL WATER SERVICES



SHIFT FROM MONITORING PERFORMANCE OF SYSTEMS TO ACTUAL SERVICES RECEIVED BY USERS

Presentation for Ouagadougou Monitoring Seminar
7th – 9th April 2014

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BACKGROUND CHARACTERISTICS

Background & Context of rural

- Population 33 Million people
- GDP per capita U\$ 450
- **Functionality 84%**
- Access 64%



EXISTING SECTOR INDICATORS: GOLDEN INDICATORS

- **Access % of people within 1 km (rural)** of an improved water source
- **Functionality % of improved water sources** that are functional at time of spot-check
- **Water Quality % of samples** adhere to National standards
- **Management % of water points with actively** functioning Water & Sanitation Committees/Water Supply and Sewerage Boards.
- *What do these indicators tell you about the service received by users?*

OVERVIEW OF THE RESEARCH STUDY

Purpose:

Assess performance of
Service Delivery Model for
Point water sources

Scope: Parameters assessed

- Service Levels
- User Satisfaction
- Service Provider & Authority Performance

Geographic Scope

- 8 districts in 2 regions

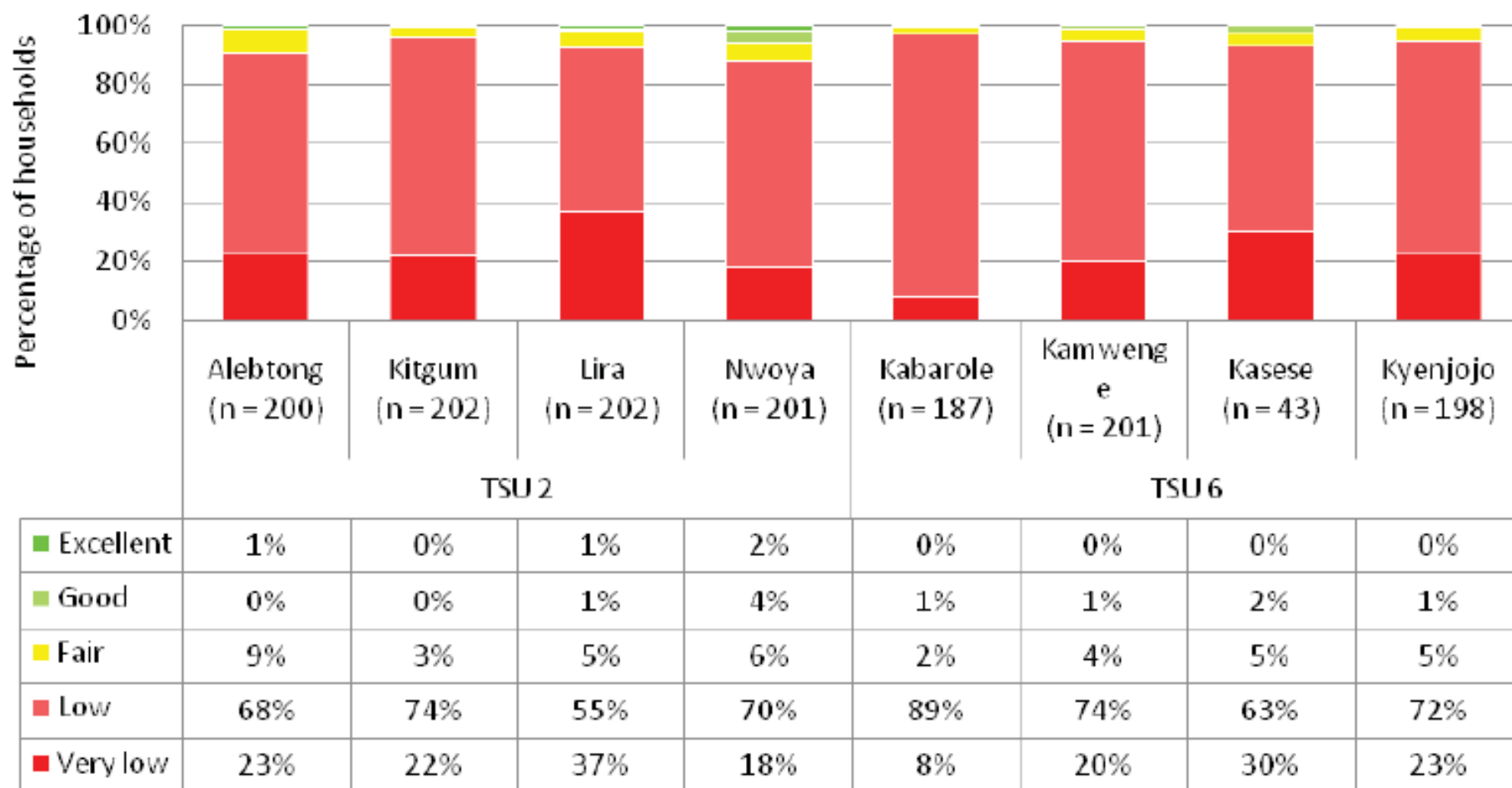
Target Stakeholders

- District Water Officers
- Technical Support Units
- Sub County Technical teams
- Water Source Committee
- Water user groups
- Households

FINDINGS: SERVICE LEVEL



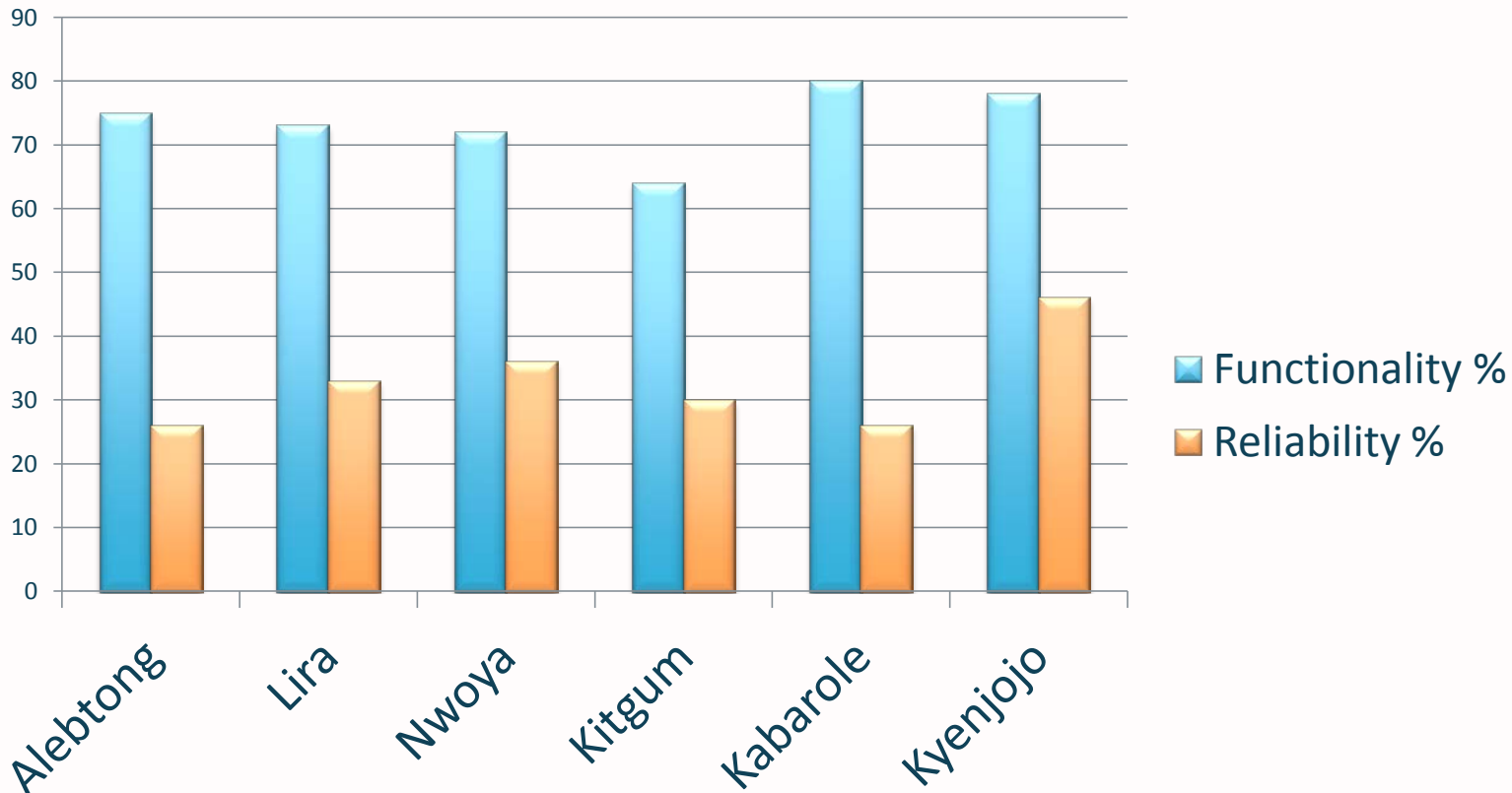
Level of water service accessed by households



FINDINGS: RELIABILITY OF WATER POINTS



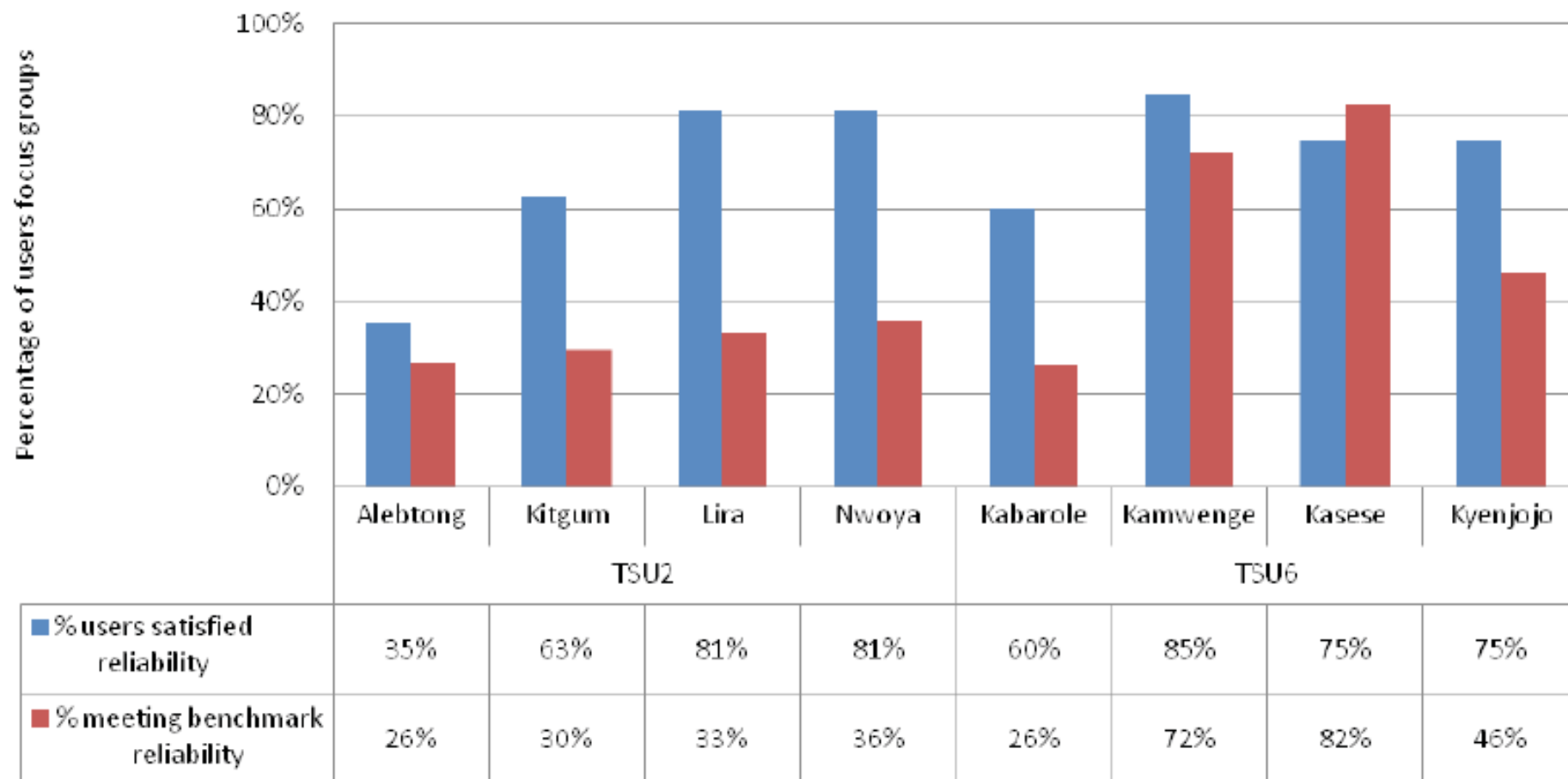
Reliability of water points Vs Functionality (2012)



SATISFACTION WITH RELIABILITY OF WATER POINTS

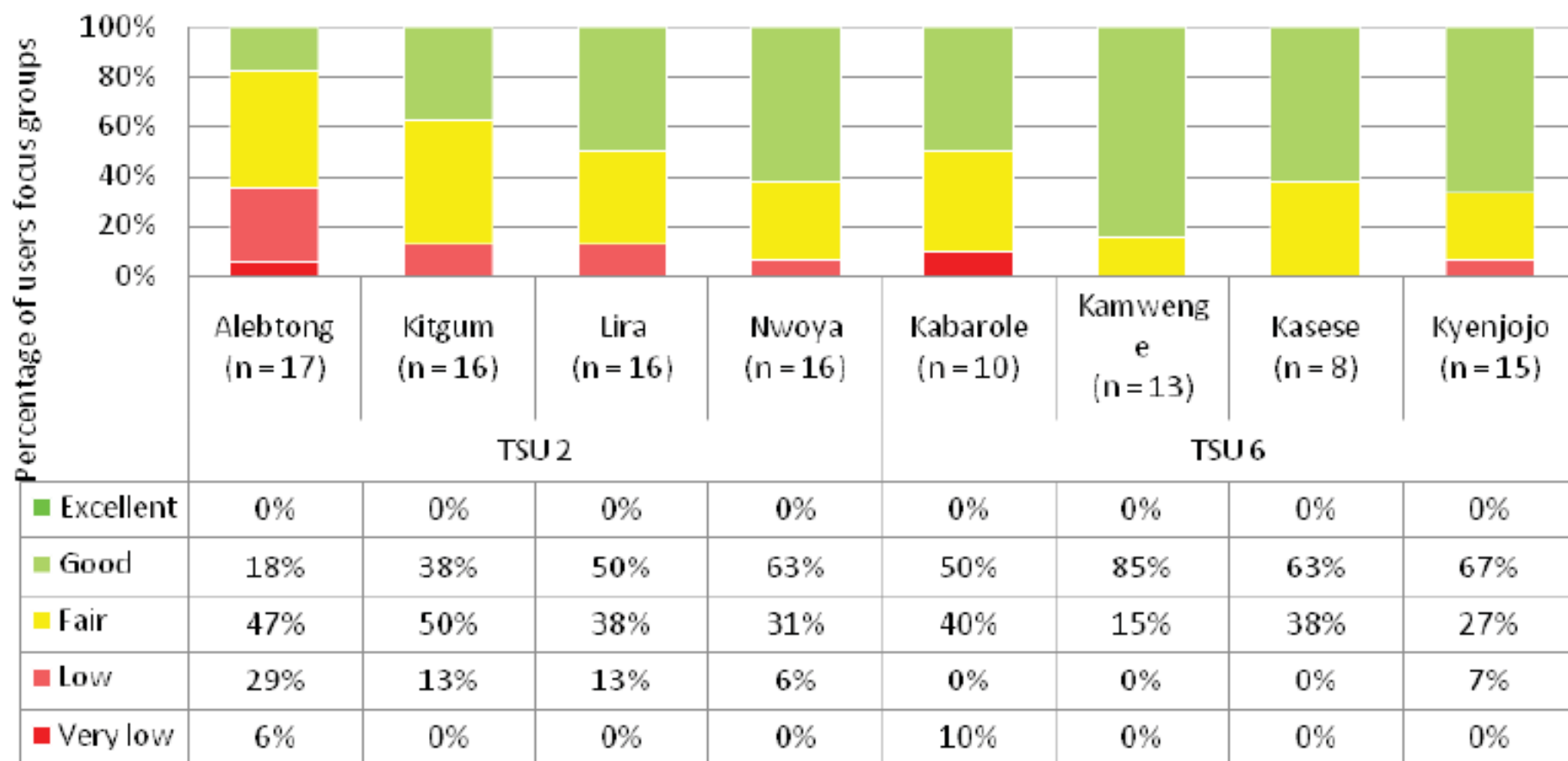


Percentage of users satisfied with reliability of their water source (left), compared to percentage of sources classified as reliable (right)



USER SATISFACTION WITH THE SERVICE DELIVERED

Level of users' satisfaction with the service delivered

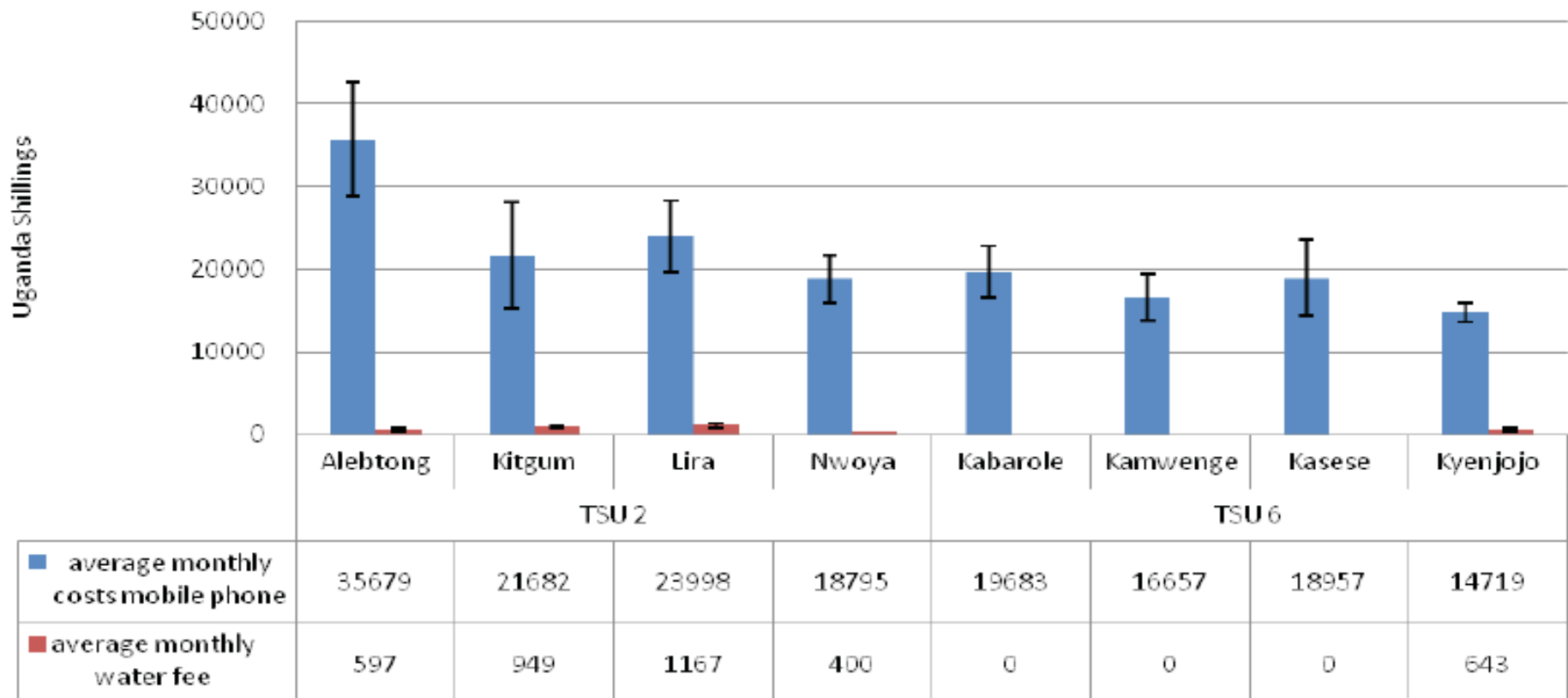


WILLINGNESS AND ABILITY TO PAY

Willingness & Ability to pay

- Only **27%** of the water users sampled pay for water!

Comparison average monthly spending mobile phone and average monthly water fee



CONCLUSION

- Monitoring from the user perspective tells the story of water users hidden behind statistics on **functionality & Access**
- It challenges our assumptions & norms (**user satisfaction with a sub-standard service**)
- External support & long term commitment is required to streamline user level satisfaction indicators

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