

# WATER SOURCE USERS' SATISFACTION

Outcome indicator

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## Indicator Phrasing

**English:** % of target water source users who are satisfied with the performance of the water management committees

**French:** % d'utilisateurs des sources d'eau satisfaits du travail du comité de gestion de l'eau

**Spanish:** % de usuarios de las fuentes de agua objetivo que están satisfechos con la actuación de los comités de gestión del agua

**Portuguese:** % de utilizadores das fontes de água-alvo satisfeitos com a performance das comissões de gestão de água

**Czech:** % uživatelů cílových vodních zdrojů spokojených s prací skupin spravujících tyto zdroje

## What is its purpose?

The indicator measures the proportion of people who are satisfied with the way in which the water management committees operate and maintain the local water sources (incl. their accessibility, pricing, etc.).

## How to Collect and Analyse the Required Data

Collect the following data by conducting individual interviews with a [representative sample](#) of the targeted water source users:

### RECOMMENDED SURVEY QUESTIONS (Q) AND POSSIBLE ANSWERS (A)

**Q1:** *Do you know who is responsible for ensuring that [specify the water source] is operating well?*

**A1:** yes / no

(ask the following question only if the previous answer was YES)

**Q2:** *To what extent are you satisfied with the work of the [specify the responsible committee/ person]? Are you very satisfied, fairly satisfied, fairly unsatisfied or very unsatisfied?*

**A2:** very satisfied / rather satisfied / rather unsatisfied / very unsatisfied

(the following question is not mandatory; ask it only if the previous answer is fairly unsatisfied or very unsatisfied).

**Q3:** *Why are you not satisfied with the work of the water management committee?*

**A3:** specify: .....

To **calculate the indicator's value**, divide the number of water source users who are "very satisfied" or "rather satisfied" with the performance of the water management committee by the total number of interviewed users. Multiply the result by 100 to convert it to a percentage.

## Important Comments

1) If the respondent says that s/he knows who is responsible for the water source's operation and maintenance, the data collectors should **cross-check it** by asking: "Can you tell me who is the responsible group/ person?"

## E-Questionnaire

- [XLS form for electronic data collection - indicator Water Source Users' Satisfaction](#)