

This fact sheet presents the main results from a user satisfaction survey conducted in 2013 to enhance monitoring data on functionality, service levels and service provider performance collected in 2011 (round 1) and 2012 (round 2). In Sunyani West, 361\* households using point sources and boreholes were interviewed on seasonality and water use, satisfaction with the level of services received, and perception on performance of service providers.

\*The number of households surveyed represent a statistically significant sample with confidence level of 95% and an error margin of  $\pm 5\%$

## Water use and seasonality

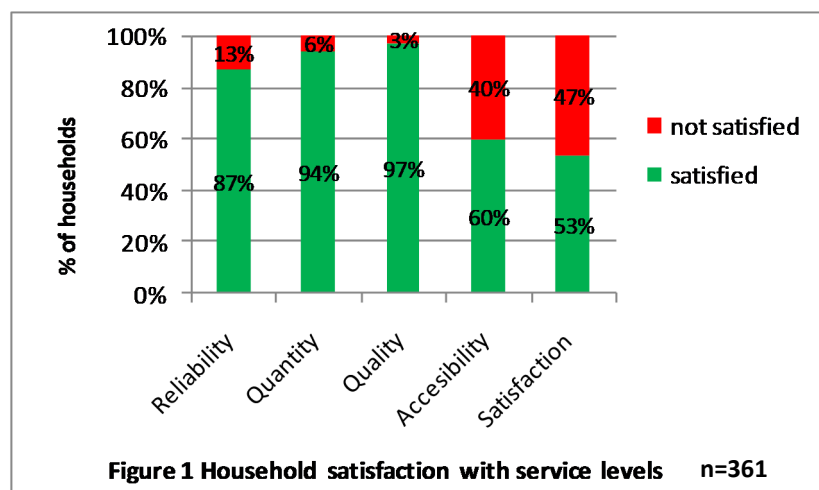
Almost all water users (99%) from handpump communities in the Sunyani West district depend on improved sources for drinking and other domestic uses in both wet (98%) and dry (98%) seasons. 2% of the households surveyed depend on surface water for other domestic uses while another 2% used sachet or bottled water for drinking during the dry season (Table 1). The survey indicated a high usage of improved sources both in wet and dry seasons. This could be explained by the fact that, the improved sources provided water all year round, as was confirmed by 81% of the water users surveyed.

Table 1: Water use in wet and dry seasons

	Main source of water			
	Drinking water (n=361)	Drinking water, dry season (n=361)	Other domestic uses, wet season (n=361)	Other domestic uses, dry season (n=361)
Handpump	99%	98%	98%	98%
sachet or bottled water	1%	2%	0%	0%
Hand dug well without handpump	0%	0%	1%	0%
surface water	0%	0%	1%	2%

## Satisfaction with service level

A little over half (53%) of households using safe water are satisfied with all four aspect of water service delivery: reliability, quantity, quality and accessibility. The aspect of water services that least of the households are satisfied with (60%), is accessibility. 87% of the households indicated that their water sources were reliable (not broken down for more than 18 days within the past 12 months), and 94% were satisfied with the quantity of water provided. The majority of households (76%) paid for water, with pay-as-you-fetch (57%) the dominant mode of payment before monthly (14%) and adhoc (29%) payment. The majority of households (97%) were satisfied with the amount of money they pay for their water services.



### Key facts on user satisfaction with level of service provided

- Handpumps were the main source of water both in the wet and dry seasons
- Water users expressed general satisfaction with the levels of water services received
- About 40% of the water users spent more than 30 minutes fetching water.
- 53% of the water users were satisfied with all the five service level indicators measured.

## Perception on performance of service providers

About 48% of the water users interviewed were satisfied with the performance of their Water and Sanitation Management Teams (WSMTs) while 10% indicated they were not, the rest expressed no particular interest or sympathy. For those who were not satisfied, 56% mentioned that there is poor communication between the WSMT and the community. This is consistent with the service monitoring baseline in the district which showed that only 16% of WSMTs were accountable to their communities, and this percentage reduced further to 10% during the round 2 of service monitoring conducted in 2012.

Table 2: Reasons for dissatisfaction with WSMT	
Reasons	%
WSMT does not communicate well with community	56
WSMT does not maintain facility well	27
WSMT does not use revenue well	14
WSMT members not serious	3

N= 37 households

About 14% water users were dissatisfied with the performance of the WSMTs because they failed to maintain their water facilities well. This is consistent with the round 2 monitoring survey which indicated that only 20% and 27% of WSMTs small communities or caretakers undertake corrective and routine maintenance respectively. Almost a third (27%) of water users perceived WSMTs as not using revenues from the sale of water very well.

### Key facts on the perception on the performance of service providers

- Almost half of the water users were satisfied with the performance of their WSMTs. 56% of those who were not satisfied blamed it largely on poor communication between the WSMTs and communities.

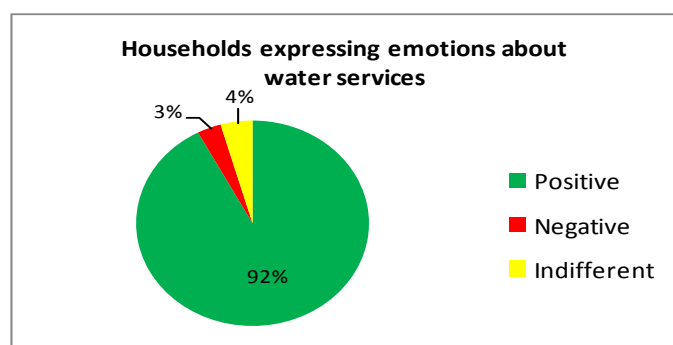
### Overview of key facts on user satisfaction

53% of households are satisfied with their water services, in terms of reliability, quality, quantity and accessibility  
 98% of households are satisfied with the amount they pay for water services  
 48% of households are satisfied with performance of service provider

## Users' emotions related to water provision

Although only about half of the households are satisfied with their water services and the performance of the service provider, their emotions related to their water services were generally positive (happy and proud), as shown in Figure 2.

**Figure 2. Percentage of households expressing emotions related to water services**



### Main conclusions:

- Handpumps were the main source of water among the households interviewed, and this did not vary between seasons
- More than one third of the water users (40%) were not satisfied with the time travelled to access water services.
- Less than half (48%) of the water users were satisfied with the performance of their WSMTs
- More than half (56%) of the households who were not satisfied with performance of their WSMTs blamed it on poor communication between the WSMT and the community. Similar trend was also observed in the service monitoring data as well.

### About Triple-S

Triple-S (Sustainable Services at Scale) is an IRC-led learning initiative to improve water supply to the rural poor. Triple-S is hosted in Ghana by the Community Water and Sanitation Agency (CWSA). For more information, see [www.waterservicesthatlast.org](http://www.waterservicesthatlast.org)

### About the Factsheet

This factsheet presents the results from a household survey on user satisfaction with water services in Sunyani West District, Brong Ahafo Region, Ghana.

**Authors:** Benjamin Dawurah Agbemor

Reviewed by Tyhra Carolyn Kumasi, Marieke Adank, Jeske Verhoeven and Ibrahim Mohammed Aduko