

Abstract

Title: Water for Life: A Comparative Analysis of Water System Services in the Municipality of General E. Aguinaldo

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This study was conducted to give some background of the different Bailen Water System Services (WSS), to assess the level of satisfaction of users of WSS and compare them in terms of consumers' satisfaction. Furthermore, this study described the experiences of consumers of WSS, in order to come up with the recommended programs that will enhance their services in Bailen community.

Mixed method research was applied in this study. This is a combination of quantitative and qualitative research. Descriptive method of research was used to determine the satisfaction level of consumers towards water system services. For the qualitative part, basic qualitative method of research was utilized, to understand the experiences of consumers to the services of water systems in Bailen.

The major tool used in data gathering was a validated researchers-adapted questionnaire for the survey. We used unstructured interview questions for the interviews of the participants and manager of each water system services. In the analysis and interpretation of data, the statistical tools that we used is the frequency and percentage distribution, weighted mean and Pearson r correlation for the quantitative part and thematic analysis for the qualitative part.

From the data gathered, the result shows that the water supply in the community of Bailen are coming mostly from deep wells with the used of water pumps and pipes. It was revealed that consumers are satisfied on the services of each water system. The type of water which is tested are not significant in determining the level of satisfaction of consumers towards the service of water systems in Bailen. This study provided recommendations to enhance the services the Water System Services (WSS).