

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 the Akatsi District 384 households\* were interviewed on water use and seasonality, 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

As shown in table 1 below, 91% of households in the Akatsi District use safe drinking water (e.g. handpumps, household piped connections, standpipes, rain water and sachet or bottled water). Over 80% of the households in the district use safe water for other domestic purposes in both wet and dry seasons. The vast majority of those who use safe water for other domestic uses in the wet season (80%), depend mostly on handpumps and rainwater. However, because there is no rainwater in the dry season, almost all those respondents (76%) revert to using water from their handpumps for drinking and other domestic uses. Significant proportions of the respondents (19% and 18%) still depend on unsafe water sources to satisfy other domestic water needs in both wet and dry seasons.

	Main source of water			
	Drinking water (n=384)	Drinking water, dry season (n=384)	Other domestic uses, wet season (n=384)	Other domestic uses, dry season (n=384)
Safe sources	Handpump	78%	86%	45%
	household connection (neighbour)	1%	1%	1%
	Household connection (own)	0%	0%	0%
	standpipe	3%	2%	0%
	rainwater	6%	1%	33%
	sachet or bottled water	3%	2%	1%
Unsafe sources	Hand dug well without hand pump	7%	7%	8%
	surface water	2%	0%	11%

Water use from handpumps reduces in the rainy seasons because of availability of other water sources (rainwater), especially for domestic uses other than drinking water. This eases pressure on the facility and may reduce wear and tear and frequency of breakdown. However, the reduction in water use from the handpumps can also affect revenue generation from sale of water in the wet season.

## Satisfaction with service level

Of the proportion of households using safe water, 67% were satisfied with all service level indicators (reliability, quality, quantity and accessibility) Apart from accessibility, more than 3/4 of the households indicated they were satisfied with reliability, quantity of water or quality. More than a third of households indicated not to be satisfied with accessibility to water services, perhaps because of the amount of time spent collecting water from the facilities. In Akatsi District, households practice pay-as-you-fetch or monthly contributions. Tariffs range between GHC 0.025—0.05 per 20 liters for pay-as-you-fetch and GHC 1.00 unlimited usage for those who practice monthly contribution. In both cases, over 90% of the households indicated the tariffs were moderate and affordable.

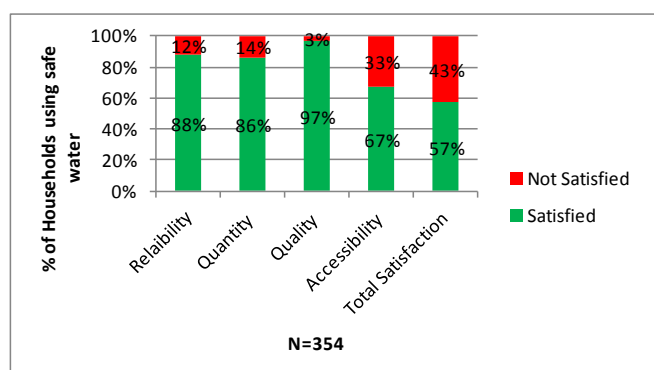


Figure 1. Household satisfaction with service levels

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

- The majority of households are satisfied with quantity, quality, reliability and pricing of water.
- About a third of households are not satisfied with the accessibility of water services
- More than half of the households spend more than 30 minutes collecting water in the dry season.

## Perception on performance of service provider

Of the 354 households using safe water, 56% indicated they were generally satisfied with the performance of the water service providers, 22% indicated they were not satisfied and the remaining 22% respondents said they did not know. Table 2 below presents the main reasons for dissatisfaction with the performance of the Water and Sanitation Management Teams (WSMTs).

**Table 2: Reasons for dissatisfaction with performance of Water and Sanitation Management Teams**

Reason for dissatisfaction with performance of WSMT	Proportion of households (%)
Management Team does not communicate well with community	58
Management Team does not use revenues well	16
Management Team does not maintain facility well	15
Management Team is not active	11

N= 199 households

A large part (74%) of respondents gave misapplication of water revenue and inadequate communication with the community as reasons for their dissatisfaction with the performance of WSMTs. This resonates with the findings of the service monitoring of 2011 and 2012 which observed that a significant proportion of WSMTs do not practice sound financial management and do not share financial information with their communities as required (63%). The inactiveness of some WSMTs coupled with poor financial management practices and inadequate accountability as observed in Table 2, could be resulting in poor maintenances of water facilities (15%).

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

- The dissatisfaction of 22% of households with the performance of their service providers, rests on four main reasons; activeness of the management teams, proper financial management and accountability and maintenance of the water facilities.

### Overview of key facts on user satisfaction

58% of households are satisfied with their water services, in terms of reliability, quality, quantity and accessibility

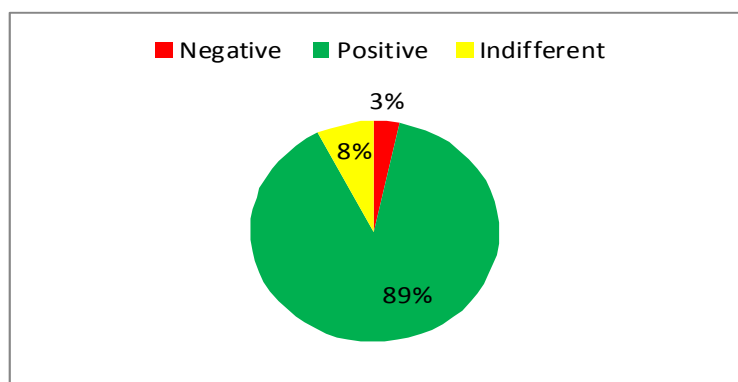
95% of households are satisfied with the amount they pay for water services

56% of households are satisfied with performance of service provider

## Users' emotions related to water provision

Out of 354 households using safe water, 89% expressed positive emotions (happy and proud) and 3% expressed negative emotions relating to their water services. The remaining 8% were indifferent. Generally, water users in Akatsi district are happy or pleased with their water services, though there are issues with accessibility and management.

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



### Main conclusions:

- In the wet season, households in Akatsi District have complementary safe water sources to their handpumps and piped systems.
- Misapplication of funds and accountability have been mentioned among others as the reasons for dissatisfaction with management performance. The district needs to develop mechanisms to improve accountability and financial management.
- Households in the districts generally expressed positive emotions about their water services.

### 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 Akatsi District, Volta Region, Ghana.

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