

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 East Gonja District 417 households* were interviewed on seasonality and water use, satisfaction with the level of services received, and perception on management 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

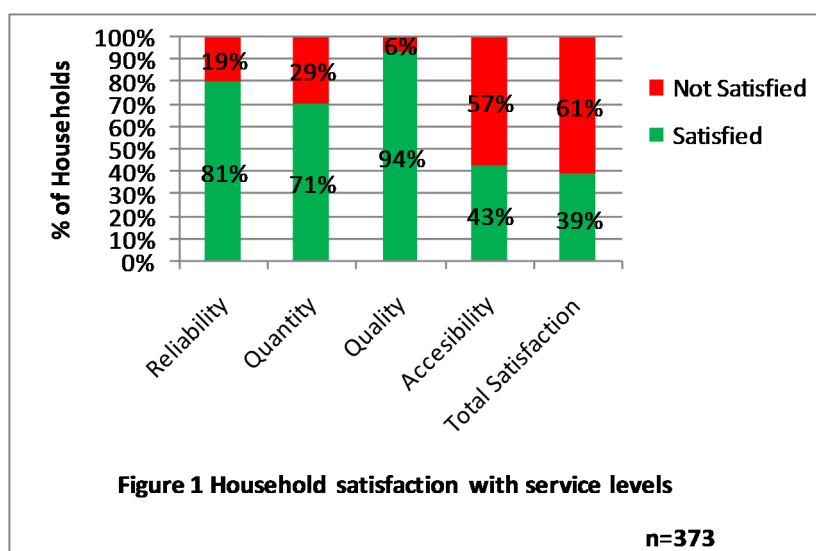
Table 1 shows that the major source of drinking water for the population in East Gonja is hand pumps accounting for about three quarters of all sources for drinking water in the district. Nearly two thirds of the population depends on hand pumps for water for other domestic uses during the dry season, largely because of the drying up of many alternatives sources. In the rainy season, less than half of the population use hand pumps for domestic uses other than drinking.

Table 1. The Percentage of the households using different sources of water in the wet and the dry season.

	Main source of water			
	Drinking water n=417	Drinking water, dry season n=416	Other domestic uses, wet season n=417	Other domestic uses, dry season n=417
Handpump	75%	76%	48%	67%
Household connection (neighbour)	0%	0%	0%	1%
Household connection (own)	1%	1%	0%	1%
Standpipe	11%	10%	5%	7%
Rainwater	0%	0%	15%	0%
Sachet or bottled water	0%	0%	0%	0%
Hand dug well without handpump	2%	1%	6%	1%
Surface water	10%	10	26%	22%

Satisfaction with service level

The figure below gives an overview of the level of satisfaction of households with different aspects of their water service. It shows that only 39% of households interviewed were satisfied with all indicators related to their water services. Although two thirds of households were satisfied with the reliability, quantity and quality of their water, more than half (57%) were dissatisfied with accessibility of the water services (the time it takes to fetch water). The challenges in groundwater development experienced in East Gonja may have contributed to this low accessibility. More than half of households were also not satisfied with the price they pay for water. This confirms the fact that about half of households interviewed did not pay for water. Of the half that pays 43% was on an adhoc basis, 37% pay-as-fetch and 18% monthly contribution. The majority of households paying for water on an adhoc basis raises sustainability issues for water systems.



Key facts on user satisfaction with level of service provided

- More than half of the population in East Gonja are dissatisfied with the level of water services they receive.
- More than two thirds are happy with the reliability, quantity and quality of water services.
- More than half are dissatisfied with the accessibility and affordability of the water service.

Perception on performance of service providers

Of the 330 households using safe water, 18% expressed dissatisfaction with the performance of the service providers. Table 2 presents the main reasons for this. Out of the 61 households who were dissatisfied with the performance of service providers, 51% were not satisfied with the level of communication with them by the service providers.

Reasons for dissatisfaction with water service providers	% of Households
Committee does not communicate well with community	51
Committee does not maintain facility well	43
Committee charges too much for water	4
Committee does not use revenues well	2
Grand Total	100

N= 19 households

This is confirmed by the monitoring data collected in round 1 (2011) and round 2 (2012), where only a third of service providers reported on their performance to communities as required by the national guidelines for the rural water sub-sector. Nearly 43% were not satisfied with the level of maintenance of the water facilities by the Water and Sanitation Management Teams (WSMTs) which concurs with service providers performance in round 2.

Key facts on the perception on the performance of service providers

- Generally, households in East Gonja districts were satisfied with the performance of their service providers with less than a third expressing dissatisfaction.
- Most households that expressed dissatisfaction with the performance of the WSMT, were not satisfied with either the level of communication of the WSMT, or with the level of maintenance of the water facility.

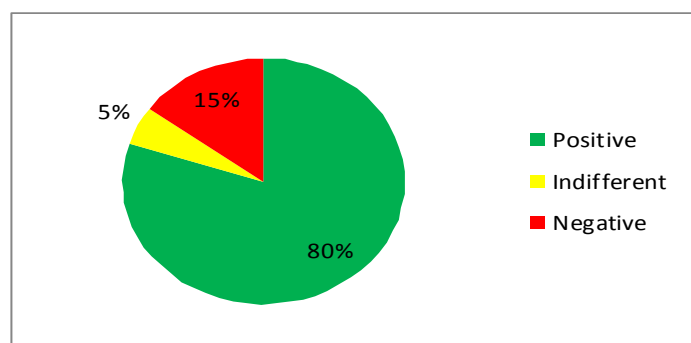
Overview of key facts on user satisfaction

39% of households are satisfied with their water services, in terms of reliability, quality, quantity and accessibility
 48% of households are satisfied with the amount they pay for water services
 79% of households are satisfied with performance of service provider

Users' emotions related to water provision

In spite of the low level of satisfaction with respect to the benchmark for the accessibility service level indicator, households expressed mainly positive emotions (happy and proud) related to their water services, as illustrated in Figure 2.

Figure 2. Percentage of Households expressing emotions related to water services



Main conclusions:

- More than half of households in East Gonja district depend on handpumps as their major source of water for drinking and other domestic uses, except in the wet season
- More than half of households in the district are dissatisfied with the water services they are currently receiving.
- Less than a third of households were dissatisfied with the performance of service providers with about half attributing it to poor communication and maintenance culture of service providers
- About two thirds of households expressed positive emotions about the water services they receive.

About the Factsheet

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 infor-

This factsheet presents the results from a household survey on user satisfaction with water services in East Gonja District, Northern Region, Ghana.

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