ANNEX B.7 - KEY INFORMANT INTERVIEW GUIDE FOR WASH SERVICE PROVIDERS EXECUTIVES

General Instructions:

This instrument will be used for Key Informant Interviews with WASH service providers executives. The evaluation team will conduct the KII via ZOOM.

Before starting the KII, facilitators are requested to send a copy of the INFORMED CONSENT FORM (Refer to Annex C) to the participants and verbally seek the respondents' consent. Upon confirmation of intent to participate, ask the participants to attach their electronic signature and send back the completed form. Do not start without the completed form.

Except when internet connectivity is a problem, please request participants to turn on their cameras for recording purposes. At the minimum, the cameras should be turned on: at the beginning, end, and when the participants speak. Turning cameras on will verify the speaker.

As a reminder, participants should mute themselves while someone is talking.

OPENING

Good morning/afternoon. Thank you for joining us today. Your participation is essential to determine the extent of achievement on the outputs and outcomes of SURGE.

I am Dr. Nic Agustin. We are external evaluators supporting the Panagora Group in the conduct of the evaluation on SURGE. Dr. Ginny Santiago, Mr. Nick Baoy, and Mr. Senen Dizon will be joining us.

We will be recording our session. You will need to accept the recording before you are allowed to continue. We will now begin recording.

May I clarify at this point if you have submitted a signed Informed Consent Form and retained a signed copy? If not, may I request you to exit the session and e-mail us your signed consent form? You may re-enter once we receive the form.

I wish to reiterate that your participation in this KII is voluntary, and you may opt out. You do not have to answer all the questions if you do not wish to. Should you opt-out, we will strike from our records all statements made by you.

For those who will continue with us, we wish to assure you that our conversation will remain confidential and will be discussed only within the research team led by Ramon Noriel Sicad of the CLAimDev team. Should we use any of the statements you made in our report, we will seek prior approval to do so. You may then inform us whether you would like the information stricken or included in the report and whether or not you would like the information to be attributed to you.

Our KII for today should last no more than 90 minutes. Should our conversations be animated, we will interject with time checks.

We ask that you keep your cameras on for documentation purposes. Should you experience connectivity problems, we request that the cameras be turned on at the beginning and end of the session, at least when you speak.

Do you have any questions?

Now that we have addressed all questions, we will now start our session.

Basic Information

Name of Interviewee:

Current organization:

Position/Designation:

Role/participation in the SURGE project:

General Questions:

1. Are you familiar with the SURGE activity of the USAID? How did you come to know about it? Are you familiar with International City/County Management Association (ICMA)? How did you come to know of it?

2. What Type of Water Supply System do you have in your service area?
   - o Level II
   - o Level III
   - o Combination of Level II and Level III)

3. What is your role in the technical operation and management in your organization?
   - o Engineering planning and construction,
   - o System operation and maintenance,
   - o Others

4. How do you assess the status of the level of services of your organization as water service and sanitation services to date?
   - o Number of household service connections,
   - o Water production,
   - o Percent service coverage,
   - o Percent NRW level,
   - o Water supply situation (24/7),
     - o Water quality,
     - o Others

5. Has your office been frequently receiving customer's complaints?
   - o Supply interruption,
   - o Poor water quality,
   - o Service connection and disconnections,

- o Billing and collection,
- o Others

6. Has there been an incident in the past where your organization considered the possibility of entertaining private proponents to improve water supply and sanitation services through the Public-Private Partnership program of the government?

7. Are you fully aware that through the assistance of the U.S. government, SURGE provides people with improved service quality from an existing basic or safely managed drinking service?

Relevance Questions

8. To what extent has SURGE helped your organization mitigate the effect of climate change and seasonal disaster risks as far as the level of services your organization provides? (1.1.2.1)

9. To what extent has SURGE helped your organization identify additional water sources to address the present and future demand in your service area? (1.3.5)

10. To what extent is your organization aware of the water extraction regulatory requirements from concerned national government offices? (1.3.5)
- o Water Permit
- o Environmental Compliance Certificate (ECC)
- o Others

11. To what extent has SURGE helped your organization monitor water quality to ensure good quality of water following the prescribed frequency of water sampling collection for Laboratory analysis and what type of analysis usually brings conduct? (1.1.3)
- o Physico-Chemical,
- o Bacteriological,
- o Pesticide,
- o Others

12. To what extent has SURGE helped your organization in extending support in developing priority hard component projects? (1.3.1)
- o Water treatment facilities
- o Transmission and distribution pipelines
- o Storage facilities
- o Others

13. To what extent did SURGE help your organization extend technical support for capacity building to personnel who somehow lack know-how in their respective system operation and management areas? (1.3.4)

14. What activities/interventions do you know need further support from SURGE? (1.3.4)
- o Technical assistance on sound engineering design for Level III water supply system physical facilities development,
- o NRW reduction programs (methodologies, instrumentation, etc.)
- o Data repository system,

- o Others

15. To what extent did the SURGE activity assist in developing Water Safety and Business Continuity Plans to address the challenges in delivering well-deserved water supply and sanitation services to all beneficiaries? (1.3.5.1)

16. To what extent has SURGE favorably considered any opportunities online for other urgent needs of your organization as a water supply and sanitation service provider? (1.3.5.2)

17. To what extent has SURGE influenced the organization's behavior (norms) and practices (rules and regulations), including how value chain actors and supporting functions operate in these basic social services? (1.3.5.2)

Effectiveness Questions

18. Capitalizing internal resources, have there been positive or negative changes in the major areas of WASH operation and management practices reflecting the system's target level of service indicators without SURGE intervention? If so, what contributes to the positive and/or negative changes? (2.4.1.1)

19. Did the provision of technical assistance from SURGE, like capacity building on water resources survey/studies, hydraulic design modeling of water distribution engineering, and others, introduce positive results that lead to achieving the required level of services? (2.4.1.2)

20. In applying for the said external technical assistance, were there internal or external factors that hindered or facilitated the possible results of the implementation of the assistance, and how did your organization address hindering factors? (2.4.1.2) / (2.4.1.3)

Sustainability Questions:

21. In terms of service sustainability, how would your organization maintain the positive changes brought about by the SURGE with available limited internal resources, hindering the effect of climate change/disaster risks that may embrace future system operations and management? (3.1)

22. Knowing the government's usual tedious process of limited resources allocation, is there a possibility for your office to entertain private proponents for the take-over of the entire system operation and management following the government's PPP program?   (3.1.1.1)

23. With the inevitable change in political leadership in your area or sets of officers in your organization, are you highly confident that you will be able to sustain the positive changes in water supply and sanitation services for the years to come? What are the strategies developed by your organization to protect the SURGE's outcome? (3.1.1.1).

24. What key lessons have you learned from implementing SURGE in your service area?

CLOSING

We wish to thank you for your active participation in this KII. We appreciate the time you have taken to be with us today to contribute to an honest evaluation of the interventions concerning the SURGE activity. We have learned a lot from our session.

We wish to remind you that our session today will be held in the strictest confidence. We will contact you in the future should we use any of the statements you made in our report.

Continue to keep safe. Mabuhay ang Pilipinas.

We will now end the recording.