

Focus Group Discussions on the Completion of CRC's Instruments in Bandung, Garut and Tasikmalaya District

Under the IKAT-US Building Bridges Program, Perkumpulan Inisiatif (PI) will conduct Citizen Report Card (CRC) in 3 districts in West Java Province. During April-May 2013, PI conducted a series of FGDs for the completion of CRC's instruments. The FGD held in Public Affair Agency office in PDAM Clean Water State Owned Company of Tasikmalaya District on April 21, Tirta Raharja office in Kabupaten Bandung on April 18 and Majelis Ulama Indonesia office of Garut district on May 8.



The FGD in Tasikmalaya attended by the representative from Local Health Agency, Public Affair District Agency and costumers. All participants

were very enthusiastic because they think that CRC is a new approach to bringing the involvement of consumers in order to measure the achievement of local government performance, especially on clean water services. However, they regretted the absence of PDAM without a clear explanation.

Meanwhile, in Kabupaten Bandung, the FGD attended by representative from PDAM Tirta Raharja, Public Affair District Agency, Health District Agency and local CSOs. PDAM



Tirta Raharja as a host of FGD feels that CRC is a valuable program to gain input in improving the quality of services of PDAM.



In Garut, the FGD held in cooperation with local CSO named Masyarakat Peduli Anggaran Garut (MAPAG). The

FGD attended by the representative from PDAM, Health District Agency, consumers and local CSOs.

There were a lot of inputs gained from the discussion for the completion of CRC instruments. Mostly, the inputs were related to the correction of some questions in the questionnaire, including the structure of questions based on the key questions of CRC. In addition, there was also a suggestion to divide the questionnaire into two parts of the questionnaire: first, questionnaire for Non PDAM costumer respondents; and second, questionnaire for PDAM costumer respondents.

Other inputs from participants were related to the needs to assess the appraisal from clean households relating to the communal clean water services that support by local government of the donor agency's programs.

PI's team will make some adjustment on the questionnaire based on the inputs from the participants of FGDs. This questionnaire will be used by surveyors in the following field survey in 3 districts in West Java Province.