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Household Satisfaction with Water Supply Services in Kinondoni Municipal Council, Tanzania

Household Satisfaction with Water Supply Services in Kinondoni Municipal Council, Tanzania

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Abstract
Although the government and water authorities have been improving urban water supply services, complaints related to water shortages and irregular distribution exist in Kinondoni Municipal Council. This study aimed to understand the household satisfaction levels with water supply services in the Kinondoni Municipal Council, Tanzania. The study employed the cross-sectional research design and used a mixed-method research approach. The simple random sampling technique was used to get 394 heads of households in Kijitonyama and Tandale wards, while the purposive sampling technique was used to obtain 18 key informants and 14 participants for the focus group discussions. The in-depth interviews focus group discussions, household questionnaire survey, and a review of documents were the methods used to collect data. The quantitative data were analysed through descriptive statistics and inferential statistics, while the qualitative data were analysed through content analysis. In this study, the target population comprised households, officials from water authorities, and officials from wards and streets levels within Kinondoni Municipal Council. The results revealed that customers had high satisfaction with water supply services due to the quick response of service providers to complaints or issues (M = 3.52, σ = 1.24). But they had moderate satisfaction with water supply services, particularly on the quality of water (M = 3.21, SD = 1.38), water pressure for household use (M = 3.32, SD = 1.39), affordability of water bills (M = 2.70, SD = 1.35), communication about supply disruptions (M = 2.88, SD = 1.31), and extent to which water supply services meet overall household needs (M = 2.93, SD = 1.37). On the other hand, customers had low satisfaction with water supply services, especially on the availability of water throughout the year (M = 2.49, SD = 1.34) and the reliability of water supply during dry seasons (M = 2.53, SD = 1.58). Furthermore, the results from ordinal logistic regression model revealed that the reliability of water supply (B = -.483, p = .014), water quality (B = -.592, p = .003), water service affordability (B = -.457, p = .019), responsiveness of service provider (B = -.485, p = .038), and regular maintenance of infrastructure (B = -.460, p = .020) had a statistically significant negative influence on households' satisfaction with water supply services. These results suggest that unreliable water supply services, poor quality of water, unaffordable water service, unresponsive service provider, and irregular maintenance of infrastructure were less likely to influence

higher customer satisfaction with water supply services compared to reliable water service, good water quality, affordable water service, responsive service provider, and regular maintenance of infrastructure. The study recommends that the government through, water utilities, should continue to improve the reliability of water supply, quality of water, affordability of services, responsiveness of service providers, and regular maintenance of infrastructure. Improvements in these areas are essential for enhancing customer satisfaction and ensuring sustainable and effective water service delivery.

Introduction

Globally, water is one of the fundamental resources for public health, socio-economic development, and sustainable urbanisation. Yet, urban areas worldwide are increasingly experiencing challenges in providing consistent water services due to rapid population growth, ageing infrastructure, and limited institutional capacity(Mantey & Kanwar, 2024).

In Africa, despite governments' efforts to improve water supply services, the service delivery remains constrained by limited financial capacity, rapid urbanisation, limited investment in infrastructure, and climate-related shocks (Barankanira, 2024). These challenges contribute to frequent interruptions of water supply services, reduced service quality, and lead to low customer satisfaction with water supply services.

In Tanzania, urban water supply continues to experience intermittent service, poor water quality, and affordability challenges despite government interventions to improve service delivery (Leticia, 2022). Kinondoni Municipal Council, being one of the rapidly growing urban areas in Dar es Salaam, faces significant challenges in water service provision. Although the government and water authorities have been improving urban water services through infrastructure expansion and policy reforms, complaints related to water shortages and irregular distribution exist in the Kinondoni Municipal Council. Households often experience frequent and unpredictable supply interruptions affecting their satisfaction levels with water supply services. This satisfaction can be influenced not only by the socio-economic factors but also by service-related factors such as the affordability of water resources and the responsiveness of service providers. Furthermore, studies in Tanzania (Salehe, 2024; Kabote, 2024) have largely concentrated on the challenges of water scarcity and the corresponding response strategies. However, there is limited empirical evidence regarding household satisfaction with water supply services and the service-related determinants influencing such satisfaction. Therefore, this study seeks to examine household satisfaction with water supply services in Kinondoni Municipal Council, Tanzania. In particular, the focus was on assessing the household satisfaction with water supply services and examining the service-related factors that influence household satisfaction with water supply services.

Methodology

The study was conducted in Kinondoni Municipal Council, and particularly in Sokoni and Pakacha streets in Kijitonyama ward, and in Tandale and Bwawani streets in Tandale ward. The Council is located between latitudes $6^{0}30'00''$ and $6^{0}48'00''$ south of the Equator, and between longitudes $39^{0}04'40''$ and $39^{0}27'00''$ east of the Greenwich Meridian.

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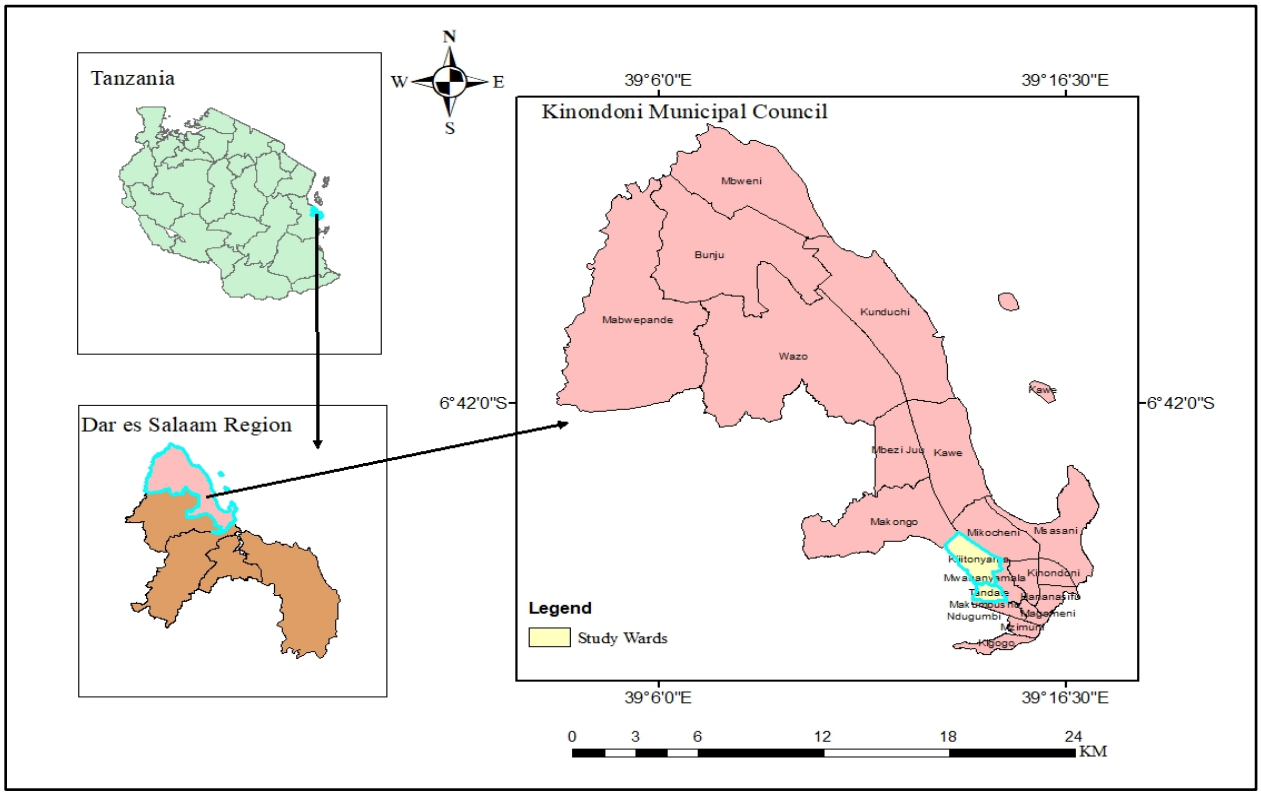

Figure 1: Location of the study area

Source: Survey data, 2026

Water supply in Kinondoni is primarily managed by the Dar es Salaam Water and Sewerage Authority (DAWASA) through piped systems. Other sources include boreholes, wells, rainwater harvesting, and water vendors.

Kinondoni Municipal Council was selected for this study due to its rapid urban growth, diverse socio-economic activities, and the existing water supply challenges. Therefore, examining household satisfaction and the determinants of satisfaction in this context is fundamental for improving urban water service delivery.

The study used the cross-sectional research design. This design allowed the collection of data on household satisfaction with water supply services at a single point in time. Also, the study used a mixed-method research approach where both quantitative and qualitative data were collected concurrently (Creswell, 2013). Using mixed methods, data were collected simultaneously, facilitating comparison between results from both qualitative and quantitative approaches.

The target population in this study was the households in Kinondoni Municipal Council benefiting from DAWASA water supply services. Also, the study population included officials from DAWASA, wards, and street levels.

This study used a sample size of 394 respondents, which was determined through the Yamane (1967) formula, and given as: $n = \frac{N}{1+N(e)^2}$

Where n = sample size, N = population size, and e = the level of precision (5%).

Therefore $n = \frac{27,083}{1+27,083(0.05)^2}$

$$n = \frac{27,083}{1 + 27,083(0.0025)} = 394\ respondents$$

The proportional allocation formula (Kothari, 2004) was used to obtain the samples for the study wards, given as: $\boldsymbol{n_h = \frac{Nh}{N} \times n}$

Where $\boldsymbol{n}$ represents the total sample size, and $\frac{\boldsymbol{Nh}}{\boldsymbol{N}}$ represents the proportion of households included in ward $\boldsymbol{i}$ (Table 1).

Table 1: Population and sample size for the study

Wards	Population	Households	Sample ($= \frac{Nh}{N} \times n$)	(%)
Kijitonyama	39,932	12,957	188	48
Tandale	43,374	14,126	206	52
Total	**83,306**	**27,083**	**394**	**100**

Source: National Bureau of Statistics, 2022

This study used a stratified random sampling technique to select two wards (Kijitonyama and Tandale) from the 20 wards in the Kinondoni Municipal Council. This technique was also employed to select four (4) streets, including Sokoni and Pakacha streets in Kijitonyama ward, and Tandale and Bwawani streets in Tandale ward, for the study. Furthermore, a simple random sampling technique was used to get a sample size of 394 household heads from the sampled wards. Additionally, purposive sampling was used to select 18 key informants for in-depth interviews and 14 participants for the focus group discussion.

In this study, both primary and secondary data were collected. The heads of households and government officials at the Kinondoni Municipal Council were the sources of primary data. Published and unpublished documents were sources of secondary data. The primary data on household satisfaction with water supply services were collected through in-depth interviews of key informants, focus group discussions (FGD), and a household questionnaire survey.

The qualitative data collected through in-depth interviews of key informants and focus group discussions were analysed using content analysis. The quantitative data collected through the household questionnaire survey were analysed using descriptive statistics and an ordinal logistic regression model in IBM SPSS version 20. The model was used to investigate the service-related factors that influence household satisfaction with water supply services. The model was defined as:

$Y=\beta_0+ \beta_1 (RWS) + \beta_2 (WP) + \beta_3 (WQ) + \beta_4 (WSA) + \beta_5 (RSP) + \beta_6 (RMI) + \beta_7 (TWB) +.....\beta_Z.$

Where Y = Household satisfaction with water supply services, B_0 = Constant, B_1-B_z = Coefficient of the explanatory variables, *RWS* = Reliability of water supply services, *WP* = Water pressure, *WQ* = Water quality, *WSA* = Water service affordability, *RSP* = Responsiveness of service providers, *RMI* = Regular maintenance of infrastructure, and *TWB* = Transparency of water billing.

Additionally, in this model, the dependent variable was the household satisfaction with water supply services (Y), stated in three ordered categories. Specifically, Y = 0 denotes households with low satisfaction, Y = 1 denotes households with moderate satisfaction, and Y = 2 denotes households with high satisfaction. The model's independent variables were the service-related factors influencing household satisfaction with water supply services (Table 2).

Table 2: Description of Independent Variables Used in the Ordinal Logistic Regression Model

Independent variables	Coding
Reliability of water supply service	0 = Unreliable, 1 = Reliable
Water pressure	0 = Inadequate, 1 = Adequate
Water quality	0 = Poor quality, 1 = Good quality
Water supply service affordability	0 = Unaffordable, 1= Affordable
Responsiveness of service providers	0 = Unresponsive, 1= Responsive
Regular maintenance of infrastructure	0 = Irregular, 1 = Regularly
Transparency of water billing	0 = Non-transparent, 1= Transparent

Source: Survey data, 2026

Findings and Discussion

Households' satisfaction with the conditions of water supply services

This section presents results on households' satisfaction with the conditions of water supply services, measured on a five-point Likert scale and summarised as weighted means and standard deviations. Interpretation of these results followed an equal interval classification approach, where the class interval was obtained by dividing the scale range by the number of response categories, calculated as (5−1)/5 = 0.80. Therefore, 1.00 - 1.80 represented strongly disagree, 1.81 - 2.61 represented disagree, 2.62 - 3.42 represented neutral or moderate, 3.43 - 4.23 represented agree, and 4.24 - 5.04 represented strongly agree (Alkharusi, 2022). According to this study, the weighted mean scores ranging from 1.00 to 2.61 indicated low satisfaction, 2.62 to 3.42 indicated moderate satisfaction, and 3.43 to 5.04 indicated high satisfaction.

In Table 3, the results showed that households reported low satisfaction with the availability of water throughout the year (M = 2.49, SD = 1.34). This suggests that water access was generally inadequate and inconsistent across different periods of the year. Similarly, respondents expressed low satisfaction with the reliability of water supply during dry seasons (M = 2.53, SD = 1.58). These findings implied that water shortages and interruptions were more common during periods of low rainfall. Tangaja et al. (2021), reported different results that most of the customers in Mantalangon, Dalaguete, Philippines had high satisfaction with the availability and reliability of water supply services. These differences could be due to the service providers in Mantalangon, Dalaguete, regularly maintaining their service infrastructure, compared to those in the Kinondoni Municipal Council.

The results from FGD revealed that most respondents were dissatisfied with the availability of water throughout the year. They also had low satisfaction with the reliability of the water supply during dry seasons. For example, one of the participants in FGD said:

> *In this ward, water for domestic use is not consistently available throughout the year. This challenge leads to low satisfaction among households with the water supply services provided by DAWASA. Households experience frequent and prolonged interruptions in water supply, particularly during the dry season. In some cases, households stay for more than three months without getting water* (Male, 62 years old in Tandale ward).

Table 3: Households' satisfaction with the condition of water supply services

Items	SD	D	N	A	SA	Mean	σ	Decision
Water is available throughout the year	114 (29%)	117 (30%)	58 (15%)	64 (16%)	41 (10%)	2.49	1.34	Disagree
The water supply is reliable during dry seasons	154 (39%)	86 (22%)	30 (8%)	41 (10%)	83 (21%)	2.53	1.58	Disagree
The water supplied is clean, safe, and suitable for consumption	75 (19%)	59 (15%)	28 (7%)	172 (44%)	60 (15%)	3.21	1.38	Neutral
Water pressure is adequate for household use	59 (15%)	71 (18%)	37 (9%)	138 (35%)	89 (23%)	3.32	1.39	Neutral
Water bills are reasonable and affordable	97 (25%)	87 (22%)	102 (26%)	53 (13%)	55 (14%)	2.70	1.35	Neutral
Service providers respond quickly to complaints or issues	40 (10%)	37 (9%)	92 (23%)	128 (33%)	97 (25%)	3.52	1.24	Agree
Service providers communicate effectively about supply disruptions	35 (9%)	184 (47%)	42 (11%)	58 (14%)	75 (19%)	2.88	1.31	Neutral
Overall, water supply services meet household needs	59 (15%)	136 (35%)	45 (11%)	82 (21%)	72 (18%)	2.93	1.37	Neutral
Overall weighted Mean						**2.95**		

Key: SD = Strongly Disagree, D = Disagree, N = Neutral, A = Agree, SA = Strongly Agree, and σ = Standard Deviation.

Source: Survey data, 2026

On the aspect of water quality, respondents reported moderate satisfaction with the cleanliness, safety, and suitability of water for consumption (M = 3.21, SD = 1.38). This suggests that households generally perceived the supplied water as acceptable for domestic use, though concerns about quality may still exist among some users. Similarly, respondents were moderately satisfied with water pressure for household use (M = 3.32, SD = 1.39), showing that water flow was relatively adequate for routine domestic activities. However, Thusyanthini & Peramunagama (2021), reported different results that most of the customers in Kilinochchi District, Sri Lanka, had high satisfaction with water quality and pressure provided by their service providers.

The results further revealed moderate satisfaction with the affordability of water bills (M = 2.70, SD = 1.35). These findings suggest that households considered water charges to be manageable, although not entirely affordable for all consumers. In terms of customer service, respondents expressed high satisfaction with the responsiveness of service providers to complaints or issues (M = 3.52, SD = 1.24). This indicates that water service providers were generally perceived as responsive in addressing consumers' concerns. These results agree with those of Tangaja et al. (2021), who reported that most of the customers had high satisfaction with water supply services in terms of responsiveness of service providers.

Households demonstrated moderate satisfaction regarding communication about supply disruptions (M = 2.88, SD = 1.31). This implies that information dissemination concerning water interruptions and service changes was not consistently effective. Similarly, respondents reported moderate satisfaction with the extent to which water supply services meet overall household needs (M = 2.93, SD = 1.37). These findings reveal that existing services partially fulfilled consumers' domestic water demands.

The findings from the in-depth interview of key informants revealed that most of the respondents had low satisfaction with water supply services. They had low satisfaction that water supply services were

not reliable, water bills were not transparent, and the service providers had no effective communication with customers. One of the key informants said:

> *In this area, we have a serious problem regarding water supply services. I have witnessed that for more than three months, water has not been flowing, and no specific information about water service interruptions from DAWASA. They provide water bills even when the water supply services are interrupted, and sometimes the bills are too high compared to the amount of water we use* (Female, 51 years old in Kijitonyama ward).

Respondents' demographic characteristics and the overall satisfaction with water supply services

The results in Table 4 show that there was no statistically significant difference (χ^2 = 4.491, P-value = 0.106) between the age of the respondents and the overall satisfaction with water supply services. However, they indicate that most of the respondents (65%) with above 40 years reported low satisfaction compared to the majority of the respondents (47%) with below or equal to 40 years who reported moderate satisfaction with water supply services. This implied that older people have more experience with water supply services, including reliability of service, interruptions, and quality, compared to younger people. Through their experience, older people can compare the past and present situation of water supply services and show their level of satisfaction more quickly than younger people. These results corroborate those of Timilsena (2024), who reported that there were no statistically significant associations between demographic characteristics of respondents (e.g., gender and age) with overall satisfaction with water supply service.

Table 4: Chi-square test on respondents' demographic characteristics and the overall satisfaction with water supply services

Variables	Categories	Overall satisfaction			Total	χ^2 P- Value
		Low satisfaction	Moderate satisfaction	High satisfaction		
		%	%	%	%	
Age of the respondents	≤ 40 years	35	47	41	37	4.491
	> 40 years	65	53	59	35	0.106
Household size	≤ 3 members	25	38	40	34	7.433**
	> 3 members	75	62	60	66	0.024
Education level	≤ Primary	50	46	44	47	0.806
	≥ Secondary	50	54	56	53	0.668
Sex	Female	57	56	37	51	11.826**
	Male	43	44	63	49	0.003
Marital status	Not married	30	39	46	38	7.091**
	Married	70	61	54	62	0.029
Residence ward	Kijitonyama	56	46	40	48	6.983**
	Tandale	44	54	60	52	0.030

***Significant at 5%*

Key: χ^2 *= Pearson Chi-Square*

Source: Survey data, 2026

Furthermore, the findings in Table 4 indicate that there was a statistically significant difference (χ^2 = 7.433, P-value = 0.024) between the household size and overall satisfaction with water supply services. This reveals that the majority of the households (75%) with above three members reported to have low satisfaction compared to the majority of households (40%) with below or equal to three members who reported to have high satisfaction with water supply services. These results suggest that households with a large number of family members use more water and, therefore, are more likely to experience challenges associated with water interruptions compared to those with a small number of family members. These results agree those of Ocholla et al. (2022), who observed that households with

less than four members have higher satisfaction with water supply service than those with above eight members who are likely to experience an increased burden of fetching water to meet all domestic household needs.

With regards to education level, the results show that there was no statistically significant difference (χ^2 = 0.806, P-value = 0.668) between education level and overall satisfaction with water supply services. The results indicate that the majority of respondents (50%) with primary or below primary education reported low satisfaction, compared to the majority of respondents (56%) with secondary or above secondary education who reported high satisfaction. These findings suggest that respondents who had secondary or above secondary education were more likely to seek information about service interruptions and bills transparent from service providers. With access to this information, respondents become highly satisfied with water supply services. Netsanet Temesgen (2025) observed that the education level of the households' heads had a statistically significant association with customer satisfaction with water supply service.

In Table 4, the results revealed that there was a statistically significant difference (χ^2 = 11.826, P-value = 0.003) between the sex of the respondents and overall satisfaction with water supply services. This means that the majority of females (57%) reported low satisfaction with water supply services compared to the majority of males (63%) who reported high satisfaction. Women reported low satisfaction with water supply services because they are the major users of water for domestic activities. Being major users, women had more experience with challenges associated with water supply services, such as inadequate pressure and unreliability of service, and therefore reported low satisfaction. However, Ohwo (2018) reported different results that both males and females rated fairly or moderate satisfaction with public water supply services in Ojota, Nigeria.

The findings revealed that there was a statistically significant difference (χ^2 = 7.091, P-value = 0.029) between the marital status of the respondents and overall satisfaction with water supply services. They indicate that the majority of respondents (46%) who were not married reported having high satisfaction with water supply services, compared to most of the respondents (70%) who were married who reported having low satisfaction with water supply services. This means that married respondents were likely to have a big number of family members who require enough water for domestic use. With water supply service interruptions, married respondents were more likely to be affected compared to those who were not married, who could not be affected by service interruptions due to a small number of family members who use a small amount of water. Furthermore, similar findings were reported by Timilsena (2024) that there was a statistically significant (χ^2 = 11.571, P-value < 0.05) difference between the marital status of respondents and the overall satisfaction with water supply services.

The results indicate that there was a statistically significant difference (χ^2 = 6.983, P-value = 0.030) between the wards of residence of the respondents and the overall satisfaction with water supply services. They show that most of the respondents (56%) who were residents of Kijitonyama ward reported having low satisfaction with water supply services, compared to the majority of respondents (60%) who were residents of Tandale ward who reported having high satisfaction with water supply services. These results suggest that service providers were more likely to improve their services in Tandale ward, like being transparent in water bills and regular maintenance of water infrastructure, than in Kijitonjama ward.

The service-related factors influencing households' satisfaction with water supply services

In this section, the results from the ordinal logistic regression model in examining the service-related factors influencing households' satisfaction with water supply services are presented. The model fitting information indicates that the final model (-2 Log Likelihood = 426.297) fits the data

significantly better than the intercept-only model (-2 Log Likelihood = 458.778). The difference of 32.481 is statistically significant ($\chi^2 = 32.481$, df = 7, $p < .001$), showing that the inclusion of predictors improves model fit. Therefore, the final model is appropriate for interpreting the effects of the independent variables on the dependent variable.

Table 5: Model Fitting Information

Model Fitting Information				
Model	**-2 Log Likelihood**	**Chi-Square**	**df**	**Sig.**
Intercept-Only	458.778			
Final	426.297	32.481	7	.000

Source: Survey data, 2026

The results from the ordinal logistic regression model reveal that the reliability of water supply services had a statistically significant negative influence on the households' satisfaction with water supply services (B = -.483, p = .014). This implied that unreliable water supply services were less likely to influence households' high satisfaction with water supply services compared to reliable water supply services. Similar findings were reported by Tessema (2020) the fact that the continuity of water supply service in Bahir Dar city, Ethiopia, influenced the satisfaction levels of the customers. Also, Kisawike (2025) reported that the reliability of water supply service provided by Mbeya Urban Water Supply and Sanitation Authority significantly influenced customer satisfaction in Mbeya city, Tanzania.

Table 6: Service-related factors influencing households' satisfaction with water supply services

Parameter Estimates								
							95% Confidence Interval	
		Estimate	Std. Error	Wald	df	Sig.	Lower Bound	Upper Bound
Threshold	[overall = .00]	-1.730	.362	22.794	1	.000	-2.441	-1.020
	[overall = 1.00]	-.176	.351	.251	1	.616	-.864	.512
Location	[RWS=.00]	-.483**	.196	6.066	1	.014	-.867	-.099
	[RWS=1.00]	0[a]	.	.	0	.	.	.
	[WP=.00]	.126	.196	.414	1	.520	-.258	.511
	[WP=1.00]	0[a]	.	.	0	.	.	.
	[WQ=.00]	-.592**	.200	8.803	1	.003	-.984	-.201
	[WQ=1.00]	0[a]	.	.	0	.	.	.
	[WSA=.00]	-.457**	.194	5.542	1	.019	-.838	-.077
	[WSA=1.00]	0[a]	.	.	0	.	.	.
	[RSP=.00]	-.485**	.233	4.326	1	.038	-.941	-.028
	[RSP=1.00]	0[a]	.	.	0	.	.	.
	[RMI=.00]	-.460**	.198	5.416	1	.020	-.847	-.073
	[RMI=1.00]	0[a]	.	.	0	.	.	.
	[TWB=.00]	.318	.211	2.269	1	.132	-.096	.732
	[TWB=1.00]	0[a]	.	.	0	.	.	.

*Note: **Significant at 5%.*

Key: RWS = Reliability of water supply service, WP = Water pressure, WQ = Water quality, WSA = Water service affordability, RSP = Responsiveness of service providers, RMI = Regular maintenance of infrastructure, and TWB = Transparency of water billing.

Source: Survey data, 2026

The water quality had a statistically significant negative influence on households' satisfaction with water supply services (B = -.592, p = .003). These results implied that the poor quality of water was less likely to influence households' high satisfaction with water supply services compared to good quality of water. These results agree with those of Timilsena (2020), who found that the quality of water provided by service providers influenced customers' satisfaction levels in Lekhnath, Nepal.

The findings in Table 6 reveal that water supply services' affordability had a statistically significant negative influence on households' satisfaction with water supply services (B = -.457, p = .019). These findings suggest that unaffordable water supply services were less likely to influence households' high satisfaction with water supply services compared to affordable water supply services. Similarly, Fadil et al., (2023) , it was reported that affordable water supply services and accurate water bills influenced the satisfaction of customers with water supply service.

Responsiveness of service providers had a statistically significant negative influence on households' satisfaction with water supply services (B = -.485, p = .038). This suggests that unresponsive service providers were less likely to influence households' high satisfaction with water supply services compared to responsive service providers. These results concur with those of Tangaja et al. (2021), who observed that the responsiveness of service providers had an influence on the higher satisfaction levels of customers.

Regular maintenance of infrastructure had a statistically significant negative influence on households' satisfaction with water supply services (B = -.460, p = .020). This means that irregular maintenance of infrastructure was less likely to influence households' high satisfaction with water supply services compared to regular maintenance. The results from the in-depth interviews of key informants revealed that customers are more likely to be satisfied when the infrastructure for water supply services is regularly maintained. Through maintenance, the service may remain sustainable and increase the level of satisfaction of customers. On the other hand, customers are less likely to be satisfied when infrastructure is irregularly maintained. For example, one of the key informants reported:

Most of the streets in this ward are served by old water supply infrastructure. There are damaged and leaking pipes that are not regularly maintained. The leaky pipes cause water to be lost before it reaches customers; therefore, we are dissatisfied with the water supply services from DAWASA (Male, 57 years old in Kijitonyama ward).

Conclusion

Despite government interventions to improve service delivery, water supply services in Kinondoni Municipal Council remained unreliable. The increase in population with multiple socio-economic activities significantly influenced challenges in water service provision. Households experience frequent and unpredictable water supply interruptions, which affect their satisfaction levels with the services. The results from this study revealed that customers were highly satisfied with water supply services due to service providers' quick response to complaints and issues. But they had moderate satisfaction with water supply services, particularly on the quality of water, water pressure for household use, affordability of water bills, communication about supply disruptions, and the extent to which water supply services meet overall household needs. On the other hand, customers were less satisfied with water supply services, particularly with the availability of water throughout the year

and the reliability of the supply during dry seasons. The study recommends that the government, through DAWASA, should establish new water supply sources to meet the growing population in Dar es Salaam, particularly in the Kinondoni Municipal Council. Simultaneously, it should expand or replace old infrastructure to ensure water supply services are reliable, affordable, and satisfy the customers.

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