

**METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM  
KATIPUNAN ROAD, BALARA, QUEON CITY**

A Field Study  
Submitted to the Faculty of the  
Cavite State University  
Indang, Cavite

In partial fulfillment  
of the requirements for the degree of  
Bachelor of Science in Business Management  
(Major in Economics)



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*Metropolitan Waterworks and Sewerage  
System, Katipunan Road, Balara, Quezon*  
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## ABSTRACT

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A field study was conducted at Metropolitan Waterworks and Sewerage System located at Katipunan Road, Balara, Quezon City from November 3, 2003 to February 27, 2004.

The field study was conducted to help the student familiarize with the organization and management of the firm; discuss the flow of water from MWSS to the consumer; and identify the problems encountered by the firm and recommend feasible solutions to the problems identified.

The data and information about the company were gathered through personal interviews and observation with the company's personnel and from the company files and records. Other information were gathered through library research and websites.

MWSS assures its customers with continuous distribution of potable water in the Metropolitan area; proper operation and maintenance of waterworks systems that will ensure uninterrupted and adequate supply and distribution of potable water for domestic and other purposes; and provide a sewerage system that is vital for public health and safety.

The study focused on the activities and experiences of the author in the firm. The author was assigned in the Administrative and Finance Department of MWSS.



The conduct of this field study has developed the abilities and skills of the author since she was exposed and acquainted with the actual management operation of the firm. It also helped the student develop her self-confidence and communication skills especially in dealing with other people.

The company experienced major problems particularly with regards to lack of manpower as a result of the company's tie-up with private concessionaires. Also, because of employing private concessionaires to do some of the jobs of MWSS, many workers lost their jobs which also posed a threat to the company's peace and security.

MWSS plans to restructure and re-organize its people from top management to lowest level. This is because the company wanted to improve the flow of communication, management and supervision. One of its major aspirations is to have an efficient water distribution system that can be at par with the water distribution system of developed nations.



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