



## CLIENT SATISFACTION MEASUREMENT REPORT FOR THE YEAR 2021

As a government entity, it is important for MONCADA WATER DISTRICT to know the level of satisfaction of our clients/concessionaires regarding our services. In doing this, we gathered information through survey on the different areas of customer service **every year**.

First, we implemented the so-called FEEDBACK MECHANISMS since 2017. Our clients/concessionaires are free to write down their complaints, suggestions, recommendations and using our provided forms.

Second, we designed a clients/concessionaires satisfaction survey using the **RANDOM SAMPLING** method. In here, we gathered at least four hundred ninety fiver (495) concessionaires answering our survey. And for the **year 2021**, we randomly selected 15 clients/concessionaires per barangay to participate our survey.

As for the result of the clients/concessionaires satisfaction survey, the over-all mean is **4.7** which is equivalent to **EXCELLENT**.

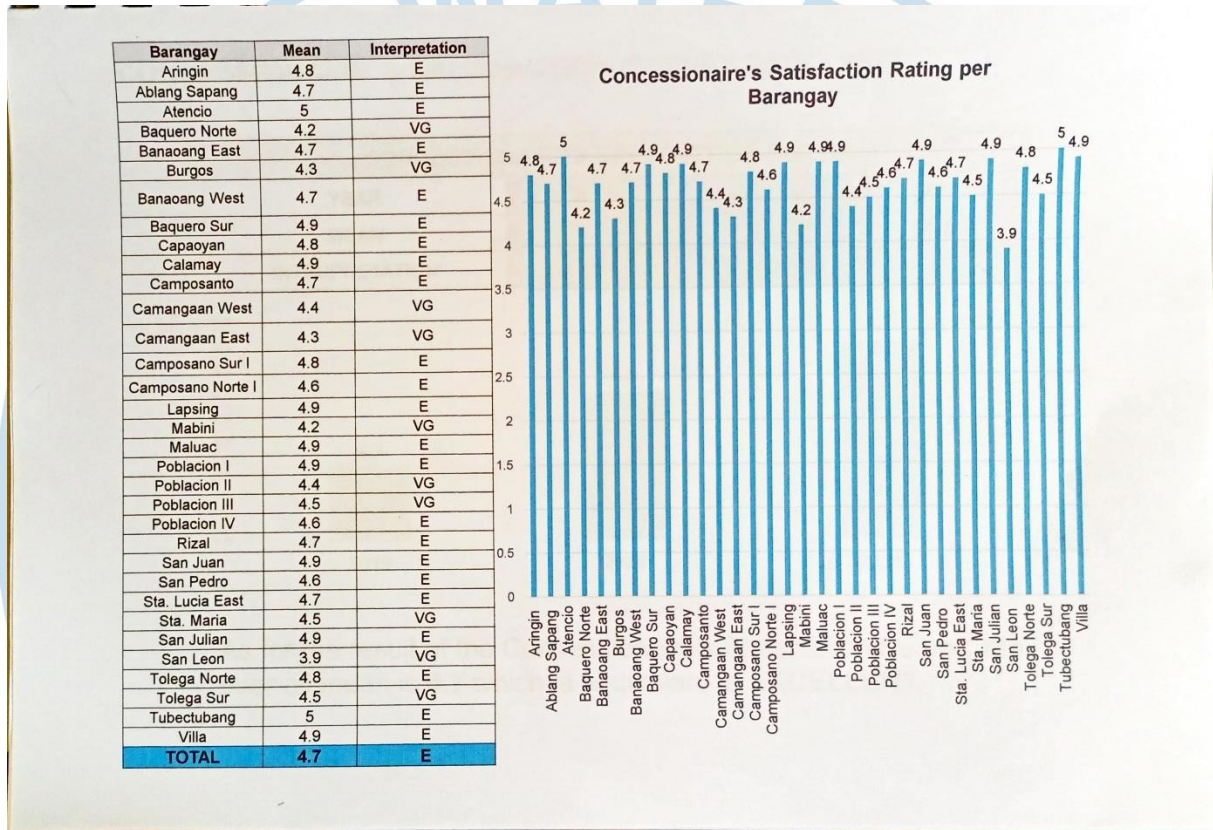


# MONCADA WATER DISTRICT

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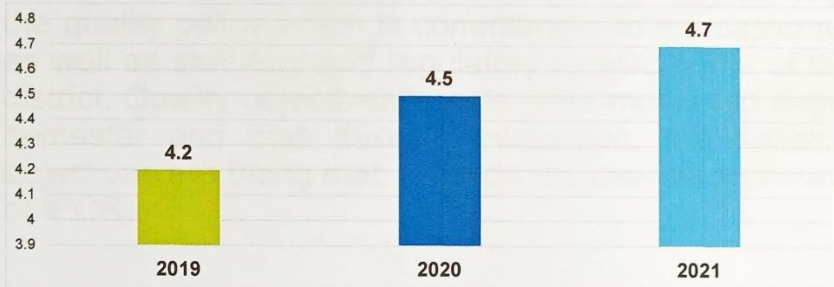
Below is the summary result of clients/concessionaires satisfaction report showing the mean and interpretation of each barangay who were randomly selected to answer our survey.





## CONCESSIONAIRE'S SATISFACTION SURVEY 2019 - 2020

CONCESSIONAIRE'S SATISFACTION SURVEY			
YEAR	2019	2020	2021
MEAN	4.2	4.5	4.7
INTERPRETATION	VG	VG	E



As for the result of the Concessionaire's Satisfaction Survey, the over-all mean is **4.7** which is equivalent to **EXCELLENT**.


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## SAMPLE CLIENT/CONCESSIONAIRE SURVEY FORM

Form No.: ADMIN 03  
October 2018  
Rev. 00



### MONCADA WATER DISTRICT

#### PAGSUSURI NG TAGATANGKILIK

Sa aming mga mahal na tagapagtangkilik, kami po ay humihiling sa inyo na sagutan ang mga katanungan sa ibaba para sa ikaayos ng serbisyo ng MWD. Lagyan lamang ng tsek (✓) ang inyong kasagutan kung saan ang pinakamataas ay isa (5) at ang pinakamababa ay lima (1). Umasa po kayo na lahat ng impormasyon na inyong ibibigay ay mananatili lamang sa kaalaman ng aming tanggapan.

Pangalan ng Tagatangkilik: \_\_\_\_\_  
 Tirahan: \_\_\_\_\_  
 Petsa: \_\_\_\_\_

	Puntos					Puna/Pahayag
	1	2	3	4	5	
1. Ang kalidad ng tubig ay malinis.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Ang serbisyo ng tubig sa aming lugar ay malakas.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. Ang mga metro ay maayos at dumaan sa tamang kalibrasyon.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4. Ang halaga ng tubig ay nasa tamang halaga lamang	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5. Ang aming reklamo at hinaing o kahilingan ay mabilis na natutugunan at ipinapaliwanag ng maayos.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6. Responsable at mapagkakatiwalaan ang mga tagabasa ng metro at tubero sa aming lugar.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7. Magagalang at laging nakaagapay sa aming pangangailangan ang mga kawani ng MWD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Karagdagan at iba pang pagmumungkahi

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Prepared By:

Approved By:

  
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IRMO-B

  
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General Manager