

2020 CUSTOMER SATISFACTION SURVEY RESULTS

No. of Respondents: 1147

1. Are you using the DipCWD water for <i>Gagamit ba ka sa tubig sa DipCWD sa</i>	YES OO	
a. Drinking (<i>Pag-inom</i>)	334	29.12%
b. Washing and bathing (<i>Paghugas ug pagkaligo</i>) <i>pagkaon</i>)	1118	97.47%
d. Watering Plants (<i>Pagbobo ug tanom</i>)	1055	91.98%
e. Business and office use (<i>Paggamit sa Negosyo/Opisina</i>)	904	78.81%
	358	31.21%

2. Do you like the water of DipCWD in terms of <i>Nakaangay ba ka sa tubig sa DipCWD sama sa</i>	YES OO		CANNOT DECIDE DILI KADESISYON		NO DILI	
a. Pressure (<i>Kakusgon</i>)	796	69.40%	198	17.26%	153	13.34%
b. Taste (<i>Lami</i>)	479	41.76%	503	43.85%	165	14.39%
c. Smell (<i>Baho</i>)	463	40.37%	404	35.22%	280	24.41%

3. What can you say about the minimum rate of the water bill <i>Unsa imong ikasulti sa minimum rate nga bayranan sa tubig</i>	YES OO		CANNOT DECIDE DILI KADESISYON		NO DILI	
a. Affordable (<i>Kaya</i>)	832	72.54%	240	20.92%	75	6.54%

4. Are you contented with the service of the following DipCWD's employees? <i>Kuntento ba ka sa pagserbisyo ani nga mga empleyado sa DipCWD?</i>	YES OO		CANNOT DECIDE DILI KADESISYON		NO DILI	
a. Teller (<i>tigdawat sa bayad</i>)	1029	89.71%	98	8.54%	20	1.75%
b. Plumber (<i>tig-ayo sa tubig</i>) <i>opisina. Sa telepono, teks, ug facebook</i>)	863	75.24%	259	22.58%	25	2.18%
	819	71.41%	294	25.63%	34	2.96%

Submitted by:

Customer Satisfaction Survey (CSS) Committee



NURSIVA S. TOME
CSS Committee Chairman



JOHANIA A.T. CASIDAR
CSS Committee Member



LHEOLYNE B. MANDIGAL
CSS Committee Member

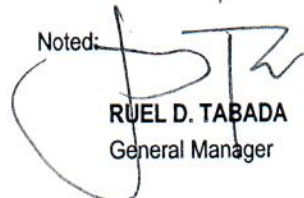


CHERRY LYN N. DELA PEÑA
CSS Committee Vice Chairman



MARK MARBEN DUHAYLUNGSOD
CSS Committee Member

Noted:



RUEL D. TABADA
General Manager