



DIPOLOG CITY WATER DISTRICT
2022 CUSTOMER SATISFACTION SURVEY RESULTS

No. of Respondents: 1188

WATER CLASSIFICATION		
Residential	1102	92.76%
Commercial	86	7.24%
GROSS MONTHLY INCOME		
Below ₱15,000.00	1048	88.22%
₱15,000.00 - ₱30,000.00	76	6.40%
₱30,001.00 - ₱45,000.00	31	2.61%
₱45,001.00 - ₱60,000.00	18	1.52%
Above ₱60,000.00	15	1.26%

Where do you pay your monthly water bill?		
Online (Banks, G-Cash, etc.)	144	12.11%
Payment Centers (MLH, SM, EC Pay)	658	55.34%
Over-the-Counter	355	29.86%
DipCWD-Drive-Thru	32	2.69%

Are you using DipCWD's water for... <i>Gagamit ba ka sa tubig sa DipCWD sa...</i>	YES	
a. Drinking (<i>Pag-inom</i>)	266	22.39%
b. Washing and Bathing (<i>Paghugas ug pagkaigo</i>)	1177	99.07%
c. Cooking and Food Prep (<i>Pagluto ug pag-andam ug pagkaon</i>)	1128	94.95%
d. Watering Plants (<i>Pagbobo ug tanom</i>)	1042	87.71%
e. Business Use (<i>Paggamit sa Negosyo/Opisina</i>)	552	46.46%

Where did you hear DipCWD's advisories and other announcements?		
Television	144	12.11%
Radio	658	55.34%
Social Media	355	29.86%
Newspaper	32	2.69%


Are you satisfied with DipCWD's water in terms of: <i>(Nakaangay ba ka sa tubig sa DipCWD sama sa)</i>	Very dissatisfied		Dissatisfied		Neither satisfied nor dissatisfied		Satisfied		Very satisfied	
	1		2		3		4		5	
a. Pressure (<i>Kakusgon</i>)	372	31.31%	475	39.98%	227	19.11%	87	7.32%	27	2.27%
b. Taste (<i>Lami</i>)	205	17.26%	286	24.07%	547	46.04%	97	8.16%	53	4.46%
c. Smell (<i>Baho</i>)	259	21.80%	462	38.89%	331	27.86%	88	7.41%	48	4.04%
Are you satisfied with the minimum water rate? <i>(Nakaangay ba ka minimum nga balayran sa tubig?)</i>	430	36.20%	427	35.94%	223	18.77%	73	6.14%	35	2.95%

Are you satisfied with the services of the following DipCWD employees? <i>(Nakaangay ba ka sa pagserbisyo ani nga mga empleyado sa DipCWD?)</i>										
a. Teller (<i>tigdawat sa bayad</i>)	529	44.53%	449	37.79%	191	16.08%	7	0.59%	12	1.01%
b. Plumber (<i>tig-ayo sa tubig</i>)	511	43.01%	422	35.52%	216	18.18%	19	1.60%	20	1.68%
c. Customer Service Personnel (<i>tigtubag sa mga reklamo sa opisina. Sa telepono, teks, ug facebook</i>)	430	36.20%	402	33.84%	316	26.60%	19	1.60%	21	1.77%

Submitted by:

Customer Satisfaction Survey (CSS) Committee

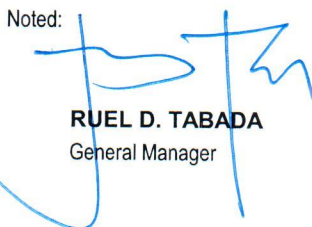

NURSIVA S. TOME
CSS Committee Chairman


CHERRY LYN N. DELA PEÑA
CSS Committee Vice Chairman


JOHANIA AT. CASIDAR
CSS Committee Member


MARK MARBEN-DUHAYLUNGSOD
CSS Committee Member


LHEOLYNE B. MANDIGAL
CSS Committee Member

Noted:

RUEL D. TABADA
General Manager