



DIPOLOG CITY WATER DISTRICT
2021 CUSTOMER SATISFACTION SURVEY RESULTS

No. of Respondents: 1197

| WATER CLASSIFICATION | | |
|-------------------------|------|--------|
| Residential | 1114 | 93.77% |
| Commercial | 83 | 6.23% |
| GROSS MONTHLY INCOME | | |
| Below ₱15,000.00 | 1042 | 87.84% |
| ₱15,000.00 - ₱30,000.00 | 104 | 7.81% |
| ₱30,001.00 - ₱45,000.00 | 32 | 2.75% |
| ₱45,001.00 - ₱60,000.00 | 15 | 1.14% |
| Above ₱60,000.00 | 4 | 0.46% |

| Where did you hear DipCWD's advisories and other announcements? | | |
|---|-----|--------|
| Television | 235 | 21.31% |
| Radio | 875 | 76.59% |
| Social Media | 371 | 32.63% |
| Newspaper | 28 | 4.06% |

| Are you using DipCWD's water for... <i>Gagamit ba ka sa tubig sa DipCWD sa...</i> | YES | |
|---|------|--------|
| a. Drinking (<i>Pag-inom</i>) | 387 | 38.99% |
| b. Washing and Bathing (<i>Paghugas ug pagkaligo</i>) | 1186 | 99.07% |
| c. Cooking and Food Prep (<i>Pagluto ug pag-andam ug pagkaon</i>) | 1137 | 95.20% |
| d. Watering Plants (<i>Pagbobo ug tanom</i>) | 970 | 78.85% |
| e. Business Use (<i>Paggamit sa Negosyo/Opisina</i>) | 287 | 23.32% |

| 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>) | 71 | 6.54% | 107 | 9.79% | 185 | 15.50% | 512 | 40.79% | 322 | 27.38% |
| b. Taste (<i>Lami</i>) | 80 | 7.47% | 121 | 10.64% | 329 | 25.44% | 456 | 37.18% | 211 | 19.28% |
| c. Smell (<i>Baho</i>) | 74 | 7.06% | 81 | 6.92% | 238 | 21.06% | 505 | 40.79% | 299 | 24.17% |
| Are you satisfied with the minimum water rate? <i>(Nakaangay ba ka minimum nga balayran sa tubig?)</i> | 78 | 7.07% | 83 | 7.32% | 170 | 13.83% | 500 | 42.82% | 366 | 28.96% |

| 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>) | 62 | 6.50% | 16 | 1.82% | 79 | 6.36% | 561 | 46.91% | 479 | 38.46% |
| b. Plumber (<i>tig-ayo sa tubig</i>) | 53 | 5.33% | 36 | 4.38% | 123 | 9.53% | 578 | 47.75% | 407 | 33.02% |
| c. Customer Service Personnel (<i>tigtubag sa mga reklamo sa opisina. Sa telepono, teks, ug facebook</i>) | 54 | 6.00% | 27 | 3.13% | 128 | 9.95% | 569 | 45.87% | 419 | 35.10% |

Submitted by:

Customer Satisfaction Survey (CSS) Committee

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Noted:

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