



**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%
<b>Are you satisfied with the minimum water rate? <i>(Nakaangay ba ka minimum nga balayran sa tubig?)</i></b>	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

**NURSIYA 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