



CLIENT SATISFACTION MEASUREMENT REPORT FOR THE YEAR 2022

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*.

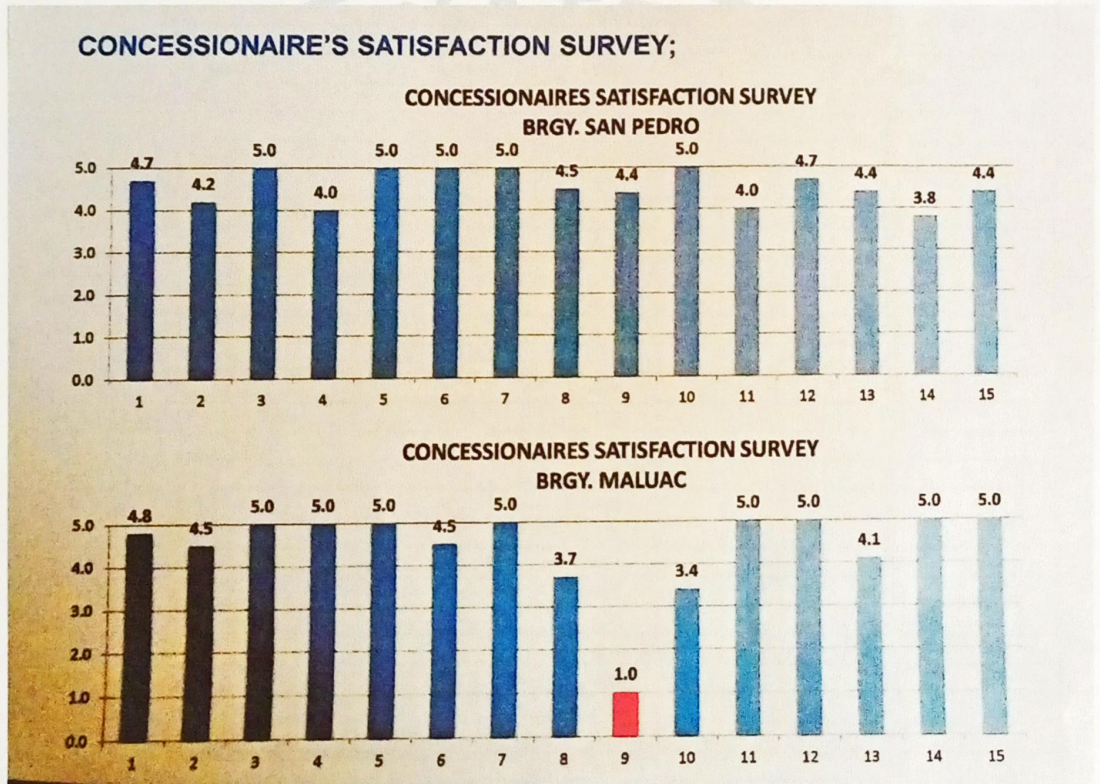
First, we implemented the so-called FEEDBACK MECHANISMS since 2017. Our clients/concessionaires are free to write down their complaints, suggestions, recommendations and using our provided forms.

Second, we designed a clients/concessionaires satisfaction survey using the **RANDOM SAMPLING** method. In here, we gathered at least five hundred ten (510) concessionaires answering our survey. And for the *year 2022*, 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 **4.6** which is equivalent to **EXCELLENT**.



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.





MONCADA WATER DISTRICT

ADDRESS: POBLACION 2, MONCADA, TARLAC WEBSITE: WWW.MONCADA.WD.GOV.PH
TEL. NOS.: (045) 606-5407; 493-1950; 09175267009



BRNGY.	MEAN	INTERPRITATION
TOLEGA SUR	4.6	E
SAN LEON	4.8	E
LAPSING	4.9	E
BAQUERO NORTE	4.6	E
VILLA	4.7	E
STA. MARIA	4.7	E
BANAOANG EAST	4.6	E
TUBECTUBANG	4.3	VG
CAMPOSANTO 1 NORTE	4.5	VG
CAMPOSANTO 2	4.8	E
ABLANG SAPANG	4.9	E
CAMPOSANTO 1 SUN	4.6	E
BANAOANG WEST	4.5	VG
BAQUERO SUR	4.5	VG
RIZAL	4.7	E
BURGOS	5	E
MABINI	4.6	E
CAMANGAAN WEST	4.3	VG
CAMANGAAN EAST	5	VG
SN. JULIAN	4.3	VG
CAPAOAYAN	4.2	VG
POB 4	4.8	E
POB 3	4.7	E
POB 2	4.8	E
POB 1	4.8	E
ALMAVILLE SUBD.	4.3	VG
ATENCIO	4.5	VG
CALAMAY	4.6	E
STA LUCIA EAST	4.6	E
SAN JUAN	4.6	E
TOLEGA NORTE	4.6	E
ARINGIN	4.8	E
SAN PEDRO	4.5	VG
MALUAC	4.4	VG
TOTAL	4.6	E



MONCADA WATER DISTRICT

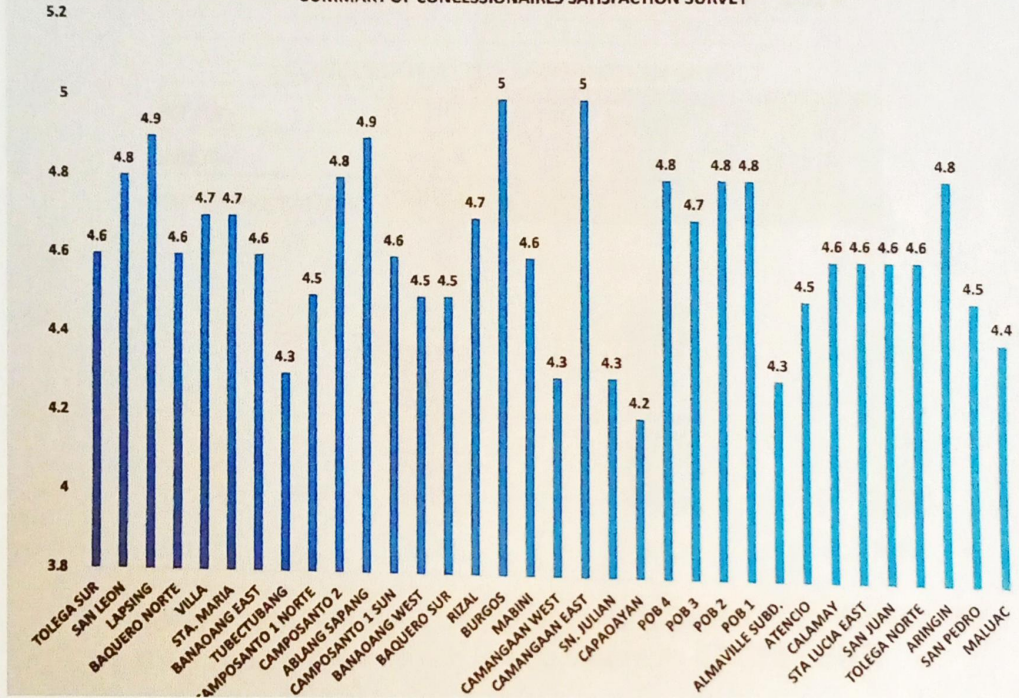
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SERVICE OF POTABLE WATER



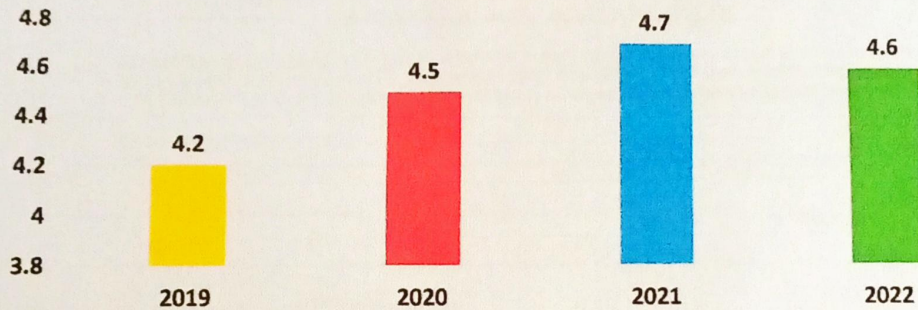
SUMMARY OF CONCESSIONAIRES SATISFACTION SURVEY





CONCESSIONAIRE'S SATISFACTION SURVEY 2019 - 2022

CONCESSIONAIRE'S SATISFACTION SURVEY				
YEAR	2019	2020	2021	2022
MEAN	4.2	4.5	4.7	4.6
INTERPRETATION	VG	VG	E	E



As for the result of the Concessionaire's Satisfaction Survey, the over-all mean is **4.6** which is equivalent to **EXCELLENT**.



SAMPLE CLIENT/CONCESSIONAIRE SURVEY FORM



MONCADA WATER DISTRICT

PAGSUSURI NG TAGATANGKILIK

Form No.: ADMIN 03
October 2018
Rev. 00

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"/>	

Karagagan at iba pang pagmumungkahi

Prepared By:

Adela G. Mejia
AGSO-A

Approved By:

Engr. Rogelio B. Mina, Jr.
General Manager