



CUSTOMER SATISFACTION REPORT

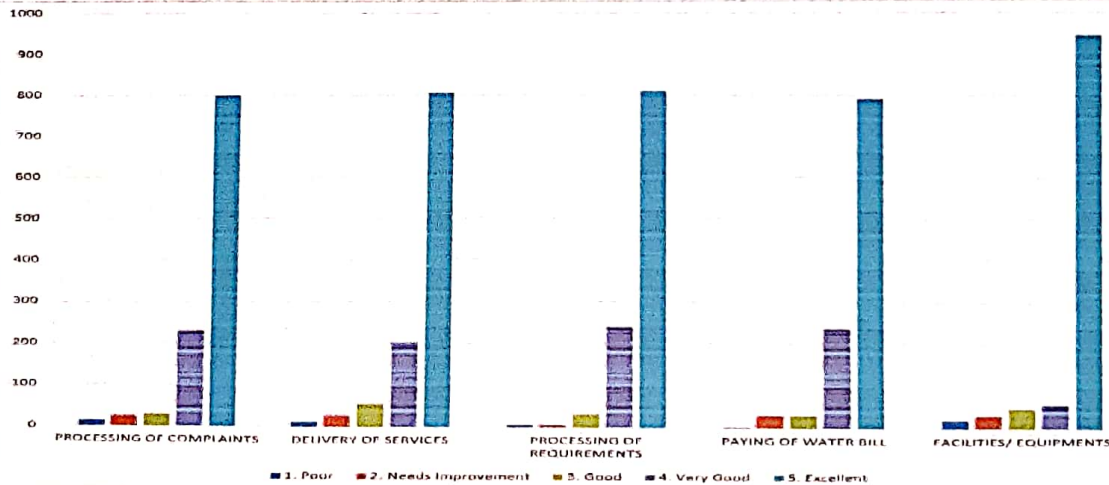
I. Description of Customer Satisfaction Survey

Metro Kidapawan Water District has deployed the following feedback mechanism:

FEEDBACK MECHANISM	
How to send feedback	Customer may file Customer Satisfaction Survey which can be found in Public Assistance and Complaints Desk (PACD) and dropbox located at MKWD Office Main Entrance. Customer submits Customer Satisfaction Survey at PACD or survey dropbox.
How feedbacks are processed	<ol style="list-style-type: none"> 1. Customer Satisfaction Survey is collected daily by Customer Servicing Section for recording 2. If there are concerns which require immediate action, copy is endorsed to concerned unit 3. Result is consolidated in monthly basis as part of Customer Servicing Section (CSS) Monthly Report, and basis for further improvement of services

II. Summary Of Customer Satisfaction Survey

RATING	PROCESSING OF COMPLAINTS	DELIVERY OF SERVICES	PROCESSING OF REQUIREMENTS	PAYING OF WATER BILL	FACILITIES/ EQUIPMENTS	TOTAL	% OF TOTAL NO. OF RESPONDENTS
1. Poor	14	13	6	2	20	55	1.00%
2. Needs Improvement	24	26	5	30	31	116	2.11%
3. Good	30	55	32	29	46	192	3.49%
4. Very Good	229	201	240	235	57	962	17.49%
5. Excellent	799	805	810	790	946	4150	75.45%
CUSTOMER SATISFACTION RATING PER AREA	92.05%	91.98%	93.13%	91.62%	94.15%	Average Satisfaction Rating	92.59%



SURVEY ANALYSIS:

Based on 1,100 respondents for year 2019 covering five (5) areas, 75.6% rated excellent, followed by very good at 17.49%. Only 1% of respondents contributed a poor rating and 2.1% rated a Needs Improvement

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