



TIAONG WATER DISTRICT

New Public Market Brgy. Lalig, Tiaong, Quezon

Tel/Fax: (042)545-9170/545-6520

Email add: tiaongwd@yahoo.com

CLIENT SATISFACTION MEASUREMENT REPORT

I. OVERVIEW

It is critical for government agencies like Tiaong Water District to deliver excellent service to their consumers. Being an agency that focuses in providing a safe, clean, potable and economical water supply for the entire community of Tiaong, Quezon, while also maintaining client satisfaction.

The Tiaong Water District established a Feedback and Complaints Mechanism in accordance with Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose of Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, in order to monitor and ensure improvement in the delivery of service to our consumers. At our office, we have customer feedback forms available.

II. METHODOLOGY

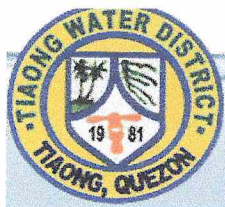
A. Feedback and Complaints Mechanism

The Tiaong Water District values client input, ideas, criticisms and comments are all appreciated. Clients can pick-up our Feedback forms in our office and fill them out. They are free to share their satisfaction or dissatisfaction with our service. Our 1st Edition Citizen's Charter, can be easily viewed on our website www.tiaongwaterdistrict.gov.ph, which outlines how we handle criticism and complaints.

B. Client Survey Form

A 10-item survey form was used to get a general idea of the consumers' perceptions on topics such as water quality, customer service, and facilities. The Client Survey Summary for FY 2022 is shown below.

	VS	S	F
1. Serbisyong Tubig	A	B	C
Linaw ng tubig sa aming lugar	94%	6%	-
Lasa ng tubig sa aming lugar	88%	12%	-
Amoy ng tubig sa aming lugar	88%	12%	-



TIAONG WATER DISTRICT

New Public Market Brgy. Lalig, Tiaong, Quezon

Tel/Fax: (042)545-9170/545-6520

Email add: tiaongwd@yahoo.com

Lakas ng pressure ng tubig sa aming lugar	74%	18%	8%
AVERAGE	86%	12%	2%

2. Serbisyong Pantao	A	B	C
Bilis ng pagbabayad sa opisina	74%	22%	4%
Bilis ng pagtugon ng reklamo	86%	10%	4%
Paghatid ng Water Bill	88%	12%	-
AVERAGE	83%	15%	3%

3. Pasilidad	A	B	C
Malinis at komportable	92%	8%	-
Mobile Number ay nakarehistro	32%	68%	-
Kung oo, gaano kadalas makatanggap	-	26%	74%
AVERAGE	41%	34%	25%
OVER-ALL AVERAGE (%)	70%	20%	10%

III. RESULTS

The Tiaong Water District's feedback and client survey form had yielded an average of a very satisfactory result, 35 out of 50 (70% of 50) very satisfactory; 10 out of 50 (20% of 50) satisfactory, and 5 out of 50 (10% of 50). The data was very informative as it gave us a clear impression of our consumers' view of our service, though our consumers are contented with the service we provided there is still room for improvement as to the provision of water to other parts of Tiaong, Quezon.

**TIAONG WATER DISTRICT
CLIENT SATISFACTION SURVEY FORM**

Pangalan: _____ Barangay: _____ Petsa: _____

I. Serbisyong Tubig

- | | | | |
|---|--------------------------------------|---|--|
| Linaw ng Tubig sa aming Lugar | <input type="checkbox"/> Malinaw | <input type="checkbox"/> Kailangan ng Improvement | <input type="checkbox"/> Malabo |
| Lasa ng chlorine sa tubig | <input type="checkbox"/> Walang Lasa | <input type="checkbox"/> Kailangan ng Improvement | <input type="checkbox"/> Matapang ang Chlorine |
| Amoy ng tubig sa aming lugar | <input type="checkbox"/> Wala | <input type="checkbox"/> Kailangan ng Improvement | <input type="checkbox"/> Mayroong Amoy |
| Lakas ng pressure ng tubig sa aming lugar | <input type="checkbox"/> Malakas | <input type="checkbox"/> Kailangan ng Improvement | <input type="checkbox"/> Mahina |

Puna o Mungkahi

II. Serbisyong Pantao

- | | | | |
|----------------------------------|----------------------------------|---|--|
| Bilis ng pagbabayad sa opisina | <input type="checkbox"/> Mabilis | <input type="checkbox"/> Kailangan ng Improvement | <input type="checkbox"/> Mabagal |
| Bilis ng pagtugon sa mga reports | <input type="checkbox"/> Mabilis | <input type="checkbox"/> Kailangan ng Improvement | <input type="checkbox"/> Mabagal |
| Pagtanggap ng water bill | <input type="checkbox"/> Palagi | <input type="checkbox"/> Kailangan ng Improvement | <input type="checkbox"/> Hindi nakakatanggap |

Puna o Mungkahi

III. Pasilidad

- | | | | |
|--|---------------------------------|---|--|
| Mabilis at komportable ba ang pasilidad | <input type="checkbox"/> Oo | <input type="checkbox"/> Kailangan ng Improvement | <input type="checkbox"/> Hindi |
| Ang inyo bang mobile number ay nakarehistro sa | <input type="checkbox"/> Oo | <input type="checkbox"/> Hindi | |
| Pagtanggap ng water bill | <input type="checkbox"/> Palagi | <input type="checkbox"/> Madalang | <input type="checkbox"/> Hindi nakakatanggap |

Puna o Mungkahi

"Maraming salamat po sa pakikiisa"

Prepared by:


JOSEPHINE A. REMO
PBB Focal Person

NOTED BY:


ENGR. PERSEVERANDO T. ATIENZA
General Manager