



MANOLO FORTICH WATER DISTRICT

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CITIZEN/CLIENT SATISFACTION RESULT

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I. Description of the Citizen/Client Satisfaction Survey

A two part survey form for the clients to answer was prepared. The form solicits data from respondents helpful for the creation of gender database of the agency, such as gender, sex, and age.

First part is comprised with five (5) closed ended questions. Customers will answer from given number choices of 1 to 5 where 1 means the client is Not At All Satisfied, 2- Partly Satisfied, 3-Satisfied, 4-More Than Satisfied, and 5 means Very Satisfied. Second part of the survey form provides space for the client to express their complaints, comments, suggestions and commendations which will be consider by the management for improved service delivery. .

II. Improvement Action Plan for FY 2020

These survey forms are distributed to walk-in customers. Results of which will be consolidated to determine strengths and weakness of the MFWD's employees service to the customers.

These forms will be enhanced, revised or modified when needed in order to get to gather the most from the clients' view of the district's services.

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Division Manager C

Date: FEB 17 2020

Approved by:  Engr. ROGELIO K. PANGAN

General Manager

Date: FEB 20 2020

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