



BALANGA WATER DISTRICT

EGSA Tuyo, Balanga City, Bataan 2100

Contact No. 0919-087-0348

E-mail: balanga_water@yahoo.com

COMMERCIAL SERVICES DEPARTMENT

CITIZEN / CLIENT SATISFACTION REPORT

I. Description of the Citizen / Client Satisfaction Survey.

The Balanga Water District measures the level of customer satisfaction through survey of its consumers by random sampling. For the period covered December 2021, the result of the Concessionaires' Evaluation Survey conducted within the district's concession area composed of all barangay served by BLWD with Napakahusay being the highest. The survey form shown below was crafted in Tagalog which aims to determine the district's performance as a water service provider in terms of:

- Service, i.e., responsiveness and attitude
- Cleanliness

BLWD-FM-CSD-019

Oct 2017

Rev00



BALANGA WATER DISTRICT

Balanga City, Bataan

Client Satisfaction Survey

Petsa (Date): _____

Pangalan (Name): _____

Address: _____

Contact No. & Email Address: _____

Pangalan ng aming kawani (BLWD Staff): _____

Sadya sa pagdalaw (Transaction/s) (i-tsek ang kahon)

<input type="checkbox"/>	Magbabayad (Payment)
<input type="checkbox"/>	Mag Aaplay (Application)
<input type="checkbox"/>	Others

<input type="checkbox"/>	Cashier
<input type="checkbox"/>	Customer Service
<input type="checkbox"/>	Others

Upang masukat ang kakayahan ng Balanga Water District at mapaganda pa ang aming serbisyo. Ikagagalak po namin ang inyong pagsagot sa mga sumusunod na katanungan. (To measure the performance of Balanga Water District and to improve our services, we would appreciate it very much if you take a moment and rate us on the following factors.

Serbisyo ng Balanga Water District (Balanga Water District Services)	Napakahusay	Mahusay	Di - Maayos
Pagiging magalang ng Kawani. (Politeness of Staff)			
Pagiging matulongin ng Kawani (Helpfulness of Staff)			
Mabilis at Tamang Serbisyo (Speed and Accuracy of Service)			
Kalinisan ng tanggapan at palikuran (Cleanliness of workstation and restroom)			
Kabuuang karanasan ng inyong pagbisita (Overall Satisfation of your Balanga Water District experience)			

Iba pang puna o mungkahi (Suggestion/Comment/s):

As per measurement approach, the method above is deemed compliant with the following properties:

- i. The data collected can be analyzed, interpreted and reported.
- ii. The issues can be repeatedly asked and results tracked over time.
- iii. The survey was completed to coincide with the crafting of the 2022 budget.

Below are sample accomplished survey form:

BALANGA WATER DISTRICT
Balanga City, Bataan

Client Satisfaction Survey

Date: 12-17-21
 Pangalan (Name): Joseph CUMAKANG
 Address: CATAHELY BANI
 Contact No. & Email Address: _____
 Pangalan ng aming kawani (BIWD Staff): 3

Seba sa pagdalaw (Transaction) (I-tsek ang kahon)
 Magbabayad (Payment) Mag-Applay (Application) Others

Upang masukat ang kakayahan ng Balanga Water District, at mapaganda pa ang aming serbisyo, ikagagalak po namin ang inyong pagtagot sa mga sumusunod na katanungan. (To measure the performance of Balanga Water District and to improve our services, we would appreciate it very much if you take a moment and rate us on the following factors.)

Serbisyong Balanga Water District (Balanga Water District Services)	Napakalusay	Mahusay	Di Mahusay
Pagiging magalang ng kawani (Politeness of Staff)	/		
Pagiging matatagumpay ng kawani (Helpfulness of Staff)	/		
Mabilis at Tama ang Serbisyo (Speed and Accuracy of Service)	/		
Kalinisan ng Tanggapan at Pankuran (Cleanliness of workstation and restroom)	/		
Kabuugang karanasan ng inyong pagbisita (Overall satisfaction of your Balanga Water District experience)	/		

(Pa pang puna o mungkahi) (Suggestion/Comments): _____

BALANGA WATER DISTRICT
Balanga City, Bataan

Client Satisfaction Survey

Date: 12-17-21
 Pangalan (Name): Jorca tabasund
 Address: Orpay D. Niza
 Contact No. & Email Address: 09637211073
 Pangalan ng aming kawani (BIWD Staff): 4

Seba sa pagdalaw (Transaction) (I-tsek ang kahon)
 Magbabayad (Payment) Mag-Applay (Application) Others

Upang masukat ang kakayahan ng Balanga Water District, at mapaganda pa ang aming serbisyo, ikagagalak po namin ang inyong pagtagot sa mga sumusunod na katanungan. (To measure the performance of Balanga Water District and to improve our services, we would appreciate it very much if you take a moment and rate us on the following factors.)

Serbisyong Balanga Water District (Balanga Water District Services)	Napakalusay	Mahusay	Di Mahusay
Pagiging magalang ng kawani (Politeness of Staff)	/		
Pagiging matatagumpay ng kawani (Helpfulness of Staff)	/		
Mabilis at Tama ang Serbisyo (Speed and Accuracy of Service)	/		
Kalinisan ng Tanggapan at Pankuran (Cleanliness of workstation and restroom)	/		
Kabuugang karanasan ng inyong pagbisita (Overall satisfaction of your Balanga Water District experience)	/		

(Pa pang puna o mungkahi) (Suggestion/Comments): _____



Client Satisfaction Survey

Paksa (Date) 12-03-21
 Pangalan (Name) RONNIE T. ESCUDERO
 Address BALAGtas, ST. CATHARINE
 Contact No. & Email Address 09666310845
 Pangalan ng aming kawani (BWD Staff) 4 (JAY)

Sedya sa pagdalaw (Transactions) (I-tsek ang kahon):

<input checked="" type="checkbox"/>	Magbabayad (Payment)
<input type="checkbox"/>	Mag Apply (Application)
<input type="checkbox"/>	Others

<input checked="" type="checkbox"/>	Cashier
<input type="checkbox"/>	Customer Service
<input type="checkbox"/>	Others

Upang masukat ang kakayahan ng Balanga Water District at mapaganda pa ang aming serbisyo, ikagagalak po namin ang inyong pagbigat sa mga sumusunod na katanungan. (To measure the performance of Balanga Water District and to improve our services, we would appreciate it very much if you take a moment and rate us on the following factors.)

Serbisyo ng Balanga Water District (Balanga Water District Services)	Napakansay	Matasay	Di Matasay
Pagiging magalang ng kawani (Politeness of Staff)	/		
Pagiging matulongin ng kawani (Helpfulness of Staff)	/		
Mabilis at Tamang Serbisyo (Speed and Accuracy of Service)	/		
Kalinisan ng tanggapan at palikuran (Cleanliness of workstation and restroom)	/		
Kabuugang karanasan ng inyong pagbisita (Overall Satisfaction of your Balanga Water District experience)	/		

Iba pang puna o mungkahi (Suggestion/Comment/s)



Client Satisfaction Survey

Paksa (Date) 12-03-21
 Pangalan (Name) MICHAEL J. BARINQUE
 Address PHASE 2, SUNSHINE SUBD. BRGY. TUYO, BALANGA CITY, BATAAN
 Contact No. & Email Address 09472294725 / MICHAELBARINQUE1984@GMAIL.COM
 Pangalan ng aming kawani (BWD Staff) 4 (JAY)

Sedya sa pagdalaw (Transactions) (I-tsek ang kahon):

<input checked="" type="checkbox"/>	Magbabayad (Payment)
<input type="checkbox"/>	Mag Apply (Application)
<input type="checkbox"/>	Others

<input checked="" type="checkbox"/>	Cashier
<input type="checkbox"/>	Customer Service
<input type="checkbox"/>	Others

Upang masukat ang kakayahan ng Balanga Water District at mapaganda pa ang aming serbisyo, ikagagalak po namin ang inyong pagbigat sa mga sumusunod na katanungan. (To measure the performance of Balanga Water District and to improve our services, we would appreciate it very much if you take a moment and rate us on the following factors.)

Serbisyo ng Balanga Water District (Balanga Water District Services)	Napakansay	Matasay	Di Matasay
Pagiging magalang ng kawani (Politeness of Staff)	/		
Pagiging matulongin ng kawani (Helpfulness of Staff)	/		
Mabilis at Tamang Serbisyo (Speed and Accuracy of Service)	/		
Kalinisan ng tanggapan at palikuran (Cleanliness of workstation and restroom)	/		
Kabuugang karanasan ng inyong pagbisita (Overall Satisfaction of your Balanga Water District experience)	/		

Iba pang puna o mungkahi (Suggestion/Comment/s)



Client Satisfaction Survey

Paksa (Date) 12-16-21
 Pangalan (Name) Angeline Ramos
 Address Tuyo
 Contact No. & Email Address 09165478156
 Pangalan ng aming kawani (BWD Staff) 1

Sedya sa pagdalaw (Transactions) (I-tsek ang kahon):

<input checked="" type="checkbox"/>	Magbabayad (Payment)
<input type="checkbox"/>	Mag Apply (Application)
<input type="checkbox"/>	Others

<input checked="" type="checkbox"/>	Cashier
<input type="checkbox"/>	Customer Service
<input type="checkbox"/>	Others

Upang masukat ang kakayahan ng Balanga Water District at mapaganda pa ang aming serbisyo, ikagagalak po namin ang inyong pagbigat sa mga sumusunod na katanungan. (To measure the performance of Balanga Water District and to improve our services, we would appreciate it very much if you take a moment and rate us on the following factors.)

Serbisyo ng Balanga Water District (Balanga Water District Services)	Napakansay	Matasay	Di Matasay
Pagiging magalang ng kawani (Politeness of Staff)	/		
Pagiging matulongin ng kawani (Helpfulness of Staff)	/		
Mabilis at Tamang Serbisyo (Speed and Accuracy of Service)	/		
Kalinisan ng tanggapan at palikuran (Cleanliness of workstation and restroom)	/		
Kabuugang karanasan ng inyong pagbisita (Overall Satisfaction of your Balanga Water District experience)	/		

Iba pang puna o mungkahi (Suggestion/Comment/s)