

PUBLIC INFORMATION BULLETIN

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This bulletin presents the public satisfaction rating of selected public service agencies in Naga City. The information offered here is part of the results of the 2015 1st Quarter Poverty and Governance Public Opinion Poll that was conducted by the Ateneo Student Researchers Pool (ASRP) from February 8 to March 8, 2015. It involved face-to-face interviews with a 400 randomly selected residents (aged 18 yrs old and above) of Naga City. The poll is performed semi-annually by the ASRP for the purpose of promoting good governance in Naga City.

Public Satisfaction Rating Metro Naga Water District (MNWD)

1. Sa nakaaging 6 na bulan, nakaduman po kamo sa MNWD tanging mag-avail nin anuman na klase nin serbisyo?

Responses	Percent
Iyo	49.3
Dai	50.7
Total	100.0

2. Base po sa kagabsan na naginibo kan MNWD sa nakaaging 6 NA BULAN bilang sarong serbisyo publiko kan Ciudad nin Naga, ano po kamo...?

Responses	Percent** (2014)	Percent (2015)
Talagang kontento/Kontento	65.3	63.3
Medyo kontento/Medyo dai kontento	26.6	31.1
Dai kontento/Talagang dai kontento	8.0	5.6
Net Satisfaction Rating*	57.3	57.7

*SWS Net satisfaction interpretation: 70 and above= EXCELLENT; 50 to 69 = VERY GOOD; 30 to 49 = GOOD; 10 to 29 = MODERATE; 9 to -9 = NEUTRAL; -10 to -29 = POOR; -30 to -49 = BAD; -50 and lower = VERY BAD.
**Percentages may not total to 100% due to rounding.

3. KUN TALAGANG KONTENTO/ KONTENTO, anong aspeto kan saindang serbisyo an talagang nasunuan mo?

Responses	Percent
mabilis/ madali/ organize ang pagproseso nin mga transaksyon	46.0
magalang/ madaling dulukon/ maasikaso/ napakikiulayan/ maboot ang mga empleyado	25.0
steady ang supply nin serbisyo/ tubig	15.3
nagtatao nin tabang/ financial assistance/ serbisyo	5.6
updated ang records/ postings	3.2
tapat sa trabaho/ honesto	2.4

For more details, visit our website at http://www.adnu.edu.ph/wp-content/uploads/sites/1/2015/04/Media-release-1ST-QTR-2015.FINAL_.pdf. For inquiries/comments/suggestions, please contact Michael A. Cuesta, Ph.D., Ateneo Social Science Research Center, G/F F.C. Dolan, S.J. Hall, Ateneo de Naga University, Naga City; Tel. No. (054) 472-3178 or (054) 472-2368 local 2550; E-mail address: micuesta75@yahoo.com