

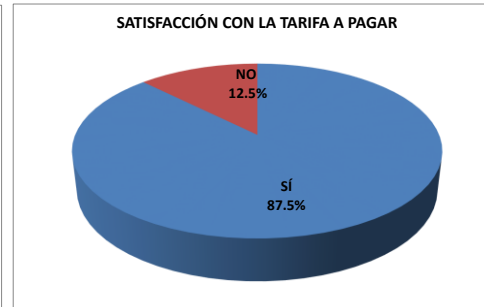
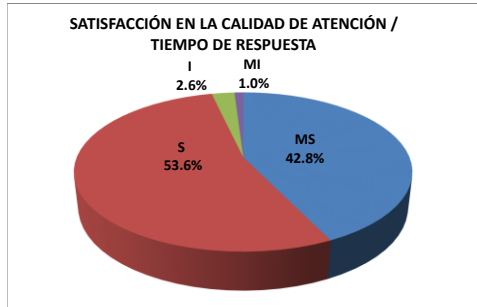


SERVICIOS DE AGUA Y DRENAJE DE MONTERREY, I.P.D.
DIRECCIÓN GENERAL
ENCUESTA DE SATISFACCIÓN DEL USUARIO

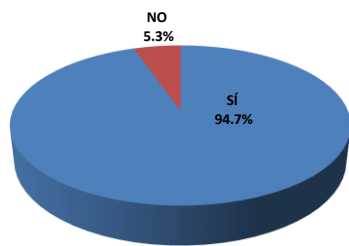
RESUMEN DE RESULTADOS CORRESPONDIENTE AL 4to TRIMESTRE DEL 2016

OFICINA COMERCIAL	No. DE ENCUESTADOS	TIPO DE USUARIO		1.- SATISFACCIÓN EN LOS SERVICIOS				2.- SATISFACCIÓN EN LA CALIDAD DE ATENCIÓN / TIEMPO DE RESPUESTA				3.- SUMINISTRO 24 H		4.- CONOCIMIENTO DE LA POTABILIDAD DEL AGUA		5.- CONSUMO DE AGUA POTABLE PARA BEBER		6.- SI LA UTILIZA PARA BEBER, ¿QUÉ OPINA DE SU SABOR?				7.- SATISFACCIÓN CON LA TARIFA A PAGAR		SATISFACCIÓN EN LOS SERVICIOS		SATISFACCIÓN EN LA CALIDAD DE ATENCIÓN / TIEMPO DE RESPUESTA		SATISFACCIÓN GLOBAL***	
		M	H	MS	S	I	MI	MS	S	I	MI	SÍ	NO	SÍ	NO	SÍ	NO	MA	AGR	DES	MD	SÍ	NO	S*	I**	S*	I**	S	I
CENTRO	160	53.8%	46.3%	40.0%	56.9%	2.5%	0.6%	37.5%	61.9%	0.6%	0.0%	96.9%	3.1%	92.5%	7.5%	80.6%	19.4%	20.6%	64.4%	13.8%	1.2%	84.4%	15.6%	96.9%	3.1%	99.4%	0.6%	93.6%	6.4%
SAN NICOLAS	240	47.5%	52.5%	40.4%	55.0%	2.9%	1.7%	43.8%	52.9%	1.3%	2.0%	97.9%	2.1%	95.4%	4.6%	72.5%	27.5%	22.9%	60.8%	15.4%	0.9%	85.8%	14.2%	95.4%	4.6%	96.7%	3.3%	92.6%	7.4%
SAN MIGUEL	290	40.3%	59.7%	34.8%	63.1%	0.3%	1.8%	41.4%	55.9%	2.1%	0.6%	97.6%	2.4%	97.6%	2.4%	77.6%	22.4%	21.4%	60.3%	16.6%	1.7%	92.8%	7.2%	97.9%	2.1%	97.3%	2.7%	96.0%	4.0%
GUADALUPE	340	51.5%	48.5%	21.5%	76.8%	1.8%	-0.1%	21.8%	76.8%	1.5%	-0.1%	99.7%	0.3%	98.2%	1.8%	96.2%	3.8%	2.6%	92.6%	4.7%	0.1%	97.6%	2.4%	98.3%	1.7%	98.6%	1.4%	98.2%	1.8%
CONTRY	130	56.9%	43.1%	76.9%	23.1%	0.0%	0.0%	75.4%	23.8%	0.8%	0.0%	96.9%	3.1%	93.1%	6.9%	80.8%	19.2%	60.8%	33.8%	5.4%	0.0%	91.5%	8.5%	100.0%	0.0%	99.2%	0.8%	96.9%	3.1%
FAMA	185	42.7%	57.3%	54.6%	45.4%	0.0%	0.0%	58.4%	41.1%	0.5%	0.0%	97.3%	2.7%	95.7%	4.3%	84.3%	15.7%	35.7%	59.5%	4.9%	-0.1%	85.4%	14.6%	100.0%	0.0%	99.5%	0.5%	95.0%	5.0%
LINCOLN	265	50.2%	49.8%	14.3%	73.6%	10.6%	1.5%	16.2%	73.2%	9.1%	1.5%	97.4%	2.6%	97.4%	2.6%	74.7%	25.3%	5.3%	76.6%	18.1%	0.0%	78.9%	21.1%	87.9%	12.1%	89.4%	10.6%	85.4%	14.6%
APODACA	230	45.7%	54.3%	50.9%	46.1%	1.3%	1.7%	60.4%	37.8%	0.9%	0.9%	98.7%	1.3%	95.7%	4.3%	59.6%	40.4%	12.2%	79.1%	8.3%	0.4%	84.3%	15.7%	97.0%	3.0%	98.2%	1.8%	93.2%	6.8%
OBISPADO	200	40.0%	60.0%	29.0%	60.0%	5.5%	5.5%	30.5%	59.0%	6.5%	4.0%	82.5%	17.5%	86.5%	13.5%	73.0%	27.0%	11.0%	77.5%	11.0%	0.5%	86.5%	13.5%	89.0%	11.0%	89.5%	10.5%	88.3%	11.7%
TOTAL	2,040	47.6%	52.4%	40.3%	55.6%	2.8%	1.3%	42.8%	53.6%	2.6%	1.0%	96.1%	3.9%	94.7%	5.3%	77.7%	22.3%	21.4%	67.2%	10.9%	0.5%	87.5%	12.5%	95.8%	4.2%	96.4%	3.6%	93.2%	6.8%

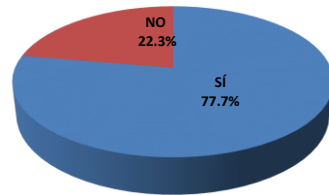
NOTA: H = HOMBRES M = MUJERES MS = MUY SATISFECHO S = SATISFECHO I = INSATISFECHO MI = MUY INSATISFECHO
* SUMA DE MS + S ** SUMA DE I + MI



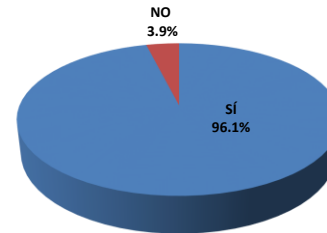
CONOCIMIENTO DE LA POTABILIDAD DEL AGUA



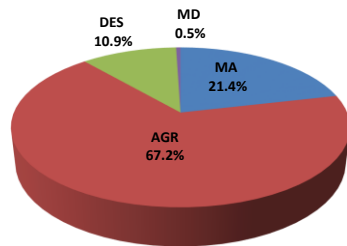
CONSUMO DE AGUA POTABLE PARA BEBER



SUMINISTRO 24 H



SABOR DEL AGUA



SATISFACCIÓN GLOBAL

