



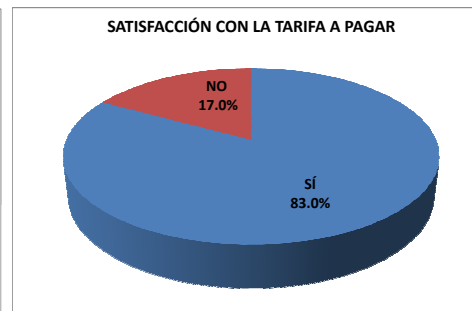
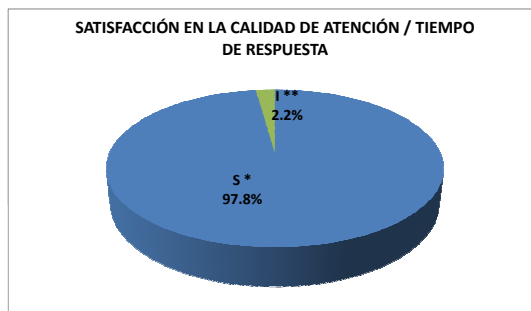
SERVICIOS DE AGUA Y DRENAJE DE MONTERREY, I.P.D.

DIRECCIÓN GENERAL
ENCUESTA DE SATISFACCIÓN DEL USUARIO

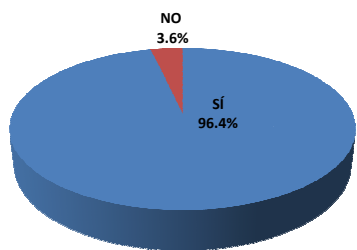
RESUMEN DE RESULTADOS CORRESPONDIENTE AL 4to. TRIMESTRE DEL 2013

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	105	48.6%	51.4%	51.4%	47.6%	1.0%	0.0%	56.2%	43.8%	0.0%	0.0%	97.1%	2.9%	98.1%	1.9%	83.8%	16.2%	29.5%	63.8%	5.7%	1.0%	88.6%	11.4%	99.0%	1.0%	100.0%	0.0%	95.9%	4.1%
SAN NICOLAS	220	50.5%	49.5%	37.3%	59.1%	1.8%	1.8%	45.0%	51.8%	2.7%	0.5%	97.3%	2.7%	97.3%	2.7%	72.7%	27.3%	25.5%	65.5%	7.7%	1.3%	85.9%	14.1%	96.4%	3.6%	96.8%	3.2%	93.0%	7.0%
SAN MIGUEL	250	48.8%	51.2%	33.2%	62.8%	2.8%	1.2%	40.4%	56.0%	2.4%	1.2%	96.8%	3.2%	93.6%	6.4%	61.6%	38.4%	10.4%	70.8%	16.4%	2.4%	84.8%	15.2%	96.0%	4.0%	96.4%	3.6%	92.4%	7.6%
GUADALUPE	295	51.9%	48.1%	6.8%	91.5%	1.7%	0.0%	8.1%	90.2%	1.7%	0.0%	89.8%	10.2%	92.5%	7.5%	72.5%	27.5%	6.1%	78.0%	15.6%	0.3%	83.4%	16.6%	98.3%	1.7%	98.3%	1.7%	93.3%	6.7%
CONTRY	110	56.4%	43.6%	35.5%	63.6%	0.9%	0.0%	35.5%	64.5%	0.0%	0.0%	98.2%	1.8%	97.3%	2.7%	60.9%	39.1%	10.9%	74.5%	13.6%	1.0%	80.9%	19.1%	99.1%	0.9%	100.0%	0.0%	93.3%	6.7%
FAMA	190	38.9%	61.1%	67.4%	31.6%	1.0%	0.0%	68.9%	31.1%	0.0%	0.0%	100.0%	0.0%	97.4%	2.6%	81.6%	18.4%	65.8%	17.4%	16.8%	0.0%	80.5%	19.5%	99.0%	1.0%	100.0%	0.0%	93.2%	6.8%
LINCOLN	250	67.2%	32.8%	25.2%	69.2%	5.2%	0.4%	24.4%	72.4%	3.2%	0.0%	98.0%	2.0%	99.6%	0.4%	88.8%	11.2%	32.8%	61.6%	5.6%	0.0%	80.0%	20.0%	94.4%	5.6%	96.8%	3.2%	90.4%	9.6%
APODACA	190	53.2%	46.8%	46.8%	48.4%	3.2%	1.6%	50.0%	46.3%	2.1%	1.6%	96.8%	3.2%	94.7%	5.3%	55.8%	44.2%	15.3%	49.5%	31.1%	4.1%	77.9%	22.1%	95.2%	4.8%	96.3%	3.7%	89.8%	10.2%
OBISPADO	190	34.2%	65.8%	53.7%	43.2%	0.5%	2.6%	55.8%	40.0%	1.1%	3.1%	95.8%	4.2%	97.4%	2.6%	70.5%	29.5%	24.7%	54.7%	20.0%	0.6%	84.7%	15.3%	96.9%	3.1%	95.8%	4.2%	92.5%	7.5%
TOTAL	1,800	50.0%	50.0%	39.7%	57.4%	2.0%	0.9%	42.7%	55.1%	1.5%	0.7%	96.7%	3.3%	96.4%	3.6%	72.0%	28.0%	24.6%	59.5%	14.7%	1.2%	83.0%	17.0%	97.1%	2.9%	97.8%	2.2%	92.6%	7.4%

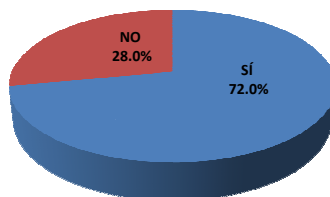
NOTA: H = HOMBRES M = MUJERES MS = MUY SATISFECHO S = SATISFECHO I = INSATISFECHO MI = MUY INSATISFECHO
* SUMA DE MS + S ** SUMA DE I + MI



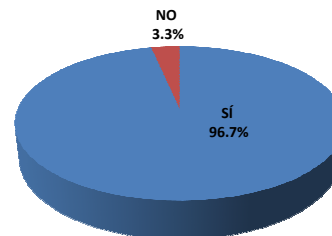
CONOCIMIENTO DE LA POTABILIDAD DEL AGUA



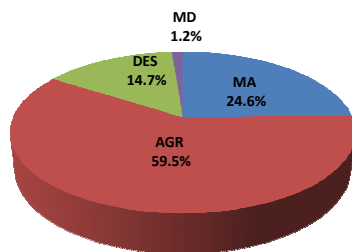
CONSUMO DE AGUA POTABLE PARA BEBER



SUMINISTRO 24 H



SABOR DEL AGUA



SATISFACCIÓN GLOBAL

