



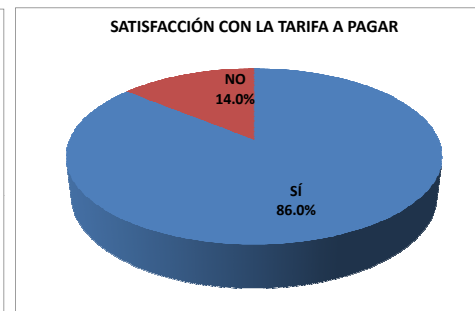
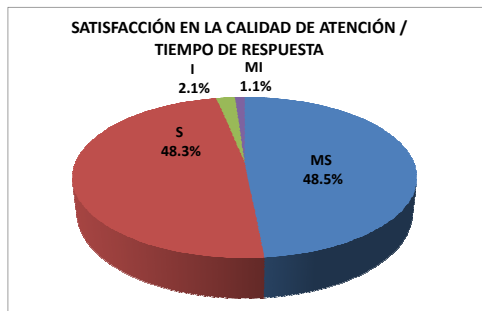
SERVICIOS DE AGUA Y DRENAJE DE MONTERREY, I.P.D.

DIRECCIÓN GENERAL
ENCUESTA DE SATISFACCIÓN DEL USUARIO

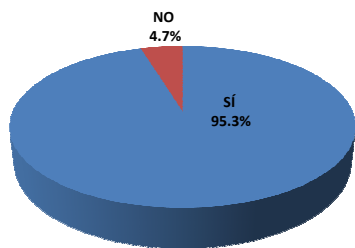
RESUMEN DE RESULTADOS CORRESPONDIENTE AL 3er. TRIMESTRE DEL 2014

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	47.5%	52.5%	68.8%	31.2%	0.0%	0.0%	62.5%	36.9%	0.6%	0.0%	96.9%	3.1%	94.4%	5.6%	74.4%	25.6%	28.8%	65.0%	5.0%	1.2%	84.4%	15.6%	100.0%	0.0%	99.4%	0.6%	94.6%	5.4%
SAN NICOLAS	230	47.8%	52.2%	55.7%	39.1%	1.7%	3.5%	56.1%	39.6%	1.3%	3.0%	99.1%	0.9%	97.4%	2.6%	80.4%	19.6%	33.5%	60.4%	4.8%	1.3%	90.4%	9.6%	94.8%	5.2%	95.7%	4.3%	93.6%	6.4%
SAN MIGUEL	270	41.1%	58.9%	43.3%	48.5%	6.7%	1.5%	44.1%	50.0%	4.4%	1.5%	94.1%	5.9%	98.1%	1.9%	76.7%	23.3%	13.3%	74.4%	11.1%	1.2%	88.9%	11.1%	91.8%	8.2%	94.1%	5.9%	91.6%	8.4%
GUADALUPE	320	55.3%	44.7%	15.9%	80.9%	3.1%	0.1%	19.1%	77.8%	3.1%	0.0%	97.8%	2.2%	93.4%	6.6%	80.6%	19.4%	13.8%	70.3%	15.6%	0.3%	94.4%	5.6%	96.8%	3.2%	96.9%	3.1%	96.0%	4.0%
CONTRY	125	66.4%	33.6%	46.4%	53.6%	0.0%	0.0%	47.2%	52.8%	0.0%	0.0%	99.2%	0.8%	92.0%	8.0%	64.0%	36.0%	20.0%	54.4%	25.6%	0.0%	84.0%	16.0%	100.0%	0.0%	100.0%	0.0%	94.7%	5.3%
FAMA	175	41.1%	58.9%	69.7%	30.3%	0.0%	0.0%	69.1%	30.9%	0.0%	0.0%	98.9%	1.1%	98.3%	1.7%	86.3%	13.7%	70.3%	16.0%	13.7%	0.0%	69.7%	30.3%	100.0%	0.0%	100.0%	0.0%	89.9%	10.1%
LINCOLN	250	57.6%	42.4%	35.2%	59.2%	5.2%	0.4%	28.4%	66.8%	4.4%	0.4%	94.0%	6.0%	96.4%	3.6%	78.0%	22.0%	34.0%	57.2%	8.8%	0.0%	91.6%	8.4%	94.4%	5.6%	95.2%	4.8%	93.7%	6.3%
APODACA	220	50.0%	50.0%	48.6%	45.9%	3.2%	2.3%	47.3%	47.7%	2.3%	2.7%	97.3%	2.7%	93.2%	6.8%	62.7%	37.3%	9.5%	67.3%	21.4%	1.8%	82.3%	17.7%	94.5%	5.5%	95.0%	5.0%	90.6%	9.4%
OBISPADO	200	34.0%	66.0%	58.0%	37.0%	3.0%	2.0%	63.0%	32.0%	2.5%	2.5%	97.5%	2.5%	94.5%	5.5%	72.0%	28.0%	24.5%	57.0%	15.5%	3.0%	88.0%	12.0%	95.0%	5.0%	95.0%	5.0%	92.7%	7.3%
TOTAL	1,950	49.0%	51.0%	49.1%	47.3%	2.5%	1.1%	48.5%	48.3%	2.1%	1.1%	97.2%	2.8%	95.3%	4.7%	75.0%	25.0%	27.5%	58.0%	13.5%	1.0%	86.0%	14.0%	96.4%	3.6%	96.8%	3.19%	93.0%	7.0%

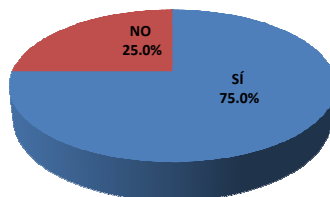
NOTA: H = HOMBRES M = MUJERES MS = MUY SATISFECHO S = SATISFECHO I = INSATISFECHO MI = MUY INSATISFECHO
* SUMA DE MS + S ** SUMA DE I + MI



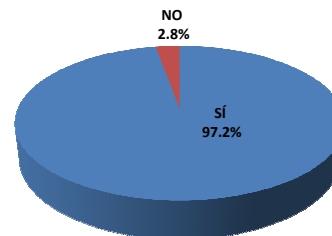
CONOCIMIENTO DE LA POTABILIDAD DEL AGUA



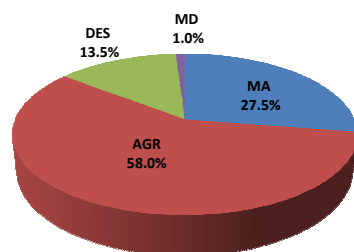
CONSUMO DE AGUA POTABLE PARA BEBER



SUMINISTRO 24 H



SABOR DEL AGUA



SATISFACCIÓN GLOBAL

