



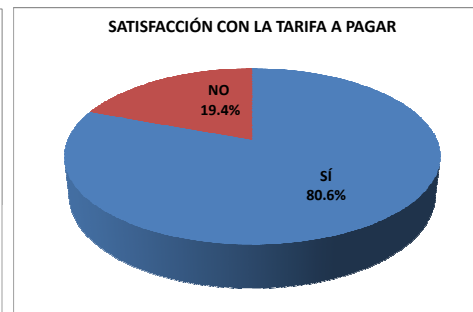
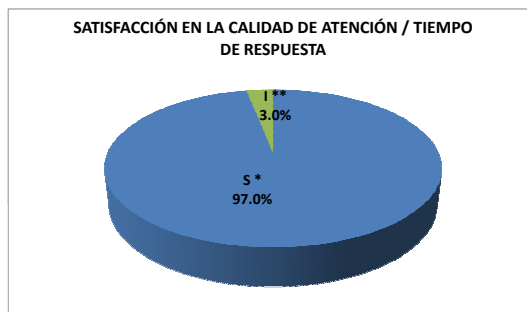
SERVICIOS DE AGUA Y DRENAJE DE MONTERREY, I.P.D.

DIRECCIÓN GENERAL
ENCUESTA DE SATISFACCIÓN DEL USUARIO

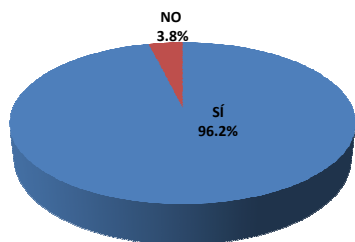
RESUMEN DE RESULTADOS CORRESPONDIENTE AL 4TO. TRIMESTRE DEL 2012

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	45.7%	54.3%	38.1%	58.1%	2.9%	0.9%	40.0%	57.1%	1.0%	1.9%	97.1%	2.9%	95.2%	4.8%	88.6%	11.4%	23.8%	72.4%	3.8%	0.0%	88.6%	11.4%	96.2%	3.8%	97.1%	2.9%	94.0%	6.0%
SAN NICOLAS	220	56.4%	43.6%	47.7%	48.2%	3.2%	0.9%	45.0%	50.9%	2.3%	1.8%	97.7%	2.3%	97.3%	2.7%	78.6%	21.4%	24.1%	68.6%	7.3%	0.0%	76.8%	23.2%	95.9%	4.1%	95.9%	4.1%	89.5%	10.5%
SAN MIGUEL	250	45.6%	54.4%	36.8%	54.0%	4.0%	5.2%	47.2%	45.2%	4.8%	2.8%	95.6%	4.4%	94.4%	5.6%	65.6%	34.4%	11.2%	60.4%	24.8%	3.6%	75.6%	24.4%	90.8%	9.2%	92.4%	7.6%	86.3%	13.7%
GUADALUPE	295	53.6%	46.4%	14.6%	81.7%	3.4%	0.3%	17.3%	82.0%	0.7%	0.0%	94.2%	5.8%	97.3%	2.7%	69.8%	30.2%	9.5%	69.2%	21.0%	0.3%	64.7%	35.3%	96.3%	3.7%	99.3%	0.7%	86.8%	13.2%
CONTRY	110	67.3%	32.7%	39.1%	60.9%	0.0%	0.0%	34.5%	65.5%	0.0%	0.0%	98.2%	1.8%	95.5%	4.5%	65.5%	34.5%	10.9%	83.6%	5.5%	0.0%	83.6%	16.4%	100.0%	0.0%	100.0%	0.0%	94.5%	5.5%
FAMA	190	46.8%	53.2%	41.1%	57.4%	1.6%	-0.1%	38.4%	60.0%	1.6%	0.0%	100.0%	0.0%	98.9%	1.1%	71.1%	28.9%	43.2%	35.3%	21.1%	0.4%	92.1%	7.9%	98.5%	1.5%	98.4%	1.6%	96.3%	3.7%
LINCOLN	250	42.4%	57.6%	18.8%	76.8%	3.6%	0.8%	20.0%	76.4%	3.6%	0.0%	97.6%	2.4%	95.6%	4.4%	77.6%	22.4%	10.4%	70.0%	19.6%	0.0%	79.6%	20.4%	95.6%	4.4%	96.4%	3.6%	90.5%	9.5%
APODACA	190	52.1%	47.9%	46.8%	49.5%	1.1%	2.6%	45.8%	49.5%	3.2%	1.5%	98.4%	1.6%	95.3%	4.7%	61.1%	38.9%	11.6%	74.7%	11.6%	2.1%	80.5%	19.5%	96.3%	3.7%	95.3%	4.7%	90.7%	9.3%
OBISPADO	190	45.8%	54.2%	57.4%	39.5%	2.1%	1.0%	57.9%	40.0%	1.6%	0.5%	95.3%	4.7%	96.3%	3.7%	73.7%	26.3%	31.6%	50.0%	11.6%	6.8%	84.2%	15.8%	96.9%	3.1%	97.9%	2.1%	93.0%	7.0%
TOTAL	1,800	50.6%	49.4%	37.8%	58.5%	2.4%	1.3%	38.5%	58.5%	2.1%	0.9%	97.1%	2.9%	96.2%	3.8%	72.4%	27.6%	19.6%	64.9%	14.0%	1.5%	80.6%	19.4%	96.3%	3.7%	97.0%	3.0%	91.3%	8.7%

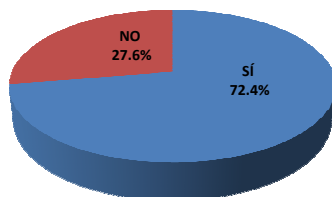
NOTA: H = HOMBRES M = MUJERES MS = MUY SATISFECHO S = SATISFECHO I = INSATISFECHO MI = MUY INSATISFECHO
* SUMA DE MS + S ** SUMA DE I + MI



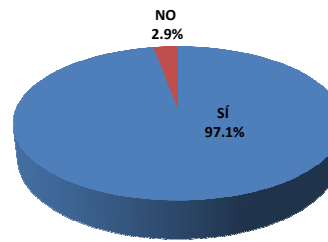
CONOCIMIENTO DE LA POTABILIDAD DEL AGUA



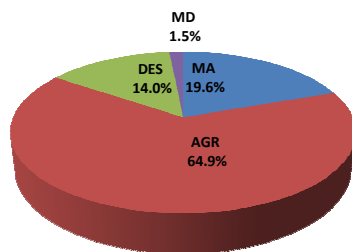
CONSUMO DE AGUA POTABLE PARA BEBER



SUMINISTRO 24 H



SABOR DEL AGUA



SATISFACCIÓN GLOBAL

