



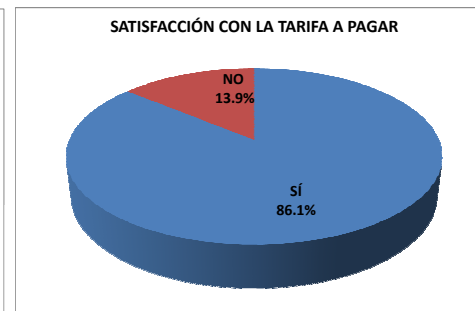
SERVICIOS DE AGUA Y DRENAJE DE MONTERREY, I.P.D.

DIRECCIÓN GENERAL
ENCUESTA DE SATISFACCIÓN DEL USUARIO

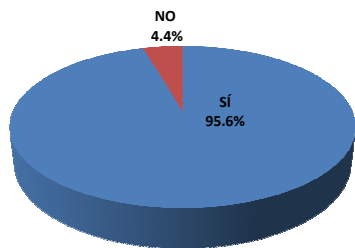
RESUMEN DE RESULTADOS CORRESPONDIENTE AL 2do. TRIMESTRE DEL 2013

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	52.4%	47.6%	46.7%	50.5%	1.9%	0.9%	50.5%	49.5%	0.0%	0.0%	97.1%	2.9%	96.2%	3.8%	82.9%	17.1%	34.3%	59.0%	6.7%	0.0%	86.7%	13.3%	97.2%	2.8%	100.0%	0.0%	94.6%	5.4%
SAN NICOLAS	220	53.6%	46.4%	48.2%	47.7%	2.7%	1.4%	52.3%	44.5%	1.8%	1.4%	97.7%	2.3%	98.2%	1.8%	72.3%	27.7%	26.4%	65.0%	8.2%	0.4%	83.2%	16.8%	95.9%	4.1%	96.8%	3.2%	92.0%	8.0%
SAN MIGUEL	250	48.4%	51.6%	42.4%	51.2%	5.2%	1.2%	45.6%	50.4%	2.8%	1.2%	93.6%	6.4%	95.2%	4.8%	61.2%	38.8%	10.4%	70.4%	17.6%	1.6%	83.2%	16.8%	93.6%	6.4%	96.0%	4.0%	90.9%	9.1%
GUADALUPE	295	54.2%	45.8%	9.8%	89.2%	1.0%	0.0%	11.2%	88.1%	0.7%	0.0%	97.6%	2.4%	98.3%	1.7%	87.1%	12.9%	7.8%	80.7%	11.5%	0.0%	89.2%	10.8%	99.0%	1.0%	99.3%	0.7%	95.8%	4.2%
CONTRY	110	69.1%	30.9%	37.3%	62.7%	0.0%	0.0%	35.5%	63.6%	0.9%	0.0%	98.2%	1.8%	94.5%	5.5%	63.6%	36.4%	36.4%	54.5%	9.1%	0.0%	90.0%	10.0%	100.0%	0.0%	99.1%	0.9%	96.4%	3.6%
FAMA	190	41.6%	58.4%	55.3%	44.7%	0.0%	0.0%	57.4%	42.6%	0.0%	0.0%	98.4%	1.6%	99.5%	0.5%	82.1%	17.9%	49.5%	32.6%	17.9%	0.0%	88.9%	11.1%	100.0%	0.0%	100.0%	0.0%	96.3%	3.7%
LINCOLN	250	34.4%	65.6%	12.8%	85.6%	1.6%	0.0%	13.2%	85.2%	1.6%	0.0%	99.6%	0.4%	90.8%	9.2%	86.0%	14.0%	18.8%	69.2%	10.4%	1.6%	77.2%	22.8%	98.4%	1.6%	98.4%	1.6%	91.3%	8.7%
APODACA	190	47.4%	52.6%	42.6%	51.1%	2.1%	4.2%	42.6%	51.1%	2.6%	3.7%	98.4%	1.6%	93.7%	6.3%	56.8%	43.2%	16.3%	60.5%	22.1%	1.1%	87.4%	12.6%	93.7%	6.3%	93.7%	6.3%	91.6%	8.4%
OBISPADO	190	37.9%	62.1%	63.2%	33.2%	1.6%	2.0%	67.9%	30.0%	0.5%	1.6%	96.3%	3.7%	93.7%	6.3%	68.9%	31.1%	30.5%	44.7%	18.4%	6.4%	88.9%	11.1%	96.4%	3.6%	97.9%	2.1%	94.4%	5.6%
TOTAL	1,800	48.8%	51.2%	39.8%	57.3%	1.8%	1.1%	41.8%	56.1%	1.2%	0.9%	97.4%	2.6%	95.6%	4.4%	73.4%	26.6%	25.6%	59.6%	13.5%	1.3%	86.1%	13.9%	97.1%	2.9%	97.9%	2.1%	93.7%	6.3%

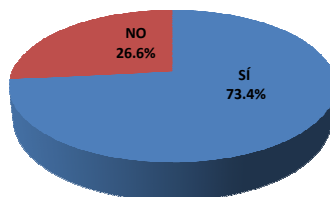
NOTA: H = HOMBRES M = MUJERES MS = MUY SATISFECHO S = SATISFECHO I = INSATISFECHO MI = MUY INSATISFECHO
* SUMA DE MS + S ** SUMA DE I + MI



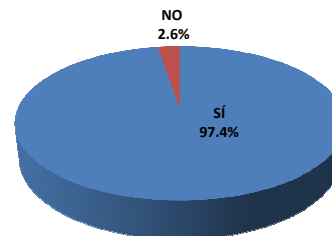
CONOCIMIENTO DE LA POTABILIDAD DEL AGUA



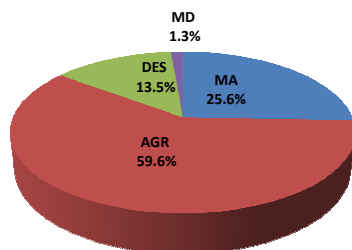
CONSUMO DE AGUA POTABLE PARA BEBER



SUMINISTRO 24 H



SABOR DEL AGUA



SATISFACCIÓN GLOBAL

