



SIBU WATER **BOARD**

CUSTOMER **SURVEY** **REPORT**

2013



Background



1. Objective

To get the feedback from the customer in order to continuously improve the quality service.

2. Method of Survey

Based on Sample Survey for 16.19% of Total Active Customer whereby 10,000 forms were distributed from door to door by meter readers.

3. Duration

The survey was carried out for 2 months ie from 1 November 2013 until 31 December 2013.

Background



4. The venue for collection of Survey Forms were at follows;

- a. Sibu Water Board
- b. Sesco
- c. Pejabat Pos Besar
- d. Pejabat Pos Mini Farley
- e. Pejabat Pos Mini Sibu Jaya



Background



5. Statistic

Survey Form distributed	-	10,000 copies
Total returned	-	454 copies
Completed	-	434 copies
Not completed	-	20 copies
Blank	-	0 copies

Percentage of Survey

Based on 10,000 distributed	-	4.54%
Based on total active customer	-	0.74%

(61,762 as at 31 December 2013)

A. Billing and Delivery



1. Rating on the Water Tariff Rate.
2. Frequency of Experiencing Billing and Delivery Problems.
3. Awareness on Next Water Bill Delivery Date.
4. Rating on the Attitude of the Meter Readers.
5. Knowledge of Others Payment Facilities as follows;
 - a. Autopay (Credit Card)
 - b. www.paybillsmalaysia.com.my
 - c. SBBS Counters.

B. Production and Distribution



6. Frequency Experiencing Water Supply Problem as follows;
 - a. Coloured Water
 - b. Smelly Water
 - c. Low Water Pressure
7. Average Numbers of Water Supply Interruption in a Year.



C. Customer Service



8. Rating on Customer Service Provided at SWB's Counters as follows;
 - a. Cashier
 - b. Customer Service Counter
9. Performance of the Telephone Receptionist as follows;
 - a. General Line
 - b. Hotline
10. The Attitude of SWB's Staff.
11. Rating on the Respond Time and Feedback System for any complaints made to SWB.

D. General



12. Awareness on the customer's responsible for the damages or loss of the water meter.
13. Observation of sufficient warning and safety signages being displayed when SWB carries out excavation work at site.
14. Rating on the licensed pipe fitter or plumber's services.
15. Advance information of any scheduled interruption of water supply.

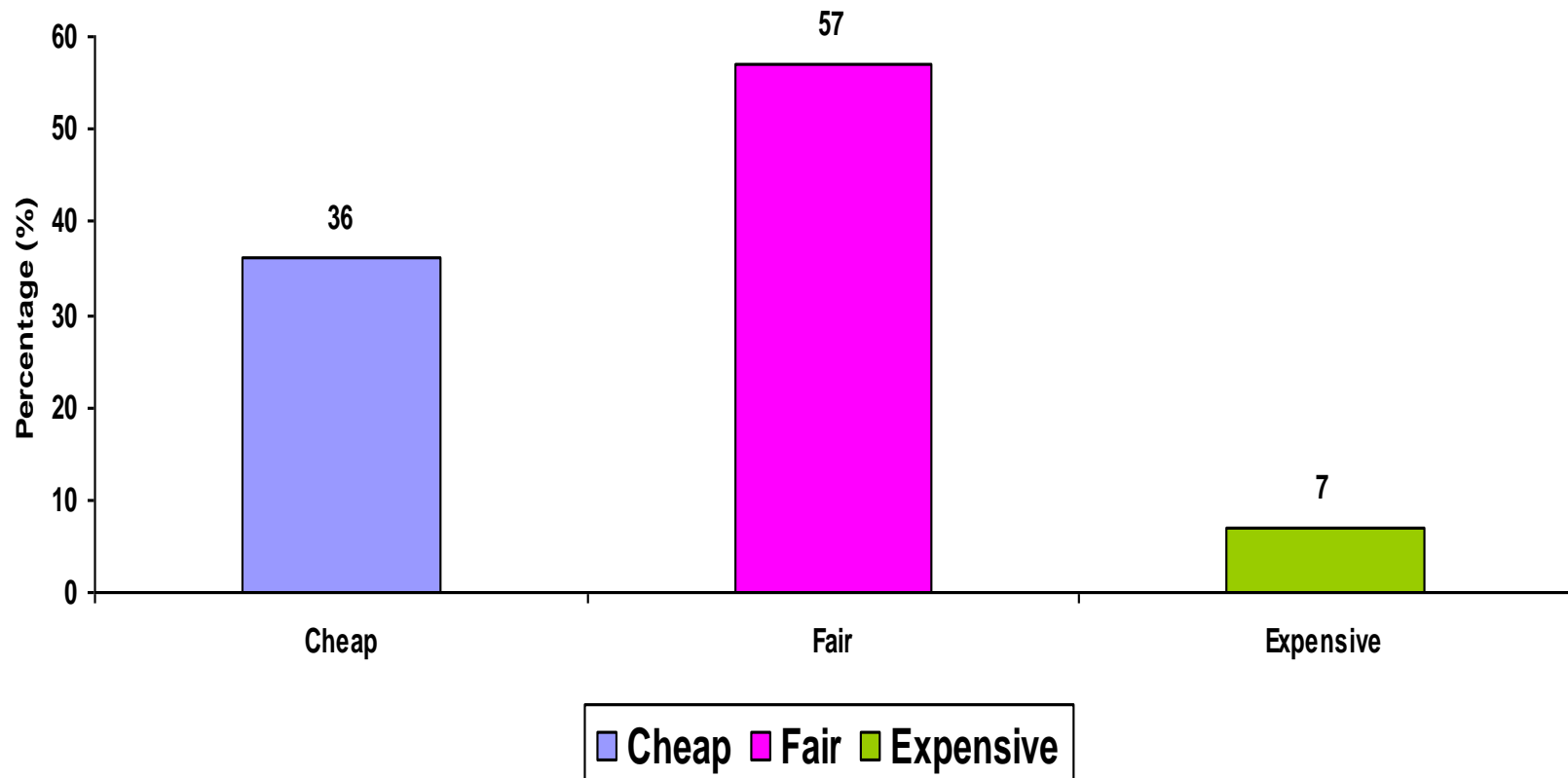
D. General

16. Awareness of the following services provided by SWB;
 - a. Website (www.swb.gov.my)
 - b. Hotline (084-216311)
 - c. SMS (36828)
 - d. Hotline (Mobile) (013-818 6311)
17. Views of the following facilities available at SWB;
 - a. Parking Lots
 - b. Public Toilets
 - c. Canteen
 - d. Landscaping

Result-Billing & Delivery



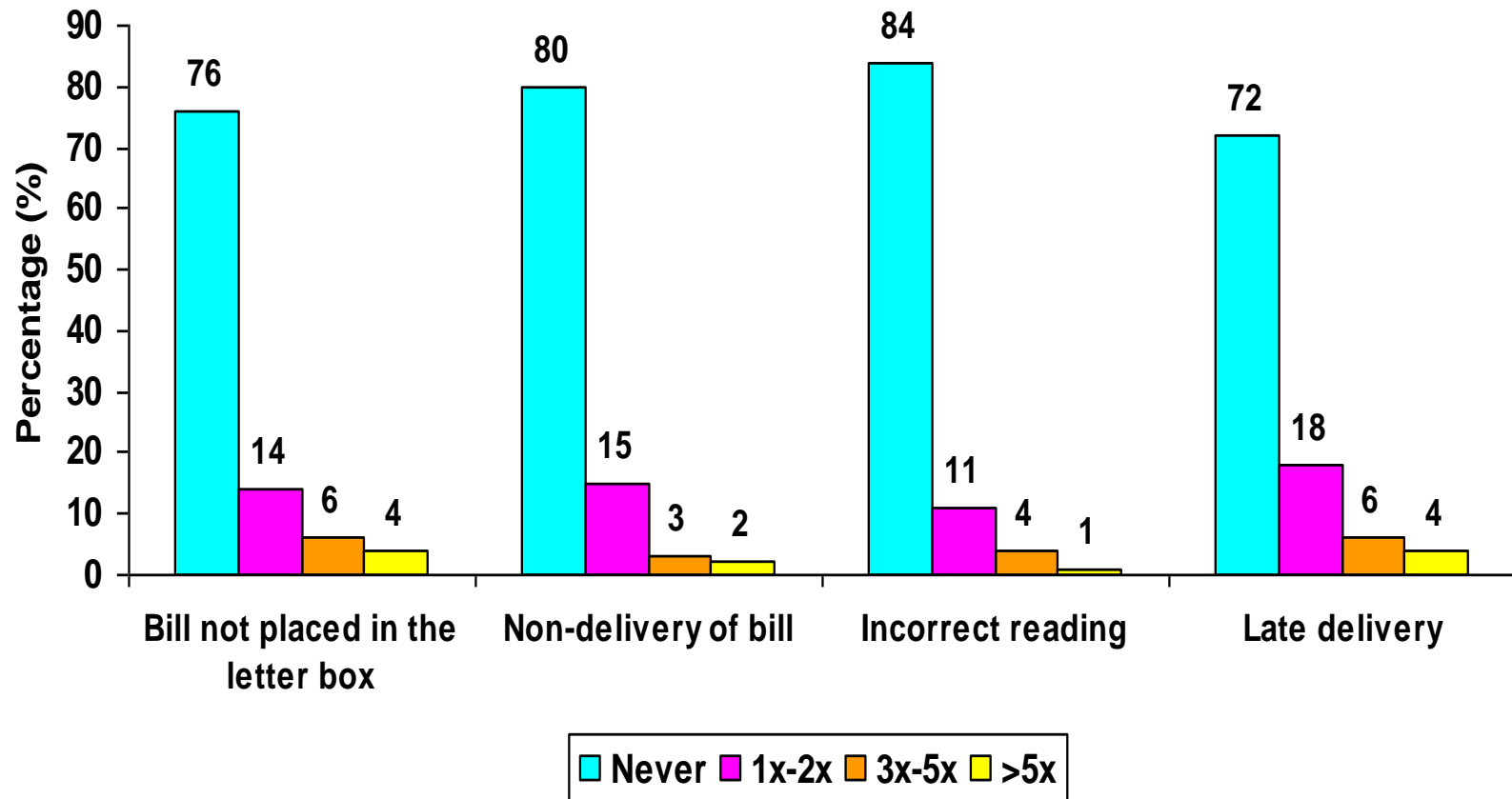
1. Water bills are cheaper than that of telephone and electricity, what is your personal opinion on the water tariff rate?



Result-Billing & Delivery



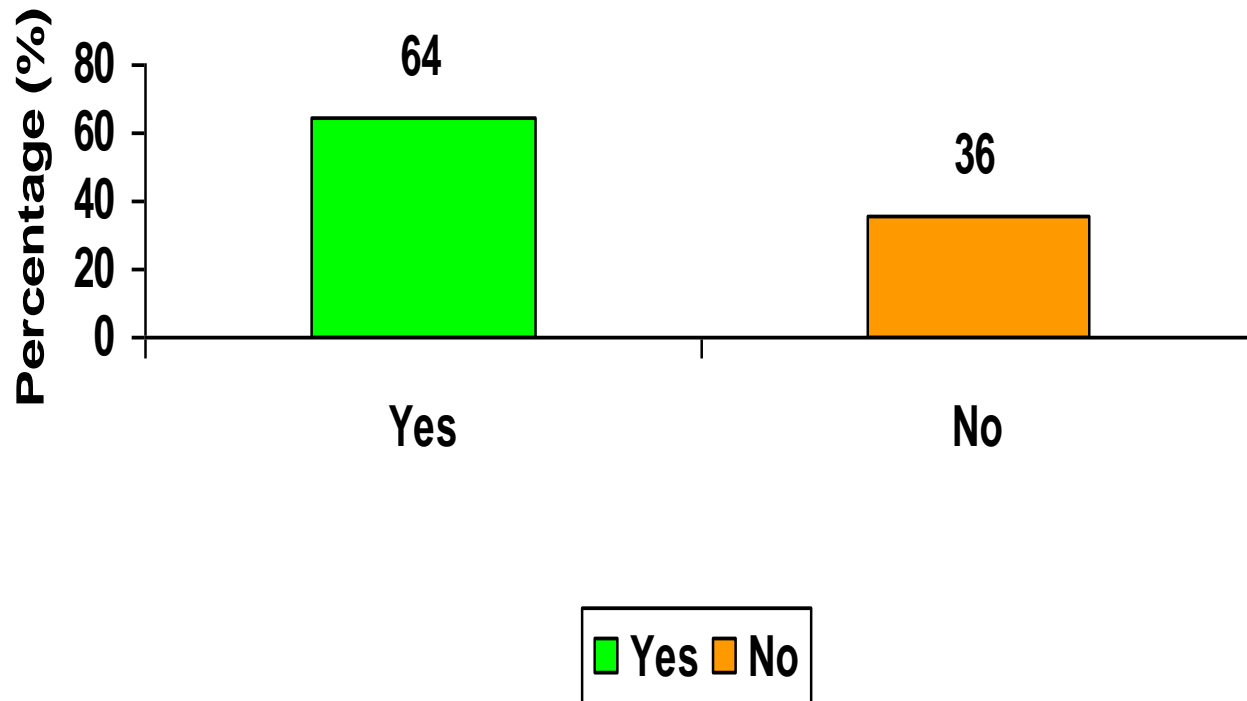
2. Have you experienced the following billing and delivery problems?



Result-Billing & Delivery



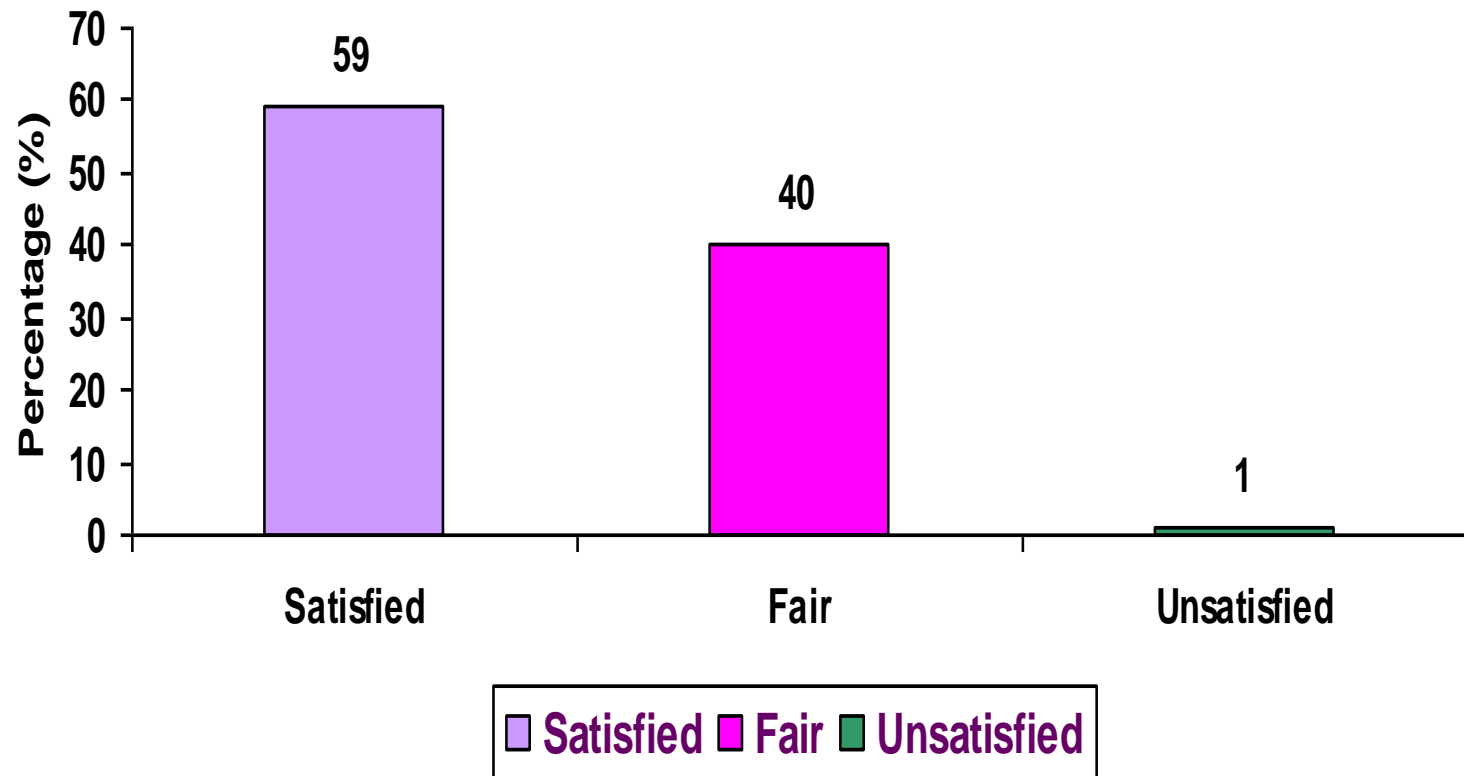
3. Can you anticipate the next water bill delivery date?



Result-Billing & Delivery



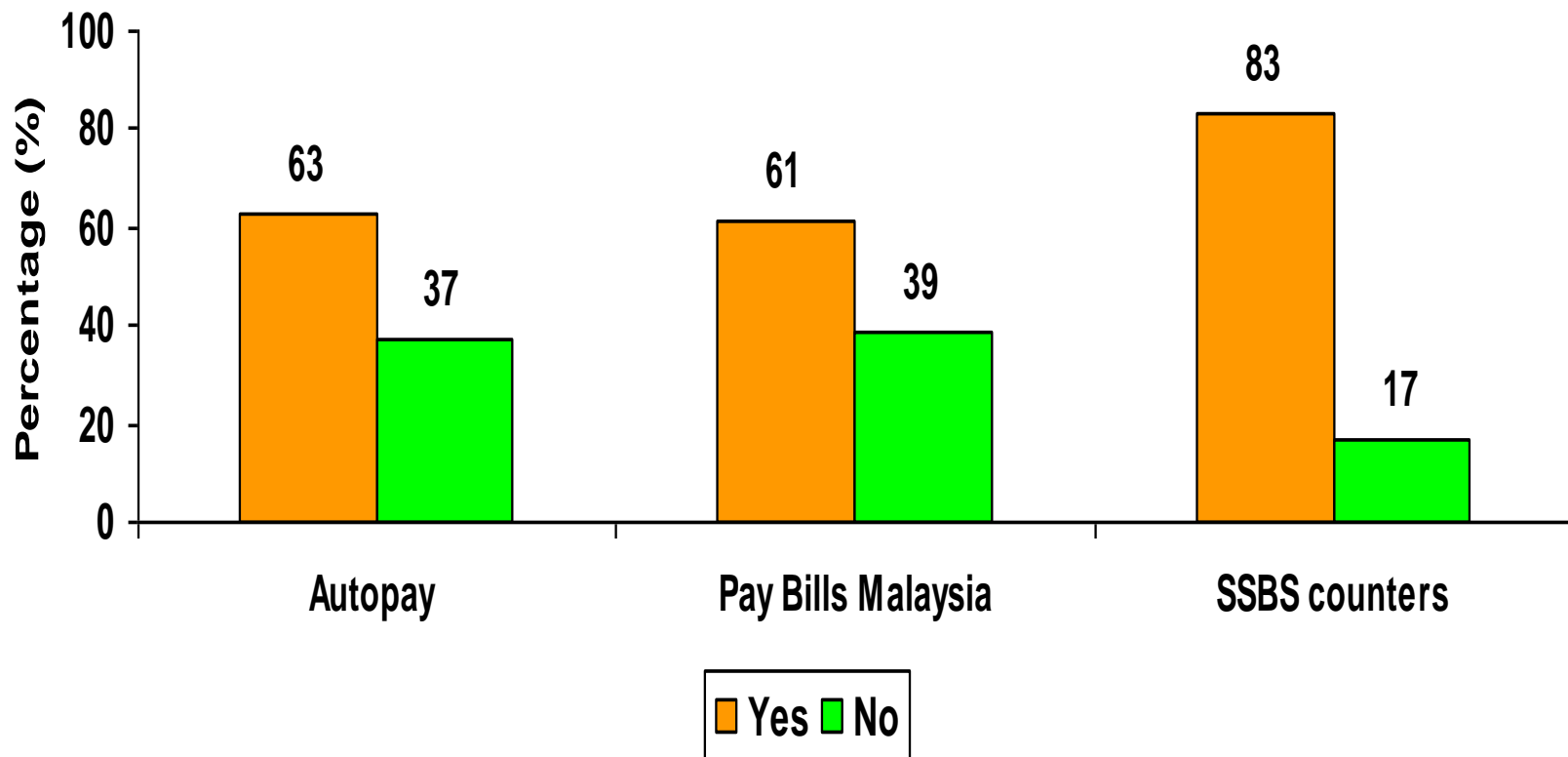
4. How do you find the attitude of our Meter Reader?



Result-Billing & Delivery



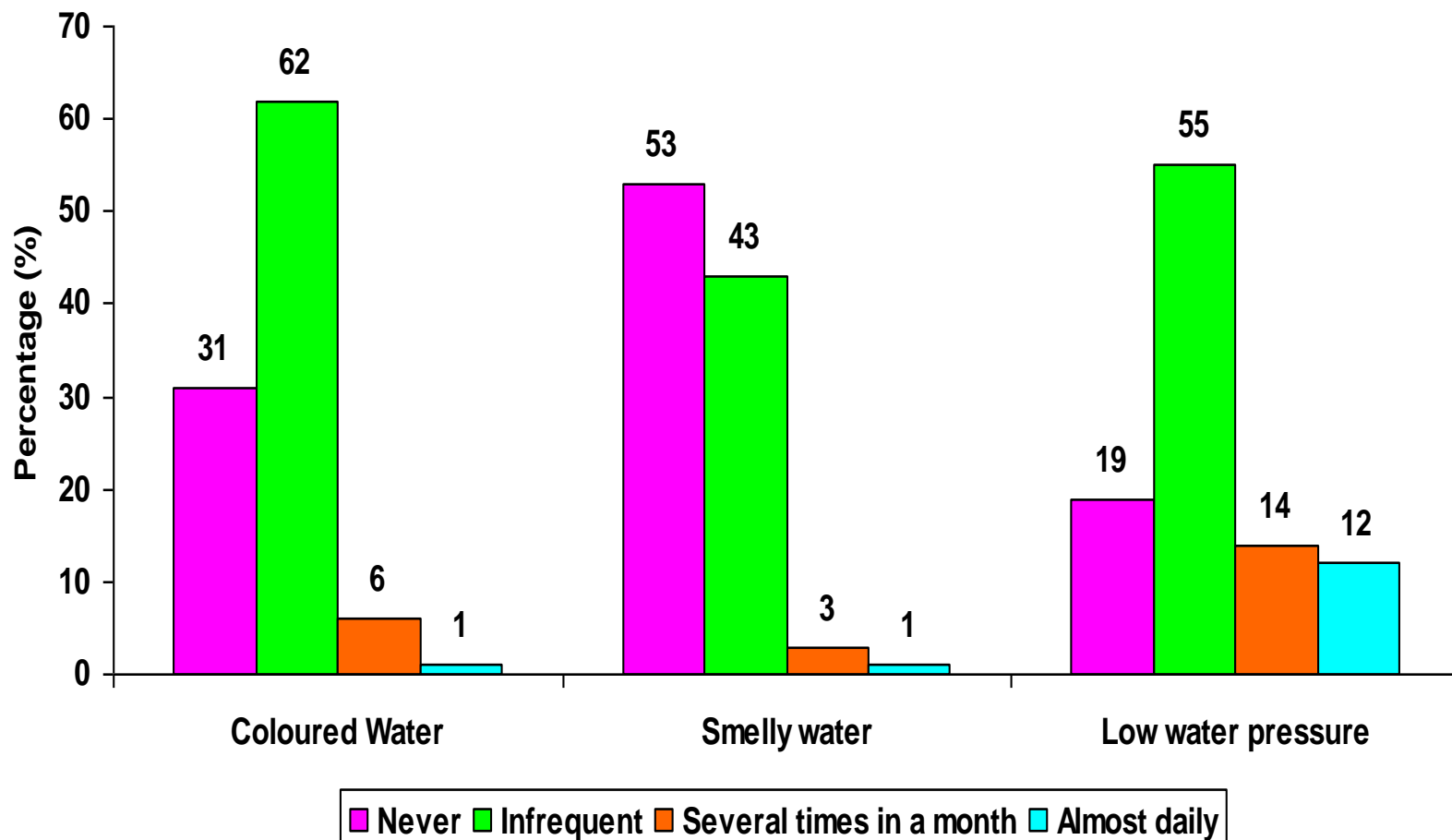
5. Do you know that we are providing facilities for payment such as:



Result-Production & Distribution



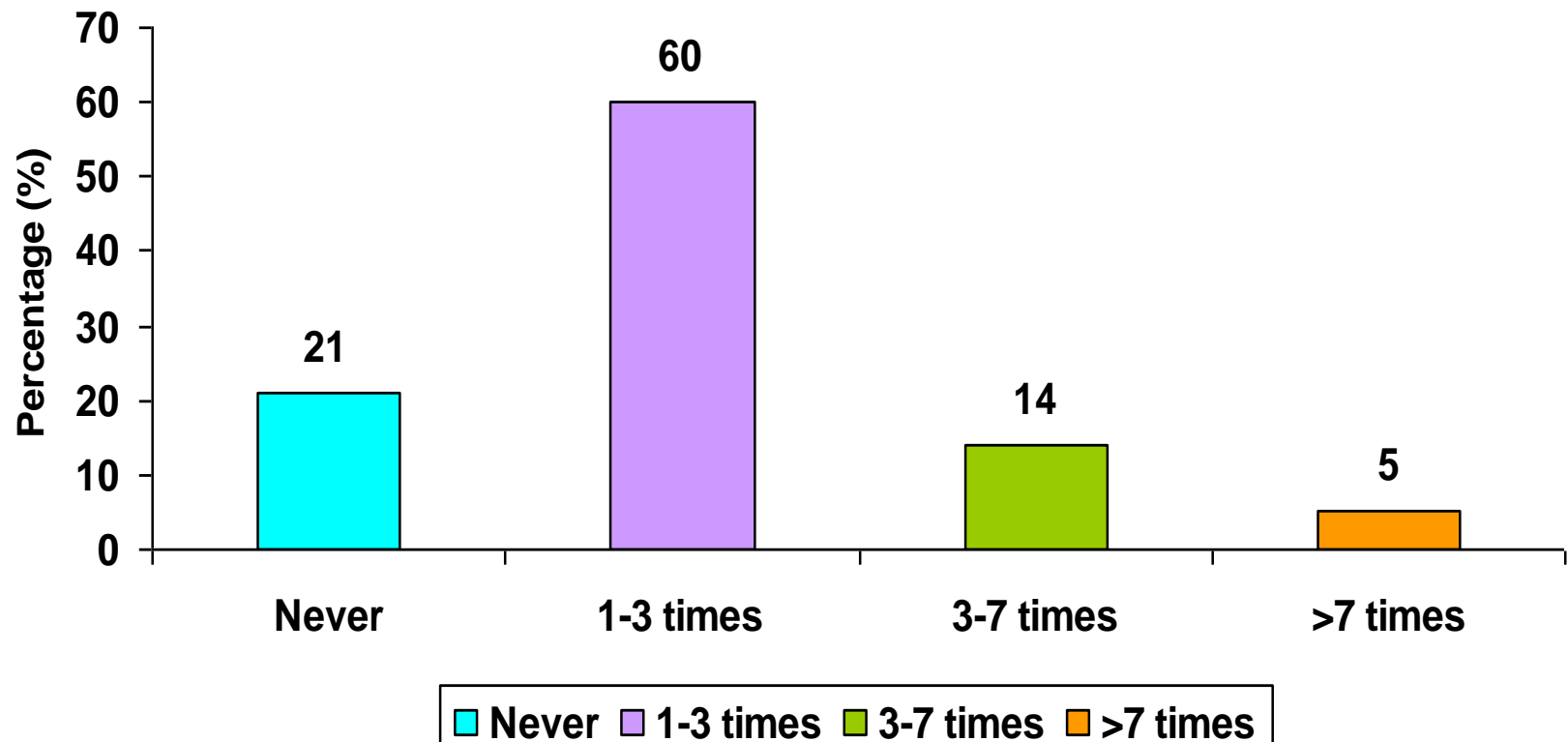
6. Have you encountered the following water supply problem?



Result-Production & Distribution



7. The average numbers of water supply interruption at my premises in a year is:



Result-Customer Service



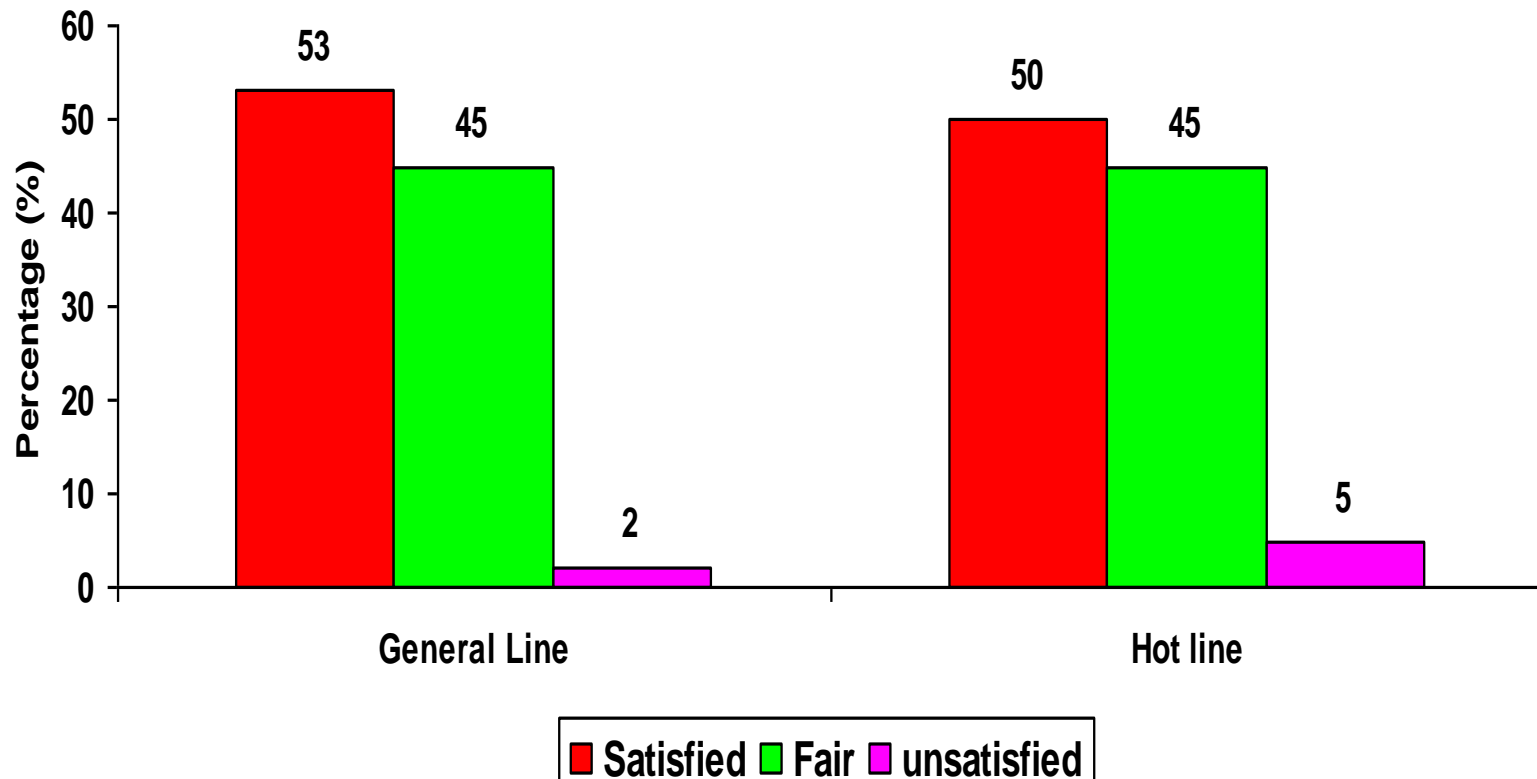
8. The Customer Services provided at Sibu Water Board's counters, Jalan Salim, Sibu are:



Result-Customer Service



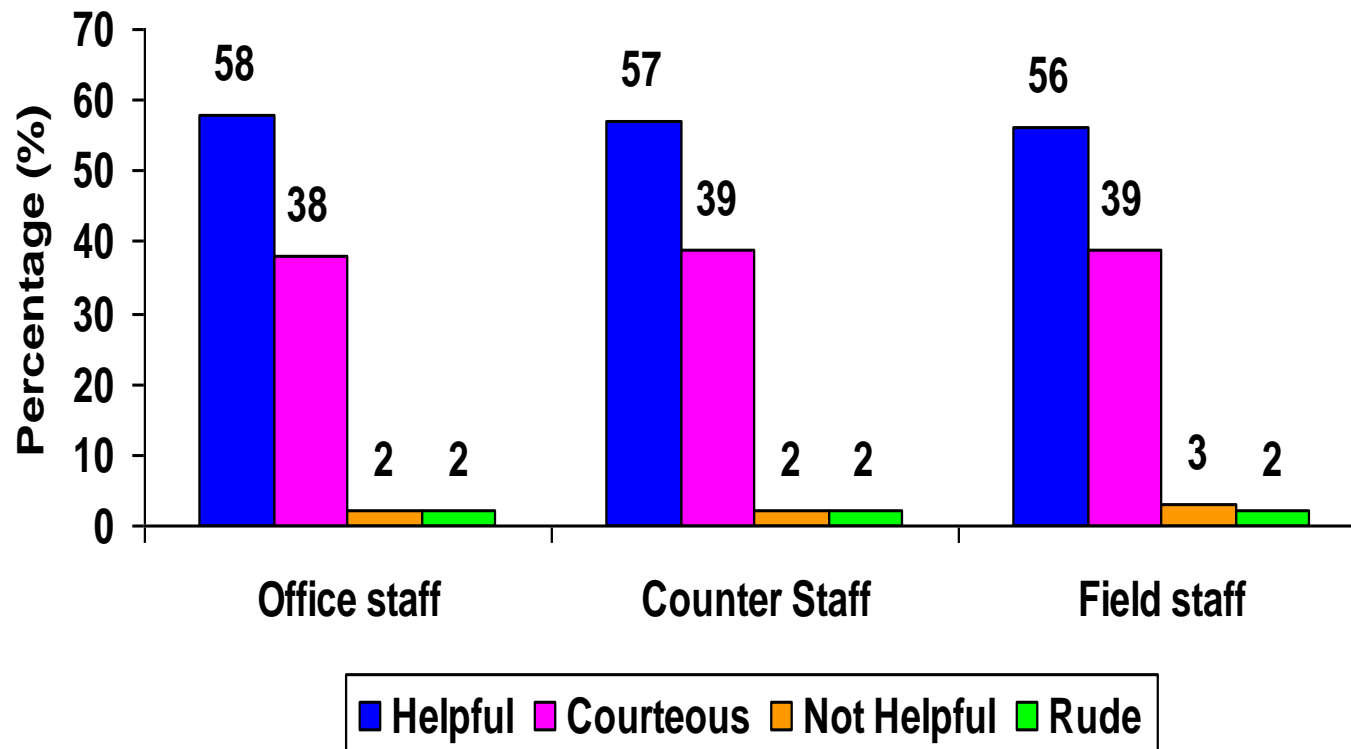
9. How do you find the performance of telephone receptionist of Sibu Water Board?



Result-Customer Service



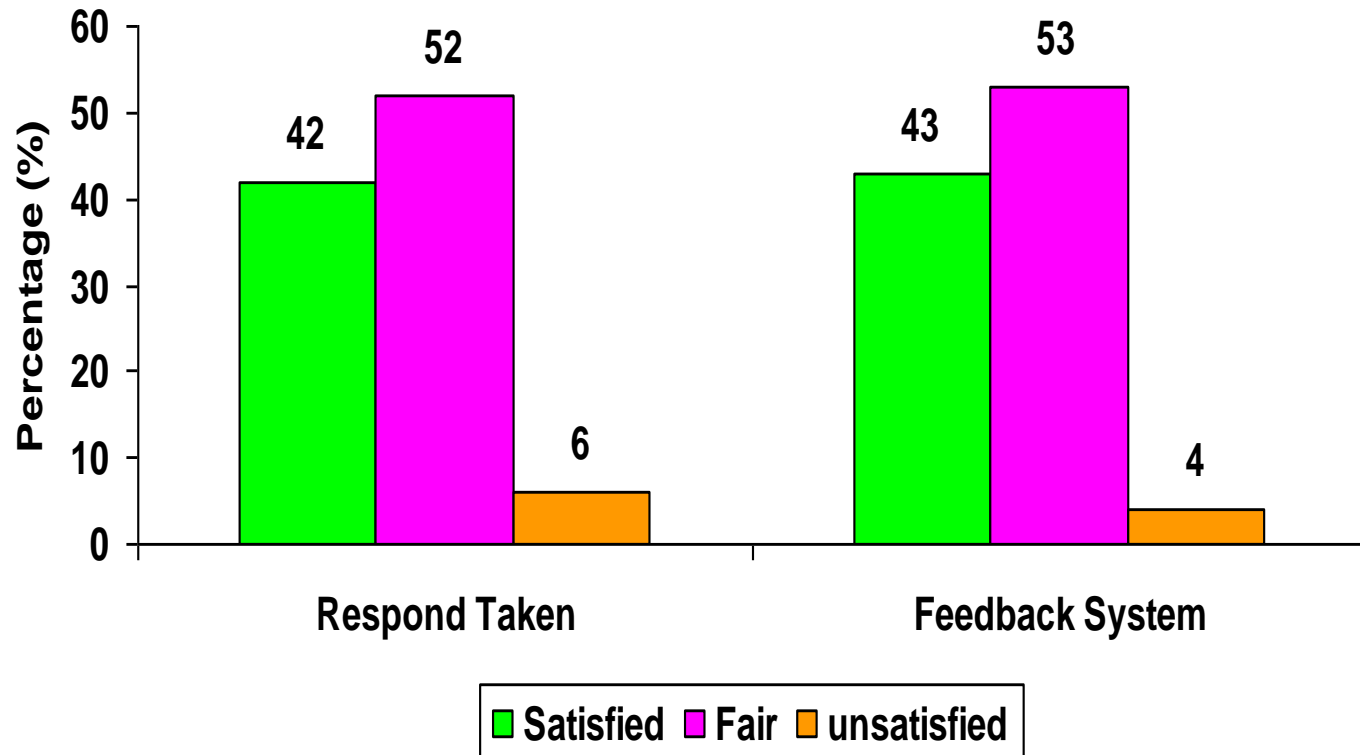
10. How do you find the attitude of Sibu Water Board's staff?



Result-Customer Service



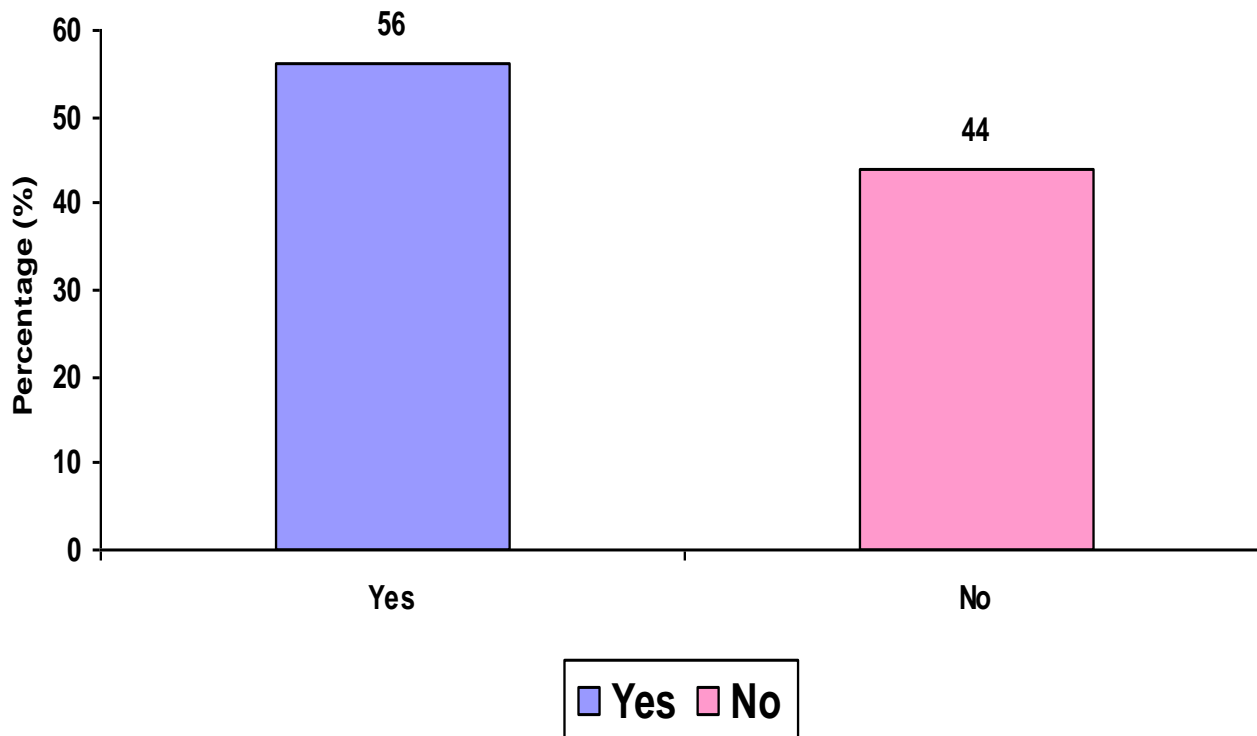
11. If you have made any complaint to SWB, how do you find the respond time and feedback system?



Result-General



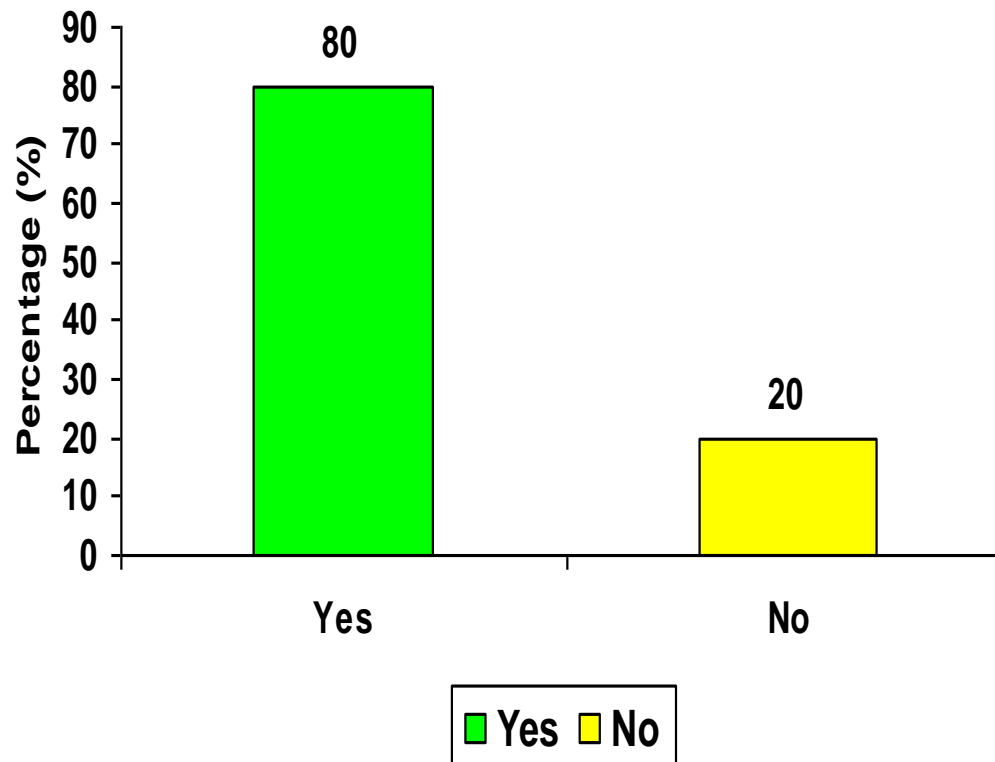
12. Do you know that the customer is responsible for the damages or loss to the water meter?



Result-General



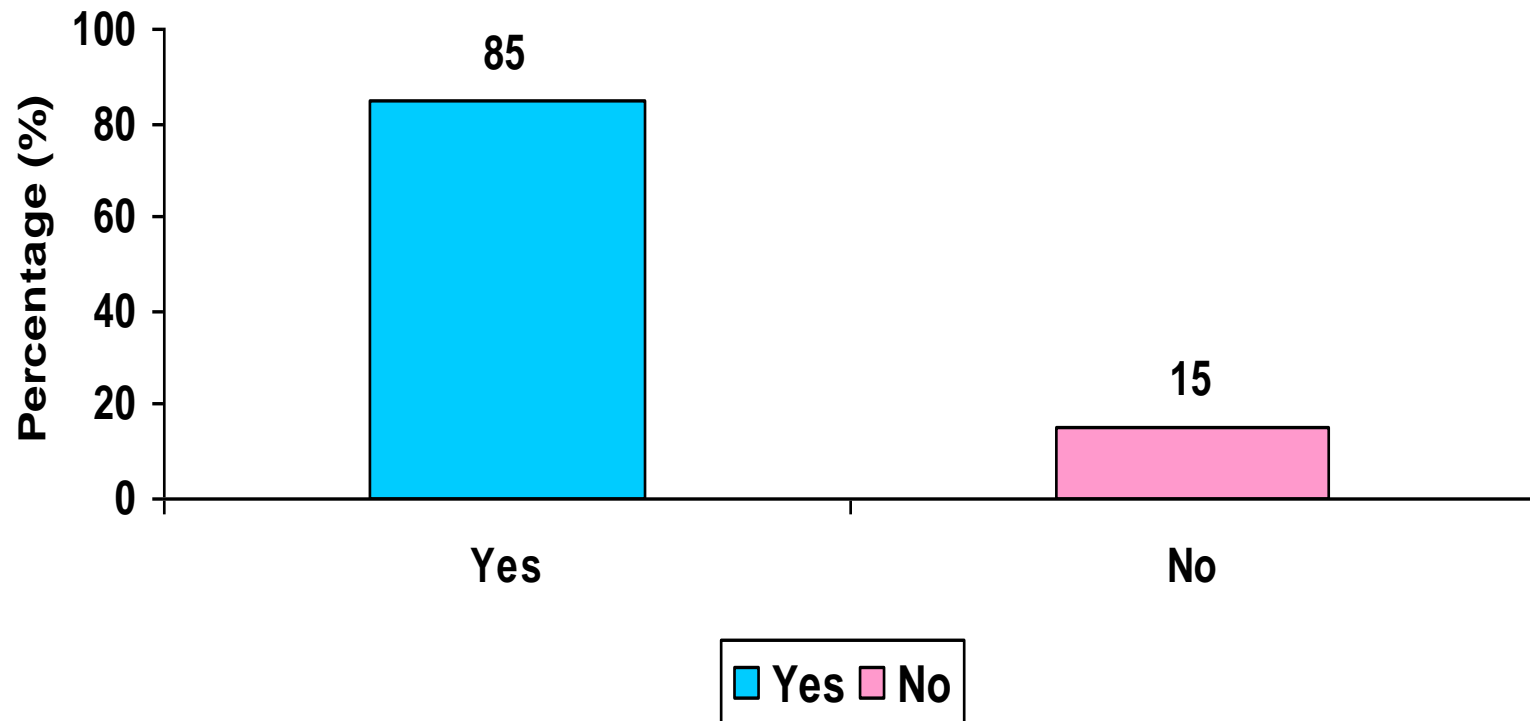
13. Do you observe sufficient warning and safety signages being displayed when SWB carries out excavation work at the site?



Result-General



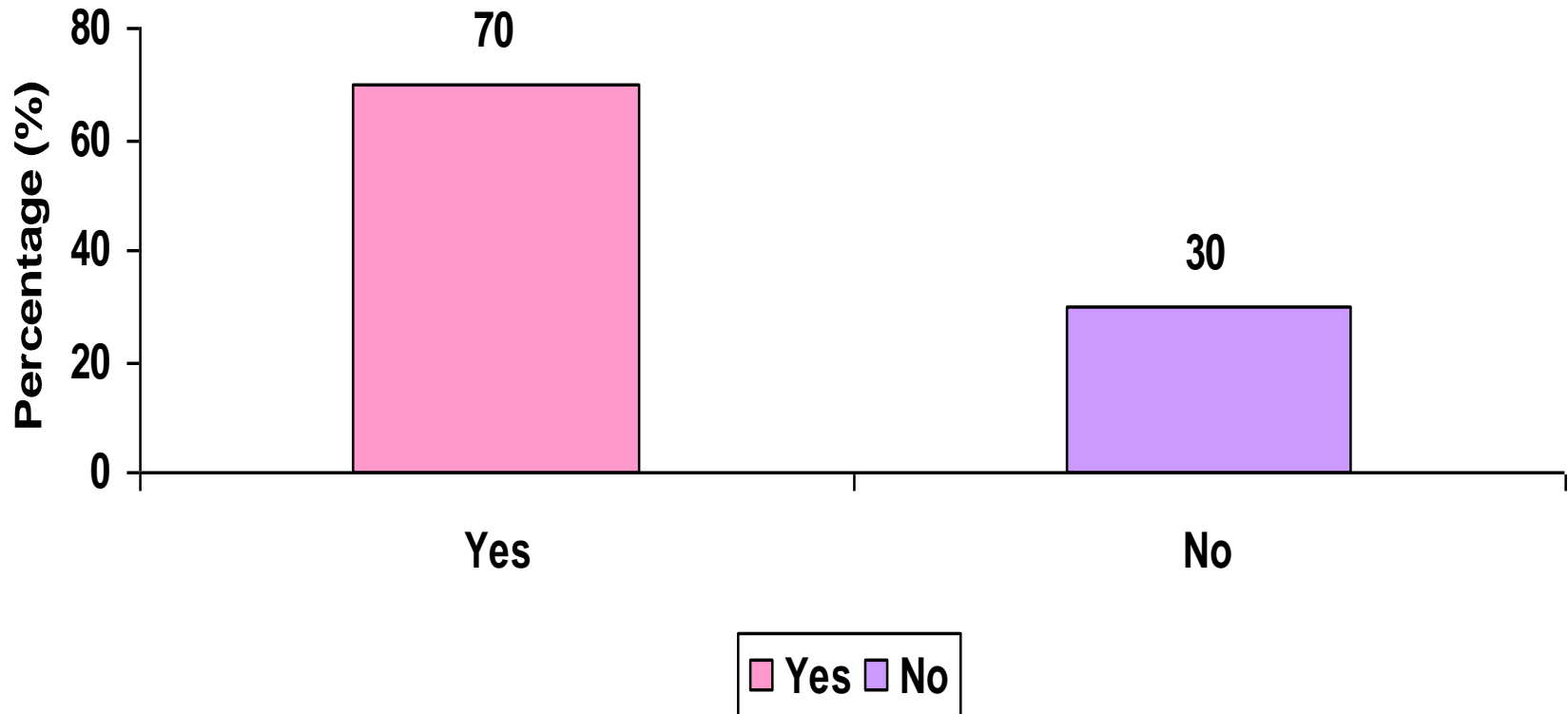
14. If you have engaged any licensed pipe fitter or plumber, are you happy with their services?



Result-General



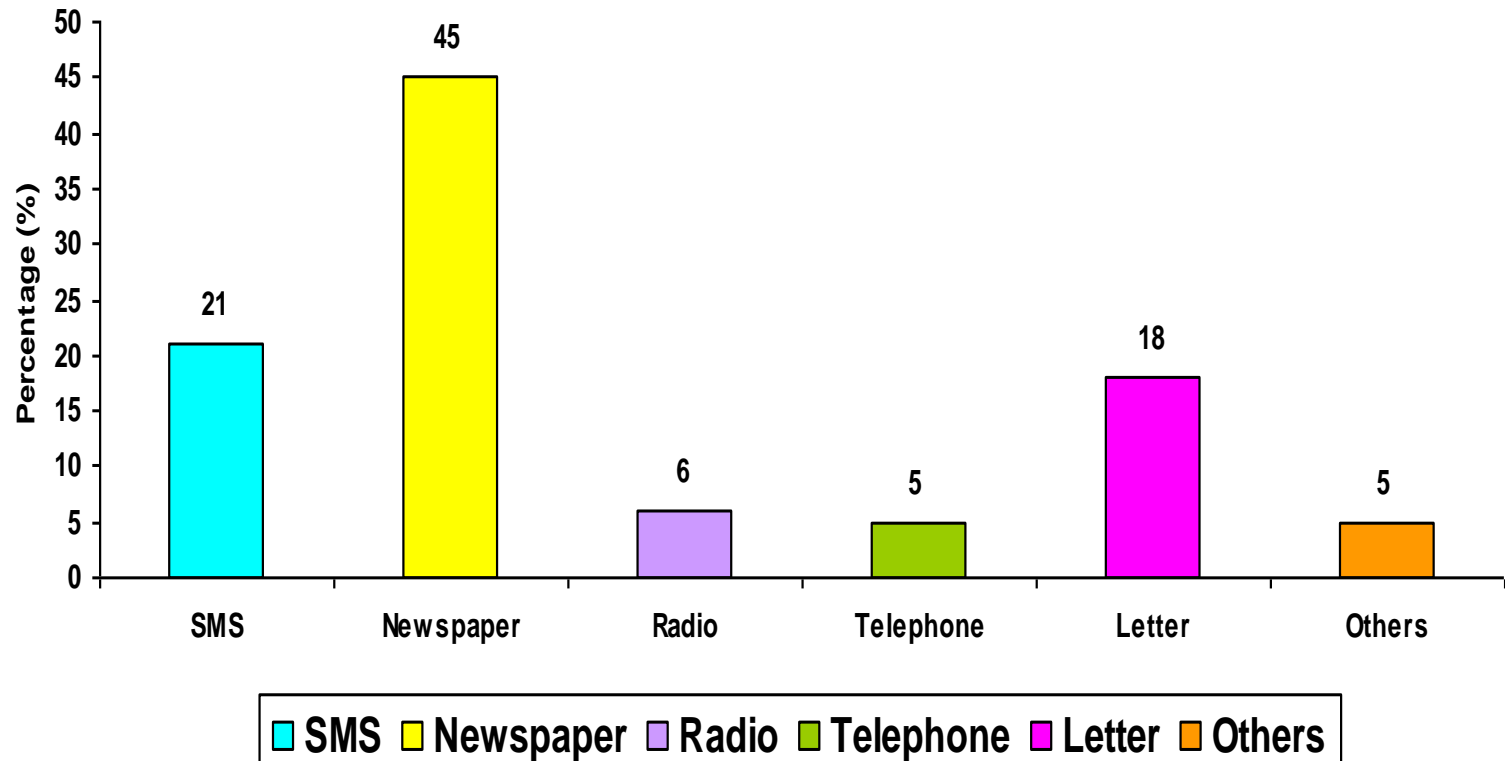
15 (a). Are you informed in advance of any scheduled interruption of water supply at your area?



Result-General



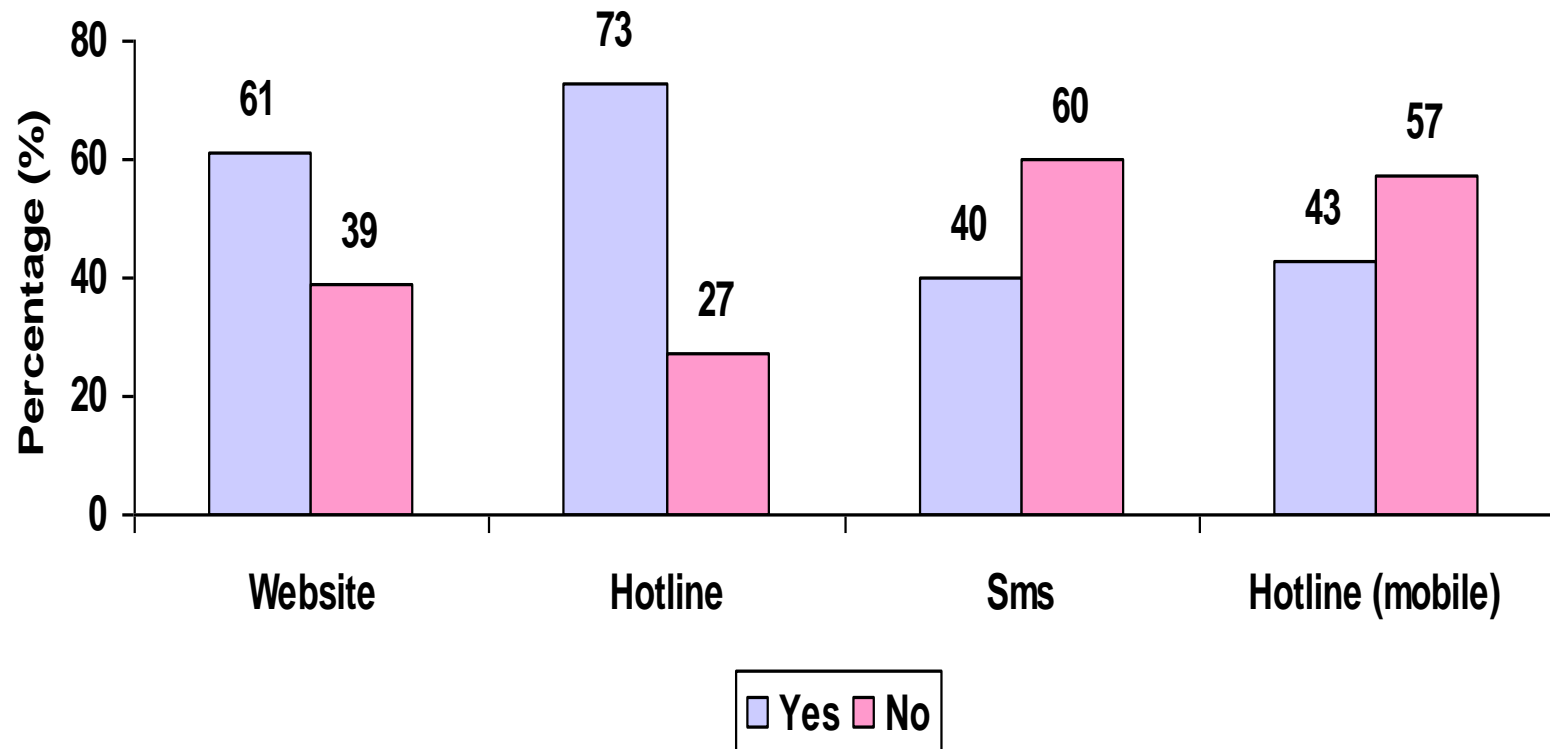
15(b). If yes, please indicate through which media?



Result-General



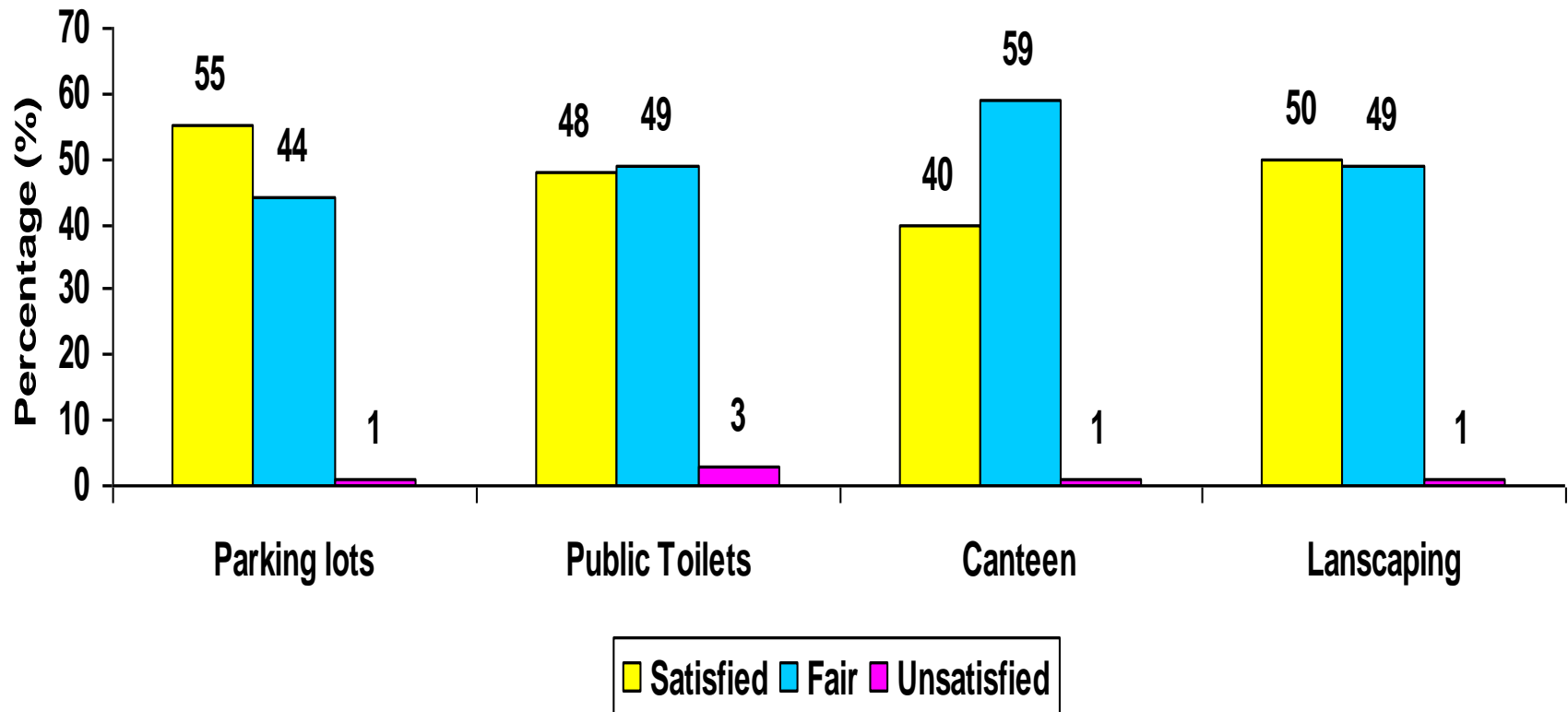
16. Are you aware of the existing of the following services provided by SWB?



Result-General



17. What are you views on the facilities available at the our office as follows?



Conclusion



After the presentation of the Customer Survey Report during the Management Review Meeting dated 3 March 2014, it was agreed by the Management that all the relevant Department Head are requested to come out with the action plan on the comments and feedback by the customer and to be submitted to the Management within 1 month ie on or before 28 March 2014.

Conclusion



Thank you.

Compiled by Corporate Affairs & Public Relations Department

Sibu Water Board