



06 April 2018

INSTITUTIONAL ADVISORY NO. 31
Series of 2018

TO : TO ALL ELECTRIC COOPERATIVES

SUBJECT : Customer Satisfaction Survey

In line with the NEA Memorandum No. 2018-005 issued on 25 January 2018, which includes the Customer Satisfaction Survey (CSS) as one of the institutional parameters in the Enhanced EC Overall Performance Assessment Criteria, the Policy on EC Customer Satisfaction Survey was also issued through NEA Memorandum No. 2018-018 dated 16 March 2018. The said policy requires all Electric Cooperatives to adapt a standard feedback mechanism to measure the MCOs' satisfaction in determining their operational efficiency.

For this purpose, the NEA prescribes the use of available application in the internet which will not entail ECs to allocate a hefty amount of money to create a program on Customer Satisfaction Survey. As such, ECs shall use this mechanism using google forms (attached is the process to be followed in creating the Customer Satisfaction Survey). All ECs shall use the set of questions provided in the attached form for uniformity.

ECs shall have its respective email account through Gmail assigned only for Customer Satisfaction Survey. The Institutional Services Department Manager with the assistance of the Information Technology Specialist shall be responsible for the creation of the official EC account. For identification, they shall follow this format, eccss@gmail.com, ex. neeco1a1css@gmail.com. The Area Managers or their respective counterparts shall create their Gmail account exclusively for this purpose, ex. talaveraneeco1a1css@gmail.com. Official Gmail accounts shall be submitted to the NEA-Consumer Development & Protection Division (CDPD) on or before April 23, 2018.

Finally, for proper guidance on the hands-on implementation of the Customer Satisfaction Survey, a regional workshop shall be conducted in NEA or if appropriate within the region in coordination with CDPD-IDD and the respective regional association.

ECs Customer Satisfaction Survey should be operationalized nationwide on the 2nd Semester, starting June 1, 2018. Survey reports generated starting the said date shall be used in the 2018 EC Overall Performance Assessment.

For compliance.


EDGARDO R. MASONGSONG
Administrator



NEA-OA251297

#4/17/18

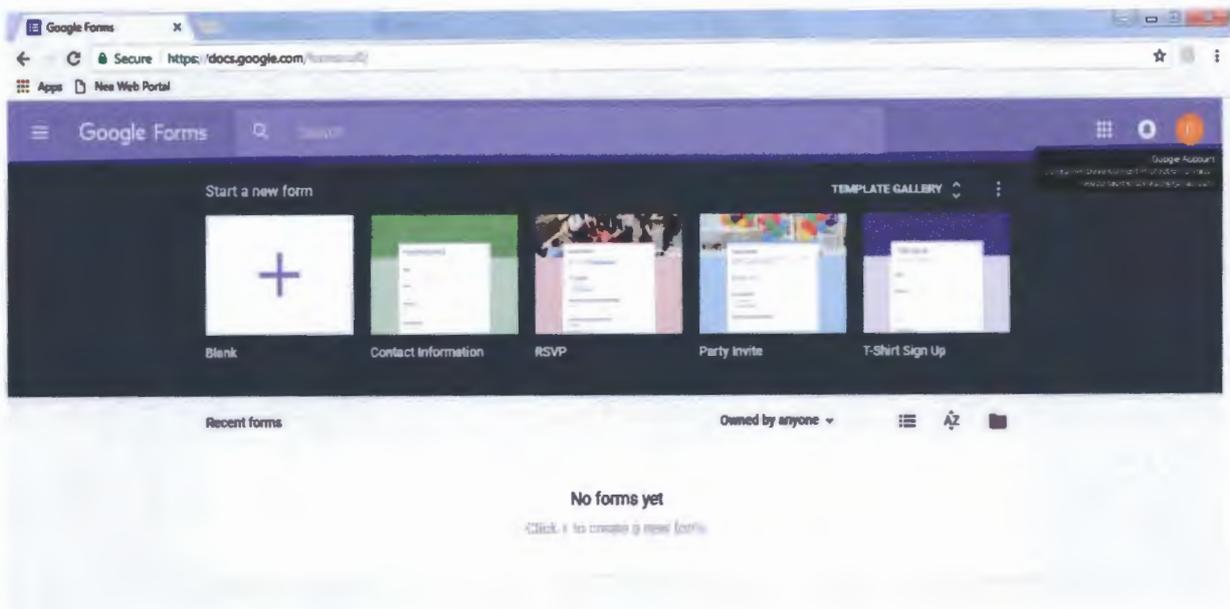
1. Create an EC official google account for customer satisfaction survey. Example:

NEECOIIArea1CSS@gmail.com

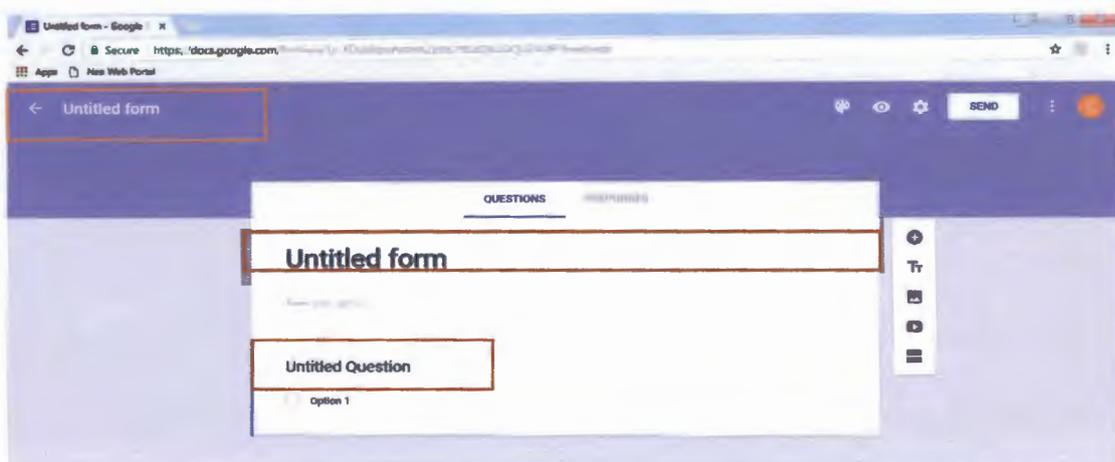
2. Once the google account is created, you can now manage to create your own **Google Form**. Go to **docs.google.com/forms**.



3. The google forms will appear as shown below. To start the Customer Satisfaction Survey, choose blank form.



4. Name the form title and add description.



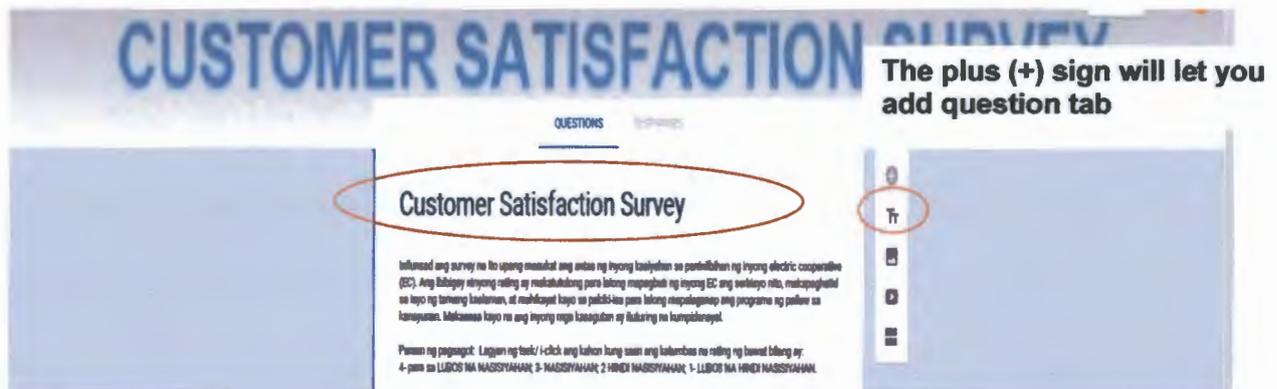
Sample Form Title:

NEECO II- Area1 Customer Satisfaction Survey

For description:

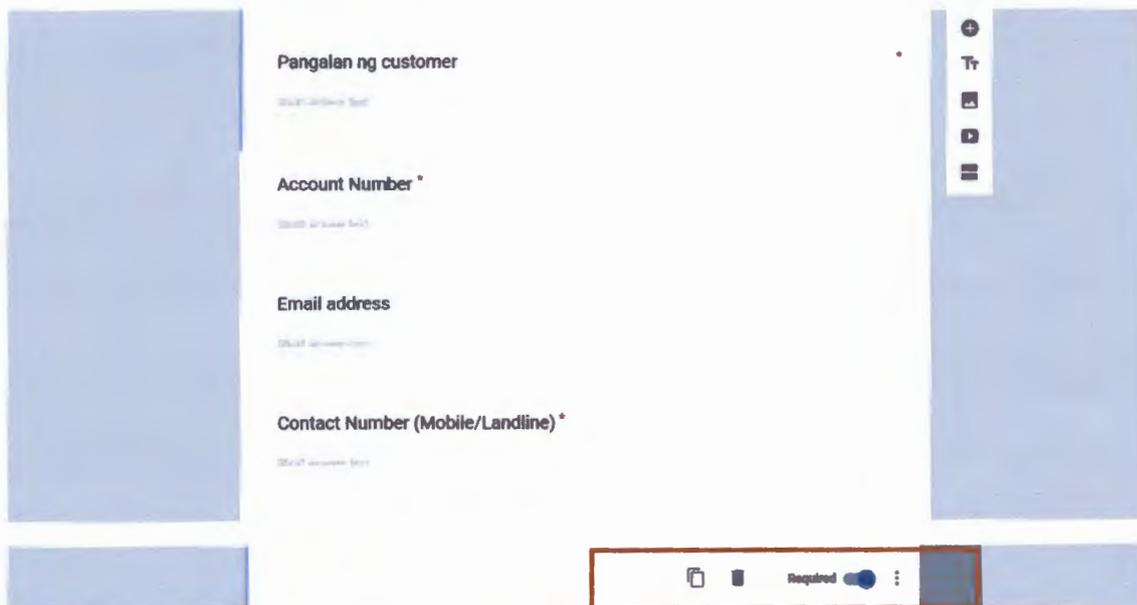
Inilunsad ang survey na ito upang masukat ang antas ng inyong kasiyahan sa paninilbihan ng inyong electric cooperative (EC). Ang ibibigay ninyong rating ay makatutulong para lalong mapagbuti ng inyong EC ang serbisyo nito, makapaghatid sa inyo ng tamang kaalaman, at mahikayat kayo sa pakiki-isa para lalong mapalaganap ang programa ng pailaw sa kanayunan. Makaasas kayo na ang inyong mga kasagutan ay ituturing na kumpidensyal. Paraan ng pagsagot: Lagyan ng tsek/ i-click ang kahon kung saan ang katumbas na rating ng bawat bilang ay: 4- para sa LUBOS NA NASISIYAHAN; 3- NASISIYAHAN; 2 HINDI NASISIYAHAN; 1- LUBOS NA HINDI NASISIYAHAN.

5. The form title and description will appear as shown below.



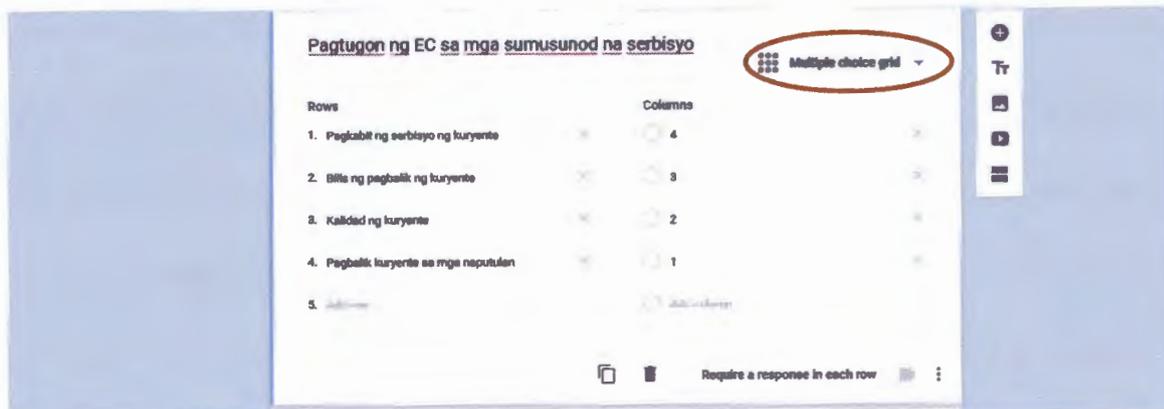
6. The plus (+) sign button will let you add question.

A dropdown arrow will appear and will let you choose the type of question. For the first question, choose short answer. Type "Pangalan ng Customer" then another add (+) buttons for "Account Number", "Email Address" and "Contact Number". A sample is shown below.



7. Enable the "required" button for the abovementioned MCO data for validation.

8. Then another add (+) button for the next question. Choose "multiple grid" in the dropdown option



Question to fill-in:

Pagtugon ng EC sa mga sumusunod na serbisyo

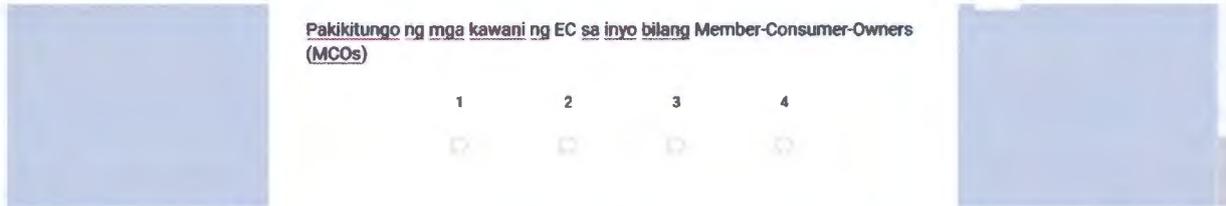
For rows:

1. Pagkabit ng serbisyo ng kuryente
2. Bilis ng pagbalik ng kuryente
3. Kalidad ng kuryente
4. Pagbalik kuryente sa mga naputulan

For Columns, just place 4, 3, 2 and 1 as shown in the above picture.

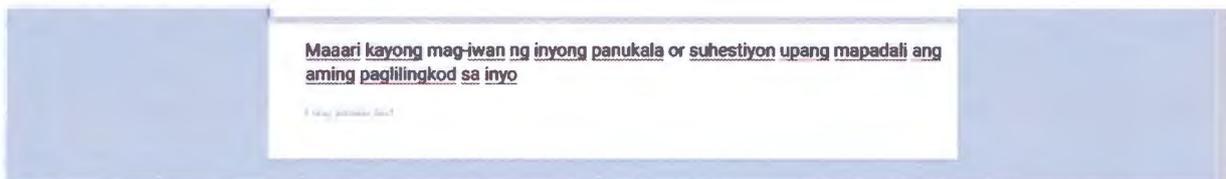
Then another add (+) button for the next question. Choose "linear scale" in the dropdown option.

Pakikitungo ng mga kawani ng EC sa inyo bilang Member-Consumer-Owners (MCOs)

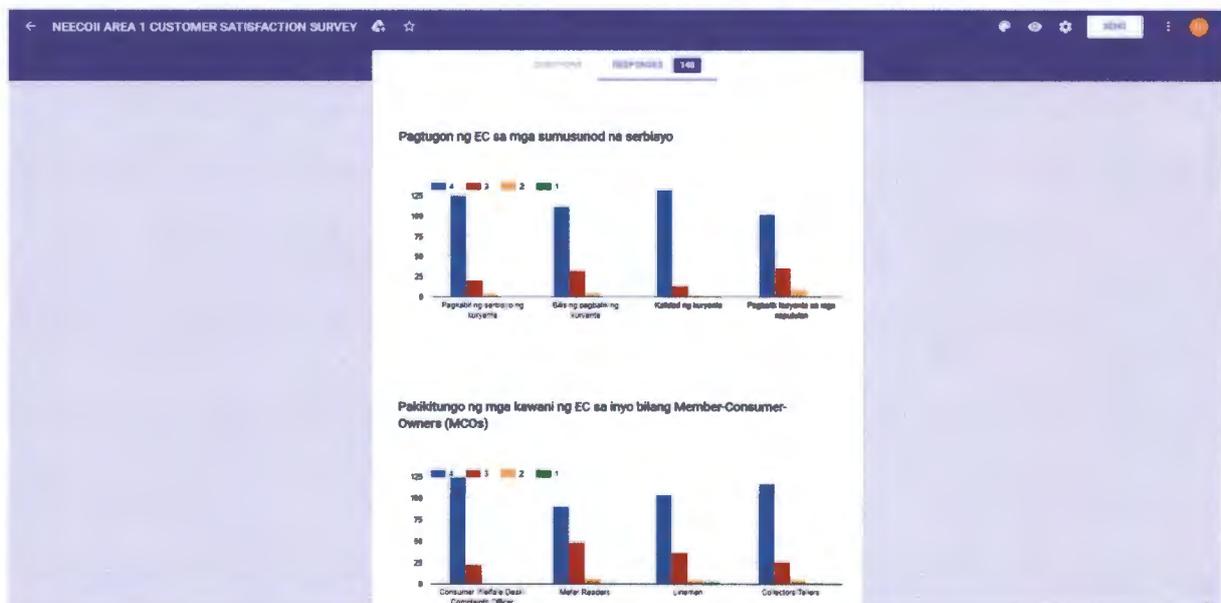


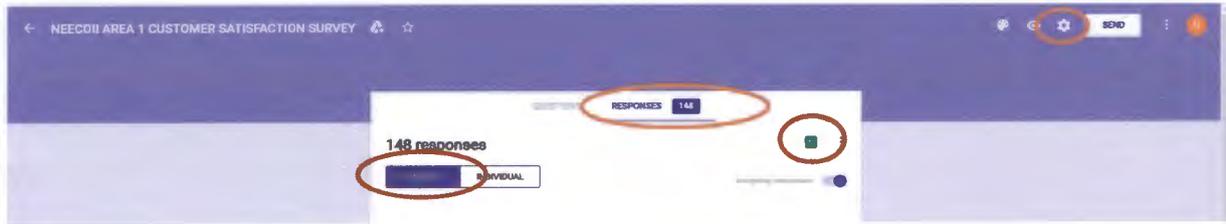
Then another add (+) button for the next question. Choose "paragraph" in the dropdown option

Maaari kayong mag-iwan ng inyong panukala or suhestiyon upang mapadali ang aming paglilingkod sa inyo

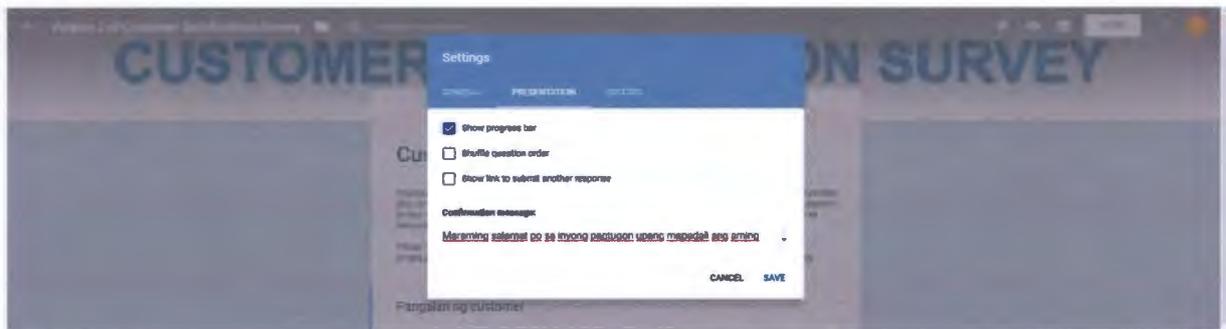


9. **RESPONSES** tab shows graphical presentation of responses received from MCOs on their level of satisfaction and **SUMMARY** tab will show summary of printable responses

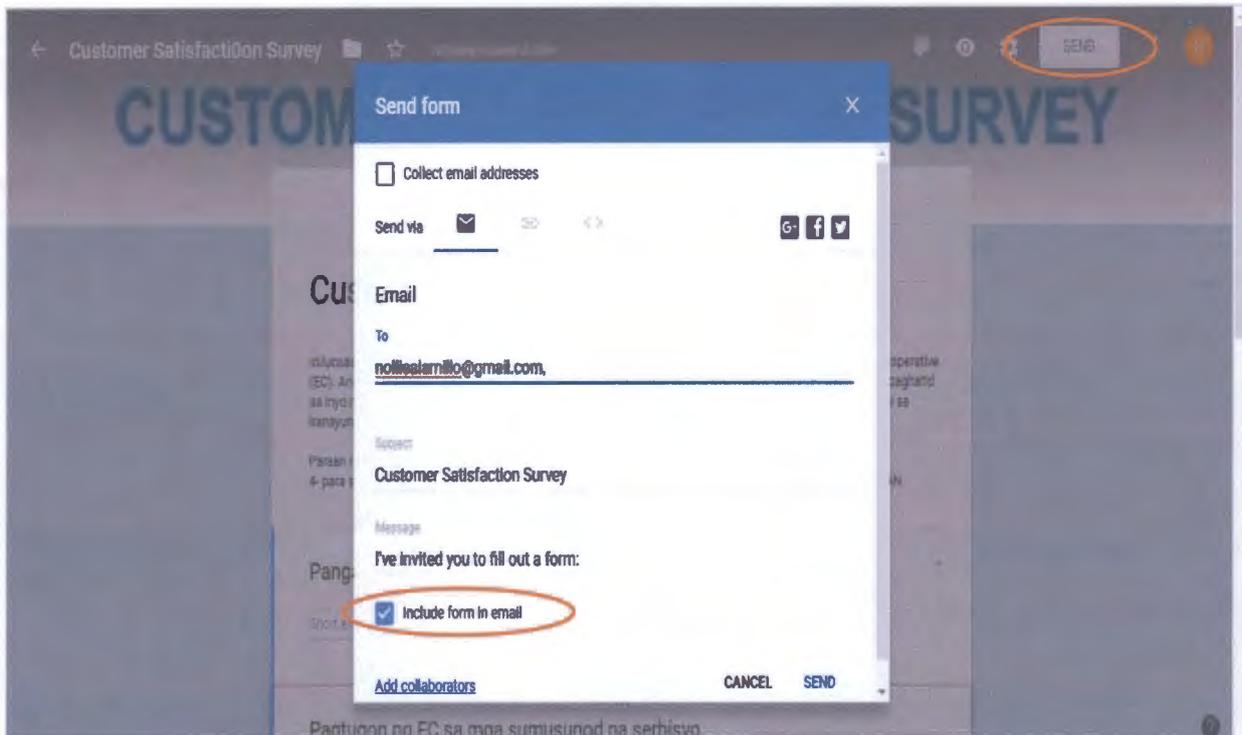




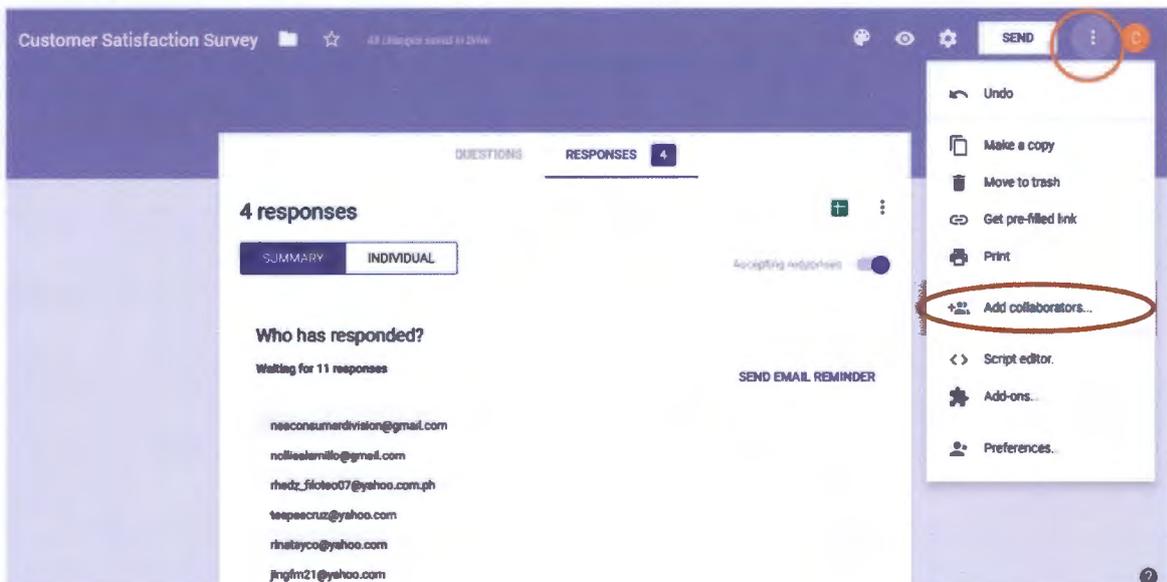
10. The **green cross button** will convert the summary responses in excel format.
11. The setting button will let you change the setting of the google forms.
12. In the Setting, click the Presentation tab. Type the confirmation message provided:
Maraming salamat po sa inyong pagtugon upang mapadali ang aming serbisyo. Umasa po kayong bibigyan namin ng pansin ang inyong suhestiyon upang mas mapaganda pa aming serbisyo.



13. In the **send button**, enter the email address of the member-consumer-owners you want to fill-up the form. Do not forget to check the box which states "Include form in the email"



14. Click the "3 dots" button, a dropdown will show, choose "add collaborators" button.



15. In "who can access" option, **ONLY** email address that is added **can access and view the responses**.

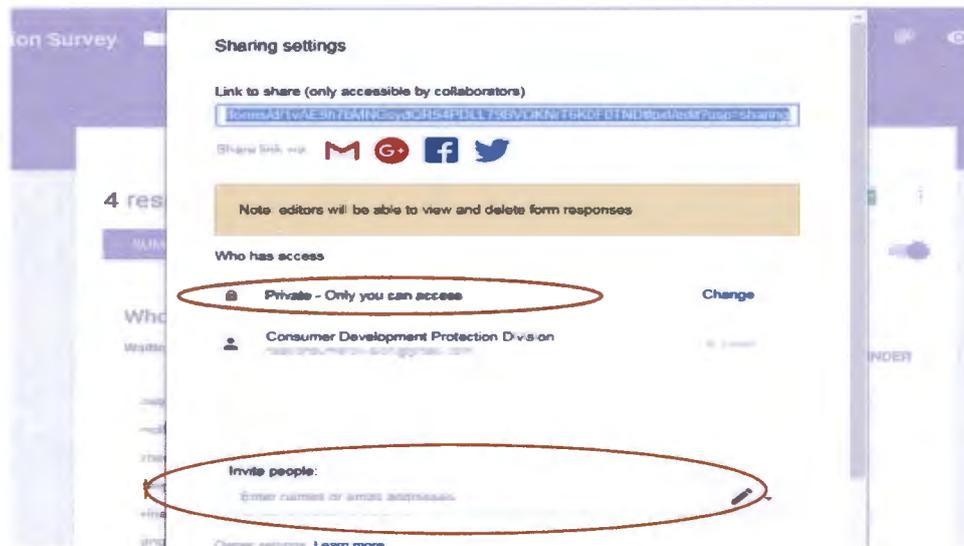
NORTH LUZON ECs shall add: neaconsumerdivision@gmail.com

SOUTH LUZON ECs shall add: southluzonecs@gmail.com

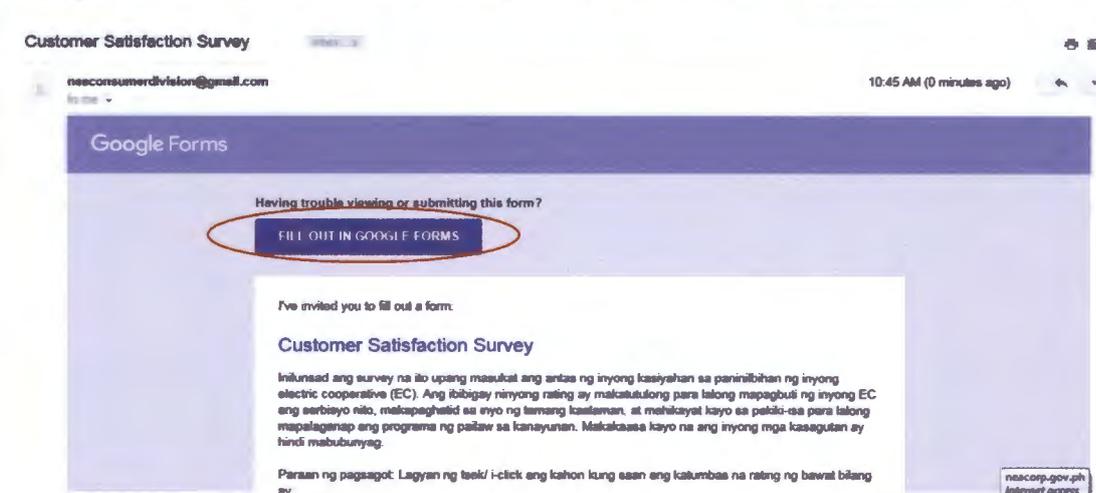
VISAYAS ECs shall add: visayassurvey@gmail.com

MINDANAO ECs shall add: mindanaosurvey@gmail.com

To access and view MCO responses.



Sample Customer Satisfaction Survey Form when sent thru **GMAIL** account



Sample Customer Satisfaction Survey Form sent thru YAHOO account

The image shows a screenshot of a Yahoo! Mail interface. On the left is the navigation sidebar with options like Compose, Inbox, Unread, Starred, Drafts, Sent, Views, Photos, Documents, Travel, Tutorial, and Folders. The main area displays an inbox with several emails from 'neaconsumerdivision@gmail.com'. The selected email is titled 'Customer Satisfaction Survey' and is dated 'Today'. The preview pane on the right shows the Google Forms invitation. It includes the sender's name and email, the text 'Having trouble viewing or submitting this form?', a button labeled 'FILL OUT IN GOOGLE FORMS' (circled in red), and the survey title 'Customer Satisfaction Survey'. Below the title is a paragraph in Tagalog: 'Inilunsad ang survey na ito upang masukat ang antas ng inyong kasiyahan sa pananalitahan ng inyong electric cooperative (EC). Ang ibibigay ninyong rating ay makakatulong para lalong masebuti na inyong EC ang serbisyo nito.'

YAHOO! MAIL Find messages, documents, photos or people

Compose

Inbox

Unread

Starred

Drafts

Sent

Views

Photos

Documents

Travel

Tutorial

Folders

Give feedback

Sort

Archive

Move

Delete

Spam

Today

neaconsumerdivision@gmail.com
Customer Satisfaction Survey
Having trouble viewing or submitting

Yesterday

neaconsumerdivision@gmail.com
Customer Service Feedback
Having trouble viewing or submitting

February

neaconsumerdivision@gmail.com
EC Customer Service Feedback
Having trouble viewing or submitting

neaconsumerdivision@gmail.com
Member-Consumer-Owners Com
Having trouble viewing or submitting

Customer Satisfaction Survey

neaconsumerdivision@gmail.com
Tin: rinatayco@yahoo.com

Google Forms

Having trouble viewing or submitting this form?

FILL OUT IN GOOGLE FORMS

I've invited you to fill out a form:

Customer Satisfaction Survey

Inilunsad ang survey na ito upang masukat ang antas ng inyong kasiyahan sa pananalitahan ng inyong electric cooperative (EC). Ang ibibigay ninyong rating ay makakatulong para lalong masebuti na inyong EC ang serbisyo nito.