



NATIONAL ELECTRIFICATION ADMINISTRATION

"The 1st Performance Governance System-Institutionalized National Government Agency"
57 NIA Road, Government Center, Diliman, Quezon City 1100



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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

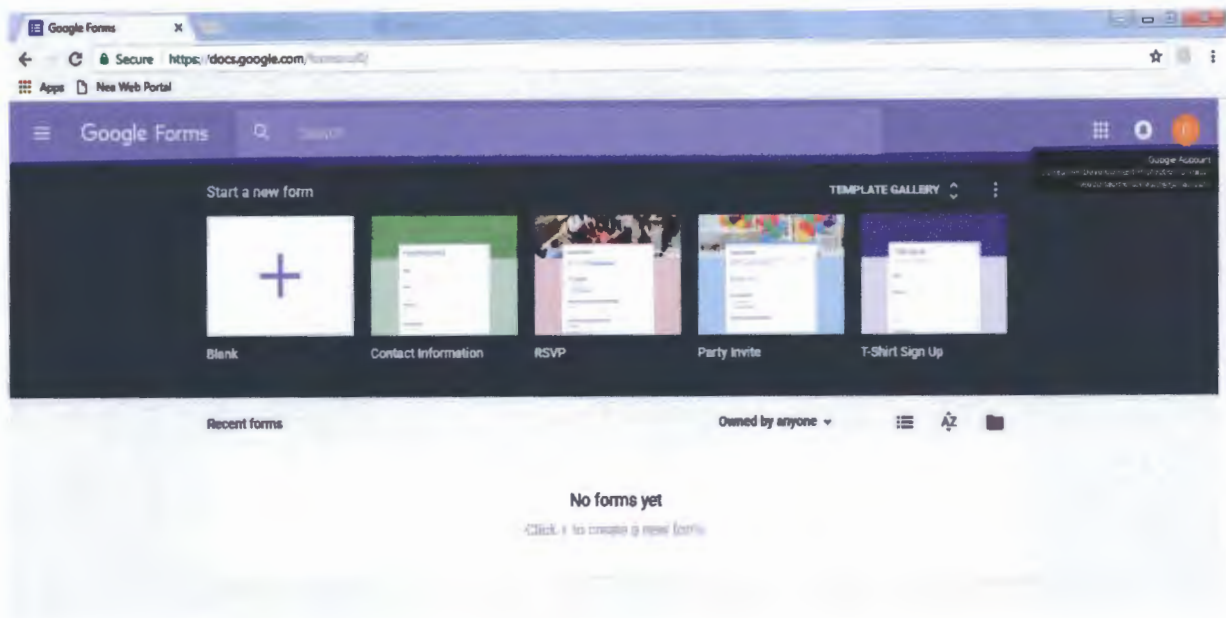
1. Create an EC official google account for customer satisfaction survey. Example:

NEECOIIArea1CSS@gmail.com

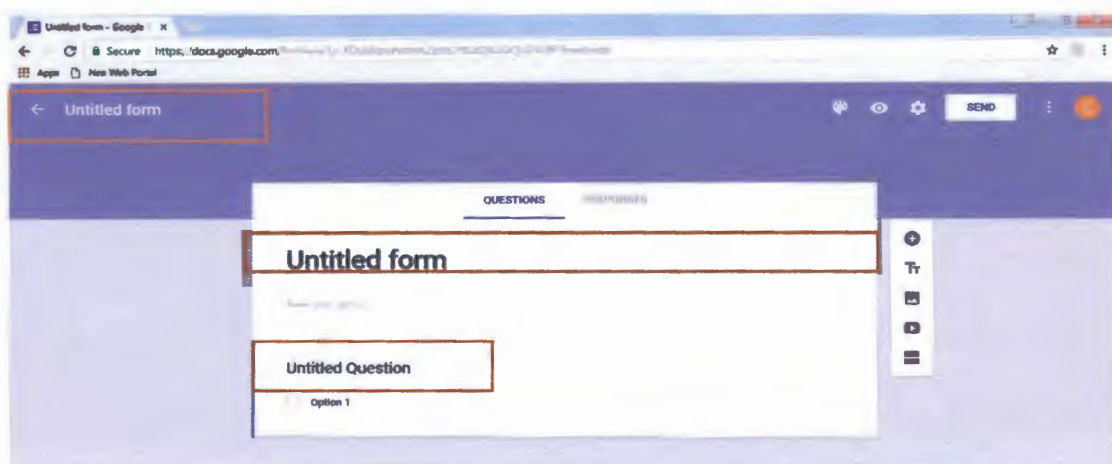
2. Once the google account is created, you can now manage to create your own **Google Form**. Go to **docs.google.com/forms**.



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. Makaaasa 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.

The plus (+) sign will let you add question tab

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.

Pangalan ng customer

Account Number *

Email address

Contact Number (Mobile/Landline) *

Required ☒

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

Pagtugon ng EC sa mga sumusunod na serbisyo

Multiple choice grid

Rows	Columns
1. Pagkabit ng serbisyo ng kuryente	4
2. Bilis ng pagbalik ng kuryente	3
3. Kalidad ng kuryente	2
4. Pagbalik kuryente sa mga naputulan	1
5. Add item	

Require a response in each row ☒

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)

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

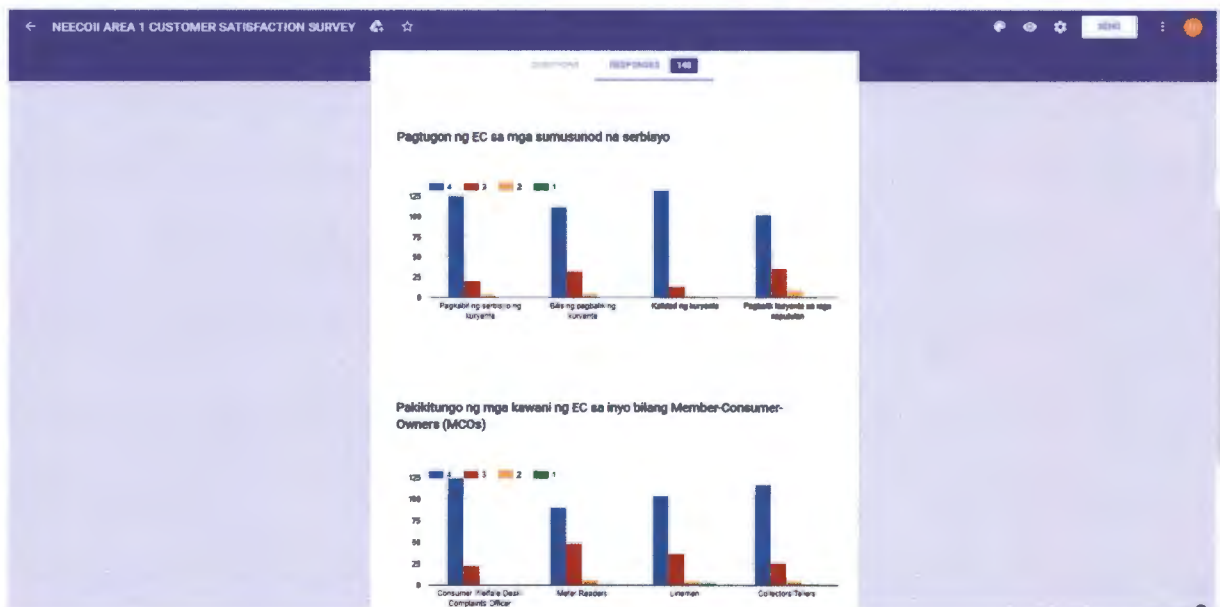
1 2 3 4

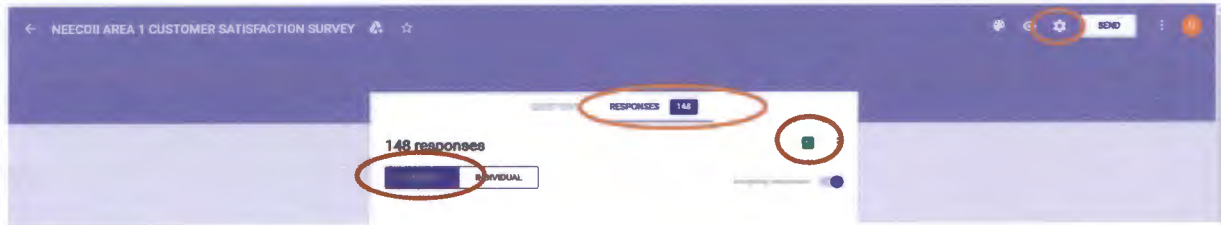
Then another add (+) button for the next question. Choose "paragraph" in the dropdown option

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

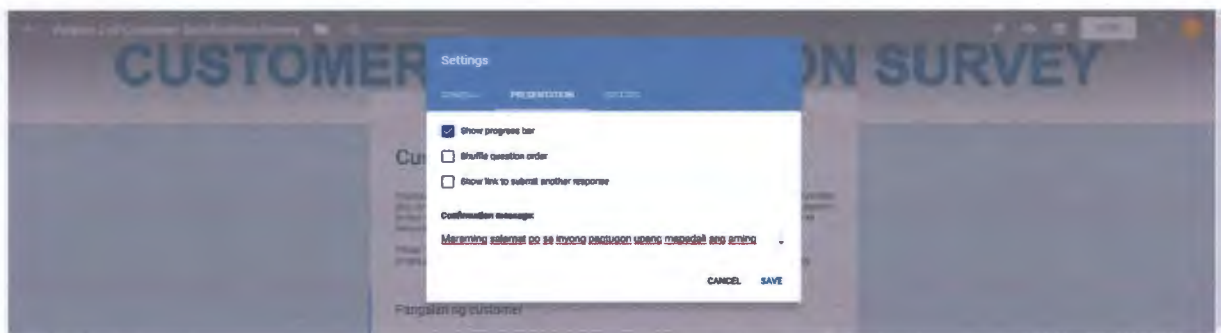
Maaari kayong mag-iwan ng inyong panukala or suhestiyon upang mapadali ang aming paglilingkod sa inyo

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

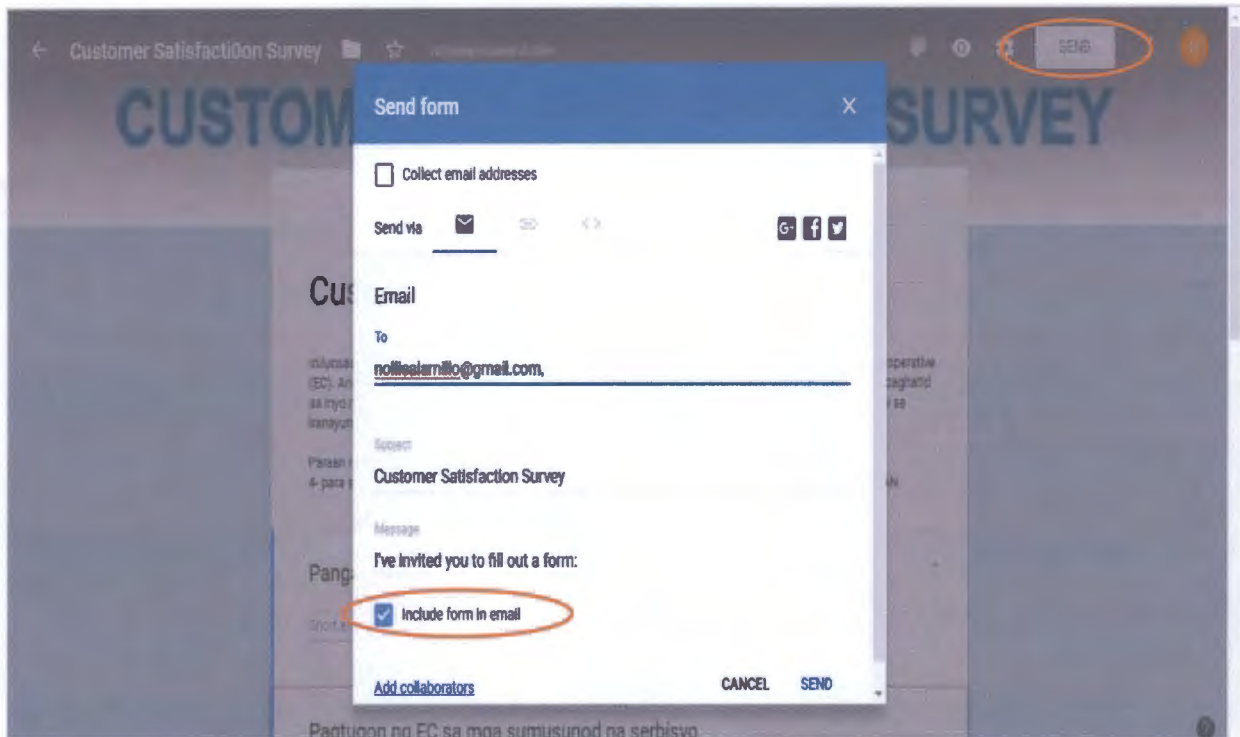




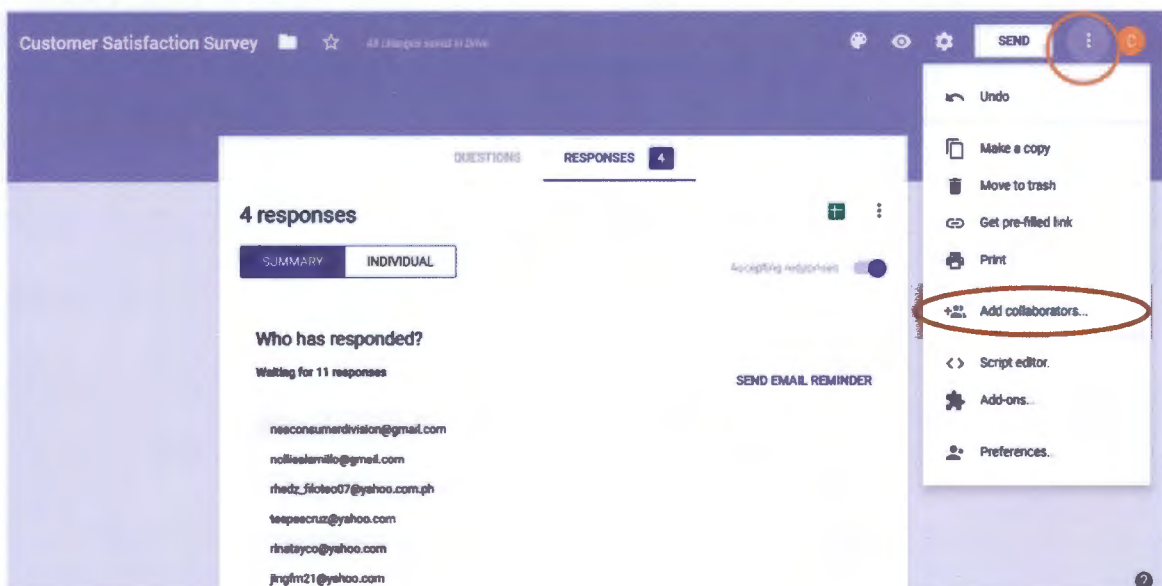
10. The **green cross button** will convert the summary responses in excel format.
11. The setting button will let you change the setting of the google forms.
12. In the Setting, click the Presentation tab. Type the confirmation message provided:
Maraming salamat po sa inyong pagtugon upang mapadali 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**.

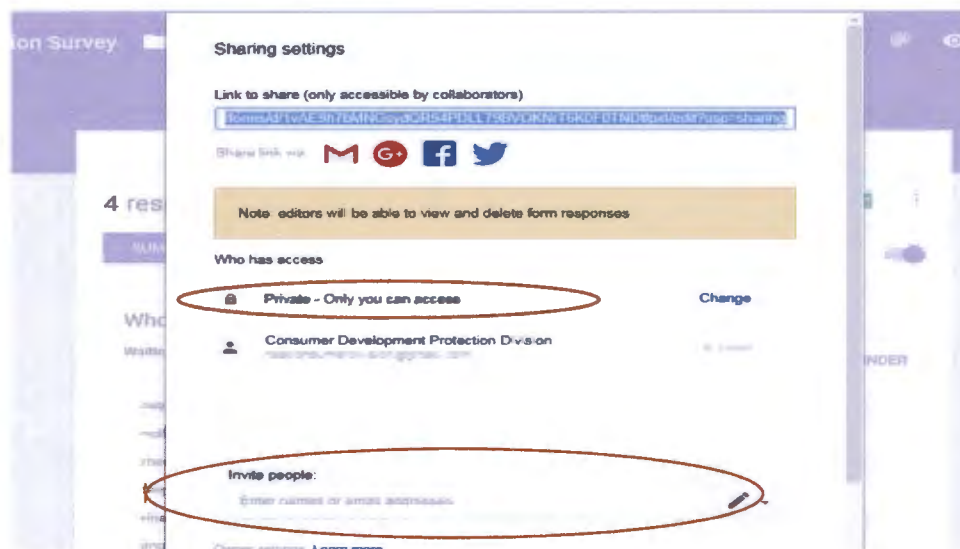
NORTH LUZON ECs shall add: neaconsumerdivision@gmail.com

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.



Sharing settings

Link to share (only accessible by collaborators)

Share link via: [M](#) [G+](#) [f](#) [Twitter](#)

Note: editors will be able to view and delete form responses

Who has access

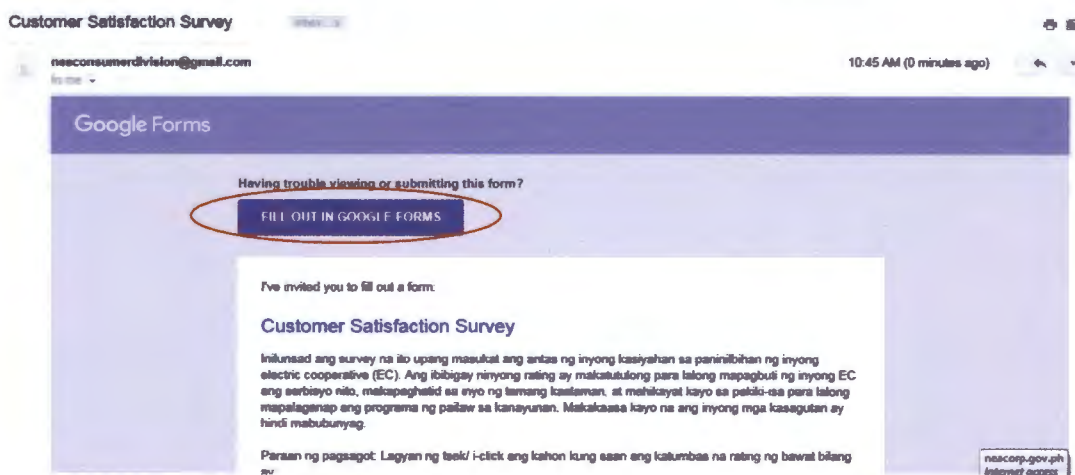
Private - Only you can access [Change](#)

Consumer Development Protection Division

Invite people:

Enter names or email addresses

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



Customer Satisfaction Survey

neaconsumerdivision@gmail.com

10:45 AM (0 minutes ago)

Having trouble viewing or submitting this form?

FILL OUT IN GOOGLE FORMS

I've invited you to fill out a form.

Customer Satisfaction Survey

Inutusan ang survey na ito upang masukat ang antas ng inyong kasiyahan sa panatilihan ng inyong electric cooperative (EC). Ang ibibigay ninyong rating ay mababawadong para talong mapagbuti ng inyong EC ang serbisyo nito, makapaghatid sa inyo ng tamang kasalanan, at mahikayat kayo sa pakikisa para talong mapalaganap ang programa ng palaw sa kanayunan. Makakasa kayo na ang inyong mga kasagutan ay hindi mabubunyag.

Paraan ng pagsagot: Lagyan ng tekl/i-click ang kahon lung saan ang katumbas na rating ng bawat bilang

neaconp.gov.ph

Sample Customer Satisfaction Survey Form sent thru YAHOO account

