



# **Conduct of the 2022 Customer Satisfaction Survey for the National Power Corporation**

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## **Final Report**



**Year 2022**

*This Final Report details the 2022 Customer Satisfaction Survey results of the National Power Corporation.*



## EXECUTIVE SUMMARY

The 2022 Customer Satisfaction Survey (CSS) was undertaken from September to December 2022, primarily to measure the current level of customer satisfaction as well as determine drivers of satisfaction of the 5 primary customer types of National Power Corporation. The survey adhered to the “Guidebook for GOCCs on the Enhanced Standard Methodology for the Conduct of the Customer Satisfaction Survey (CSS)” where the questionnaires collected both quantitative and qualitative data and was facilitated solely through telephone interviews.

A total of 136 respondents were engaged in the 2022 CSS.

Major findings revealed that:

1. Majority of the respondents have been engaging with NPC services for more than 10 years already.
2. This year, phone calls, sending emails and text message were the most common media when customers transacted with NPC.
3. As to the primary source of information about NPC and its offered services, using phone/hotline prevailed to be the most source followed by personal visit and email.
4. Overall, NPC has 92.65% positive raters from 36.03% of the customers being Very Satisfied and 56.62% of them being Satisfied with the products and services they engaged and rendered by the company in the year 2022. This was a significant improvement from the last year’s performance of 90.16%. When expressed as a mean satisfaction rating, NPC scored 4.25 out of 5.00 or equivalent to Very Satisfied.
5. NPC Staff and Office facilities were the two topmost rated service attribute.
6. In terms of the drivers of satisfaction, Staff and Information and Communication significantly influenced the high satisfaction of the consumers this year. Thematically, Service Excellence, Better Coordination



Practices, Quality Information Dissemination and Building Quality Relationships became the deciding factors of the Very satisfied customers.

7. Several suggestions can be implicated from the survey based on the derived importance grid where Products and Services (General), UC Subsidy Processing and Electricity were identified as critical areas to look into for improvement.