



Uned Morwrol Maritime Unit 2008/09



ADOLYGIAD YSTADEGOL O HOLIADURON ADBORTH HARBWR ABERMAW

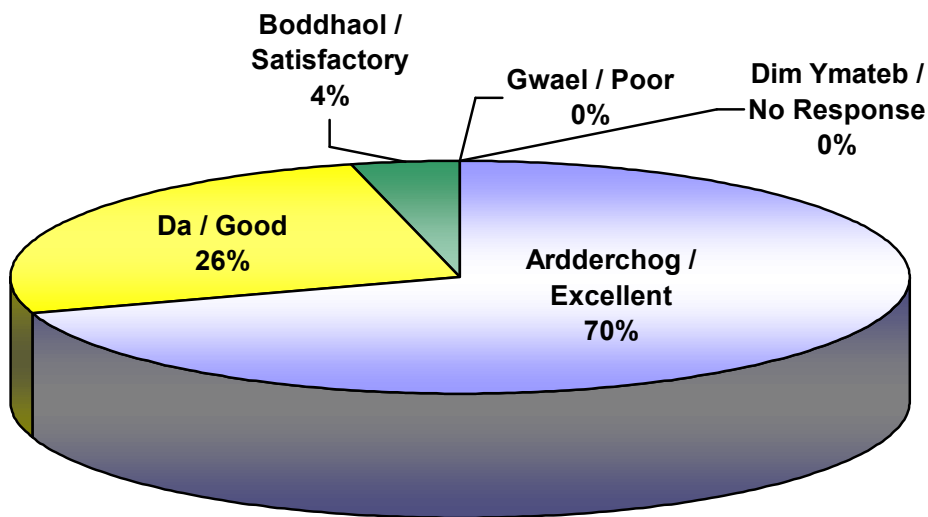


ANALYSIS OF ABERMAW HARBOUR CUSTOMER FEEDBACK QUESTIONNAIRES

Cwblhawyd a dychwelwyd 46 holiadur o'r 102 a ddosbarthwyd, sef cyfradd ymateb o 45%. Mae'r cyfradd ymateb yn siomedig

46 questionnaires were completed and returned out of 102 distributed, a response rate of 45%. The response rate is disappointing.

1. Sut a fu staff yr harbwr ymateb i gwynion neu broblemau?
How did harbour staff respond to complaints or problems?

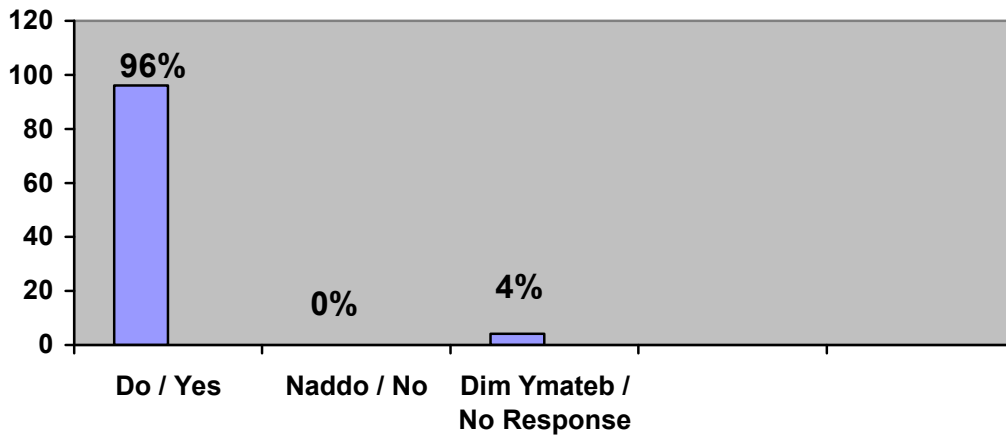


Mae'n galonogol nodi fod 70% o'r atebwyr o'r farn fod staff yr harbwr wedi ymdrin yn 'Ardderchog' gyda chwynion a phroblemau, tra bod 26% o'r farn fod eu hymateb yn 'Dda'. 4% oedd yn ystyried fod ymateb staff yr harbwr yn 'Foddhaol'. Nid oedd unrhyw un o'r farn fod ymateb staff yn sâl.

It is reassuring to note that 70% of the respondents were of the opinion that the response of the harbour staff to complaints or problems was 'Excellent, whilst 26% were of the opinion that the response was 'Good'. Only 4% of the respondents were of the opinion that their response was 'Satisfactory' and no one stated that the response was 'poor'.

2. A oedd yr ymateb l'r cwyn neu broblem yn brydlon?

Was the response to the complaint or problem prompt?

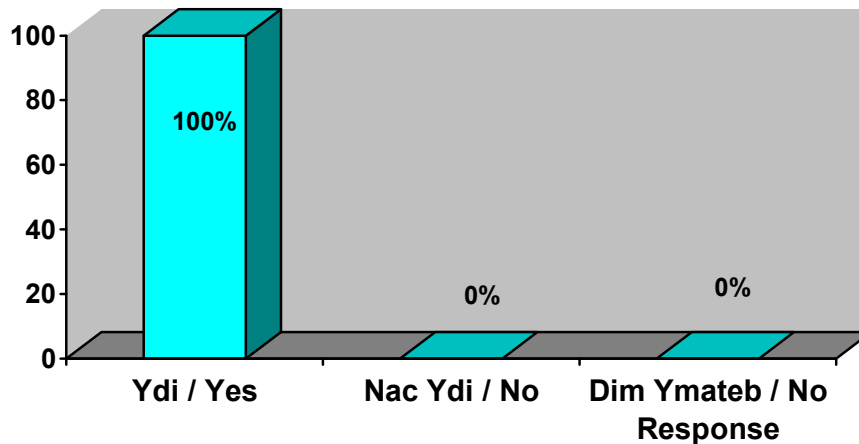


Roedd 96% o'r farn fod yr ymateb yn brydlon. Roedd 4% yn ddi farn.

96% the respondents were of the opinion that the response provided by staff was prompt. 4% did not comment..

3. A fu i staff yr harbwr ddarparu cymorth a chyngor digonol, ac a oeddynt yn broffesiynol bob amser?

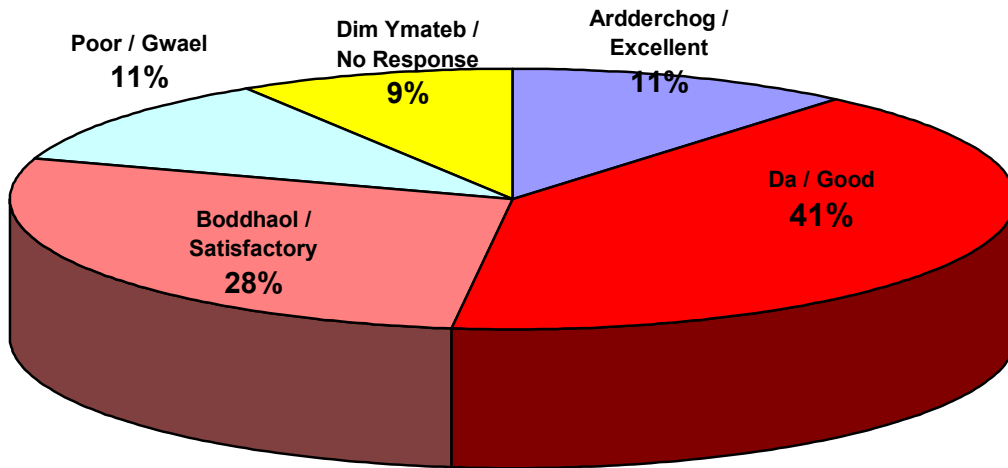
Did the staff at the harbour provide adequate advice and assistance, and were they professional at all times?



Mae'r siart uchod yn dangos fod oll o'r atebwyr, sef 100%, o'r farn fod staff yr harbwr yn darparu cymorth a chyngor digonol, a phroffesiynol bob amser.

The above chart shows that the all the respondents, 100% were of the opinion that the harbour staff provided adequate service and assistance, and were professional at all times.

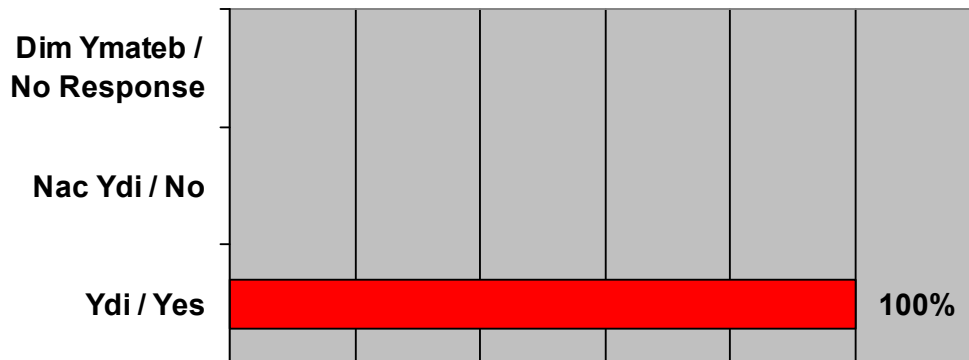
4. Beth yw eich barn ynglŷn âg ansawdd y cyfleustra lansio cychod gweni?
What is your opinion on the quality of the yacht tender launching facility?



Roedd 11% o'r farn fod y cyfleustra lansio cychod gwenni yn ardderchog, gyda 41% o'r farn fod y cyfleusterau yn dda. Roedd 39% o'r farn bod y cyfleusterau yn foddhaol neu wael. Roedd 9% yn ddifarn

11% of customers were of the opinion that the dinghy launching facilities were excellent. 41% were of the opinion that the facility was good and 39% were of the opinion that the facility was satisfactory or poor. 9% declined to comment.

5. A ydych yn ystyried bod cymhorthion mordwyo yn addas a digonol?
Are you of the opinion that the Aids to navigation are adequate?

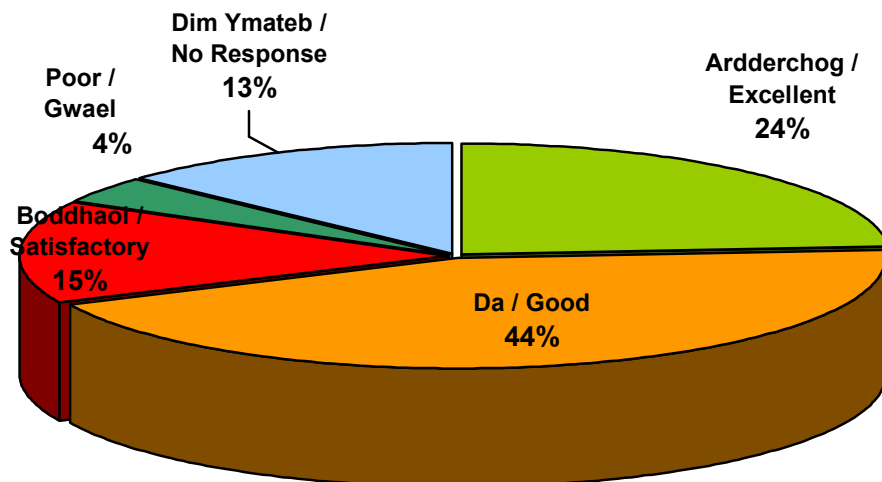


Roedd 100% o'r farn fod y cymhorthion mordwyo yn y sianel yn addas a digonol.

100% of respondents were of the opinion that the Aids to Navigation in the channel were suitable and adequate.

6. A ydych o'r farn fod ansawdd eich angorfa ac y gwasanaeth a ddarperir gan eich Darparwr Gwasanaeth Angorfa yn:

Do you consider the quality of your mooring and the service provided by the Mooring Service Provider to be:

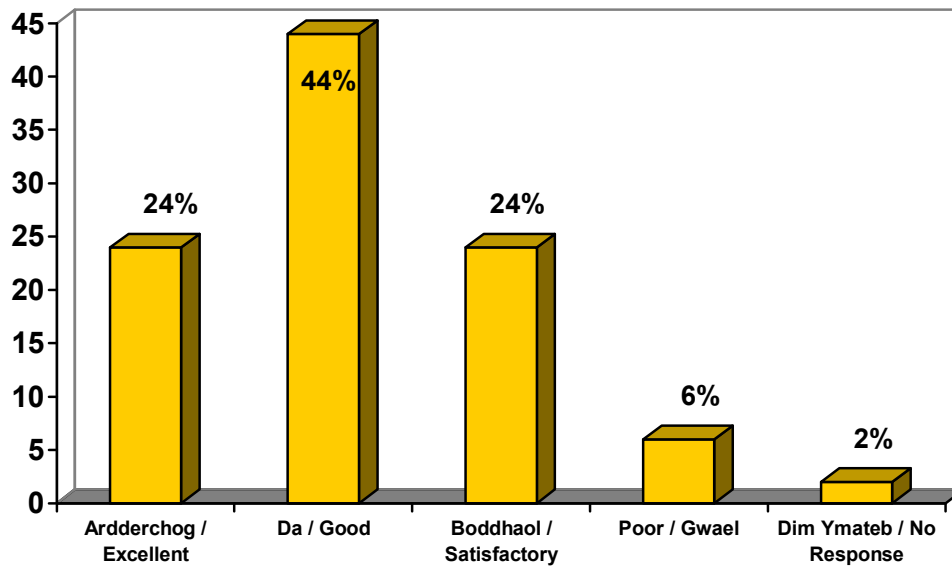


Dengys y siart uchod fod 24% a ymatebodd, o'r farn fod y gwasanaeth/angorfa yn 'Ardderchog' tra bod 44% o'r farn bod y gwasanaeth yn 'Dda'. Roedd 15% yn ystyried bod y gwasanaeth yn 'Foddhaol'. 4% yn unig oedd yn ystyried fod y gwasanaeth / angorfa yn 'Wael'.

The above chart indicates that 24% of respondents, were of the opinion that the quality of the service / mooring was 'Excellent', whilst 44% were of the opinion that the service was 'Good'. 15% considered the service 'Satisfactory'. 4% were of the opinion that the quality of their mooring / service was 'Poor'.

7. Beth yw eich barn ynglyn a lefel glendid yr harbwr?

What is your opinion on the standard of the cleanliness of the harbour:

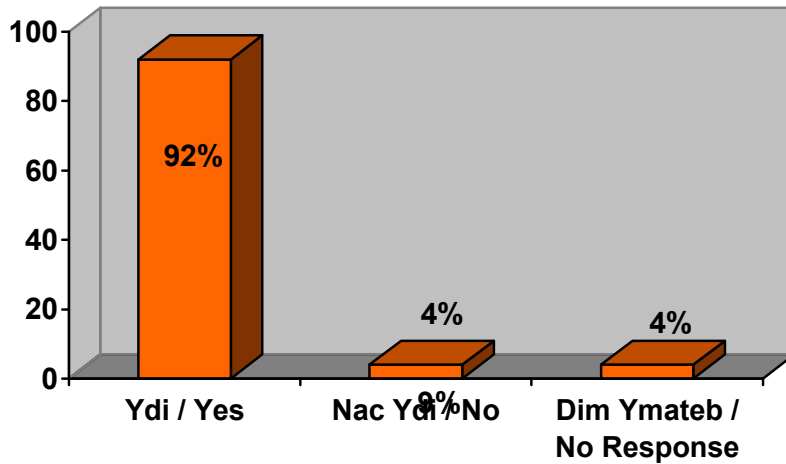


Dengys y siart uchod fod 24% o'r atebwyr yn ystyried lefel glendid yr harbwr yn 'Ardderchog', tra bod 44%, o'r farn bod y safon yn 'Dda'. Datganodd 24% fod y lefel yn 'Foddhaol' a 6% o'r farn ei fod yn 'Wael'.

The above chart indicates that 25% of respondents are of the opinion that the standard of cleanliness within the harbour is 'Excellent', whilst 44%, are of the opinion that the level is 'Good'. 24% indicated that the level is 'Satisfactory' and 6% stated that the standard is 'Poor'.

8. Awdych o'r farn fod costau a ffioed angorfa yn adlewyrchu gwasanaeth teg?

Are you of the opinion that the mooring charges and fees reflect a fair service?

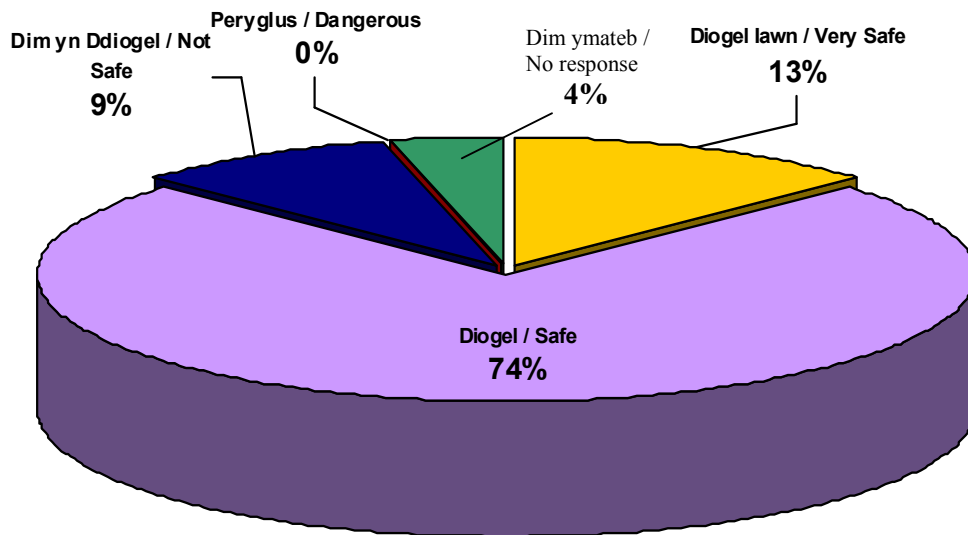


Roedd 92% o'r farn fod y costau a'r ffioedd angorfa yn adlewyrchu gwasanaeth teg, tra'r oedd 4% o'r farn nad oeddynt.

92% of respondents were of the opinion that the mooring fees and charges reflected a fair service, whilst 4% were of the opinion that that it was not a fair reflection.

9. A ydych yn ystyried lefel diogelwch yr harbwr yn:

Do you consider the level of safety at the harbour to be:

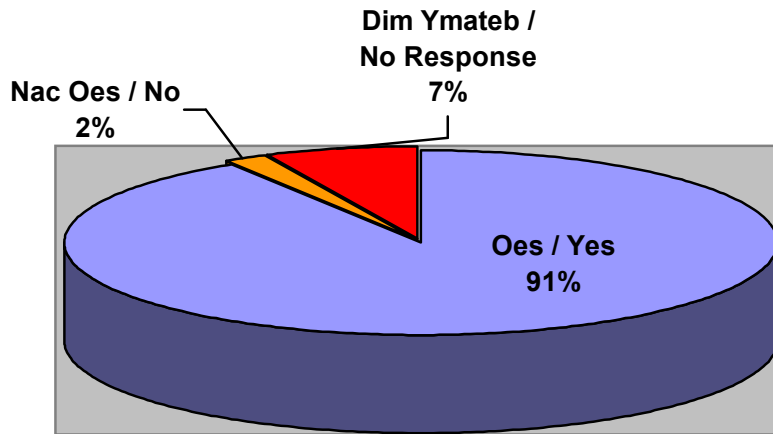


Dengys y siart uchod fod 74% o'r farn fod yr harbwr yn 'Ddiogel', tra bod 13% o'r farn fod yr harbwr yn 'Ddiogel lawn'. Roedd 9% o'r farn fod yr harbwr 'Ddim yn Ddiogel'. Nid oedd unrhyw ymatebwr o'r farn bod yr harbwr yn 'Beryglus'.

74% of respondents were of the opinion that the harbour was 'Safe', whilst 13% considered the harbour to be 'Very safe'. 9% stated that the harbour was 'Not safe'. No one considered the harbour to be 'Dangerous'.

10. A ydych o'r farn fod yna ddigon o fesurau diogelwch yn yr harbwr?

Are you of the opinion that there is an adequate security measures at the harbour?



Roedd 64% o'r farn fod mesurau diogelwch digonol yn yr harbwr. Roedd 2%, oedd o'r farn nad oedd y mesurau diogelwch yn ddigonol. Ni fynegwyd barn gan 7% o ymatebwyr.

91% of respondents were of the opinion that there is adequate presence of security measures at the harbour. 2% (one responder) was of the opinion there was insufficient measures in place. 7% of respondents did not provide an opinion.

11. Pa wasanaethau neu gyfleusterau eraill yr hoffech eu cael yn yr harbwr?

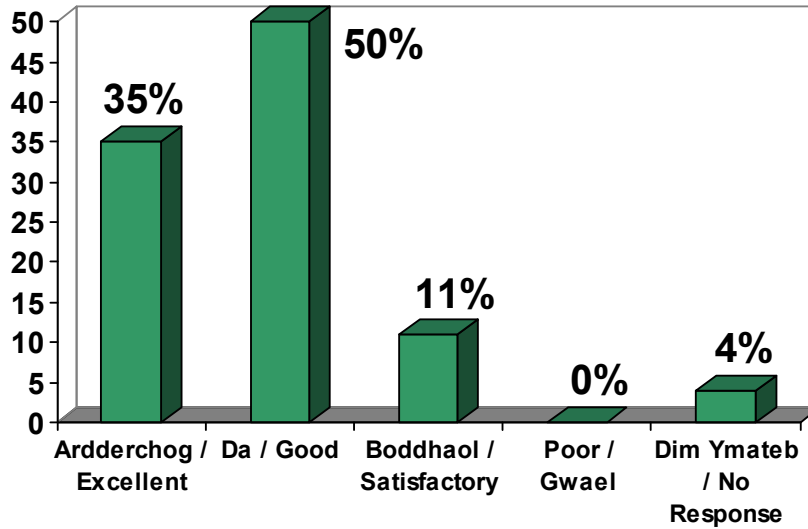
What other facilities or services would you like to be made?

GWASANAETHAU NEU GYFLEUSTERAU <i>SERVICES OR FACILITIES</i>	Canran Ddosbarthiad <i>Percentage Distribution</i>
Pontwns ar gyfer cychod gweini / dingis <i>Pontoons for tenders / dinghies</i>	22%
Carthu rheolaidd o'r harbwr <i>Regular dredging of the harbour</i>	13%
Cynnal a chadw manau trydan <i>Maintain power outlets</i>	7%
Parcio ychwanegol i gerbydau <i>Additional parking for vehicles</i>	4%
Petrol <i>Petrol</i>	2%
Safle ychwanegol i storio / cadw cychod gweini <i>More storage area for tenders / dinghies</i>	2%
Fwy o gamerâu TCC yn yr harbwr <i>More CCTV cameras in the harbour</i>	2%
Cawod <i>Shower</i>	2%
Marcio'r sianel i Fairbourne <i>Mark the channel to Fairbourne</i>	2%
Mwy o nofdrych o amgylch yr harbwr <i>Additional liferings around the harbour</i>	2%
Gwell ysgolion <i>Better ladders</i>	2%
Mwy o nofdrych o amgylch yr harbwr <i>Additional liferings around the harbour</i>	2%
Arwyddion 4m.y.a. yn y sianel <i>4knt. Signs in the channel.</i>	2%
Dwr a thrydan yn compownd y pysgotwyr <i>Water and electricity in the fishermans compound</i>	2%
Well mynediad i lenwi gyda thanwydd <i>Better access for re-fueling</i>	2%

Dengys y tabl uchod mai datblygiad pontŵn ar gyfer cychod gweini / dingis a charthu rheolaidd o'r harbwr yw'r prif wasanaethau yr hoffai'r mwyafrif o'r atebwyr eu gweld yn harbwr Abermaw, h.y. 22% a 13% yn y drefn honno.

The above table shows that the development of pontoons for tenders / dinghies and regular dredging of the harbour are the two main services the respondents would like to see at Abermaw harbour, that is 22% and 13% respectively.

12. A ydych o'r farn bod safon gwasanaeth yr harbwr yn:
In your opinion, is the service being provided at the harbour:



Mae 35% o'r farn bod gwasanaeth yr harbwr yn 'Ardderchog' tra bod 50% o'r farn fod y gwasanaeth yn 'Dda'. Roedd 11% yn ystyried y safon yn 'Foddhaol', a doedd neb o'r farn fod safon yn 'Wael'.

35% of respondent were of the opinion the service was 'Excellent. 50% were of the opinion that the service was 'Good'. 11% of respondent considered the service 'Satisfactory', whilst no one considered the service to be 'Poor'.