# 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 disapointing.*

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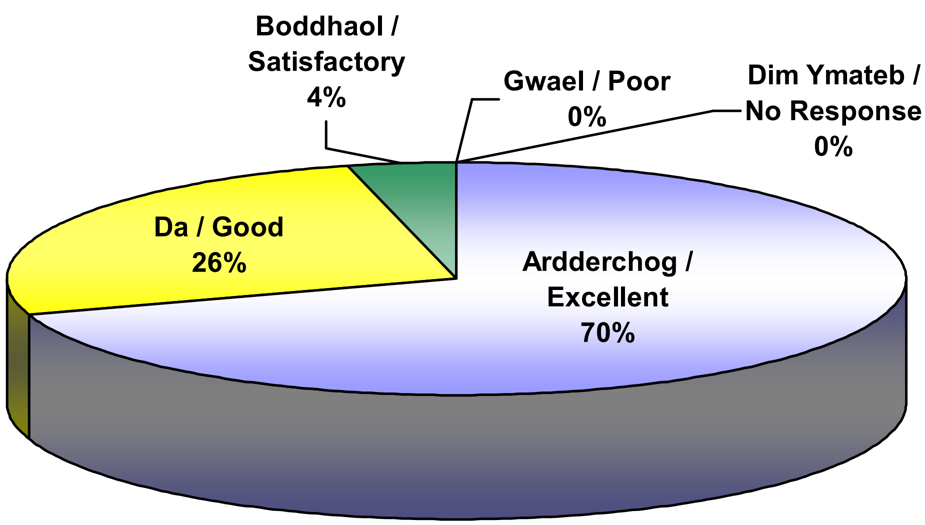
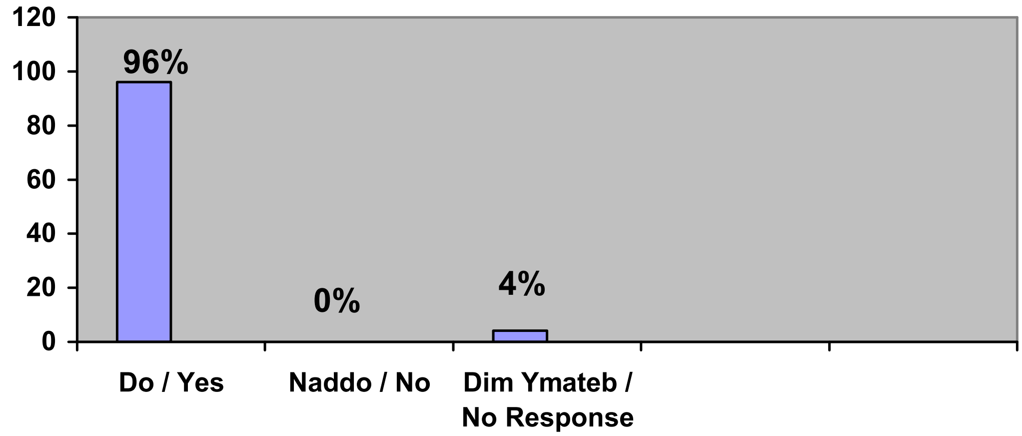
**1. Sut a fu staff yr harbwr ymateb i gwynion neu broblemau?**
*How did harbour staff respond to complaints or problems?*




Mae'n galonogol nodi fod 70% or 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'.*

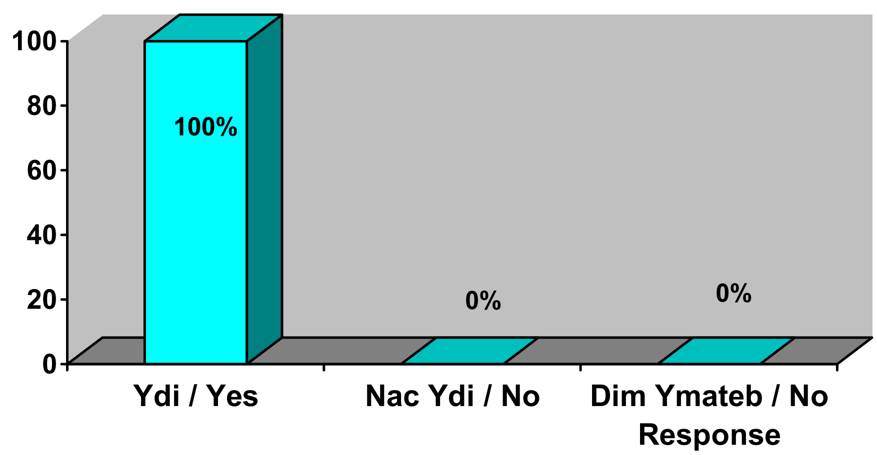
**2. A oedd yr ymateb I'r cwyn neu broblem yn brydlon?**
*Was the response to the complaint or problem prompt?*




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..*

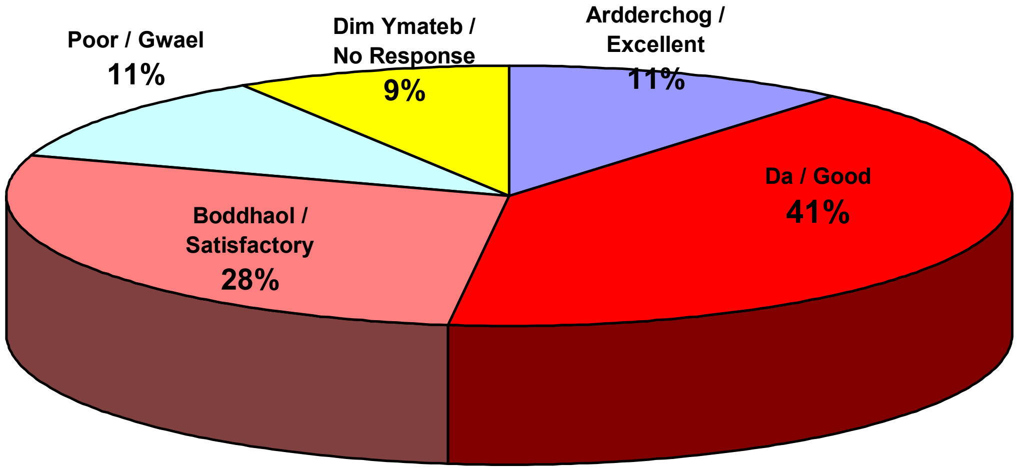
**3. A fu i staff yr harbwr ddarparu cymorth a chyngor digonol, ac a oeddynt yn broffesiynol bob amser?**
*Did the staff at the harbour provide adequate advice and assistance, and were they professional at all times?*




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.*

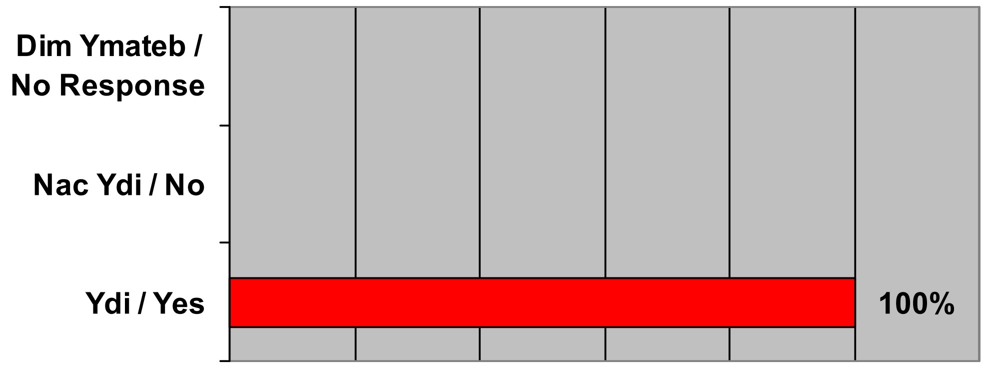
**4. Beth yw eich barn ynglŷn âg ansawdd y cyfleustra lansio cychod gweni?**
*What is your opinion on the quality of the yacht tender launching facility?*




Roedd 11% o'r farn fod y cyfleustra lansio cychod gweini 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.*

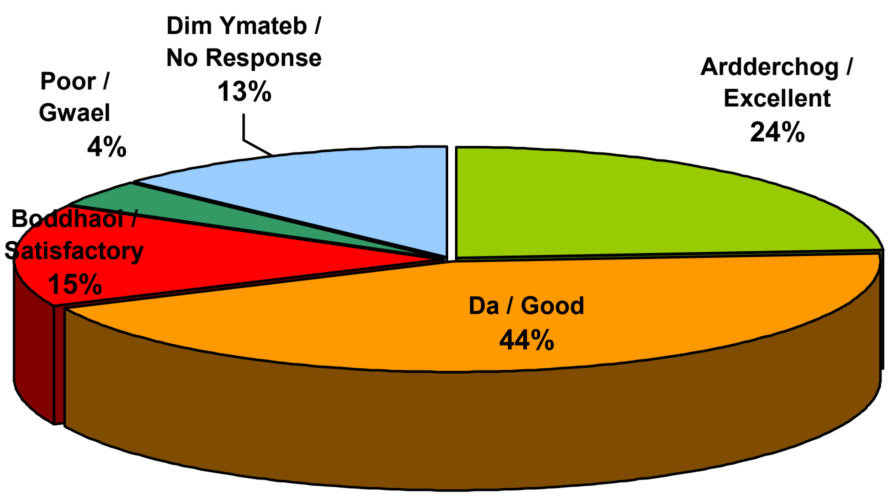
**5. A ydych yn ystyried bod cymhorthion mordwyo yn addas a digonol?**
*Are you of the opinion that the Aids to navigation are adequate?*




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.*

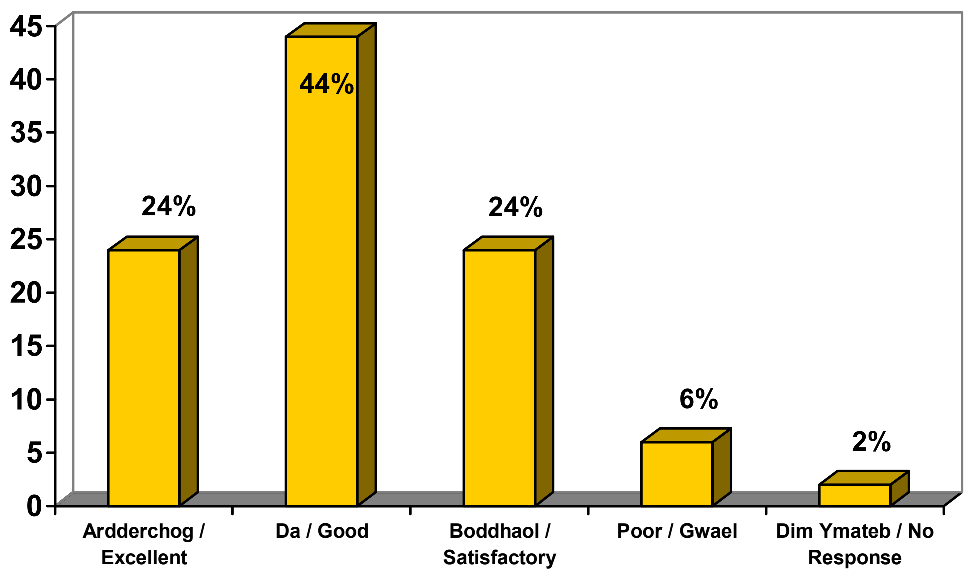
**6. A ydych o'r farn fod ansawdd eich angorfa ac y gwasanaeth a ddarperir gan eich Darparwr Gwasanaeth Angorfa yn:**
*Do you consider the quality of your mooring and the service provided by the Mooring Service Provider to be:*




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'.*

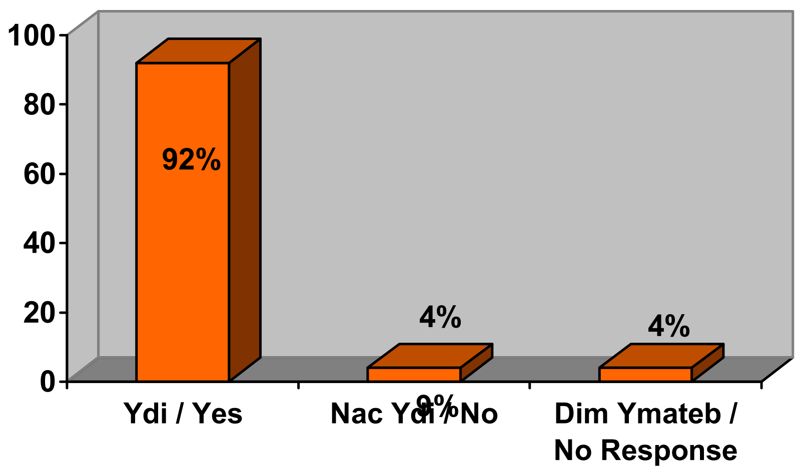
**7. *Beth yw eich barn ynglyn a lefel glendid yr harbwr?***
*What is your opinion on the standard of the cleanliness of the harbour:*




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'.*

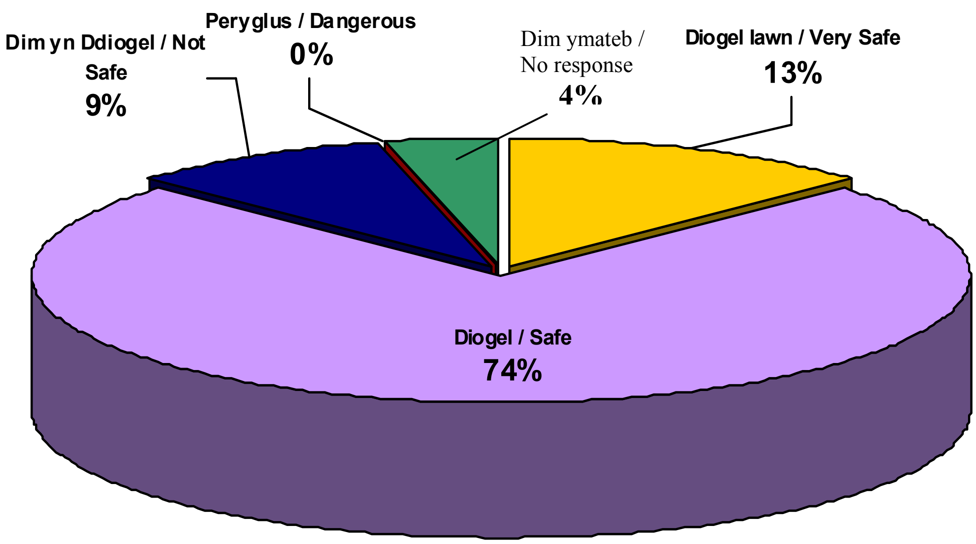
**8. Aydych o`r farn fod costau a ffioed angorfa yn adlewyrchu gwasanaeth teg?**
*Are you of the opinion that the mooring charges and fees reflect a fair service?*




Roedd 92% o'r farn fod y costau a'r ffioedd angori 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.*

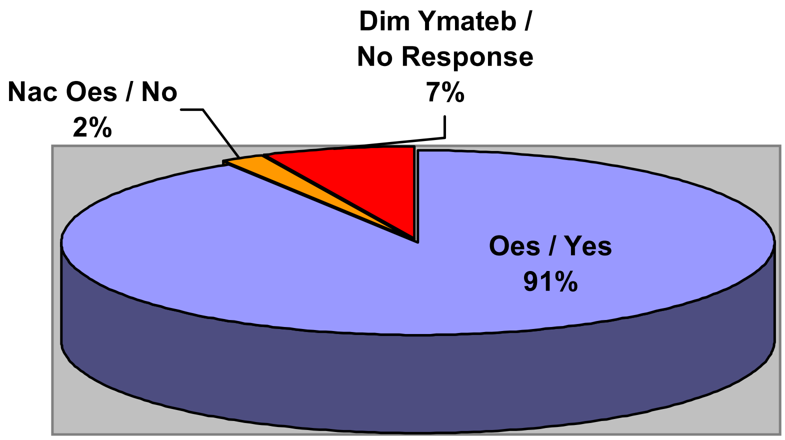
**9. A ydych yn ystyried lefel diogelwch yr harbwr yn:**
*Do you consider the level of safety at the harbour to be:*




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 Iawn'. 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.*

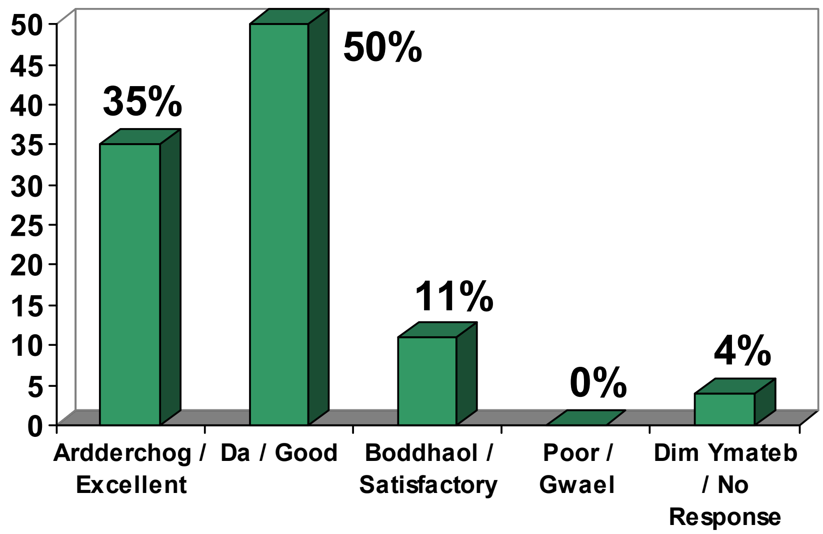
**11. Pa wasanaethau neu gyfleusterau eraill yr hoffech eu cael yn yr harbwr?**
*What other facilities or services would you like to be made?*

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