

CAGAYAN DE ORO CITY WATER DISTRICT
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MANAGEMENT SERVICES DEPARTMENT
 Corporate Planning Division

CAGAYAN DE ORO CITY WATER DISTRICT
 Sec./Corres. & Records Division
RECEIVED
 CHARLYN B. CERIALES
 DATE: *5/2/2019* TIME: *9:30 AM*

IOM MSD – CPD – 04 - 225, S - 2019

FOR : The **GENERAL MANAGER**
THRU : **ACTING ASSISTANT GENERAL MANAGER FOR AFC SERVICES**
FROM : **CORPORATE PLANNING DIVISION**
SUBJECT : **FEEDBACK SURVEY (FOR LWUA) RESULTS FOR THE 1ST QUARTER OF 2019**
DATE : **APRIL 30, 2019**

This is to respectfully submit the 1st Quarter Result of the 2019 Feedback Survey as designed by LWUA. The following are notable points in the survey results:

- On Quality of Water – For the quarter, there is a significant increase in the number of customers who are satisfied in terms of water supply, pressure, level of confidence on the safety of water and services when compared to the 2018 1st Quarter Survey Result. On the other hand, a notable number of respondents who were not satisfied with of our water. Thus, the increase from previous year’s result showed that **74%** of the respondents are still **satisfied** with our services.
- On Quality of Customer Care Service – The current quarter average mean value of 3.82 corresponds to a **“VERY GOOD”** rating. It illustrates increase in rating when compared to CY 2018 1st Quarter score of 3.65. Implementation of the Customer Service Standards maybe an increasing factor on the rating.

With the full utilization of all available communication channels in the dissemination of information (Notice of Interruption), only 1.25% rated COWD’s effort as Excellent.

- On Respondents’ Profile – The feedback was mostly derived from **Barangay Carmen** in the Western Service Area and **Barangay Lapasan** in the Eastern Service Area. Majority of the respondents comes from the **36 - 45** years old age bracket.
- On Customers’ Comments/Remarks – **Water Supply/Pressure** (31), **Water Quality/Flushing** (16), **Tellers/Cashiers** (5) and **Notice of Water Interruption** (4) concerns are common complaints of the respondents.

For your information and ready reference.

RECEIVED
 Corporate Planning Division
 By: *[Signature]*
 Date: *5/6/19* Time: *11:30 AM*

[Signature]
JOSE JISELO P. ABRAGAN
 OIC, Corporate Planning Div. M.

Checked by:

[Signature]
SULDIE D. LARANJO
 Manager, Management Services Dept.

[Signature]
5/3/19 9:57 AM

Noted by:

[Signature]
OMELFA C. RECTO
 Acting AGM for AFC Services



CAGAYAN DE ORO CITY WATER DISTRICT
MANAGEMENT SERVICES DEPARTMENT
CORPORATE PLANNING DIVISION

FEEDBACK SURVEY for the FIRST QUARTER of 2019
(for the period covered from January to March)

FEEDBACK SURVEY (for LWUA)		FIRST QUARTER					
		CY 2019			CY 2018		
No.	Quality of Water	Yes	No	Total	Yes	No	Total
1	Do you have a 24-hour Water Service?	249	51	300	217	83	300
2	Is your water pressure adequate?	229	71	300	186	114	300
3	Does your water taste good?	142	158	300	145	155	300
4	Are you confident that your water is safe?	155	145	300	152	148	300
5	Are you satisfied with the water service of COWD?	222	78	300	210	90	300

n=300

Prepared by:


Annalyn F. Macalolot
Senior Research Analyst A


Checked by:


Jose Jiselo P. Abragan
OIC, Corporate Planning Div.

Noted by:


Suldie D. Laranjo 4/20/19
Manager, Management Services Dept.

Recommending approval:


Omelfa C. Recto
Acting AGM, AFC Services

Approved by:


Bienvenido V. Batar, Jr.
General Manager



CAGAYAN DE ORO CITY WATER DISTRICT
MANAGEMENT SERVICES DEPARTMENT
CORPORATE PLANNING DIVISION

FEEDBACK SURVEY for the FIRST QUARTER of 2019

(for the period covered from January to March)

No.	QUALITY OF CUSTOMER CARE SERVICE	N	FREQUENCY, PERCENTAGE & DESCRIPTION										1st Qtr. 2019		1st Qtr. 2018	
			Excellent		Very Good		Good		Fair		Poor		Mean	Desc	Mean	Desc
			Freq.	%	Freq.	%	Freq.	%	Freq.	%	Freq.	%				
1	Accuracy of Information	300	3	1.25	130	54.17	108	45.00	30	12.50	29	12.08	3.16	GOOD	3.14	GOOD
2	Courtesy of Complain	300	14	5.83	165	68.75	94	39.17	22	9.17	5	2.08	3.54	VERY GOOD	3.35	GOOD
3	Accuracy of Attending leakages	300	36	15.00	181	75.42	58	24.17	21	8.75	4	1.67	3.75	VERY GOOD	3.39	GOOD
4	Courtesy and helpfulness of the meter readers	300	61	25.42	216	90.00	13	5.42	8	3.33	2	0.83	4.09	VERY GOOD	4.05	VERY GOOD
5	Courtesy and helpfulness of the bill carriers	300	79	32.92	189	78.75	29	12.08	3	1.25	0	0.00	4.15	VERY GOOD	4.04	VERY GOOD
6	Courtesy and helpfulness of CCSD	300	73	30.42	198	82.50	23	9.58	4	1.67	2	0.83	4.12	VERY GOOD	3.85	VERY GOOD
7	Courtesy and helpfulness of the Discon Team	300	25	10.42	192	80.00	74	30.83	8	3.33	1	0.42	3.77	VERY GOOD	3.54	VERY GOOD
8	Courtesy and helpfulness of tellers / cashiers	300	12	5.00	261	108.75	24	10.00	2	0.83	1	0.42	3.94	VERY GOOD	3.70	VERY GOOD
9	Courtesy and helpfulness of New Conn. application personnel	300	33	13.75	184	76.67	73	30.42	8	3.33	2	0.83	3.79	VERY GOOD	3.65	VERY GOOD
10	Courtesy and helpfulness of the billing section	300	41	17.08	183	76.25	74	30.83	2	0.83	0	0.00	3.88	VERY GOOD	3.79	VERY GOOD
11	Overall Rating of COWD Services / Employees	300	37	15.42	180	75.00	73	30.42	8	3.33	2	0.83	3.81	VERY GOOD	3.62	VERY GOOD
	Average	300	38	15.68	189	78.75	58	24.36	11	4.39	4	1.82	3.82	VERY GOOD	3.65	VERY GOOD

*Scoring: 4.50-5.00(Excellent), 3.50-4.49(Very Good), 2.50-3.49(Good), 1.50-2.49(Fair), 1.00-1.49(Poor)

Prepared by:

Annalyn T. Macalolot
Annalyn T. Macalolot
 Senior Research Analyst A

Checked by:

Jose Jiselo P. Abragan
Jose Jiselo P. Abragan
 OIC, Corporate Planning Div.

Noted by:

Sudie D. Laranjo
Sudie D. Laranjo
 Manager, Mgmt. Services Dept.

Recommending approval:

Omelfa C. Recto
Omelfa C. Recto
 Acting AGM, AFC Services

Approved by:

Benvenido V. Batar, Jr.
Benvenido V. Batar, Jr.
 General Manager

**FEEDBACK SURVEY RESULT SUMMARY BY SERVICE AREA, ITS ACCOUNT CLASSIFICATION and AGE BRACKET
FOR THE FIRST QUARTER OF 2018 (January 1 to March 31, 2019)**

BARANGAY	ACCOUNT CLASSIFICATION		AGE BRACKET					
	RESIDENTIAL	COMMERCIAL	16-25	26-35	36-45	46-55	56-65	66 and above
WEST SERVICE AREA								
CARMEN	21	1	1	8	9	4		
IPONAN	16	1		4	7	4	1	1
LAJA	16			3	5	4	4	
PATAG	12		1	1	6	1	3	
KAUSWAGAN	11		2	2	3	2	2	
PAGATPAT	8	1	1		3	5		
BALULANG	8				2	4	2	
IGPIT, OPOL	8		1	2	4		1	
BAYABAS	8		1	2	1	4		
CANITOAN	6		1		1	3	1	
BARRA, OPOL	4	1			1	3	1	
MALANANG, OPOL	4				2	2		
BONBON	2			1		1		
TABOC, OPOL	1	1		1	1			
POBLACION, OPOL	1					1		
BONBON, OPOL	1				1			
LUYONG BONBON, OPOL								
LUMBIA								
SUB-TOTAL	127	5	8	24	46	38	15	1
EAST SERVICE AREA								
LAPASAN	26	1	3	1	14	6	3	
POBLACION	15	8	6	2	5	6	4	
MACASANDIG	20	2	3	7	5	6	1	
GUSA	16	3	3	5	3	6	2	
CUGMAN	17		1	7	3	3	3	
CAMAMAN-AN	15		3	3	4	3	2	
CONSOLACION	12		2	2	4	4		
PUNTOD	10	1		1	4	3	3	
MACABALAN	9		1		4	2	2	
TABLON	6		1		3	2		
NAZARETH	5	1	2		2	1	1	
AGUSAN	1							1
BUGO								
PUERTO								
TAGOLOAN								
SUB-TOTAL	91	5	13	18	27	24	13	1
GRAND TOTAL	218	10	21	42	73	62	28	2
PERCENTAGE	72.67%	3.33%	7.00%	14.00%	24.33%	20.67%	9.33%	0.67%

Remarks:

- 1) Feedback were mostly derived from **Carmen (22 respondents)** in the **West Service Area** while **Barangay Lapasan (27 respondents)** in the **East Service Area**.
- 2) Majority of the respondents' water connection were classified as residential and 24.33% of the respondents comes from the age bracket of **36 - 45** years old.

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DISTRIBUTION OF CUSTOMERS' COMMENTS AND SUGGESTIONS ON HOW COWD CAN BEST IMPROVED ITS WATER SERVICE

NO.	RES. NO.	COMMENTS: (To the survey interviewer): Please ask the respondent if he/she has any specific comments or suggestions that could be useful in improving COWD service delivery.	BARANGAY	WATER SUPPLY /PRESSURE	WATER QUALITY /FLUSHING	NEW CONN. INSTALLATION /TAPPING	NOTICE OF WATER INTERRUPTION	LEAKAGE REPAIR	TELLER/ CASHIER	WATER RATE /PENALTY
				(PRODN.)	(PRODN.)	(COMM'L)	(MSD)	(MAINT.)	(FINANCE)	
1	238	Hinay kaayo sa buntag ang agas. Hugaw ang agas	GUSA	1	1					
2	85	Usahay mawala og lubog	IPONAN	1	1					
3	25	Walay agas, kung mo agas man gali lubog.	PUNTOD	1	1					
4	143	Walay agas/ Wala nag announcement	CARMEN	1			1			
1	111	11:00 pm - 6:00 am muagas	MACASANDIG	1						
2	96	12:00 am to 1:00 am moagas	NAZARETH	1						
3	174	12:00 pm - 7:00 am muagas na	CARMEN	1						
4	134	24 hrs unta ang agas sa tubig	MALANANG, OPOL	1						
5	256	7:00 am - 9:00 am; 2:00 pm - 3:00 pm hinay kaayo	CONSOLACION	1						
6	172	8:00 am - 5:00 pm muagas	MACASANDIG	1						
7	88	Hapon ug buntag hinay ang agas	GUSA	1						
8	20	Hinay	LAPASAN	1						
9	30	Hinay ang agas	IGPIT, OPOL	1						
10	225	Hinay ang agas	IGPIT, OPOL	1						
11	42	Hinay ang agas sa buntag	CUGMAN	1						
12	43	Hinay ang agas sa buntag	CUGMAN	1						
13	78	Hinay ang agas sa buntag	CARMEN	1						
14	82	Hinay ang agas sa buntag	CUGMAN	1						
15	211	Hinay ang agas sa buntag	AGUSAN	1						
16	232	Hinay ang agas sa tubig	GUSA	1						
17	48	Hinay sa buntag	CUGMAN	1						
18	8	Hugaw ang tubig	MACABALAN	1						
19	94	Isa na ka bulan walay agas	BULUA	1						
20	64	Kusgan pa ang agas	PUNTOD	1						
21	55	Kusog unta ang tubig	CARMEN	1						
22	95	Maayo kaayo mi mobayad ug tubig pero ang tubig dugay kaayo muagas usahay wala pa jud.	NAZARETH	1						
23	153	Mawala kalit ang tubig	LAPASAN	1						

NO.	RES. NO.	COMMENTS: (To the survey interviewer): Please ask the respondent if he/she has any specific comments or suggestions that could be useful in improving COWD service delivery.	BARANGAY	WATER SUPPLY /PRESSURE	WATER QUALITY /FLUSHING	NEW CONN. INSTALLATION /TAPPING	NOTICE OF WATER INTERRUPTION	LEAKAGE REPAIR	TELLER/CASHIER	WATER RATE /PENALTY
				(PRODN.)	(PRODN.)	(COMM'L)	(MSD)	(MAINT.)	(FINANCE)	
24	213	Sa buntag hinay	PAGATPAT	1						
25	49	Sa buntag hinay ang agas	MACABALAN	1						
26	51	Usahay hinay	BARRA, OPOL	1						
27	80	Walay agas sa buntag	CARMEN	1						
28	47	4 am sa buntag lubog	CUGMAN		1					
29	52	4-5 am lubog ang tubig	CAMAMAN-AN		1					
30	22	Brown water, naay ga sinaw sa tubig	LAPASAN		1					
31	50	Daghan balas sa pag pa-agas	LAPASAN		1					
32	53	Lubog ang tubig	LAPASAN		1					
33	169	Lubog ang tubig	IPONAN		1					
34	243	Lubog ang tubig	GUSA		1					
35	137	Lubog ang tubig. Ma-clear unta	LAPASAN		1					
36	114	Lubog gamay ang tubig, among gasalaon	CARMEN		1					
37	233	Lubog kung buntag	LAPASAN		1					
38	183	Naay molotaw, lubog pod, puti siya	BULUA		1					
39	257	Usahay lubog	LAPASAN		1					
40	122	Usahay lubog ang tubig	GUSA		1					
41	35	Ang connection maagian sa sakyanan. Dapat ilubong ang hose para dili maputol.	PATAG			1				
42	36	Dapat iplatar ang stub-out pag install	IPONAN			1				
43	135	Isaka ang mga hose nga naa sa kanal	BAYABAS			1				
44	39	Dili clear ang announcement	LAPASAN				1			
45	138	Mag-announce kung mawala ang tubig (specify ang area - luag ang Macasandig)	MACASANDIG				1			
46	29	Magpahibalo kung naay interruption	IPONAN				1			
47	120	Atimanon ang leakages	GUSA					1		
48	136	Ma-atiman ang leakage	POBLACION					1		
49	131	Madali unta ang leakages ug atiman	IPONAN					1		
50	164	Dapat daghan tellers	MACASANDIG						1	
51	31	Dapat naa tanan ang teller kung rush hour	POBLACION						1	
52	141	Paspas unta ang counter	POBLACION						1	

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				(PRODN.)	(PRODN.)	(COMM'L)	(MSD)	(MAINT.)	(FINANCE)	
53	144	Separate lane sa cheque	POBLACION						1	
54	170	Uban teller mga strikta	LAPASAN						1	
55	40	Dako ang penalty nga 10%	PATAG							1
		TOTAL COMMENTS (59)		31	16	3	4	3	5	1
		PERCENTAGE TO TOTAL (%)		52.54%	27.12%	5.08%	6.78%	5.08%	8.47%	1.69%

NOTE:

- 1.) **19.67% or 59** of the 300 total respondents for the first quarter of 2019 discloses their **comments and/or suggestions**.
- 2.) **Top four (4)** common concerns/comments (high percentage) are:
Water Supply/Pressure (52.54%), Water Quality/Flushing (27.12%), Teller/Cashier (8.47%) and Notice of Water Interruption (6.78%).
- 3.) **Water Supply/Pressure** ranked as the top concern of concessionaires.