

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

**CUSTOMER SATISFACTION SURVEY RATING 2018**  
 for the 1st Quarter 2018

FEDBACK SURVEY ON OUR TELEPHONE STANDARDS 2018					FEDBACK SURVEY ON OUR VISITING THE OFFICE 2018					OVERALL		
DEPARTMENT	CUSTOMER ATTENDED	CUSTOMER TELEPHONE CALL SATISFACTION NUMERICAL RATING	ADJECTIVAL RATING	RANKING (2018)	DEPARTMENT	CUSTOMER ATTENDED	CUSTOMER VISITING THE OFFICE SATISFACTION NUMERICAL RATING	ADJECTIVAL RATING	RANKING (2018)	NUMERICAL RATING	ADJECTIVAL RATING	SURVEY RANKING FOR 1st Qtr (Jan - Mar 2018)
<b>MAINT. &amp; NRW MANAGEMENT</b>	<b>32</b>	<b>4.60</b>	<b>EXCELLENT</b>	<b>1</b>	<b>MAINT. &amp; NRW MANAGEMENT</b>	<b>29</b>	<b>4.60</b>	<b>EXCELLENT</b>	<b>1</b>	<b>4.60</b>	<b>E</b>	<b>1</b>
<b>PRODUCTION</b>	<b>2</b>	<b>4.60</b>	<b>VERY GOOD</b>	<b>1</b>	<b>PRODUCTION</b>	<b>2</b>	<b>4.60</b>	<b>EXCELLENT</b>	<b>1</b>	<b>4.60</b>	<b>VG</b>	<b>1</b>
<b>ENGINEERING</b>	<b>18</b>	<b>4.30</b>	<b>VERY GOOD</b>	<b>2</b>	<b>ENGINEERING</b>	<b>18</b>	<b>4.30</b>	<b>VERY GOOD</b>	<b>2</b>	<b>4.30</b>	<b>VG</b>	<b>2</b>
CONSTRUCTION	16	4.60	EXCELLENT		CONSTRUCTION	16	4.60	EXCELLENT		4.60	E	
PLANNING & DESIGN	2	4.00	VERY GOOD		PLANNING & DESIGN	2	4.00	VERY GOOD		4.00	VG	
<b>MANAGEMENT</b>	<b>5</b>	<b>4.13</b>	<b>VERY GOOD</b>	<b>5</b>	<b>MANAGEMENT</b>	<b>6</b>	<b>4.08</b>	<b>EXCELLENT</b>	<b>7</b>	<b>4.11</b>	<b>VG</b>	<b>3</b>
PR	2	4.00	VERY GOOD		PR	2	4.10	EXCELLENT		4.05	VG	
AUDIT	1	4.00	VERY GOOD		AUDIT	1	4.00	VERY GOOD		4.00	VG	
CORPLAN	2	4.40	VERY GOOD		CORPLAN	3	4.13	VERY GOOD		4.27	VG	
<b>BAC</b>	<b>2</b>	<b>4.00</b>	<b>VERY GOOD</b>	<b>6</b>	<b>BAC</b>	<b>3</b>	<b>4.13</b>	<b>VERY GOOD</b>	<b>5</b>	<b>4.07</b>	<b>VG</b>	<b>4</b>
<b>ADMINISTRATIVE</b>	<b>22</b>	<b>3.98</b>	<b>VERY GOOD</b>	<b>7</b>	<b>ADMINISTRATIVE</b>	<b>21</b>	<b>4.10</b>	<b>VERY GOOD</b>	<b>6</b>	<b>4.04</b>	<b>VG</b>	<b>5</b>
PROCUREMENT	2	4.00	VERY GOOD		PROCUREMENT	2	4.00	VERY GOOD		4.00	VG	
CLINIC	2	4.00	VERY GOOD		CLINIC	2	4.00	VERY GOOD		4.00	VG	
GEN. SERV.	15	4.60	EXCELLENT		GEN. SERV.	14	4.60	EXCELLENT		4.60	E	
HRD	3	3.33	GOOD		HRD	3	3.80	VERY GOOD		3.57	VG	
<b>AGM's OFFICE</b>	<b>6</b>	<b>4.14</b>	<b>VERY GOOD</b>	<b>4</b>	<b>AGM's OFFICE</b>	<b>6</b>	<b>3.77</b>	<b>VERY GOOD</b>	<b>9</b>	<b>3.95</b>	<b>VG</b>	<b>6</b>
AGM's OFFICE	3	4.27	VERY GOOD		AGM's OFFICE	3	3.87	VERY GOOD		4.07	VG	
CSDS	3	4.00	VERY GOOD		CSDS	3	3.67	VERY GOOD		3.84	VG	
<b>BOD</b>	<b>2</b>	<b>4.00</b>	<b>VERY GOOD</b>	<b>6</b>	<b>BOD</b>	<b>3</b>	<b>3.80</b>	<b>VERY GOOD</b>	<b>8</b>	<b>3.90</b>	<b>VG</b>	<b>7</b>
<b>FINANCE</b>	<b>4</b>	<b>3.47</b>	<b>GOOD</b>	<b>9</b>	<b>FINANCE</b>	<b>6</b>	<b>4.17</b>	<b>VERY GOOD</b>	<b>4</b>	<b>3.82</b>	<b>VG</b>	<b>8</b>
ACCOUNTING	1	4.00	VERY GOOD		ACCOUNTING	2	4.50	VERY GOOD		4.25	VG	
PROPERTY	2	4.00	VERY GOOD		PROPERTY	2	4.00	VERY GOOD		4.00	VG	
TELLER	1	2.40	VERY GOOD		TELLER	2	4.00	VERY GOOD		4.22	VG	
<b>COMMERCIAL</b>	<b>8</b>	<b>3.75</b>	<b>VERY GOOD</b>	<b>8</b>	<b>COMMERCIAL</b>	<b>15</b>	<b>3.55</b>	<b>VERY GOOD</b>	<b>11</b>	<b>3.65</b>	<b>VG</b>	<b>9</b>
COMM. ACCTS DIVS.	2	4.00	VERY GOOD		COMM. ACCTS DIVS.	6	3.87	VERY GOOD		3.94	VG	
CCSD	4	3.25	GOOD		CCSD	7	3.77	VERY GOOD		3.51	VG	
BILLING	2	4.00	VERY GOOD		BILLING	2	3.00	GOOD		3.50	VG	
TIN-AO SUB-OFFICE					TIN-AO SUB-OFFICE							
<b>GM' s OFFICE</b>	<b>3</b>	<b>3.33</b>	<b>GOOD</b>	<b>10</b>	<b>GM' s OFFICE</b>	<b>4</b>	<b>3.65</b>	<b>VERY GOOD</b>	<b>10</b>	<b>3.49</b>	<b>G</b>	<b>10</b>
<b>OVERALL AVERAGE</b>	<b>104</b>	<b>4.03</b>	<b>VERY GOOD</b>			<b>113</b>	<b>4.07</b>	<b>VERY GOOD</b>		<b>4.05</b>	<b>VERY GOOD</b>	