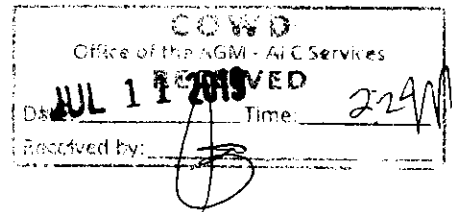


MANAGEMENT SERVICES DEPARTMENT  
Corporate Planning Division



IOM MSD – CPD – 07 - 420, 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 2<sup>ND</sup> QUARTER OF 2019  
DATE : JULY 11, 2019

This is to respectfully submit the 2<sup>nd</sup> 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, taste, level of confidence on the safety of water and services when compared to the 2018 2<sup>nd</sup> Quarter Survey Result. Thus, the increase from previous year’s result showed that **71%** of the respondents are still **satisfied** with our services.
- On Quality of Customer Care Service – The current quarter average mean value of 3.78 corresponds to a “**VERY GOOD**” rating. It illustrates increase in rating when compared to CY 2018 2<sup>nd</sup> Quarter score of 3.60. 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 1.00% rated COWD’s effort as Excellent.

- On Respondents’ Profile – The feedback was mostly derived from **Barangay Carmen** in the Western Service Area and **Barangay Poblacion** in the Eastern Service Area. Majority of the respondents comes from the **46 - 55** years old age bracket.
- On Customers’ Comments/Remarks – **Water Supply/Pressure** (42), **Water Quality/Flushing** (22), **Water Billing/Meter Reading/Bill Delivery** (4) and **New Connection Installation/Tapping/Change Meter** (3) concerns are common complaints of the respondents.

For your information and ready reference.

Checked by:

*[Signature]*  
SULDIE D. DARANJO  
Manager, Management Services Dept.

Noted by:

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

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

7/12/19 *[Signature]* 9:50AM

7/11/19 *[Signature]* 9:17AM



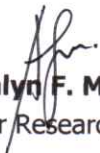
CAGAYAN DE ORO CITY WATER DISTRICT  
MANAGEMENT SERVICES DEPARTMENT  
CORPORATE PLANNING DIVISION

FEEDBACK SURVEY for the SECOND QUARTER of 2019  
(for the period covered from April to June)

FEEDBACK SURVEY (for LWUA)		SECOND QUARTER					
		CY 2019			CY 2018		
No.	Quality of Water	Yes	No	Total	Yes	No	Total
1	Do you have a 24-hour Water Service?	224	76	300	197	103	300
2	Is your water pressure adequate?	214	86	300	182	118	300
3	Does your water taste good?	150	150	300	131	169	300
4	Are you confident that your water is safe?	165	135	300	140	160	300
5	Are you satisfied with the water service of COWD?	213	87	300	189	111	300

n=300

Prepared by:

  
**Annalyn F. Macalolot**  
Senior Research Analyst A

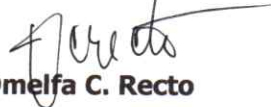
Checked by:

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


Noted by:

  
**Suldie D. Daranjo** 7/11/19  
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 SECOND QUARTER of 2019**  
 (for the period covered from April to June)

No.	QUALITY OF CUSTOMER CARE SERVICE	N	FREQUENCY, PERCENTAGE & DESCRIPTION										2nd Qtr. 2019		2nd Qtr. 2018	
			Excellent		Very Good		Good		Fair		Poor		Mean	Desc	Mean	Desc
			Freq.	%	Freq.	%	Freq.	%	Freq.	%	Freq.	%				
1	Accuracy of Information	300	3	1.00	158	52.67	105	35.00	12	4.00	22	7.33	<b>3.36</b>	GOOD	<b>3.12</b>	GOOD
2	Courtesy of Complain	300	4	1.33	187	62.33	94	31.33	10	3.33	5	1.67	<b>3.58</b>	VERY GOOD	<b>3.32</b>	GOOD
3	Accuracy of Attending leakages	300	32	10.67	182	60.67	71	23.67	11	3.67	4	1.33	<b>3.76</b>	VERY GOOD	<b>3.49</b>	GOOD
4	Courtesy and helpfulness of the meter readers	300	72	24.00	202	67.33	13	4.33	10	3.33	3	1.00	<b>4.10</b>	VERY GOOD	<b>3.83</b>	VERY GOOD
5	Courtesy and helpfulness of the bill carriers	300	71	23.67	200	66.67	15	5.00	11	3.67	3	1.00	<b>4.08</b>	VERY GOOD	<b>3.90</b>	VERY GOOD
6	Courtesy and helpfulness of CCSD	300	43	14.33	229	76.33	24	8.00	4	1.33	0	0.00	<b>4.04</b>	VERY GOOD	<b>4.02</b>	VERY GOOD
7	Courtesy and helpfulness of the Discon Team	300	6	2.00	191	63.67	91	30.33	11	3.67	1	0.33	<b>3.63</b>	VERY GOOD	<b>3.50</b>	VERY GOOD
8	Courtesy and helpfulness of tellers / cashiers	300	9	3.00	271	90.33	16	5.33	4	1.33	0	0.00	<b>3.95</b>	VERY GOOD	<b>3.60</b>	VERY GOOD
9	Courtesy and helpfulness of New Conn. application personnel	300	7	2.33	197	65.67	85	28.33	11	3.67	0	0.00	<b>3.67</b>	VERY GOOD	<b>3.62</b>	VERY GOOD
10	Courtesy and helpfulness of the billing section	300	14	4.67	206	68.67	76	25.33	4	1.33	0	0.00	<b>3.77</b>	VERY GOOD	<b>3.61</b>	VERY GOOD
11	Overall Rating of COWD Services / Employees	300	6	2.00	192	64.00	91	30.33	10	3.33	1	0.33	<b>3.64</b>	VERY GOOD	<b>3.59</b>	VERY GOOD
	<b>Average</b>	<b>300</b>	<b>24</b>	<b>8.09</b>	<b>201</b>	<b>67.12</b>	<b>62</b>	<b>20.64</b>	<b>9</b>	<b>2.97</b>	<b>4</b>	<b>1.18</b>	<b>3.78</b>	VERY GOOD	<b>3.60</b>	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 F. Macalolot**  
 Senior Research Analyst A

Checked by:

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

Noted by:

**Suldie D. Laranjo**  
 Manager, Mgmt. Services Dept.

Recommending approval:

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

Approved by:

**Blenvenido V. Batar, Jr.**  
 General Manager

**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	WATER QUALITY	NEW CONN. INSTALLATION /TAPPING/ CHANGE METER (COMM'L)	WATER BILLING/ METER READING /BILL DELIVERY	NOTICE OF WATER INTERRUPTION	LEAKAGE REPAIR	TELLER/ CASHIER	POSITIVE RESPONSE
				(PRODN.)	(PRODN.)		(COMM'L)	(MSD)	(MAINT.)	(FINANCE)	
1	229	Lubog ang agas sa tubig, himay ang agas	CARMEN	1	1						
2	300	Kadlawon dili muagas, hugaw ang tubig ug lubog	LAPASAN	1	1						
3	139	11:00 p.m. muagas, 4:00 a.m. mawala. Lubog ang tubig.	MACABALAN	1	1						
4	137	5:00 a.m. - 11:00 a.m. dili muagas hinay pa jud. Lubog ang tubig, walay lain source	MACABALAN	1	1						
5	120	Mapalong unya lubog ang tubig	MACABALAN	1	1						
6	36	Pagsalod, Hinay unya lubog	PAGATPAT	1	1						
7	140	Kada lunes sa kadlawon hinay unya lubog ang tubig.	POBLACION	1	1						
8	133	Hinay ang agas or mawala, dako kaayo ang bill	CARMEN	1			1				
1	134	Hinay ang agas	BALULANG	1							
2	128	Hinay sa buntag	BALULANG	1							
3	283	6-11 am walay agas	BARRA, OPOL	1							
4	218	Hinay ang agas	BAYABAS	1							
5	37	Dili kasaka ang tubig sa ugto	BONBON	1							
6	117	Hinay ang agas sa buntag	BONBON	1							
7	280	4 pm - 7 pm walay agas	BULUA	1							
8	35	Walay saktong agas	BULUA	1							
9	41	Usahay mawala	CAMAMAN-AN	1							
10	288	Hinay ang agas	CANITOAN	1							
11	282	Morning pa palong na	CANITOAN	1							
12	215	Hinay sa buntag ang agas	CARMEN	1							
13	226	Sa weekend mawala or mo hinay	CARMEN	1							
14	34	Walay agas sa buntag	CARMEN	1							
15	106	Walay saktong agas sa buntag	CARMEN	1							
16	112	Buntag ang hinay	CUGMAN	1							
17	11	Hinay ang agas	GUSA	1							
18	171	Hinay sa buntag	GUSA	1							
19	26	6:00 p.m. - 6:00 a.m. ra muagas. Walay sources lain.	IGPIT, OPOL	1							
20	163	Hinay ang agas sa buntag	IPONAN	1							
21	48	Mawala ang agas sa tubig taga sabado	IPONAN	1							
22	289	Tagdugay mo balik ang tubig	IPONAN	1							
23	152	Hinay ang agas	KAUSWAGAN	1							
24	212	Hinay ang agas	KAUSWAGAN	1							
25	293	Hinay ang agas sa buntag	KAUSWAGAN	1							
26	129	Hinay ang agas	LAPASAN	1							
27	224	Hinay ang agas sa buntag	LAPASAN	1							
28	172	Hinay sa buntag	LAPASAN	1							
29	109	Hinay ang agas	MACABALAN	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/ CHANGE METER (COMM'L)	WATER BILLING/ METER READING /BILL DELIVERY	NOTICE OF WATER INTERRUPTION	LEAKAGE REPAIR	TELLER/ CASHIER	POSITIVE RESPONSE
				(PRODN.)	(PRODN.)	(COMM'L)	(MSD)	(MAINT.)	(FINANCE)		
30	290	Gabie ra mo agas	MACASANDIG	1							
31	116	Hinay ang agas sa tubig	NAZARETH	1							
32	12	Walay saktong agas	PAGATPAT	1							
33	184	Increasan ang pressure	POBLACION	1							
34	51	Hinay ang agas sa buntag	PUNTOD	1							
35	30	Naay hugaw. Daghan unta teller	KAUSWAGAN		1					1	
36	27	Daghan siya molotaw nga itom itom	BULUA		1						
37	240	Dili mi gainom from COWD source	CAMAMAN-AN		1						
38	32	Gikalibanga me	CANITOAN		1						
39	135	Mo lubog inig balik sa tubig	CANITOAN		1						
40	203	Usahay pagbalik sa tubig lubog	CANITOAN		1						
41	161	Hugaw ang tubig	CARMEN		1						
42	74	Mag yellow ang tubig	CARMEN		1						
43	17	Lubog taga buntag	GUSA		1						
44	62	Lubog unya naay baho	IPONAN		1						
45	24	Mayroong kami amiba at nag mineral kami para sigurado	IPONAN		1						
46	237	Usahay lubog bisan isala ang tubig	KAUSWAGAN		1						
47	281	Gina filter namo ang tubig	MACASANDIG		1						
48	138	initon lang ang tubig	MACASANDIG		1						
49	127	Lubog after mawad-an ug tubig	POBLACION		1						
50	194	Duol sa kanal ang mga hose	CARMEN			1					
51	97	Dili i-allow ang tapping kay muhinay ang tubig	LAPASAN			1					
52	102	Ibawal ang tapping para kusog ang agas	MACABALAN			1					
53	105	On time dapat ang billing; Walay announcements talagsa	CANITOAN				1	1			
54	268	Delayed ang billing sa tubig	CONSOLACION				1				
55	287	Dili gakatunong ang paghatag sa bill	POBLACION				1				
56	285	If we report some leakages on our street, please have it repair immediately. Pls. don't wait for second complaint on your desk.	GUSA						1		
57	253	Usahay langan ang mga teller	BULUA							1	
		<b>TOTAL COMMENTS (65)</b>		<b>42</b>	<b>22</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>0</b>
		<b>PERCENTAGE TO TOTAL (%)</b>		<b>64.62%</b>	<b>33.85%</b>	<b>4.62%</b>	<b>6.15%</b>	<b>1.54%</b>	<b>1.54%</b>	<b>3.08%</b>	<b>0.00%</b>

**NOTE:**

- 1.) 21.67% of the 300 total respondents for the second quarter of 2019 discloses their **comments and/or suggestions**.
- 2.) **Four (4)** common concerns/comments with high percentage are:  
**Water Supply/Pressure (64.62%), Water Quality/Flushing (33.85%), Water Billing/ Meter Reading/ Bill Delivery (6.15%) and New Conn. Installation/Tapping/Change Meter (4.62%).**
- 3.) **Water Supply/Pressure** ranked as the top concern of concessionaires.
- 5.) **Barangay Carmen** has the most number of comments/concerns (**9**) in the **Western Service Area** while **Barangay Lapasan and Macabalan**, both with **5** comments/concerns in the **Eastern Service Area**.

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**FEEDBACK SURVEY RESULT SUMMARY BY SERVICE AREA, ITS ACCOUNT CLASSIFICATION and AGE BRACKET  
FOR THE SECOND QUARTER OF 2019 (April 1 to June 30, 2019)**

BARANGAY	ACCOUNT CLASSIFICATION		AGE BRACKET					
	RESIDENTIAL	COMMERCIAL	16-25	26-35	36-45	46-55	56-65	66 and above
<b>WEST SERVICE AREA</b>								
CARMEN	41	2	1	8	12	16	5	1
BALULANG	20		5	3	6	4	2	
IPONAN	14		1	6	3	4		
BALAJA	13	1	1	5	4	4		
KAUSWAGAN	13		1	1	3	4	3	1
CANITOAN	12		2	4	2	2	2	
PATAG	10			2	4	2	2	
BONBON	3			1		1	1	
PAGATPAT	3			2			1	
BARRA, OPOL	3			3				
MALANANG, OPOL	2						2	
BAYABAS	1					1		
IGPIT, OPOL	1					1		
TABOC, OPOL	1						1	
LUYONG BONBON, OPOL	1				1			
LUMBIA	1					1		
POBLACION, OPOL								
EMERSON, OPOL								
SUB-TOTAL	139	3	11	35	35	40	19	2
<b>EAST SERVICE AREA</b>								
POBLACION	23	21	7	6	14	13	4	
CAMAMAN-AN	20	2	1	5	9	7		
LAPASAN	20			3	4	10	3	
GUSA	14		1	1	3	5	4	
MACABALAN	13			5	3	1	2	2
NAZARETH	13		1	3	5	3	1	
PUNTOD	9		3	3	2	1		
MACASANDIG	6	3	1	1	1	3	3	
CONSOLACION	6			3	2		1	
CUGMAN	3				1	2		
BUGO	2	1		2		1		
TABLON	1				1			
AGUSAN	1			1				
TAGOLOAN								
PUERTO								
SUB-TOTAL	131	27	14	33	45	46	18	2
<b>GRAND TOTAL</b>	<b>270</b>	<b>30</b>	<b>25</b>	<b>68</b>	<b>80</b>	<b>86</b>	<b>37</b>	<b>4</b>
<b>PERCENTAGE</b>	<b>90.00%</b>	<b>10.00%</b>	<b>8.33%</b>	<b>22.67%</b>	<b>26.67%</b>	<b>28.67%</b>	<b>12.33%</b>	<b>1.33%</b>

Note:

- 1) Results of feedback was mostly derived from **Barangay Carmen (43 respondents)** in the **West Service Area** while **Barangay Poblacion (44 respondents)** in the **East Service Area**.
- 2) Majority of the respondents' water connection were classified as residential and 28.67% of the respondents comes from the age bracket of **46 - 55** years old.

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