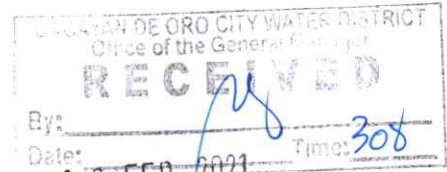


MANAGEMENT SERVICES DEPARTMENT
Corporate Planning Division

IOM MSD – CPD – 02 - 137, S - 2021



FOR : The GENERAL MANAGER
THRU : MANAGER, MANAGEMENT SERVICES DEPARTMENT
FROM : CORPORATE PLANNING DIVISION
SUBJECT : FEEDBACK SURVEY (FOR LWUA) RESULTS FOR THE 4TH QUARTER OF 2020
DATE : FEBRUARY 05, 2021

This is to respectfully submit the 4th Quarter Result of the 2020 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 decrease in the percentage 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 2019 4th Quarter Survey Result. Thus, the decrease 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 3.70 corresponds to a **"VERY GOOD"** rating. It illustrates a decrease in rating when compared to CY 2019 4th Quarter score of 3.90. Almost all survey parameter has decrease but what is notable is the improvement on Accuracy of Attending Leakages. Furthermore, a notable but slight increase in rating on the Accuracy of Information.
- On Respondents' Profile – The feedback was mostly derived from **Barangay Carmen** in the Western Service Area and **Barangay Gusa** 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** (17), **CCSD (Customer Care Service Desk)** (15), and **Water Billing/Meter Reading/Bill Delivery** (14) concerns are common complaints of the respondents.

For your information and ready reference.

Noted by:

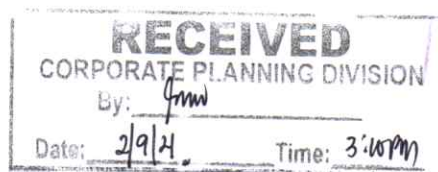

SULDIE D. LARANJO

Manager, Management Services Dept.


BIENVENIDO M. BATAR, JR.

General Manager


JOSE JISELO P. ABRAGAN





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

FEEDBACK SURVEY for the FOURTH QUARTER of 2020
 (for the period covered from October to December)

FEEDBACK SURVEY (for LWUA)		FOURTH QUARTER									
		CY 2020					CY 2019				
No.	Quality of Water	Yes	%	No	%	Total	Yes	%	No	%	Total
1	Do you have a 24-hour Water Service?	156	77%	46	23%	202	262	87%	38	13%	300
2	Is your water pressure adequate?	144	71%	58	29%	202	241	80%	59	20%	300
3	Does your water taste good?	108	53%	94	47%	202	169	56%	131	44%	300
4	Are you confident that your water is safe?	104	51%	98	49%	202	184	61%	116	39%	300
5	Are you satisfied with the water service of COWD?	150	74%	52	26%	202	255	85%	45	15%	300

n=202 *(NOTE: Incorporating the responses of the on-line survey instrument of actual users survey) CN*

Prepared by:

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 Senior Research Analyst A

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 General Manager



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

FEEDBACK SURVEY for the FOURTH QUARTER of 2020
 (for the period covered from October to December)

No.	QUALITY OF CUSTOMER CARE SERVICE	N	FREQUENCY, PERCENTAGE & DESCRIPTION										4th Qtr. 2020		4th Qtr. 2019	
			Excellent		Very Good		Good		Fair		Poor		Mean	Desc	Mean	Desc
			Freq.	%	Freq.	%	Freq.	%	Freq.	%	Freq.	%				
1	Accuracy of Information	202	16	7.92	114	56.44	57	28.22	4	1.98	11	5.45	3.63	VERY GOOD	3.54	VERY GOOD
2	Accuracy and Courtesy on Complaint	202	4	1.98	142	70.30	53	26.24	2	0.99	1	0.50	3.71	VERY GOOD	3.77	VERY GOOD
3	Accuracy of Attending leakages	202	4	1.98	114	56.44	72	35.64	6	2.97	6	2.97	3.51	VERY GOOD	3.96	VERY GOOD
4	Courtesy and helpfulness of the meter readers	202	14	6.93	113	55.94	69	34.16	5	2.48	1	0.50	3.76	VERY GOOD	4.09	VERY GOOD
5	Courtesy and helpfulness of the bill carriers	202	18	8.91	122	60.40	52	25.74	6	2.97	4	1.98	3.65	VERY GOOD	4.12	VERY GOOD
6	Courtesy and helpfulness of CCSD	202	9	4.46	127	62.87	64	31.68	1	0.50	1	0.50	3.67	VERY GOOD	4.02	VERY GOOD
7	Courtesy and helpfulness of the Discon Team	202	4	1.98	117	57.92	80	39.60	1	0.50	0	0.00	3.59	VERY GOOD	3.83	VERY GOOD
8	Courtesy and helpfulness of tellers / cashiers	202	25	12.38	126	62.38	50	24.75	0	0.00	1	0.50	3.96	VERY GOOD	4.00	VERY GOOD
9	Courtesy and helpfulness of New Conn. application personnel	202	7	3.47	130	64.36	64	31.68	1	0.50	0	0.00	3.80	VERY GOOD	3.86	VERY GOOD
10	Courtesy and helpfulness of the billing section	202	5	2.48	132	65.35	64	31.68	1	0.50	0	0.00	3.73	VERY GOOD	3.89	VERY GOOD
11	Overall Rating of COWD Services / Employees	202	12	5.94	99	49.01	82	40.59	5	2.48	4	1.98	3.65	VERY GOOD	3.82	VERY GOOD
Average		202	11	5.31	121	60.13	64	31.82	3	1.44	3	1.31	3.70	VERY GOOD	3.90	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:

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 General Manager

**FEEDBACK SURVEY RESULT SUMMARY BY SERVICE AREA, ITS ACCOUNT CLASSIFICATION and AGE BRACKET
FOR THE FOURTH QUARTER OF 2020 (October 1 to December 31, 2020)**

BARANGAY	ACCOUNT CLASSIFICATION		AGE BRACKET					
	RESIDENTIAL	COMMERCIAL	16-25	26-35	36-45	46-55	56-65	66 and above
WEST SERVICE AREA								
CARMEN	31	5	3	6	12	9	5	1
BULUA	16			1	7	5	2	1
KAUSWAGAN	14	1	1	3	3	4	3	1
CANITOAN	13	1		4	5	3	2	
PATAG	12	1		1	6	3	2	1
IPONAN	7					6		1
IGPIT, OPOL	5				1	2	1	1
BAYABAS	4			1	1	2		
PAGATPAT	2	1				2	1	
BALULANG	2			1	1			
BONBON	2				2			
LUMBIA	1					1		
MALANANG, OPOL	1				1			
TABOC, OPOL	1			1				
POBLACION, OPOL	1			1				
BARRA, OPOL								
BONBON, OPOL								
LUYONG BONBON, OPOL								
SUB-TOTAL	112	9	4	19	39	37	16	6
EAST SERVICE AREA								
GUSA	10	3		1	7	5		
MACASANDIG	11	1			6	5		1
LAPASAN	10	2	1	2	2	5	2	
POBLACION	3	6			2	4	2	1
NAZARETH	7	1		2	3	2	1	
MACABALAN	7	1		1	4	1	1	1
CAMAMAN-AN	6		1	1	2	2		
TABLON	4				1	2	1	
CUGMAN	3	1			2	1	1	
BUGO	3			2	1			
CONSOLACION	1						1	
PUNTOD	1					1		
AGUSAN								
PUERTO								
TAGOLOAN								
SUB-TOTAL	66	15	2	9	30	28	9	3
GRAND TOTAL	178	24	6	28	69	65	25	9
PERCENTAGE	88.12%	11.88%	2.97%	13.86%	34.16%	32.18%	12.38%	4.46%

Note:

- 1) Results of feedback was mostly derived from **Barangay Carmen (36 respondents)** in the **West Service Area** while **Barangay Gusa (13 respondents)** in the **East Service Area**.
- 2) Majority of the respondents' water connection were classified as residential and 34.16% of the respondents comes from the age bracket of **36 - 45** years old.

M.

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 (PRODN.)	WATER QUALITY /FLUSHING (PRODN.)	NEW CONN. INSTALLATION/ TRANSFER TAPPING / CHANGE METER (COMM'L)	TOP MANAGEMENT / OFFICER OF THE DAY (COMM'L)	WATER BILLING/ METER READING /BILL DELIVERY (COMM'L)	NOTICE OF WATER INTERRUPTION (MSD)	CCSD (CUSTOMER CARE SERVICE DESK) (COMM'L)	LEAKAGE REPAIR (MAINT.)	INSPECTOR / DISCONNECTION / FIELD WORKERS (COMM'L)	TELLER/ CASHIER (FINANCE)	WATER RATE /PENALTY	POSITIVE RESPONSE	
63	80	So far ok ang services sa water district wala pa koy ma recommend.	GUSA													1
64	43	So far wala ko complaint sa pagka karon, kato lang na time pag complaint nko kay hinay man gud among tubig.	PATAG													1
65	82	OK ra man.	PATAG													1
66	176	Wala jud koy problema sa water district kay maayo ilang serbisyo. Dali ra nila gaka atiman.	PUNTOD													1
		TOTAL COMMENTS (66)		17	6	6	3	14	9	15	5	3	1	3		11
		PERCENTAGE TO TOTAL (%)		25.76%	9.09%	9.09%	4.55%	21.21%	13.64%	22.73%	7.58%	4.55%	1.52%	4.55%		16.67%

NOTE:

- 1.) **32.67%** or **66** of the 202 total respondents for the fourth quarter of 2020 discloses their **comments and/or suggestions**.
- 2.) **Top three (3)** common concerns/comments (high percentage) are:
Water Supply/Pressure (25.76%), CCSD (Customer Care Service Desk) (22.73%) and Water Billing/Meter Reading/Bill Delivery (21.21%).
- 3.) **Water Supply/Pressure** ranked as the top concern of concessionaires.
- 4.) Although negative comments are dominant, there are still **11 (16.67%)** respondents who gave a **positive impression to COWD services**.
- 5.) **Barangay Carmen** has the most number of comments/concerns (**10**) in the **Western Service Area** while **Barangay Gusa** with **7** comments/concerns in the **Eastern Service Area**.

M.

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/ TRANSFER TAPPING / CHANGE METER	TOP MANAGEMENT / OFFICER OF THE DAY	WATER BILLING/ METER READING /BILL DELIVERY	NOTICE OF WATER INTERRUPTION	CCSD (CUSTOMER CARE SERVICE DESK)	LEAKAGE REPAIR	INSPECTOR / DISCONNECTION / FIELD WORKERS	TELLER/ CASHIER	WATER RATE /PENALTY	POSITIVE RESPONSE
				(PRODN.)	(PRODN.)	(COMM'L)	(COMM'L)	(COMM'L)	(MSD)	(COMM'L)	(MAINT.)	(COMM'L)	(FINANCE)		
1	109	Hinay kaayu ang tubig. Dayon naay mga hose nahumul sa kanal na hugaw kaayu, unta masaka lang kay hugaw ug lain kaayu tanawon.	CARMEN	1	1	1									
2	164	Madungagan unta mi ug lain pa nga stub-out nga makakonek mi sa mas kusog pa nga linya.	CAMAMAN-AN	1		1									
3	185	Pakusgan ang pressure sa tubig ug kulang ang staff sa COWD.	BULUA	1			1								
4	156	Dako among reading bisan gabie ra gaagas ang tubig.	GUSA	1				1							
5	88	Walay agas pero dako amo bayronon asa man ang hustisya ani. Mubayad man mi bahala dako basta naa lang agas permi.	PATAG	1				1							
6	193	Wala mi tubig, ga sag-ob ra mi sa atabay since July pa mi wala tubig and amo billing dako.	POBLACION	1				1							
7	144	Kusog maningil hinay ang serbisyo unya magputol bisan walay agas.	KAUSWAGAN	1						1		1			
8	16	Pinili ra ang madeliveran sa tubig unya tagaan rag tip aron mahatdan sila.	MALANANG, OPOL	1								1			
9	201	Walay agas. Dako ang penalty.	NAZARETH	1										1	
10	35	Still experiencing low pressure after repair and replacement of pipe.	BALULANG	1											
11	136	Muagas 3:00 PM TO 7:00 AM mao rana ang agas sa amoa.	CARMEN	1											
12	140	10:00 PM TO 6:30 AM ra muagas sa amoa tana masulbad nana nga problema.	IGPIT, OPOL	1											
13	12	Dili 24 hrs. supply tubig gabie lang muagas 3 pm - 7 pm mahuman.	KAUSWAGAN	1											
14	114	Hinay kaayu ang agas.	MACABALAN	1											
15	25	Hinay kaayo ang pressure sa water.	NAZARETH	1											
16	100	Kanunay lang unta nay agas.	PAGATPAT	1											
17	165	If maka suggest peude ba siya na unta matagaan mi ensakto na kakusgon sa tubig.	PATAG	1											
18	56	Ihatod jud unta sa balay ang bill. Naay gabilinan, pero basin mawala. Lubog ang tubig.	IPONAN		1			1							
19	54	Subra ka daghan sa chlorine kay puti ra kaayo ang tubig.	CANITOAN		1										
20	38	Maabot ang time nga pwede na mainom ang tubig.	CANITOAN		1										
21	31	Lubog usahay ang tubig.	LAPASAN		1										
22	182	Dili unta padugayon ang pag flushing sa tubig kay lubog kayo.	NAZARETH		1										

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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/ TRANSFER TAPPING / CHANGE METER	TOP MANAGEMENT / OFFICER OF THE DAY	WATER BILLING/ METER READING /BILL DELIVERY	NOTICE OF WATER INTERRUPTION	CCSD (CUSTOMER CARE SERVICE DESK)	LEAKAGE REPAIR	INSPECTOR / DISCONNECTION / FIELD WORKERS	TELLER/ CASHIER	WATER RATE /PENALTY	POSITIVE RESPONSE
				(PRODN.)	(PRODN.)	(COMM'L)	(COMM'L)	(COMM'L)	(MSD)	(COMM'L)	(MAINT.)	(COMM'L)	(FINANCE)		
23	78	Penalty mugamay unta and considerate enough labi na sa pandemic na nahitabo karon. Kung pwede unta maduol amo meter kay dako amo gakabayran tungod mag leak sa dalan kay maligisan ang amo hose.	CANITOAN			1		1			1			1	
24	157	Explain-an unta ug tarong ang customer regarding sa reconnection process ug mga dapat bayran nga fees; Natingala ko kay ang bag-o pa namo nga meter nga gi-disconnect, gi-alisdan ug daan nga meter pag reconnect.	CARMEN			1				1					
25	172	Puede ba kung magtaud sa stub out mas maduol pa siya kay permi maligisan amoa linya ug mag leakage daun, gamay ra ba kaayo ang discount na mahatag.	GUSA			1					1				
26	48	Ma plaster unta ang mga hose sa pag install kay para dili ma again ug sakyanan.	LAPASAN			1									
27	67	Mas maayo kung ma activate ang official FB messenger para diretso makatubag sa pangutana namo mga customers.	GUSA				1		1	1					1
28	113	Kailangan na mag invest mo for technology kay para updated to online transactions for quick response especially during this time of pandemic.	CANITOAN				1			1					1
29	20	Ang bill ginabilin lang sa silingan. Dili mi makabalo kung mawala ang tubig usahay sa kung naa lang mag share sa amo.	BULUA					1	1						
30	81	Wala pa gihapon na agtoan. Palihug lang kog follow up kay dagko na kaayo mig bayaran sa tubig.	BULUA					1		1		1			
31	66	OK kaayo ang tubig pero ang bill dili gakaabot sa akoo malapas nalang sa due date.	PATAG					1							1
32	37	Na resolve ang problem pero dili kaayo ko satisfied because dako japon amo nabayran.	BULUA					1							
33	47	Ihatud jud dapat ang resibo sa balay tag iya or sa meter.	CARMEN					1							
34	154	2 months nami wala nahatagan ug reading sa tubig. Muagto pa sa COWD office para mangutana pilay billing.	CARMEN					1							
35	49	Meter reader: palihug lang unta pag basa sa ensakto sa among metro kay ngano puro raman ni average.	CUGMAN					1							
36	36	Dako ang bill and basin sa meter reader ang problema.	IPONAN					1							
37	41	Request to put the water bills inside the mailbox.	KAUSWAGAN					1							
38	7	Improve water service. Do press release announcement.	KAUSWAGAN						1	1					
39	28	Ang ako lang maam is dapat unta anaa ensakto nga impormasyon kung gani mawala man ang tubig.	BAYABAS						1						

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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/ TRANSFER / TAPPING / CHANGE METER	TOP MANAGEMENT / OFFICER OF THE DAY	WATER BILLING/ METER READING /BILL DELIVERY	NOTICE OF WATER INTERRUPTION	CCSD (CUSTOMER CARE SERVICE DESK)	LEAKAGE REPAIR	INSPECTOR / DISCONNECTION / FIELD WORKERS	TELLER/ CASHIER	WATER RATE /PENALTY	POSITIVE RESPONSE
				(PRODN.)	(PRODN.)	(COMM'L)	(COMM'L)	(COMM'L)	(MSD)	(COMM'L)	(MAINT.)	(COMM'L)	(FINANCE)		
40	111	If naay service interruption, naa untay mag recorda sa among area just incase dili maka paminaw sa radyo or maka check sa Facebook.	BONBON						1						
41	8	Kung naay water interrupton tana naay notice para makapreparar.	CARMEN						1						
42	75	Usahay ma late lang ug abiso pero walay problema ang dagan sa tubig.	GUSA						1						
43	5	Unta maabiso tanan in case naay leakage or interruption mahitabo.	KAUSWAGAN						1						
44	169	Mahatagan ug sayo-sayo nga information aron mahibalo mi nga mawala ang tubig kay dili tanan makadungog kung anaa mi sa suok na bahin.	KAUSWAGAN						1						
45	42	Langan lang ang response sa pag resolve sa among complain.	BONBON							1					
46	112	Dapat immediate response.	CARMEN							1					
47	70	Ikadaghan nami nag follow up pero sige lang ingon anhaan lang ugma pero wala japon busa kadtong nakakita mi ug taga water district nilabay sa amoa among gilakag kay para matanawan among tubig ngano wala agas mao na nga na resolve dayon ang amo problema. Unta paspas ang response sa reklamo.	GUSA							1					
48	40	Kung naay complain every individual dali ra tana ang response.	KAUSWAGAN							1					
49	86	Kung dili mabuhat ang complain kay kulang ug manpower dapat magdugang ug tao. Kung musulti sila ug pila ka days maadtuan dapat precise sa ila gi ingon na response time.	KAUSWAGAN							1					
50	53	Dugay gaka resolve among reklamo.	MACABALAN							1					
51	1	Improve your service.	NAZARETH							1					
52	3	Improve your service.	NAZARETH							1					
53	44	Dili gatawagan and aksyonan diretso.	PATAG								1				
54	46	Kung naay leaking unta ma aksyonan diretso.	BULUA								1				
55	30	Nangabuto ang mga hose tungod sa kakusog sa tubig.	CANITOAN								1				
56	52	Improve the repairs and maintenance of leakages.	TABOC, OPOL												
57	65	Walay priority lane para sa mga seniors. Unta naa kay malangan mi ug bayad kay mag number pa mi.	IPONAN										1		
58	143	Walaon tana ang penalty kay gapaningkamot baya ko na mabayaran jud akung bill.	GUSA											1	
59	26	So far, so good.	BALULANG												1
60	6	So far no problem dini sa amoa. Keep up the good service.	CARMEN												1
61	96	So far it's good.	CARMEN												1
62	22	Mga problema aksyon diretso.	CARMEN												1

M.