

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

**CUSTOMER SATISFACTION SURVEY RATING 2019**  
 for the 1st Quarter 2019

FEEDBACK SURVEY ON OUR TELEPHONE STANDARDS 2019					FEEDBACK SURVEY ON OUR VISITING THE OFFICE 2019					OVERALL		
DEPARTMENT	CUSTOMER ATTENDED	CUSTOMER TELEPHONE CALL SATISFACTION NUMERICAL RATING	ADJECTIVAL RATING	RANKING ( 2019)	DEPARTMENT	CUSTOMER ATTENDED	CUSTOMER VISITING THE OFFICE SATISFACTION NUMERICAL RATING	ADJECTIVAL RATING	RANKING ( 2019)	NUMERICAL RATING	ADJECTIVAL RATING	SURVEY RANKING FOR 1st Qtr (Jan - Mar 2019)
PRODUCTION	4	4.60	EXCELLENT	1	PRODUCTION	2	4.20	VERY GOOD	4	4.40	VG	1
MAINT. & NRW MANAGEMENT	11	4.13	VERY GOOD	4	MAINT. & NRW MANAGEMENT	2	4.60	EXCELLENT	1	4.37	VG	2
BAC	3	4.20	VERY GOOD	3	BAC	3	4.47	VERY GOOD	2	4.34	VG	3
AGM's OFFICE	3	4.33	VERY GOOD	2	AGM's OFFICE	3	4.13	VERY GOOD	9	4.23	VG	4
MANAGEMENT	9	3.95	VERY GOOD	7	MANAGEMENT	11	4.28	VERY GOOD	5	4.11	VG	5
PR	2	4.40	VERY GOOD		PR	3	4.27	VERY GOOD		4.34	VG	
AUDIT	3	4.00	VERY GOOD		AUDIT	3	4.93	EXCELLENT		4.47	VG	
CSDS	2	3.20	GOOD		CSDS	2	3.50	VERY GOOD		3.35	G	
CORPLAN	2	4.20	VERY GOOD		CORPLAN	3	4.40	VERY GOOD		4.30	VG	
ENGINEERING	6	3.80	VERY GOOD	8	ENGINEERING	3	4.30	VERY GOOD	3	4.05	VG	6
CONSTRUCTION	4	4.60	EXCELLENT		CONSTRUCTION	1	4.60	EXCELLENT		4.60	E	
PLANNING & DESIGN	2	3.00	GOOD		PLANNING & DESIGN	2	4.00	VERY GOOD		3.50	VG	
ADMINISTRATIVE	13	4.01	VERY GOOD	5	ADMINISTRATIVE	8	4.05	VERY GOOD	7	4.03	VG	7
PROCUREMENT	1	4.00	VERY GOOD		PROCUREMENT	2	4.00	VERY GOOD		4.00	VG	
CLINIC	3	4.00	VERY GOOD		CLINIC	2	4.00	VERY GOOD		4.00	VG	
GEN. SERV.	4	4.60	EXCELLENT		GEN. SERV.	1	4.60	EXCELLENT		4.60	E	
HRD	5	3.44	GOOD		HRD	3	3.60	VERY GOOD		3.52	VG	
BOD	2	4.00	VERY GOOD	6	BOD	2	4.00	VERY GOOD	8	4.00	VG	8
FINANCE	5	3.67	VERY GOOD	10	FINANCE	5	4.00	VERY GOOD	8	3.83	VG	9
ACCOUNTING	2	4.00	VERY GOOD		ACCOUNTING	2	4.00	VERY GOOD		4.00	VG	
PROPERTY	1	4.00	VERY GOOD		PROPERTY	1	4.00	VERY GOOD		4.00	VG	
TELLER	2	3.00	VERY GOOD		TELLER	2	4.00	VERY GOOD		4.22	VG	
GM' s OFFICE	3	3.67	VERY GOOD	10	GM' s OFFICE	3	3.80	VERY GOOD	9	3.74	VG	10
COMMERCIAL	6	3.73	VERY GOOD	9	COMMERCIAL	15	3.64	VERY GOOD	10	3.69	VG	11
COMM. ACCTS DIVS.	2	3.20	VERY GOOD		COMM. ACCTS DIVS.	7	3.63	VERY GOOD		3.42	G	
CCSD	2	4.00	GOOD		CCSD	6	3.80	VERY GOOD		3.90	VG	
BILLING	2	4.00	VERY GOOD		BILLING	2	3.50	VERY GOOD		3.75	VG	
<b>OVERALL AVERAGE</b>	<b>65</b>	<b>4.01</b>	<b>VERY GOOD</b>			<b>57</b>	<b>4.13</b>	<b>VERY GOOD</b>		<b>4.07</b>	<b>VERY GOOD</b>	