

**CAGAYAN DE ORO CITY WATER DISTRICT**  
Corrales Avenue, Cagayan de Oro City

**MANAGEMENT SERVICES DEPARTMENT**

Office of the AGM for AFC Services  
**JUL 27 2022**  
Date: \_\_\_\_\_ Time: \_\_\_\_\_  
Received by: \_\_\_\_\_

IOM MSD – CPD -07 - 592, S - 2022

**FOR** : The General Manager  
**THRU** : OIC, Assistant General Manager for AFC Services  
**FROM** : Manager, Management Services Department  
**SUBJECT:** Customer Satisfaction Survey Rating (Telephone & Visiting the Office) Results  
- for the 1<sup>st</sup> semester of year 2022  
**DATE** : July 26, 2022

In line with our core function set in the Office Performance Commitment and Review of the Management Services Department for the year 2022, the Corporate Planning Division respectfully submits the **Customer Satisfaction Survey Rating (Telephone & Visiting the Office) Results - for the 1<sup>st</sup> semester of year 2022.**

Below is the Survey Rating per Department/ Office:


AREA	Respondents	Over- all Rating	Adjectival Rating
<b>1ST FLOOR</b>			
Commercial Department	55	4.15	Very Good
<b>2ND FLOOR</b>			
BOD Office	5	4.34	Very Good
GM'S Office	15	3.86	Very Good
VEI Office	2	3.50	Very Good
<b>3RD FLOOR</b>			
Engineering Department	34	4.45	Very Good
AGM'S Office	9	4.15	Very Good
Administrative Department	38	4.05	Very Good
<b>4TH FLOOR</b>			
Management Department	65	4.36	Very Good
BAC Office	6	4.10	Very Good
Finance Department	40	4.08	Very Good
<b>KAUSWAGAN SUB- OFFICE</b>			
Maintenance Department	27	4.19	Very Good
<b>MACASANDIG SUB- OFFICE</b>			
Production Department	19	4.42	Very Good
<b>OVERALL RATING</b>		<b>4.14</b>	<b>VERY GOOD</b>

For your information and reference.

  
**SULDIED LARANJO**

  
8/1/22 11:40am

Noted by:

MANAGEMENT SERVICES DEPARTMENT  
RECEIVED BY:   
DATE: 7/26/22 TIME: 3:50pm

**RECEIVED**  
CORPORATE PLANNING DIVISION  
By:   
8/2/22 8:45am

  
**RHEDIA MARTINIETA S. SALCEDO**  
OIC, AGM for AFC Services

**CAGAYAN DE ORO CITY WATER DISTRICT  
MANAGEMENT SERVICES DEPARTMENT**

Corporate Planning Division

**CUSTOMER SATISFACTION SURVEY RATING 2022  
January - June 2022**

FEEDBACK SURVEY ON OUR TELEPHONE STANDARDS 2022					FEEDBACK SURVEY ON OUR VISITING THE OFFICE 2022					OVERALL		
DEPARTMENT	CUSTOMER ATTENDED	CUSTOMER TELEPHONE CALL SATISFACTION NUMERICAL RATING	ADJECTIVAL RATING	RANKING (2022)	DEPARTMENT	CUSTOMER ATTENDED	CUSTOMER VISITING THE OFFICE SATISFACTION NUMERICAL RATING	ADJECTIVAL RATING	RANKING (2022)	NUMERICAL RATING	ADJECTIVAL RATING	SURVEY RANKING FOR (Jan - Jun 2022)
<b>ENGINEERING</b>	<b>22</b>	<b>4.26</b>	<b>VERY GOOD</b>	<b>2</b>	<b>ENGINEERING</b>	<b>12</b>	<b>4.64</b>	<b>EXCELLENT</b>	<b>1</b>	<b>4.45</b>	<b>VG</b>	<b>1</b>
CONSTRUCTION	17	4.32	VERY GOOD		CONSTRUCTION	7	4.51	EXCELLENT		4.42	VG	
PLANNING & DESIGN	5	4.20	VERY GOOD		PLANNING & DESIGN	5	4.76	EXCELLENT		4.48	VG	
<b>PRODUCTION</b>	<b>11</b>	<b>4.24</b>	<b>VERY GOOD</b>	<b>3</b>	<b>PRODUCTION</b>	<b>8</b>	<b>4.60</b>	<b>EXCELLENT</b>	<b>2</b>	<b>4.42</b>	<b>VG</b>	<b>2</b>
<b>MANAGEMENT</b>	<b>33</b>	<b>4.20</b>	<b>VERY GOOD</b>	<b>4</b>	<b>MANAGEMENT</b>	<b>32</b>	<b>4.53</b>	<b>EXCELLENT</b>	<b>3</b>	<b>4.36</b>	<b>VG</b>	<b>3</b>
PR	9	4.58	EXCELLENT		PR	17	4.91	EXCELLENT		4.74	E	
AUDIT	4	3.85	VERY GOOD		AUDIT	3	4.60	EXCELLENT		4.23	VG	
CSDS	11	4.18	VERY GOOD		CSDS	6	4.17	VERY GOOD		4.18	VG	
CORPLAN	9	4.18	VERY GOOD		CORPLAN	6	4.43	VERY GOOD		4.30	VG	
<b>BOD</b>	<b>3</b>	<b>4.27</b>	<b>VERY GOOD</b>	<b>1</b>	<b>BOD</b>	<b>2</b>	<b>4.40</b>	<b>VERY GOOD</b>	<b>4</b>	<b>4.34</b>	<b>VG</b>	<b>4</b>
<b>MAINT. &amp; NRW MANAGEMENT</b>	<b>22</b>	<b>3.99</b>	<b>VERY GOOD</b>	<b>8</b>	<b>MAINT. &amp; NRW MANAGEMENT</b>	<b>5</b>	<b>4.40</b>	<b>VERY GOOD</b>	<b>4</b>	<b>4.19</b>	<b>VG</b>	<b>5</b>
MAINTENANCE KAUSWAGAN	13	3.88	VERY GOOD		MAINTENANCE	2	4.20	VERY GOOD		4.04	VG	
NRW TASK FORCE	4	4.00	VERY GOOD		NRW TASK FORCE	1	4.00	VERY GOOD				
PNRW	5	4.08	VERY GOOD		PNRW	2	5.00	EXCELLENT		4.54	E	
<b>COMMERCIAL</b>	<b>23</b>	<b>4.11</b>	<b>VERY GOOD</b>	<b>6</b>	<b>COMMERCIAL</b>	<b>32</b>	<b>4.18</b>	<b>VERY GOOD</b>	<b>8</b>	<b>4.15</b>	<b>VG</b>	<b>6</b>
COMM. ACCTS DIVS.	9	4.20	VERY GOOD		COMM. ACCTS DIVS.	9	4.04	VERY GOOD		4.12	VG	
CCSD	6	4.00	VERY GOOD		CCSD	20	4.09	VERY GOOD		4.05	VG	
BILLING	5	4.04	VERY GOOD		BILLING	2	4.00	VERY GOOD		4.02	VG	
TIN-AO SUB-OFFICE	3	4.20	VERY GOOD		TIN-AO SUB-OFFICE	1	4.60	EXCELLENT		4.40	VG	
<b>AGM's OFFICE</b>	<b>5</b>	<b>4.00</b>	<b>VERY GOOD</b>	<b>7</b>	<b>AGM's OFFICE</b>	<b>4</b>	<b>4.30</b>	<b>VERY GOOD</b>	<b>5</b>	<b>4.15</b>	<b>VG</b>	<b>6</b>
<b>BAC</b>	<b>4</b>	<b>4.00</b>	<b>VERY GOOD</b>	<b>7</b>	<b>BAC</b>	<b>2</b>	<b>4.20</b>	<b>VERY GOOD</b>	<b>7</b>	<b>4.10</b>	<b>VG</b>	<b>7</b>
<b>FINANCE</b>	<b>32</b>	<b>3.93</b>	<b>VERY GOOD</b>	<b>9</b>	<b>FINANCE</b>	<b>9</b>	<b>4.22</b>	<b>VERY GOOD</b>	<b>6</b>	<b>4.08</b>	<b>VG</b>	<b>8</b>
ACCOUNTING	8	3.65	VERY GOOD		ACCOUNTING	7	4.07	VERY GOOD		3.86	VG	
PROPERTY	10	4.00	VERY GOOD		PROPERTY	1	4.00	VERY GOOD		4.00	VG	
TELLER	14	4.14	VERY GOOD		TELLER	1	4.60	EXCELLENT		4.22	VG	
<b>ADMINISTRATIVE</b>	<b>22</b>	<b>4.13</b>	<b>VERY GOOD</b>	<b>5</b>	<b>ADMINISTRATIVE</b>	<b>16</b>	<b>3.98</b>	<b>VERY GOOD</b>	<b>9</b>	<b>4.05</b>	<b>VG</b>	<b>9</b>
PROCUREMENT	4	3.90	VERY GOOD		PROCUREMENT	2	4.30	VERY GOOD		4.10	VG	
CLINIC	2	4.50	EXCELLENT		CLINIC	2	4.00	VERY GOOD		4.25	VG	
GEN. SERV.	7	4.26	VERY GOOD		GEN. SERV.	9	4.60	EXCELLENT		4.43	VG	
HRD	9	3.87	VERY GOOD		HRD	3	3.00	GODD		3.44	VG	
<b>GM' s OFFICE</b>	<b>9</b>	<b>3.89</b>	<b>VERY GOOD</b>	<b>10</b>	<b>GM' s OFFICE</b>	<b>6</b>	<b>3.83</b>	<b>VERY GOOD</b>	<b>10</b>	<b>3.86</b>	<b>VG</b>	<b>10</b>
<b>VEI</b>	<b>2</b>	<b>3.50</b>	<b>VERY GOOD</b>	<b>11</b>	<b>VEI</b>	<b>1</b>	<b>3.50</b>	<b>VERY GOOD</b>	<b>11</b>	<b>3.50</b>	<b>VG</b>	<b>11</b>
<b>TOTAL</b>	<b>188</b>					<b>128</b>						
<b>AVERAGE</b>		<b>4.04</b>	<b>VERY GOOD</b>				<b>4.30</b>	<b>VERY GOOD</b>		<b>4.14</b>	<b>VERY GOOD</b>	

Prepared by:

  
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