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

CUSTOMER SATISFACTION SURVEY RATING 2021
for the 4th Qtr. 2021

FEEDBACK SURVEY ON OUR TELEPHONE STANDARDS 2021					FEEDBACK SURVEY ON OUR VISITING THE OFFICE 2021					OVERALL		
DEPARMENT	CUSTOMER ATTENDED	CUSTOMER TELEPHONE CALL SATISFACTION NUMERICAL RATING	ADJECTIVAL RATING	RANKING (2021)	DEPARMENT	CUSTOMER ATTENDED	CUSTOMER VISITING THE OFFICE SATISFACTION NUMERICAL RATING	ADJECTIVAL RATING	RANKING (2021)	NUMERICAL RATING	ADJECTIVAL RATING	SURVEY RANKING FOR (Oct - Dec 2021)
FINANCE	28	4.47	VERY GOOD	2	FINANCE	5	4.57	EXCELLENT	2	4.52	E	1
ACCOUNTING	6	4.77	EXCELLENT		ACCOUNTING	2	4.90	EXCELLENT		4.84	E	
PROPERTY	11	4.42	VERY GOOD		PROPERTY	1	4.00	VERY GOOD		4.21	VG	
TELLER	11	4.24	VERY GOOD		TELLER	2	4.80	EXCELLENT		4.22	VG	
ENGINEERING	6	4.30	VERY GOOD	3	ENGINEERING	8	4.70	EXCELLENT	1	4.50	E	2
CONSTRUCTION	2	4.30	VERY GOOD		CONSTRUCTION	6	4.40	VERY GOOD		4.35	VG	
PLANNING & DESIGN	4	4.30	VERY GOOD		PLANNING & DESIGN	2	5.00	EXCELLENT		4.65	E	
BOD	2	4.50	EXCELLENT	1	BOD	1	4.40	VERY GOOD	4	4.45	VG	3
BAC	3	4.27	VERY GOOD	4	BAC	2	4.40	VERY GOOD	4	4.34	VG	4
ADMINISTRATIVE	11	4.47	VERY GOOD	2	ADMINISTRATIVE	12	4.19	VERY GOOD	8	4.33	VG	5
PROCUREMENT	1	4.00	VERY GOOD		PROCUREMENT	2	4.00	VERY GOOD		4.00	VG	
CLINIC	1	4.80	EXCELLENT		CLINIC	1	4.00	VERY GOOD		4.40	VG	
GEN. SERV.	2	4.60	EXCELLENT		GEN. SERV.	3	4.60	EXCELLENT		4.60	E	
HRD	7	4.49	VERY GOOD		HRD	6	4.17	VERY GOOD		4.33	VG	
MANAGEMENT	14	4.25	VERY GOOD	5	MANAGEMENT	11	4.40	VERY GOOD	3	4.33	VG	5
PR	5	4.00	VERY GOOD		PR	4	4.20	VERY GOOD		4.10	VG	
AUDIT	2	4.80	EXCELLENT		AUDIT	1	4.60	EXCELLENT		4.70	E	
CSDS	4	4.45	VERY GOOD		CSDS	3	4.20	VERY GOOD		4.33	VG	
CORPLAN	2	4.00	VERY GOOD		CORPLAN	2	4.00	VERY GOOD		4.00	VG	
QMR	1	4.00	VERY GOOD		QMR	1	5.00	EXCELLENT		4.50	E	
GM' s OFFICE	6	4.50	EXCELLENT	1	GM' s OFFICE	3	4.13	VERY GOOD	10	4.32	VG	6
PRODUCTION	10	4.20	VERY GOOD	6	PRODUCTION	2	4.30	VERY GOOD	6	4.25	VG	7
AGM's OFFICE	2	4.07	VERY GOOD	7	AGM's OFFICE	3	4.33	VERY GOOD	5	4.20	VG	8
MAINT. & NRW MANAGEMENT	14	4.06	VERY GOOD	8	MAINT. & NRW MANAGEMENT	3	4.27	VERY GOOD	7	4.16	VG	9
MAINTENANCE	7	4.11	VERY GOOD		MAINTENANCE	3	4.27	VERY GOOD		4.19	VG	
PNRW	7	4.00	VERY GOOD		PNRW					4.00	VG	
COMMERCIAL	10	3.85	VERY GOOD	9	COMMERCIAL	20	4.15	VERY GOOD	9	4.00	VG	10
COMM. ACCTS DIVS.	2	4.00	VERY GOOD		COMM. ACCTS DIVS.	5	4.32	VERY GOOD		4.16	VG	
CCSD	5	3.80	VERY GOOD		CCSD	11	4.07	VERY GOOD		3.94	VG	
BILLING	2	3.60	VERY GOOD		BILLING	3	3.60	VERY GOOD		3.60	VG	
TIN-AO SUB-OFFICE	1	4.00	VERY GOOD		TIN-AO SUB-OFFICE	1	4.60	EXCELLENT		4.30	VG	
TOTAL	106	4.27	VERY GOOD			70	4.35	VERY GOOD		4.31	VERY GOOD	
AVERAGE												