

MANAGEMENT SERVICES DEPARTMENT

Corporate Planning Division

COWD  
Office of the AGM - AFC Services  
OCT 04 2019 RECEIVED  
Date: 10/3/19 Time: 8:30 PM  
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IOM MSD – CPD – 10 - 639, S - 2019

FOR : The GENERAL MANAGER  
THRU : ASSISTANT GENERAL MANAGER FOR ADMIN AND FINANCE  
FROM : CORPORATE PLANNING DIVISION  
SUBJECT : FEEDBACK SURVEY (FOR LWUA) RESULTS FOR THE 3<sup>RD</sup> QUARTER OF 2019  
DATE : OCTOBER 03, 2019

This is to respectfully submit the 3<sup>rd</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 both the previous Quarter (2019 2<sup>nd</sup> Quarter) and to the 2018 3<sup>rd</sup> Quarter Survey Result. Thus, the increase from previous year’s result showed that **73%** of the respondents are still **satisfied** with our services.
- On Quality of Customer Care Service – The current quarter average mean value of 3.93 corresponds to a **“VERY GOOD”** rating. It illustrates increase in rating when compared to CY 2018 3<sup>rd</sup> Quarter score of 3.70. 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, only 0.33% (1 respondent) rated COWD’s effort as Poor.

- 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 – Consistently, problem on **Water Supply/Pressure** (36) is the foremost complaint of the customers. **Water Quality/Flushing** (26), **Water Billing/Meter Reading/Bill Delivery** (6) and **CCSD (Customer Care Service Desk)** (4) concerns are other common complaints of the respondents.

For your information and ready reference.

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MANAGEMENT SERVICES DEPARTMENT  
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[Signature]  
JOSE JISELO P. ABRAGAN  
DIC, Corporate Planning Div. [Signature]

Checked by:

[Signature]  
SULDIE D. LARANJO 10/03/19  
Manager, Management Services Dept.

CAGAYAN DE ORIENTE WATER DISTRICT  
OFFICE OF THE GENERAL MANAGER  
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OMELFA C. RECTO  
AGM for Admin and Finance



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

FEEDBACK SURVEY for the THIRD QUARTER of 2019  
(for the period covered from July to September)

FEEDBACK SURVEY (for LWUA)		THIRD QUARTER					
		CY 2019			CY 2018		
No.	Quality of Water	Yes	No	Total	Yes	No	Total
1	Do you have a 24-hour Water Service?	253	47	300	225	75	300
2	Is your water pressure adequate?	237	63	300	197	103	300
3	Does your water taste good?	168	132	300	131	169	300
4	Are you confident that your water is safe?	174	126	300	145	155	300
5	Are you satisfied with the water service of COWD?	220	80	300	203	97	300

n=300

Prepared by:

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

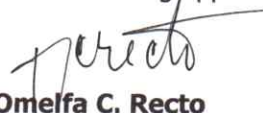
Checked by:

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

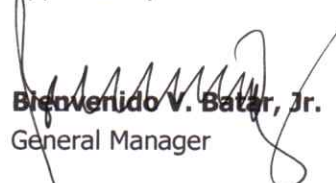
Noted by:

  
**Suldie D. Laranjo** 10/03/19  
Manager, Management Services Dept.

Recommending approval:

  
**Omelfa C. Recto**  
AGM, Admin and Finance

Approved by:

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





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

**FEEDBACK SURVEY for the THIRD QUARTER of 2019**

(for the period covered from July to September)

No.	QUALITY OF CUSTOMER CARE SERVICE	N	FREQUENCY, PERCENTAGE & DESCRIPTION										3rd Qtr. 2019		3rd Qtr. 2018	
			Excellent		Very Good		Good		Fair		Poor		Mean	Desc	Mean	Desc
			Freq.	%	Freq.	%	Freq.	%	Freq.	%	Freq.	%				
1	Accuracy of Information	300	0	0.00	229	76.33	70	23.33	0	0.00	1	0.33	<b>3.76</b>	VERY GOOD	<b>3.17</b>	GOOD
2	Courtesy of Complain	300	1	0.33	220	73.33	75	25.00	1	0.33	3	1.00	<b>3.72</b>	VERY GOOD	<b>3.37</b>	GOOD
3	Accuracy of Attending leakages	300	28	9.33	207	69.00	62	20.67	1	0.33	2	0.67	<b>3.86</b>	VERY GOOD	<b>3.70</b>	VERY GOOD
4	Courtesy and helpfulness of the meter readers	300	92	30.67	196	65.33	8	2.67	4	1.33	0	0.00	<b>4.25</b>	VERY GOOD	<b>4.06</b>	VERY GOOD
5	Courtesy and helpfulness of the bill carriers	300	80	26.67	211	70.33	6	2.00	3	1.00	0	0.00	<b>4.23</b>	VERY GOOD	<b>4.04</b>	VERY GOOD
6	Courtesy and helpfulness of CCSD	300	35	11.67	247	82.33	16	5.33	2	0.67	0	0.00	<b>4.05</b>	VERY GOOD	<b>3.96</b>	VERY GOOD
7	Courtesy and helpfulness of the Discon Team	300	5	1.67	238	79.33	56	18.67	0	0.00	1	0.33	<b>3.82</b>	VERY GOOD	<b>3.60</b>	VERY GOOD
8	Courtesy and helpfulness of tellers / cashiers	300	10	3.33	278	92.67	9	3.00	3	1.00	0	0.00	<b>3.98</b>	VERY GOOD	<b>3.74</b>	VERY GOOD
9	Courtesy and helpfulness of New Conn. application personnel	300	5	1.67	244	81.33	49	16.33	1	0.33	1	0.33	<b>3.84</b>	VERY GOOD	<b>3.68</b>	VERY GOOD
10	Courtesy and helpfulness of the billing section	300	5	1.67	254	84.67	40	13.33	1	0.33	0	0.00	<b>3.88</b>	VERY GOOD	<b>3.69</b>	VERY GOOD
11	Overall Rating of COWD Services / Employees	300	4	1.33	237	79.00	58	19.33	0	0.00	1	0.33	<b>3.81</b>	VERY GOOD	<b>3.67</b>	VERY GOOD
<b>Average</b>		<b>300</b>	<b>24</b>	<b>8.03</b>	<b>233</b>	<b>77.61</b>	<b>41</b>	<b>13.61</b>	<b>1</b>	<b>0.48</b>	<b>1</b>	<b>0.27</b>	<b>3.93</b>	VERY GOOD	<b>3.70</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 Jisela P. Abragan**  
 OIC, Corporate Planning Div.

Noted by:

**Suidie D. Laranjo** 10/09/19  
 Manager, Mgmt. Services Dept.

Recommending approval:

**Omelfa C. Recto**  
 AGM, Admin and Finance

Approved by:

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

**FEEDBACK SURVEY RESULT SUMMARY BY SERVICE AREA, ITS ACCOUNT CLASSIFICATION and AGE BRACKET  
FOR THE THIRD QUARTER OF 2019 (July 1 to September 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	54	3	7	9	18	19	3	1
BALULANG	32	2	2	5	9	15	3	
CANITOAN	21			3	8	6	2	2
KAUSWAGAN	13	3	2	4	3	4	3	
BULUA	11		1	2	3	3	1	1
IPONAN	9		2		2	3	1	1
BAYABAS	5			1	2	2		
IGPIT, OPOL	4				2	2		
PAGATPAT	4			1		2	1	
PATAG	3					2	1	
MALANANG, OPOL	2				1	1		
POBLACION, OPOL	2					2		
BARRA, OPOL	1		1					
TABOC, OPOL	1		1					
LUYONG BONBON, OPOL	1					1		
BONBON								
LUMBIA								
BONBON, OPOL								
SUB-TOTAL	163	8	16	25	48	62	15	5
<b>EAST SERVICE AREA</b>								
POBLACION	26	9	5	6	11	8	5	
CUGMAN	16		3	4	4	4	1	
GUSA	15	1	3	2	3	8		
CONSOLACION	13	1	2	2	3	5	1	1
PUNTOD	11	1	1	4	3	4		
MACABALAN	9		1	2	2	4		
MACASANDIG	9			3	6			
LAPASAN	8			1	2	5		
CAMAMAN-AN	4			1		2		1
NAZARETH	3		1		1	1		
TABLON	2			1		1		
BUGO	1						1	
AGUSAN								
TAGOLOAN								
PUERTO								
SUB-TOTAL	117	12	16	26	35	42	8	2
<b>GRAND TOTAL</b>	<b>280</b>	<b>20</b>	<b>32</b>	<b>51</b>	<b>83</b>	<b>104</b>	<b>23</b>	<b>7</b>
<b>PERCENTAGE</b>	<b>93.33%</b>	<b>6.67%</b>	<b>10.67%</b>	<b>17.00%</b>	<b>27.67%</b>	<b>34.67%</b>	<b>7.67%</b>	<b>2.33%</b>

Note:

- 1) Results of feedback was mostly derived from **Barangay Carmen (57 respondents)** in the **West Service Area** while **Barangay Poblacion (35 respondents)** in the **East Service Area**.
- 2) Majority of the respondents' water connection were classified as residential and 34.67% of the respondents comes from the age bracket of **46 - 55** years old.

S. W. 10/09/19

AJ.



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.	WATER BILLING/	CCSD	LEAKAGE	INSPECTOR	TELLER/	WATER RATE	POSITIVE
				/PRESSURE (PRODN.)	/FLUSHING (PRODN.)	INSTALLATION /TAPPING/ CHANGE METER (COMM'L)	METER READING /BILL DELIVERY (COMM'L)	(CUSTOMER CARE SERVICE DESK) (COMM'L)	REPAIR (MAINT.)	/ FIELD WORKERS (COMM'L)	CASHIER/ (FINANCE)	/PENALTY	RESPONSE
1	181	Hinay, ang mga tubog nasubay sa kanal	CARMEN	1	1	1							
2	110	Hinay kaayo ug lubog kaayo ang tubig	KAUSWAGAN	1	1								
3	184	Hinay, dili kasaka sa taas. Naay times nga lubog	KAUSWAGAN	1	1								
4	117	Lubog siya kung mohinay ang agas	POBLACION	1	1								
5	180	Hinay ug morning, Lubog ang tubig	POBLACION, OPOL	1	1								
6	185	Every Saturday hinay	BARRA, OPOL	1									
7	148	Buntag hangtod ugto hinay ang agas	BAYABAS	1									
8	81	Hinay ug walay tarong nga agas.	BULUA	1									
9	264	Sa gabie lang ga agas	BULUA	1									
10	288	Hinay sa domingo	CAMAMAN-AN	1									
11	228	Hinay ang agas sa weekends	CARMEN	1									
12	93	Hinay sa buntag	CARMEN	1									
13	221	Hinay sa buntag	CARMEN	1									
14	206	Hinay ug buntag	CARMEN	1									
15	87	Taga buntag mawala ang agas sa tubig	CARMEN	1									
16	86	Usahay dili mo agas	CARMEN	1									
17	12	Walay saktong agas	CARMEN	1									
18	11	Hinay sa buntag	CONSOLACION	1									
19	260	11:00 pm - 8:00 am muagas	CUGMAN	1									
20	95	Hapon ang agas	CUGMAN	1									
21	237	Hinay ang agas	IGPIT, OPOL	1									
22	8	Hinay ang agas	KAUSWAGAN	1									
23	85	Hinay ang agas sa buntag	KAUSWAGAN	1									
24	267	Hinay sa buntag	LAPASAN	1									
25	281	Hinay ang agas	MACABALAN	1									
26	289	Hinay ang agas	MACABALAN	1									
27	154	Hinay ang agas sa buntag	MACABALAN	1									
28	248	Hinay na kaayo ang tubig	MACABALAN	1									
29	78	Gabie ra ang agas	MACASANDIG	1									
30	142	Hinay sa buntag	MACASANDIG	1									
31	50	Bayad na lang ta ani miskan walay agas, maayo mo bill pero puryagaba ang agas.	MALANANG, OPOL	1									
32	153	Hinay ang agas sa buntag	POBLACION	1									
33	152	Mo kalit ug kawala ang tubig	POBLACION	1									
34	277	Hinay ang agas	PUNTOD	1									
35	159	Hinay sa morning	PUNTOD	1									
36	266	Hinay sa buntag	TABOC, OPOL	1									
37	128	Gaagi sa kanal ang hose	CUGMAN		1	1							
38	40	Lubog ang tubig, Dugay ihatag ang bill.	CONSOLACION		1		1						
39	261	Color brown, bahog chlorine ang tubig	BALULANG		1								
40	193	Lubog	BALULANG		1								
41	135	Naay lubog, kung salaon moitom	BALULANG		1								

AG.



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	WATER BILLING/ METER READING /BILL DELIVERY	CCSD (CUSTOMER CARE SERVICE DESK)	LEAKAGE REPAIR	INSPECTOR / FIELD WORKERS	TELLER/ CASHIER	WATER RATE /PENALTY	POSITIVE RESPONSE
				(PRODN.)	(PRODN.)	(COMM'L)	(COMM'L)	(COMM'L)	(MAINT.)	(COMM'L)	(FINANCE)		
42	22	Brown ang tubig	CANITOAN		1								
43	134	Mura kalawang iyang color sa tubig	CANITOAN		1								
44	116	Usahay lubog ang tubig.	CANITOAN		1								
45	28	Baho ug chlorine	CARMEN		1								
46	149	Galubog ang tubig	CARMEN		1								
47	191	Hugaw jud ang tubig	CONSOLACION		1								
48	27	Lubog ang tubig	CONSOLACION		1								
49	52	Usahay galubog ang tubig.	CONSOLACION		1								
50	57	Usahay lubog ang tubig.	CUGMAN		1								
51	207	Usahay molubog	IPONAN		1								
52	115	Naay balas balas ang tubig	LAPASAN		1								
53	84	Ga lubog usahay	POBLACION		1								
54	258	Lubog	POBLACION		1								
55	90	Lubog ang agas	POBLACION		1								
56	29	Lubog ang tubig	POBLACION		1								
57	132	Manimahong chlorine	PUNTOD		1								
58	43	Dili gaabot ang bill unya ang penalty daku raba kung dili dayon mabayran.	PUNTOD				1					1	
59	172	Wala naabot ang bill sa amoa karun nga bulan mao nianhi nalang ko diri opisina.	BALULANG				1						
60	268	Ipabutang ang bill sa tig balay	CARMEN				1						
61	19	Dugay gakaabot ang bill sa amoa.	CUGMAN				1						
62	77	Gakalabay ang pagdawat sa bill.	POBLACION				1						
63	208	Dugay na repair ang leakage unya sige pa jud ko balik balik para mag follow up	CARMEN					1	1				
64	108	Daghan na tubig na awas unya dugay pa jud ayuhon.	PATAG					1	1				
65	91	walay deliver sa tubig	LUYONG BONBON, OPOL					1		1			
66	72	Sige naku balik balik ug follow up hangtud karon wala japon nasulbad akong complaints.	POBLACION					1					
67	32	Dali ra magprocess sa complaints pero ang paglihok sa leakage dugay maaksyunan.	CARMEN						1				
68	25	Kulang ug teller	CONSOLACION								1		
69	21	Usahay kulang ang teller daghan close	CUGMAN								1		
70	141	Gamay ra teller	GUSA								1		
71	119	Daku ra jud ang interest sa tubig	CARMEN									1	
72	54	Sa baloy maayo man ang serbisyo ang tubig wala may mulo	TABLON										1
<b>TOTAL COMMENTS (72)</b>				<b>36</b>	<b>26</b>	<b>2</b>	<b>6</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>
<b>PERCENTAGE TO TOTAL (%)</b>				<b>50.00%</b>	<b>36.11%</b>	<b>2.78%</b>	<b>8.33%</b>	<b>5.56%</b>	<b>4.17%</b>	<b>1.39%</b>	<b>4.17%</b>	<b>2.78%</b>	<b>1.39%</b>

**NOTE:**

- 1.) 24.00% of the 300 total respondents for the third quarter of 2019 discloses their comments and/or suggestions.
- 2.) **Four (4)** common concerns/comments with high percentage are:  
**Water Supply/Pressure (50.00%), Water Quality/Flushing (36.11%), Water Billing/ Meter Reading/ Bill Delivery (8.33%) and CCSD (Customer Care Service Desk) (5.56%).**
- 3.) **Water Supply/Pressure** ranked as the top concern of concessionaires.
- 5.) **Barangay Carmen** has the most number of comments/concerns (**14**) in the **Western Service Area** while **Barangay Poblacion** with 9 comments/concerns in the **Eastern Service Area**.

*D. 10/09/19*

*Ag.*