

CAGAYAN DE ORO CITY WATER DISTRICT
 Corrales Avenue, Cagayan de Oro City
MANAGEMENT SERVICES DEPARTMENT

RECEIVED
 CORPORATE PLANNING DIVISION
 By: *[Signature]*
 Date: 2/14/23 Time: 4:17pm

Office of the
 Date: 2/9/23
 Received: *[Signature]* 10:22AM

IOM MSD – CPD -02 128, S - 2023

FOR : The General Manager
FROM : Manager, Management Services Department
SUBJECT: Customer Satisfaction Survey Rating (Telephone & Visiting the Office) Results for CY 2022
DATE : February 6, 2023

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 **Rating Result on the Customer Satisfaction Survey (Telephone & Visiting the Office) for CY 2022.**

Acquired Customer Satisfaction Rating per Department/ Office:

AREA	No. of Respondents	Over- all Average Rating	Adjectival Rating
1ST FLOOR			
Commercial Department	146	4.09	Very Good
2ND FLOOR			
BOD Office	9	4.24	Very Good
GM'S Office	25	4.01	Very Good
VEI Office	4	3.75	Very Good
3RD FLOOR			
Engineering Department	61	4.46	Very Good
AGM'S Office	20	4.28	Very Good
Administrative Department	93	4.15	Very Good
4TH FLOOR			
Management Department	136	4.35	Very Good
BAC Office	11	4.23	Very Good
Finance Department	84	4.10	Very Good
KAUSWAGAN SUB- OFFICE			
Maintenance Department	67	4.26	Very Good
MACASANDIG SUB- OFFICE			
Production Department	39	4.37	Very Good
TOTAL RESPONDENTS	695		
OVERALL AVERAGE RATING		4.19	VERY GOOD

For your information and reference.

[Signature]
SULDIE D. LARANJO

MANAGEMENT SERVICES DEPARTMENT
 RECEIVED BY: *[Signature]*
 DATE: 2/10/23 TIME: 10:42am

MANAGEMENT SERVICES DEPARTMENT
 RECEIVED BY: *[Signature]*
 DATE: 2/7/23 TIME: 8:10AM

Noted by:

[Signature]
BIENVENIDO BATAR, JR.
 General Manager

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

CUSTOMER SATISFACTION SURVEY RATING 2022
 January - December 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-Dec 2022)
ENGINEERING	40	4.31	VERY GOOD	2	ENGINEERING	21	4.61	EXCELLENT	1	4.46	VG	1
CONSTRUCTION	30	4.43	VERY GOOD		CONSTRUCTION	12	4.55	EXCELLENT		4.49	VG	
PLANNING & DESIGN	10	4.18	VERY GOOD		PLANNING & DESIGN	9	4.67	EXCELLENT		4.43	VG	
PRODUCTION	20	4.26	VERY GOOD	4	PRODUCTION	19	4.47	VERY GOOD	2	4.37	VG	2
MANAGEMENT	67	4.28	VERY GOOD	3	MANAGEMENT	69	4.41	EXCELLENT	3	4.35	VG	3
PR	15	4.52	EXCELLENT		PR	32	4.79	EXCELLENT		4.66	E	
AUDIT	10	4.22	VERY GOOD		AUDIT	17	4.51	EXCELLENT		4.37	VG	
CSDS	24	4.20	VERY GOOD		CSDS	11	3.93	VERY GOOD		4.07	VG	
CORPLAN	18	4.17	VERY GOOD		CORPLAN	9	4.42	VERY GOOD		4.30	VG	
AGM's OFFICE	10	4.34	VERY GOOD	1	AGM's OFFICE	10	4.22	VERY GOOD	6	4.28	VG	4
MAINT. & NRW MANAGEMENT	51	4.16	VERY GOOD	7	MAINT. & NRW MANAGEMENT	16	4.35	VERY GOOD	4	4.26	VG	5
MAINTENANCE KAUSWAGAN	34	4.11	VERY GOOD		MAINTENANCE	10	4.20	VERY GOOD		4.16	VG	
NRW TASK FORCE	8	4.08	VERY GOOD		NRW TASK FORCE	2	4.20	VERY GOOD		4.14	VG	
PNRW	9	4.30	VERY GOOD		PNRW	4	4.65	EXCELLENT		4.48	VG	
BOD	6	4.20	VERY GOOD	5	BOD	3	4.27	VERY GOOD	5	4.24	VG	6
BAC	7	4.11	VERY GOOD	8	BAC	4	4.35	VERY GOOD	4	4.23	VG	7
ADMINISTRATIVE	49	4.18	VERY GOOD	6	ADMINISTRATIVE	44	4.12	VERY GOOD	9	4.15	VG	8
PROCUREMENT	8	4.08	VERY GOOD		PROCUREMENT	7	4.23	VERY GOOD		4.16	VG	
CLINIC	6	4.40	VERY GOOD		CLINIC	4	4.00	VERY GOOD		4.20	VG	
GEN. SERV.	14	4.40	VERY GOOD		GEN. SERV.	23	4.60	EXCELLENT		4.50	E	
HRD	21	3.85	VERY GOOD		HRD	10	3.64	VERY GOOD		3.75	VG	
FINANCE	58	4.00	VERY GOOD	10	FINANCE	26	4.20	VERY GOOD	7	4.10	VG	9
ACCOUNTING	13	3.82	VERY GOOD		ACCOUNTING	15	4.28	VERY GOOD		4.05	VG	
PROPERTY	22	4.07	VERY GOOD		PROPERTY	5	3.92	VERY GOOD		4.00	VG	
TELLER	23	4.10	VERY GOOD		TELLER	6	4.40	VERY GOOD		4.22	VG	
COMMERCIAL	67	4.05	VERY GOOD	9	COMMERCIAL	79	4.13	VERY GOOD	8	4.09	VG	10
COMM. ACCTS DIVS.	23	4.06	VERY GOOD		COMM. ACCTS DIVS.	17	4.19	VERY GOOD		4.13	VG	
CCSD	23	3.97	VERY GOOD		CCSD	51	4.10	VERY GOOD		4.04	VG	
BILLING	14	4.10	VERY GOOD		BILLING	7	3.94	VERY GOOD		4.02	VG	
TIN-AO SUB-OFFICE	7	4.06	VERY GOOD		TIN-AO SUB-OFFICE	4	4.28	VERY GOOD		4.17	VG	
GM' s OFFICE	14	3.97	VERY GOOD	11	GM' s OFFICE	11	4.04	VERY GOOD	10	4.01	VG	11
VEI	4	3.75	VERY GOOD	12	VEI					3.75	VG	12
TOTAL	393				TOTAL	302						
AVERAGE		4.13	VERY GOOD		AVERAGE		4.29	VERY GOOD		4.19	VERY GOOD	

Prepared by:


 ANGELO H. ENCARNACION
 Staff

Checked by:


 JOSE JISELO P. ABRAGAN
 Manager, Corporate Planning Division

Noted by:


 SULDIE D. LARANJO
 Manager, Management Services Department