

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

CUSTOMER SATISFACTION SURVEY RATING 2021
 January - December 2021

FEEDBACK SURVEY ON OUR TELEPHONE STANDARDS 2021					FEEDBACK SURVEY ON OUR VISITING THE OFFICE 2021					OVERALL		
DEPARTMENT	CUSTOMER ATTENDED	CUSTOMER TELEPHONE CALL SATISFACTION NUMERICAL RATING	ADJECTIVAL RATING	RANKING (2021)	DEPARTMENT	CUSTOMER ATTENDED	CUSTOMER VISITING THE OFFICE SATISFACTION NUMERICAL RATING	ADJECTIVAL RATING	RANKING (2021)	NUMERICAL RATING	ADJECTIVAL RATING	SURVEY RANKING FOR (Jan - Dec 2021)
PRODUCTION	22	4.40	VERY GOOD	2	PRODUCTION	12	4.50	EXCELLENT	1	4.45	VG	1
GM' s OFFICE	15	4.60	EXCELLENT	1	GM' s OFFICE	10	4.10	VERY GOOD	8	4.35	VG	2
MANAGEMENT	43	4.22	VERY GOOD	6	MANAGEMENT	47	4.49	EXCELLENT	2	4.35	VG	2
PR	12	4.38	VERY GOOD		PR	11	4.64	EXCELLENT		4.51	E	
AUDIT	6	4.27	VERY GOOD		AUDIT	13	4.51	EXCELLENT		4.39	VG	
CSDS	12	4.05	VERY GOOD		CSDS	11	4.15	VERY GOOD		4.10	VG	
CORPLAN	11	4.38	VERY GOOD		CORPLAN	7	4.14	VERY GOOD		4.26	VG	
QMR	2	4.00	VERY GOOD		QMR	5	5.00	EXCELLENT		4.50	E	
ENGINEERING	20	4.26	VERY GOOD	5	ENGINEERING	23	4.34	VERY GOOD	4	4.30	VG	3
CONSTRUCTION	9	4.18	VERY GOOD		CONSTRUCTION	14	4.31	VERY GOOD		4.25	VG	
PLANNING & DESIGN	11	4.33	VERY GOOD		PLANNING & DESIGN	9	4.36	VERY GOOD		4.35	VG	
BAC	9	4.04	VERY GOOD	11	BAC	8	4.45	VERY GOOD	3	4.25	VG	4
FINANCE	75	4.29	VERY GOOD	4	FINANCE	22	4.16	VERY GOOD	6	4.23	VG	5
ACCOUNTING	16	4.31	VERY GOOD		ACCOUNTING	10	4.12	VERY GOOD		4.22	VG	
PROPERTY	29	4.34	VERY GOOD		PROPERTY	5	4.00	VERY GOOD		4.17	VG	
TELLER	30	4.23	VERY GOOD		TELLER	7	4.37	VERY GOOD		4.22	VG	
ADMINISTRATIVE	51	4.38	VERY GOOD	3	ADMINISTRATIVE	34	3.99	VERY GOOD	10	4.19	VG	6
PROCUREMENT	8	4.43	VERY GOOD		PROCUREMENT	5	3.88	VERY GOOD		4.16	VG	
CLINIC	8	4.18	VERY GOOD		CLINIC	6	3.77	VERY GOOD		3.98	VG	
GEN. SERV.	9	4.40	VERY GOOD		GEN. SERV.	10	4.14	VERY GOOD		4.27	VG	
HRD	26	4.51	EXCELLENT		HRD	13	4.18	VERY GOOD		4.35	VG	
BOD	8	4.15	VERY GOOD	7	BOD	6	4.20	VERY GOOD	5	4.18	VG	7
AGM's OFFICE	11	4.09	VERY GOOD	9	AGM's OFFICE	10	4.20	VERY GOOD	5	4.15	VG	8
COMMERCIAL	43	4.10	VERY GOOD	9	COMMERCIAL	55	4.13	VERY GOOD	7	4.11	VG	9
COMM. ACCTS DIVS.	16	4.12	VERY GOOD		COMM. ACCTS DIVS.	13	4.18	VERY GOOD		4.15	VG	
CCSD	15	4.16	VERY GOOD		CCSD	29	4.00	VERY GOOD		4.08	VG	
BILLING	7	4.00	VERY GOOD		BILLING	10	3.72	VERY GOOD		3.86	VG	
TIN-AO SUB-OFFICE	5	4.12	VERY GOOD		TIN-AO SUB-OFFICE	3	4.60	EXCELLENT		4.36	VG	
MAINT. & NRW MANAGEMENT	40	4.12	VERY GOOD	8	MAINT. & NRW MANAGEMENT	9	4.07	VERY GOOD	9	4.09	VG	10
MAINTENANCE	27	4.25	VERY GOOD		MAINTENANCE	9	4.07	VERY GOOD		4.16	VG	
PNRW	13	3.98	VERY GOOD		PNRW					3.98	VG	
TOTAL	337					236						
AVERAGE		4.24	VERY GOOD				4.24	VERY GOOD		4.24	VERY GOOD	