

MANAGEMENT SERVICES DEPARTMENT
Corporate Planning Division

IOM MSD – CPD – 03 - 02, S - 2018

RECEIVED	
Corporate Planning Division	
By: <i>[Signature]</i>	
Date: <i>3/6/18</i>	Time: <i>11:40am</i>

FOR : The ACTING GENERAL MANAGER
THRU : ASSISTANT GENERAL MANAGER FOR AFC SERVICES
FROM : CORPORATE PLANNING DIVISION
SUBJECT : FEEDBACK SURVEY (FOR LWUA) RESULTS FOR THE 4TH QUARTER OF 2017
DATE : MARCH 05, 2018

This is to respectfully submit the 4th Quarter Result of the 2017 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 decrease in the number of customers who are satisfied in terms of taste of water, level of confidence on the safety of water and services when compared to the 2016 4th Quarter Survey Result. Moreover, despite the decrease from previous year's result more than **85%** of the respondents are generally **satisfied** with our services.
- On Quality of Customer Care Service – It generally indicate a slight decrease in its mean value when compared to the previous year (3.64 to 3.53) and still rated as **"VERY GOOD"**.
- 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 **26 - 35** years old age bracket.
- On Customers' Comments/Remarks – **Water Supply/Pressure** (39) and **Water Quality/Flushing** (17) concerns are common complaints of the respondents.

For your information and ready reference.

[Signature]
JOSE HSELO P. ABRAGAN
OIC, Corporate Planning Div. *[Signature]*

Noted by:

[Signature]
SULDIE D. LARANJO
OIC, Management Services Dept.

[Handwritten notes]
3/7/18 *[Signature]* *WPM*

RECEIVED	
Office of the General Manager	
<i>[Signature]</i>	
Date: <i>3/6/18</i>	Time: <i>1:35pm</i>

[Handwritten notes]
DATE: *3/6/18* TIME: *4:00pm*



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

**FEEDBACK SURVEY for the FOURTH QUARTER of 2017
(for the period covered from October to December)**

FEEDBACK SURVEY (for LWUA)		FOURTH QUARTER					
		CY 2017			CY 2016		
No.	Quality of Water	Yes	No	Total	Yes	No	Total
1	Do you have a 24-hour Water Service?	231	69	300	218	82	300
2	Is your water pressure adequate?	207	93	300	194	106	300
3	Does your water taste good?	158	142	300	184	116	300
4	Are you confident that your water is safe?	191	109	300	234	66	300
5	Are you satisfied with the water service of COWD?	256	44	300	270	30	300

n=300

Prepared by:


Annalyn F. Macalolot
Senior Research Analyst A

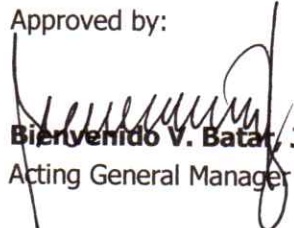
Checked by:


Jose Jiselo R. Abragan
OIC, Corporate Planning Div.

Noted by:


Suldie D. Laranjo
OIC, Management Services Dept.

Approved by:


Bienvenido V. Batar, Jr.
Acting General Manager



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

FEEDBACK SURVEY for the FOURTH QUARTER of 2017
 (for the period covered from October to December)

No.	QUALITY OF CUSTOMER CARE SERVICE	N	FREQUENCY, PERCENTAGE & DESCRIPTION										4th Qrtr. 2017		4th Qrtr. 2016	
			Excellent		Very Good		Good		Fair		Poor		Mean	Desc	Mean	Desc
			Freq.	%	Freq.	%	Freq.	%	Freq.	%	Freq.	%				
1	Accuracy of Information	300	22	7.33	88	29.33	50	16.67	98	32.67	42	14.00	2.83	GOOD	3.21	GOOD
2	Courtesy of Complain	300	21	7.00	127	42.33	64	21.33	81	27.00	7	2.33	3.25	GOOD	3.51	VERY GOOD
3	Accuracy of Attending leakages	300	29	9.67	107	35.67	71	23.67	79	26.33	14	4.67	3.19	GOOD	3.53	VERY GOOD
4	Courtesy and helpfulness of the meter readers	300	4	1.33	206	68.67	70	23.33	13	4.33	7	2.33	3.62	VERY GOOD	3.50	VERY GOOD
5	Courtesy and helpfulness of the bill carriers	300	26	8.67	191	63.67	73	24.33	5	1.67	5	1.67	3.76	VERY GOOD	3.70	VERY GOOD
6	Courtesy and helpfulness of CCSD	300	34	11.33	159	53.00	80	26.67	23	7.67	4	1.33	3.65	VERY GOOD	3.72	VERY GOOD
7	Courtesy and helpfulness of the Discon Team	300	24	8.00	174	58.00	75	25.00	21	7.00	6	2.00	3.63	VERY GOOD	3.64	VERY GOOD
8	Courtesy and helpfulness of tellers / cashiers	300	8	2.67	206	68.67	79	26.33	6	2.00	1	0.33	3.71	VERY GOOD	3.91	VERY GOOD
9	Courtesy and helpfulness of New Conn. application personnel	300	40	13.33	163	54.33	76	25.33	16	5.33	5	1.67	3.72	VERY GOOD	3.60	VERY GOOD
10	Courtesy and helpfulness of the billing section	300	39	13.00	166	55.33	73	24.33	18	6.00	4	1.33	3.73	VERY GOOD	3.86	VERY GOOD
11	Overall Rating of COWD Services / Employees	300	33	11.00	174	58.00	67	22.33	19	6.33	7	2.33	3.69	VERY GOOD	3.85	VERY GOOD
	Average	300	25	8.48	160	53.36	71	23.58	34	11.48	9	3.09	3.53	VERY GOOD	3.64	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

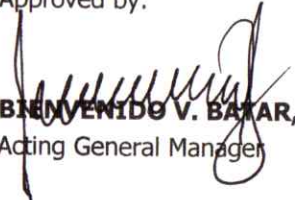
Checked by:


JOSE JISELO P. ABRAGAN
 OIC, Corporate Planning Div.

Noted by:


SULDIED LARANJO
 OIC, Mgmt. Services Dept.

Approved by:


BIENVENIDO V. BAKAR, JR.
 Acting General Manager

**FEEDBACK SURVEY RESULT SUMMARY BY SERVICE AREA, ITS ACCOUNT CLASSIFICATION and AGE BRACKET
FOR THE FOURTH QUARTER OF 2017 (October 1 to December 31, 2017)**

BARANGAY	ACCOUNT CLASSIFICATION		AGE BRACKET					
	RESIDENTIAL	COMMERCIAL	16-25	26-35	36-45	46-55	56-65	66 and above
WEST SERVICE AREA								
CARMEN	77	2	11	24	17	15	8	4
CANITOAN	29		2	7	4	5	9	2
BALULANG	28			6	7	11	4	
K. SWAGAN	27		3	6	3	6	3	6
IPONAN	9			2	2	2	3	
BULUA	7	1	1	3	3	1		
BARRA, OPOL	4			3		1		
IGPIT, OPOL	4			2	2			
PATAG	2				2			
BONBON	2			1	1			
PAGATPAT	2				2			
BAYABAS	1				1			
BONBON, OPOL	1			1				
MALANANG, OPOL								
POBLACION, OPOL								
TABOC, OPOL								
LUMBIA								
ONG BONBON, OPOL								
SUB-TOTAL	193	3	17	55	44	41	27	12
EAST SERVICE AREA								
POBLACION	10	7	1	5	4	5	2	
LAPASAN	14	1		5	5	4	1	
CAMAMAN-AN	12	3	4		5	4	2	
PUNTOD	14		1	4	3	4	2	
MACABALAN	11		1	1	5	3	1	
GUSA	8	1	1	2	2	2	2	
MACASANDIG	7			1	1	5		
CONSOLACION	5	1		1	2	3		
CUGMAN	5			1	2	2		
NAZARETH	4		1	2			1	
BUGO		1			1			
TABLON								
AGUSAN								
PUERTO								
TAGOLOAN								
SUB-TOTAL	80	7	8	17	26	27	9	0
GRAND TOTAL	273	10	25	72	70	68	36	12
PERCENTAGE	91.00%	3.33%	8.33%	24.00%	23.33%	22.67%	12.00%	4.00%

Remarks:

- 1) Feedback were mostly derived from **Barangay Carmen (79 respondents)** in the **West Service Area** while **Barangay Poblacion (17 respondents)** in the **East Service Area**.
- 2) Majority of the respondents' water connection were classified as residential and 24.00% of the respondents comes from the age bracket of **26 - 35** years old.

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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	RECON / NEWCON INSTALLATION / CHANGE OF METER	DISCONNECTION	WATER BILLING/ METER READING /BILL DELIVERY	NOTICE OF WATER INTERRUPTION	CCSD (CUSTOMER CARE SERVICE DESK)	LEAKAGE REPAIR	TELLER / CASHIER	WATER RATES / PENALTY	POSITIVE RESPONSE
				(PRODN.)	(PRODN.)	(COMM'L)	(COMM'L)	(COMM'L)	(MSD)	(COMM'L)	(MAINT.)	(FINANCE)		
48	293	Nag puti ang tubig usahay lubog.	CANITOAN		1									
49	148	Quality sa tubig i-improve	BALULANG		1									
50	294	Usahay lubog ang tubig	CONSOLACION		1									
51	292	Usahay naay hugaw ang tubig	GUSA		1									
52	184	Kusog kaayo mang insulto ang disconnection team	CAMAMAN-AN				1							
53	228	Dili mi mahibalo kung mawala ang tubig. Ang billing gina sangit lang sa tindahan sa among silingan.	CARMEN					1	1					
54	78	Billing must be clear	CARMEN					1						
55	10	dagko ang junsumo, dili mosulod kung mag reading	BALULANG					1						
56	30	Dili gakaabot ang billing sa amoa.	CARMEN					1						
57	142	Dili mahatag ang reading, hapit mi naputian	CARMEN					1						
58	9	dili tarongon ang pagbasa sa metro	BALULANG					1						
59	79	Mutaas amo bill ug kalit	BULUA					1						
60	18	Naa untay discount kung naay problema sa meter. Taas ang reading.	BALULANG					1						
61		Tarungon unta ug basa ang billing (dako ang reading bisan gamay ra nagamit)	CAMAMAN-AN					1						
62	39	Usahay dili ihatod	NAZARETH					1						
63	202	Atimanon ang leakages. Pahibalo kung mawala ang tubig.	CARMEN						1		1			
64	131	Walay announcement kung mawala ang tubig. Daghan leakage sa lugar.	CARMEN						1		1			
65	135	Dako ang penalty after sa due date, walay ga-recordida	CANITOAN						1					
66	64	Announcement unta every time mawala ang tubig	BULUA						1				1	
67	229	Dili mi mahibalo kung naay repair dili mi kaandam ug salod.	CARMEN						1					
68	65	Kung walay agas mag announce lang unta para maka prepare sad mi.	BULUA						1					
69	77	Mag announce if mawala ang water	CARMEN						1					
70	147	Mag-inform if mawala ang tubig	MACABALAN						1					
71	206	Magpahibalo kung mawala ang tubig.	CARMEN						1					
72	133	Schedule sa tubig, walay ga-recordida	IGPIT, OPOL						1					
73	255	Usahay dili sila magbalita	CANITOAN						1					
74	83	Walay pahibalo mawala ang tubig	IPONAN						1					
75	16	Nag complain sa leakage sa tubig pero nag conclude na daan ang taga COWD na among sala.	BALULANG						1					
76	13	ang complain namo sa among metro wala pa japon giatiman	BALULANG							1	1			
77	143	Improve pa ang service	LAPASAN							1				
78		Ang complaint like leakage dugay mag respond	BALULANG							1				
79		Atimanon ang leakages	CARMEN								1			
80	238	Kung naay leakage ma asikaso unta dayon	CARMEN								1			
81	74	Leakages should be taken care of kay sayang ang water.	GUSA								1			
82	8	nadaot or buslot dugay ang aksyon	BALULANG								1			
83	149	Payment process hinay	KAUSWAGAN								1			
84	85	Separate teller sa cheque	CAMAMAN-AN									1		
85	33	Usahay daghan close nga teller kung daghan magbayad	BARRA, OPOL									1		
86	145	Dako ang penalty bisag 1 day lang	LAPASAN									1		
87	86	Naa untay online payment	BAYABAS										1	
		TOTAL COMMENTS (87)		39	17	1	1	10	16	4	8	3	2	1
		PERCENTAGE TO TOTAL (%)		44.83%	19.54%	1.15%	1.15%	11.49%	18.39%	4.60%	9.20%	3.45%	2.30%	1.15%

REMARKS:

- 1.) **29.00%** of the 300 total respondents for the fourth quarter of 2017 discloses their **comments and/or suggestions**.
- 2.) **Four (4)** common concerns/comments with high percentage pertaining to:
Water Supply/Pressure (65.38%), Water Quality/Flushing (29.49%), Notice of Water Interruption (18.39%) and Water Billing/Meter Reading/Bill Delivery (11.49%).
- 3.) **Water Supply/Pressure** ranked as the top concern of concessionaires.
- 4.) **Barangay Carmen** has the most number of comments/concerns (**17**) in the **Western Service Area** while **Barangay Camaman-an** with **9** comments/concerns in the **Eastern Service Area**.

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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 / PRESSURE	WATER QUALITY / FLUSHING	RECON / NEWCON INSTALLATION / CHANGE OF METER	DISCONNECTION	WATER BILLING/ METER READING /BILL DELIVERY	NOTICE OF WATER INTERRUPTION	CCSD (CUSTOMER CARE SERVICE DESK)	LEAKAGE REPAIR	TELLER / CASHIER	WATER RATES / PENALTY	POSITIVE RESPONSE
				(PRODN.)	(PRODN.)	(COMM'L)	(COMM'L)	(COMM'L)	(MSD)	(COMM'L)	(MAINT.)	(FINANCE)		
1	159	Hinay ang agas, naay lumot	BALULANG	1	1									
2	32	Hinay ang tubig; nagkalibanga akong papa pag-inom sa tubig sa COWD.	BONBON	1	1									
3	88	Hinay sa buntag, lubog panalagsa	MACASANDIG	1	1									
4	181	Hinay, lubog ang tubig	MACASANDIG	1	1									
5	190	Muagas 11pm to 4:30am, usahay hugaw	MACASANDIG	1	1									
6	26	Hinay usahay among pressure sa tubig sa greenville bugo kung walay kuryente walay agas sa tubig. Usahay ang new connection dili dali maestoryahan ambot lang ug daghan trabaho o maldita lang gyud. Dili motubag sa ilang hotline-new connection nga hotline.	BUGO	1		1				1				
7	19	Mawala ang tubig kung mag brown out. Dili ma-inform if mawala ang agas.	BALULANG	1					1					
8	136	Buntag ra ga-agas (2am to 6am)	CAMAMAN-AN	1										
9		Half day ang agas ug hinay ang pag_agas	CARMEN	1										
10		Hinay agas 6am to 10am	KAUSWAGAN	1										
11	51	Hinay ang agas	GUSA	1										
12	60	Hinay ang agas	CAMAMAN-AN	1										
13	120	Hinay ang agas	CUGMAN	1										
14	122	Hinay ang agas	KAUSWAGAN	1										
15	46	Hinay ang agas nga tubig sa pinikitan	CAMAMAN-AN	1										
16	57	Hinay ang agas sa gabie ra	CAMAMAN-AN	1										
17	91	Hinay ang agas sa tubig	KAUSWAGAN	1										
18	266	Hinay lang sa buntag ang tubig	KAUSWAGAN	1										
19	58	Hinay or walay agas sa palawan	CAMAMAN-AN	1										
20	104	Hinay ug walay agas	BARRA, OPOL	1										
21	153	Kada morning hinay ang tubig, mawala	MACABALAN	1										
22	92	Kahinay sa tubig	KAUSWAGAN	1										
23	66	karaan na among linya walay tubig	KAUSWAGAN	1										
24	137	Mabalik unta sa normal ang agas	CARMEN	1										
25	260	Makusog ang agas sa tubig	CANITOAN	1										
26	154	Makusog unta ang supply sa tubig, hassle sige sag-ob	POBLACION	1										
27	257	Mawala ang agas sa tubig	CANITOAN	1										
28	242	Mawala or Hinay ang agas	CARMEN	1										
29		Naa unta agas permi bisag buntag (consistent nga agas)	CUGMAN	1										
30		Pagkahuman sa bagyo ni hinay agas	LAPASAN	1										
31	118	Patay ang agas sa tubig	GUSA	1										
32	277	Pirmi unta naay supply bale 24/7	MACABALAN	1										
33	71	Sana di na mawala ang tubig	POBLACION	1										
34	62	Unta 24hrs. Ang agas sa tubig.	CUGMAN	1										
35	134	Usab-usab ang pressure, hinay - kusog	MACABALAN	1										
36	241	Usahay walay agas	CARMEN	1										
37	63	Usually sa morning mupalong palong ang tubig	IPONAN	1										
38	249	Walay agas usahay	CARMEN	1										
39	152	Walay tubig sa buntag	CAMAMAN-AN	1										
40	256	Sobra ang chlorine, maghatag ug advisory	CANITOAN		1									
41	61	Water Quality - dirty water. Dili mi ma inform kung naay guba/repair.	IGPIT, OPOL		1				1					
42	158	Hugaw pag-abri permiro	CONSOLACION		1				1					
43	117	Lubog ang tubig	CONSOLACION		1									
44	139	Lubog ang tubig	CARMEN		1									
45	132	Lubog ang tubig, kailangan pa salaon	BALULANG		1									
46	170	Naay itom itom ug naay yellow yellow sa tubig	KAUSWAGAN		1									
47	2	naay time nga lubog ug balas balas	BALULANG		1									

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