

MANAGEMENT SERVICES DEPARTMENT

Corporate Planning Division

IOM MSD – CPD – 02 – 126 S - 2022

FOR : The GENERAL MANAGER
THRU : MANAGER, MANAGEMENT SERVICES DEPARTMENT
FROM : CORPORATE PLANNING DIVISION
SUBJECT : FEEDBACK SURVEY (FOR LWUA) RESULTS FOR THE YEAR 2021
DATE : FEBRUARY 08, 2022

RECEIVED
By: [Signature]
Date: 2/8/22 Time: 1:30 PM
MANAGEMENT SERVICES DEPARTMENT
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DATE: 2/8/22 TIME: 2:40 PM

This is to respectfully submit the Result of the 2021 Feedback Survey as designed by LWUA. The following are notable points in the survey results:

- On Quality of Water – For the year, the survey results convey an average of 7% decrease in the percentage of customers who are satisfied in terms of water supply, pressure, and level of confidence on the safety of water when compared to the 2020 Annual Survey Result.

Moreover, in terms of taste, slight increase to 56% of the respondents who are confident on the taste of our water.

However, the result demonstrates that about **73%** of the respondents were generally **Satisfied** with our services. The result connotes that the respondents' confidence to the safety of our water supply are triggered by the availability and pressure of the supply. Thus, COWD must look into the improvement on the availability of water supply 24 hours.

- On Quality of Customer Care Service – It generally indicates a decrease in its mean value when compared with the previous year (3.94 to 3.69) but still rated as **"VERY GOOD"**. Most of the parameter gives a negative impression when rated by the customer particularly on Accuracy and Courtesy on Complaint having the lowest rating.

Moreover, a notable low rating in terms on **Accuracy of Attending Leakages** where it is a major concern for reducing Non – Revenue Water (NRW). About 4% (9) of the respondents signify their rating specifically on this concern as "poor".

- On Respondents' Profile – The feedback was mostly derived from **Barangay Canitoan** in the Western Service Area and **Barangay Poblacion** in the Eastern Service Area. Majority of the respondents comes from the **36 - 45** years old age bracket.
- On Customers' Comments/Remarks – Consistently, problem on **Water Supply/Pressure** (19) is the foremost complaint of the customers. **Water Quality/Flushing** (7), **Water Billing/Meter Reading/Bill Delivery** (3) & **Notice of Water Interruption** (3) concerns are other common complaints of the respondents. However, a significant number of respondents (22) gave a positive response to the services of COWD.

For your information and ready reference.

[Signature]
JOSE JISELO P. ABRAGAN
Manager, Corporate Planning Division

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

FEEDBACK SURVEY for CY 2021
 (for the period covered from January to December)

FEEDBACK SURVEY (for LWUA)		CY 2021					CY 2020				
No.	Quality of Water	Yes	%	No	%	Total	Yes	%	No	%	Total
1	Do you have a 24-hour Water Service?	168	69%	76	31%	244	354	77%	103	23%	457
2	Is your water pressure adequate?	166	68%	78	32%	244	346	76%	111	24%	457
3	Does your water taste good?	136	56%	108	44%	244	239	52%	218	48%	457
4	Are you confident that your water is safe?	120	49%	124	51%	244	248	54%	209	46%	457
5	Are you satisfied with the water service of COWD?	177	73%	67	27%	244	362	79%	95	21%	457

n = 244

Prepared by:


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**FEEDBACK SURVEY RESULT SUMMARY BY SERVICE AREA, ITS ACCOUNT CLASSIFICATION and AGE BRACKET
FOR CY 2021 (January 1 to December 31, 2021)**

BARANGAY	ACCOUNT CLASSIFICATION			AGE BRACKET					
	RESIDENTIAL	COMMERCIAL	GOVERNMENT	16-25	26-35	36-45	46-55	56-65	66 and above
WEST SERVICE AREA									
CANITOAN	56	1		3	16	14	12	9	3
CARMEN	35			2	10	14	6	3	
BAYABAS	15			1	3	6	3		2
KAUSWAGAN	12					7	3		2
BULUA	5				2	1		1	1
PATAG	5				1	2	1	1	
IGPIT, OPOL	4				1		3		
IPONAN	3				1		2		
BALULANG	3			1		1	1		
MALANANG, OPOL	3					2			1
POBLACION, OPOL	3					2	1		
PAGATPAT	2				1		1		
BONBON	2					2			
BARRA, OPOL	1				1				
LUMBIA			1		1				
TABOC, OPOL									
BONBON, OPOL									
LUYONG BONBON, OPOL									
SUB-TOTAL	149	1	1	7	37	51	33	14	9
EAST SERVICE AREA									
POBLACION	21	4			4	2	6	10	3
MACABALAN	17				2	3	9	2	1
GUSA	13				2	5	3	2	1
LAPASAN	10					2	4	4	
CUGMAN	8					5	3		
MACASANDIG	5	2		1	1	1	3		1
NAZARETH	6					3	1	2	
PUNTOD	2	1			1	1	1		
CAMAMAN-AN	2			1		1			
CONSOLACION	2					1	1		
BUGO									
TABLON									
AGUSAN									
PUERTO									
TAGOLOAN									
SUB-TOTAL	86	7	0	2	10	24	31	20	6
GRAND TOTAL	235	8	1	9	47	75	64	34	15
PERCENTAGE	96.31%	3.28%	0.41%	3.69%	19.26%	30.74%	26.23%	13.93%	6.15%

Note:

- 1) Results of feedback was mostly derived from **Barangay Canitoan (57 respondents)** in the **West Service Area** while **Barangay Poblacion (25 respondents)** in the **East Service Area**.
- 2) Majority of the respondents' water connection were classified as residential and 30.74% of the respondents comes from the age bracket of **36 - 45** years old.



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

FEEDBACK SURVEY for CY 2021
 (for the period covered from January to December)

No.	QUALITY OF CUSTOMER CARE SERVICE	N	FREQUENCY, PERCENTAGE & DESCRIPTION										2021		2020	
			Excellent		Very Good		Good		Fair		Poor		Mean	Desc	Mean	Desc
			Freq.	%	Freq.	%	Freq.	%	Freq.	%	Freq.	%				
1	Accuracy of Information	244	17	6.97	121	49.59	95	38.93	7	2.87	4	1.64	3.57	VERY GOOD	3.67	VERY GOOD
2	Accuracy and Courtesy on Complaint	244	20	8.20	120	49.18	80	32.79	17	6.97	7	2.87	3.53	VERY GOOD	3.86	VERY GOOD
3	Accuracy of Attending leakages	244	25	10.25	121	49.59	78	31.97	11	4.51	9	3.69	3.58	VERY GOOD	3.85	VERY GOOD
4	Courtesy and helpfulness of the meter readers	244	39	15.98	144	59.02	53	21.72	7	2.87	1	0.41	3.87	VERY GOOD	4.20	VERY GOOD
5	Courtesy and helpfulness of the bill carriers	244	41	16.80	139	56.97	58	23.77	2	0.82	4	1.64	3.86	VERY GOOD	4.19	VERY GOOD
6	Courtesy and helpfulness of CCSD	244	18	7.38	135	55.33	80	32.79	8	3.28	3	1.23	3.64	VERY GOOD	3.91	VERY GOOD
7	Courtesy and helpfulness of the Discon Team	244	22	9.02	127	52.05	87	35.66	5	2.05	3	1.23	3.66	VERY GOOD	3.82	VERY GOOD
8	Courtesy and helpfulness of tellers / cashiers	244	26	10.66	151	61.89	59	24.18	6	2.46	2	0.82	3.79	VERY GOOD	4.30	VERY GOOD
9	Courtesy and helpfulness of New Conn. application personnel	244	25	10.25	128	52.46	84	34.43	6	2.46	1	0.41	3.70	VERY GOOD	3.83	VERY GOOD
10	Courtesy and helpfulness of the billing section	244	24	9.84	136	55.74	76	31.15	7	2.87	1	0.41	3.72	VERY GOOD	3.85	VERY GOOD
11	Overall Rating of COWD Services / Employees	244	26	10.66	130	53.28	78	31.97	9	3.69	1	0.41	3.70	VERY GOOD	3.85	VERY GOOD
	Average	244	26	10.54	132	54.10	75	30.85	8	3.17	3	1.34	3.69	VERY GOOD	3.94	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)

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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	NEW CONN. INSTALLATION/ TRANSFER TAPPING / CHANGE METER	WATER BILLING/ METER READING /BILL DELIVERY	NOTICE OF WATER INTERRUPTION	CCSD (CUSTOMER CARE SERVICE DESK)	LEAKAGE REPAIR	INSPECTOR / DISCONNECTION / FIELD WORKERS	TELLER/ CASHIER	WATER RATE /PENALTY	POSITIVE RESPONSE
				(PRODN.)	(PRODN.)	(COMM'L)	(COMM'L)	(MSD)	(COMM'L)	(MAINT.)	(COMM'L)	(FINANCE)		
27	105	Suggestion: please inform us ahead for any water interruption.	POBLACION											
28	88	Ang issue sa tubig dili tanan Barrio pareho ang problema pero overall, please check sa linya sa Mahayahay.	BAYABAS					1						
29	74	Daghan leakages sa Acacia wala na solve.	CARMEN						1					
30	210	Ang akong ikasugyot or ikasulti na na dako gyud kaayo ikatabang sa COWD.	CANITOAN							1				
31	95	Good service.	BAYABAS											1
32	215	Hinaot magpadayon ang inyung pagpalambo dre sa talongan.	CANITOAN											1
33	99	Keep up the good work! Good job!	KAUSWAGAN											1
34	89	Keep up the good work. Congrats.	BAYABAS											1
35	223	Maayo kaayo ang inyong mga serbisyo sa inyong supply sa tubig.	CANITOAN											1
36	222	Maayo man ang serbisyo walay problema.	CANITOAN											1
37	196	Ok kaayo!	CANITOAN											1
38	92	OK man walay problema.	BAYABAS											1
39	98	OK naman kaayu ang pag serbisyo sa amin ng water district.	BAYABAS											1
40	78	OK ra	CARMEN											1
41	197	OK ra ang serbisyo sa water district	CANITOAN											1
42	203	OK rah!	CANITOAN											1
43	71	OK! Man ang among tubig. Wala may palong-palong.	CARMEN											1
44	213	Onta magpadayon ang inyong pag serbisyo canamo denhi sa talongan calaanan.	CANITOAN											1
45	217	Sa pagkakaran wala kaayo koy maingon sa COWD kay maayo man ilang serbisyo.	CANITOAN											1
46	224	Salamat sa good service from COWD.	CANITOAN											1
47	83	Shape up	BALULANG											1
48	79	Thank you COWD	CANITOAN											1
49	212	Unta mag padayon ang inyong maayong pag serbisyo diri sa among barangay.	CANITOAN											1
50	211	Unta mag padayon ang inyong maayong pag serbisyo sa diri sa among barangay.	CANITOAN											1
51	209	Ang akong ikasugyot dako kaayo makatabang ang tubig kay wala ang tubig sa amoa dili kita mabuhi.	CANITOAN											1
TOTAL COMMENTS (51)				19	7	1	3	3	1	1	0	1	0	22
PERCENTAGE TO TOTAL (%)				37.25%	13.73%	1.96%	5.88%	5.88%	1.96%	1.96%	0.00%	1.96%	0.00%	43.14%

NOTE:

- 1.) **20.90%** or 51 of the 244 total respondents for the year 2021 discloses their **comments and/or suggestions**.
- 2.) **Top four (4)** common concerns/comments (high percentage) are:
Water Supply/Pressure (37.25%), Water Quality/Flushing (13.73%), Water Billing/Meter Reading/Bill Delivery (5.88%) and Notice of Water Interruption (5.88%).
- 3.) **Water Supply/Pressure** ranked as the top concern of concessionaires.
- 4.) Although negative comments are dominant, there are still significant **22 (43.14%)** respondents who gave a **positive impression to COWD services**.

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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	NEW CONN. INSTALLATION/ TRANSFER TAPPING / CHANGE METER	WATER BILLING/ METER READING /BILL DELIVERY	NOTICE OF WATER INTERRUPTION	CCSD (CUSTOMER CARE SERVICE DESK)	LEAKAGE REPAIR	INSPECTOR / DISCONNECTION / FIELD WORKERS	TELLER/ CASHIER	WATER RATE /PENALTY	POSITIVE RESPONSE
				(PRODN.)	(PRODN.)	(COMM'L)	(COMM'L)	(MSD)	(COMM'L)	(MAINT.)	(COMM'L)	(FINANCE)		
1	86	Usahay hinay kaayu ang tubig, usahay hugaw ang tubig ug naay lamog-lamog. Usahay dagko ang among bill unya hinay ang agas.	BAYABAS	1	1		1							
2	32	Alas 8 sa gabie musaka sa 3rd floor, Lubog na karon ang tubig.	NAZARETH	1	1									
3	104	Maayo ilang serbisyo usahay hugaw lang gyud ang tubig. Hinay kay daghan na nag connect sa among linya sa tubig.	LAPASAN	1	1									
4	174	Gusto nako ibalik sa mainline kay kusog ang agas unya sa stub-out walay agas.	MACABALAN	1		1								
5	16	9 PM to 5 AM ra muagas. Kulang ang teller.	BONBON	1										
6	85	Ang among tubig hinay ug usahay walay agas every morning. Gabii lang ang naay agas.	BAYABAS	1								1		
7	93	Ang tubig palihug pwede mag-agas pod. Gabie na moagas among gripo.	BAYABAS	1										
8	100	Dapat 24 hours ang agas sa tubig dili kay gabii ra mutubod.	BAYABAS	1										
9	56	Hinay ang agas	PATAG	1										
10	57	Hinay ang agas	CARMEN	1										
11	162	Hinay ang agas sa buntag.	KAUSWAGAN	1										
12	97	Hinay kaayu among tubig. Imean ayha ra mo tubod around 2 AM ra mo tubod.	BAYABAS	1										
13	37	Hinay kung buntag	MACASANDIG	1										
14	90	If possible make the water flow 24 hours because most of the time water only flows around 11 PM in the evening we suffer a lot and still we paid for the penalty.	BAYABAS	1										
15	50	Mapakusgan ang agas sa lapasan	LAPASAN	1										
16	221	Sometimes mohinay ang tubig but overall wala ra napalong ang tubig.	CANITOAN	1										
17	75	Usahay gakawala ang tubig pero after 3 hours mo balik ra man pod.	CARMEN	1										
18	87	Usahay hinay ang agas.	BAYABAS	1										
19	45	Walay agas, usually 1 AM sa kadlawon	CARMEN	1										
20	76	Unta i-reading ug insakto sa meter reader among meter kay sige rako ug balik-balik sa inyo office. Ang tubig gikan sa gripo every morning lubog o dili tin-aw.	CARMEN		1		1							
21	59	Lubog sa buntag/hapon	MACASANDIG		1									
22	157	Maglubog after mo bslik ang tubig.	NAZARETH		1									
23	220	Unsa mo oras gabutang og chlorine sa tubig? Aron makalikay me sa pag ilis ug tubig sa among mga binuhi na isda.	CANITOAN		1									
24	34	Delay ang reading and billing.	CARMEN											
25	214	Any announcement if there is interruptions of water a day before the interruption para maka pundo ug water.	CANITOAN				1							
26	67	Gaka ulit ko kay usahay walay abiso sa pag palong sa tubig.	CARMEN					1						

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