

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

**CUSTOMER SATISFACTION SURVEY RATING 2018**  
 for the 3rd Quarter 2018

FEDBACK SURVEY ON OUR TELEPHONE STANDARDS 2018					FEDBACK SURVEY ON OUR VISITING THE OFFICE 2018					OVERALL		
DEPARTMENT	CUSTOMER ATTENDED	CUSTOMER TELEPHONE CALL SATISFACTION NUMERICAL RATING	ADJECTIVAL RATING	RANKING (2018)	DEPARTMENT	CUSTOMER ATTENDED	CUSTOMER VISITING THE OFFICE SATISFACTION NUMERICAL RATING	ADJECTIVAL RATING	RANKING (2018)	NUMERICAL RATING	ADJECTIVAL RATING	SURVEY RANKING FOR The 3rd Qtr (Jul. - Sept. 2018)
MAINT. & NRW MANAGEMENT	34	4.60	EXCELLENT	1	MAINT. & NRW MANAGEMENT	35	4.60	EXCELLENT	1	4.60	E	1
PRODUCTION	2	4.30	VERY GOOD	2	PRODUCTION	2	4.30	VERY GOOD	4	4.30	VG	2
ENGINEERING	21	4.30	VERY GOOD	2	ENGINEERING	18	4.30	VERY GOOD	4	4.30	VG	2
CONSTRUCTION	19	4.60	EXCELLENT		CONSTRUCTION	16	4.60	EXCELLENT		4.60	E	
PLANNING & DESIGN	2	4.00	VERY GOOD		PLANNING & DESIGN	2	4.00	VERY GOOD		4.00	VG	
GM' s OFFICE	5	4.20	VERY GOOD	3	GM' s OFFICE	3	4.33	VERY GOOD	2	4.27	VG	3
MANAGEMENT	9	4.09	VERY GOOD	6	MANAGEMENT	14	4.33	VERY GOOD	2	4.21	VG	4
PR	3	4.13	VERY GOOD		PR	10	5.00	EXCELLENT		4.57	E	
AUDIT	3	4.00	VERY GOOD		AUDIT	3	4.00	VERY GOOD		4.00	VG	
CORPLAN	3	4.13	VERY GOOD		CORPLAN	1	4.00	VERY GOOD		4.07	VG	
ADMINISTRATIVE	21	4.18	VERY GOOD	4	ADMINISTRATIVE	25	4.18	VERY GOOD	5	4.18	VG	5
PROCUREMENT	2	3.90	VERY GOOD		PROCUREMENT	3	4.13	VERY GOOD		4.02	VG	
CLINIC	2	4.00	VERY GOOD		CLINIC	3	4.00	VERY GOOD		4.00	VG	
GEN. SERV.	14	4.60	EXCELLENT		GEN. SERV.	16	4.60	EXCELLENT		4.60	E	
HRD	3	4.20	VERY GOOD		HRD	3	4.00	VERY GOOD		4.10	VG	
BAC	4	4.10	VERY GOOD	5	BAC	3	4.13	VERY GOOD	6	4.12	VG	6
BOD	2	4.00	VERY GOOD	7	BOD	3	3.87	VERY GOOD	8	3.94	VG	7
FINANCE	8	3.89	VERY GOOD	8	FINANCE	6	4.00	VERY GOOD	7	3.94	VG	7
ACCOUNTING	3	4.33	VERY GOOD		ACCOUNTING	2	4.00	VERY GOOD		4.17	VG	
PROPERTY	2	4.00	VERY GOOD		PROPERTY	2	4.00	VERY GOOD		4.00	VG	
TELLER	3	3.33	GOOD		TELLER	2	4.00	VERY GOOD		4.22	VG	
AGM's OFFICE	5	4.00	VERY GOOD	7	AGM's OFFICE	4	3.65	VERY GOOD	9	3.83	VG	8
AGM's OFFICE	3	4.00	VERY GOOD		AGM's OFFICE	2	4.00	VERY GOOD		4.00	VG	
CSDS	2	4.00	VERY GOOD		CSDS	2	3.30	GOOD		3.65	VG	
COMMERCIAL	8	3.88	VERY GOOD	9	COMMERCIAL	10	3.57	VERY GOOD	10	3.72	VG	9
COMM. ACCTS DIVS.	3	4.00	VERY GOOD		COMM. ACCTS DIVS.	3	3.80	VERY GOOD		3.90	VG	
CCSD	3	3.93	VERY GOOD		CCSD	4	3.10	GOOD		3.52	VG	
BILLING	2	3.70	VERY GOOD		BILLING	3	3.80	VERY GOOD		3.75	VG	
TIN-AO SUB-OFFICE					TIN-AO SUB-OFFICE							
<b>OVERALL AVERAGE</b>	<b>119</b>	<b>4.14</b>	<b>VERY GOOD</b>			<b>123</b>	<b>4.11</b>	<b>VERY GOOD</b>		<b>4.13</b>	<b>VERY GOOD</b>	