

MANAGEMENT SERVICES DEPARTMENT

Corporate Planning Division

COWD  
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FOR : The ASSISTANT GENERAL MANAGER FOR AFC SERVICES  
FROM : MANAGER, MANAGEMENT SERVICES DEPARTMENT  
SUBJECT : FEEDBACK SURVEY (FOR LWUA) RESULTS FOR THE 4<sup>TH</sup> QUARTER OF 2019  
DATE : FEBRUARY 18, 2020

This is to respectfully submit the 4<sup>th</sup> Quarter Result of the 2019 Feedback Survey as designed by LWUA. The following are notable points in the survey results:

- On Quality of Water – For the quarter, there is an increase in the number of customers who are satisfied in terms of water supply, pressure, taste, level of confidence on the safety of water and services when compared to the 2018 4<sup>th</sup> Quarter Survey Result. Moreover, the result signifies that at least **85%** of the respondents are still **satisfied** with our services.
- On Quality of Customer Care Service – It generally indicate an increase in its mean value when compared to the previous year (3.70 to 3.90) and still rated as “**VERY GOOD**”. All survey parameter increase but what is notable is the improvement on Accuracy of Information and Accuracy and Courtesy on Complaint.
- 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 **46 - 55** years old age bracket.
- On Customers’ Comments/Remarks – **Water Quality/Flushing (28)**, **Water Supply/Pressure (26)**, **Water Billing/Meter Reading/ Bill Delivery (6)**, and **New Conn. Installation/Transfer Tapping/Change Meter (6)** concerns are common complaints of the respondents.

For your information and ready reference.

[Signature]  
**SULDIE D. LARANIO**  
Manager, Management Services Dept.

2/19/20 [Signature]

4:53pm

Noted by:

[Signature]  
**OMELFA C. RECTO**  
DIC, AGM for AF Services

RECEIVED  
CORPORATE PLANNING DIVISION  
By: [Signature]  
Date: 2/20/20 Time: 4:00pm

2/18/20 [Signature] 1pm



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

FEEDBACK SURVEY for the FOURTH QUARTER of 2019  
(for the period covered from October to December)

FEEDBACK SURVEY (for LWUA)		THIRD AND FOURTH QUARTER					
		CY 2019			CY 2018		
		4 <sup>th</sup> Quarter			4 <sup>th</sup> quarter		
No.	Quality of Water	Yes	No	Total	Yes	No	Total
1	Do you have a 24-hour Water Service?	262	38	300	225	75	300
2	Is your water pressure adequate?	241	59	300	197	103	300
3	Does your water taste good?	169	131	300	131	169	300
4	Are you confident that your water is safe?	184	116	300	145	155	300
5	Are you satisfied with the water service of COWD?	255	45	300	203	97	300

n=300

Prepared by:

  
**Annalyn F. Macalolot**  
Senior Research Analyst A

Checked by:

  
**Jose Jiselo R. Abragan**  
OIC, Corporate Planning E

Noted by:

  
**Suldie D. Laranjo** 2/10/20  
Manager, Management Services Dept.

  
**Omelfa C. Recto**  
OIC - AGM, AF Services



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

**FEEDBACK SURVEY for the FOURTH QUARTER of 2019**  
 (for the period covered from October to December)

No.	QUALITY OF CUSTOMER CARE SERVICE	N	FREQUENCY, PERCENTAGE & DESCRIPTION										4th Qtr. 2019		4th Qtr. 2018	
			Excellent		Very Good		Good		Fair		Poor		Mean	Desc	Mean	Desc
			Freq.	%	Freq.	%	Freq.	%	Freq.	%	Freq.	%				
1	Accuracy of Information	300	24	8.00	168	56.00	66	22.00	29	9.67	13	4.33	<b>3.54</b>	VERY GOOD	<b>3.17</b>	GOOD
2	Accuracy and Courtesy on Complaint	300	28	9.33	191	63.67	68	22.67	11	3.67	2	0.67	<b>3.77</b>	VERY GOOD	<b>3.37</b>	GOOD
3	Accuracy on Attending leakages	300	63	21.00	175	58.33	52	17.33	6	2.00	4	1.33	<b>3.96</b>	VERY GOOD	<b>3.70</b>	VERY GOOD
4	Courtesy and helpfulness of the meter readers	300	67	22.33	208	69.33	15	5.00	5	1.67	5	1.67	<b>4.09</b>	VERY GOOD	<b>4.06</b>	VERY GOOD
5	Courtesy and helpfulness of the bill carriers	300	70	23.33	211	70.33	8	2.67	7	2.33	4	1.33	<b>4.12</b>	VERY GOOD	<b>4.04</b>	VERY GOOD
6	Courtesy and helpfulness of CCSD	300	56	18.67	200	66.67	40	13.33	3	1.00	1	0.33	<b>4.02</b>	VERY GOOD	<b>3.96</b>	VERY GOOD
7	Courtesy and helpfulness of the Discon Team	300	28	9.33	198	66.00	69	23.00	5	1.67	0	0.00	<b>3.83</b>	VERY GOOD	<b>3.60</b>	VERY GOOD
8	Courtesy and helpfulness of tellers / cashiers	300	40	13.33	224	74.67	31	10.33	5	1.67	0	0.00	<b>4.00</b>	VERY GOOD	<b>3.74</b>	VERY GOOD
9	Courtesy and helpfulness of New Conn. application personnel	300	36	12.00	194	64.67	62	20.67	7	2.33	1	0.33	<b>3.86</b>	VERY GOOD	<b>3.68</b>	VERY GOOD
10	Courtesy and helpfulness of the billing section	300	38	12.67	197	65.67	60	20.00	5	1.67	0	0.00	<b>3.89</b>	VERY GOOD	<b>3.69</b>	VERY GOOD
11	Overall Rating of COWD Services / Employees	300	32	10.67	192	64.00	69	23.00	5	1.67	2	0.67	<b>3.82</b>	VERY GOOD	<b>3.67</b>	VERY GOOD
	<b>Average</b>	<b>300</b>	<b>44</b>	<b>14.61</b>	<b>196</b>	<b>65.39</b>	<b>49</b>	<b>16.36</b>	<b>8</b>	<b>2.67</b>	<b>3</b>	<b>0.97</b>	<b>3.90</b>	VERY GOOD	<b>3.70</b>	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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**FEEDBACK SURVEY RESULT SUMMARY BY SERVICE AREA, ITS ACCOUNT CLASSIFICATION and AGE BRACKET  
FOR THE FOURTH QUARTER OF 2019 (October 1 to December 31, 2019)**

BARANGAY	ACCOUNT CLASSIFICATION		AGE BRACKET					
	RESIDENTIAL	COMMERCIAL	16-25	26-35	36-45	46-55	56-65	66 and above
<b>WEST SERVICE AREA</b>								
<b>CARMEN</b>	<b>52</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>21</b>	<b>10</b>	<b>7</b>	<b>9</b>
<b>CANITOAN</b>	<b>41</b>	<b>1</b>	<b>3</b>	<b>5</b>	<b>13</b>	<b>12</b>	<b>6</b>	<b>3</b>
<b>BALULANG</b>	<b>39</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>8</b>	<b>10</b>	<b>14</b>	<b>2</b>
KAUSWAGAN	7			3	1	1	2	
BULUA	5			2		2	1	
BAYABAS	3				1	2		
IPONAN	2		1	1				
IGPIT, OPOL	2		2					
PAGATPAT	2			1		1		
PATAG	1				1			
BARAKA, OPOL	1			1				
BONBON, OPOL	1					1		
MALANANG, OPOL								
POBLACION, OPOL								
BONBON								
TABOC, OPOL								
LUYONG BONBON, OPOL								
LUMBIA								
SUB-TOTAL	156	3	11	20	45	39	30	14
<b>EAST SERVICE AREA</b>								
<b>GUSA</b>	<b>56</b>	<b>2</b>	<b>2</b>	<b>9</b>	<b>15</b>	<b>20</b>	<b>8</b>	<b>4</b>
<b>POBLACION</b>	<b>31</b>	<b>5</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>12</b>	<b>10</b>	<b>5</b>
<b>CONSOLACION</b>	<b>11</b>			<b>3</b>	<b>3</b>	<b>4</b>	<b>1</b>	
LAPASAN	8			1	3	3	1	
PUNTOD	5	1			3	1	2	
MACABALAN	5			1	2	2		
CUGMAN	5				2	2	1	
CAMAMAN-AN	4		1		1	1	1	
MACASANDIG	2			1	1	1		
NAZARETH	3				1	1	1	
TABLON		1					1	
BUGO	1						1	
AGUSAN								
TAGOLOAN								
PUERTO								
SUB-TOTAL	132	9	5	19	34	47	27	9
<b>GRAND TOTAL</b>	<b>288</b>	<b>12</b>	<b>16</b>	<b>39</b>	<b>79</b>	<b>86</b>	<b>57</b>	<b>23</b>
<b>PERCENTAGE</b>	<b>96.00%</b>	<b>4.00%</b>	<b>5.33%</b>	<b>13.00%</b>	<b>26.33%</b>	<b>28.67%</b>	<b>19.00%</b>	<b>7.67%</b>

Note:

- 1) Results of feedback was mostly derived from **Barangay Carmen (53 respondents)** in the **West Service Area** while **Barangay Gusa (58 respondents)** in the **East Service Area**.
- 2) Majority of the respondents' water connection were classified as residential and 28.67% of the respondents comes from the age bracket of **46 - 55** years old.

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	TELLER/ CASHIER	WATER RATE /PENALTY	POSITIVE RESPONSE
				(PRODN.)	(PRODN.)	(COMM'L)	(COMM'L)	(MSD)	(COMM'L)	(MAINT.)	(FINANCE)		
39	157	Lubog usahay ang tubig	CARMEN		1								
40	183	Okey lang basta lempyo ang tubig	CARMEN		1								
41	195	Usahay lubog	CARMEN		1								
42	126	Hugaw ang agas sa tubig	KAUSWAGAN		1								
43	168	Yellow ang tubig	MACABALAN		1								
44	96	Lubog ang tubig sa buntag	POBLACION		1								
45	42	Lubog Usahay	POBLACION		1								
46	100	Molubog ang tubig usahay ug kalit	POBLACION		1								
47	86	Usahay hugaw	POBLACION		1								
48		Ang reading dili masabtan usahay dako usahay gamay. Kung magpa transfer ug meter ngano magbayad na naa naman daan ilnya unya magbayad na pod utro.	KAUSWAGAN			1	1						
49	35	Ilogon compound dalan naay ga-agas after the meter though it should be inspected because it is complained. Cluster hit by car, meters are not in position anymore.	POBLACION			1			1	1			
50	69	3 months na installed	CARMEN			1							
51	146	Di katuyok ang meter	CARMEN			1							
52	184	Pwede ba daw ebalhin ang meter sa dalan	MACASANDIG			1							
53	80	Wala na insakto ug reading. Usahay lang dugay ang teller.	BALULANG				1				1		
54	22	Wala ko kadawat sa bill	CANITOAN				1						
55	79	Sa gate ra ipilit ang bill usahay mawala.	IGPIT, OPOL				1						
56	135	Dugay usahay ang meter reader	POBLACION				1						
57	7	Wala na inform kung walay agas	CANITOAN					1					
58	148	Mag inform sila kung mawala ang tubig	CARMEN					1					
59	174	It should be has announcement	IPONAN					1					
60	161	Priorities late actions	BULUA						1				
61	191	Improvement of service	CANITOAN						1				
62	186	Mag inquire daw sa elaha na kumusta ang ilang tubig, pwede ba daw mag house to house daw kung unsa ang problema sa elaha.	CONSOLACION						1				
63	155	Magkalot or mag repair unya biyaan lang, delikado kaayo kinahanglan humanon.	BALULANG							1			
64	100	Atimanon ang leak sa elaha dapit kay mag baha	GUSA							1			
65	203	Dako kayo ang penalty	BALULANG									1	
66	107	Dako ang penalty miski isa ra ka adlaw na late mag penalty na dayon	CARMEN									1	
67	134	Pwede ba gamayan ang rate.	CARMEN									1	
		<b>TOTAL COMMENTS (67)</b>		<b>26</b>	<b>28</b>	<b>6</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>0</b>
		<b>PERCENTAGE TO TOTAL (%)</b>		<b>38.81%</b>	<b>41.79%</b>	<b>8.96%</b>	<b>8.96%</b>	<b>5.97%</b>	<b>5.97%</b>	<b>5.97%</b>	<b>2.99%</b>	<b>5.97%</b>	<b>0.00%</b>

**NOTE:**

- 1.) 22.33% of the 300 total respondents for the fourth quarter of 2019 discloses their **comments and/or suggestions**.
- 2.) **Four (4)** common concerns/comments with high percentage are:  
**Water Quality/Flushing (41.79%), Water Supply/Pressure (38.81%), Water Billing/ Meter Reading/ Bill Delivery (8.96%) and New Conn. Installation/Transfer Tapping/Change Meter (8.96%).**
- 3.) **Water Quality/Flushing** ranked as the top concern of concessionaires.
- 5.) **Barangay Carmen** has the most number of comments/concerns (**16**) in the **Western Service Area** while **Barangay Poblacion** with **14** comments/concerns in the **Eastern Service Area**.



