

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

CUSTOMER SATISFACTION SURVEY RATING 2019

CUSTOMER SATISFACTION SURVEY RATING 2019										CUSTOMER SATISFACTION SURVEY RATING 2018			
DEPARTMENT	TELEPHONE COURTESY STANDARDS			VISITING THE OFFICE STANDARDS			OVERALL RATING CY 2019			DEPARTMENT	OVERALL RATING CY 2018		
	NO. RESPONDENTS	NUMERICAL RATING	ADJECTIVAL RATING	NO. RESPONDENTS	NUMERICAL RATING	ADJECTIVAL RATING	NO. RESPONDENTS	NUMERICAL RATING	ADJECTIVAL RATING		NO. RESPONDENTS	NUMERICAL RATING	ADJECTIVAL RATING
MAINTENANCE	56	4.48	VERY GOOD	59	4.56	EXCELLENT	115	4.52	EXCELLENT	MAINTENANCE	237	4.59	EXCELLENT
PRODUCTION	28	4.44	VERY GOOD	20	4.56	EXCELLENT	32	4.50	EXCELLENT	PRODUCTION	22	4.27	VERY GOOD
MANAGEMENT	41	4.10	VERY GOOD	43	4.36	VERY GOOD	63	4.23	VERY GOOD	ENGINEERING	136	4.27	VERY GOOD
PR	9	4.31	VERY GOOD	10	4.66	EXCELLENT	19	4.49	VERY GOOD	CONSTRUCTION	118	4.59	EXCELLENT
AUDIT	11	4.04	VERY GOOD	9	4.58	EXCELLENT	20	4.31	VERY GOOD	PLANNING & DESIGN	18	3.95	VERY GOOD
CSDS	12	3.65	VERY GOOD	12	3.65	VERY GOOD	24	3.65	VERY GOOD	MANAGEMENT	64	4.24	VERY GOOD
CORPLAN	9	4.38	VERY GOOD	12	4.53	EXCELLENT		4.46	VERY GOOD	PR	30	4.47	VERY GOOD
ENGINEERING	50	4.21	VERY GOOD	43	4.21	VERY GOOD	142	4.21	VERY GOOD	AUDIT	16	4.03	VERY GOOD
CONSTRUCTION	39	4.51	EXCELLENT	32	4.60	EXCELLENT	71	4.56	EXCELLENT	CORPLAN	18	4.24	VERY GOOD
PLANNING & DESIGN	11	3.91	VERY GOOD	11	3.82	VERY GOOD	22	3.87	VERY GOOD	BAC	23	4.10	VERY GOOD
BAC	10	4.12	VERY GOOD	12	4.20	VERY GOOD	22	4.16	VERY GOOD	ADMINISTRATIVE	177	4.08	VERY GOOD
AGM's OFFICE	13	4.32	VERY GOOD	14	3.86	VERY GOOD	27	4.09	VERY GOOD	PROCUREMENT	19	4.01	VERY GOOD
ADMINISTRATIVE	60	4.16	VERY GOOD	57	4.02	VERY GOOD	117	4.09	VERY GOOD	CLINIC	20	4.00	VERY GOOD
PROCUREMENT	5	4.00	VERY GOOD	8	4.00	VERY GOOD	13	4.00	VERY GOOD	GEN. SERV.	113	4.59	EXCELLENT
CLINIC	9	3.89	VERY GOOD	9	3.93	VERY GOOD	18	3.91	VERY GOOD	HRD	25	3.71	VERY GOOD
GEN. SERV.	32	4.60	EXCELLENT	29	4.60	EXCELLENT	61	4.60	EXCELLENT	BOD	21	3.97	VERY GOOD
HRD	14	4.13	VERY GOOD	11	3.56	VERY GOOD	25	3.85	VERY GOOD	FINANCE	51	3.94	VERY GOOD
BOD	11	4.07	VERY GOOD	11	4.02	VERY GOOD	22	4.05	VERY GOOD	ACCOUNTING	18	4.09	VERY GOOD
FINANCE	32	4.07	VERY GOOD	28	4.01	VERY GOOD	84	4.04	VERY GOOD	PROPERTY	16	3.93	VERY GOOD
ACCOUNTING	10	4.40	VERY GOOD	10	4.00	VERY GOOD	20	4.20	VERY GOOD	TELLER	17	4.22	VERY GOOD
PROPERTY	12	4.00	VERY GOOD	7	4.00	VERY GOOD	19	4.00	VERY GOOD	AGM's OFFICE	48	3.87	VERY GOOD
TELLER	10	3.80	VERY GOOD	11	4.04	VERY GOOD	21	4.22	VERY GOOD	AGM's OFFICE	26	4.02	VERY GOOD
GM's OFFICE	12	4.18	VERY GOOD	12	3.87	VERY GOOD	24	4.03	VERY GOOD	CSDS	22	3.71	VERY GOOD
COMMERCIAL	32	3.84	VERY GOOD	54	3.86	VERY GOOD	86	3.85	VERY GOOD	GM's OFFICE	27	3.85	VERY GOOD
COMM. ACCTS DIVS.	12	3.65	VERY GOOD	19	3.68	VERY GOOD	31	3.67	VERY GOOD	COMMERCIAL	81	3.73	VERY GOOD
CCSD	11	3.87	VERY GOOD	24	3.99	VERY GOOD	35	3.93	VERY GOOD	COMM. ACCTS DIVS.	27	3.91	VERY GOOD
BILLING	9	4.00	VERY GOOD	11	3.91	VERY GOOD	20	3.96	VERY GOOD	CCSD	35	3.62	VERY GOOD
TIN-AO SUB-OFFICE										BILLING	19	3.67	VERY GOOD
TOTAL	345			353			734				887		
AVERAGE	31	4.18	VERY GOOD	32	4.14	VERY GOOD	67	4.16	VERY GOOD		81	4.08	VERY GOOD