

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

CUSTOMER SATISFACTION SURVEY RATING 2021
 for the 3rd Quarter 2021

FEEDBACK SURVEY ON OUR TELEPHONE STANDARDS 2021					FEEDBACK SURVEY ON OUR VISITING THE OFFICE 2021					OVERALL		
DEPARTMENT	CUSTOMER ATTENDED	CUSTOMER TELEPHONE CALL SATISFACTION NUMERICAL RATING	ADJECTIVAL RATING	RANKING (2021)	DEPARTMENT	CUSTOMER ATTENDED	CUSTOMER VISITING THE OFFICE SATISFACTION NUMERICAL RATING	ADJECTIVAL RATING	RANKING (2021)	NUMERICAL RATING	ADJECTIVAL RATING	SURVEY RANKING FOR 3rd Qtr (Jul - Sep 2021)
PRODUCTION	6	4.60	EXCELLENT	3	PRODUCTION	2	4.60	EXCELLENT	1	4.60	E	1
GM' s OFFICE	3	4.67	EXCELLENT	1	GM' s OFFICE	2	4.50	EXCELLENT	2	4.59	VG	2
MANAGEMENT	10	4.27	VERY GOOD	7	MANAGEMENT	8	4.48	VERY GOOD	3	4.38	VG	3
PR	4	4.85	EXCELLENT		PR	2	4.50	EXCELLENT		4.68	E	
AUDIT	1	4.00	VERY GOOD		AUDIT	1	4.40	VERY GOOD		4.20	VG	
CSDS	3	4.13	VERY GOOD		CSDS	2	4.50	EXCELLENT		4.32	VG	
CORPLAN	2	4.10	VERY GOOD		CORPLAN	1	4.00	VERY GOOD		4.05	VG	
QMR	0				QMR	2	5.00	EXCELLENT		5.00	E	
MAINT. & NRW MANAGEMENT	6	4.33	VERY GOOD	4	MAINT. & NRW MANAGEMENT	2	4.40	VERY GOOD	4	4.37	VG	4
ADMINISTRATIVE	16	4.35	VERY GOOD	3	ADMINISTRATIVE	7	4.31	VERY GOOD	7	4.33	VG	5
PROCUREMENT	3	4.33	VERY GOOD		PROCUREMENT	1	4.40	VERY GOOD		4.37	VG	
CLINIC	2	4.50	EXCELLENT		CLINIC	1	4.00	VERY GOOD		4.25	VG	
GEN. SERV.	4	4.00	VERY GOOD		GEN. SERV.	4	3.85	VERY GOOD		3.93	E	
HRD	7	4.57	EXCELLENT		HRD	1	5.00	EXCELLENT		4.79	VG	
FINANCE	12	4.26	VERY GOOD	8	FINANCE	8	4.05	VERY GOOD	6	4.16	VG	6
ACCOUNTING	1	4.20	VERY GOOD		ACCOUNTING	4	3.95	VERY GOOD		4.08	VG	
PROPERTY	6	4.30	VERY GOOD		PROPERTY	2	4.00	VERY GOOD		4.15	VG	
TELLER	5	4.28	VERY GOOD		TELLER	2	4.20	VERY GOOD		4.22	VG	
BOD	2	4.20	VERY GOOD	9	BOD	2	4.10	VERY GOOD	5	4.15	VG	7
BAC	3	3.73	VERY GOOD	11	BAC	2	4.50	EXCELLENT	2	4.12	VG	8
ENGINEERING	3	4.10	EXCELLENT	10	ENGINEERING	3	4.10	VERY GOOD	5	4.10	VG	9
CONSTRUCTION	2	4.20	VERY GOOD		CONSTRUCTION	1	4.00	VERY GOOD		4.10	VG	
PLANNING & DESIGN	1	4.00	VERY GOOD		PLANNING & DESIGN	2	4.20	VERY GOOD		4.10	VG	
COMMERCIAL	13	4.31	VERY GOOD	5	COMMERCIAL	14	3.85	VERY GOOD	8	4.08	VG	10
COMM. ACCTS DIVS.	6	4.30	VERY GOOD		COMM. ACCTS DIVS.	4	4.15	VERY GOOD		4.23	VG	
CCSD	3	4.73	EXCELLENT		CCSD	7	3.80	VERY GOOD		4.27	VG	
BILLING	2	3.90	VERY GOOD		BILLING	3	3.60	VERY GOOD		3.75	VG	
TIN-AO SUB-OFFICE	2	4.30	VERY GOOD		TIN-AO SUB-OFFICE	1	4.60	EXCELLENT		4.45	VG	
AGM's OFFICE	3	4.33	VERY GOOD	4	AGM's OFFICE	3	3.80	VERY GOOD	9	4.07	VG	11
TOTAL	77					53						
AVERAGE		4.29	VERY GOOD				4.24	VERY GOOD		4.27	VERY GOOD	