

CAGAYAN DE ORO CITY WATER DISTRICT
 BAC, Office & Records Division
RECEIVED
 CHARLYN B. CERIALES
 DATE: 1/11/19 TIME: 2:39 AM

MANAGEMENT SERVICES DEPARTMENT
 Corporate Planning Division

CO
 Office of the AGM - AFC Services
RECEIVED
 Date: JAN 11 2019 Time: _____
 Received by: [Signature]

IOM MSD – CPD – 01 - 26, S - 2019

FOR : The **GENERAL MANAGER**
THRU : **OIC, ASSISTANT GENERAL MANAGER FOR AFC SERVICES**
FROM : **CORPORATE PLANNING DIVISION**
SUBJECT : **FEEDBACK SURVEY (FOR LWUA) RESULTS FOR THE 3RD AND 4TH QUARTER OF 2018**
DATE : **JANUARY 11, 2019**

This is to respectfully submit the 3rd and 4th Quarter Result of the 2018 Feedback Survey as designed by LWUA. The following are notable points in the survey results:

- On Quality of Water – For the remaining six (6) months of CY 2018, there is a significant decrease in the number of customers who are satisfied in terms of taste, level of confidence on the safety of water and services when compared to the 2017 3rd and 4th Quarter Survey Result. However, despite the decrease from previous year’s result at least **67%** 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 (3.47 for 3rd qrtr. & 3.53 for 4th qrtr. to 3.70) and still rated as **“VERY GOOD”**.
- On Respondents’ Profile – The feedback was mostly derived from **Barangay Bulua** in the Western Service Area and **Barangay Lapasan** in the Eastern Service Area. Majority of the respondents comes from the **36 - 45** years old age bracket.
- On Customers’ Comments/Remarks – **Water Supply/Pressure** (60), **Water Quality/Flushing** (19), **Water Billing/Meter Reading/ Bill Delivery** (6), and **Notice of Water Interruption** (5) concerns are common complaints of the respondents.

For your information and ready reference.

JOSE HSELO D. ABRAGAN
 OIC, Corporate Planning Div. Aff.

Checked by:

[Signature]
SULDIE D. LARANJO
 Manager, Management Services Dept.

CAGAYAN DE ORO CITY WATER DISTRICT
 Office of the Acting General Manager
RECEIVED
 By: [Signature]
 Date and Time: 1/16/19 9:20

Noted by:

[Signature] 1/15
OMELFA C. BECDO
 OIC, AGM for AFC Services

RECEIVED
 Corporate Planning Division
 By: [Signature]
 Date: 1/17/19 Time: 3:45 PM

MANAGEMENT SERVICES DEPARTMENT
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 Date: 1/11/19 Time: 3:58 PM

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 Date: 1/16/19 Time: 10:07 AM



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

**FEEDBACK SURVEY for the THIRD AND FOURTH QUARTER of 2018
(for the period covered from July to December)**

FEEDBACK SURVEY (for LWUA)		THIRD AND FOURTH QUARTER								
		CY 2018			CY 2017					
		3 rd & 4 th Quarter			3 rd Quarter			4 th quarter		
No.	Quality of Water	Yes	No	Total	Yes	No	Total	Yes	No	Total
1	Do you have a 24-hour Water Service?	225	75	300	210	90	300	231	69	300
2	Is your water pressure adequate?	197	103	300	170	130	300	207	93	300
3	Does your water taste good?	131	169	300	167	133	300	158	142	300
4	Are you confident that your water is safe?	145	155	300	184	116	300	191	109	300
5	Are you satisfied with the water service of COWD?	203	97	300	221	79	300	256	44	300

n=300

Prepared by:


Annalyn F. Macalolot
Senior Research Analyst A


Checked by:


Jose Jiselo P. Abragan
OIC, Corporate Planning Div.

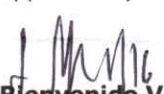
Noted by:


Suldie D. Laranjo
Manager, Management Services Dept.

Recommending approval:


Omelfa C. Recto
OIC - AGM, AFC Services

Approved by:


Bjerbenido V. Batar, Jr.
General Manager



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

FEEDBACK SURVEY for the THIRD AND FOURTH QUARTER of 2018
 (for the period covered from July to December)

No.	QUALITY OF CUSTOMER CARE SERVICE	N	FREQUENCY, PERCENTAGE & DESCRIPTION										3rd & 4th Qtr. 2018		3rd Qtr. 2017		4th Qtr. 2017	
			Excellent		Very Good		Good		Fair		Poor		Mean	Desc	Mean	Desc	Mean	Desc
			Freq.	%	Freq.	%	Freq.	%	Freq.	%	Freq.	%						
1	Accuracy of Information	300	0	0.00	126	42.00	118	39.33	36	12.00	20	6.67	3.17	GOOD	2.87	GOOD	2.83	GOOD
2	Courtesy of Complain	300	4	1.33	138	46.00	130	43.33	21	7.00	7	2.33	3.37	GOOD	3.12	GOOD	3.25	GOOD
3	Accuracy of Attending leakages	300	20	6.67	190	63.33	75	25.00	9	3.00	6	2.00	3.70	VERY GOOD	3.14	GOOD	3.19	GOOD
4	Courtesy and helpfulness of the meter readers	300	48	16.00	231	77.00	13	4.33	6	2.00	2	0.67	4.06	VERY GOOD	3.65	VERY GOOD	3.62	VERY GOOD
5	Courtesy and helpfulness of the bill carriers	300	57	19.00	209	69.67	25	8.33	7	2.33	2	0.67	4.04	VERY GOOD	3.64	VERY GOOD	3.76	VERY GOOD
6	Courtesy and helpfulness of CCSD	300	36	12.00	226	75.33	30	10.00	6	2.00	2	0.67	3.96	VERY GOOD	3.68	VERY GOOD	3.65	VERY GOOD
7	Courtesy and helpfulness of the Discon Team	300	8	2.67	173	57.67	113	37.67	4	1.33	2	0.67	3.60	VERY GOOD	3.52	VERY GOOD	3.63	VERY GOOD
8	Courtesy and helpfulness of tellers / cashiers	300	5	1.67	220	73.33	69	23.00	5	1.67	1	0.33	3.74	VERY GOOD	3.68	VERY GOOD	3.71	VERY GOOD
9	Courtesy and helpfulness of New Conn. application personnel	300	21	7.00	168	56.00	107	35.67	2	0.67	2	0.67	3.68	VERY GOOD	3.64	VERY GOOD	3.72	VERY GOOD
10	Courtesy and helpfulness of the billing section	300	19	6.33	174	58.00	104	34.67	1	0.33	2	0.67	3.69	VERY GOOD	3.69	VERY GOOD	3.73	VERY GOOD
11	Overall Rating of COWD Services / Employees	300	25	8.33	161	53.67	107	35.67	3	1.00	4	1.33	3.67	VERY GOOD	3.60	VERY GOOD	3.69	VERY GOOD
Average		300	22	7.36	183	61.09	81	27.00	9	3.03	5	1.52	3.70	VERY GOOD	3.47	VERY GOOD	3.53	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)

Prepared by:

Annalyn F. Macalolot
 Senior Research Analyst A

Checked by:

Jose Jiselo P. Abragan
 OIC, Corporate Planning Div.

Noted by:

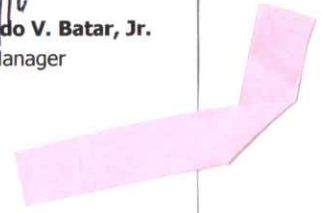
Suldia D. Laranjo 11/1/19
 Manager, Mgmt. Services Dept.

Recommending approval:

Omelfa C. Recto 1/1/15
 OIC - AGM, AFC Services

Approved by:

Bienvenido V. Batar, Jr.
 General Manager



**FEEDBACK SURVEY RESULT SUMMARY BY SERVICE AREA, ITS ACCOUNT CLASSIFICATION and AGE BRACKET
FOR THE THIRD AND FOURTH QUARTER OF 2018 (July 1 to December 31, 2018)**

BARANGAY	ACCOUNT CLASSIFICATION		AGE BRACKET					
	RESIDENTIAL	COMMERCIAL	16-25	26-35	36-45	46-55	56-65	66 and above
WEST SERVICE AREA								
BULUA	23		2	3	11	4	3	
CARMEN	21		2	4	8	4	2	1
IPONAN	19			3	5	10	1	
P. G	13	1	3	1	5	3	1	1
KAUSWAGAN	11		2		5	3	1	
IGPIT, OPOL	11		1	1	2	3	1	3
BARRA, OPOL	9		2		4	2	1	
BALULANG	7			4	1	1	1	
CANITOAN	7			1	3	1	1	1
PAGATPAT	6			1	2	2	1	
BAYABAS	5		1	1	1	2		
MALANANG, OPOL	1				1			
POBLACION, OPOL	1						1	
BONBON								
TABOC, OPOL								
LUYONG BONBON, OPOL								
LUMBIA								
E BON, OPOL								
SUB-TOTAL	134	1	13	19	48	35	14	6
EAST SERVICE AREA								
LAPASAN	40	4	5	6	16	11	5	1
CAMAMAN-AN	20		2	5	7	5	1	
POBLACION	16	12	8	5	6	7	2	
GUSA	16	3	1	6	3	6	3	
MACABALAN	10	1	1	5	2	3		
MACASANDIG	10		1	2	2	5		
PUNTOD	10		1	2	2	3	2	
CUGMAN	9		1	3		3	1	1
NAZARETH	7		1	2	2	1	1	
CONSOLACION	5			3	1	1		
TABLON	1						1	
BUGO	1				1			
AGUSAN								
TAGOLOAN								
PUERTO								
SUB-TOTAL	145	20	21	39	42	45	16	2
GRAND TOTAL	279	21	34	58	90	80	30	8
PERCENTAGE	93.00%	7.00%	11.33%	19.33%	30.00%	26.67%	10.00%	2.67%

Note:

- 1) Results of feedback was mostly derived from **Barangay Bulua (23 respondents)** in the **West Service Area** while **Barangay Lapasan (44 respondents)** in the **East Service Area**.
- 2) Majority of the respondents' water connection were classified as residential and 30.00% of the respondents comes from the age bracket of **36 - 45** years old.

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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 /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)		
86	300	Ga leakage	CARMEN							1			
87	240	Atimanon ang leakage deritso	PAGATPAT							1			
88	293	Sa gabie naay tulo	PATAG							1			
89	160	Daghan ga teller nga walay tao unya slow moving ang number.	IPONAN								1		
90	192	Continue pag improve ang service	CARMEN										1
		TOTAL COMMENTS (90)		60	19	0	6	5	4	4	1	2	1
		PERCENTAGE TO TOTAL (%)		66.67%	21.11%	0.00%	6.67%	5.56%	4.44%	4.44%	1.11%	2.22%	1.11%

NOTE:

- 1.) 30.00% of the 300 total respondents for the fourth quarter of 2018 discloses their comments and/or suggestions.
- 2.) **Four (4)** common concerns/comments with high percentage are:
Water Supply/Pressure (66.67%), Water Quality/Flushing (21.11%), Water Billing/ Meter Reading/ Bill Delivery (6.67%) and Notice of Water Interruption (5.56%).
- 3.) **Water Supply/Pressure** ranked as the top concern of concessionaires.
- 5.) **Barangay Kauswagan** has the most number of comments/concerns (**5**) in the **Western Service Area** while **Barangay Lapasan** with **17** comments/concerns in the **Eastern Service Area**.

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 /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)		
1	273	Hinay ang agas 7 am - 11 am, kasagara ga lubog ang tubig	CONSOLACION	1	1								
2	60	Lubog perme, hinay ang agas 10am - 11am	LAPASAN	1	1								
3	119	Walay agas 5:30 am - 4 pm, Lubog ang tubig	LAPASAN	1	1								
4	67	Taga ugto lang mo agas , usahay hugaw.	MACASANDIG	1	1								
5	113	Hinay sa buntag 7 am - 9 am; Lubog ang agas	POBLACION	1	1								
6	161	Hinay sa buntag, dili ihatod sa tagbalay	KAUSWAGAN	1			1						
7	6	Daku kaayo ang bill pero ang tubig walay klaro.	MACABALAN	1			1						
8	2	Hinay ang agas pero daku ang billing	MACABALAN	1			1						
9	72	Sa buntag mo hinay, dili ihatag personal ang bill	POBLACION	1			1						
10	52	Dako ang payment ang agas dili sakto	MACABALAN	1								1	
11	211	Kadlawon na gaagas sa amoa	BALULANG	1									
12	272	Hinay sa buntag	BARRA, OPOL	1									
13	41	Hinay sa buntag 6am - 8am	BAYABAS	1									
14	163	Hinay ang agas sa buntag. 6 am - 9 am	BULUA	1									
15	162	12 am ra mo agas ang tubig	CAMAMAN-AN	1									
16	289	Dili ga agas sa weekend	CAMAMAN-AN	1									
17	283	Hinay ang agas sa buntag	CAMAMAN-AN	1									
18	164	Hinay ang agas tibuok adlaw	CAMAMAN-AN	1									
19	188	Wala juy agas	CAMAMAN-AN	1									
20	191	Walay agas permi (naay cluster pero walay agas)	CAMAMAN-AN	1									
21	171	Walay tarong nga agas ug naay panahon walay agas gyud	CAMAMAN-AN	1									
22	176	Walay agas 7 am to 10 am	CONSOLACION	1									
23	31	Buntag walay saktong agas 6am - 8am	CUGMAN	1									
24	35	Hinay ang agas 6am - 10am	CUGMAN	1									
25	33	Hinay ang agas ang tubig	CUGMAN	1									
26	5	Up to date ang billing pero ang tubig wala	CUGMAN	1									
27	101	Buntag walay tarung nga agas	GUSA	1									
28	50	Hinay sa buntag 6am - 10am	GUSA	1									
29	56	Taud taud walay saktong agas nga tubig.	GUSA	1									
30	121	Walay saktong agas, sa hapon na mo balik	GUSA	1									
31	267	Hapon mo agas 2 pm - 4 pm	IGPIT, OPOL	1									
32	109	Walay agas ang tubig	IGPIT, OPOL	1									
33	102	Kung buntag walay tarung nga agas	KAUSWAGAN	1									
34	181	Mukusog unta ang agas kung buntag	KAUSWAGAN	1									
35	106	Hinay ang agas	LAPASAN	1									
36	59	Hinay ang agas sa buntag	LAPASAN	1									
37	64	Hinay ang agas sa buntag	LAPASAN	1									
38	66	Hinay ang agas sa buntag	LAPASAN	1									
39	48	Hinay ang agas sa buntag 6am - 10am	LAPASAN	1									
40	174	Hinay ang agas sa tubig	LAPASAN	1									
41	260	Hinay ang agas unya gabie ra mo agas	LAPASAN	1									

AG

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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	WATER QUALITY	NEW CONN.	WATER BILLING/	NOTICE OF	CCSD	LEAKAGE	TELLER/	WATER RATE	POSITIVE
				/PRESSURE (PRODN.)	/FLUSHING (PRODN.)	INSTALLATION /TAPPING/ CHANGE METER (COMM'L)	METER READING /BILL DELIVERY (COMM'L)	WATER INTERRUPTION (MSD)	(CUSTOMER CARE SERVICE DESK) (COMM'L)	REPAIR (MAINT.)	CASHIER (FINANCE)	/PENALTY	RESPONSE
42	36	Hinay kaayo ang agas	LAPASAN	1									
43	70	Taga hapon lang mo agas	LAPASAN	1									
44	105	Walay saktong agas 7 am - 11 am	LAPASAN	1									
45	125	Walay saktong agas nga tubig, 6 am - 9 pm	LAPASAN	1									
46	78	Hapon lang mo agas	MACABALAN	1									
47	258	Hinay ang agas og walay agas sa buntag	MACABALAN	1									
48	32	Hinay ang agas sa tubig 8am - 11am	MACASANDIG	1									
49	244	Walay agas sa buntag - limited supply	MACASANDIG	1									
50	120	Walay saktong agas	MALANANG, OPOL	1									
51	170	Mga 11 am na mo agas ang tubig	PAGATPAT	1									
52	3	Mawala ang agas sa tubig taga gabie mo agas	PATAG	1									
53	263	Mawala ug kalit	PATAG	1									
54	257	Dili mo agas sa buntag	POBLACION	1									
55	43	Hinay ang agas 7am - 10am	POBLACION	1									
56	103	Hinay ang agas ang tubig	POBLACION	1									
57	298	Hinay ang agas sa tubig	POBLACION	1									
58	296	Sa ugto hinay	POBLACION	1									
59	291	Hinay ang agas	PUNTOD	1									
60	111	Hinay ang agas sa tubig	PUNTOD	1									
61	250	I-fix ang lubog nga tubig	BARRA, OPOL		1								
62	274	Lubog ang tubig	CAMAMAN-AN		1								
63	256	Lubog ang tubig unya hugaw kaayo	CAMAMAN-AN		1								
64	297	Lubog sa tubig	CAMAMAN-AN		1								
65	226	Brown ang tubig	GUSA		1								
66	227	Usahay molubog ang tubig	GUSA		1								
67	63	Hugaw ang agas sa tubig	KAUSWAGAN		1								
68	180	Lubog sa kadlawon	LAPASAN		1								
69	178	Medyo hugaw ang tubig	LAPASAN		1								
70	6	Naay panahon nga lubog	LAPASAN		1								
71	234	Lubog ang tubig	MACASANDIG		1								
72	130	Usahay inig abre baho kaayo chlorine	MACASANDIG		1								
73	266	Naay panahon nga mag lubog	POBLACION		1								
74	268	Usahay lubog ang tubig	POBLACION		1								
75	228	Wala naabot ang billing atong previous month	LAPASAN				1						
76	168	Ni dako ang bill sa tubig	PATAG				1						
77	193	Magpahibalo if naay interruption	CARMEN					1					
78	253	I-announce ang interruptions	IPONAN					1					
79	186	Mag announce kung naay interruption	IPONAN					1					
80	251	Magpahibalo kung mawala ang tubig	PAGATPAT					1					
81	182	Mag announce kung naay repairs	POBLACION					1					
82	17	Naa pod untay consideration kung naay leakage, dili enough ang 25% kung naay leakage ang consumer.	KAUSWAGAN						1	1		1	
83	243	Ma-address unta diritso ang complaints	BARRA, OPOL						1				
84	194	Ma-atiman unta ang complaints	BARRA, OPOL						1				
85	189	Asekasuhon jud ang complaints	IGPIT, OPOL						1				