

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

CUSTOMER SATISFACTION SURVEY RATING 2020
 for the 4th Quarter 2020

FEEDBACK SURVEY ON OUR TELEPHONE STANDARDS 2020					FEEDBACK SURVEY ON OUR VISITING THE OFFICE 2020					OVERALL		
DEPARTMENT	CUSTOMER ATTENDED	CUSTOMER TELEPHONE CALL SATISFACTION NUMERICAL RATING	ADJECTIVAL RATING	RANKING (2020)	DEPARTMENT	CUSTOMER ATTENDED	CUSTOMER VISITING THE OFFICE SATISFACTION NUMERICAL RATING	ADJECTIVAL RATING	RANKING (2020)	NUMERICAL RATING	ADJECTIVAL RATING	SURVEY RANKING FOR 4th Qtr (October - December 2020)
GM' s OFFICE	4	4.75	EXCELLENT	1	GM' s OFFICE	2	4.60	EXCELLENT	1	4.68	E	1
PRODUCTION	3	4.40	VERY GOOD	2	PRODUCTION	2	4.60	EXCELLENT	1	4.50	E	2
ENGINEERING	6	4.28	VERY GOOD	5	ENGINEERING	6	4.35	VERY GOOD	3	4.31	VG	3
CONSTRUCTION	4	4.25	VERY GOOD		CONSTRUCTION	4	4.20	VERY GOOD		4.23	VG	
PLANNING & DESIGN	2	4.30	VERY GOOD		PLANNING & DESIGN	2	4.50	EXCELLENT		4.40	VG	
BOD	2	4.40	VERY GOOD	2	BOD	2	4.20	VERY GOOD	3	4.30	VG	4
MANAGEMENT	8	4.26	VERY GOOD	6	MANAGEMENT	9	4.20	VERY GOOD	3	4.23	VG	5
PR	1	4.80	EXCELLENT		PR	1	5.00	EXCELLENT		4.90	E	
AUDIT	3	4.00	VERY GOOD		AUDIT	4	3.60	VERY GOOD		3.80	VG	
CSDS	2	3.50	VERY GOOD		CSDS	2	3.40	VERY GOOD		3.45	VG	
CORPLAN	1	4.60	EXCELLENT		CORPLAN	1	4.60	EXCELLENT		4.60	E	
QMR	1	4.40	VERY GOOD		QMR	1	4.40	VERY GOOD		4.40	VG	
FINANCE	11	4.32	VERY GOOD	4	FINANCE	6	4.11	VERY GOOD	4	4.21	VG	6
ACCOUNTING	2	4.00	VERY GOOD		ACCOUNTING	3	4.33	VERY GOOD		4.17	VG	
PROPERTY	4	4.75	EXCELLENT		PROPERTY	1	4.00	VERY GOOD		4.38	VG	
TELLER	5	4.20	VERY GOOD		TELLER	2	4.00	VERY GOOD		4.22	VG	
MAINT. & NRW MANAGEMENT	8	4.23	VERY GOOD	7	MAINT. & NRW MANAGEMENT	3	4.07	VERY GOOD	5	4.15	VG	7
COMMERCIAL	14	4.33	VERY GOOD	3	COMMERCIAL	8	3.93	VERY GOOD	6	4.13	VG	8
COMM. ACCTS DIVS.	8	4.13	VERY GOOD		COMM. ACCTS DIVS.	2	3.50	VERY GOOD		3.82	VG	
CCSD	3	3.87	VERY GOOD		CCSD	4	4.10	VERY GOOD		3.99	VG	
BILLING	3	5.00	EXCELLENT		BILLING	2	4.20	VERY GOOD		4.60	E	
ADMINISTRATIVE	13	4.15	VERY GOOD	8	ADMINISTRATIVE	7	3.85	VERY GOOD	7	4.00	VG	9
PROCUREMENT	2	3.80	VERY GOOD		PROCUREMENT	1	4.00	VERY GOOD		3.90	VG	
CLINIC	2	4.00	VERY GOOD		CLINIC	2	3.80	VERY GOOD		3.90	VG	
GEN. SERV.	3	4.13	VERY GOOD		GEN. SERV.	2	4.60	EXCELLENT		4.37	VG	
HRD	6	4.67	EXCELLENT		HRD	2	3.00	GOOD		3.84	VG	
AGM's OFFICE	3	4.00	VERY GOOD	9	AGM's OFFICE	4	3.85	VERY GOOD	7	3.93	VG	10
BAC	1	3.00	VERY GOOD	10	BAC	2	4.50	EXCELLENT	2	3.75	VG	11
TOTAL	73	4.19	VERY GOOD			51	4.21	VERY GOOD		4.20	VERY GOOD	
AVERAGE												

MWATER FEDBACK SURVEY ON OUR TELEPHONE STANDARDS 2020					MWATER FEDBACK SURVEY ON OUR VISITING THE OFFICE 2020					OVERALL		
DEPARTMENT	CUSTOMER ATTENDED	CUSTOMER TELEPHONE CALL SATISFACTION NUMERICAL RATING	ADJECTIVAL RATING	RANKING (2020)	DEPARTMENT	CUSTOMER ATTENDED	CUSTOMER VISITING THE OFFICE SATISFACTION NUMERICAL RATING	ADJECTIVAL RATING	RANKING (2020)	NUMERICAL RATING	ADJECTIVAL RATING	SURVEY RANKING FOR 4th Qtr (October - December 2020)
ADMINISTRATIVE	1	5.00	EXCELLENT		MANAGEMENT	18	3.82	VERY GOOD		4.41	VG	
COMMERCIAL	10	3.98	VERY GOOD		COMMERCIAL	169	3.84	VERY GOOD		3.91	VG	
					KAUSWAGAN	1	4.00	VERY GOOD		4.00	VG	
					OTHERS	1	3.20	GOOD		3.20	G	
TOTAL	11	4.49	VERY GOOD		TOTAL	189	3.72	VERY GOOD		3.88	VERY GOOD	
AVERAGE					AVERAGE							
GRANDTOTAL	84	4.34	VERY GOOD		GRANDTOTAL	240	3.96	VERY GOOD		4.04	VERY GOOD	
OVERALL AVERAGE					OVERALL AVERAGE							