

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

CUSTOMER SATISFACTION SURVEY RATING 2018

FEDBACK SURVEY ON OUR TELEPHONE STANDARDS 2018					FEDBACK SURVEY ON OUR VISITING THE OFFICE 2018					OVERALL		
DEPARTMENT	CUSTOMER ATTENDED	CUSTOMER TELEPHONE CALL SATISFACTION NUMERICAL RATING	ADJECTIVAL RATING	RANKING (2018)	DEPARTMENT	CUSTOMER ATTENDED	CUSTOMER VISITING THE OFFICE SATISFACTION NUMERICAL RATING	ADJECTIVAL RATING	RANKING (2018)	NUMERICAL RATING	ADJECTIVAL RATING	SURVEY RANKING FOR THE YEAR 2018
MAINT. & NRW MANAGEMENT	120	4.58	EXCELLENT	1	MAINT. & NRW MANAGEMENT	117	4.60	EXCELLENT	1	4.59	E	1
MANAGEMENT	25	4.15	VERY GOOD	3	MANAGEMENT	39	4.33	VERY GOOD	3	4.24	VG	3
PR	8	4.18	VERY GOOD		PR	22	4.75	EXCELLENT		4.47	VG	
AUDIT	8	4.00	VERY GOOD		AUDIT	8	4.05	VERY GOOD		4.03	VG	
CORPLAN	9	4.27	VERY GOOD		CORPLAN	9	4.20	VERY GOOD		4.24	VG	
ENGINEERING	67	4.29	VERY GOOD	2	ENGINEERING	69	4.25	VERY GOOD	4	4.27	VG	2
CONSTRUCTION	58	4.57	EXCELLENT		CONSTRUCTION	60	4.60	EXCELLENT		4.59	E	
PLANNING & DESIGN	9	4.00	VERY GOOD		PLANNING & DESIGN	9	3.89	VERY GOOD		3.95	VG	
GM' s OFFICE	14	3.91	VERY GOOD	9	GM' s OFFICE	13	3.78	VERY GOOD	9	3.85	VG	9
ADMINISTRATIVE	85	4.08	VERY GOOD	5	ADMINISTRATIVE	92	4.07	VERY GOOD	6	4.08	VG	5
PROCUREMENT	9	3.98	VERY GOOD		PROCUREMENT	10	4.04	VERY GOOD		4.01	VG	
CLINIC	8	4.00	VERY GOOD		CLINIC	12	4.00	VERY GOOD		4.00	VG	
GEN. SERV.	56	4.58	EXCELLENT		GEN. SERV.	57	4.60	EXCELLENT		4.59	E	
HRD	12	3.77	VERY GOOD		HRD	13	3.65	VERY GOOD		3.71	VG	
FINANCE	23	3.87	VERY GOOD	11	FINANCE	28	4.00	VERY GOOD	7	3.94	VG	7
ACCOUNTING	8	4.13	VERY GOOD		ACCOUNTING	10	4.04	VERY GOOD		4.09	VG	
PROPERTY	7	3.86	VERY GOOD		PROPERTY	9	4.00	VERY GOOD		3.93	VG	
TELLER	8	3.63	VERY GOOD		TELLER	9	3.96	VERY GOOD		4.22	VG	
COMMERCIAL	33	3.88	VERY GOOD	10	COMMERCIAL	48	3.58	VERY GOOD	11	3.73	VG	10
COMM. ACCTS DIVS.	10	4.00	VERY GOOD		COMM. ACCTS DIVS.	17	3.81	VERY GOOD		3.91	VG	
CCSD	15	3.72	VERY GOOD		CCSD	20	3.52	VERY GOOD		3.62	VG	
BILLING	8	3.93	VERY GOOD		BILLING	11	3.40	GOOD		3.67	VG	
AGM's OFFICE	22	4.01	VERY GOOD	8	AGM's OFFICE	26	3.72	VERY GOOD	10	3.87	VG	8
AGM's OFFICE	11	4.11	VERY GOOD		AGM's OFFICE	15	3.93	VERY GOOD		4.02	VG	
CSDS	11	3.91	VERY GOOD		CSDS	11	3.51	VERY GOOD		3.71	VG	
PRODUCTION	10	4.14	VERY GOOD	4	PRODUCTION	12	4.40	VERY GOOD	2	4.27	VG	2
BOD	9	4.02	VERY GOOD	7	BOD	12	3.92	VERY GOOD	8	3.97	VG	6
BAC	11	4.07	VERY GOOD	6	BAC	12	4.13	VERY GOOD	5	4.10	VG	4
	419	4.09				468	4.07			4.08		