

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

CUSTOMER SATISFACTION SURVEY RATING 2019
 for the 4th Quarter 2019

CUSTOMER SATISFACTION SURVEY RATING 2019										CUSTOMER SATISFACTION SURVEY RATING 2018			
DEPARTMENT	TELEPHONE COURTESY STANDARDS			VISITING THE OFFICE STANDARDS			OVERALL RATING 4TH QUARTER 2019			DEPARTMENT	OVERALL RATING 4TH QUARTER 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	30	4.60	EXCELLENT	37	4.55	EXCELLENT	67	4.58	EXCELLENT	MAINTENANCE	42	4.55	EXCELLENT
PRODUCTION	6	4.23	VERY GOOD	5	4.60	EXCELLENT	11	4.42	VERY GOOD	ENGINEERING	22	4.23	VERY GOOD
MANAGEMENT	12	4.24	VERY GOOD	12	4.35	VERY GOOD	24	4.29	VERY GOOD	CONSTRUCTION	17	4.47	VERY GOOD
PR	3	4.47	VERY GOOD	3	4.87	EXCELLENT	6	4.67	EXCELLENT	PLANNING & DESIGN	5	4.00	VERY GOOD
AUDIT	3	4.13	VERY GOOD	2	4.20	VERY GOOD	5	4.17	VERY GOOD	MANAGEMENT	13	4.22	VERY GOOD
CSDS	4	3.85	VERY GOOD	4	3.60	VERY GOOD	8	3.73	VERY GOOD	PR	4	4.50	EXCELLENT
CORPLAN	2	4.50	EXCELLENT	3	4.73	EXCELLENT	5	4.62	EXCELLENT	AUDIT	4	4.10	VERY GOOD
ENGINEERING	24	4.26	VERY GOOD	19	4.30	VERY GOOD	43	4.28	VERY GOOD	CORPLAN	5	4.07	VERY GOOD
CONSTRUCTION	21	4.52	EXCELLENT	16	4.60	EXCELLENT	37	4.56	EXCELLENT	ADMINISTRATIVE	38	4.10	VERY GOOD
PLANNING & DESIGN	3	4.00	VERY GOOD	3	4.00	VERY GOOD	6	4.00	VERY GOOD	PROCUREMENT	6	4.00	VERY GOOD
BAC	3	4.20	VERY GOOD	3	4.20	VERY GOOD	6	4.20	VERY GOOD	CLINIC	5	4.00	VERY GOOD
BOD	4	4.20	VERY GOOD	4	4.05	VERY GOOD	8	4.13	VERY GOOD	GEN. SERV.	21	4.53	EXCELLENT
GM' s OFFICE	3	4.07	VERY GOOD	3	4.13	VERY GOOD	6	4.10	VERY GOOD	HRD	6	3.88	VERY GOOD
FINANCE	9	4.00	VERY GOOD	9	4.04	VERY GOOD	18	4.02	VERY GOOD	BAC	6	4.07	VERY GOOD
ACCOUNTING	3	4.00	VERY GOOD	3	4.00	VERY GOOD	6	4.00	VERY GOOD	BOD	5	4.00	VERY GOOD
PROPERTY	3	4.00	VERY GOOD	3	4.00	VERY GOOD	6	4.00	VERY GOOD	FINANCE	16	3.87	VERY GOOD
TELLER	3	4.00	VERY GOOD	3	4.13	VERY GOOD	6	4.07	VERY GOOD	ACCOUNTING	6	3.93	VERY GOOD
COMMERCIAL	8	4.00	VERY GOOD	12	4.04	VERY GOOD	20	4.02	VERY GOOD	PROPERTY	4	3.75	VERY GOOD
COMM. ACCTS DIVS.	3	4.00	VERY GOOD	1	4.00	VERY GOOD	4	4.00	VERY GOOD	TELLER	6	4.22	VERY GOOD
CCSD	3	4.00	VERY GOOD	8	4.13	VERY GOOD	11	4.07	VERY GOOD	COMMERCIAL	19	3.85	VERY GOOD
BILLING	2	4.00	VERY GOOD	3	4.00	VERY GOOD	5	4.00	VERY GOOD	COMM. ACCTS DIVS.	7	3.90	VERY GOOD
TIN-AO SUB-OFFICE							0			CCSD	7	3.80	VERY GOOD
AGM's OFFICE	3	4.33	VERY GOOD	3	3.67	VERY GOOD	6	4.00	VERY GOOD	BILLING	5	3.84	VERY GOOD
ADMINISTRATIVE	22	4.03	VERY GOOD	22	3.90	VERY GOOD	44	3.97	VERY GOOD	TIN-AO SUB-OFFICE	0		
PROCUREMENT	1	3.00	GOOD	2	4.00	VERY GOOD	3	3.50	VERY GOOD	GM' s OFFICE	6	3.84	VERY GOOD
CLINIC	2	4.00	VERY GOOD	3	3.80	VERY GOOD	5	3.90	VERY GOOD	AGM's OFFICE	11	3.75	VERY GOOD
GEN. SERV.	16	4.60	EXCELLENT	15	4.60	EXCELLENT	31	4.60	EXCELLENT	AGM's OFFICE	5	4.00	VERY GOOD
HRD	3	4.53	EXCELLENT	2	3.20	GOOD	5	3.87	VERY GOOD	CSDS	6	3.50	VERY GOOD
										PRODUCTION	6	3.64	VERY GOOD
TOTAL	124			129			253				184		
AVERAGE	11	4.20	VERY GOOD	12	4.17	VERY GOOD	23	4.18	VERY GOOD		12	4.01	VERY GOOD