

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

CUSTOMER SATISFACTION SURVEY RATING 2020
for the 2nd Quarter 2020

FEDBACK SURVEY ON OUR TELEPHONE STANDARDS 2020					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 2nd Qtr (April - June 2020)
MAINT. & NRW MANAGEMENT	25	4.58	EXCELLENT	2	MAINT. & NRW MANAGEMENT	26	4.58	EXCELLENT	1	4.58	E	1
PRODUCTION	7	4.60	EXCELLENT	1	PRODUCTION	6	4.50	EXCELLENT	2	4.55	VG	2
GM' s OFFICE	3	4.27	VERY GOOD	6	GM' s OFFICE	3	4.33	VERY GOOD	5	4.30	G	3
MANAGEMENT	10	4.23	VERY GOOD	7	MANAGEMENT	17	4.37	VERY GOOD	4	4.30	VG	3
PR	2	4.50	EXCELLENT		PR	2	4.30	VERY GOOD		4.40	VG	
AUDIT	2	4.20	VERY GOOD		AUDIT	3	4.33	VERY GOOD		4.27	VG	
CSDS	3	4.13	VERY GOOD		CSDS	2	4.30	VERY GOOD		4.22	VG	
CORPLAN	2	4.30	VERY GOOD		CORPLAN	2	4.30	VERY GOOD		4.30	VG	
QMR	1	4.00	VERY GOOD		QMR	8	4.63	EXCELLENT		4.32	VG	
ENGINEERING	20	4.15	VERY GOOD	8	ENGINEERING	19	4.40	VERY GOOD	3	4.28	VG	4
CONSTRUCTION	18	4.60	EXCELLENT		CONSTRUCTION	17	4.60	EXCELLENT		4.60	E	
PLANNING & DESIGN	2	3.70	VERY GOOD		PLANNING & DESIGN	2	4.20	VERY GOOD		3.95	VG	
AGM's OFFICE	3	4.33	VERY GOOD	4	AGM's OFFICE	2	4.20	VERY GOOD	6	4.27	VG	5
BOD	2	4.30	VERY GOOD	5	BOD	2	4.20	VERY GOOD	6	4.25	VG	6
ADMINISTRATIVE	19	4.35	VERY GOOD	3	ADMINISTRATIVE	20	4.15	VERY GOOD	7	4.25	VG	6
PROCUREMENT	2	3.80	VERY GOOD		PROCUREMENT	2	4.00	VERY GOOD		3.90	VG	
CLINIC	1	4.00	VERY GOOD		CLINIC	2	4.00	VERY GOOD		4.00	VG	
GEN. SERV.	15	4.60	EXCELLENT		GEN. SERV.	15	4.60	EXCELLENT		4.60	E	
HRD	1	5.00	EXCELLENT		HRD	1	4.00	VERY GOOD		4.50	VG	
BAC	4	4.15	VERY GOOD	8	BAC	3	4.33	VERY GOOD	5	4.24	VG	7
FINANCE	6	3.96	VERY GOOD	9	FINANCE	7	4.10	VERY GOOD	8	4.03	VG	8
ACCOUNTING	1	4.00	VERY GOOD		ACCOUNTING	2	3.70	VERY GOOD		3.85	VG	
PROPERTY	2	4.00	VERY GOOD		PROPERTY	2	4.00	VERY GOOD		4.00	VG	
TELLER	3	3.87	VERY GOOD		TELLER	3	4.60	EXCELLENT		4.22	VG	
COMMERCIAL	8	3.89	VERY GOOD	10	COMMERCIAL	6	3.83	VERY GOOD	9	3.86	VG	9
COMM. ACCTS DIVS.	2	4.00	VERY GOOD		COMM. ACCTS DIVS.	2	3.70	VERY GOOD		3.85	VG	
CCSD	3	4.00	VERY GOOD		CCSD	2	3.80	VERY GOOD		3.90	VG	
BILLING	3	3.67	VERY GOOD		BILLING	2	4.00	VERY GOOD		3.84	VG	
TIN-AO SUB-OFFICE					TIN-AO SUB-OFFICE							
OVERALL AVERAGE	107	4.25	VERY GOOD			111	4.27	VERY GOOD		4.26	VERY GOOD	