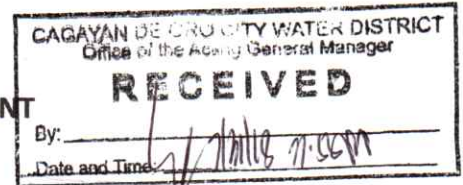
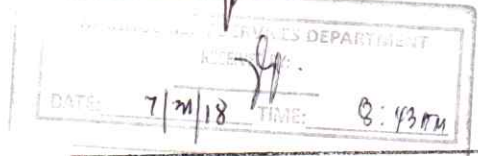


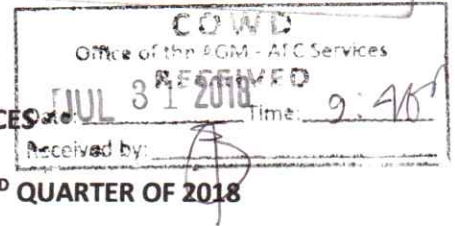
MANAGEMENT SERVICES DEPARTMENT
Corporate Planning Division



IOM MSD – CPD – 07 - 07 , S - 2018



FOR : The Acting GENERAL MANAGER
THRU : OIC, ASSISTANT GENERAL MANAGER FOR AFC SERVICES
FROM : CORPORATE PLANNING DIVISION
SUBJECT : FEEDBACK SURVEY (FOR LWUA) RESULTS FOR THE 2ND QUARTER OF 2018
DATE : JULY 30, 2018



This is to respectfully submit the 2nd 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 quarter, there is a significant decrease in the number of customers who are satisfied in terms of water supply, pressure, taste, level of confidence on the safety of water and services when compared to the 2017 2nd Quarter Survey Result. However, despite the decrease from previous year's result at least **63%** of the respondents are still **satisfied** with our services.
- On Quality of Customer Care Service – It generally indicate a slight decrease in its mean value when compared to the previous year (3.66 to 3.60) and still rated as **"VERY GOOD"**.
- On Respondents' Profile – The feedback was mostly derived from **Barangay Bonbon** in the Western Service Area and **Barangay Macasandig** 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** (66), **Water Billing/Meter Reading/ Bill Delivery** (10), **Notice of Water Interruption** (10), and **Water Quality/Flushing** (8) concerns are common complaints of the respondents.

For your information and ready reference.

Checked by:

SULDIE D. LARANJO
OIC, Management Services Dept.



JOSE JISELO R. ABRAGAN
OIC, Corporate Planning Div. AG.

Noted by:

OMELFA C. RECTO
OIC, AGM for AFC Services






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

FEEDBACK SURVEY for the SECOND QUARTER of 2018
(for the period covered from April to June)

FEEDBACK SURVEY (for LWUA)		SECOND QUARTER					
		CY 2018			CY 2017		
No.	Quality of Water	Yes	No	Total	Yes	No	Total
1	Do you have a 24-hour Water Service?	197	103	300	221	79	300
2	Is your water pressure adequate?	182	118	300	195	105	300
3	Does your water taste good?	131	169	300	173	127	300
4	Are you confident that your water is safe?	140	160	300	174	126	300
5	Are you satisfied with the water service of COWD?	189	111	300	250	50	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 7/21/18
OIC, Management Services Dept.

Recommending approval:


Omelfa C. Recto
OIC - AGM, AFC Services

Approved by:


Bienvenido V. Batao Jr.
Acting General Manager



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

FEEDBACK SURVEY for the SECOND QUARTER of 2018
 (for the period covered from April to June)

No.	QUALITY OF CUSTOMER CARE SERVICE	N	FREQUENCY, PERCENTAGE & DESCRIPTION										2nd Qtr. 2018		2nd Qtr. 2017	
			Excellent		Very Good		Good		Fair		Poor		Mean	Desc	Mean	Desc
			Freq.	%	Freq.	%	Freq.	%	Freq.	%	Freq.	%				
1	Accuracy of Information	300	25	8.33	77	25.67	140	46.67	25	8.33	33	11.00	3.12	GOOD	3.26	GOOD
2	Courtesy of Complain	300	16	5.33	112	37.33	138	46.00	21	7.00	13	4.33	3.32	GOOD	3.45	GOOD
3	Accuracy of Attending leakages	300	31	10.33	137	45.67	96	32.00	21	7.00	15	5.00	3.49	GOOD	3.41	GOOD
4	Courtesy and helpfulness of the meter readers	300	66	22.00	136	45.33	82	27.33	13	4.33	3	1.00	3.83	VERY GOOD	3.80	VERY GOOD
5	Courtesy and helpfulness of the bill carriers	300	70	23.33	144	48.00	75	25.00	8	2.67	3	1.00	3.90	VERY GOOD	3.93	VERY GOOD
6	Courtesy and helpfulness of CCSD	300	78	26.00	164	54.67	44	14.67	13	4.33	1	0.33	4.02	VERY GOOD	3.75	VERY GOOD
7	Courtesy and helpfulness of the Discon Team	300	12	4.00	151	50.33	119	39.67	10	3.33	8	2.67	3.50	VERY GOOD	3.66	VERY GOOD
8	Courtesy and helpfulness of tellers / cashiers	300	18	6.00	153	51.00	123	41.00	4	1.33	2	0.67	3.60	VERY GOOD	3.83	VERY GOOD
9	Courtesy and helpfulness of New Conn. application personnel	300	30	10.00	143	47.67	114	38.00	8	2.67	5	1.67	3.62	VERY GOOD	3.72	VERY GOOD
10	Courtesy and helpfulness of the billing section	300	19	6.33	158	52.67	114	38.00	4	1.33	5	1.67	3.61	VERY GOOD	3.74	VERY GOOD
11	Overall Rating of COWD Services / Employees	300	27	9.00	147	49.00	109	36.33	10	3.33	7	2.33	3.59	VERY GOOD	3.73	VERY GOOD
	Average	300	36	11.88	138	46.12	105	34.67	12	4.15	9	2.88	3.60	VERY GOOD	3.66	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 B. Macalolot
 Senior Research Analyst A

Checked by:

Jose Hselo P. Abragan
 OIC, Corporate Planning Div.

Noted by:

Suldie D. Laranjo 7/2/18
 OIC, Mgmt. Services Dept.

Recommending approval:

Omelfa C. Recto
 OIC - AGM, AFC Services

Approved by:

Bienvenido V. Bata, Jr.
 Acting General Manager

**FEEDBACK SURVEY RESULT SUMMARY BY SERVICE AREA, ITS ACCOUNT CLASSIFICATION and AGE BRACKET
FOR THE SECOND QUARTER OF 2018 (April 1 to June 30, 2018)**

BARANGAY	ACCOUNT CLASSIFICATION		AGE BRACKET					
	RESIDENTIAL	COMMERCIAL	16-25	26-35	36-45	46-55	56-65	66 and above
WEST SERVICE AREA								
BONBON	47	1	4	9	12	12	7	4
BULUA	45			11	7	8	16	3
CARMEN	16		1	4	5	5	1	
B. ABAS	16		1	3	3	5	4	
IPONAN	8		1	2	4	1		
KAUSWAGAN	7			1	2	3		1
PAGATPAT	7			3		2	2	
BARRA, OPOL	6			1	2	2	1	
BALULANG	5		1			3	1	
CANITOAN	4			1	2	1		
PATAG	3			1	1	1		
IGPIT, OPOL	3			1	1	1		
TABOC, OPOL	2				2			
MALANANG, OPOL	1						1	
POBLACION, OPOL	1					1		
LUYONG BONBON, OPOL	1				1			
LUMBIA								
E BON, OPOL								
SUB-TOTAL	172	1	8	37	42	45	33	8
EAST SERVICE AREA								
MACASANDIG	36	1	6	4	11	7	5	4
POBLACION	14	5	3	2	4	8	2	
LAPASAN	17	1	3	2	8	3	2	
GUSA	16	2	2	1	3	9	1	2
CUGMAN	12		2		7	1	1	1
MACABALAN	7			1	1	3	1	1
CAMAMAN-AN	4		1		3			
NAZARETH	4				3		1	
PUNTOD	3	1	1		3			
CONSOLACION	3		1	1	1			
TABLON	1					1		
AGUSAN								
BUGO								
TAGOLOAN								
PUERTO								
SUB-TOTAL	117	10	19	11	44	32	13	8
GRAND TOTAL	289	11	27	48	86	77	46	16
PERCENTAGE	96.33%	3.67%	9.00%	16.00%	28.67%	25.67%	15.33%	5.33%

- Note:
- Results of feedback was mostly derived from **Barangay Bonbon (48 respondents)** in the **West Service Area** while **Barangay Macasandig (37 respondents)** in the **East Service Area**.
 - Majority of the respondents' water connection were classified as residential and 28.67% of the respondents comes from the age bracket of **36 - 45** years old.

MJ.

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)		
84	94	Kung walay agas or naay interruption magpahibalo lang unta	BULUA					1					
85	93	Kung walay agas/interruption magpahibalo unta kay makurat ra man mi.	BULUA					1					
86	87	Sundon ang schedule kung mawala ang tubig	BULUA					1					
87	294	Delayed ang pagpahibalo	IPONAN					1					
88	21	Magpahibalo kung naay interruptions	IPONAN					1					
89	163	I-announce kung mag-ayo	MACASANDIG					1					
90	46	Magpahibalo kung naay interruption	MACASANDIG					1					
91	39	Dapat magpahibalo mawala ang tubig	PAGATPAT					1					
92	3	Dugay malihok ang reklamo	BONBON						1				
93	67	Ma-aksyunan unta ang complaints	CUGMAN						1				
94	289	Ma-aksyunan ang problema sa tubig	MACASANDIG						1				
95	203	Ma-aksyunan unta diritso ang complaints	PATAG						1				
96	44	I-check ang mga tubo (leakage)	MACABALAN							1			
97	279	Suggest sa fast lane for exact amount. Makatabang sa gadali. Suggest open satellite office to accept payors.	GUSA								1		1
98	111	Penalty na 10% dako ra kaayu	BONBON									1	
99	91	Mahal na ang tubig	BULUA									1	
100	291	Naa untay discount kung nag leakage	BULUA									1	
101	261	Butangan extension ang due date; dili dapat taas ang penalty	GUSA									1	
102	23	Paspas ang pagbayad	BARRA, OPOL										1
103	288	Ma-improve unta ang serbisyo	IGPIT, OPOL										1
		TOTAL COMMENTS (103)		66	8	2	10	10	4	1	1	5	3
		PERCENTAGE TO TOTAL (%)		64.08%	7.77%	1.94%	9.71%	9.71%	3.88%	0.97%	0.97%	4.85%	2.91%

NOTE:

- 1.) 34.33% of the 300 total respondents for the second quarter of 2018 discloses their **comments and/or suggestions**.
- 2.) **Four (4)** common concerns/comments with high percentage are:
Water Supply/Pressure (64.08%), Water Billing/ Meter Reading/ Bill Delivery (9.71%), Notice of Water Interruption (9.71%) and Water Quality/Flushing (7.77%).
- 3.) **Water Supply/Pressure** ranked as the top concern of concessionaires.
- 5.) **Barangay Bulua** has the most number of comments/concerns (**26**) in the **Western Service Area** while **Barangay Gusa** with **10** comments/concerns in the **Eastern Service Area**.

AS-

2

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	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
1	79	6 am - 10 am walay agas; hinay; naay brown or taya	BULUA	1	1								
2	16	Hinay sa buntag, pag kahuman nag black out lubog ang tubig.	IPONAN	1	1								
3	269	Permi unta ang agas, limpyo unta	MALANANG, OPOL	1	1								
4	268	Dako ang reading; permi unta ang agas	MACABALAN	1			1						
5	265	Walay agas sa buntag; dili permi agas; mag-announce ug interruptions	TABOC, OPOL	1				1					
6	10	Hinay kaayu ang tubig and dako penalty	BONBON	1								1	
7	21	Buntag walay agas	BAYABAS	1									
8	228	Hinay ang agas	BAYABAS	1									
9	229	Walay agas ang tubig	BAYABAS	1									
10	235	Walay agas sa buntag	BAYABAS	1									
11	230	Walay saktong agas taga buntag	BAYABAS	1									
12	127	Ang kahinay sa agas kada buntag	BONBON	1									
13	125	Hinay ang agas sa buntag	BONBON	1									
14	81	5 am - 5 pm walay agas; gabii ray mukusog	BULUA	1									
15	77	5 am - 9 am walay agas	BULUA	1									
16	78	6 am - 9 am walay agas	BULUA	1									
17	95	Dili lang unta maundang - undang ang tubig	BULUA	1									
18	72	Every morning walay saktong agas	BULUA	1									
19	24	Increase ang pressure sa tubig	BULUA	1									
20	102	Kalit lang mawala ang tubig	BULUA	1									
21	100	Karon mawala jud ang agas kada adlaw for 6 mos. Na	BULUA	1									
22	85	Mawala wala ang tubig (buntag)	BULUA	1									
23	96	Nganong patay-patay ang tubig sa pagka karon	BULUA	1									
24	71	Putol-putol ang agas	BULUA	1									
25	5	Putol-putol ang agas sa tubig	BULUA	1									
26	73	Ugto mo agas ang tubig - 10 pm lang mo agas	BULUA	1									
27	70	Wala-wala ang agas sa tubig - 3 hours pa mo balik ang tubig	BULUA	1									
28	68	Wala-wala ang agas sa tubig taga buntag	BULUA	1									
29	86	Walay agas kada buntag	BULUA	1									
30	69	Walay saktong agas nga tubig	BULUA	1									
31	74	Walay saktong agas sa tubig	BULUA	1									
32	250	Dugay or hinay ang agas	CAMAMAN-AN	1									
33	162	Wala juy agas (dili malihok ang reservoir)	CAMAMAN-AN	1									
34	299	Buntag hinay or dili mo agas	CARMEN	1									
35	55	Hinay ang agas sa buntag ug gabii	CARMEN	1									
36	248	Kalit mapalong ang tubig	CARMEN	1									
37	212	Walay agas tibuok adlaw	CARMEN	1									
38	244	Dili moagas kung gabii	CONSOLACION	1									
39	6	Half day mo agas	CUGMAN	1									
40	271	Kusog unta ang agas	CUGMAN	1									

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)		
41	263	Naa unta tubig sa buntag	CUGMAN	1									
42	30	Taga buntag, gahinay ang tubig	CUGMAN	1									
43	209	Walay agas ang tubig	CUGMAN	1									
44	296	Walay agas ang tubig tibuok adlaw	CUGMAN	1									
45	2	gabie ra mokusog	GUSA	1									
46	240	Gawala - wala ang tubig	GUSA	1									
47	4	Hinay sa buntag	GUSA	1									
48	10	Mo agas siya sa hapon	GUSA	1									
49	5	Sa buntag hinay ang agas	GUSA	1									
50	9	Usahay mohinay sa buntag	GUSA	1									
51	5	Walay agas sa buntag	GUSA	1									
52	19	Walay insaktong agas	GUSA	1									
53	258	Kusog unta ang agas	IPONAN	1									
54	54	Pagbuntag hinay lang	IPONAN	1									
55	35	Walay saktong agas; 7 am dili mo agas	IPONAN	1									
56	223	Hinay ang agas ug walay agas sa morning	KAUSWAGAN	1									
57	293	Walay tarung nga agas sa buntag	KAUSWAGAN	1									
58	207	Muagas unta ang tubig sa buntag	LAPASAN	1									
59	237	Dugay or hinay ang agas-piaping itom; unsay solution	MACABALAN	1									
60	220	Sa buntag walay agas	MACABALAN	1									
61	238	Mohinay ang agas adlawan 8 am to 8 pm	MACASANDIG	1									
62	60	Basta mag ulan mapalong ang tubig	PAGATPAT	1									
63	63	Sa gabii lang mo agas	PAGATPAT	1									
64	246	Hinay ang agas sa buntag	POBLACION	1									
65	259	Kusog unta ang agas	POBLACION	1									
66	51	Usahay hinay ang tubig	PUNTOD	1									
67	121	Lubog ang tubig	BONBON		1								
68	253	Mo kalit ug lubog	KAUSWAGAN		1								
69	3	Lubog ang tubig	MACASANDIG		1								
70	298	Lubog ang tubig	POBLACION		1								
71	300	Lubog ang tubig	POBLACION		1								
72	201	Tarunгон ug taod ang connection para walay leakage	KAUSWAGAN			1							
73	257	Tarunгон ug install sa pipes para walay problema	LAPASAN			1							
74	274	Bill dapat on time ma hatag din usahay mabaylo sa neighbor	BALULANG				1						
75	224	Dili gina reading ug insakto sa meter reader	BAYABAS				1						
76	36	Specify every bill	BULUA				1						
77	277	Tarunгон pag basa sa meter para dili masayop	CARMEN				1						
78	215	Dili kaayo gasulod inig mag tan-aw sa metro	LAPASAN				1						
79	251	Deliver of billing kay dili ihatag sa tagbalay	MACASANDIG				1						
80	168	Per cubic, reading (right information)	MACASANDIG				1						
81	278	Bill wala gaka dawat	NAZARETH				1						
82	285	Dako ang reading bisan gamay ra gagamit	NAZARETH				1						
83	88	Dili masunod ang schedule sa interruption	BULUA					1					

MS -