

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

**CUSTOMER SATISFACTION SURVEY RATING 2020
for the CY 2020**

FEEDBACK SURVEY ON OUR TELEPHONE STANDARDS 2020					FEEDBACK SURVEY ON OUR VISITING THE OFFICE 2020					OVERALL		
DEPARMENT	CUSTOMER ATTENDED	CUSTOMER TELEPHONE CALL SATISFACTION NUMERICAL RATING	ADJECTIVAL RATING	RANKING (2020)	DEPARMENT	CUSTOMER ATTENDED	CUSTOMER VISITING THE OFFICE SATISFACTION NUMERICAL RATING	ADJECTIVAL RATING	RANKING (2020)	NUMERICAL RATING	ADJECTIVAL RATING	SURVEY RANKING FOR 2020
MAINT. & NRW MANAGEMENT	94	4.55	EXCELLENT	1	MAINT. & NRW MANAGEMENT	80	4.57	EXCELLENT	2	4.56	E	1
PRODUCTION	25	4.54	EXCELLENT	2	PRODUCTION	18	4.57	EXCELLENT	2	4.56	E	1
GM' s OFFICE	11	4.47	VERY GOOD	3	GM' s OFFICE	10	4.58	EXCELLENT	1	4.53	E	2
ENGINEERING	59	4.29	VERY GOOD	7	ENGINEERING	59	4.38	VERY GOOD	3	4.34	VG	3
CONSTRUCTION	52	4.53	EXCELLENT		CONSTRUCTION	51	4.54	EXCELLENT		4.54	E	
PLANNING & DESIGN	7	4.06	VERY GOOD		PLANNING & DESIGN	8	4.23	VERY GOOD		4.14	VG	
MANAGEMENT	36	4.31	VERY GOOD	6	MANAGEMENT	52	4.37	VERY GOOD	4	4.34	VG	3
PR	7	4.71	EXCELLENT		PR	11	4.84	EXCELLENT		4.78	E	
AUDIT	7	4.06	VERY GOOD		AUDIT	16	4.16	VERY GOOD		4.11	VG	
CSDS	11	4.05	VERY GOOD		CSDS	9	3.84	VERY GOOD		3.95	VG	
CORPLAN	6	4.47	VERY GOOD		CORPLAN	5	4.48	VERY GOOD		4.48	VG	
QMR	5	4.24	VERY GOOD		QMR	11	4.53	EXCELLENT		4.39	VG	
AGM's OFFICE	12	4.38	VERY GOOD	4	AGM's OFFICE	11	4.22	VERY GOOD	5	4.30	VG	4
ADMINISTRATIVE	70	4.34	VERY GOOD	5	ADMINISTRATIVE	64	4.15	VERY GOOD	6	4.25	VG	5
PROCUREMENT	7	3.83	VERY GOOD		PROCUREMENT	5	4.20	VERY GOOD		4.02	VG	
CLINIC	5	4.12	VERY GOOD		CLINIC	8	3.95	VERY GOOD		4.04	VG	
GEN. SERV.	46	4.58	EXCELLENT		GEN. SERV.	44	4.60	EXCELLENT		4.59	E	
HRD	12	4.83	EXCELLENT		HRD	7	3.86	VERY GOOD		4.35	E	
FINANCE	28	4.26	VERY GOOD	8	FINANCE	24	4.14	VERY GOOD	7	4.20	VG	6
ACCOUNTING	6	4.23	VERY GOOD		ACCOUNTING	10	3.98	VERY GOOD		4.11	VG	
PROPERTY	10	4.50	EXCELLENT		PROPERTY	6	4.17	VERY GOOD		4.34	VG	
TELLER	12	4.05	VERY GOOD		TELLER	8	4.28	VERY GOOD		4.22	VG	
BOD	8	4.18	VERY GOOD	9	BOD	8	4.15	VERY GOOD	6	4.17	VG	7
BAC	8	4.08	VERY GOOD	11	BAC	9	4.04	VERY GOOD	8	4.06	VG	8
COMMERCIAL	34	4.12	VERY GOOD	10	COMMERCIAL	28	3.92	VERY GOOD	9	4.02	VG	9
COMM. ACCTS DIVS.	14	4.13	VERY GOOD		COMM. ACCTS DIVS.	9	3.64	VERY GOOD		3.89	VG	
CCSD	11	4.00	VERY GOOD		CCSD	11	4.07	VERY GOOD		4.04	VG	
BILLING	9	4.22	VERY GOOD		BILLING	8	4.05	VERY GOOD		4.14	VG	
TOTAL	385					363						
AVERAGE		4.32	VERY GOOD				4.28	VERY GOOD		4.30	VERY GOOD	

Note: Sources Documents - from Secretaries of Comm'l & eng'g Dept., Audit Div, Pr Div., CSDS & CPD Div.

MWATER FEEDBACK SURVEY ON OUR TELEPHONE STANDARDS 2020					MWATER FEEDBACK SURVEY ON OUR VISITING THE OFFICE 2020					OVERALL		
DEPARMENT	CUSTOMER ATTENDED	CUSTOMER TELEPHONE CALL SATISFACTION NUMERICAL RATING	ADJECTIVAL RATING	RANKING (2020)	DEPARMENT	CUSTOMER ATTENDED	CUSTOMER VISITING THE OFFICE SATISFACTION NUMERICAL RATING	ADJECTIVAL RATING	RANKING (2020)	NUMERICAL RATING	ADJECTIVAL RATING	SURVEY RANKING FOR 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				TOTAL	189						
AVERAGE		4.49	VERY GOOD		AVERAGE		3.72	VERY GOOD		3.88	VERY GOOD	
GRANDTOTAL	396				GRANDTOTAL	552						
OVERALL AVERAGE		4.40	VERY GOOD		OVERALL AVERAGE		4.00	VERY GOOD		4.09	VERY GOOD	