

MANAGEMENT SERVICES DEPARTMENT
Corporate Planning Division

IOM MSD – CPD – 01 - 03, S - 2017



FOR : The GENERAL MANAGER
THRU : OIC, Management Services Department
FROM : Corporate Planning Division
SUBJECT : Feedback Survey (For LWUA) Results for 2016 – 4th Quarter
DATE : January 24, 2017

This is to respectfully submit the 4th Quarter Result of the 2016 Feedback Survey as designed by LWUA. The following are notable points in the survey results:

- On Quality of Water – There is a decrease in the number of customers who are satisfied in terms of water supply, pressure and service satisfaction. However, the level of confidence on the safety of water supply slightly increased.
- On Quality of Customer Care Service – It generally indicate a slight decrease in its mean value when compared to the previous year (3.79 to 3.64) and still rated as “VERY GOOD”.
- On Respondents’ Profile – The feedback are mostly derived from **Barangay Carmen** in the Western Service Area and **Barangay Gusa** 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** (51) and **Water Quality/Flushing** (23) concerns are commonly complained by the respondents.

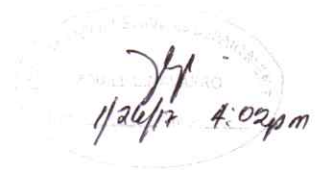
For your information and ready reference.



AB
JOSE JISELO P. ABRAGAN
OIC, Corporate Planning Div.

Noted by:

S.D.L.
SULDIE D. LARANJO 1/24/17
OIC, Management Services Dept.





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

FEEDBACK SURVEY for the FOURTH QUARTER of 2016
(for the period covered from October to December)

FEEDBACK SURVEY (for LWUA)		FOURTH QUARTER					
		CY 2016			CY 2015		
No.	Quality of Water	Yes	No	Total	Yes	No	Total
1	Do you have a 24-hour Water Service?	218	82	300	266	34	300
2	Is your water pressure adequate?	194	106	300	269	31	300
3	Does your water taste good?	184	116	300	180	120	300
4	Are you confident that your water is safe?	234	66	300	214	86	300
5	Are you satisfied with the water service of COWD?	270	30	300	296	4	300

n=300

Prepared by:


ANNALYN F. MACALOLOT
Research Assistant B

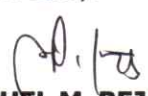
Checked by:


JOSE JISELO P. ABRAGAN
OIC, Corporate Planning Div.

Noted by:


SULDIE D. LARANJO 1/24/17
OIC, Management Services Dept.

Approved by:


RACHEL M. BEJA
General Manager

**FEEDBACK SURVEY RESULT SUMMARY BY SERVICE AREA, ITS ACCOUNT CLASSIFICATION and AGE BRACKET
FOR THE FOURTH QUARTER OF 2016 (October 1 to December 31, 2016)**

BARANGAY	ACCOUNT CLASSIFICATION		AGE BRACKET					
	RESIDENTIAL	COMMERCIAL	16-25	26-35	36-45	46-55	56-65	66 and above
WEST SERVICE AREA								
CARMEN	28	3	3	11	8	2	6	1
BALULANG	16		4	4	2	3	3	
BULUA	14	2	1	6	3	3	3	
IPONAN	15		2	3	4	4	2	
CANITOAN	12		2	2	5	3		
BARRA, OPOL	9		3	1	1	3	1	
KAUSWAGAN	7		2	3	1	1		
PATAG	4		1	1		1		1
MALANANG, OPOL	4				3	1		
BONBON	3			1	1	1		
BAYABAS	2					1	1	
IGPIT, OPOL	2			1	1			
POBLACION, OPOL	1			1				
PAGATPAT	1				1			
TABOC, OPOL								
LUMBIA								
BONBON, OPOL								
LUYONG BONBON, OPOL								
SUB-TOTAL	118	5	18	34	30	23	16	2
EAST SERVICE AREA								
GUSA	36	3	1	12	12	8	2	4
MACASANDIG	32		4	3	9	5	10	1
LAPASAN	26		2	6	10	4	4	
CUGMAN	16			2	6	3	4	1
MACABALAN	14		2	5	5		2	
POBLACION	10	4	3	2	4	2	3	
PUNTOD	11		1	2	6	1	1	
CAMAMAN-AN	8	1	1	3	4	1		
TABLON	5		1	3	1			
NAZARETH	3	2	3	1			1	
AGUSAN	3		1	2				
CONSOLACION	3				2	1		
PUERTO								
TAGOLOAN								
BUGO								
SUB-TOTAL	167	10	19	41	59	25	27	6
GRAND TOTAL	285	15	37	75	89	48	43	8
PERCENTAGE	95.00%	5.00%	12.33%	25.00%	29.67%	16.00%	14.33%	2.67%

Remarks:

- 1) Feedback were mostly derived from **Barangay Carmen (31 respondents)** in the **West Service Area** while **Barangay Gusa (39 respondents)** in the **East Service Area**.
- 2) Majority of the respondents' water connection were classified as residential and 29.67% of the respondents comes from the age bracket of **36 - 45** years old.

M.



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

FEEDBACK SURVEY for the FOURTH QUARTER of 2016

(for the period covered from October to December)

No.	QUALITY OF CUSTOMER CARE SERVICE	N	FREQUENCY, PERCENTAGE & DESCRIPTION										4th Qtr. 2016		4th Qtr. 2015	
			Excellent		Very Good		Good		Fair		Poor		Mean	Desc	Mean	Desc
			Freq.	%	Freq.	%	Freq.	%	Freq.	%	Freq.	%				
1	Accuracy of Information	300	22	7.33	119	39.67	98	32.67	23	7.67	38	12.67	3.21	GOOD	3.48	GOOD
2	Courtesy of Complain	300	37	12.33	138	46.00	86	28.67	20	6.67	19	6.33	3.51	VERY GOOD	3.70	VERY GOOD
3	Accuracy of Attending leakages	300	43	14.33	127	42.33	96	32.00	15	5.00	19	6.33	3.53	VERY GOOD	3.73	VERY GOOD
4	Courtesy and helpfulness of the meter readers	300	24	8.00	145	48.33	104	34.67	11	3.67	16	5.33	3.50	VERY GOOD	3.69	VERY GOOD
5	Courtesy and helpfulness of the bill carriers	300	35	11.67	152	50.67	106	35.33	3	1.00	4	1.33	3.70	VERY GOOD	3.87	VERY GOOD
6	Courtesy and helpfulness of CCSD	300	45	15.00	153	51.00	80	26.67	16	5.33	6	2.00	3.72	VERY GOOD	3.91	VERY GOOD
7	Courtesy and helpfulness of the Discon Team	300	39	13.00	143	47.67	97	32.33	13	4.33	8	2.67	3.64	VERY GOOD	3.80	VERY GOOD
8	Courtesy and helpfulness of tellers / cashiers	300	51	17.00	172	57.33	75	25.00	2	0.67	0	0.00	3.91	VERY GOOD	3.93	VERY GOOD
9	Courtesy and helpfulness of New Conn. application personnel	300	35	11.67	141	47.00	102	34.00	14	4.67	8	2.67	3.60	VERY GOOD	3.97	VERY GOOD
10	Courtesy and helpfulness of the billing section	300	57	19.00	156	52.00	76	25.33	9	3.00	2	0.67	3.86	VERY GOOD	3.90	VERY GOOD
11	Overall Rating of COWD Services / Employees	300	59	19.67	154	51.33	74	24.67	10	3.33	3	1.00	3.85	VERY GOOD	3.73	VERY GOOD
	Average	300	41	13.55	145	48.48	90	30.12	12	4.12	11	3.73	3.64	VERY GOOD	3.79	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 F. Macalolot
ANNALYN F. MACALOLOT
 Research Assistant B

Checked by:

Jose Jiselo P. Abragan
JOSE JISELO P. ABRAGAN
 OIC, Corporate Planning Div.

Noted by:

Suldie D. Laranjo
SULDIE D. LARANJO
 OIC, Mgmt. Services Dept.

Approved by:

Rachel M. Beja
RACHEL M. BEJA
 General Manager

NO.	RES. NO.	COMMENTS: (To the survey interviewer): Please ask the responder if he/she has any specific comments or suggestions that would be useful in improving COWD service delivery.	BARANGAY	WATER SUPPLY / PRESSURE	WATER QUALITY / FLUSHING	RECON / NEWCON / RECALIBRATION / CHANGE OF METER	WATER BILLING / METER READING / BILL DELIVERY	NOTICE OF WATER INTERRUPTION	CCSD (CUSTOMER CARE SERVICE DESK)	LEAKAGE REPAIR	TELLER / CASHIER	WATER RATES / PENALTY	POSITIVE RESPONSE
				(PRODN.)	(PRODN.)	(COMM'L)	(COMM'L)	(MSD)	(COMM'L)	(MAINT.)	(FINANCE)		
48	219	putol putol, hinay	PUNTOD	1									
49	158	Saturday hinay	BALULANG	1									
50	164	Sunday walay tubig, hinay, 4am-6am naay agas, 7am-9pm Walay agas.	GUSA	1									
51	64	walay agas mag 2 months na	MALANANG, OPOL	1									
52	98	Hugaw ang tubig.	MACASANDIG		1								
53	34	Lubog ang tubig.	CARMEN		1								
54	85	Lubog ang tubig.	MACASANDIG		1								
55	275	mukalit ug lubog ang tubig nov. to december	POBLACION		1								
56	87	Naay itom manggawas.	MACASANDIG		1								
57	95	Naay panahon nga hugaw.	MACASANDIG		1								
58	91	Taya ug itom ang tubig	MACASANDIG		1								
59	27	Usahay Lubog .	POBLACION		1								
60	94	Usahay Lubog .	MACASANDIG		1								
61	108	Usahay Lubog .	MACASANDIG		1								
62	92	Usahay mo lubog ang tubig.	MACASANDIG		1								
63	180	Layo ang metro sa balay kung pwede ipabalhin sa duol.	CANITOAN			1							
64	133	layo kaayo among meter, 200 meters	CAMAMAN-AN			1							
65	139	ipa-abot or labang ang tubig sa creek	LAPASAN			1							
66	176	7mons. Walay bill kay ginabilin sa cluster.	CARMEN				1						
67	43	Bill gina hatag sa cluster which should be given individually on house to house.	BONBON				1						
68	7	High reading of meter.	BALULANG				1						
69	24	Pagbasa sa metrohan dako kaayo	MALANANG, OPOL				1						
70	17	Taas ang pagbasa sa meter readers	CANITOAN				1						
71	66	Taas pagbasa sa meter	PATAG				1						
72	160	taas ug basa sa meter	CAMAMAN-AN				1						
73	25	Wala tagae ug bills.	CARMEN				1						
74	185	Wala ga announce nga walay agas.	BULUA					1					
75	16	Gi fixer ang pag change sa pangalan sa meter.	PUNTOD						1				
76	255	kusog kaayo ang agas almost 1 month na giadtuan na pero wala gihapon maayo	CARMEN						1				
77	178	Wala ginaayo ang leakage.	BULUA							1			
78	109	nagbayad mi wala na deduct	LAPASAN								1		
		TOTAL COMMENTS (78)		51	23	3	8	1	2	1	1	0	0
		PERCENTAGE TO TOTAL (%)		65.38%	29.49%	3.85%	10.26%	1.28%	2.56%	1.28%	1.28%	0.00%	0.00%

REMARKS:

- 1.) **26.00%** of the 300 total respondents for the fourth quarter of 2016 discloses their **comments and/or suggestions**.
- 2.) **Three (3)** common concerns/comments with high percentage pertaining to:
Water Supply/Pressure (65.38%), Water Quality/Flushing (29.49%) and Water Billing/Meter Reading/Bill Delivery (10.26%).
- 3.) **Water Supply/Pressure** ranked as the top concern of concessionaires.
- 4.) **Barangay Carmen** has the most number of comments/concerns (**7**) in the **Western Service Area** while **Barangay Macasandig** with **8** comments/concerns in the **Eastern Service Area**.

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	RECON / NEWCON	WATER BILLING/	NOTICE OF	CCSD	LEAKAGE	TELLER /	WATER RATES /	POSITIVE
				/ PRESSURE	/ FLUSHING	INSTALLATION	METER READING/	WATER	(CUSTOMER CARE	REPAIR	CASHIER	PENALTY	RESPONSE
				(PRODN.)	(PRODL)	(COMM'L)	(COMM'L)	(MSD)	(COMM'L)	(MAINT.)	(FINANCE)		
1	3	Dili mo agas start 8:am tapos taya ang agas 2:30-4:30am.	MACABALAN	1	1								
2	68	gakawala, daghan lubog ug kulang ang tubig	POBLACION	1	1								
3	266	hinay ug lubog ang agas sa tubig	BAYABAS	1	1								
4	72	Hinay ug lubog ang tubig	CUGMAN	1	1								
5	126	Hinay ug lubog ang tubig	GUSA	1	1								
6	73	hinay, lubog and not all times safe ang tubig	CUGMAN	1	1								
7	171	hinay, lubog, 6am-5pm hinay ang agas.	LAPASAN	1	1								
8	233	kung kusog ang ulan walay agas, naay time nga lubog	CARMEN	1	1								
9	284	lubog ang tubig unya hinay buntag sayo	CONSOLACION	1	1								
10	32	Putol putol ug lubog ang agas	POBLACION	1	1								
11	179	putol putol, Lubog ang tubig.	CARMEN	1	1								
12	251	udto mahinay na unya pagkahapon mawala, 1 week na and pagbalik kay lubog.	BARRA, OPOL	1	1								
13	220	10:30 nag-agas, morning wala agas 5am to 10:00am	GUSA	1									
14	281	10pm naay agas until 5am, 5am pataas wala nay agas	MACABALAN	1									
15	173	10pm-6am walay agas karon bag-o lang.	IGPIT, OPOL	1									
16	77	12 pataas naay agas	CUGMAN	1									
17	204	4 days walay agas, hinay... 1 normal ang agas	BALULANG	1									
18	286	4 months walay agas	MALANANG, OPOL	1									
19	65	4:00 am gaka walaan ug agas..	MACABALAN	1									
20	213	5am mawala ang agas, 12 mubalik, 7pm 5am hinay ang agas	IPONAN	1									
21	217	6-10am walay agas	LAPASAN	1									
22	239	6-10pm walay agas, 10:30-5 agas pero hinay	BULUA	1									
23	249	6am-10:30am walay agas	IPONAN	1									
24	210	6am-10am walay agas, hinay. Saturday Sunday walay agas	IPONAN	1									
25	205	6pm - 6am walay agas	POBLACION	1									
26	175	7am-12nn hinay ang agas.	PUNTOD	1									
27	244	8-10am walay agas- october pa nagsugod, 6-8pm walay agas	MACABALAN	1									
28	67	9pm-5am ra mo agas.	BONBON	1									
29	246	buntag hinay 7-9am	LAPASAN	1									
30	262	buntag hinay ang agas	CARMEN	1									
31	290	buntag walay agas 7am 10	MACABALAN	1									
32	58	Day hours walay tubig	BULUA	1									
33	186	Dili gaagas inig buntag.	IPONAN	1									
34	206	dili muagas ug buntag	LAPASAN	1									
35	13	Every morning walay tubig start 7:00am for 1 week.	BULUA	1									
36	264	from 5am 12 midnight walay agas	Opol	1									
37	241	hinay ang agas	CUGMAN	1									
38	71	Hinay ang tubig	CUGMAN	1									
39	74	Hinay ang tubig	CUGMAN	1									
40	76	Hinay ang tubig	CUGMAN	1									
41	182	Hinay ang tubig	BARRA, OPOL	1									
42	170	hinay, 6am-10am walay agas.	BONBON	1									
43	181	Ipaputol ang connection sa among metro sa camaman-an kay sigle ug bayad unya walay agas.	CAMAMAN-AN	1									
44	12	Monday to Friday kusog, Saturday to Sunday Hinay	BARRA, OPOL	1									
45	278	pagbuntag walay agas	CANITOAN	1									
46	8	Putol putol ang agas	BALULANG	1									
47	35	Putol putol ang agas	CANITOAN	1									