

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

CUSTOMER SATISFACTION SURVEY RATING 2019
 for the 2nd Quarter 2019

FEDBACK SURVEY ON OUR TELEPHONE STANDARDS 2019					FEDBACK SURVEY ON OUR VISITING THE OFFICE 2019					OVERALL		
DEPARTMENT	CUSTOMER ATTENDED	CUSTOMER TELEPHONE CALL SATISFACTION NUMERICAL RATING	ADJECTIVAL RATING	RANKING (2019)	DEPARTMENT	CUSTOMER ATTENDED	CUSTOMER VISITING THE OFFICE SATISFACTION NUMERICAL RATING	ADJECTIVAL RATING	RANKING (2019)	NUMERICAL RATING	ADJECTIVAL RATING	SURVEY RANKING FOR 2nd Qtr (Apr - Jun 2019)
MAINT. & NRW MANAGEMENT	4	4.60	EXCELLENT	1	MAINT. & NRW MANAGEMENT	6	4.50	EXCELLENT	2	4.55	E	1
PRODUCTION	7	4.34	VERY GOOD	2	PRODUCTION	4	4.60	EXCELLENT	1	4.47	VG	2
ADMINISTRATIVE	11	4.21	VERY GOOD	4	ADMINISTRATIVE	11	4.28	VERY GOOD	5	4.24	VG	3
PROCUREMENT	2	4.00	VERY GOOD		PROCUREMENT	2	4.00	VERY GOOD		4.00	VG	
CLINIC	2	4.00	VERY GOOD		CLINIC	2	4.50	EXCELLENT		4.25	VG	
GEN. SERV.	3	4.60	EXCELLENT		GEN. SERV.	4	4.60	EXCELLENT		4.60	E	
HRD	4	4.25	VERY GOOD		HRD	3	4.00	VERY GOOD		4.13	VG	
MANAGEMENT	10	4.10	VERY GOOD	6	MANAGEMENT	10	4.38	VERY GOOD	3	4.24	VG	3
PR	2	4.30	VERY GOOD		PR	2	4.80	EXCELLENT		4.55	E	
AUDIT	2	4.00	VERY GOOD		AUDIT	2	4.50	EXCELLENT		4.25	VG	
CSDS	4	3.70	VERY GOOD		CSDS	3	3.47	GOOD		3.59	VG	
CORPLAN	2	4.40	VERY GOOD		CORPLAN	3	4.73	EXCELLENT		4.57	E	
BAC	2	4.00	VERY GOOD	7	BAC	3	4.33	VERY GOOD	4	4.17	VG	4
FINANCE	10	4.29	VERY GOOD	3	FINANCE	8	4.00	VERY GOOD	6	4.15	VG	5
ACCOUNTING	3	4.67	EXCELLENT		ACCOUNTING	3	4.00	VERY GOOD		4.34	VG	
PROPERTY	5	4.20	VERY GOOD		PROPERTY	2	4.00	VERY GOOD		4.10	VG	
TELLER	2	4.00	VERY GOOD		TELLER	3	4.00	VERY GOOD		4.00	VG	
ENGINEERING	7	4.15	VERY GOOD	5	ENGINEERING	8	3.97	VERY GOOD	7	4.06	VG	6
CONSTRUCTION	4	4.30	VERY GOOD		CONSTRUCTION	5	4.60	EXCELLENT		4.45	VG	
PLANNING & DESIGN	3	4.00	VERY GOOD		PLANNING & DESIGN	3	3.33	GOOD		3.67	VG	
COMMERCIAL	9	3.88	VERY GOOD	8	COMMERCIAL	14	3.92	VERY GOOD	8	3.90	VG	7
COMM. ACCTS DIVS.	4	3.65	VERY GOOD		COMM. ACCTS DIVS.	6	3.67	VERY GOOD		3.66	VG	
CCSD	3	4.00	VERY GOOD		CCSD	5	4.08	VERY GOOD		4.04	VG	
BILLING	2	4.00	VERY GOOD		BILLING	3	4.00	VERY GOOD		4.00	VG	
TIN-AO SUB-OFFICE					TIN-AO SUB-OFFICE							
GM' s OFFICE	3	4.00	VERY GOOD	7	GM' s OFFICE	3	3.67	VERY GOOD	10	3.84	VG	8
AGM's OFFICE	4	3.80	VERY GOOD	9	AGM's OFFICE	5	3.72	VERY GOOD	9	3.76	VG	9
BOD	2	3.50	VERY GOOD	10	BOD	2	4.00	VERY GOOD	6	3.75	VG	10
OVERALL AVERAGE	69	4.08	VERY GOOD			74	4.12	VERY GOOD		4.10	VERY GOOD	