

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

CUSTOMER SATISFACTION SURVEY RATING 2018
for the 2nd Quarter 2018

FEDBACK SURVEY ON OUR TELEPHONE STANDARDS 2018					FEDBACK SURVEY ON OUR VISITING THE OFFICE 2018					OVERALL		
DEPARTMENT	CUSTOMER ATTENDED	CUSTOMER TELEPHONE CALL SATISFACTION NUMERICAL RATING	ADJECTIVAL RATING	RANKING (2018)	DEPARTMENT	CUSTOMER ATTENDED	CUSTOMER VISITING THE OFFICE SATISFACTION NUMERICAL RATING	ADJECTIVAL RATING	RANKING (2018)	NUMERICAL RATING	ADJECTIVAL RATING	SURVEY RANKING FOR The 2nd Qtr (Apr. - Jun. 2018)
MAINT. & NRW MANAGEMENT	33	4.60	EXCELLENT	1	MAINT. & NRW MANAGEMENT	32	4.60	EXCELLENT	1	4.60	E	1
PRODUCTION MANAGEMENT	3	4.60	EXCELLENT	1	PRODUCTION MANAGEMENT	5	4.60	VERY GOOD	1	4.60	E	1
PR	1	4.00	VERY GOOD		PR	8	4.68	EXCELLENT		4.34	VG	
AUDIT	2	4.00	VERY GOOD		AUDIT	2	4.00	VERY GOOD		4.00	VG	
CORPLAN	2	4.60	EXCELLENT		CORPLAN	2	4.00	EXCELLENT		4.30	VG	
ENGINEERING	20	4.30	VERY GOOD	2	ENGINEERING	19	4.05	VERY GOOD	5	4.18	VG	3
CONSTRUCTION	17	4.60	EXCELLENT		CONSTRUCTION	17	4.60	EXCELLENT		4.60	E	
PLANNING & DESIGN	3	4.00	VERY GOOD		PLANNING & DESIGN	2	3.50	VERY GOOD		3.75	VG	
BAC	2	4.20	VERY GOOD	3	BAC	3	4.13	VERY GOOD	3	4.17	VG	4
FINANCE	4	4.20	VERY GOOD	3	FINANCE	7	4.00	VERY GOOD	6	4.10	VG	5
ACCOUNTING	2	4.00	VERY GOOD		ACCOUNTING	2	4.00	VERY GOOD		4.00	VG	
PROPERTY	1	4.00	VERY GOOD		PROPERTY	3	4.00	VERY GOOD		4.00	VG	
TELLER	1	4.60	VERY GOOD		TELLER	2	4.00	VERY GOOD		4.22	VG	
BOD	3	4.07	VERY GOOD	4	BOD	3	4.00	VERY GOOD	6	4.04	VG	6
ADMINISTRATIVE	23	4.04	VERY GOOD	5	ADMINISTRATIVE	26	3.90	VERY GOOD	7	3.97	VG	7
PROCUREMENT	2	4.00	VERY GOOD		PROCUREMENT	2	4.00	VERY GOOD		4.00	VG	
CLINIC	2	4.00	VERY GOOD		CLINIC	4	4.00	VERY GOOD		4.00	VG	
GEN. SERV.	16	4.63	EXCELLENT		GEN. SERV.	17	4.60	EXCELLENT		4.62	E	
HRD	3	3.53	GOOD		HRD	3	3.00	GOOD		3.27	G	
AGM's OFFICE	6	4.07	VERY GOOD	4	AGM's OFFICE	10	3.79	VERY GOOD	8	3.93	VG	8
AGM's OFFICE	3	4.13	VERY GOOD		AGM's OFFICE	7	3.91	VERY GOOD		4.02	VG	
CSDS	3	4.00	VERY GOOD		CSDS	3	3.67	VERY GOOD		3.84	VG	
GM' s OFFICE	3	3.93	VERY GOOD	6	GM' s OFFICE	3	3.53	VERY GOOD	9	3.73	VG	9
COMMERCIAL	10	3.93	GOOD	6	COMMERCIAL	10	3.39	VERY GOOD	10	3.66	VG	10
COMM. ACCTS DIVS.	3	4.00	VERY GOOD		COMM. ACCTS DIVS.	3	3.73	VERY GOOD		3.87	VG	
CCSD	5	3.80	VERY GOOD		CCSD	4	3.44	GOOD		3.62	VG	
BILLING	2	4.00	VERY GOOD		BILLING	3	3.00	GOOD		3.50	VG	
TIN-AO SUB-OFFICE					TIN-AO SUB-OFFICE							
OVERALL AVERAGE	112	4.19	VERY GOOD			130	4.02	VERY GOOD		4.11	VERY GOOD	