

MANAGEMENT SERVICES DEPARTMENT
Corporate Planning Division

IOM MSD – CPD – 11 - 02, S - 2016

FOR : The **GENERAL MANAGER**
THRU : **OIC, Management Services Department**
FROM : **Corporate Planning Division**
SUBJECT : **Feedback Survey (For LWUA) Results for 2016 – 3rd Quarter**
DATE : **November 23, 2016**

This is to respectfully submit the 3rd 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 safety and taste of water. However, the level of confidence on the safety of water supply and services slightly increased.
- On Quality of Customer Care Service – It generally indicates an increase in its mean value when compared with the previous year (3.50 to 3.86) and still rated as “**VERY GOOD**”.
- On Respondents’ Profile – The feedback are mostly derived from **Barangay Igpit, Opol** in the Western Service Area and **Barangay Nazareth** in the Eastern Service Area. Majority of the respondents comes from the **46 - 55** years old age bracket.
- On Customers’ Comments/Remarks – **Water Quality/Flushing (34)** and **Water Supply/Pressure (26)** concerns are commonly complained by the respondents.

For your information and ready reference.

Noted by:

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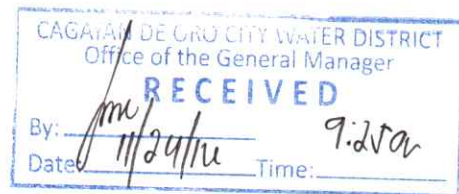
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**CAGAYAN DE ORO CITY WATER DISTRICT
MANAGEMENT SERVICES DEPARTMENT
CORPORATE PLANNING DIVISION**

**FEEDBACK SURVEY for the THIRD QUARTER of 2016
(for the period covered from July to September)**

FEEDBACK SURVEY (for LWUA)		THIRD QUARTER					
		CY 2016			CY 2015		
No.	Quality of Water	Yes	No	Total	Yes	No	Total
1	Do you have a 24-hour Water Service?	262	38	300	218	82	300
2	Is your water pressure adequate?	220	80	300	223	77	300
3	Does your water taste good?	172	128	300	211	89	300
4	Are you confident that your water is safe?	206	94	300	216	84	300
5	Are you satisfied with the water service of COWD?	270	30	300	262	38	300

n=300

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General Manager

**FEEDBACK SURVEY RESULT SUMMARY BY SERVICE AREA, ITS ACCOUNT CLASSIFICATION and AGE BRACKET
FOR THE THIRD QUARTER OF 2016 (July 1 to September 30, 2016)**

BARANGAY	ACCOUNT CLASSIFICATION		AGE BRACKET					
	RESIDENTIAL	COMMERCIAL	16-25	26-35	36-45	46-55	56-65	66 and above
WEST SERVICE AREA								
IGPIT, OPOL	37		3	9	8	5	9	3
CARMEN	29	3	2	2	13	9	3	3
PAGATPAT	30		1	3	1	11	7	7
BONBON	27		7	6	1	4	8	1
KAUSWAGAN	23		1	2	5	5	5	5
BALULANG	17		4	3	4	4	1	1
BULUA	11	1	3	3	2	4		
BAYABAS	10		2		3	2		3
CANITOAN	1				1			
LUMBIA	0							
BONBON, OPOL	0							
LUYONG BONBON, OPOL	0							
POBLACION, OPOL	0							
BARRA, OPOL	0							
TABOC, OPOL	0							
IPONAN	0							
MALANANG, OPOL	0							
PATAG	0							
SUB-TOTAL	185	4	23	28	38	44	33	23
EAST SERVICE AREA								
NAZARETH	36		4	5	9	5	6	7
GUSA	28	1	1	6	7	7	6	2
MACASANDIG	19	3	1	4	6	5	5	1
CAMAMAN-AN	20			2	3	6	6	3
POBLACION	2					1	1	
LAPASAN	1					1		
BUGO	1					1		
AGUSAN	0							
PUERTO	0							
TAGOLOAN	0							
MACABALAN	0							
PUNTOD	0							
CONSOLACION	0							
CUGMAN	0							
TABLON	0							
SUB-TOTAL	107	4	6	17	25	26	24	13
GRAND TOTAL	292	8	29	45	63	70	57	36
PERCENTAGE	97.33%	2.67%	9.67%	15.00%	21.00%	23.33%	19.00%	12.00%

Note:

- 1) Results of feedback was mostly derived from **Barangay Igpit, Opol (37 respondents)** in the **West Service Area** while **Barangay Nazareth (36 respondents)** in the **East Service Area**.
- 2) Majority of the respondents' water connection were classified as residential and 23.33% of the respondents comes from the age bracket of **46 - 55** years old.

R&S



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

FEEDBACK SURVEY for the THIRD QUARTER of 2016

(for the period covered from July to September)

No.	QUALITY OF CUSTOMER CARE SERVICE	N	FREQUENCY, PERCENTAGE & DESCRIPTION										3rd Qtr. 2016		3rd Qtr. 2015	
			Excellent		Very Good		Good		Fair		Poor		Mean	Desc	Mean	Desc
			Freq.	%	Freq.	%	Freq.	%	Freq.	%	Freq.	%				
1	Accuracy of Information	300	46	15.33	124	41.33	55	18.33	47	15.67	28	9.33	3.38	GOOD	3.14	GOOD
2	Courtesy of Complain	300	37	12.33	164	54.67	78	26.00	10	3.33	11	3.67	3.69	VERY GOOD	3.40	GOOD
3	Accuracy of Attending leakages	300	44	14.67	142	47.33	77	25.67	17	5.67	20	6.67	3.58	VERY GOOD	3.41	GOOD
4	Courtesy and helpfulness of the meter readers	300	58	19.33	218	72.67	18	6.00	2	0.67	4	1.33	4.08	VERY GOOD	3.54	VERY GOOD
5	Courtesy and helpfulness of the bill carriers	300	87	29.00	193	64.33	16	5.33	3	1.00	1	0.33	4.21	VERY GOOD	3.61	VERY GOOD
6	Courtesy and helpfulness of CCSD	300	58	19.33	197	65.67	35	11.67	8	2.67	2	0.67	4.00	VERY GOOD	3.47	GOOD
7	Courtesy and helpfulness of the Discon Team	300	38	12.67	184	61.33	72	24.00	4	1.33	2	0.67	3.84	VERY GOOD	3.46	GOOD
8	Courtesy and helpfulness of tellers / cashiers	300	57	19.00	224	74.67	19	6.33	0	0.00	0	0.00	4.13	VERY GOOD	3.72	VERY GOOD
9	Courtesy and helpfulness of New Conn. application personnel	300	37	12.33	182	60.67	72	24.00	5	1.67	4	1.33	3.81	VERY GOOD	3.65	VERY GOOD
10	Courtesy and helpfulness of the billing section	300	43	14.33	192	64.00	57	19.00	4	1.33	4	1.33	3.89	VERY GOOD	3.57	VERY GOOD
11	Overall Rating of COWD Services / Employees	300	30	10.00	204	68.00	56	18.67	5	1.67	5	1.67	3.83	VERY GOOD	3.56	VERY GOOD
	Average	300	49	16.21	184	61.33	50	16.82	10	3.18	7	2.45	3.86	VERY GOOD	3.50	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)

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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	CONN. INSTALLATION / TRANSFER TAPPING / CHANGE METER	WATER RATE /PENALTY	WATER BILLING/ METER READING /BILL DELIVERY	NOTICE OF WATER INTERRUPTION	CCSD (CUSTOMER CARE SERVICE DESK)	LEAKAGE REPAIR	TELLER / CASHIER	POSITIVE RESPONSE
				(PRODN.)	(PRODN.)	(COMM'L)	(COMM'L)	(MSD)	(COMM'L)	(MAINT.)	(FINANCE)		
72	35	adunay leaking dili diritso ma atiman.	KAUSWAGAN								1		
73	72	leakage nga dili ma-respondihan	PAGATPAT								1		
74	52	mga linya na naay leakage dili maaksyonan dayon diritso.	PAGATPAT								1		
75	274	dili open tanan tellers	GUSA									1	
76	137	keep up the good work	BONBON										1
77	43	leakage na atiman in 1 day	BULUA										1
78	257	walay problema ang among tubig	CAMAMAN-AN										1
79	215	ok ra ang tubig dani	IGPIT, OPOL										1
80	98	nag pa transfer meter mi, dali ra man nuon.	NAZARETH										1
81	54	ok ra ang serbisyo	PAGATPAT										1
82	57	walay problema among tubig.	PAGATPAT										1
		TOTAL COMMENTS (82)		26	34	4	1	5	8	5	6	1	7
		PERCENTAGE TO TOTAL (%)		31.71%	41.46%	4.88%	1.22%	6.10%	9.76%	6.10%	7.32%	1.22%	8.54%

NOTE:

- 1.) 27.33% of the 300 total respondents for the third quarter of 2016 discloses their comments and/or suggestions.
- 2.) **Five (5)** common concerns/comments with high percentage are:
Water Quality/Flushing (41.46%), Water Supply/Pressure (31.71%), Notice of Water Interruption (9.76%), Positive Responses (8.54%) and Leakage Repair (7.32%).
- 3.) **Water Quality/Flushing** ranked as the top concern of concessionaires.
- 4.) **Barangay Pagatpat** has the most number of comments/concerns (**14**) in the **Western Service Area** while **Barangay Nazareth** with **13** comments/concerns in the **Eastern Service Area**.

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				(PRODN.)	(PRODN.)	(COMM'L)	(COMM'L)	(MSD)	(COMM'L)	(MAINT.)	(FINANCE)		
35	259	usahay lubog ang tubig	CAMAMAN-AN		1								
36	172	baho ug dili na mainom ang tubig. Kulangan lang unta ug chlorine ang tubig.	CARMEN		1								
37	168	lubog ang tubig ug may unta sigurado na safe ang tubig.	CARMEN		1								
38	81	usahay lain lasa ang tubig.	CARMEN		1								
39	84	usahay lubog ang tubig. ang senior citizens tana wala nay bayad	CARMEN		1								
40	88	usahay malubog ang tubig.	CARMEN		1								
41	279	baho ug chlorine ang tubig	GUSA		1								
42	289	usahay lubog kung ting ulan	GUSA		1								
43	286	usahay taya ang tubig	GUSA		1								
44	213	lain lasa ang tubig	IGPIT, OPOL		1								
45	196	lubog ang color sa tubig	IGPIT, OPOL		1								
46	224	lubog ang tubig	IGPIT, OPOL		1								
47	209	usahay lubog ang tubig	IGPIT, OPOL		1								
48	34	hugaw ang tubig. Unta naay cluster sa duol.	KAUSWAGAN		1								
49	26	lubog ang tubig	KAUSWAGAN		1								
50	97	dili na mainom ang tubig ug kung pwede ma relocate ang meter sa walay canal.	NAZARETH		1	1							
51	102	lubog ang tubig	NAZARETH		1								
52	48	murag taya ang tubig	PAGATPAT		1								
53	174	by block ang clustering unta.	CARMEN			1							
54	227	water meter problem should be action automatically	NAZARETH			1							
55	27	dako ang patong kung delay ang pagbayad (10%)	KAUSWAGAN				1						
56	228	late response on leak complain. Update meter for concessionaire	KAUSWAGAN							1	1		
57	42	naay RC sa bill. Dagko ug bill.	BULUA					1					
58	101	ang ga reading kay dali ra sa iya mag reading unya blurred amo meter.	NAZARETH					1					
59	105	dili makita ang meter reader - dili gapahibalo.	NAZARETH					1					
60	94	usahay dili gaabot ang bill	NAZARETH					1					
61	58	adjust billing date	PAGATPAT					1					
62	8	magpahibalo if di muagas ang tubig	BALULANG						1				
63	6	magpahibalo kung mawala ang tubig	BALULANG						1				
64	73	dili magpahibalo nga walay agas sa tubig.	PAGATPAT						1				
65	76	dili mi masayod kung way tubig.	PAGATPAT						1				
66	50	ipahibalo kung mawala ang tubig aron makasalod pod mi.	PAGATPAT						1				
67	74	mag-announce na walay tubig pero dili mapalong.	PAGATPAT						1				
68	4	dili updated ang website. Wala na resolba ang reklamo. Dili approachable ang sa front desk.	BALULANG							1			
69	216	nag complain mi sa opisina nga nag tuyok ang meter na walay agas. Kung naay grado na zero, mao jud ako i-rate.	IGPIT, OPOL							1			
70	69	kung naay magreklamo diretso unta ang pagresponde	PAGATPAT							1			
71	192	leakages/pipes i-survey or monitor para walay possible germs nga musulod para sa mainom na tubig.	IGPIT, OPOL								1		

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 / PRESSURE	WATER QUALITY / FLUSHING	NEW CONN. INSTALLATION / TRANSFER TAPPING / CHANGE METER	WATER RATE /PENALTY	WATER BILLING/ METER READING /BILL DELIVERY	NOTICE OF WATER INTERRUPTION	CCSD (CUSTOMER CARE SERVICE DESK)	LEAKAGE REPAIR	TELLER / CASHIER	POSITIVE RESPONSE
				(PRODN.)	(PRODN.)	(COMM'L)	(COMM'L)	(MSD)	(COMM'L)	(MAINT.)	(FINANCE)		
1	167	yellow ang tubig ug buntag dili ga agas. Magpahibalo ug mawala ang tubig.	BAYABAS	1	1				1				
2	51	usahay ang tubig lubog unya dayon mawala. Dunay time wala mi kabalo na mawala ang tubig.	PAGATPAT	1	1				1				
3	55	hinay ug lubog ang tubig. Ang leakage sa among likod dugay na kaayu wala jupon na atiman.	PAGATPAT	1	1						1		
4	243	mag dugang of production well nga limpyo	CANITOAN	1	1								
5	284	matugunan unta ang supply na makusog unta. Taya ug lubog ang tubig.	GUSA	1	1								
6	206	usahay lubog, usahay hinay ug dili gyud intawon safe ang tubig.	IGPIT, OPOL	1	1								
7	219	usahay muhinay ang tubig unya lubog jud.	IGPIT, OPOL	1	1								
8	226	mas maayo madugang of production of potable water	LAPASAN	1	1								
9	244	9pm/10pm muagas ang tubig unya dako among bayronon.	GUSA	1									
10	246	11pm/12mn muagas ang tubig. Unta duol ang meter kay dili na mahibal-an kung asa dapit ang leakage labi na sa after meter dili ra ba manh=ghilabot ang water district ana.	GUSA	1		1							
11	157	hinay ang tubig	BONBON	1									
12	263	10pm na mi kasalod sa tubig	CAMAMAN-AN	1									
13	82	usahay hinay ang tubig	CARMEN	1									
14	269	10/12am ang agas, low pressure	GUSA	1									
15	270	hinay ang tubig	GUSA	1									
16	268	walay agas sa buntag, muagas ra around 10/11pm	GUSA	1									
17	193	hinay ang tubig sa buntag	IGPIT, OPOL	1									
18	220	hinay jud ang tubig.	IGPIT, OPOL	1									
19	296	6am - 12pm ang agas	MACASANDIG	1									
20	230	hinay ang tubig unya dako ang bayronon	MACASANDIG	1									
21	125	1:20am-4:00am muagas.	NAZARETH	1									
22	119	12 noon ra muagas	NAZARETH	1									
23	128	2pm-5am agas ang tubig	NAZARETH	1									
24	127	6pm-5am muagas	NAZARETH	1									
25	112	buntag hinay, 4am normal, sakto ra ang kakusog	NAZARETH	1									
26	118	hinay/walay agas	NAZARETH	1									
27	77	dalag ang tubig. Naay gi report nga illegal connection, dugay and hangtod karon way aksyon.	PAGATPAT		1					1			
28	165	danlog ang tubig	BONBON		1								
29	138	hugaw ang tubig.	BONBON		1								
30	139	hugaw ang tubig.	BONBON		1								
31	164	hugaw ang tubig.	BONBON		1								
32	140	lubog usahay ang tubig	BONBON		1								
33	160	naay lumot ang agas	BONBON		1								
34	260	usahay lubog	CAMAMAN-AN		1								

AS.