

MANAGEMENT SERVICES DEPARTMENT

Corporate Planning Division

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FOR : The GENERAL MANAGER
THRU : ASSISTANT GENERAL MANAGER FOR AFC SERVICES
FROM : CORPORATE PLANNING DIVISION
SUBJECT : FEEDBACK SURVEY (FOR LWUA) RESULTS FOR THE 2ND QUARTER OF 2017
DATE : AUGUST 02, 2017

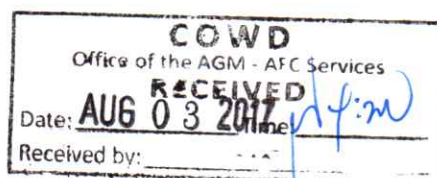
This is to respectfully submit the 2nd Quarter Result of the 2017 Feedback Survey as designed by LWUA. The following are notable points in the survey results:


- On Quality of Water – For the quarter, there is a significant decrease in the number of customers who are satisfied in terms of water pressure, taste, level of confidence on the safety of water and services when compared to the 2016 2nd Quarter Survey Result. However, the perception on adequacy of water supply is almost the same. Moreover, despite the decrease from previous year’s result more than **83%** of the respondents are generally **satisfied** with our services.
- On Quality of Customer Care Service – It generally indicate a slight decrease in its mean value when compared to the previous year (3.81 to 3.66) and still rated as “**VERY GOOD**”.
- On Respondents’ Profile – The feedback was mostly derived from **Barangay Iponan** in the Western Service Area and **Barangay Poblacion** 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** (35) and **Water Quality/Flushing** (29) concerns are common complaints of the respondents.

For your information and ready reference.

Checked by:


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Noted by:


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AGM, AFC Services





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

FEEDBACK SURVEY for the SECOND QUARTER of 2017
(for the period covered from April to June)

FEEDBACK SURVEY (for LWUA)		SECOND QUARTER					
		CY 2017			CY 2016		
No.	Quality of Water	Yes	No	Total	Yes	No	Total
1	Do you have a 24-hour Water Service?	221	79	300	220	80	300
2	Is your water pressure adequate?	195	105	300	219	81	300
3	Does your water taste good?	173	127	300	187	113	300
4	Are you confident that your water is safe?	174	126	300	208	92	300
5	Are you satisfied with the water service of COWD?	250	50	300	267	33	300

n=300

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RACHEL M. BEJA
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CAGAYAN DE ORO CITY WATER DISTRICT
MANAGEMENT SERVICES DEPARTMENT
CORPORATE PLANNING DIVISION

FEEDBACK SURVEY for the SECOND QUARTER of 2017
 (for the period covered from April to June)

No.	QUALITY OF CUSTOMER CARE SERVICE	N	FREQUENCY, PERCENTAGE & DESCRIPTION										2nd Qtr. 2017		2nd Qtr. 2016	
			Excellent		Very Good		Good		Fair		Poor		Mean	Desc	Mean	Desc
			Freq.	%	Freq.	%	Freq.	%	Freq.	%	Freq.	%				
1	Accuracy of Information	300	22	7.33	120	40.00	84	28.00	61	20.33	13	4.33	3.26	GOOD	3.22	GOOD
2	Courtesy of Complain	300	20	6.67	146	48.67	91	30.33	35	11.67	8	2.67	3.45	GOOD	3.67	VERY GOOD
3	Accuracy of Attending leakages	300	25	8.33	136	45.33	88	29.33	39	13.00	12	4.00	3.41	GOOD	3.76	VERY GOOD
4	Courtesy and helpfulness of the meter readers	300	7	2.33	232	77.33	55	18.33	5	1.67	1	0.33	3.80	VERY GOOD	3.99	VERY GOOD
5	Courtesy and helpfulness of the bill carriers	300	15	5.00	260	86.67	18	6.00	4	1.33	3	1.00	3.93	VERY GOOD	4.09	VERY GOOD
6	Courtesy and helpfulness of CCSD	300	36	12.00	177	59.00	66	22.00	17	5.67	4	1.33	3.75	VERY GOOD	3.88	VERY GOOD
7	Courtesy and helpfulness of the Discon Team	300	24	8.00	175	58.33	80	26.67	16	5.33	5	1.67	3.66	VERY GOOD	3.71	VERY GOOD
8	Courtesy and helpfulness of tellers / cashiers	300	13	4.33	243	81.00	30	10.00	9	3.00	5	1.67	3.83	VERY GOOD	4.15	VERY GOOD
9	Courtesy and helpfulness of New Conn. application personnel	300	20	6.67	198	66.00	63	21.00	15	5.00	4	1.33	3.72	VERY GOOD	3.82	VERY GOOD
10	Courtesy and helpfulness of the billing section	300	29	9.67	186	62.00	66	22.00	15	5.00	4	1.33	3.74	VERY GOOD	3.89	VERY GOOD
11	Overall Rating of COWD Services / Employees	300	24	8.00	198	66.00	55	18.33	18	6.00	5	1.67	3.73	VERY GOOD	3.72	VERY GOOD
	Average	300	21	7.12	188	62.76	63	21.09	21	7.09	6	1.94	3.66	VERY GOOD	3.81	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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Approved by:

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 General Manager

**FEEDBACK SURVEY RESULT SUMMARY BY SERVICE AREA, ITS ACCOUNT CLASSIFICATION and AGE BRACKET
FOR THE SECOND QUARTER OF 2017 (April 1 to June 30, 2017)**

BARANGAY	ACCOUNT CLASSIFICATION		AGE BRACKET					
	RESIDENTIAL	COMMERCIAL	16-25	26-35	36-45	46-55	56-65	66 and above
WEST SERVICE AREA								
IPONAN	48	1	3	10	12	13	8	3
CARMEN	39	1	2	11	12	13	2	
BULUA	19	1		3	8	8	1	
PATAG	17			3	2	7	5	
BALULANG	16	1	4	3	5	4	1	
KAUSWAGAN	13	1	2		5	4	2	1
CANITOAN	9			3	4	2		
PAGATPAT	7			2	3	2		
BARRA, OPOL	4				3	1		
IGPIT, OPOL	2	2	2			2		
MALANANG, OPOL	3			1		1	1	
TABOC, OPOL	1				1			
POBLACION, OPOL	1					1		
BONBON	0							
BAYABAS								
LUMBIA								
BONBON, OPOL								
LUYONG BONBON, OPOL								
SUB-TOTAL	179	7	13	36	55	58	20	4
EAST SERVICE AREA								
POBLACION	21	2	3	4	9	6	1	
LAPASAN	16	3	1	4	5	7	1	1
MACABALAN	13	1	2	2	7	3		
CAMAMAN-AN	8	1	2	2	1	1	2	1
NAZARETH	8	1	2	2	2	2	1	
PUNTOD	9		2	1	5		1	
CONSOLACION	9				4	4	1	
CUGMAN	8		3	1	2	1	1	
MACASANDIG	6	1	1		3	3		
GUSA	3			1	2			
AGUSAN	2					1	1	
TABLON	2		1	1				
BUGO	0							
TAGOLOAN	0							
PUERTO	0							
SUB-TOTAL	105	9	17	18	40	28	9	2
GRAND TOTAL	284	16	30	54	95	86	29	6
PERCENTAGE	94.67%	5.33%	10.00%	18.00%	31.67%	28.67%	9.67%	2.00%

Note:

- 1) Results of feedback was mostly derived from **Barangay Iponan (49 respondents)** in the **West Service Area** while **Barangay Poblacion (23 respondents)** in the **East Service Area**.
- 2) Majority of the respondents' water connection were classified as residential and 31.67% of the respondents comes from the age bracket of **36 - 45** years old.

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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 /TAPPING/ CHANGE METER	WATER BILLING/ METER READING /BILL DELIVERY	NOTICE OF WATER INTERRUPTION	CCSD (CUSTOMER CARE SERVICE DESK)	LEAKAGE REPAIR	TELLER/ CASHIER	WATER RATE /PENALTY	POSITIVE RESPONSE
				(PRODN.)	(PRODN.)	(COMM'L)	(COMM'L)	(MSD)	(COMM'L)	(MAINT.)	(FINANCE)		
1	122	Pailisan unta ug bag-o among meter kung ngano man dagko amo gabayran na bill unya hinay pa jud. Lubog ug daghang lumot ang tubig.	CARMEN	1	1	1	1						
2	283	10:00 pm to 5:00 pm muagas ug lubog ang tubig. Nganong walay aksyon sa among sulat.	MACASANDIG	1	1								
3	271	12:00 am to 4:00 am muagas ug lubog ang tubig.	MALANANG, OPOL	1	1								
4	40	6 am to 8 am hinay, usahay lubog.	MACABALAN	1	1								
5	247	7:00 am walay agas kasagara, lubog pod kaayo.	MACABALAN	1	1								
6	108	Buntag hinay ang tubig ug lubog usahay.	CANITOAN	1	1								
7	82	Hinay kung buntag ug hugaw jud ang tubig.	BULUA	1	1								
8	102	Unta daghan tellers na mag atiman dili maapas sa oras ug unta mapakusog ang supply sa tubig.	BALULANG	1							1		
9	1	Walay tubig pero dako ug bayad dayon dugay mi makatulog kay mag hulat sa awas sa tubig.	PATAG	1								1	
10	38	1:00 PM - 5:00 PM muagas. Ang hose naa ra sa kanal.	MACABALAN	1									
11	80	10 pm to 6 am muagas.	MACASANDIG	1									
12	51	11:00 pm to 6:00 am ang agas.	CAMAMAN-AN	1									
13	52	12:00 am to 5:00 am muagas ang tubig	BULUA	1									
14	43	12:00 am to 6:00 am ang agas	BULUA	1									
15	233	3 months na dili steady ang dagan sa tubig.	PAGATPAT	1									
16	262	4 days na walay agas	CUGMAN	1									
17	131	4:00 pm to 7:00 am muagas.	MACASANDIG	1									
18	270	6:30 am to 2:00 pm dili muagas ang tubig.	IPONAN	1									
19	105	After billing mikusog ang tubig unya before billing mu hinay ang tubig.	PATAG	1									
20	140	Alas 6 am wala nay agas	IPONAN	1									
21	248	Buena oro macasandig walay tubig tibuok adlaw kadlawon ra mo agas.	MACASANDIG	1									
22	254	Dili mo saka ang tubig.	NAZARETH	1									
23	190	During Sunday muhinay ang tubig.	IPONAN	1									
24	115	Gabie ra muagas ang tubig sa kadlawon na mukusog hangtod 5 am mawala na dayon.	MALANANG, OPOL	1									
25	193	Hinay ang tubig mabuntag.	IPONAN	1									
26	4	Hinay kaayu ang tubig unya gabie ra muagas mga alas 11:00 sa gabie mahuman alas 5:00 sa buntag.	PATAG	1									
27	65	Hinay sa buntag.	MACABALAN	1									
28	2	Muagas alas 11:00 sa gabii, mokusog magpaabot pa mi ug 30 minutes, usahay wala pa jud agas.	PATAG	1									
29	156	Muhinay lang panalagsa ang tubig.	BARRA, OPOL	1									
30	259	Nasuko mi sa inyo kay nganong dili 24 hrs. and tubig.	MALANANG, OPOL	1									
31	169	No water supply	CAMAMAN-AN	1									
32	224	Regency iponan walay agas sa buntag mga 10 am sa buntag.	IPONAN	1									
33	228	Relocation site calaan walay tubig sa kadlawon walay kuryente walay tubig.	CANITOAN	1									
34	155	Usahay lang maghinay ang tubig.	CANITOAN	1									

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	NEW CONN. INSTALLATION /TAPPING/ CHANGE METER (COMM'L)	WATER BILLING/ METER READING /BILL DELIVERY	NOTICE OF WATER INTERRUPTION	CCSD (CUSTOMER CARE SERVICE DESK)	LEAKAGE REPAIR	TELLER/ CASHIER	WATER RATE /PENALTY	POSITIVE RESPONSE
				(PRODN.)	(PRODN.)		(COMM'L)	(MSD)	(COMM'L)	(MAINT.)	(FINANCE)		
35	232	Walay agas nga tubig duha na ka adlaw located before maria reyna hospital	CAMAMAN-AN	1									
36	112	Dungagan ang teller unta labi na daghan gabayad. Pang wash o domestic use ra ang tubig, dili mainom.	PAGATPAT		1						1		
37	133	Lubog ang tubig usahay kung mag brown-out. Gamay ra ang teller nag abri.	CARMEN		1						1		
38	294	Ang tubig kay mag brown basta mag ulan.	IPONAN		1								
39	298	Ang tubig namo dani sa office kay naa jud pita.	NAZARETH		1								
40	152	Buntag sayo bahog chlorine.	BULUA		1								
41	136	Daghan hugaw usahay baho ug chlorine	CARMEN		1								
42	90	Daghan lumot ug batobato ang tubig.	CARMEN		1								
43	189	Dili ko kahimo ug ice water kay lubog ang tubig.	CAMAMAN-AN		1								
44	114	Every month lang unta mag flushing aron malikayan ang hugaw na tubig.	CONSOLACION		1								
45	109	Galubog ang tubig.	CONSOLACION		1								
46	83	Hugaw ang tubig.	PATAG		1								
47	37	lubog ang tubig ug mag-ulan	CARMEN		1								
48	154	Lubog ang tubig, baho ug lapok/canal.	LAPASAN		1								
49	175	Lubog nga tubig.	KAUSWAGAN		1								
50	91	Lubog, naay balas balas ang tubig.	LAPASAN		1								
51	121	Murag taya ang tubig.	IGPIT, OPOL		1								
52	196	Naay balas ang tubig.	IPONAN		1								
53	92	Naay bato nga gagmay.	CONSOLACION		1								
54	150	Naay itum ang tubig kung salaon	CONSOLACION		1								
55	127	Naay puti ug lubog usahay ang tubig.	CARMEN		1								
56	268	Naay white worm	BALULANG		1								
57	191	Usahay maglubog ang tubig.	IPONAN		1								
58	5	Proper installation	PATAG			1							
59	119	Ang bill dili gaka abot sa amo ginabilin ra sa silingan na tindahan.	BALULANG				1						
60	107	Ang uban mag tinonto sa metro kay tungod walay lock.	CARMEN				1						
61	246	Dili mahatod sa tigbalay ang bill.	LAPASAN				1						
62	145	Meter reader ga average reading	MACASANDIG				1						
63	197	Magsaba unta mapalong ang tubig sa buntag kay makurat pod ta.	IPONAN					1					
64	211	Walay interruptions namo madungog.	IPONAN					1					
65	116	During noon break the customer care service 2 desk officers must maximize the vacant and operational monitor; 3 monitors but only one is entertaining the customer.	POBLACION						1				
66	253	Suggest tanggalon ang penalty and e-thorough investigation sa lugar nga naay leakage	CARMEN							1		1	
67	219	Leakage in urban poor	IPONAN							1			
68	157	Naay leak sa before sa meter/coupling, naadtuan naayo pero mubalik ra japon.	POBLACION							1			
69	144	Daghan ang tao gamay ra ang teller	KAUSWAGAN								1		
70	111	Dapat mag hire ug JO nga mabutang sa teller kay mag dungan ug break unya walay mabilin.	TABOC, OPOL								1		
71	143	Dili tana dungan mag close ang mga teller	LAPASAN								1		

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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 (PRODN.)	WATER QUALITY /FLUSHING (PRODN.)	NEW CONN. INSTALLATION /TAPPING/ CHANGE METER (COMM'L)	WATER BILLING/ METER READING /BILL DELIVERY (COMM'L)	NOTICE OF WATER INTERRUPTION (MSD)	CCSD (CUSTOMER CARE SERVICE DESK) (COMM'L)	LEAKAGE REPAIR (MAINT.)	TELLER/ CASHIER (FINANCE)	WATER RATE /PENALTY	POSITIVE RESPONSE
72	285	Gamay ra ang teller.	CARMEN								1		
73	41	Medyo dugay ang tellers.	IPONAN								1		
74	192	Naay maldita na teller basta mag due.	IPONAN								1		
75	124	Naay teller nga strikta unya kinahanglan i-average pa jud ang kwarta usa daw mobayad.	KAUSWAGAN								1		
76	100	Ok ra ang service sa water district.	CARMEN										1
		TOTAL COMMENTS (76)		35	29	2	5	2	1	3	10	2	1
		PERCENTAGE TO TOTAL (%)		46.05%	38.16%	2.63%	6.58%	2.63%	1.32%	3.95%	13.16%	2.63%	1.35%

NOTE:

- 1.) 25.33% of the 300 total respondents for the second quarter of 2017 discloses their comments and/or suggestions.
- 2.) **Three (3)** common concerns/comments with high percentage are:
Water Supply/Pressure (46.05%), Water Quality/Flushing (38.16%) and Teller/Cashier (13.16%).
- 3.) **Water Supply/Pressure** ranked as the top concern of concessionaires.
- 5.) **Barangay Iponan** has the most number of comments/concerns (**13**) in the **Western Service Area** while **Barangay Macasandig** with 5 comments/concerns in the **Eastern Service Area**.

Ky.