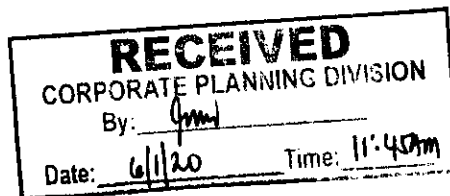


MANAGEMENT SERVICES DEPARTMENT
Corporate Planning Division

IOM MSD - CPD - 05 - 280, S - 2020



FOR : ASSISTANT GENERAL MANAGER FOR ADMIN AND FINANCE
FROM : MANAGER, MANAGEMENT SERVICES DEPARTMENT
SUBJECT : FEEDBACK SURVEY (FOR LWUA) RESULTS FOR THE 1ST QUARTER OF 2020
DATE : MAY 14, 2020

This is to respectfully submit the 1st Quarter Result of the 2020 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 increase in the percentage 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 2019 1st Quarter Survey Result. On the other hand, a notable 22% of respondents who were not satisfied with our water supply. Thus, the increase from previous year's result showed that **83%** of the respondents are still **satisfied** with our services.
- On Quality of Customer Care Service – The current quarter average mean value of 3.98 corresponds to a **"VERY GOOD"** rating. It illustrates increase in rating when compared to CY 2019 1st Quarter score of 3.82. Almost all survey parameter has increase but what is notable is the improvement on Accuracy of Information and Accuracy and Courtesy on Complaint. Furthermore, a notable but slight decrease in rating on the Courtesy and Helpfulness of our Customer Care Service Desk.
- On Respondents' Profile – The feedback was mostly derived from **Barangay Bulua** 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 Supply/Pressure (27)**, **Water Quality/Flushing (20)**, and **Water Billing/Meter Reading/Bill Delivery (12)** concerns are common complaints of the respondents.

For your information and ready reference.

SULDIE D. LARANIO
Manager, Management Services Dept.

5/15/20 [Signature] 9:40AM

5/18/20 [Signature] 2:48 PM

Noted by:

OMELFA C. RECTO
AGM for Admin and Finance



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

FEEDBACK SURVEY for the FIRST QUARTER of 2020
(for the period covered from January to March)

FEEDBACK SURVEY (for LWUA)		FIRST QUARTER									
		CY 2020					CY 2019				
No.	Quality of Water	Yes	%	No	%	Total	Yes	%	No	%	Total
1	Do you have a 24-hour Water Service?	198	78%	57	22%	255	249	83%	51	17%	300
2	Is your water pressure adequate?	202	79%	53	21%	255	229	76%	71	24%	300
3	Does your water taste good?	131	51%	124	49%	255	142	47%	158	53%	300
4	Are you confident that your water is safe?	144	56%	111	44%	255	155	52%	145	48%	300
5	Are you satisfied with the water service of COWD?	212	83%	43	17%	255	222	74%	78	26%	300

n=255

Prepared by:


Annaly F. Macalolot
Senior Research Analyst A

Checked by:


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OIC, Corporate Planning Div.

Noted by:


Sutille D. Larajo
Manager, Management Services Dept.


Omelfa C. Recto
AGM, AF Services



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

FEEDBACK SURVEY for the FIRST QUARTER of 2020
 (for the period covered from January to March)

No.	QUALITY OF CUSTOMER CARE SERVICE	N	FREQUENCY, PERCENTAGE & DESCRIPTION										1st Qtr. 2020		1st Qtr. 2019	
			Excellent		Very Good		Good		Fair		Poor		Mean	Desc	Mean	Desc
			Freq.	%	Freq.	%	Freq.	%	Freq.	%	Freq.	%				
1	Accuracy of Information	255	73	28.63	102	40.00	37	14.51	11	4.31	32	12.55	3.68	VERY GOOD	3.16	GOOD
2	Accuracy and Courtesy on Complaint	255	59	23.14	132	51.76	45	17.65	15	5.88	4	1.57	3.89	VERY GOOD	3.54	VERY GOOD
3	Accuracy of Attending leakages	255	68	26.67	125	49.02	40	15.69	16	6.27	6	2.35	3.91	VERY GOOD	3.75	VERY GOOD
4	Courtesy and helpfulness of the meter readers	255	109	42.75	120	47.06	17	6.67	7	2.75	2	0.78	4.28	VERY GOOD	4.09	VERY GOOD
5	Courtesy and helpfulness of the bill carriers	255	112	43.92	121	47.45	10	3.92	9	3.53	3	1.18	4.29	VERY GOOD	4.15	VERY GOOD
6	Courtesy and helpfulness of CCSD	255	53	20.78	154	60.39	35	13.73	11	4.31	2	0.78	3.96	VERY GOOD	4.12	VERY GOOD
7	Courtesy and helpfulness of the Discon Team	255	43	16.86	154	60.39	42	16.47	11	4.31	5	1.96	3.86	VERY GOOD	3.77	VERY GOOD
8	Courtesy and helpfulness of tellers / cashiers	255	109	42.75	132	51.76	12	4.71	1	0.39	1	0.39	4.36	VERY GOOD	3.94	VERY GOOD
9	Courtesy and helpfulness of New Conn. application personnel	255	38	14.90	159	62.35	41	16.08	11	4.31	6	2.35	3.83	VERY GOOD	3.79	VERY GOOD
10	Courtesy and helpfulness of the billing section	255	39	15.29	161	63.14	42	16.47	9	3.53	4	1.57	3.87	VERY GOOD	3.88	VERY GOOD
11	Overall Rating of COWD Services / Employees	255	38	14.90	159	62.35	44	17.25	10	3.92	4	1.57	3.85	VERY GOOD	3.81	VERY GOOD
	Average	255	67	26.42	138	54.15	33	13.01	10	3.96	6	2.46	3.98	VERY GOOD	3.82	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:

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 Senior Research Analyst A

Checked by:

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 OIC, Corporate Planning Div.

Noted by:

Suldie D. Larajo
 Manager, Mgmt. Services Dept.

Omelfa C. Recto
 AGM / AF Services

**FEEDBACK SURVEY RESULT SUMMARY BY SERVICE AREA, ITS ACCOUNT CLASSIFICATION and AGE BRACKET
FOR THE FIRST QUARTER OF 2020 (January 1 to March 31, 2020)**

BARANGAY	ACCOUNT CLASSIFICATION		AGE BRACKET					
	RESIDENTIAL	COMMERCIAL	16-25	26-35	36-45	46-55	56-65	66 and above
WEST SERVICE AREA								
BULUA	46	1	1	6	16	10	9	5
BAYABAS	38		2	3	12	7	11	3
CARMEN	14	1		4	4	5	2	
IPONAN	9		1	2	1	5		
PATAG	7			1		5		1
KAUSWAGAN	6		1	1	2	2		
CANITOAN	5			1	3	1		
BARRA, OPOL	4				3	1		
IGPIT, OPOL	2				1		1	
LUMBIA	2					2		
PAGATPAT	1						1	
BALULANG	1					1		
BONBON	1				1			
MALANANG, OPOL								
TABOC, OPOL								
POBLACION, OPOL								
BONBON, OPOL								
LUYONG BONBON, OPOL								
SUB-TOTAL	136	2	5	18	43	39	24	9
EAST SERVICE AREA								
NAZARETH	50	6	2	10	11	17	12	4
MACASANDIG	18		1	3	3	4	3	4
LAPASAN	12	1		1	3	7	1	1
POBLACION	6	1	1	1		1	3	1
CAMAMAN-AN	6				1	3	2	
CUGMAN	5	1		1	2	3		
GUSA	4				2	2		
BUGO	2			1		1		
CONSOLACION	2			2				
PUNTOD	1			1				
MACABALAN	1				1			
TABLON		1					1	
AGUSAN								
PUERTO								
TAGOLOAN								
SUB-TOTAL	107	10	4	20	23	38	22	10
GRAND TOTAL	243	12	9	38	66	77	46	19
PERCENTAGE	95.29%	4.71%	3.53%	14.90%	25.88%	30.20%	18.04%	7.45%

Note:

- 1) Results of feedback was mostly derived from **Barangay Bulua (47 respondents)** in the **West Service Area** while **Barangay Nazareth (56 respondents)** in the **East Service Area**.
- 2) Majority of the respondents' water connection were classified as residential and 30.20% of the respondents comes from the age bracket of **46 - 55** years old.

AS.

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	TOP MANAGEMENT / OFFICER OF THE DAY	WATER BILLING/ METER READING /BILL DELIVERY	NOTICE OF WATER INTERRUPTION	CCSD (CUSTOMER CARE SERVICE DESK)	LEAKAGE REPAIR	INSPECTOR / DISCONNECTION / FIELD WORKERS	TELLER/ CASHIER	WATER RATE /PENALTY
				(PRODN.)	(PRODN.)	(COMM'L)	(COMM'L)	(COMM'L)	(MSD)	(COMM'L)	(MAINT.)	(COMM'L)	(FINANCE)	
62	103	Aksyonan nang problema sa leakage.	LUMBIA								1			
63	191	Dugay ang action sa pagrepair sa leakages.	BULLUA								1			
64	59	naka arrears	PUNTOD											1
		TOTAL COMMENTS (64)		27	20	3	1	12	5	1	4	3	1	1
		PERCENTAGE TO TOTAL (%)		42.19%	31.25%	4.69%	1.56%	18.75%	7.81%	1.56%	6.25%	4.69%	1.56%	1.56%

NOTE:

- 1.) **25.10% or 64** of the 255 total respondents for the first quarter of 2020 discloses their **comments and/or suggestions**.
- 2.) **Top three (3)** common concerns/comments (high percentage) are:
Water Supply/Pressure (42.19%), Water Quality/Flushing (31.25%) and Water Billing/Meter Reading/Bill Delivery (18.75%).
- 3.) **Water Supply/Pressure** ranked as the top concern of concessionaires.

AS.

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	TOP MANAGEMENT / OFFICER OF THE DAY	WATER BILLING/ METER READING /BILL DELIVERY	NOTICE OF WATER INTERRUPTION	CCSD (CUSTOMER CARE SERVICE DESK)	LEAKAGE REPAIR	INSPECTOR / DISCONNECTION / FIELD WORKERS	TELLER/ CASHIER	WATER RATE /PENALTY
				(PRODN.)	(PRODN.)	(COMM'L)	(COMM'L)	(COMM'L)	(MSD)	(COMM'L)	(MAINT.)	(COMM'L)	(FINANCE)	
32	162	Lagom ang tubig	NAZARETH		1									
33	204	Lubog ang mogawas kay madaot	BULUA		1									
34	149	Lubog ang tubig nga gaimnom namu.	CARMEN		1									
35	40	Madumi yung tubig early in the morning.	NAZARETH		1									
36	224	Manglutaw na hugaw brown	BAYABAS		1									
37	12	Pita usahay lubog kaayu	NAZARETH		1									
	28	pls. ko tan-aw sa tubig kay yellow siya. 1 year na daw murag katol ang tubig.	NAZARETH		1									
39	190	Tin-aw unta ang tubig.	BULUA		1									
40	119	usahay lubog	MACABALAN		1									
41	150	usahay lubog	KAUSWAGAN		1									
42	62	Usahay sa buntag maglubog ang tubig.	BUGO		1									
43	144	usahay sterilized nila ang tubig na gaimnon	LAPASAN		1									
44	118	usahay yellow	OPOLO		1									
45	181	Igawas ang meter para insakto ang reading (dili i-average).	NAZARETH			1		1						
46	18	New Installation is not according to design/plan. New connection team lazy.	LAPASAN			1								
47	38	Pwede ipagawas nila ang meter kay arun dili hasil kay naay iro.	NAZARETH			1								
48	17	Dili exact ang information sa notice of Interruption for ex. Totally opposite kung mag-announce dili madayon ug kung dili mag-announce madayon mawala ang tubig. Officer of the day dapat kabalo kung unsay mga nahitabo.	NAZARETH				1		1					
49	194	Advance dapat mag-announce sa interruption. Delayed ang billing.	BULUA					1	1					
50	146	Lihokon ang mga leakages gyud kay luoy ang uban walay tubig ug gadako ang reading.	LAPASAN					1			1			
51	51	High consumption for changed meter. Pilosopo and unpolite discon team.	NAZARETH					1				1		
	44	Gakadugay hatag ang bill. Dapat daghan customer daghan teller.	NAZARETH					1					1	
	54	Did not receive billing.	POBLACION					1						
54	101	Dugay daw maabot ang bill. Pwede ba daw sayo ang bill. Y man daw daku ela bill if wala daw sa morning na gabie ra daw sila gagamit, unya gapa laundry ra daw sila.	IPONAN					1						
55	52	High consumption possible leakage.	NAZARETH					1						
56	109	Improvement daw sa pagpadala sa billing sa ilaha.	CANITONAN					1						
57	34	Nagreklamo mi sa meter kay taas kaayo ug billing unya gicalibrate ayha pa naayo unya gipabayad jud mi ato ug daku, kay mao daw among nakonsumo.	NAZARETH					1						
58	220	Sa billing madelay usahay.	BAYABAS					1						
59	106	Information of water interruption dapat sayo before pa siya mawala.	IPONAN						1					
60	193	Mag-interruption na walay pahibalo dili mi kapangandam.	BULUA						1					
61	187	more on active of scheduling	BULUA						1					

MJ.

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	TOP MANAGEMENT / OFFICER OF THE DAY	WATER BILLING/ METER READING /BILL DELIVERY	NOTICE OF WATER INTERRUPTION	CCSD (CUSTOMER CARE SERVICE DESK)	LEAKAGE REPAIR	INSPECTOR / DISCONNECTION / FIELD WORKERS	TELLER/ CASHIER	WATER RATE /PENALTY
				(PRODN.)	(PRODN.)	(COMM'L)	(COMM'L)	(COMM'L)	(MSD)	(COMM'L)	(MAINT.)	(COMM'L)	(FINANCE)	
1	164	11:00pm-4:00am muagas, lubog usahay	MACASANDIG	1	1									
2	145	sabado hinay kay mukalit ra ug lubog	IPONAN	1	1									
3	36	usahay walay agas, hugaw perme, naay yellow ug brown ang color.	NAZARETH	1	1									
	31	PWEDE DAW MUMUBO ANG BILLING. Buntag hinay	NAZARETH	1				1						
5	55	Walay tubig sa kadlawon lang muagas, hinay pa jud ang aksyon sa reklamo.	IGPIT, OPOL	1						1				
6	242	10:00pm-4:00am muagas	BAYABAS	1										
7	161	6pm-5am muagas	NAZARETH	1										
8	233	Bahala hinay basta makatubig lang.	BAYABAS	1										
9	218	Dapat ang tubig kusog moagas kay during sa school days galisod mi sa tubig sometimes wala jud tubig muagas isturbo sa among mga needs pangluto.	BAYABAS	1										
10	68	Gabie og kadlawon lang moagas.	MACASANDIG	1										
11	239	Gabie ra muagas 10:00pm-3:00am	BAYABAS	1										
12	57	Hapon no agas.	MACASANDIG	1										
13	240	Hinay	BAYABAS	1										
14	53	HINAY ANG AGAS SA buntag.	CUGMAN	1										
15	251	Hinay ang agas sa buntag.	BAYABAS	1										
16	231	Lack of supply.	BAYABAS	1										
17	155	Madungagan ang source kay kulang pa.	IPONAN	1										
18	61	Mahinay ang agas sa tubig.	BONBON	1										
19	6	mawala ang agas sa buntag	BULUA	1										
20	100	Permente unta naay agas.	MACASANDIG	1										
21	112	Pwede ba daw ipaagas sa adlaw kay kadlawon muagas gakabilar mi.	MACASANDIG	1										
	16	Sa billing abtik kaau tingsingilug putol pero serbisyo satubig dili kaau satisfied kai hinay sa part sa Lapasan.	LAPASAN	1										
23	58	Sa gabie lang moagas.	OPOL	1										
24	252	Sa hapon lang ang agas.	BAYABAS	1										
25	221	Walay agas sa buntag from 5:00 a.m - 8:30a.m sabado walay agas whole day unya mubalik sa hapon pero hinay na.	BAYABAS	1										
26	222	Walay agas sa buntag imbis gadali mi.	BAYABAS	1										
27	253	Walay agas sa buntag.	BAYABAS	1										
28	29	pls. check-up the leakages always. Usahay lubog	NAZARETH		1						1			
29	114	Inspect water kay galubog man.	KAUSWAGAN		1							1		
30	241	Nganong kung magputol wala diha ang tag-iya. Daghan ga lutawlutaw, usahay lubog.	BAYABAS		1							1		
31	15	Kung mibalik ang tubig gikan Brown-out ang tubig perte hugawa.	NAZARETH		1									

RS.