

CAGAYAN DE ORO CITY WATER DISTRICT
 Corrales Avenue, Cagayan de Oro City
MANAGEMENT SERVICES DEPARTMENT

Office of the AGM - AG Services
RECEIVED
 Date: _____ Time: _____
 Received by: _____

IOM MSD – CPD -01 - 160 , S - 2023

FOR : The General Manager
FROM : Manager, Management Services Department
SUBJECT: Customer Satisfaction Survey Rating (Telephone & Visiting the Office) Results
2nd semester of 2022
DATE : January 30, 2023

In line with our core function set in the Office Performance Commitment and Review of the Management Services Department for the year 2022, the Corporate Planning Division respectfully submits the *Rating Result on the Customer Satisfaction Survey (Telephone & Visiting the Office) for the 2nd semester of year 2022.*

Acquired Customer Satisfaction Rating per Department/ Office:

AREA	Respondents	Over- all Rating	Adjectival Rating
1ST FLOOR			
Commercial Department	91	4.08	Very Good
2ND FLOOR			
BOD Office	4	4.07	Very Good
GM'S Office	10	4.20	Very Good
VEI Office	2	4.00	Very Good
3RD FLOOR			
Engineering Department	27	4.47	Very Good
AGM'S Office	11	4.43	Very Good
Administrative Department	55	4.21	Very Good
4TH FLOOR			
Management Department	71	4.31	Very Good
BAC Office	5	4.39	Very Good
Finance Department	43	4.16	Very Good
KAUSWAGAN SUB- OFFICE			
Maintenance Department	40	4.33	Very Good
MACASANDIG SUB- OFFICE			
Production Department	20	4.34	Very Good
TOTAL RESPONDENTS	379		
OVERALL RATING		4.25	VERY GOOD

For your information and reference.

SULDIE D. LARANJO

MANAGEMENT SERVICES DEPARTMENT
 RECEIVED BY: _____
 DATE: 1/30/23 TIME: 1:11PM

RECEIVED
 CORPORATE PLANNING DIVISION
 By: _____
 Date: 2/6/23 Time: 10:00AM

MANAGEMENT SERVICES DEPARTMENT
 RECEIVED BY: _____
 DATE: 2/1/23 TIME: 3:15pm

BIENVENIDO V. BATAR, JR.
 General Manager

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

CUSTOMER SATISFACTION SURVEY RATING 2022
 July - December 2022

FEEDBACK SURVEY ON OUR TELEPHONE STANDARDS 2022					FEEDBACK SURVEY ON OUR VISITING THE OFFICE 2022					OVERALL		
DEPARTMENT	CUSTOMER ATTENDED	CUSTOMER TELEPHONE CALL SATISFACTION NUMERICAL RATING	ADJECTIVAL RATING	RANKING (2022)	DEPARTMENT	CUSTOMER ATTENDED	CUSTOMER VISITING THE OFFICE SATISFACTION NUMERICAL RATING	ADJECTIVAL RATING	RANKING (2022)	NUMERICAL RATING	ADJECTIVAL RATING	SURVEY RANKING FOR (Jul-Dec 2022)
ENGINEERING	18	4.36	VERY GOOD	2	ENGINEERING	9	4.58	EXCELLENT	1	4.47	VG	1
CONSTRUCTION	13	4.57	EXCELLENT		CONSTRUCTION	5	4.60	EXCELLENT		4.58	VG	
PLANNING & DESIGN	5	4.16	VERY GOOD		PLANNING & DESIGN	4	4.55	EXCELLENT		4.36	VG	
AGM's OFFICE	5	4.68	EXCELLENT	1	AGM's OFFICE	6	4.17	VERY GOOD	8	4.43	VG	2
BAC	3	4.27	VERY GOOD	6	BAC	2	4.50	EXCELLENT	2	4.39	VG	3
PRODUCTION	9	4.29	VERY GOOD	5	PRODUCTION	11	4.38	VERY GOOD	3	4.34	VG	4
MAINT. & NRW MANAGEMENT	29	4.35	VERY GOOD	3	MAINT. & NRW MANAGEMENT	11	4.30	VERY GOOD	4	4.33	VG	5
MAINTENANCE KAUSWAGAN	21	4.25	VERY GOOD		MAINTENANCE KAUSWAGAN	8	4.20	VERY GOOD		4.23	VG	
NRW TASK FORCE	4	4.15	VERY GOOD		NRW TASK FORCE	1	4.40	VERY GOOD		4.28	VG	
PNRW	4	4.65	EXCELLENT		PNRW	2	4.30	VERY GOOD		4.48	E	
MANAGEMENT	34	4.32	VERY GOOD	4	MANAGEMENT	37	4.30	EXCELLENT	4	4.31	VG	6
PR	6	4.43	VERY GOOD		PR	15	4.67	EXCELLENT		4.55	E	
AUDIT	6	4.47	VERY GOOD		AUDIT	14	4.49	VERY GOOD		4.48	VG	
CSDS	13	4.22	VERY GOOD		CSDS	5	3.64	VERY GOOD		3.93	VG	
CORPLAN	9	4.16	VERY GOOD		CORPLAN	3	4.40	VERY GOOD		4.28	VG	
ADMINISTRATIVE	27	4.24	VERY GOOD	7	ADMINISTRATIVE	28	4.18	VERY GOOD	7	4.21	VG	7
PROCUREMENT	4	4.25	VERY GOOD		PROCUREMENT	5	4.20	VERY GOOD		4.23	VG	
CLINIC	4	4.35	VERY GOOD		CLINIC	2	4.00	VERY GOOD		4.18	VG	
GEN. SERV.	7	4.54	EXCELLENT		GEN. SERV.	14	4.60	EXCELLENT		4.57	VG	
HRD	12	3.83	VERY GOOD		HRD	7	3.91	VERY GOOD		3.87	VG	
GM' s OFFICE	5	4.12	VERY GOOD	9	GM' s OFFICE	5	4.28	VERY GOOD	5	4.20	VG	8
FINANCE	26	4.08	VERY GOOD	10	FINANCE	17	4.25	VERY GOOD	6	4.16	VG	9
ACCOUNTING	5	4.08	VERY GOOD		ACCOUNTING	8	4.48	VERY GOOD		4.28	VG	
PROPERTY	12	4.13	VERY GOOD		PROPERTY	4	3.90	VERY GOOD		4.02	VG	
TELLER	9	4.02	VERY GOOD		TELLER	5	4.36	VERY GOOD		4.22	VG	
COMMERCIAL	44	4.02	VERY GOOD	11	COMMERCIAL	47	4.14	VERY GOOD	9	4.08	VG	10
COMM. ACCTS DIVS.	14	4.03	VERY GOOD		COMM. ACCTS DIVS.	8	4.35	VERY GOOD		4.19	VG	
CCSD	17	3.96	VERY GOOD		CCSD	31	4.11	VERY GOOD		4.04	VG	
BILLING	9	4.13	VERY GOOD		BILLING	5	3.92	VERY GOOD		4.03	VG	
TIN-AO SUB-OFFICE	4	3.95	VERY GOOD		TIN-AO SUB-OFFICE	3	4.17	VERY GOOD		4.06	VG	
BOD	3	4.13	VERY GOOD	8	BOD	1	4.00	VERY GOOD	10	4.07	VG	11
VEI	2	4.00	VERY GOOD	12	VEI					4.00	VG	12
TOTAL	205					174						
AVERAGE		4.24	VERY GOOD				4.28	VERY GOOD		4.25	VERY GOOD	

Prepared by:

1/27/23
ANGELO H. ENCARNACION
 Staff

Checked by:

1/30/23
JOSE JISELO P. ABRAGAN
 Manager, Corporate Planning Division

Noted by:

1/31/23
SULDI B. LARANJO
 Manager, Mgmt. Services Department