

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

CUSTOMER SATISFACTION SURVEY RATING 2019
for the 3rd Quarter 2019

CUSTOMER SATISFACTION SURVEY RATING 2019										CUSTOMER SATISFACTION SURVEY RATING 2018			
DEPARMENT	TELEPHONE COURTESY STANDARDS			VISITING THE OFFICE STANDARDS			OVERALL RATING 3RD QUARTER 2019			DEPARMENT	OVERALL RATING 3RD QUARTER 2018		
	NO. RESPONDENTS	NUMERICAL RATING	ADJECTIVAL RATING	NO. RESPONDENTS	NUMERICAL RATING	ADJECTIVAL RATING	NO. RESPONDENTS	NUMERICAL RATING	ADJECTIVAL RATING		NO. RESPONDENTS	NUMERICAL RATING	ADJECTIVAL RATING
PRODUCTION	11	4.55	EXCELLENT	9	4.60	EXCELLENT	20	4.58	EXCELLENT	PRODUCTION	4	4.30	VERY GOOD
MAINT. & NRW MANAGEMENT	11	4.45	VERY GOOD	14	4.59	EXCELLENT	25	4.52	EXCELLENT	MAINT. & NRW MANAGEMENT	69	4.60	EXCELLENT
AGM's OFFICE	3	5.00	EXCELLENT	3	4.00	VERY GOOD	6	4.50	EXCELLENT	AGM's OFFICE	9	3.83	VERY GOOD
										AGM's OFFICE	5	4.00	VERY GOOD
										CSDS	4	3.65	VERY GOOD
GM' s OFFICE	3	5.00	EXCELLENT	3	3.87	VERY GOOD	6	4.44	VERY GOOD	GM' s OFFICE	8	4.27	VERY GOOD
ENGINEERING	13	4.43	VERY GOOD	13	4.30	VERY GOOD	26	4.36	VERY GOOD	ENGINEERING	39	4.30	VERY GOOD
CONSTRUCTION	10	4.52	EXCELLENT	10	4.60	EXCELLENT	20	4.56	EXCELLENT	CONSTRUCTION	35	4.60	EXCELLENT
PLANNING & DESIGN	3	4.33	VERY GOOD	3	4.00	VERY GOOD	6	4.17	VERY GOOD	PLANNING & DESIGN	4	4.00	VERY GOOD
MANAGEMENT	10	4.00	VERY GOOD	10	4.39	VERY GOOD	20	4.20	VERY GOOD	MANAGEMENT	23	4.21	VERY GOOD
PR	2	4.00	VERY GOOD	2	4.80	EXCELLENT	4	4.40	VERY GOOD	PR	13	4.57	EXCELLENT
AUDIT	3	4.00	VERY GOOD	2	4.50	EXCELLENT	5	4.25	VERY GOOD	AUDIT	6	4.00	VERY GOOD
CORPLAN	3	4.40	VERY GOOD	3	4.27	VERY GOOD	6	4.34	VERY GOOD	CORPLAN	4	4.07	VERY GOOD
CSDS	2	3.60	VERY GOOD	3	4.00	VERY GOOD	5	3.80	VERY GOOD				
ADMINISTRATIVE	14	4.53	EXCELLENT	16	3.86	VERY GOOD	30	4.19	VERY GOOD	ADMINISTRATIVE	46	4.18	VERY GOOD
PROCUREMENT	1	5.00	EXCELLENT	2	4.00	VERY GOOD	3	4.50	EXCELLENT	PROCUREMENT	5	4.02	VERY GOOD
CLINIC	2	3.50	VERY GOOD	2	3.50	VERY GOOD	4	3.50	VERY GOOD	CLINIC	5	4.00	VERY GOOD
GEN. SERV.	9	4.60	EXCELLENT	9	4.60	EXCELLENT	18	4.60	EXCELLENT	GEN. SERV.	30	4.60	EXCELLENT
HRD	2	5.00	EXCELLENT	3	3.33	GOOD	5	4.17	VERY GOOD	HRD	6	4.10	VERY GOOD
BOD	3	4.33	VERY GOOD	3	4.00	VERY GOOD	6	4.17	VERY GOOD	BOD	5	3.94	VERY GOOD
FINANCE	8	4.22	VERY GOOD	6	4.00	VERY GOOD	14	4.11	VERY GOOD	FINANCE	14	3.94	VERY GOOD
ACCOUNTING	2	5.00	EXCELLENT	2	4.00	VERY GOOD	4	4.50	EXCELLENT	ACCOUNTING	5	4.17	VERY GOOD
PROPERTY	3	3.67	VERY GOOD	1	4.00	VERY GOOD	4	3.84	VERY GOOD	PROPERTY	4	4.00	VERY GOOD
TELLER	3	4.00	VERY GOOD	3	4.00	VERY GOOD	6	4.00	VERY GOOD	TELLER	5	4.22	VERY GOOD
BAC	2	4.00	VERY GOOD	3	3.80	VERY GOOD	5	3.90	VERY GOOD	BAC	7	4.12	VERY GOOD
COMMERCIAL	9	3.71	VERY GOOD	13	3.88	VERY GOOD	22	3.80	VERY GOOD	COMMERCIAL	18	3.72	VERY GOOD
COMM. ACCTS DIVS.	3	3.60	VERY GOOD	5	3.72	VERY GOOD	8	3.66	VERY GOOD	COMM. ACCTS DIVS.	6	3.90	VERY GOOD
CCSD	3	3.53	VERY GOOD	5	3.92	VERY GOOD	8	3.73	VERY GOOD	CCSD	7	3.52	VERY GOOD
BILLING	3	4.00	VERY GOOD	3	4.00	VERY GOOD	6	4.00	VERY GOOD	BILLING	5	3.75	VERY GOOD
TOTAL	87			93			180				242		
AVEARAGE	8	4.38	VERY GOOD	8	4.12	VERY GOOD	16	4.25	VERY GOOD		22	4.13	VERY GOOD