

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

CUSTOMER SATISFACTION SURVEY RATING 2020
 for the 3rd Quarter 2020

FEDBACK SURVEY ON OUR TELEPHONE STANDARDS 2020					FEDBACK SURVEY ON OUR VISITING THE OFFICE 2020					OVERALL		
DEPARTMENT	CUSTOMER ATTENDED	CUSTOMER TELEPHONE CALL SATISFACTION NUMERICAL RATING	ADJECTIVAL RATING	RANKING (2020)	DEPARTMENT	CUSTOMER ATTENDED	CUSTOMER VISITING THE OFFICE SATISFACTION NUMERICAL RATING	ADJECTIVAL RATING	RANKING (2020)	NUMERICAL RATING	ADJECTIVAL RATING	SURVEY RANKING FOR 3rd Qtr (July - September 2020)
AGM's OFFICE	3	4.87	EXCELLENT	1	AGM's OFFICE	3	4.67	EXCELLENT	2	4.77	EXCELLENT	1
MAINT. & NRW MANAGEMENT	34	4.58	EXCELLENT	2	MAINT. & NRW MANAGEMENT	27	4.60	EXCELLENT	4	4.59	EXCELLENT	2
PRODUCTION	8	4.48	VERY GOOD	3	PRODUCTION	6	4.60	EXCELLENT	4	4.54	EXCELLENT	3
ADMINISTRATIVE	19	4.41	VERY GOOD	4	ADMINISTRATIVE	17	4.65	EXCELLENT	3	4.53	EXCELLENT	4
PROCUREMENT	1	4.00	VERY GOOD		PROCUREMENT	1	5.00	EXCELLENT		4.50	EXCELLENT	
CLINIC	1	4.00	VERY GOOD		CLINIC	2	4.00	VERY GOOD		4.00	VERY GOOD	
GEN. SERV.	15	4.63	EXCELLENT		GEN. SERV.	13	4.60	EXCELLENT		4.62	EXCELLENT	
HRD	2	5.00	EXCELLENT		HRD	1	5.00	EXCELLENT		5.00	EXCELLENT	
GM' s OFFICE	2	4.00	VERY GOOD	10	GM' s OFFICE	3	5.00	EXCELLENT	1	4.50	EXCELLENT	5
MANAGEMENT	12	4.37	VERY GOOD	6	MANAGEMENT	19	4.29	VERY GOOD	6	4.33	VERY GOOD	6
PR	3	4.87	EXCELLENT		PR	7	5.00	EXCELLENT		4.94	EXCELLENT	
AUDIT	1	4.00	VERY GOOD		AUDIT	7	4.31	VERY GOOD		4.16	VERY GOOD	
CSDS	4	4.30	VERY GOOD		CSDS	3	3.53	VERY GOOD		3.92	VERY GOOD	
CORPLAN	2	4.50	EXCELLENT		CORPLAN	1	4.60	EXCELLENT		4.55	EXCELLENT	
QMR	2	4.20	VERY GOOD		QMR	1	4.00	VERY GOOD		4.10	VERY GOOD	
ENGINEERING	17	4.25	VERY GOOD	8	ENGINEERING	17	4.35	VERY GOOD	5	4.30	VERY GOOD	7
CONSTRUCTION	16	4.50	EXCELLENT		CONSTRUCTION	15	4.49	VERY GOOD		4.50	EXCELLENT	
PLANNING & DESIGN	1	4.00	VERY GOOD		PLANNING & DESIGN	2	4.20	VERY GOOD		4.10	VERY GOOD	
FINANCE	8	4.29	VERY GOOD	7	FINANCE	6	4.10	VERY GOOD	7	4.20	VERY GOOD	8
ACCOUNTING	2	4.20	VERY GOOD		ACCOUNTING	3	3.80	VERY GOOD		4.00	VERY GOOD	
PROPERTY	3	4.67	EXCELLENT		PROPERTY	2	4.50	EXCELLENT		4.59	EXCELLENT	
TELLER	3	4.00	VERY GOOD		TELLER	1	4.00	VERY GOOD		4.22	VERY GOOD	
BOD	3	4.00	VERY GOOD	10	BOD	2	4.00	VERY GOOD	8	4.00	VERY GOOD	9
COMMERCIAL	8	4.20	VERY GOOD	9	COMMERCIAL	7	3.78	VERY GOOD	9	3.99	VERY GOOD	10
COMM. ACCTS DIVS.	3	4.27	VERY GOOD		COMM. ACCTS DIVS.	2	3.20	VERY GOOD		3.74	VERY GOOD	
CCSD	3	4.33	VERY GOOD		CCSD	3	4.13	VERY GOOD		4.23	VERY GOOD	
BILLING	2	4.00	VERY GOOD		BILLING	2	4.00	VERY GOOD		4.00	VERY GOOD	
BAC	1	4.40	VERY GOOD	5	BAC	2	3.00	GOOD	10	3.70	VERY GOOD	11
OVERALL AVERAGE	115	4.35	VERY GOOD			109	4.28	VERY GOOD		4.31	VERY GOOD	