

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

**CUSTOMER SATISFACTION SURVEY RATING 2020**  
 for the 1st 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 1st Qtr (Jan - Mar 2020)
MAINT. & NRW MANAGEMENT	27	4.60	EXCELLENT	2	MAINT. & NRW MANAGEMENT	24	4.60	EXCELLENT	1	4.60	E	1
PRODUCTION	7	4.60	EXCELLENT	2	PRODUCTION	4	4.60	EXCELLENT	1	4.60	E	1
GM' s OFFICE	2	4.70	EXCELLENT	1	GM' s OFFICE	2	4.30	VERY GOOD	4	4.50	E	2
MANAGEMENT	6	4.32	VERY GOOD	6	MANAGEMENT	7	4.48	VERY GOOD	2	4.40	VG	3
PR	1	4.60	EXCELLENT		PR	1	4.60	EXCELLENT		4.60	E	
AUDIT	1	4.00	EXCELLENT		AUDIT	2	4.50	EXCELLENT		4.25	VG	
CSDS	2	4.00	VERY GOOD		CSDS	2	4.30	VERY GOOD		4.15	VG	
CORPLAN	1	4.60	EXCELLENT		CORPLAN	1	4.60	EXCELLENT		4.60	E	
QMR	1	4.40	VERY GOOD		CORPLAN	1	4.40	VERY GOOD		4.40	VG	
<b>ENGINEERING</b>	<b>16</b>	<b>4.37</b>	<b>VERY GOOD</b>	<b>4</b>	<b>ENGINEERING</b>	<b>17</b>	<b>4.31</b>	<b>VERY GOOD</b>	<b>3</b>	<b>4.34</b>	<b>VG</b>	<b>4</b>
CONSTRUCTION	14	4.55	EXCELLENT		CONSTRUCTION	15	4.61	EXCELLENT		4.58	E	
PLANNING & DESIGN	2	4.20	VERY GOOD		PLANNING & DESIGN	2	4.00	VERY GOOD		4.10	VG	
<b>ADMINISTRATIVE</b>	<b>19</b>	<b>4.50</b>	<b>VERY GOOD</b>	<b>3</b>	<b>ADMINISTRATIVE</b>	<b>20</b>	<b>4.15</b>	<b>VERY GOOD</b>	<b>6</b>	<b>4.33</b>	<b>VG</b>	<b>5</b>
PROCUREMENT	2	3.80	VERY GOOD		PROCUREMENT	1	4.00	VERY GOOD		3.90	VG	
CLINIC	1	4.60	VERY GOOD		CLINIC	2	4.00	VERY GOOD		4.30	VG	
GEN. SERV.	13	4.60	EXCELLENT		GEN. SERV.	14	4.60	EXCELLENT		4.60	E	
HRD	3	5.00	EXCELLENT		HRD	3	4.00	VERY GOOD		4.50	E	
<b>AGM's OFFICE</b>	<b>3</b>	<b>4.33</b>	<b>VERY GOOD</b>	<b>5</b>	<b>AGM's OFFICE</b>	<b>2</b>	<b>4.30</b>	<b>VERY GOOD</b>	<b>4</b>	<b>4.32</b>	<b>VG</b>	<b>6</b>
<b>BAC</b>	<b>2</b>	<b>4.30</b>	<b>VERY GOOD</b>	<b>7</b>	<b>BAC</b>	<b>2</b>	<b>4.20</b>	<b>VERY GOOD</b>	<b>5</b>	<b>4.25</b>	<b>VG</b>	<b>7</b>
<b>FINANCE</b>	<b>3</b>	<b>4.33</b>	<b>VERY GOOD</b>	<b>5</b>	<b>FINANCE</b>	<b>5</b>	<b>4.07</b>	<b>VERY GOOD</b>	<b>7</b>	<b>4.20</b>	<b>VG</b>	<b>8</b>
ACCOUNTING	1	5.00	EXCELLENT		ACCOUNTING	2	4.00	VERY GOOD		4.50	E	
PROPERTY	1	4.00	VERY GOOD		PROPERTY	1	4.00	VERY GOOD		4.00	VG	
TELLER	1	4.00	VERY GOOD		TELLER	2	4.20	VERY GOOD		4.22	VG	
<b>BOD</b>	<b>1</b>	<b>4.00</b>	<b>VERY GOOD</b>	<b>8</b>	<b>BOD</b>	<b>2</b>	<b>4.20</b>	<b>VERY GOOD</b>	<b>5</b>	<b>4.10</b>	<b>VG</b>	<b>9</b>
<b>COMMERCIAL</b>	<b>4</b>	<b>3.90</b>	<b>VERY GOOD</b>	<b>9</b>	<b>COMMERCIAL</b>	<b>7</b>	<b>4.07</b>	<b>VERY GOOD</b>	<b>7</b>	<b>3.98</b>	<b>VG</b>	<b>10</b>
COMM. ACCTS DIVS.	1	4.00	VERY GOOD		COMM. ACCTS DIVS.	3	4.00	VERY GOOD		4.00	VG	
CCSD	2	3.70	VERY GOOD		CCSD	2	4.20	VERY GOOD		3.95	VG	
BILLING	1	4.00	VERY GOOD		BILLING	2	4.00	VERY GOOD		4.00	VG	
<b>OVERALL AVERAGE</b>	<b>90</b>	<b>4.36</b>	<b>VERY GOOD</b>			<b>92</b>	<b>4.30</b>	<b>VERY GOOD</b>		<b>4.33</b>	<b>VERY GOOD</b>	