

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

CUSTOMER SATISFACTION SURVEY RATING 2021
for the 1st Quarter 2021

FEEDBACK SURVEY ON OUR TELEPHONE STANDARDS 2021					FEEDBACK SURVEY ON OUR VISITING THE OFFICE 2021					OVERALL		
DEPARTMENT	CUSTOMER ATTENDED	CUSTOMER TELEPHONE CALL SATISFACTION NUMERICAL RATING	ADJECTIVAL RATING	RANKING (2021)	DEPARTMENT	CUSTOMER ATTENDED	CUSTOMER VISITING THE OFFICE SATISFACTION NUMERICAL RATING	ADJECTIVAL RATING	RANKING (2021)	NUMERICAL RATING	ADJECTIVAL RATING	SURVEY RANKING FOR 1st Qtr (Jan - Mar 2021)
PRODUCTION	4	4.80	EXCELLENT	1	PRODUCTION	5	4.48	VERY GOOD	1	4.64	E	1
ENGINEERING	4	4.57	EXCELLENT	3	ENGINEERING	7	4.14	VERY GOOD	4	4.35	VG	2
CONSTRUCTION	1	4.60	EXCELLENT		CONSTRUCTION	5	4.28	VERY GOOD		4.44	VG	
PLANNING & DESIGN	3	4.53	EXCELLENT		PLANNING & DESIGN	2	4.00	VERY GOOD		4.27	VG	
GM' s OFFICE	4	4.75	EXCELLENT	2	GM' s OFFICE	3	3.73	VERY GOOD	9	4.24	VG	3
MANAGEMENT	11	4.17	VERY GOOD	5	MANAGEMENT	12	4.25	VERY GOOD	2	4.21	VG	4
PR	1	4.60	EXCELLENT		PR	1	5.00	EXCELLENT		4.80	E	
AUDIT	1	4.00	VERY GOOD		AUDIT	5	4.72	EXCELLENT		4.36	VG	
CSDS	3	3.47	GOOD		CSDS	3	3.53	VERY GOOD		3.50	VG	
CORPLAN	5	4.80	EXCELLENT		CORPLAN	1	3.00	GOOD		3.90	VG	
QMR	1	4.00	VERY GOOD		QMR	2	5.00	EXCELLENT		4.50	E	
ADMINISTRATIVE	16	4.29	VERY GOOD	6	ADMINISTRATIVE	6	4.03	VERY GOOD	6	4.16	VG	5
PROCUREMENT	2	4.50	EXCELLENT		PROCUREMENT	1	4.00	VERY GOOD		4.25	VG	
CLINIC	2	3.50	VERY GOOD		CLINIC	2	3.80	VERY GOOD		3.65	VG	
GEN. SERV.	4	4.65	EXCELLENT		GEN. SERV.	1	4.60	EXCELLENT		4.63	E	
HRD	8	4.50	EXCELLENT		HRD	2	3.70	VERY GOOD		4.10	VG	
FINANCE	21	4.16	VERY GOOD	7	FINANCE	4	4.13	VERY GOOD	5	4.15	VG	6
ACCOUNTING	5	3.92	VERY GOOD		ACCOUNTING	2	3.80	VERY GOOD		3.86	VG	
PROPERTY	7	4.23	VERY GOOD		PROPERTY	1	4.00	VERY GOOD		4.12	VG	
TELLER	9	4.33	VERY GOOD		TELLER	1	4.60	EXCELLENT		4.22	VG	
BAC	1	4.00	VERY GOOD	9	BAC	2	4.20	VERY GOOD	3	4.10	VG	7
COMMERCIAL	11	4.01	VERY GOOD	8	COMMERCIAL	11	4.03	VERY GOOD	6	4.02	VG	8
COMM. ACCTS DIVS.	5	4.00	VERY GOOD		COMM. ACCTS DIVS.	2	4.10	VERY GOOD		4.05	VG	
CCSD	4	4.05	VERY GOOD		CCSD	7	4.20	VERY GOOD		4.13	VG	
BILLING	1	4.00	VERY GOOD		BILLING	2	3.80	VERY GOOD		3.90	VG	
TIN-AO SUB-OFFICE	1	4.00	VERY GOOD		TIN-AO SUB-OFFICE					4.00	VG	
AGM's OFFICE	3	4.00	VERY GOOD	9	AGM's OFFICE	2	3.80	VERY GOOD	8	3.90	VG	9
BOD	2	3.70	VERY GOOD	10	BOD	1	4.00	VERY GOOD	7	3.85	VG	10
MAINT. & NRW MANAGEMENT	13	4.27	VERY GOOD	4	MAINT. & NRW MANAGEMENT	2	3.30	GOOD	10	3.79	VG	11
TOTAL	90					55						
AVERAGE		4.25	VERY GOOD				4.01	VERY GOOD		4.13	VERY GOOD	