

MANAGEMENT SERVICES DEPARTMENT
Corporate Planning Division


IOM MSD – CPD – 12 - 03, S - 2017

FOR : The GENERAL MANAGER
THRU : ASSISTANT GENERAL MANAGER FOR AFC SERVICES
FROM : CORPORATE PLANNING DIVISION
SUBJECT : FEEDBACK SURVEY (FOR LWUA) RESULTS FOR THE 3RD QUARTER OF 2017
DATE : DECEMBER 11, 2017

This is to respectfully submit the 3rd Quarter Result of the 2017 Feedback Survey as designed by LWUA. The following are notable points in the survey results:

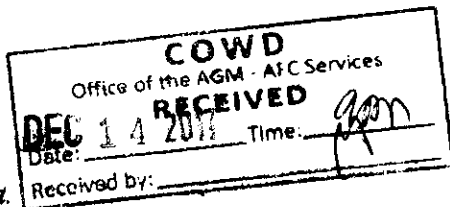
- On Quality of Water – For the quarter, there is a significant decrease in the number of customers who are satisfied in terms of water supply, pressure, taste, level of confidence on the safety of water and services when compared to the 2016 3rd Quarter Survey Result. Moreover, despite the decrease from previous year's result more than 73% of the respondents are generally satisfied with our services.
- On Quality of Customer Care Service – It generally indicate a decrease in its mean value when compared to the previous year (3.86 to 3.47) and rated as "VERY GOOD" to "GOOD".
- On Respondents' Profile – The feedback was mostly derived from **Barangay Canitoan** in the Western Service Area and **Barangay Macabalan** in the Eastern Service Area. Majority of the respondents comes from the **36 - 45** years old age bracket.
- On Customers' Comments/Remarks – **Water Supply/Pressure** (41) and **Water Quality/Flushing** (20) concerns are common complaints of the respondents.

For your information and ready reference.


JOSE JISELO P. ABRAGAN
OIC, Corporate Planning Div. *ff*

Checked by:

for: forms 12/14
SULDE D. LARANJO
OIC, Management Services Dept.



Noted by:


EULVENIDO V. BAJAR, JR.
AGM, AFC Services

for: forms 12/14
12-20-17

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R-ff
12/19/17
10:58 AM



CAGAYAN DE ORO CITY WATER DISTRICT
MANAGEMENT SERVICES DEPARTMENT
CORPORATE PLANNING DIVISION

FEEDBACK SURVEY for the THIRD QUARTER of 2017
(for the period covered from July to September)

FEEDBACK SURVEY (for LWUA)		THIRD QUARTER					
		CY 2017			CY 2016		
No.	Quality of Water	Yes	No	Total	Yes	No	Total
1	Do you have a 24-hour Water Service?	210	90	300	262	38	300
2	Is your water pressure adequate?	170	130	300	220	80	300
3	Does your water taste good?	167	133	300	172	128	300
4	Are you confident that your water is safe?	184	116	300	206	94	300
5	Are you satisfied with the water service of COWD?	221	79	300	270	30	300

n=300

Prepared by:


Annalyn F. Macalolot
Research Assistant B

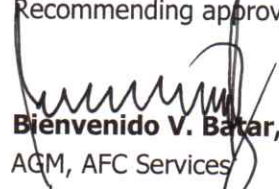
Checked by:


Jose Jiselo P. Abragan 12/11/17
OIC, Corporate Planning Div.

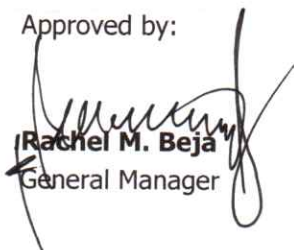
Noted by:

for: *Annalyn* 12/14
Suldie D. Laranjo
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Recommending approval:


Bienvenido V. Batar, Jr.
AGM, AFC Services

Approved by:


Rachel M. Beja
General Manager



CAGAYAN DE ORO CITY WATER DISTRICT
MANAGEMENT SERVICES DEPARTMENT
CORPORATE PLANNING DIVISION

FEEDBACK SURVEY for the THIRD QUARTER of 2017
 (for the period covered from July to September)

No	QUALITY OF CUSTOMER CARE SERVICE	N	FREQUENCY, PERCENTAGE & DESCRIPTION										3rd Qtr. 2017		3rd Qtr. 2016	
			Excellent		Very Good		Good		Fair		Poor		Mean	Desc	Mean	Desc
			Freq.	%	Freq.	%	Freq.	%	Freq.	%	Freq.	%				
1	Accuracy of Information	300	11	3.67	90	30.00	72	24.00	103	34.33	24	8.00	2.87	GOOD	3.38	GOOD
2	Courtesy of Complain	300	16	5.33	102	34.00	91	30.33	85	28.33	6	2.00	3.12	GOOD	3.69	VERY GOOD
3	Accuracy of Attending leakages	300	24	8.00	98	32.67	85	28.33	82	27.33	11	3.67	3.14	GOOD	3.58	VERY GOOD
4	Courtesy and helpfulness of the meter readers	300	20	6.67	172	57.33	91	30.33	16	5.33	1	0.33	3.65	VERY GOOD	4.08	VERY GOOD
5	Courtesy and helpfulness of the bill carriers	300	21	7.00	172	57.33	88	29.33	15	5.00	4	1.33	3.64	VERY GOOD	4.21	VERY GOOD
6	Courtesy and helpfulness of CCSD	300	38	12.67	144	48.00	103	34.33	13	4.33	2	0.67	3.68	VERY GOOD	4.00	VERY GOOD
7	Courtesy and helpfulness of the Discon Team	300	23	7.67	140	46.67	112	37.33	20	6.67	5	1.67	3.52	VERY GOOD	3.84	VERY GOOD
8	Courtesy and helpfulness of tellers / cashiers	300	22	7.33	175	58.33	90	30.00	11	3.67	2	0.67	3.68	VERY GOOD	4.13	VERY GOOD
9	Courtesy and helpfulness of New Conn. application personnel	300	37	12.33	143	47.67	101	33.67	14	4.67	5	1.67	3.64	VERY GOOD	3.81	VERY GOOD
10	Courtesy and helpfulness of the billing section	300	38	12.67	153	51.00	90	30.00	15	5.00	4	1.33	3.69	VERY GOOD	3.89	VERY GOOD
11	Overall Rating of COWD Services / Employees	300	32	10.67	151	50.33	91	30.33	17	5.67	9	3.00	3.60	VERY GOOD	3.83	VERY GOOD
	Average	300	26	8.55	140	46.67	92	30.73	36	11.85	7	2.21	3.47	GOOD	3.86	VERY GOOD

*Scoring: 4.50-5.00(Excellent), 3.50-4.49(Very Good), 2.50-3.49(Good), 1.50-2.49(Fair), 1.00-1.49(Poor)

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 Research Assistant B

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 OIC, Corporate Planning Div.

Noted by:

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 OIC, Mgmt. Services Dept.

Recommending approval:

Bienvenido V. Batar, Jr.
Bienvenido V. Batar, Jr.
 AGM, AFC Services

Approved by:

Rachel M. Beja
Rachel M. Beja
 General Manager

**FEEDBACK SURVEY RESULT SUMMARY BY SERVICE AREA, ITS ACCOUNT CLASSIFICATION and AGE BRACKET
FOR THE THIRD QUARTER OF 2017 (July 1 to September 30, 2017)**

BARANGAY	ACCOUNT CLASSIFICATION		AGE BRACKET					
	RESIDENTIAL	COMMERCIAL	16-25	26-35	36-45	46-55	56-65	66 and above
WEST SERVICE AREA								
CANITOAN	37	3	3	11	10	6	9	1
CARMEN	21		2	5	8	3	3	
BALULANG	17	3	1	3	4	4	5	3
IBIGAN	12	1		1	6	6		
BULUA	6	1		3	3	1		
PAGATPAT	6		2		2	2		
KAUSWAGAN	5	1	1	1	2	2		
PATAG	4			1	1	2		
IGPIT, OPOL	3			1		2		
BAYABAS	2		1		1			
POBLACION, OPOL	2					1	1	
MALANANG, OPOL	2		1		1			
LUMBIA	1			1				
BARRA, OPOL	1		1					
BONBON, OPOL	0							
LUYONG BONBON, OPOL	0							
TABOC, OPOL	0							
BONBON								
SUB-TOTAL	119	9	12	27	38	29	18	4
EAST SERVICE AREA								
MACABALAN	42	2	2	6	12	11	7	6
LAPASAN	34	1	2	6	8	7	10	2
BUGO	31	1	6	3	5	6	6	6
CAMAMAN-AN	14		2	4	4	3	1	
MACASANDIG	13		2		5	4	2	
PUNTOD	11		1	2	3	4	1	
GUSA	6	1		1	4	2		
POBLACION	4	3	1	1	2	3		
CUGMAN	5		2		2		1	
CONSOLACION	2		1		1			
NAZARETH	1		1					
TABLON	1					1		
AGUSAN	0							
PUERTO	0							
TAGOLOAN	0							
SUB-TOTAL	164	8	20	23	46	41	28	14
GRAND TOTAL	283	17	32	50	84	70	46	18
PERCENTAGE	94.33%	5.67%	10.67%	16.67%	28.00%	23.33%	15.33%	6.00%

Note:

- 1) Results of feedback was mostly derived from **Barangay Canitoan (40 respondents)** in the **West Service Area** while **Barangay Macabalan (44 respondents)** in the **East Service Area**.
- 2) Majority of the respondents' water connection were classified as residential and 28.00% of the respondents comes from the age bracket of **36 - 45** years old.

NO.	RES. NO.	COMMENTS: (To the survey interviewer): Please ask the respondent if he/she has any specific comments or suggestions that could be useful in improving COWD service delivery.	BARANGAY	WATER SUPPLY / PRESSURE	WATER QUALITY / FLUSHING	NEW CONN. INSTALLATION / TRANSFER TAPPING / CHANGE METER	Disconnection	WATER RATE /PENALTY	WATER BILLING/ METER READING /BILL DELIVERY	NOTICE OF WATER INTERRUPTION	CCSD (CUSTOMER CARE SERVICE DESK)	LEAKAGE REPAIR	TELLER / CASHIER	POSITIVE RESPONSE
				(PRODN.)	(PRODN.)	(COMM'L)	(COMM'L)	(COMM'L)	(MSD)	(COMM'L)	(MAINT.)	(FINANCE)		
69	135	Bill carriers are not consistent, now I complained because Medisense Lab (Jardiniano bildg Gaston Park) we didn't received water bill from Aug 9, Sept 2017	POBLACION						1					
70	122	Concern po namin hindi nakakarating ang billing sa amin so hindi namin alam magkano ibabayad. Pupunta kami every month direct sa water district office para manghingi ng billing, at hindi namin alam when talaga yung ting reading.	CARMEN						1					
71	32	dili taga balay e hatag ang waterbill	MACASANDIG						1					
72	167	Dili ma-alegrar ang leakage. Dili muabot ang advisories kung walay tubig.	LAPASAN							1		1		
73	186	I-inform if naay interruptions	CANITOAN							1				
74	39	I-inform if naay interruptions	CANITOAN							1				
75	253	I-inform if naay interruptions	CANITOAN							1				
76	190	Mag inform if naay interruption	CANITOAN							1				
77	75	ACTION OF COMPLAINTS KAY DUGAY	BUGO								1			
78	243	Dugay ma-aksyun an ang complaints, malihok unta diritso.	OBLACION, OPOL								1			
79	35	monitor water connections (identify illegal connections), daghan nag tap sa ilang linya, dili ma-aksyunan diritso sa cowl kay basin maapil ug putol ang legal connections.	MACASANDIG								1			
80	106	Gabasa ang dalan bisag walay ulan.	BALULANG									1		
81	216	Naay uban nga teller mga dtrikta unya singkahan lang ko.	CANITOAN										1	
82	123	Base on my observation, so far so good but in terms of problems about water, it depends upon the situation kasi eh. Kung aaksyonan ba agad o late na.	BALULANG											1
83	5	okay ang serbisyo	BUGO											1
84	36	okay ra ang service	LUMBIA											1
85	4	okay ra ang tubig	BUGO											1
86	40	wala nay additional comment/feedback	MACASANDIG											1
87	37	wala nay comment	BULUA											1
TOTAL COMMENTS (87)				41	20	7	1	8	6	7	4	4	1	6
PERCENTAGE TO TOTAL (%)				47.13%	22.99%	8.05%	1.15%	9.20%	6.90%	8.05%	4.60%	4.60%	1.15%	6.90%

NOTE:

- 1.) 29.00% of the 300 total respondents for the third quarter of 2017 discloses their **comments and/or suggestions**.
- 2.) **Five (5)** common concerns/comments with high percentage are:
Water Supply/Pressure (47.13%), Water Quality/Flushing (22.99%), Water Rate/Penalty (9.20%), Notice of Water Interruption (8.05%),
and New Conn. Installation/Transfer Tapping/Change Meter (8.05%).
- 3.) **Water Supply/Pressure** ranked as the top concern of concessionaires.
- 4.) **Barangay Canitoan** has the most number of comments/concerns (**10**) in the **Western Service Area** while **Barangay Macabalan** with **15** comments/concerns in the **Eastern Service Area**.

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DISTRIBUTION OF CUSTOMERS' COMMENTS AND SUGGESTIONS ON HOW COWD CAN BEST IMPROVED ITS WATER SERVICE

NO.	RES. NO.	COMMENTS: (To the survey interviewer): Please ask the respondent if he/she has any specific comments or suggestions that could be useful in improving COWD service delivery.	BARANGAY	WATER SUPPLY / PRESSURE	WATER QUALITY / FLUSHING	NEW CONN. INSTALLATION / TRANSFER TAPPING / CHANGE METER	Disconnection	WATER RATE /PENALTY	WATER BILLING/ METER READING /BILL DELIVERY	NOTICE OF WATER INTERRUPTION	CCSD (CUSTOMER CARE SERVICE DESK)	LEAKAGE REPAIR	TELLER / CASHIER	POSITIVE RESPONSE
				(PRODN.)	(PRODN.)	(COMM'L)	(COMM'L)	(COMM'L)	(MSD)	(COMM'L)	(MAINT.)	(FINANCE)		
1	62	8am to 5pm dili na muagas; daghan bato bato unya lubog	MACABALAN	1	1									
2	246	Hinay ang agas hapon ug gabii. Lubog usahay	BARRA, OPOL	1	1									
3	247	Hinay ang agas sa buntag, dili mi ga-inom sa tubig.	CARMEN	1	1									
4	175	Hinay lang ug buntag unya inig balik sa tubig hugaw kaayo	LAPASAN	1	1									
5	217	Hugaw ang tubig. Continuous unta ang agas.	MACABALAN	1	1									
6	222	Dili unta iagi ang hose sa kanal. Kusog unta ang agas.	MACABALAN	1		1								
7	42	10:00am ayha pa muagas	MACABALAN	1										
8	8	6am to 7pm hinay muagas	MACASANDIG	1										
9	70	9:00am to 11am hinay muagas	CAMAMAN-AN	1										
10	143	Adela subd. Walay agas tarung	CAMAMAN-AN	1										
11	132	Ang ako lang dili na mag walawala ang tubig sa amoa.	PUNTOD	1										
12	38	dapat consistent ang agas sa tubig. Katong nag-complain mi, na address man, nikusog ang tubig for 1 week pero nihinay napud after.	PATAG	1										
13	154	Hinay ang agas	LAPASAN	1										
14	9	hinay ang agas nga tubig sa Buena Oro	MACASANDIG	1										
15	231	Hinay ang agas nga tubig sa Punta Macabalan	MACABALAN	1										
16	150	Hinay ang agas nga tubig.	MACABALAN	1										
17	149	Hinay ang agas sa tubig	CAMAMAN-AN	1										
18	153	Hinay ang agas sa tubig	CAMAMAN-AN	1										
19	157	Hinay ang agas sa tubig	CAMAMAN-AN	1										
20	25	hinay ang tubig sa buntag	MACASANDIG	1										
21	281	Hinay or walay agas	CARMEN	1										
22	236	Hinay or walay agas sa punta macabalan	MACABALAN	1										
23	103	Hinay panalagsa ang pressure tungod kay daan na ang tubo.	CONSOLACION	1										
24	6	Improve ang agas sa morning	LAPASAN	1										
25	219	Kadlawon ra kusog ang tubig	MACABALAN	1										
26	168	Kusgan ang pressure sa buntag	LAPASAN	1										
27	169	kusgan ang pressure sa tubig	LAPASAN	1										
28	252	Kusog ang agas sa tubig	CARMEN	1										
29	254	Kusog unta ang agas	PUNTOD	1										
30	117	Magpa change tapping kay hinay kaayo ang tubig.	MACABALAN	1										
31	131	Muagas 1:00 AM to 4:00 AM	CANITOAN	1										
32	43	mukusog unta ang pressure sa morning para magamit ang tubig. Hapon na gaagas.	MACABALAN	1										
33	298	Pagkasunog hinay ang agas sa tubig	CAMAMAN-AN	1										
34	289	Sa buntag walay agas	MACABALAN	1										
35	14	sa kadlawon ra mo agas ang tubig sa zone 2 upper bulua	BULUA	1										
36	136	Sa pagkakaran medyo dili maayo ang among panubig sa barangay bulua. Dapat dili pud muabot ug halos 2 days na walay agas.	BULUA	1										

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				(PRODN.)	(PRODN.)	(COMM'L)	(COMM'L)	(COMM'L)	(MSD)	(COMM'L)	(MAINT.)	(FINANCE)		
37	129	Unta perminte na agas sa amua. Bisan scheduled lang sa karon man gud wala nami katilaw na miagas sa amua unya always mi gabayad. Thanks.	MALANANG, OPO	1										
38	163	Walay agas nga tubig	CANITOAN	1										
39	299	Walay agas or hinay sa igpit, zone 5 outpost dapit	IGPIT, OPOL	1										
40	184	walay agas sa buntag	LAPASAN	1										
41	182	Walay tubig sa buntag, hinay kaayo ang tubig sa lapaz-I Lapasan	LAPASAN	1										
42	156	Pls. check those line that are within the canals so to avoid dirty water supply.	BALULANG		1	1								
43	60	kung mag brown-out mapalong ang tubig unya inig balik murag lapok.walaon tana ang penalty.	IPONAN		1			1						
44	61	ang billing dali ra mag penalty unya paspas ang billing unya ang tubig lapok.	IPONAN		1				1					
45	215	Bahog chlorine; magpahibalo ug walay agas	CANITOAN		1					1				
46	44	notice prior to repair para makapangandam (lubog ang tubig)	MACABALAN		1					1				
47	65	baho ang tubig	CARMEN		1									
48	227	bahog chlorine ug gilumot ang tubig.	MACABALAN		1									
49	220	Dili unta lubog ang tubig	MACABALAN		1									
50	139	Give a comfortable service and clean water.	LAPASAN		1									
51	47	kung mag brown out ang tubig inig balik lubog kaayo	MACASANDIG		1									
52	30	lubog ang tubig	LAPASAN		1									
53	7	pag kahuman sa brown-out hugaw kaayo ang tubig	BUGO		1									
54	211	Sobra ra sa chlorine	CANITOAN		1									
55	68	usahay naay tym ang tubig lubog	IPONAN		1									
56	34	water quality-lubog panalagsa	CAMAMAN-AN		1									
57	105	Walay explanation ang complain sa tubig. Taas ang nabayran (taas ang reading). Gi-check na ang meter pero wala daw problema.	BALULANG			1		1	1		1			
58	3	igo ra ipilit ang bill sa dingding unya mulupad mawala. Tungod sa kadaan sa akong linya gibalhin sa cluster pero ang problema kay ang leakage mag sige, ningdako ang amo bill pirmi.	BUGO			1			1			1		
59	3	klaro magleakage japon.	BUGO			1						1		
60	275	Dapat unta monitoring regarding sa meters	BAYABAS			1								
61	118	Magpa transfer siya ug meter	CARMEN			1								
62	196	Ang ga disconnect kay bias kay kung kaila pwede ra mahangyo ug dili kaila dili mahangyo	CANITOAN				1							
63	45	dako ang interest (bisag sayo magbayad walay bawas)	GUSA					1						
64	241	Dako ko ug bayronon kada bulan	MACABALAN					1						
65	95	kung kamo ga penalty if dili maka bayad sa due date ug 10% dapat sab unta mag hatag mo ug discount if ever mag bayad before sa due date aron pod give and take sa customer.	BUGO					1						
66	296	Mahal ang bayronon	PAGATPAT					1						
67	85	sobra ang patong sa bayronon	BUGO					1						
68	39	taas ra ang interest sa tubig - maubusan unta ang minimum charge	CARMEN					1						