

MANAGEMENT SERVICES DEPARTMENT
Corporate Planning Division

IOM MSD – CPD – 04 - 005, S - 2016

COWD
Office of the AGM-Technical Services
RECEIVED
APR 15 2016
Received by: [Signature]

FOR : The **GENERAL MANAGER**
THRU : **OIC, Management Services Department**
FROM : **Corporate Planning Division**
SUBJECT : **Feedback Survey (For LWUA) Results for 2016 – 1st Quarter**
DATE : **April 14, 2016**

This is to respectfully submit the 1st Quarter Result of the 2016 Feedback Survey as designed by LWUA.

The results generally indicate increase in its mean value when compared with the previous year (3.64 to 3.88) still rated as "VERY GOOD" for the overall Quality of Customer Care Service.

For your information and ready reference.

Jah 4/14/16
JOSE JISELO P. ABRAGAN
OIC, Corporate Planning Div.

Noted by:

[Signature]
SULIE D. LARANJO
OIC, Management Services Dept.

RECEIVED
Corporate Planning Division
By: *Mark Ampen*
Date: 4-18-16 Time: 11:03AM

[Signature]
Date: 4/18/16 Time: 9:34AM



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

FEEDBACK SURVEY for the FIRST QUARTER of 2016
(for the period covered from January to March)

FEEDBACK SURVEY (for LWUA)		FIRST QUARTER					
		CY 2016			CY 2015		
No.	Quality of Water	Yes	No	Total	Yes	No	Total
1	Do you have a 24-hour Water Service?	242	58	300	224	76	300
2	Is your water pressure adequate?	212	88	300	214	86	300
3	Does your water taste good?	207	93	300	180	120	300
4	Are you confident that your water is safe?	245	55	300	198	102	300
5	Are you satisfied with the water service of COWD?	273	27	300	266	34	300

n=300

Prepared by:


Annalyn F. Macalolot
Research Assistant B

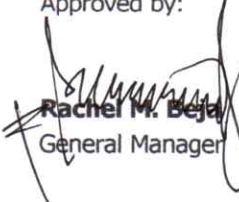
Checked by:


Jose Jiselo P. Abragan
OIC, Corporate Planning Div.

Noted by:


Suldie D. Laranjo
OIC, Management Services Dept.

Approved by:


Rachel M. Beja
General Manager



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

FEEDBACK SURVEY for the FIRST QUARTER of 2016
(for the period covered from January to March)

No.	QUALITY OF CUSTOMER CARE SERVICE	N	FREQUENCY, PERCENTAGE & DESCRIPTION										1st Qtr. 2016		1st Qtr. 2015	
			Excellent		Very Good		Good		Fair		Poor		Mean	Desc	Mean	Desc
			Freq.	%	Freq.	%	Freq.	%	Freq.	%	Freq.	%				
1	Accuracy of Information	300	89	29.67	94	31.33	67	22.33	17	5.67	33	11.00	3.63	VERY GOOD	2.90	GOOD
2	Courtesy of Complain	300	77	25.67	121	40.33	79	26.33	16	5.33	7	2.33	3.82	VERY GOOD	3.42	GOOD
3	Accuracy of Attending leakages	300	72	24.00	106	35.33	91	30.33	15	5.00	16	5.33	3.68	VERY GOOD	3.56	VERY GOOD
4	Courtesy and helpfulness of the meter readers	300	71	23.67	163	54.33	58	19.33	5	1.67	3	1.00	3.98	VERY GOOD	3.86	VERY GOOD
5	Courtesy and helpfulness of the bill carriers	300	107	35.67	144	48.00	43	14.33	3	1.00	3	1.00	4.16	VERY GOOD	3.92	VERY GOOD
6	Courtesy and helpfulness of CCSD	300	88	29.33	117	39.00	80	26.67	12	4.00	3	1.00	3.92	VERY GOOD	3.46	GOOD
7	Courtesy and helpfulness of the Discon Team	300	58	19.33	140	46.67	84	28.00	13	4.33	5	1.67	3.78	VERY GOOD	3.64	VERY GOOD
8	Courtesy and helpfulness of tellers / cashiers	300	111	37.00	146	48.67	40	13.33	2	0.67	1	0.33	4.21	VERY GOOD	3.98	VERY GOOD
9	Courtesy and helpfulness of New Conn. application personnel	300	69	23.00	138	46.00	81	27.00	8	2.67	4	1.33	3.87	VERY GOOD	3.73	VERY GOOD
10	Courtesy and helpfulness of the billing section	300	72	24.00	137	45.67	78	26.00	9	3.00	4	1.33	3.88	VERY GOOD	3.78	VERY GOOD
11	Overall Rating of COWD Services / Employees	300	55	18.33	143	47.67	85	28.33	13	4.33	4	1.33	3.77	VERY GOOD	3.77	VERY GOOD
	Average	300	79	26.33	132	43.91	71	23.82	10	3.42	8	2.52	3.88	VERY GOOD	3.64	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)

Prepared by:

Annalyn F. Macalolot
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Research Assistant B

Checked by:

Jose Jiselo P. Abragan
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Noted by:

Suldje D. Laranjo
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Approved by:

Rachel M. Beja
Rachel M. Beja
General Manager

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**FEEDBACK SURVEY RESULT SUMMARY BY SERVICE AREA, ITS ACCOUNT CLASSIFICATION and AGE BRACKET
FOR THE FIRST QUARTER OF 2016 (January 1 to March 31, 2016)**

BARANGAY	ACCOUNT CLASSIFICATION		AGE BRACKET					
	RESIDENTIAL	COMMERCIAL	16-25	26-35	36-45	46-55	56-65	66 and above
WEST SERVICE AREA								
BAYABAS	38		1	7	14	4	7	5
CARMEN	34	1	1	6	10	8	8	2
KAUSWAGAN	34	1		3	9	14	7	2
PONAN	30		3	7	8	5	4	3
BALULANG	12			1	5	3	2	1
PATAG								
TABOC, OPOL								
BULUA								
POBLACION, OPOL								
BARRA, OPOL								
BONBON								
MALANANG, OPOL								
PAGATPAT								
LUMBIA								
BONBON, OPOL								
LUYONG BONBON, OPOL								
CANITOAN								
IGPIT, OPOL								
SUB-TOTAL	148	2	5	24	46	34	28	13
EAST SERVICE AREA								
TABLON	42	2	2	6	5	9	17	5
CAMAMAN-AN	30		3	5	6	6	5	5
MACABALAN	30			2	9	10	8	1
CUGMAN	25		3	5	6	4	5	2
PUNTOD	20			3	4	3	6	4
MACASANDIG	1				1			
GUSA								
LAPASAN								
NAZARETH								
POBLACION								
AGUSAN								
PUERTO								
TAGOLOAN								
CONSOLACION								
BUGO								
SUB-TOTAL	148	2	8	21	31	32	41	17
GRAND TOTAL	296	4	13	45	77	66	69	30
PERCENTAGE	98.67%	1.33%	4.33%	15.00%	25.67%	22.00%	23.00%	10.00%

Remarks:

- 1) Feedback were mostly derived from **Barangay Bayabas (38 respondents)** in the **West Service Area** while **Barangay Tablon (44 respondents)** in the **East Service Area**.
- 2) Majority of the respondents' water connection were classified as residential and 25.67% of the respondents comes from the age bracket of 36 - 45 years old.

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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 /TAPPING	DISCON-NECTION	WATER BILLING/ METER READING /BILL DELIVERY	NOTICE OF WATER INTERRUPTION	CCSD (CUSTOMER CARE SERVICE DESK)	LEAKAGE REPAIR	INSPECTOR / FIELD WORKERS	TELLER/ CASHIER	WATER RATE /PENALTY	POSITIVE RESPONSE
				(PRODN.)	(PRODN.)	(COMM'L)	(COMM'L)	(COMM'L)	(MSD)	(COMM'L)	(MAINT.)	(COMM'L)	(FINANCE)		
67	137	maayo ang nag attend sa ako sa customer service.	MACABALAN												1
68	230	maayo ang serbisyo sa tubig	PUNTOD												1
69	259	maayo kaayo ang meter reader kay moingon siya kung pila ka cubic amo na consume.	BAYABAS												1
70	235	maayo na ang serbisyo sa water district karn kaysa sauna.	KAUSWAGAN												1
71	145	naay leakage amo meter maayo na lang kay taod taod na anhian, ok lang japon at least naadtuan.	MACABALAN												1
72	147	nag request ko for disconnection, nag respond man dayon.	MACABALAN												1
73	141	ok ang service	MACABALAN												1
74	06	ok na ang serbisyo.	CARMEN												1
75	229	ok ra ang service	PUNTOD												1
76	108	ok ra kaayu ang serbisyo	CARMEN												1
77	165	ok ra kay naa bahala hinay	CAMAMAN-AN												1
78	190	ok ra so far	KAUSWAGAN												1
79	153	paspas ang pag atiman sa leakage.	MACABALAN												1
		TOTAL COMMENTS (79)		33	15	2	3	7	5	3	4	1	2	4	15
		PERCENTAGE TO TOTAL (%)		41.77%	18.99%	2.53%	3.80%	8.86%	6.33%	3.80%	5.06%	1.27%	2.53%	5.06%	18.99%

NOTE:

- 1.) **26.33% or 79** of the 300 total respondents for the first quarter of 2016 discloses their **comments and/or suggestions**.
- 2.) **Top four (4)** common concerns/comments (high percentage) are:
Water Supply/Pressure (41.77%), Water Quality/Flushing (18.99%), Water Billing/Meter Reading/Bill Delivery (8.86%) and Notice of Water Interruption (6.33%).
- 3.) **Water Supply/Pressure** ranked as the top concern of concessionaires.
- 4.) Although negative comments are dominant, there are still **15 (18.99%)** respondents who gave a **positive impression to COWD services**.

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	WATER QUALITY	NEW CONN.	DISCON-	WATER BILLING/	NOTICE OF	CCSD	LEAKAGE	INSPECTOR	TELLER/	WATER RATE	POSITIVE	
				/PRESSURE	/FLUSHING	INSTALLATION	NECTION	METER READING	WATER	(CUSTOMER CARE	REPAIR	/ FIELD	CASHIER/	/PENALTY	RESPONSE	
				(PRODN.)	(PRODN.)	(COMM'L)	(COMM'L)	(COMM'L)	(MSD)	(COMM'L)	(MAINT.)	(COMM'L)	(FINANCE)			
35	209	lubog ang tubig sa alas 10 sa gabii. Dako pod ang bill sa tubig.	KAUSWAGAN		1			1								
36	206	usahay hinay, dili magpareha ang bill	KAUSWAGAN		1			1								
37	224	ang tubig kay hugaw naay galugdang na taya lain ang lasa.	PUNTOD		1											
38	107	bahog chlorine	CARMEN		1											
39	222	dili sure kung safe ang tubig	PUNTOD		1											
40	100	gala in ang among mga tiyan sa tubig.	CARMEN		1											
41	200	lubog ang agas	KAUSWAGAN		1											
42	201	lubog daghan balas	KAUSWAGAN		1											
43	27	sa buntag usually hinay jud ang tubig.	PUNTOD		1											
44	20	usahay lubog ang tubig nga dili mi mahibalo ug ngano.	CUGMAN			1			1							
45	146	nag apply ko transfer of meter, dali ra man ang pag transfer.	MACABALAN			1										
46	22	stricto unta sa pag implement sa pag disconnect kay ting dugay ang pag putol moabot ug pila ka bulan. walay ensakto nga impormasyon kung mawala ang tubig.	CUGMAN				1		1							
47	228	kung maputlan mi kay mamutol miski walay tao unya maghangyo mi kay dili magpahangyo.	PUNTOD				1									
48	253	dili mao nga pagbasa sa meter, bag-o nga meter reader	BAYABAS					1								
49	17	dunay time na gibilin ang bill sa laing balay. Unta i-house to house ang paghatod sa bill.	CUGMAN					1								
50	142	taas among bayronon miski gamay ra mi.	MACABALAN					1								
51	256	dili makabalo kanus-a mawala	BAYABAS						1							
52	223	kung dunay pahibalo na walay agas dili jud mag kadimao unya ug wala jud agas dili na nuon magpahibalo.	PUNTOD						1							
53	252	mawala ang tubig nga walay announcement.	BAYABAS						1							
54	240	ang mga trabahante unta mag sugod dayon ug serbisyo dili na unta sige tabi ug sige pa gwapa. Mag serbisyo unta as public servants.	KAUSWAGAN							1						
55	264	ang mga tubo o pipe ma check unta from time to time for leakages.	BAYABAS								1					
56	103	dugay ang pag aksyon sa water district sa mga leakages.	CARMEN								1					
57	134	naay leakage hangtod karon wala na atiman.	MACABALAN								1					
58	234	pali hug i-check ang mga leakages kay dili na gaka atiman.	KAUSWAGAN								1					
59	66	taga field naay gipangayo na service fee sa pag llis sa metro.	TABLON									1				
60	126	medyo dugay kaayu ang pag bayad kay hinay ang service sa teller.	CARMEN										1			
61	21	usahay mga suplada mga teller dili mosugot na ipalinya ko miski naa ko bata kugos ug masuko kung dili sinsilyo ang mabayad.	CUGMAN										1			
62	260	mahal na ang tubig mas maayo unta ibalik to ang sauna na rate.	BAYABAS											1		
63	293	unta kung dili makabayad sa due date dili unta ma penaltihan.	BALULANG											1		
64	105	walaon unta ang 10% na penalty.	CARMEN											1		
65	144	complain high consumption dayon maayo kay naatiman ako reklamo.	MACABALAN												1	
66	143	good service	MACABALAN												1	

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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	WATER QUALITY	NEW CONN.	DISCON-	WATER BILLING/	NOTICE OF	CCSD	LEAKAGE	INSPECTOR	TELLER/	WATER RATE	POSITIVE
				/PRESSURE	/FLUSHING	INSTALLATION	NECTION	/METER READING	WATER	(CUSTOMER CARE	REPAIR	/ FIELD	CASHIER/	/PENALTY	RESPONSE
				(PRODN.)	(PRODN.)	(COMM'L)	(COMM'L)	(COMM'L)	(MSD)	(COMM'L)	(MAINT.)	(COMM'L)	(FINANCE)		
1	176	1 am ra moagas ang tubig ug lasang taya	CAMAMAN-AN	1	1										
2	183	alas 11 muagas unya hugaw kaayu ang tubig.	CAMAMAN-AN	1	1										
3	265	dili pirmi, mawala wala ang tubig unya hinay ug hugaw pa jud ang tubig naay galutaw lutaw.	BAYABAS	1	1										
4	211	naay balas panagsa, usahay hinay	KAUSWAGAN	1	1										
5	132	walay agas kailangan mag flushing siguro	MACABALAN	1	1										
6	187	walay klaro ang agas sa tubig unya kusog kaayo mamutol unya walay klaro ang tubig.	CAMAMAN-AN	1			1								
7	262	dako ang bill namo pero dili gaagas pirme.	BAYABAS	1				1							
8	179	12 - 4 am ra moagas unya dili pirmi dayon sige ko report dili anhian sa taga water district.	CAMAMAN-AN	1						1					
9	135	dili perme ang agas sige ko reklamo taod taod pa giadtuan.	MACABALAN	1						1					
10	242	hinay kaayu ang tubig unya dako pa jud ang penalty.	KAUSWAGAN	1										1	
11	178	12 am - 4 am mag agas unya dili pod siya everyday. Nagbayad mi satubig unya walay agas.	CAMAMAN-AN	1											
12	267	6 am to 9:30 am mawala ang tubig.	BAYABAS	1											
13	180	ala 2 am muagas	CAMAMAN-AN	1											
14	164	ala una ra moagas ang tubig.	CAMAMAN-AN	1											
15	177	ala una sa kadlawon ra moagas	CAMAMAN-AN	1											
16	184	alas 1 - 4 am muagas	CAMAMAN-AN	1											
17	182	alas 11 am - 5 pm moagas ang tubig.	CAMAMAN-AN	1											
18	181	alas 2 am muagas ang tubig	CAMAMAN-AN	1											
19	162	alas dose sa gabii ra moagas ug gagamit mi ug water pump.	CAMAMAN-AN	1											
20	161	bilang mi kaayu 1 am ra moagas ang tubig, gabayara mi sa minimum.	CAMAMAN-AN	1											
21	188	daghan na kaayo meter sa isa ka stubout unya 20 kapin pero 20 ra tana taman, 14 katuig walay agas.	CAMAMAN-AN	1											
22	186	dapat 24/7 ang agas sa tubig	CAMAMAN-AN	1											
23	99	dili pirmi ang agas sa kadlawon ra ga agas.	MACASANDIG	1											
24	208	hangin ang kusog sa agas	KAUSWAGAN	1											
25	136	hinay among tubig murag ihi.	MACABALAN	1											
26	204	hinay ang agas	KAUSWAGAN	1											
27	210	hinay ang agas	KAUSWAGAN	1											
28	189	hinay ang agas pag buntag, lubog kung kusog ang agas.	KAUSWAGAN	1											
29	202	hinay kung buntag	KAUSWAGAN	1											
30	207	hinay kung Saturday and Sunday	KAUSWAGAN	1											
31	56	ma sustain unta ang 24 hours connection na fixed kay gabayad mi.	TABLON	1											
32	130	no water, sayang amo gabayran	MACABALAN	1											
33	129	walay agas among tubig.	MACABALAN	1											
34	203	ang bag-o nga meter dako ug billing. Lubog ang tubig.	KAUSWAGAN		1			1							

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