CAGAYAN DE ORO CITY WATER DISTRICT

MANAGEMENT SERVICES DEPARTMENT

Corporate Planning Division

CUSTOMER SATISFACTION SURVEY RATING 2021

for the 2nd Quarter 2021

FEEDBACK SURVEY ON OUR TELEPHONE STANDARDS 2021					FEEDBACK SURVEY ON OUR VISITING THE OFFICE 2021					OVERALL		
DEPARMENT	CUSTOMER ATTENDED	CUSTOMER TELEPHONE CALL SATISFACTION NUMERICAL RATING	ADJECTIVAL RATING	RANKING (2021)	DEPARMENT	CUSTOMER ATTENDED	CUSTOMER VISITING THE OFFICE SATISFACTION NUMERICAL RATING	ADJECTIVAL RATING	RANKING (2021)	NUMERICAL RATING	ADJECTIVAL RATING	SURVEY RANKING FOR 2nd Qtr (Apr - Jun 2021)
BAC	2	4.20	VERY GOOD	4	BAC	2	4.70	EXCELLENT	2	4.45	VG	1
AGM's OFFICE	2	3.90	VERY GOOD	9	AGM's OFFICE	2	5.00	EXCELLENT	1	4.45	VG	1
MANAGEMENT	8	4.15	VERY GOOD	6	MANAGEMENT	16	4.62	VERY GOOD	3	4.38	VG	2
PR	2	4.60	EXCELLENT		PR	4	5.00	EXCELLENT		4.80	E	
AUDIT	2	4.00	VERY GOOD		AUDIT	6	4.33	VERY GOOD		4.17	VG	
CSDS	2	4.00	VERY GOOD		CSDS	3	4.47	VERY GOOD		4.24	VG	
CORPLAN	2	4.00	EXCELLENT		CORPLAN	3	4.67	EXCELLENT		4.34	VG	
QMR			VERY GOOD		QMR							
GM' s OFFICE	2	4.50	EXCELLENT	1	GM' s OFFICE	2	4.20	VERY GOOD	7	4.35	VG	3
PRODUCTION	2	4.00	VERY GOOD	8	PRODUCTION	3	4.60	EXCELLENT	4	4.30	VG	4
BOD	2	4.20	VERY GOOD	4	BOD	2	4.30	VERY GOOD	5	4.25	VG	5
ENGINEERING	7	4.14	EXCELLENT	7	ENGINEERING	5	4.29	VERY GOOD	6	4.21	VG	6
CONSTRUCTION	4	4.00	VERY GOOD		CONSTRUCTION	2	4.30	VERY GOOD		4.15	VG	
PLANNING & DESIGN	3	4.27	VERY GOOD		PLANNING & DESIGN	3	4.27	VERY GOOD		4.27	VG	
COMMERCIAL	9	4.21	VERY GOOD	3	COMMERCIAL	9	4.10	VERY GOOD	9	4.15	VG	7
COMM. ACCTS DIVS.	3	4.00	VERY GOOD		COMM. ACCTS DIVS.	2	4.00	VERY GOOD		4.00	VG	
CCSD	3	4.33	VERY GOOD		CCSD	4	3.80	VERY GOOD		4.07	VG	
BILLING	2	4.50	EXCELLENT		BILLING	2	4.00	VERY GOOD		4.25	VG	
TIN-AO SUB-OFFICE	1	4.00	VERY GOOD		TIN-AO SUB-OFFICE	1	4.60	EXCELLENT		4.30	VG	
FINANCE	14	4.17	VERY GOOD	5	FINANCE	5	4.00	VERY GOOD	8	4.09	VG	8
ACCOUNTING	4	4.15	VERY GOOD		ACCOUNTING	2	4.00	VERY GOOD		4.08	VG	
PROPERTY	5	4.36	VERY GOOD		PROPERTY	1	4.00	VERY GOOD		4.18	VG	
TELLER	5	4.00	VERY GOOD		TELLER	2	4.00	VERY GOOD		4.22	VG	
ADMINISTRATIVE	11	4.31	VERY GOOD	2	ADMINISTRATIVE	9	3.64	VERY GOOD	10	3.98	VG	9
PROCUREMENT	2	4.70	EXCELLENT		PROCUREMENT	1	3.00	GOOD		3.85	VG	
CLINIC	3	4.20	VERY GOOD		CLINIC	2	3.50	VERY GOOD		3.85	VG	
GEN. SERV.	2	3.90	VERY GOOD		GEN. SERV.	2	3.80	VERY GOOD		3.85	E	
HRD	4	4.45	VERY GOOD		HRD	4	4.25	VERY GOOD		4.35	VG	
MAINT. & NRW MANAGEMENT	7	3.68	VERY GOOD	10	MAINT. & NRW MANAGEMENT	2	4.20	VERY GOOD	6	3.94	VG	10
TOTAL	66	4.13	VERY GOOD			57	4.33	VERY GOOD		4.23	VERY GOOD	
AVERAGE												