



Philippine Statistics Authority

Quality Management System
PROVINCIAL STATISTICAL SERVICES OFFICE

CUSTOMER SATISFACTION SURVEY

September 2021

SPECIAL RELEASE

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CUSTOMER SATISFACTION SURVEY RESULTS

Base from the 3rd Quarter 2021 Survey

Dumaguete City Serbilis Outlet

Negros Oriental

Background of the Survey

The 3rd Quarter 2021 Customer Satisfaction Survey (CSS) is conducted by the Civil Registry System (CRS) Serbilis Outlet in Dumaguete City to determine the assessment of clients in terms of their satisfaction with the civil registration services that the PSA Negros Oriental CRS outlet provides, specifically in the issuance of copies of their civil registry documents. This survey also aims to assess the effectiveness and efficiency of the delivery of the services to our clients and other stakeholders.

The CSS was administered to 106 sample respondents on the second week (September 6 to 10, 2021) of the last month of the reference quarter. The respondents of the survey are the CRS clients who completed all the steps, from screening of forms up to the releasing of documents, that is the document have been released in the same day that the request have been applied. With this number, only 21 sample respondents are selected for interview in a day for 4 days except in the 5th day where there are 22 sample respondents interviewed to complete the 106 respondents for this quarter. The survey employs systematic sampling technique. The first respondent selected by drawing a Random Start (RS) from 1 to 10. The respondents are chosen in a regular interval after the first sample respondent is selected until the 21 sample targets are covered in a day.

Survey Results

Profile of the Respondents

Table 1 shows that about 27.22 percent of the respondents were male while 72.28 percent were female. Majority of the clients were college graduate or higher with



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72.64 percent; while 16.98 percent and 0.94 percent were reported to be in high school and elementary levels, respectively. Some 9.43 percent did not disclose their educational attainment. Most of the clients interviewed were employed with 50.00 percent while 40.57 percent were unemployed and 9.43 percent did not disclose their employment. Most of the clients interviewed came from other areas within Negros Oriental Province with 50.94 percent excluding the City Capital of Dumaguete which comprises 41.51 percent. 0.94 percent of the clients interviewed came from outside the region.

Table 1. Distribution of CRS Clients by Demographic Profile,
 Third Quarter 2021: Dumaguete City

Demographic Profile	Percent
Sex	100.00
Female	72.28
Male	27.22
Education	100.00
Elementary	0.94
High School	16.98
College or Higher	72.64
Not disclosed	9.43
Work	100.00
Employed	50.00
Unemployed	40.57
Not disclosed	9.43
Residence	100.00
Dumaguete City	41.51
Other Areas within the province	50.94
Within the Region	0.94
Outside the Region	0.94
Not disclosed	5.66



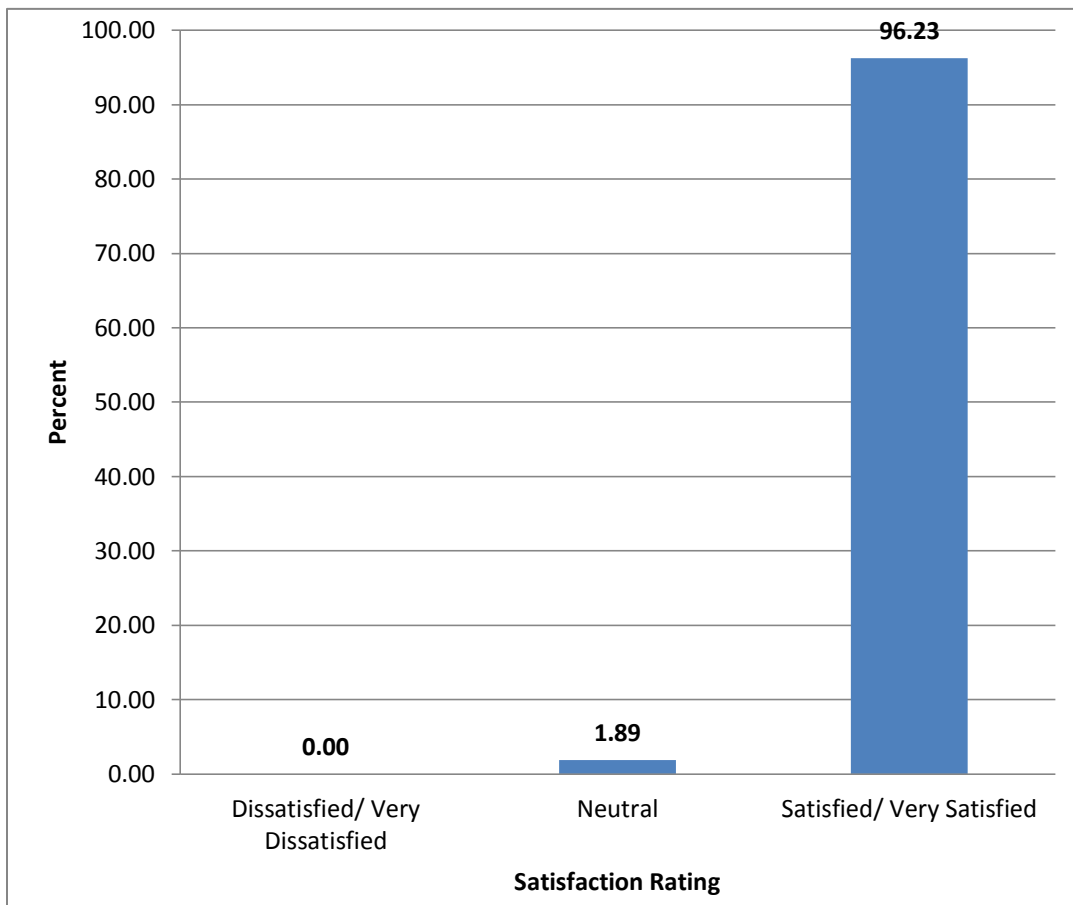
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Proportion of satisfied client increased at 96.23 percent compared to the Second Quarter of 2021

Satisfaction rating is measured as the percentage of clients surveyed during the reference period who were satisfied or very satisfied with the PSA's civil registry services.

Figure 1 shows the overall satisfaction rating of CRS Serbilis Outlet during the reference period. Based on the results of the survey, the proportion of respondents who expressed satisfaction is at 96.23 percent. One point eighty-nine (1.89) percent were neutral, and 0.00 percent or no client was dissatisfied with the services.

Figure 1. Overall Client's Satisfaction Rating of CRS Serbilis Outlet, Third Quarter 2021: Dumaguete City



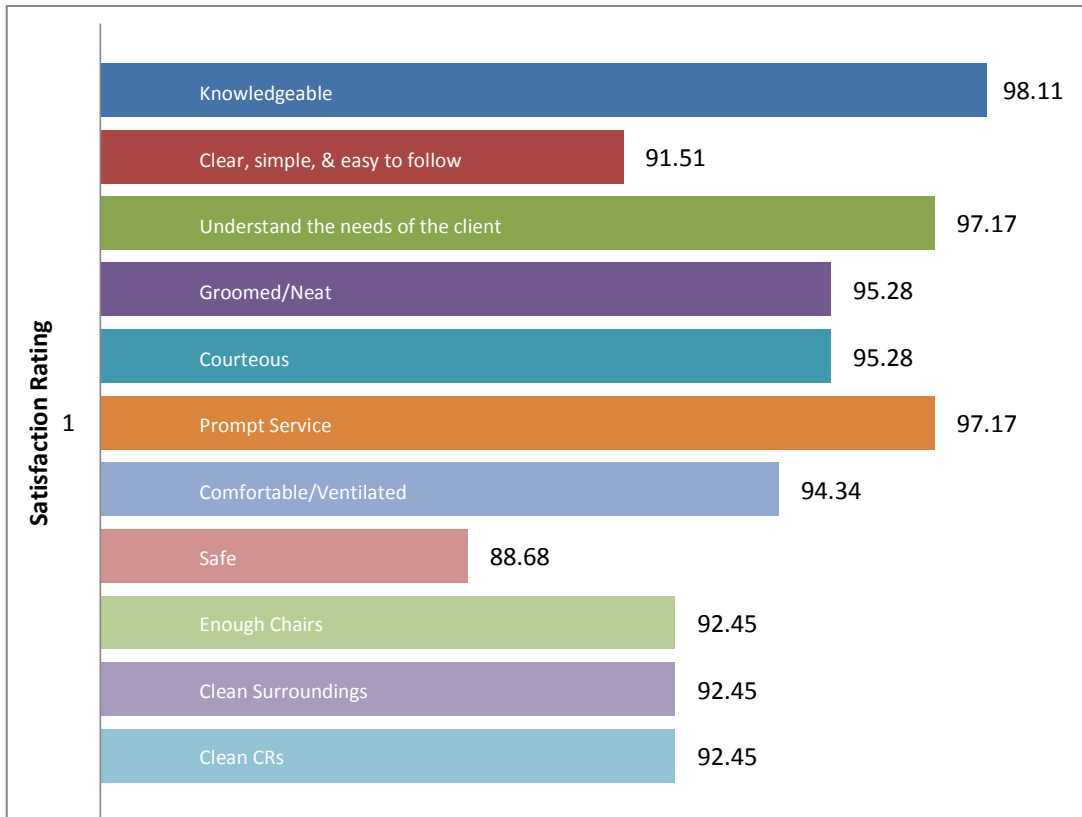


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Client's level of agreement is highest in the employees category

The respondents expressed highest satisfaction rating in the Employees Category. Figure 2 shows that 98.11 percent agree that the employees are knowledgeable, 97.17 percent believed that the employees rendered prompt services and understand the needs of the client. 95.28 percent agree that the employees are well groomed, neat and courteous. Area/Facilities Category earn 94.34 percent, 92.45 percent, and 88.68 percent, respectively, where the clients agree that the place is comfortable/ventilated/, the surroundings and CRs are clean and there are enough chairs in the vicinity. Furthermore, 91.51 percent of the clients agree that the procedures are clear, simple and easy to follow.

Figure 2. Satisfied/Very Satisfied Rating of CRS Serbilis Outlet, by Category, Third Quarter 2021: Dumaguete City





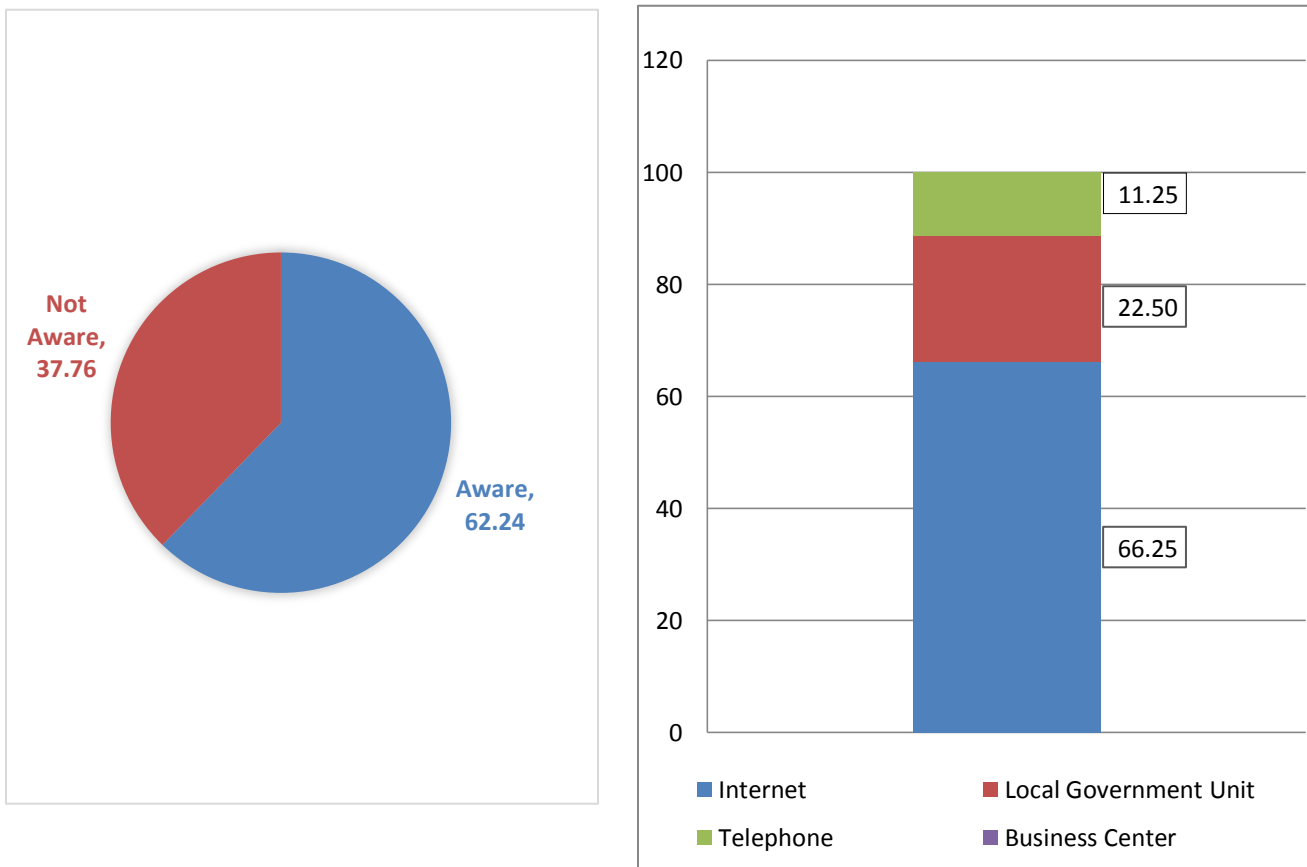
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Options in securing Civil Registry Documents

Of the respondents surveyed, one in six or 62.24 percent are aware of the other options in securing the civil registry documents like birth, marriage, death, and CENOMAR. The remaining 37.76 percent are not aware of these options.

Figure 3 shows that 66.25 percent of the aware respondents know that documents can be requested through the internet/online. Other options in securing the civil registry documents through the Local Government Unit (LGU) and Business Center registered 22.50 percent and 11.25 percent, respectively.

Figure 3. Awareness in Securing Civil Registry Documents and Options in Securing Documents
Third Quarter 2021: Dumaguete City





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Respondents' comments and suggestions

The respondents were asked for comments and suggestions during the survey to serve as inputs for further improvement of the services of the CRS Serbilis Outlet in Dumaguete City.

Table 2 shows the summary of the reasons for not trying other options in securing the Civil Registry Documents.

Table 2. Reasons of Not Trying Other Options in Securing Documents, by Number of Reports, Third Quarter 2021: Dumaguete

Reasons of not trying other options	Number of Reports
1. Easier, faster and more convenient to transact directly at the office because of accessibility.	20
2. No idea about the different options.	8
3. Prefer to process personally.	15
4. Transactions over the internet is costly and no one can assist if there are further inquiries.	6
5. It will take a long time to receive the documents if processed online.	4
6. No internet connection	8

Table 3 shows the verbatim positive and negative comments on the service, employees, procedures, and facilities made and reported by the respondents of this survey.



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Table 3. Comments and Suggestions of the Respondents,
 Third Quarter 2021: Dumaguete City

<i>Positive comments</i>
None for now
so far the service that your office offered was very satisfactory for us
No complain the process are smooth
No comments lang ko, kontento rako sa inyong serbisyo
I don't have any suggestion
Wala nay angay usbon
malihukon
Services is very satisfactory
Satisfied with the service
Well for the customer approach if ever they are late by five minutes they can be still accommodated
Masdali sya
Paspas
Wala na kay lain pang makomento akong masulti pasar ilang serbisyo
Okay ra mas dali ra ang pagkuha
Very improved system and processing is fast
Basi sa akong naobserbahan ang PSA sa mga serbisyo very knowledgeable
Fast Service
Internet ug saignal sa inyong serbisyo dali
Ipadayon lang ang pagserbisyo nga maayo
Dali ang proceso sa pagkuha ug hapsay
Okay ra man so far
<i>Negative Comments</i>
More tellers so that madali ang paghatag
Observe Social distancing
To have PSA Dumaguete Page for updates
Ang ubang result sa certificates kay gagmay ra kaayo ang resulta, kay gahuot na lang ang letters nya hapit dili na mabasa. Thank you



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Should have more windows for releasing
Stricker implementtion of Social Distancing inside the premises

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