



SPECIAL RELEASE

CUSTOMER SATISFACTION SURVEY RESULTS FOR THE FOURTH QUARTER 2022

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Highlights of the Customer Satisfaction Survey for the Fourth Quarter 2022 in Dumaguete City Serbilis Outlet Negros Oriental

Background of the Survey

The 4th 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 (5-9 December 2022) 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 on 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 is 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 21st sample targets are covered in a day.

Survey Results

Profile of the Respondents

Table 1 shows that about 43.40 percent of the respondents were male while 56.60 percent were female. Majority of the clients were college graduate or higher with 53.77 percent; while 21.70 percent and 5.66 percent were reported to be in high school and elementary levels, respectively. Some 18.87 percent did not disclose their educational attainment.

. Most of the clients interviewed were employed with 42.45 percent while 35.85 percent were unemployed. Some 21.70 percent did not disclose their employment status. In addition, most of the clients interviewed came from other areas within the Province of Negros Oriental with 49.06 percent excluding Dumaguete City, the Capital City of Negros Oriental, with 42.45 percent. 7.55 percent came from within the region excluding Negros Oriental while 0.94 percent came from outside the region.



**Table 1. Distribution of CRS Clients by Demographic Profile,
Fourth Quarter 2022: Dumaguete City**

Demographic Profile	Percent
Sex	100.00
Male	43.40
Female	56.60
Education	100.00
Elementary	5.66
High School	21.70
College or Higher	53.77
Not disclosed	18.87
Work	100.00
Employed	42.45
Unemployed	35.85
Not disclosed	21.70
Residence	100.00
Dumaguete City	42.45
Other Areas within the province	49.06
Within the Region	7.55
Outside the Region	0.94

Proportion of satisfied client increased at 98.11 percent compared to the Third Quarter of 2022

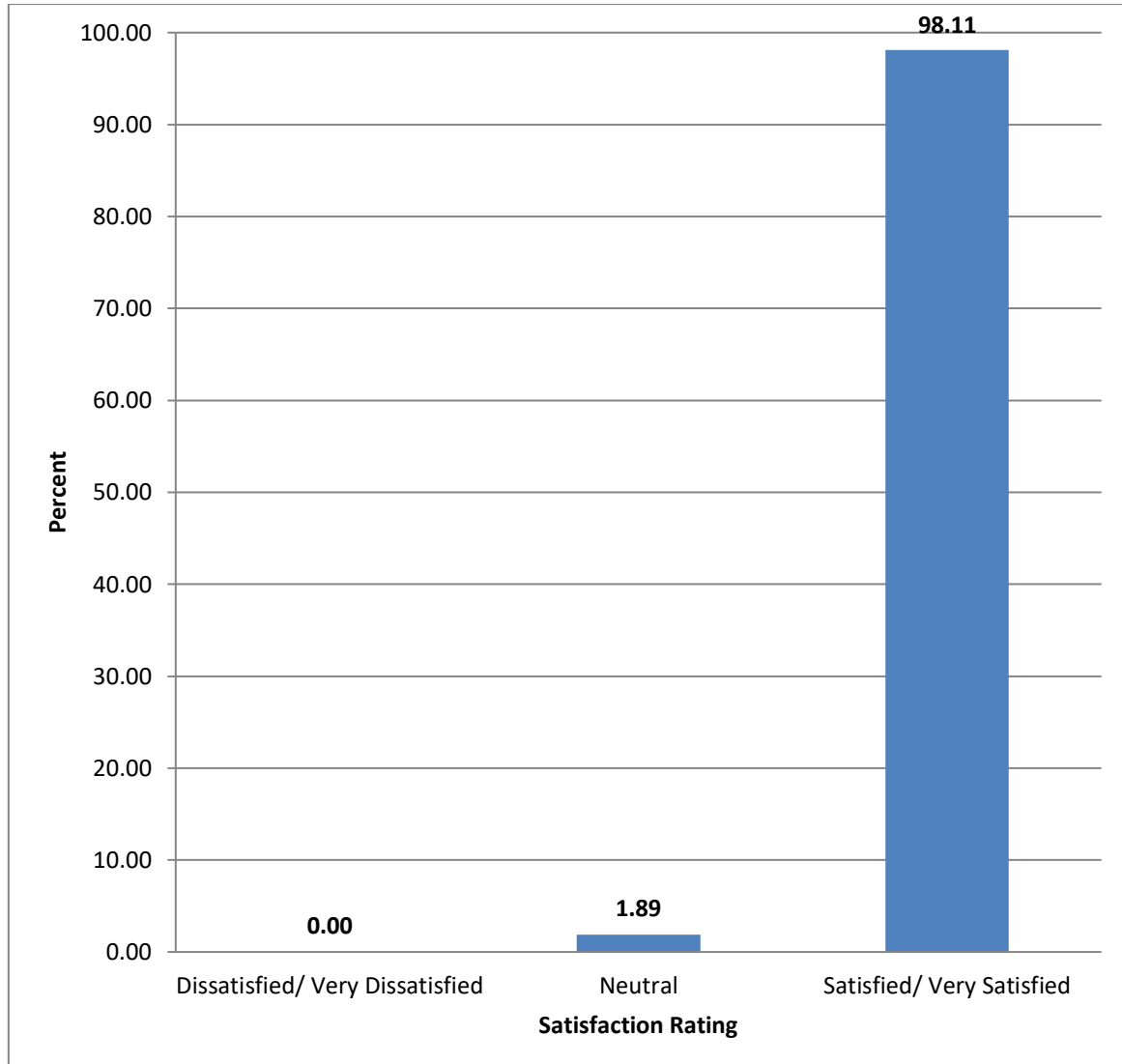
Satisfaction rating is measured as the percentage of clients surveyed during the reference period who were satisfied or very satisfied with the PSA's civil registry services.

Figure 1 shows the overall satisfaction rating of CRS Serbilis Outlet during the reference period.

Based on the results of the survey, all the respondents answered the satisfaction rating. The proportion of respondents who expressed satisfaction is at 98.11 percent. About 1.89 percent were neutral, and no client was dissatisfied with the services.



Figure 1. Overall Client's Satisfaction Rating of CRS Serbilis Outlet, Fourth Quarter 2022: Dumaguete City

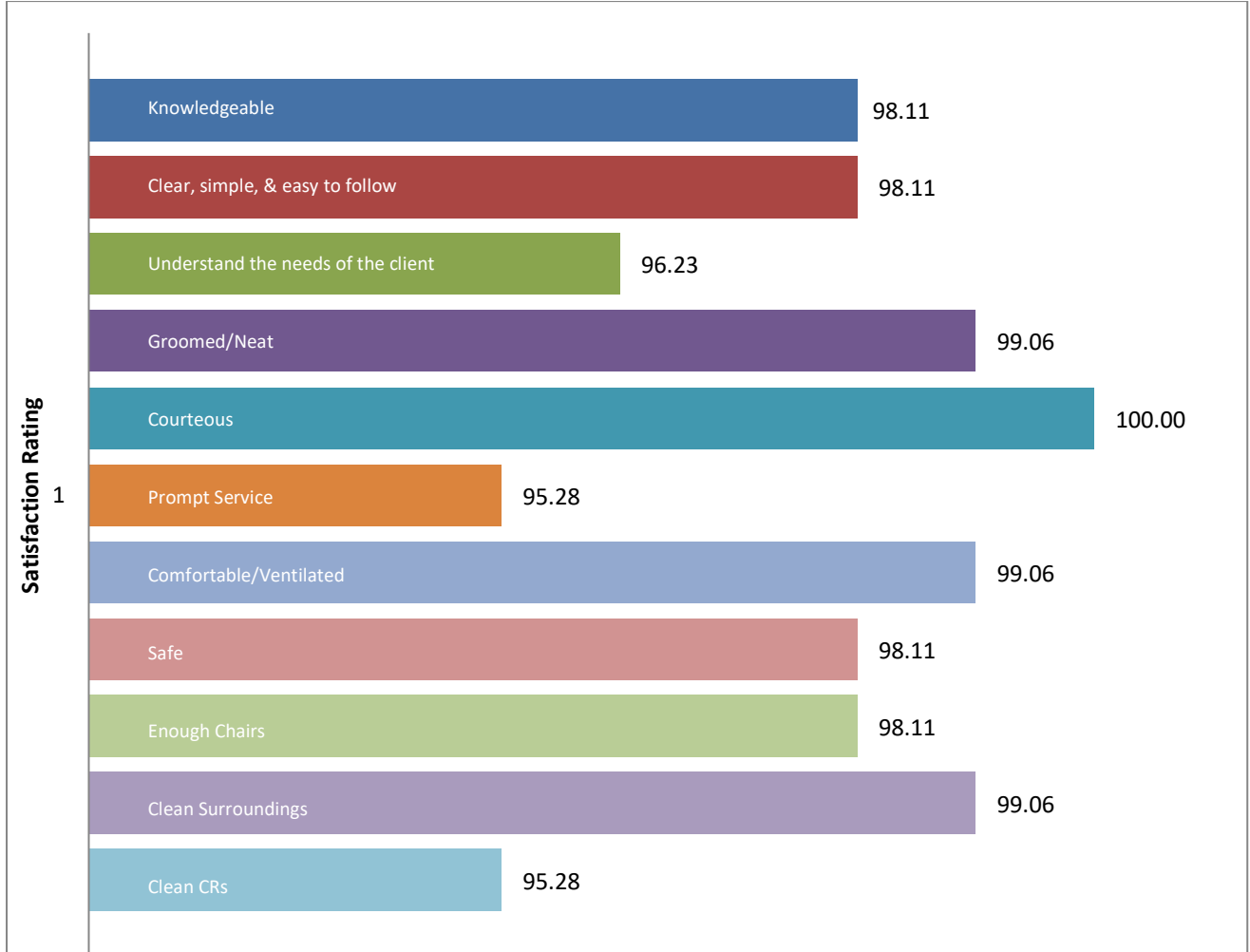


Client's level of agreement is highest in the Employees category and Procedures Category

The respondents expressed highest satisfaction rating in Employees Category and Procedures Category. Figure 2 shows that 99.06 percent of the clients strongly agree that employees in the CRS Outlet are well-groomed, courteous to clients and knowledgeable of the processes in the outlet. About 98.11 percent of the clients believed that procedures are clear, simple, and easy to follow.



Figure 2. Satisfied/Very Satisfied Rating of CRS Serbilis Outlet, by Category, Fourth Quarter 2022: Dumaguete City



Options in securing Civil Registry Documents

In Figure 3, 81.13 percent are aware of the other options in securing the civil registry documents like birth, marriage, death, and CENOMAR of the respondents surveyed. The remaining 18.87 percent are not aware of those options.

Figure 4 shows that 93.40 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), telephone, and SM Business Center registered 3.77 percent, 2.83 percent, and 0.00 percent rating, respectively.

**Figure 3. Awareness in Securing Civil Registry Documents
 Fourth Quarter 2022: Dumaguete City**

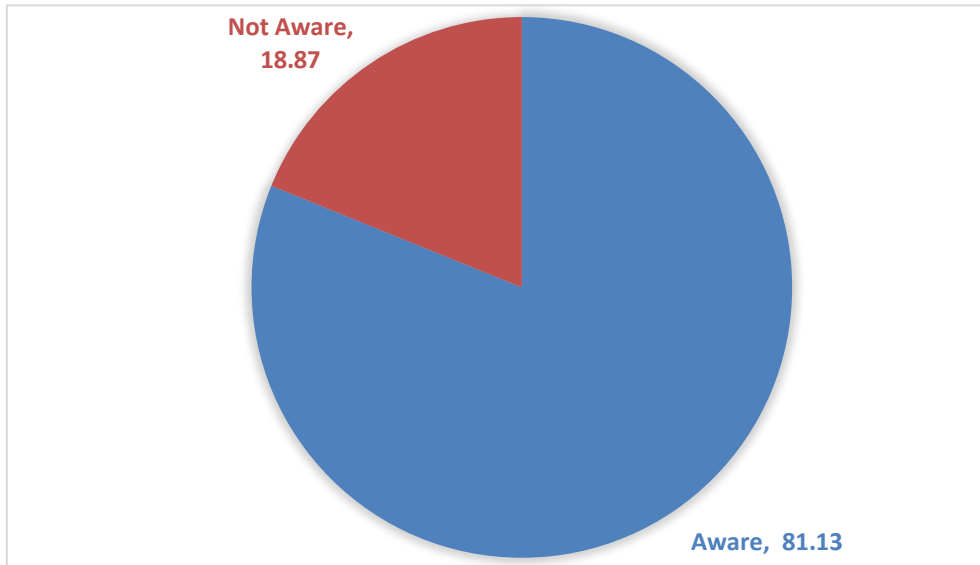
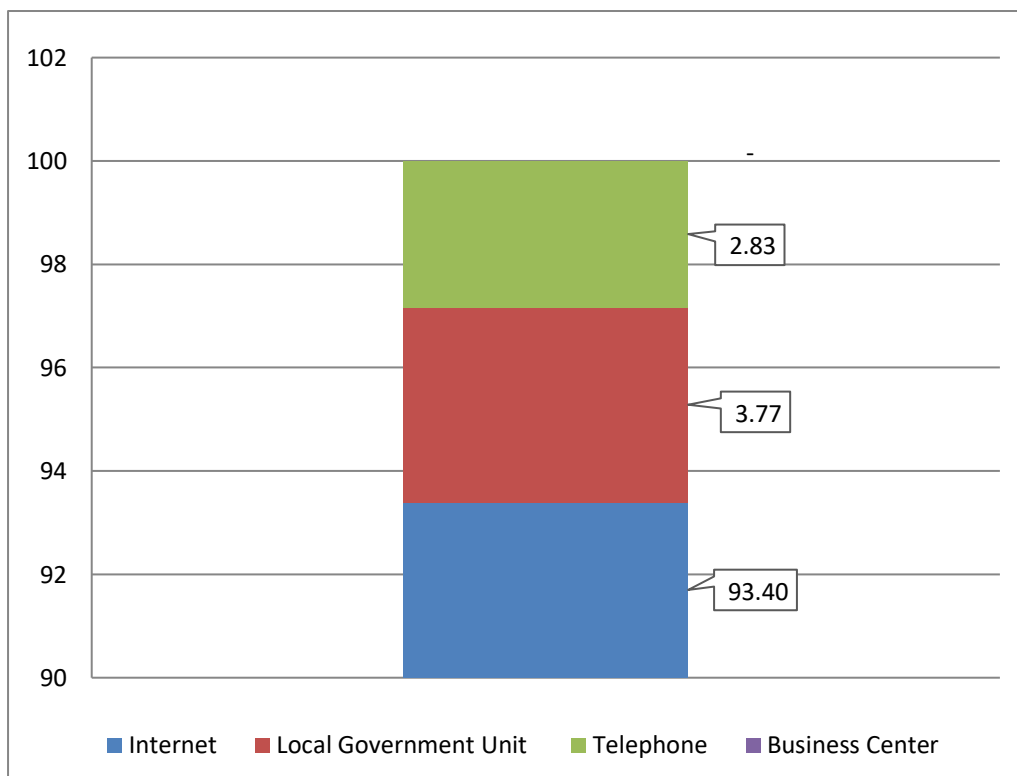


Figure 4. Options in Securing Documents, Fourth Quarter 2022: Dumaguete City





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, Fourth Quarter 2022: Dumaguete City

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

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.

Table 3. Comments and Suggestions of the Respondents, Fourth Quarter 2022: Dumaguete City

Positive comments
Paspas ang serbisyo nila
I am very satisfied with the service of the person in Window 2
Maayong serbisyo!
Maintain the by appointment so that the place will not be crowded and of course safe from COVID.
Kontento lang Salamat!
Satisfied nako
Overall good service so far. Thank you!
So far, ok ra kaau kay very accommodating ang mga employees. God bless!
Keep it up. Padayon sa serbisyo
Wala na maayo ang seerbisyo sa PSA
So far non/ well organize
Nothing
Everyone is very accommodating. Good job!




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All is very informed other information should be posted online.
Wala nako ika suggest kay nindot na ang inyong serbisyo
Ok ra para nako ang pangkalahatang serbisyo. Salamat
Excellent service
Okay ra tanan
No suggestion
Keep it up
kuntinto nako sa ilang serbisyo
Maayo raman ang serbisyo sa empleyado dali ra ang transaction para sa akoo lang unsa kaha sa uban. Salamat
Paspas-maanindot ang lugar maabihon ang mga staff og limpyo dayon safe ka sa PSA
All good
No more additional suggestion or feedback
So far, the system is good.
They are approachable enough to cater guest.

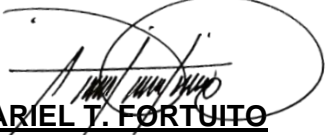
Negative comments

I had a bad experience in the previous months when urgent cert request was not catered when I had a hard time securing w/ my online appointment.
Less pasa pasa (if possible just one in-then out release --just an idea
The security guard should be polite in accompanying clients
Faster processing in diff. departments

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