



SPECIAL RELEASE

CUSTOMER SATISFACTION SURVEY (CSS) RESULTS **1st QUARTER 2023** **TAGBILARAN CITY SERBILIS OUTLET** **REGION VII**

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Background of the Survey

The Customer Satisfaction Survey (CSS) for the first quarter of 2023 of the Civil Registry System (CRS) - Tagbilaran City Serbilis Outlet was administered to one hundred fifty (150) randomly selected clients on 07 March to 10 March 2023. This was the second time that the Philippine Statistics Authority (PSA) – Bohol Provincial Statistics Office conducted this survey at the CRS Outlet.

The satisfaction rating is measured as the percentage of clients surveyed during the reference period who were satisfied or very satisfied with PSA's Civil Registry Services, specifically the issuance of copies of civil registry documents. Simple random sampling was used in this survey, where every item in the population has an equal chance and likelihood of being selected as a sample.

Survey Results

A. Profile of the Respondents

Table 1. Demographic Profile, CSS First Quarter 2023

Demographic Profile	Frequency (f)	Percentage (%)
Gender		
Female	114	76.0
Male	36	24.0
Education		
College or Higher	96	64.0
Secondary/High School	46	30.7
Elementary	7	4.7
No grade completed	1	0.7
Employment Status		
Unemployed	76	50.7
Employed	74	49.3
Place of Residence		
Within Bohol	148	98.7
Outside Bohol	2	1.3

Source: Philippine Statistics Authority – Bohol

Table 1 presents the demographic profile of the 150 respondents. In terms of the respondents' education (either attained or currently attending), 96 out of 150 respondents (or 64.0 percent) were college or higher, 46 (or 30.7 percent) were high school, and seven (or 4.7 percent) were elementary. Only one respondent (or 0.7 percent) had no grade completed.

Table 1 further illustrates that 76 respondents (or 50.7 percent) were unemployed and 74 respondents (or 49.3 percent) were employed. Among the 150 respondents, 148 (or 98.7 percent) were residents of Bohol while two (or 1.3 percent) were non-residents.

Table 2 shows the place of residence of the total 148 residents of Bohol by district. About 87 respondents (or 58.8 percent) were from the First District, 21 respondents (or 14.2 percent) were from the Second District, and 40 respondents (or 27.0 percent) were from the Third District of Bohol.

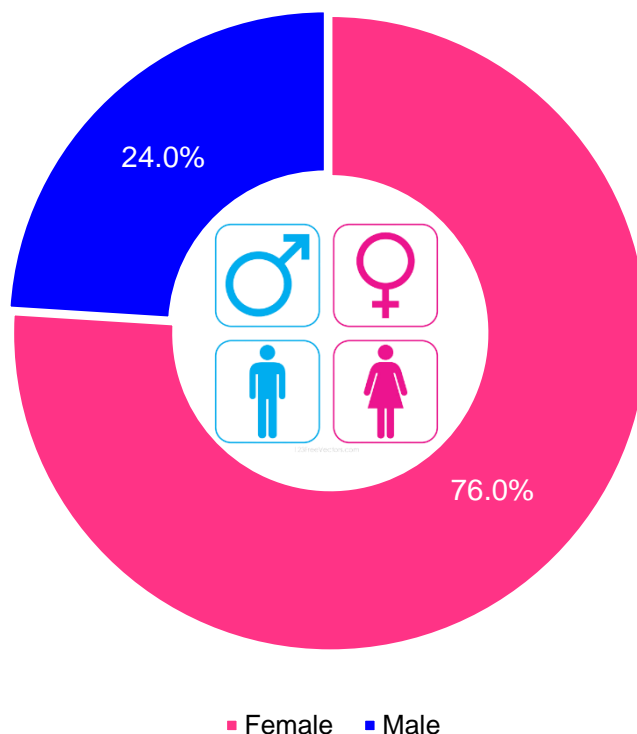
Table 2. Place of Residence by District, CSS First Quarter 2023

First District	f	%	Second District	f	%	Third District	f	%
Albuquerque	1	0.7	Bien Unido	1	0.7	Alicia	0	0.0
Antequera	0	0.0	Buenavista	2	1.4	Anda	1	0.7
Baclayon	2	1.4	Clarín	3	2.0	Batuan	2	1.4
Balilihan	1	0.7	Dagohoy	1	0.7	Bilar	3	2.0
Calape	5	3.4	Danao	0	0.0	Candijay	1	0.7
Catigbian	3	2.0	Getafe	0	0.0	Carmen	5	3.4
Corella	1	0.7	Inabanga	0	0.0	Dimiao	2	1.4
Cortes	5	3.4	President Carlos P. Garcia	0	0.0	Duero	0	0.0
Dausi	8	5.4	Sagbayan	5	3.4	Garcia Hernandez	6	4.1
Loon	5	3.4	San Isidro	3	2.0	Guindulman	4	2.7
Maribojoc	0	0.0	San Miguel	0	0.0	Jagna	1	0.7
Panglao	8	5.4	Talibon	2	1.4	Sevilla	0	0.0
Sikatuna	1	0.7	Trinidad	0	0.0	Lila	1	0.7
Tagbilaran City	45	30.4	Ubay	4	2.7	Loay	2	1.4
Tubigon	2	1.4				Loboc	3	2.0
						Mabini	1	0.7
						Pilar	3	2.0
						Sierra Bullones	2	1.4
						Valencia	3	2.0
TOTAL	87	58.8	TOTAL	21	14.2	TOTAL	40	27.0

Source: Philippine Statistics Authority – Bohol

Figure 1 shows the percent distribution of the CRS clients catered within the day according to gender. For this quarter's survey, there were 114 females and 36 males, or equivalent to 76 percent and 24 percent, respectively.

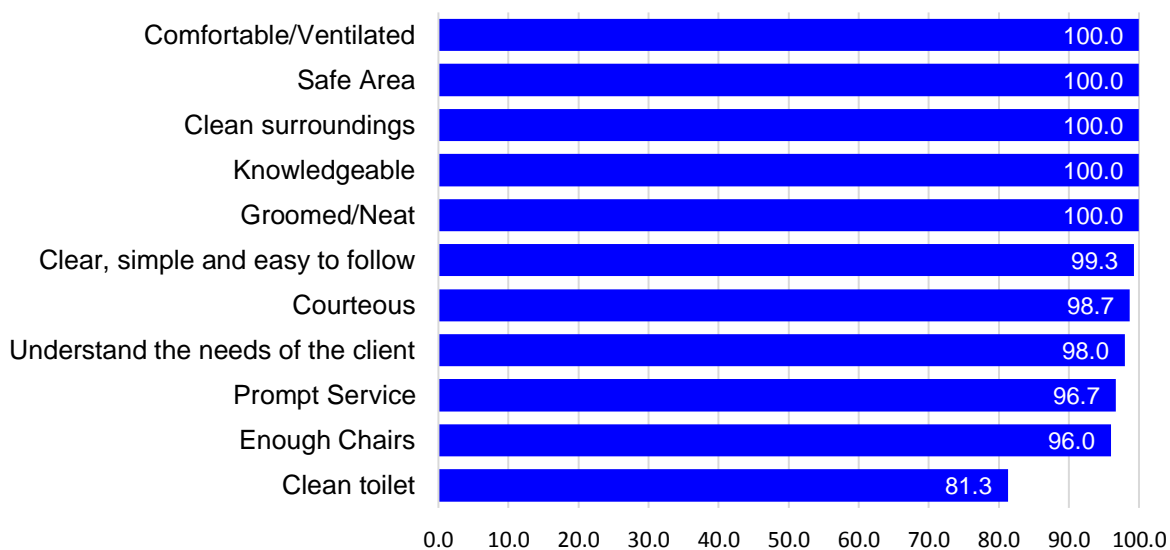
Figure 1. Respondents by Gender, CSS First Quarter 2023



Source: Philippine Statistics Authority – Bohol

B. Level of Agreement on Service, Employees, Procedures and Facilities

Figure 2. Net Satisfaction Ratings of Client's Level of Agreement with some Aspects of Service, Employees, Procedures and Facilities of the CRS Outlet, CSS First Quarter 2023



Source: Philippine Statistics Authority – Bohol

Net Satisfaction Rating measures the difference between the proportion of satisfied and dissatisfied clients. The following categories earned the highest net satisfaction rating at 100.0 percent: “Groomed/Neat employees”, “Knowledgeable”, “Clean surroundings”, “Safe area”, and “Comfortable/Ventilated area”. These were closely followed by the category “Clear, simple and easy to follow” at 99.3 percent. (refer to Figure 2)

Table 3 shows the percent distribution of a client’s level of satisfaction of the CRS Serbilis Outlet’s Service, Employees, Procedures, and Area/Facilities for the first quarter of 2023.

Furthermore, the category “Clean toilet” still obtained the lowest rating at 81.3 percent. Moreover, 18.7 percent of the total respondents did not provide a rating for this category because they were either not aware that the outlet has a toilet or they had never used the toilet. It is worth noting that the toilet is under the management of the building owner, JLU Centre Bloc, and the facility is open for all CRS clients. (Table 3)

Table 3. Percent Distribution of Client’s Level of Satisfaction of CRS Serbilis Outlet’s Service, Employees, Procedures, and Area/Facilities, CSS First Quarter 2023

Aspect	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	Net Satisfaction Rating
• Service							
Prompt Service	73.3	24.0	2.0	0.7	0.0		96.7
Understand the needs of the client	83.3	15.3	0.7	0.7	0.0		98.0
• Employees							
Groomed/Neat	91.3	8.7	0.0	0.0	0.0		100.0
Courteous	87.3	11.3	1.3	0.0	0.0		98.7
Knowledgeable	88.7	11.3	0.0	0.0	0.0		100.0
• Procedures							
Clear, simple and easy to follow	86.7	12.7	0.7	0.0	0.0		99.3
• Area/Facilities							
Clean surroundings	90.0	10.0	0.0	0.0	0.0		100.0
Clean toilet	70.0	11.3	0.0	0.0	0.0	18.7	81.3
Safe Area	86.0	14.0	0.0	0.0	0.0		100.0
Comfortable/Ventilated	88.7	11.3	0.0	0.0	0.0		100.0
Enough Chairs	80.7	16.0	2.7	0.7	0.0		96.0

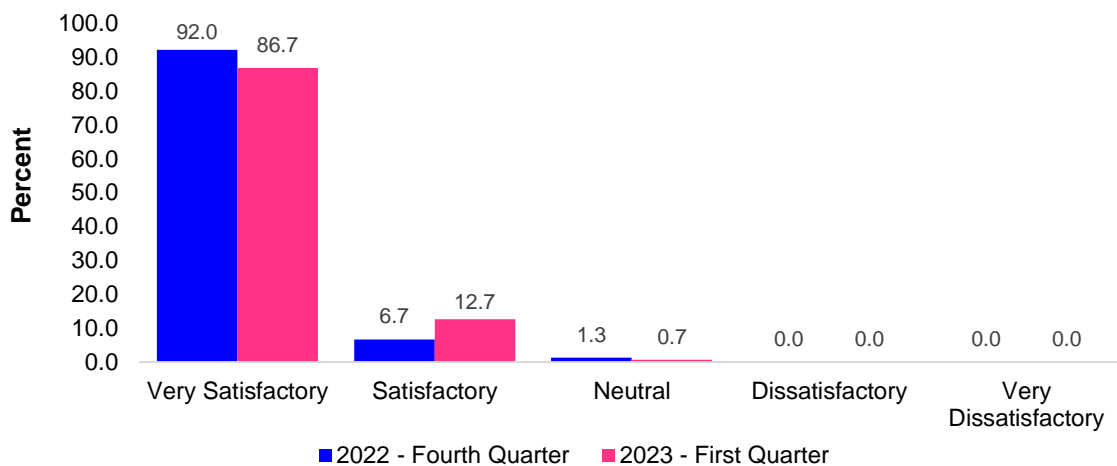
Source: Philippine Statistics Authority – Bohol

C. Overall Satisfaction Rating

Satisfaction rating is measured as the percentage of interviewed clients during the reference period who were either satisfied or very satisfied with PSA's Civil Registry Services, specifically the issuance of civil registry documents.

Figure 3 shows that 86.7 percent of the 150 respondents were very satisfied with PSA's civil registry services in the 1st quarter of 2023, which is 5.3 percent lower compared to the 4th quarter of 2022. Moreover, 12.7 percent were satisfactory, and 0.7 percent was neutral. (Figure 3)

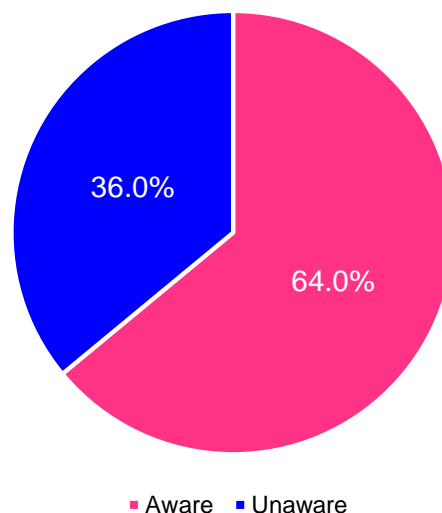
Figure 3. Overall Satisfaction Rating, 2022 CSS Fourth Quarter vis-a-vis 2023 CSS First Quarter



Source: Philippine Statistics Authority – Bohol

D. Respondents' Awareness on Other Ways of Securing Civil Registry Documents

Figure 4. Awareness of Other Ways in Securing Civil Registry Documents, CSS First Quarter 2023

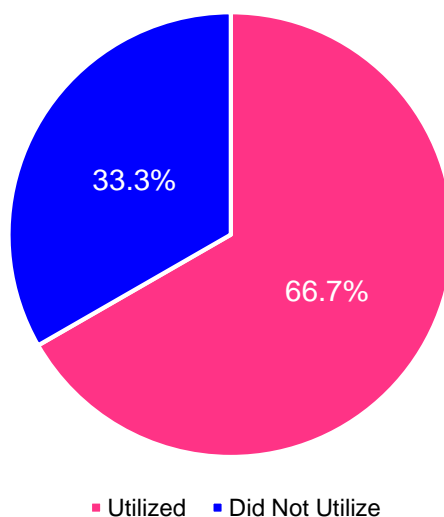


Source: Philippine Statistics Authority – Bohol

Figure 4 shows that 64 percent of the 150 respondents were aware of other ways to secure civil registry documents. On the other hand, 36 percent of the total respondents were not aware of the other options.

Furthermore, Figure 5 reveals that 66.7 percent of the total aware respondents utilized the other ways for securing civil registry documents, while 33.3 percent did not, for some reasons listed in Table 4.

Figure 5. Utilized the Different Ways for Securing Civil Registry Documents, CSS First Quarter 2023



Source: Philippine Statistics Authority – Bohol

Table 4. Reasons why Other Ways were Not Utilized, CSS First Quarter 2023

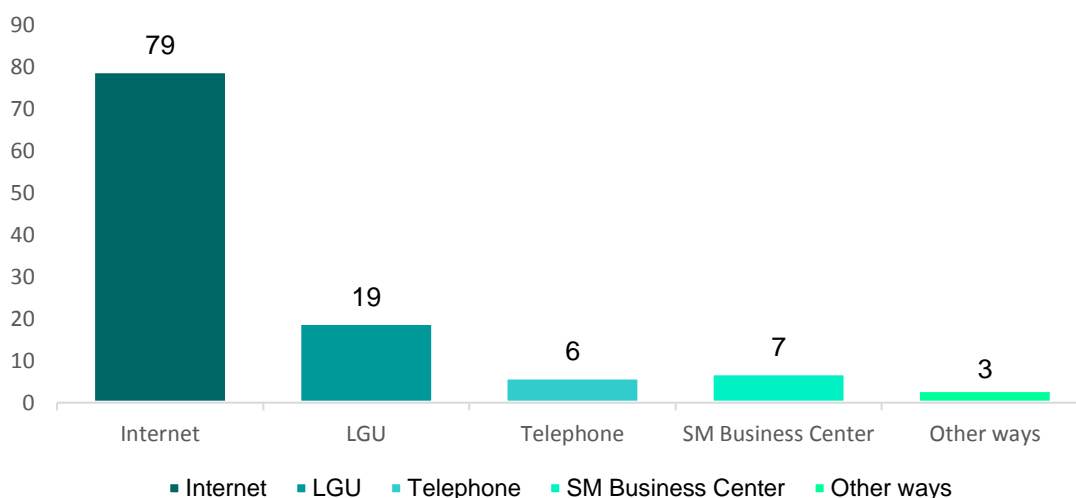
Reasons	f	%
Compared to other options (e.g. online) with late or delayed delivery, the outlet offers quicker/better service or faster transaction.	9	28.1
The outlet offers cheaper or lower fees than the other options.	6	18.8
Simply preferred the outlet for no other reason	3	9.4
Near or convenient to the outlet's location	3	9.4
Due to a slow or intermittent internet connection. Since PSA is nationwide, all documents are ready/available.	2	6.3
It was preferred to visit the CRS-Bohol outlet and experience their service.	1	3.1
No gadget or cellphone to request online.	1	3.1
The client is encouraged by his/her sibling, who had just processed his/her documents at the outlet.	1	3.1
First time to request a document	1	3.1
With National ID, it's better to process documents here due to the priority lanes offered for National ID cardholders.	1	3.1
Availed document along with other errands	1	3.1
Necessity of the document	1	3.1
Only his/her relatives requested through online	1	3.1
The client is advised to request documents from the outlet, and he/she can save by requesting two documents at the outlet compared to requesting it online.	1	3.1

Source: Philippine Statistics Authority – Bohol

Among the 32 respondents who did not utilize the other ways of securing civil registry documents, 28.1 percent chose to request documents through the outlet since it offers quicker/better service or a faster transaction compared to the other options. (Table 4)

Figure 6 reveals that out of 96 respondents, 79 were aware of obtaining civil registry documents via the "Internet," 19 knew about the "LGU," six knew about the "Telephone," seven knew about the "SM Business Center," and three knew other ways not specified above.

Figure 6. Frequency of Using Other Ways of Securing Civil Registry Documents, CSS First Quarter 2023



Source: Philippine Statistics Authority – Bohol

E. Summary of Respondents' Observations and Suggestions

Of the total 150 respondents, 83.3 percent said that the overall service was satisfactory, and no suggestions were made. Table 5 contains a list of the respondents' observations and suggestions.

Table 5. Respondents' Observations and Suggestions, CSS First Quarter 2023

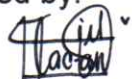
Observations and Suggestions	%
The overall service was satisfactory, and no suggestions were made.	83.3
Increase the seating capacity of the outlet. No enough chairs outside the outlet.	3.3
Everything is fine, except for the instructions regarding the receipt.	2.0
Overall, the experience is great. Greetings need improvement. Personnel must be more understanding and respectful toward clients.	1.3
The PSA signage direction should be located at the building's main entrance.	0.7
I suggest adding more screeners for faster transactions.	0.7

Observations and Suggestions	%
I am hoping that the fee for requesting SECPA in different municipalities will be the same as the fee at the CRS outlet or that the add-on is only PHP20 and will also be claimed within 2–3 days within Bohol. And also, clients must be informed that receipts must be given to the releasing window since the guard told me to wait if my name is called.	0.7
The client is hoping that because he/she has already booked an online appointment and provided the necessary information, he/she will be able to claim his/her document immediately upon arrival at the outlet.	0.7
Improve and streamline the process. Additional cashier lanes were suggested.	0.7
Priority lanes for senior citizens must always be observed.	0.7
Additional space for the office, since many were outside and there were insufficient chairs.	0.7
More writing counters/tables. Thank you for the very good service.	0.7
Proper disposal of garbage (e.g., bottled water) must always be observed.	0.7
It was difficult to book an appointment due to the slow internet connection. No more online appointments; prefer purely walk-ins.	0.7
The outlet should ideally be located on the first floor, where senior citizens and people with children can easily access it.	0.7
Since the names called are not clear or cannot be heard altogether, I suggest calling the names twice using the microphone and using a queue number to streamline the process.	0.7
Clear and proper instructions (e.g. need to bring an original Valid ID of the document owner and authorized representative)	0.7
There could be more information and proper signage about the step-by-step procedures. Add signage or marks that clearly direct clients where to line up; queues indicating which lane is which are not clearly instructed.	0.7
The format of the authorization letter must be included on the appointment website for the client's awareness. The rest of the services were fine.	0.7

Source: Philippine Statistics Authority – Bohol

For more information, you may visit the official website of PSA-Bohol at rso07.psa.gov.ph/Bohol, Facebook page [/psabohol](https://www.facebook.com/psabohol), and Twitter account [@psabohol](https://twitter.com/psabohol).

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