



SPECIAL RELEASE

CUSTOMER SATISFACTION SURVEY RESULTS FOR THE SECOND QUARTER 2023

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Highlights of the Customer Satisfaction Survey for the Second Quarter 2023 in Dumaguete City Serbilis Outlet Negros Oriental

Background of the Survey

The Second Quarter 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 June 2023) 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 30.19 percent of the respondents were male while 69.81 percent were female. Majority of the clients were college graduate or higher with 56.60 percent; while 30.19 percent and 6.60 percent were reported to be in high school and elementary levels, respectively. Some 6.60 percent did not disclose their educational attainment.

It was noted that most of the clients interviewed this quarter were unemployed with 49.06 percent compared to the previous quarter wherein clients interviewed were employed



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with 50.00 percent. Some 28.30 percent interviewed were employed and 22.64 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 61.32 percent excluding Dumaguete City, the Capital City of Negros Oriental, with 33.02 percent. Some 4.72 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,
Second Quarter 2023: Dumaguete City**

Demographic Profile	Percent
Sex	100.00
Male	30.19
Female	69.81
Education	100.00
Elementary	6.60
High School	30.19
College or Higher	56.60
Not disclosed	6.60
Work	100.00
Employed	28.30
Unemployed	49.06
Not disclosed	22.64
Residence	100.00
Dumaguete City	33.02
Other Areas within the province	61.32
Within the Region	4.72
Outside the Region	0.94

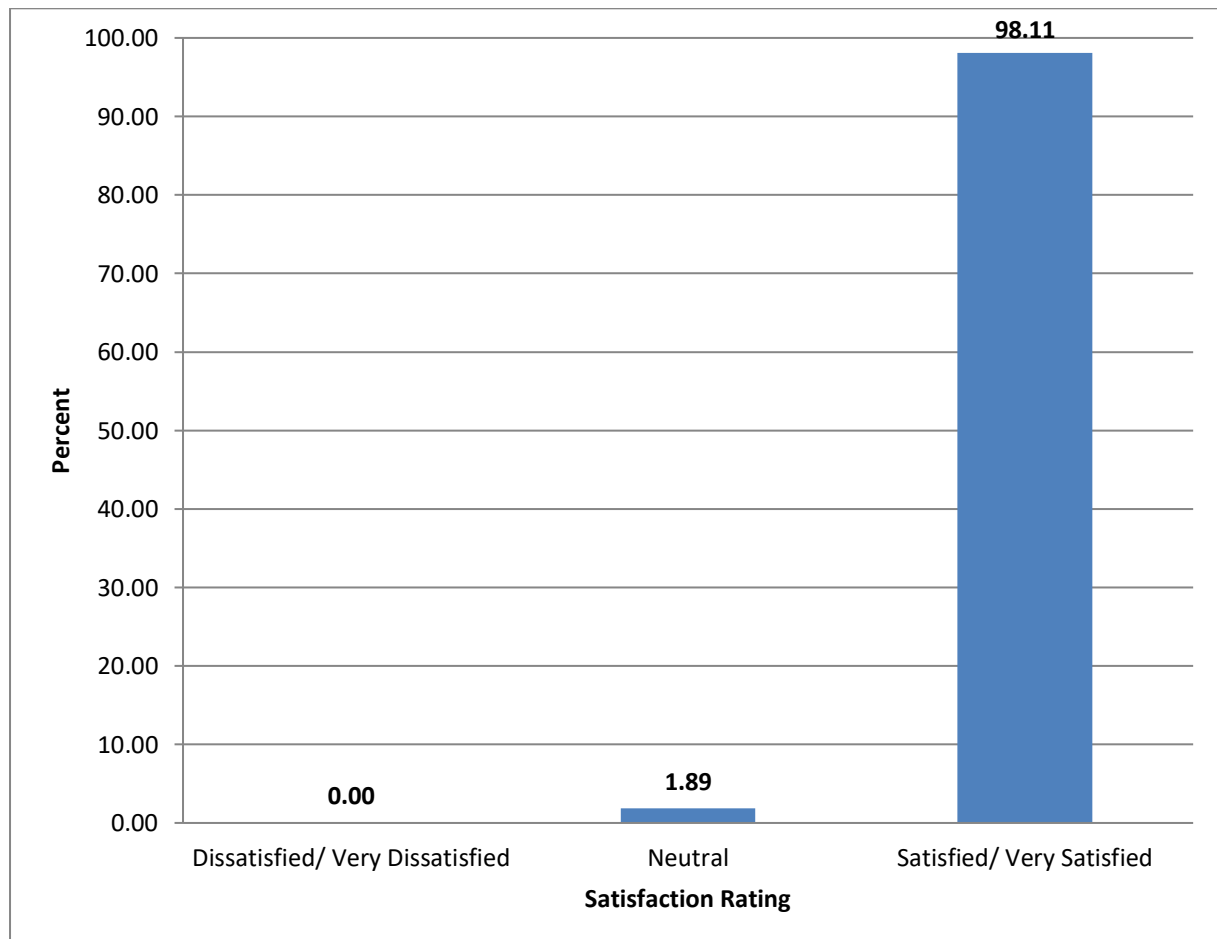


Proportion of satisfied client this quarter increased at 98.11 percent compared to the First Quarter of 2023 at 81.13 percent.

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 98.11 percent. About 1.89 percent of the respondents were neutral and no clients were dissatisfied with the services.

Figure 1. Overall Client's Satisfaction Rating of CRS Serbilis Outlet, Second Quarter 2023: Dumaguete City

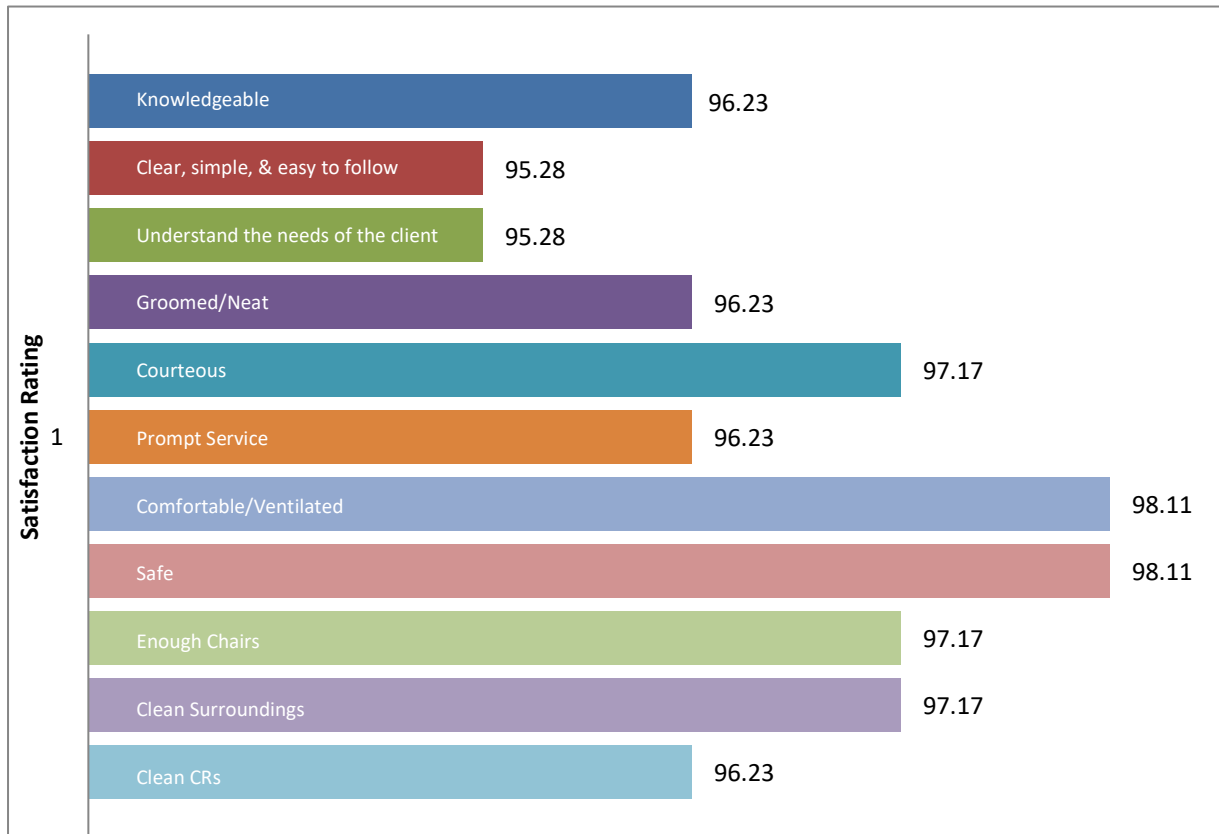


Client's level of agreement is highest in the Area/Facilities Category.

The respondents declared highest satisfaction rating in the Area/Facilities category. Figure 2 shows that 97.36 percent of the respondents agree that the CRS Serbilis Outlet is well-ventilated, and clients are comfortable and safe transacting in the said outlet. In addition, respondents agree that the outlet has enough chairs to cater clients, it has clean surroundings,

and the staff were courteous in assisting clients. It was noted that these three categories got the second to the highest satisfaction rating with 97.17 percent. On the contrary, the lowest satisfaction rating of 91.98 percent was in the Service category. Some clients feel that staff should improve and understand the needs of the clients in the Serbilis outlet as well as the need for prompt service.

Figure 2. Satisfied/Very Satisfied Rating of CRS Serbilis Outlet, by Category, Second Quarter 2023: Dumaguete City



Options in securing Civil Registry Documents

Of the respondents surveyed, 76.42 percent are aware of the other options in securing the civil registry documents like birth, marriage, death, and CENOMAR. This is higher than the previous quarter with 66.98 percent. The remaining 23.58 percent are not aware of those options. Figure 4 shows that 85.71 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 11.90 percent, 0.00 percent, and 2.38 percent rating, respectively.

**Figure 3. Awareness in Securing Civil Registry Documents
 Second Quarter 2023: Dumaguete City**

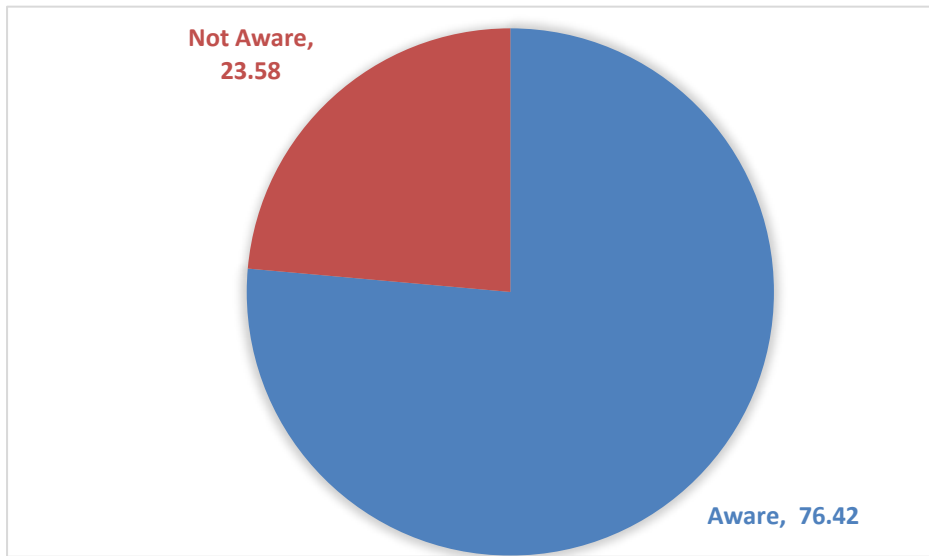
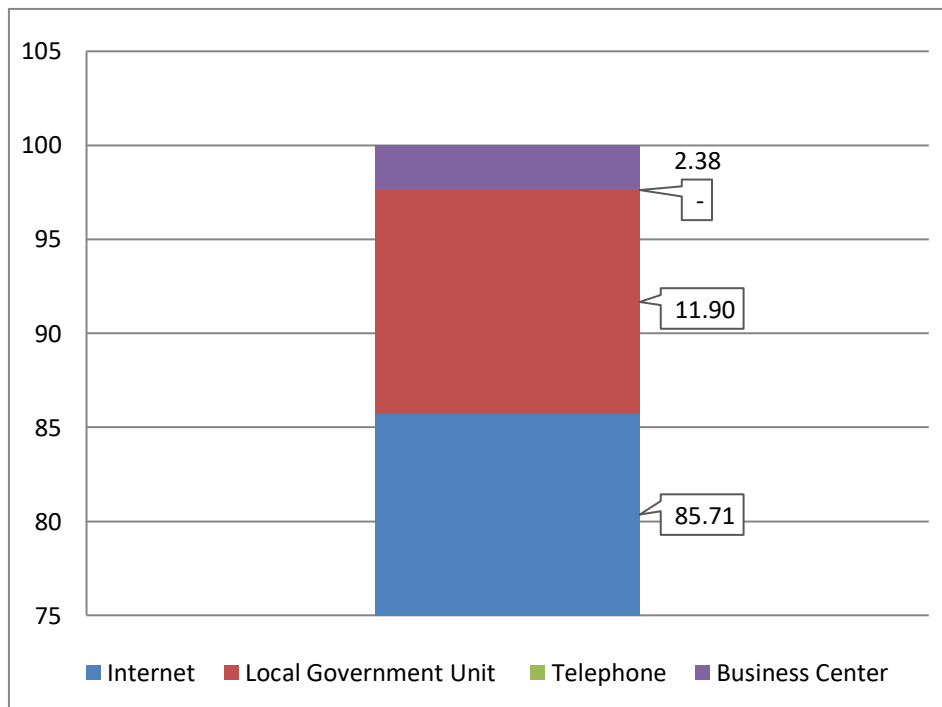


Figure 4. Options in Securing Documents, Second Quarter 2023: Dumaguete City



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.



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Table 2. Reasons of Not Trying Other Options in Securing Documents, by Number of Reports, Second Quarter 2023: Dumaguete City

Reasons of not trying other options	Number of Reports
1. No idea about the different options.	1
2. Prefer to process personally.	2
3. Haven't tried other options.	1
4. It will take a long time to receive the documents if processed online.	2

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, Second Quarter 2023: Dumaguete City

<i>Positive comments</i>
I think wala na.
So far service is excellent
satisfied
Satisfied client
Nothing so far
Excellent service
Satisfied
Satisfied client
Sakto ang pagserbesyo
No comment
The staff are helpful!
Good job
Services are outstanding. Keep it up.
Excellent service
Dali ra kaayo
Thank you sa inyo pagserbisyo
Madali lang
So far as i have observed dili na sila parehas sauna daghan ng lingkuranan ug aduna na usab silay online appointment
Organize
Satisfied
Goods lang ang serbisyo
Compared to previous years, i have seen the recognizable improvement of the PSA, especially when it comes to service. It should be best to have more seats for customers. But overall, i am deeply satisfied with the PSA's services, especially when it comes to the customer's needs.
Satisfied client
Paspas nga serbisyo



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Ok ra ang serbisyo
Maayos po ang lahat
Satisfied client
Internet only.
Can be claimed in any places
Medyo mabagal pero all goods ang services.
Ok ang serbisyo

Negative comments
More employees
Pahinayan ang aircon kay tugnaw ra kaayo.
Daghan mo assist para paspas pa kaayo.
They(staffs) initially said that it is okay to use the receipt of national ID in order to get the birth cert here in PSA. However, it was not cause I still need to wait for my ID. It was confusing and time consuming at the same time
Dako nag kalahi-an sa karon ug sa kaniadto tungod kay ipaagi nag online sa pagkuha sa mga panginahanglon. Apan how about sa di kamao sa internet o sa pag online para sa pagproseso sa imong tuyo? Wala na ba diay lain pang sulbad nga mapa sayon ang pamaagi sa pagkuha sa ilang panginahanglanon? Kay looy kaayo ang mga computer illiterate
More employees
Need active staff in assisting the clients
Need more employees
Releasing of documents should be faster
Add more staff
Kulang lingkuranan ug assistant
Dapat naay priority lane sa mga seniors, PWD, buntis
Dungagan ug empleyado sa releasing area para madali
Paspas ang pag releasing sa mga documents unta ma improve pa jud
Dungagan pa ang personnel or windows na mag accomodate sa clients aron mas paspas pa ug serbisyo
Dapat daghang empleyado para madali o paspas ang serbisyo
Kulang empleyado
Ok naman kabahin sa mga empleyado pero kailangan pang dagdadagan para mabilis ang pag proseso lalo na sa mga matanda. Thank you.
Accomodate lang tanan and assist ang mga tawo ug e approach ug maayo labi na ang mga tawo nga kulang sa knowledge
Good service but releasing service area should be faster
Not in order ang numbering esp. sa releasing area
Add more staff
More support
Clear steps
Dugay kay maglingkod
Observe/follow proper numbering
More assistance for senior citizens
Add more assistance especially to senior citizens

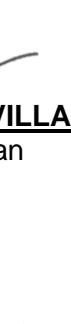


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