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SPECIAL RELEASE

CUSTOMER SATISFACTION SURVEY RESULTS FOR THE THIRD QUARTER 2023

Date of Release: **28 September 2023**

Reference No.: **2023-SR46-020**

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

Background of the Survey

The Third 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 (4-8 September 2023) of the last month of the reference quarter. The respondents of the survey are the CRS clients who completed all the steps, from the screening of forms up to the releasing of documents, that is the document has been released on the same day that the request has 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 a systematic sampling technique. The first respondent is selected by drawing a Random Start (RS) from 1 to 10. The respondents are chosen in regular intervals 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 33.02 percent of the respondents were male while 66.98 percent were female. Majority of the clients were college graduates or higher with 65.09 percent. This is higher compared to last quarter's result with 56.60 percent; while 17.92 percent and 5.66 percent were reported to be in high school and elementary levels, respectively. Some 11.32 percent did not disclose their educational attainment.



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It was noted that most of the clients interviewed this quarter were employed by 42.45 percent. Some 40.57 percent interviewed were unemployed and 16.98 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 31.13 percent excluding Dumaguete City, the Capital City of Negros Oriental, with 63.21 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,
Third Quarter 2023: Dumaguete City**

Demographic Profile	Percent
Sex	100.00
Male	33.02
Female	66.98
Education	100.00
Elementary	5.66
High School	17.92
College or Higher	65.09
Not disclosed	11.32
Work	100.00
Employed	42.45
Unemployed	40.57
Not disclosed	16.98
Residence	100.00
Dumaguete City	63.21
Other Areas within the province	31.13
Within the Region	4.72
Outside the Region	0.94

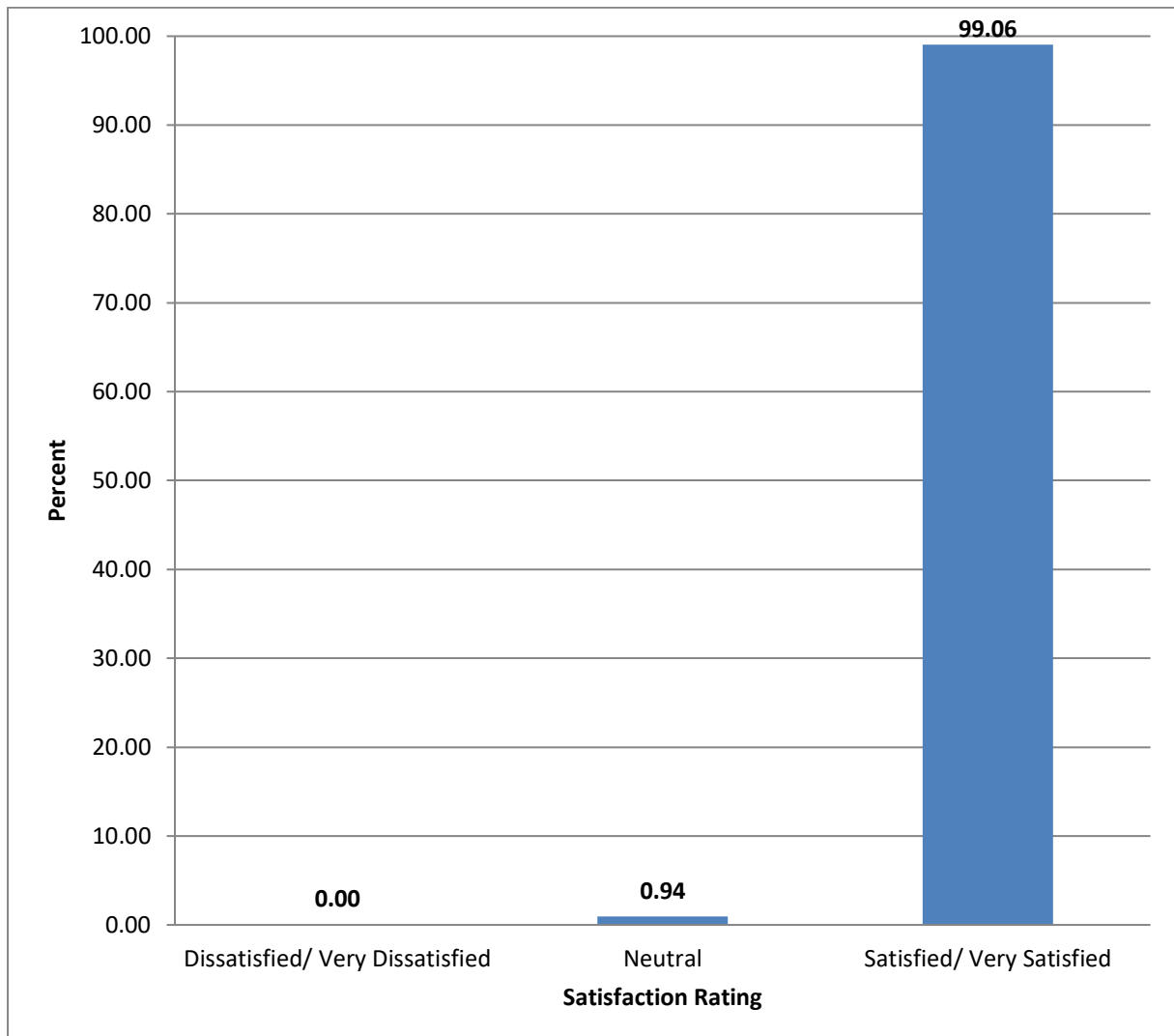
The proportion of satisfied clients increased to 99.06 percent compared to the Second Quarter of 2023 at 98.11 percent.

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 client 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 99.06 percent. About 0.94 percent of the respondents were neutral, 6.60 percent did not have any rating, and no client was dissatisfied with the services.



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

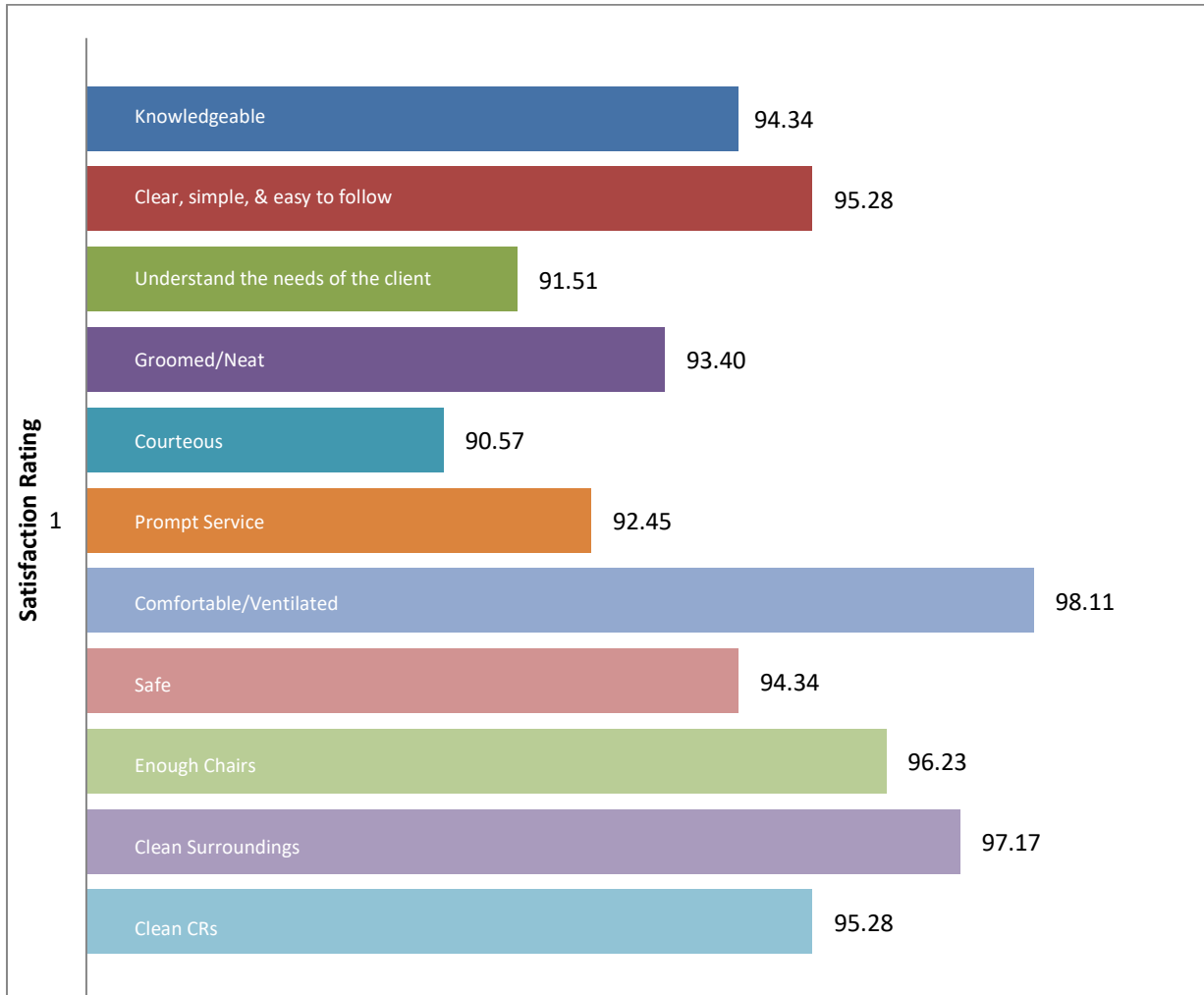


The client's level of agreement is highest in the Area/Facilities Category

The respondents declared the highest satisfaction rating in the Area/Facilities category at 96.60 percent. During the last quarter's survey, the Area/Facilities category also had the highest satisfaction rating. Figure 2 shows that 98.11 percent of the respondents agree that the CRS Serbilis Outlet is well-ventilated, and clients are comfortable transacting in the said outlet. Clean surroundings got the second-highest satisfaction rating with 97.17 percent. Respondents also agree that the outlet has enough chairs to cater to clients. On the contrary, the lowest satisfaction rating of 90.57 percent was in the Employees category. Some clients feel that staff should improve courtesy to clients in the Serbilis outlet.



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



Options for Securing Civil Registry Documents

Of the respondents surveyed, 83.02 percent are aware of the other options in securing the civil registry documents like birth, marriage, death, and CENOMAR. The remaining 16.98 percent are not aware of those options. Figure 4 shows that 86.27 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 9.80 percent, 3.92 percent, and 0.00 percent ratings, respectively.



**Figure 3. Awareness of Securing Civil Registry Documents
Third Quarter 2023: Dumaguete City**

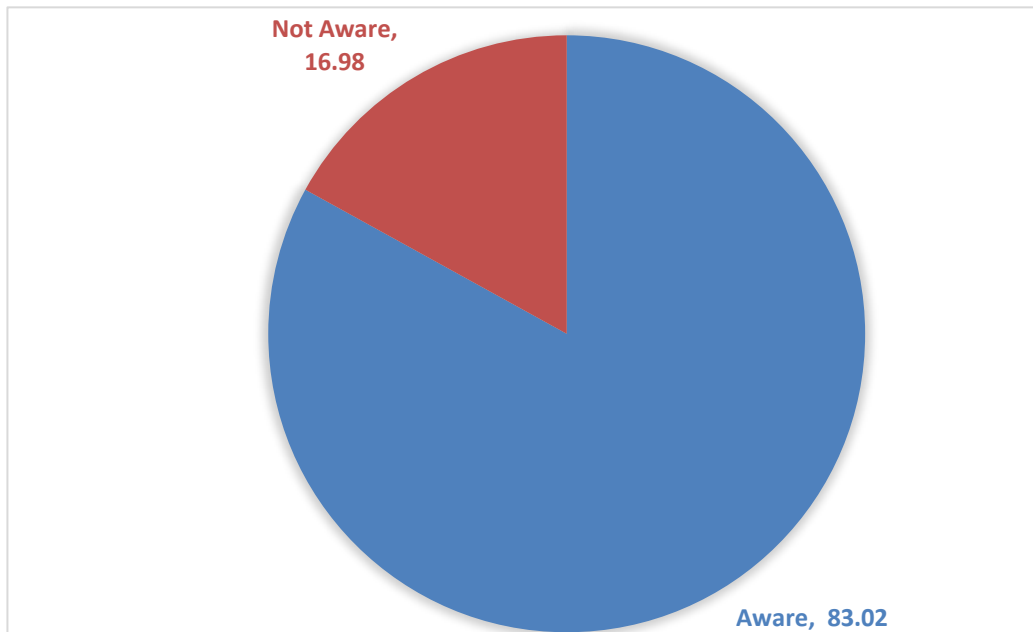
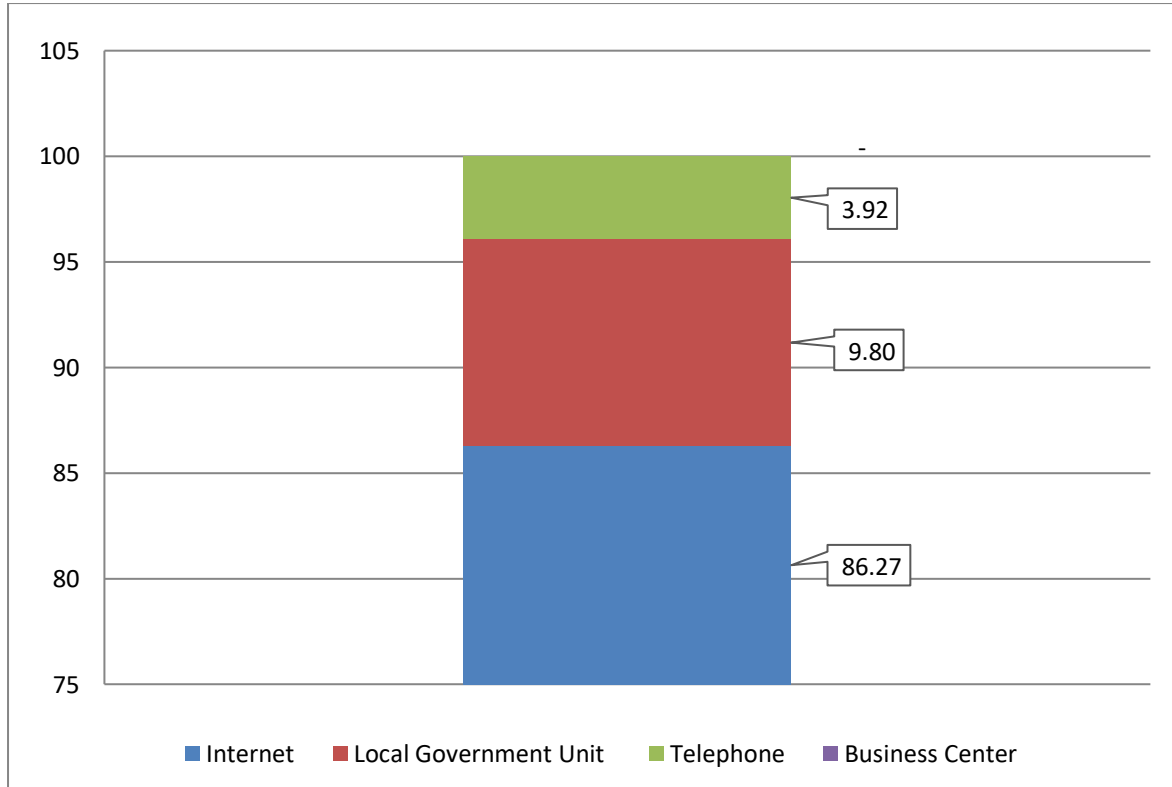


Figure 4. Options in Securing Documents, Third Quarter 2023: Dumaguete City





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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 for Not Trying Other Options in Securing Documents, by Number of Reports, Third Quarter 2023: Dumaguete City

Reasons for not trying other options	Number of Reports
1. No idea about the different options.	1
2. Technophobic – rather go to the office and do face-to-face transaction	2
3. It will take a long time to receive the documents if processed online.	2
4. Afraid to encounter fixer or fake employee	1

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, Third Quarter 2023: Dumaguete City

<i>Positive comments</i>
Good
Okay ra!
Satisfied
I would like to commend your office/ staff/supervisor Ms. Joy for alertness in helping clients.
Very understanding of the concerns of the clients
Goes the extra mile in helping clients
consistently efficient
Very fast service that provide clear instruction, thank you
Fast and Approachable staff, Excellent Service
Satisfied
Dali lang ang proseso basta masunod lang ta sa ilang requirements nga gipangayo
So far so good
Maayo mo serbisyo og paspas very approachable, mga buotan ang mga employees
So far ang serbisyo is hapsay and limpyo ang ilang serbisyo sa tawo
Be always friendly, and always be happy when serving people and never get tired.
Fast and efficient process, Employees are courteous and approachable



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<i>Negative comments</i>
More seats outside
Di kahibalo ang walay cellphone sa pagpa online appointment kung mahimo naay dali nga pamaagi ug hapsay
Ang sa Death Cert. Murag dugay lang
Dapat paspas samot na ang layo pag ulian , looy mag sige balik balik mahal ang plite
Add more cashier for payments
They must cater more clients and still be able to check if records are available or not especially for birth certificate
As long as there were individual arrives give them number to avoid some insert in line.
Need more employees for fast transactions
Fast transactions once na mo process today should be release on the day since we are working naay uban ni leave ra para mo process
Hoping ma release in a day ang imo gikuha nga documents diri sa PSA
Asa ta pwede kakuha kanang dali ra ang pag process sa mga documents?
Other employee should be gentle to the customers based on my experience earlier, One of the employee was scolding the customer and raised his voice.
Please prepare bills (para sukli) to avoid waitings

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