



SPECIAL RELEASE

Client Satisfaction Measurement Results for the First Quarter 2024

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The Client Satisfaction Measurement (CSM) is conducted to determine clients' perceptions regarding their satisfaction with the civil registration services that the Philippine Statistics Authority (PSA) provides, particularly in the issuance of copies of civil registry documents and certifications. The resulting satisfaction rating is one of the key performance indicators being reported for the Agency Performance Measures and in compliance with Anti-Red Tape Authority (ARTA) Memorandum Circular No. 2022-05, series of 2022 and Memorandum Circular 2021-1 issued by the Office of the President, Inter-Agency Task Force dated 03 June 2021. It seeks to collect profile of the respondents, clients' satisfaction in terms of responsiveness, reliability, access, facilities, communication, costs, integrity, assurance, and the overall satisfaction and perception of the clients on the government service availed and complaints and suggestions for further improve the delivery of services.

The 1st Quarter 2024 Client Satisfaction Measurement (CSM) was conducted in the Civil Registry System (CRS) Serbilis Outlet in Dumaguete City. The CSM was administered to 150 sample respondents on the second week (11-15 March 2024) 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 has been released in the same day that the request has been applied. The survey employs systematic sampling technique wherein only 30 sample respondents are selected for interview in a day for 5 days to complete the 150 respondents for this quarter. Out of the 150 respondents, 18 clients refused to be interviewed.

Survey Results

Table 1 shows the services provided by the PSA CRS Outlet in Dumaguete City. Out of the 150 respondents, 18 refused to be interviewed. The common services availed by the clients are Birth (Copy Issuance), Birth (Authentication), Marriage (Copy Issuance), Marriage (DocPrint), Death (Copy Issuance), and CENOMAR/CEMAR (Certification).



Birth (Copy Issuance) got the highest number of sample interviews with 86, CENOMAR/CEMAR (Certification) got the second highest number of samples with 26 successful interviews. Meanwhile, Birth (Authentication) got the lowest number of sample interviews with only 1 successful interview.

Table 1. Services Provided by Philippine Statistics Authority

Services	Successful Interviews	Number of Samples
Birth (Copy Issuance)	86	103
Birth (Authentication)	1	2
Marriage (Copy Issuance)	10	10
Marriage (DocPrint)	2	2
Death (Copy Issuance)	7	7
CENOMAR/CEMAR (Certification)	26	26

Source: Philippine Statistics Authority, Negros Oriental, First Quarter 2024 Client Satisfaction Measurement

Table 2 shows that about 25.8 percent of the respondents were male while 74.2 percent were female. Some 19.7 percent of clients who availed the services were from aged 30-34 years old, the highest in the age group. Aged 55-59 got the lowest with 3.8 percent. It was also noted that senior citizens aged 60 and over got 14.4 percent. The majority of the clients were college graduate or higher with 52.3 percent; while 40.9 percent and 6.8 percent were reported to be in high school and elementary levels, respectively.

Most of the clients interviewed were employed with 58.3 percent while 41.7 percent were employed. In addition, most of the clients interviewed came from other areas within the Central Visayas with 97.0percent while 3.0 percent came from outside the region.

Table 2. Number and Percent Distribution by Demographic Characteristics and Outlet Location: First Quarter 2024

Demographic Characteristics	Total	Number (in thousands, weighted)	Percent
Total Respondents	132	0.1	
Sex			
Female	98	0.1	74.2
Male	34	0.0	25.8
Age			
15 - 19	6	0.0	4.5
20 - 24	17	0.0	12.9
25 - 29	22	0.0	16.7
30 - 34	26	0.0	19.7
35 - 39	15	0.0	11.4
40 - 44	8	0.0	6.1
45 - 49	7	0.0	5.3



50 - 54	7	0.0	5.3
55 - 59	5	0.0	3.8
60 and over	19	0.0	14.4
Residence			
Residing in Region 7	128	0.1	97.0
Residing outside Region 7	4	0.0	3.0
Not reported	0	0.0	-
Education			
Elementary graduate	9	0.0	6.8
Highschool graduate	54	0.1	40.9
College graduate or higher	69	0.1	52.3
Not reported	0	0.0	-
Employment status			
Employed	77	0.1	58.3
Unemployed	55	0.1	41.7
Not reported	0	0.0	-

Source: Philippine Statistics Authority, Negros Oriental, First Quarter 2024 Client Satisfaction Measurement

Table 3 shows the number (in thousands, weighted) and percentage of distribution on the respondents' awareness of the Citizen's Charter (CC) posted in the CRS Outlet of Dumaguete City. About 41.7 percent of clients were aware of and saw the office's CC. Some 3.8 percent of clients were aware of the CC but did not see the office's CC. About 13.6 percent learned about the CC only upon seeing it, and about 40.9 percent were not aware of the CC and have not seen it posted in the office.

With regards to the visibility of the CC, about 66.7 percent of clients said they can easily see the CC posted in the office. About 19.2 percent said that the CC was somewhat easy to see and about 14.1 percent of clients said they are having difficulty in seeing the CC.

In assessing the usefulness of the CC, 89.7 percent of the clients agreed that CC posted in the office helped them significantly in processing their civil registry documents. Some 9.0 percent of clients it helped to some extent while 1.3 percent said that the CC did not help at all.

Table 3. Number and Percent Distribution on the Respondents Awareness of Citizen's Charter (CC) by Outlet Location: First Quarter 2024

Citizen's Charter Indicators	Total	Number (in thousands, weighted)	Percent
CC1: Awareness of a CC	132	0.1	100.0
Aware of CC and saw the office's CC	55	0.1	41.7
Aware of CC but did not see the office's CC	5	0.0	3.8
Learned about the CC only upon seeing this office's CC	18	0.0	13.6



Not aware of the CC and have not seen one in this office	54	0.1	40.9
CC2: Visibility of the CC	78	0.1	100.0
Easy to see	52	0.1	66.7
Somewhat easy to see	15	0.0	19.2
Difficult to see	11	0.0	14.1
Not visible at all	0	0.0	0.0
CC3: Assessment of CC's Usefulness	78	0.1	100.0
Helped significantly	70	0.1	89.7
Helped to some extent	7	0.0	9.0
Did not help	1	0.0	1.3

Source: Philippine Statistics Authority, Negros Oriental, First Quarter 2024 Client Satisfaction Measurement

In Table 4, Dumaguete City CRS Outlet got an overall rating of 5.0 in Service Quality Dimensions. Reliability, Access and Facilities, Communication, Integrity, Assurance and Outcome got a rating of 5.0 while Responsiveness and Cost got 4.9.

Table 4. Overall Satisfaction Rating by Service Quality Dimensions: First Quarter 2024

Service Quality Dimensions	Satisfaction Level (in thousands, weighted)						Total Responses	Rating *
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Reported		
Overall								5.0
SQD1 (Responsiveness)	0.1	0.0	0.0	0.0	0.0	0.0	0.1	4.9
SQD2 (Reliability)	0.1	0.0	0.0	0.0	0.0	0.0	0.1	5.0
SQD3 (Access and Facilities)	0.1	0.0	0.0	0.0	0.0	0.0	0.1	5.0
SQD4 (Communication)	0.1	0.0	0.0	0.0	0.0	0.1	0.1	5.0
SQD5 (Cost)	0.1	0.0	0.0	0.0	0.0	0.0	0.1	4.9
SQD6 (Integrity)	0.1	0.0	0.0	0.0	0.0	0.0	0.1	5.0
SQD7 (Assurance)	0.1	0.0	0.0	0.0	0.0	0.0	0.1	5.0
SQD8 (Outcome)	0.1	0.0	0.0	0.0	0.0	0.0	0.1	5.0

Source: Philippine Statistics Authority, Negros Oriental, First Quarter 2024 Client Satisfaction Measurement

Table 5 shows the Overall Satisfaction Rating by Services in Dumaguete City CRS Outlet. Out of the 19 services offered by the outlet, Birth (Copy Issuance), Birth (Authentication), Marriage (Copy Issuance), Marriage (DocPrint), Death (Copy Issuance), and CENOMAR/CEMAR (Certification) were the top services availed by



the clients. Out of the six (6) services, Birth (Authentication) and Marriage (Copy Issuance) got the highest overall rating with 5.00. Marriage (DocPrint) got the lowest overall rating with 4.25.

Table 5. Overall Satisfaction Rating by Services: First Quarter 2024

Services	Overall Rating
Birth (Copy Issuance)	4.95
Birth (Authentication)	5.00
Marriage (Copy Issuance)	5.00
Marriage (DocPrint)	4.25
Death (Copy Issuance)	4.76
CENOMAR/CEMAR (Certification)	4.97

Source: Philippine Statistics Authority, Negros Oriental, First Quarter 2024 Client Satisfaction Measurement

Table 6 shows the Overall Satisfaction Rating by Service Category in Dumaguete City CRS Outlet. Out of the 6 Service Categories present in the CRS outlet, respondents strongly agree that the outlet is well-ventilated, it has clean comfort rooms and it's safe to transact in the outlet

Table 6. Overall Satisfaction Rating by Service Category: First Quarter 2024

Service Category	Satisfaction Level (in thousand, weighted)						Total Responses	Rating*
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Reported		
Average								5.0
Clean Surroundings	0.1	0.0	0.0	0.0	0.0	0.0	0.1	4.9
Clean Comfort Rooms	0.0	0.0	0.0	0.0	0.0	0.1	0.1	5.0
Safe	0.1	0.0	0.0	0.0	0.0	0.0	0.1	5.0
Comfortable/Ventilated	0.1	0.0	0.0	0.0	0.0	0.0	0.1	5.0
Enough Chairs	0.1	0.0	0.0	0.0	0.0	0.0	0.1	5.0
Lactating Room	0.0	0.0	0.0	0.0	0.0	0.1	0.1	4.7

Source: Philippine Statistics Authority, Negros Oriental, First Quarter 2024 Client Satisfaction Measurement

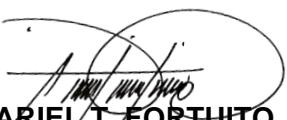


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Prepared by:


ADA CARINA C. VILLASIS
Assistant Statistician

Approved by:


ARIEL T. FORTUITO
Chief Statistical Specialist



2nd Floor Gaisano South Capital Building, Colon Street, Cebu City Philippines
Telephone: (032) 412-6794
Website: rso07.psa.gov.ph, Email: rso07@psa.gov.ph