



# SPECIAL RELEASE

## Client Satisfaction Measurement Results for the Second 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 Second 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 (10-14 June 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, 28 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, 28 refused to be interviewed. Mostly, the reasons were: clients in a hurry and not interested to answer the survey. The common services availed by the clients were Birth (Copy Issuance), Marriage (Copy Issuance), Death (Copy Issuance), and CENOMAR/CEMAR (Certification).

Birth (Copy Issuance) got the highest number of successful interviews with 91, CENOMAR/CEMAR (Certification) got 20 successful interviews. Meanwhile, Death (Copy Issuance) got the lowest number of sample interviews with only 3 successful interviews.

**Table 1. Services Provided by Philippine Statistics Authority:  
 Second Quarter 2024**

Services	Successful Interviews	Number of Samples
<b>Total</b>	<b>122</b>	<b>150</b>
Birth (Copy Issuance)	91	113
Marriage (Copy Issuance)	8	11
Death (Copy Issuance)	3	3
CENOMAR/CEMAR (Certification)	20	23

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

Table 2 shows that about 32.0 percent of the respondents were male while 68.0 percent were female. Some 18.9 percent of clients who availed the services were aged 25-29 years old, the highest in the age group. The aged 55-59 got the lowest with 3.3 percent. It was also noted that senior citizens aged 60 and over got 4.9 percent. Most of the clients were college graduates or higher with 50.8 percent; while 42.6 percent and 6.6 percent were reported to be in high school and elementary levels, respectively.

Most of the clients interviewed were unemployed with 55.7 percent while 44.3 percent were employed. In addition, most of the clients interviewed came from other areas within the Central Visayas with 98.4 percent while 1.6 percent came from outside the region.

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

Demographic Characteristics	Total	Number (in thousands, weighted)	Percent
Total Respondents	122	0.1	
<b>Sex</b>			
Female	83	0.1	68.0
Male	39	0.0	32.0
<b>Age</b>			
15 - 19	10	0.0	8.2
20 - 24	21	0.0	17.2
25 - 29	23	0.0	18.9
30 - 34	18	0.0	14.8
35 - 39	15	0.0	12.3
40 - 44	8	0.0	6.6
45 - 49	9	0.0	7.4

50 - 54	8	0.0	6.6
55 - 59	4	0.0	3.3
60 and over	6	0.0	4.9
<b>Residence</b>			
Residing in Region 7	120	0.1	98.4
Residing outside Region 7	2	0.0	1.6
Not reported	0	0.0	-
<b>Education</b>			
Elementary graduate	8	0.0	6.6
Highschool graduate	52	0.1	42.6
College graduate or higher	62	0.1	50.8
Not reported	0	0.0	-
<b>Employment status</b>			
Employed	54	0.1	44.3
Unemployed	68	0.1	55.7
Not reported	0	0.0	-

Source: Philippine Statistics Authority, Negros Oriental, Second 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 69.7 percent of clients were aware of and saw the office's CC compared to last quarter's result with 41.7 percent. Some 5.7 percent of clients were aware of the CC but did not see the office's CC. About 5.7 percent learned about the CC only upon seeing it, and about 18.9 percent were not aware of the CC and have not seen it posted in the office compared to last quarter's result with 40.9 percent.

With regards to the visibility of the CC, about 75.8 percent of clients said they can easily see the CC posted in the office. About 15.2 percent said that the CC was somewhat easy to see and about 9.1 percent of clients said they are having difficulty in seeing the CC.

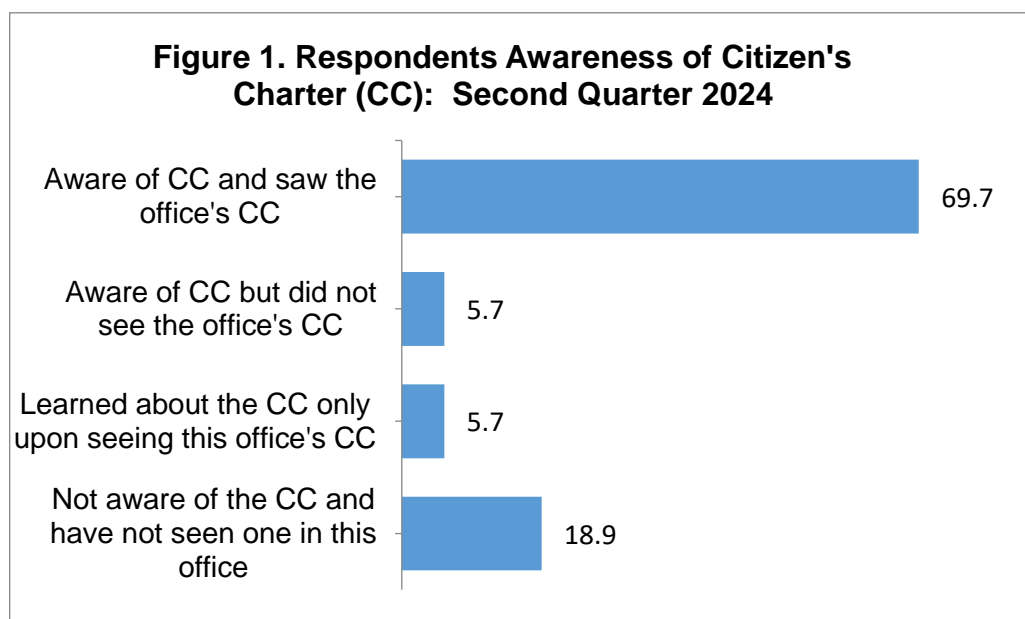
In assessing the usefulness of the CC, 87.9 percent of the clients agreed that CC posted in the office helped them significantly in processing their civil registry documents. Some 10.1 percent of clients said that it helped to some extent while 2.0 percent said that the CC did not help at all.

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

Citizen's Charter Indicators	Total	Number (in thousands, weighted)	Percent
CC1: Awareness of a CC	122	0.1	100.0
Aware of CC and saw the office's CC	85	0.1	69.7

Aware of CC but did not see the office's CC	7	0.0	5.7
Learned about the CC only upon seeing this office's CC	7	0.0	5.7
Not aware of the CC and have not seen one in this office	23	0.0	18.9
<b>CC2: Visibility of the CC</b>	99	0.1	100.0
Easy to see	75	0.1	75.8
Somewhat easy to see	15	0.0	15.2
Difficult to see	9	0.0	9.1
Not visible at all	0	0.0	0.0
<b>CC3: Assessment of CC's Usefulness</b>	99	0.1	100.0
Helped significantly	87	0.1	87.9
Helped to some extent	10	0.0	10.1
Did not help	2	0.0	2.0

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



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

In Table 4, Dumaguete City CRS Outlet got a slight decrease in the overall rating with 4.9 in Service Quality Dimensions for the Second Quarter of 2024 compared to the overall rating in the First Quarter of 2024 with 5.0. SQD8 Outcome and SQD6 Integrity got a rating of 5.0 while SQD7 Assurance, SQD3 (Access and Facilities), and SQD2 (Reliability) got a rating of 4.9.

**Table 4. Overall Satisfaction Rating by Service Quality Dimensions: Second 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		
<b>Overall</b>								<b>4.9</b>
SQD1 (Responsiveness)	67.97	10.66	2.67	0.00	0.00	0.00	81.3	4.8
SQD2 (Reliability)	75.30	4.00	2.00	0.00	0.00	0.00	81.3	4.9
SQD3 (Access and Facilities)	72.64	6.66	2.00	0.00	0.00	0.00	81.3	4.9
SQD4 (Communication)	49.31	4.00	8.66	1.33	0.00	17.99	81.3	4.7
SQD5 (Cost)	66.64	8.66	4.66	1.33	0.00	0.00	81.3	4.8
SQD6 (Integrity)	77.97	1.33	0.00	2.00	0.00	0.00	81.3	5.0
SQD7 (Assurance)	75.97	4.00	1.33	0.00	0.00	0.00	81.3	4.9
SQD8 (Outcome)	77.97	3.33	0.00	0.00	0.00	0.00	81.3	5.0

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

Table 5 shows the Overall Satisfaction Rating by Services in Dumaguete City CRS Outlet for the Second Quarter of 2024. Out of the 19 services offered by the outlet, Birth (Copy Issuance), Marriage (Copy Issuance), Death (Copy Issuance), and CENOMAR/CEMAR (Certification) were the top services availed by the clients. Out of the four (4) top services, Death (Copy Issuance) and CENOMAR/CEMAR (Certification) got the highest overall rating with 5.00. Marriage (Copy Issuance) got the lowest overall rating with 4.84.

**Table 5. Overall Satisfaction Rating by Services: Second Quarter 2024**

Services	Overall Rating
Birth (Copy Issuance)	4.95
Marriage (Copy Issuance)	4.84
Death (Copy Issuance)	5.00
CENOMAR/CEMAR (Certification)	5.00

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

Table 6 shows the Overall Satisfaction Rating by Service Category in Dumaguete City CRS Outlet. The overall satisfaction rating by service category dropped at 4.7 compared to last quarter's result with 5.0. Out of the 6 Service Categories present in the CRS outlet, respondents strongly agree that the outlet is

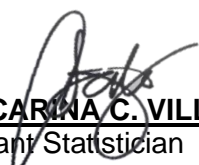
well-ventilated, it has clean and comfortable lactating room. Furthermore, clients feel that it's safe to transact in the outlet.

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

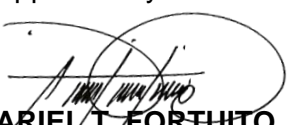
Service Category	Satisfaction Level (in thousand, weighted)						Total Responses	Rating*
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Reported		
<b>Average</b>								<b>4.7</b>
Clean Surroundings	61.97	15.99	3.33	0.00	0.00	0.00	81.3	4.8
Clean Comfort Rooms	4.66	1.33	0.67	0.67	0.00	73.97	81.3	4.6
Safe	58.64	19.33	2.00	0.67	0.00	0.67	81.3	4.8
Comfortable/Ventilated	75.97	3.33	0.00	1.33	0.00	0.67	81.3	4.9
Enough Chairs	56.64	15.33	2.67	6.66	0.00	0.00	81.3	4.7
Lactating Room	0.67	0.00	0.00	0.00	0.00	80.63	81.3	5.0

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

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