



SPECIAL RELEASE



Client Satisfaction Measurement 2024 (Fourth Quarter)

Date of Release: 23 December 2024
Reference No. 24CAR32-1633

I. Overview

The Client Satisfaction Measurement (CSM) is conducted to determine clients' perceptions regarding their satisfaction with the civil registration services that the Philippines Statistics Authority (PSA) provides, specifically 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.

II. Scope

The PSA Client Satisfaction Measurement (CSM) is conducted quarterly in PSA Civil Registry System (CRS) Outlets nationwide including Tabuk City Outlet.

III. Methodology

Tabuk City CRS outlet administered the CSM to clients with completed transactions, whether single or multiple transactions. A transaction is considered complete when the final step of the service availed of per the Citizen's Charter of the PSA is accomplished.

The PSA CSM is conducted on a quarterly basis each year in consonance with the reporting period of the Agency Performance Measures and Budget Accountability Report (BAP).

The CSM was administered through a Computer Assisted Personal Interview (CAPI) by an interviewer. The interviewer or data collector collects a total of 30 respondents per day following the interval given of 3 which was provided by CRS-ITP2 PMO. It is conducted for 5 consecutive days on the second week of December.

The manner of collection of survey questionnaires shall not exceed five minutes. It was brief to maximize the responses and shall maintain the confidentiality of clients.

Prior to the actual conduct of data gathering, the enumerators were briefed regarding their responsibilities and expected outputs from the survey. The data

gathering ran from 8:00am to 5:00pm daily ensuring the representation of respondents in the morning and in the afternoon to account for possible differences in satisfaction based on the time of the day. The enumerator followed the required procedure in sample selection. During the field operations, enumerator was advised to observe proper decorum during an interview, deliver questions verbatim and avoid leading questions while probing.

The enumerator and the personnel involved in the conduct of CSM shall be treated with strict confidentiality. All personal information and sensitive personal information which shall be gathered during the survey and adhere to the non-disclosure of the same pursuant to Republic Act No. 10173 otherwise known as the “Data Privacy Act of 2012.”

IV. Results of the Harmonized CSM

A. Coverage and Response Rate

The Client Satisfaction Measurement (CSM) was administered to 150 samples at Tabuk City CRS outlet with 100% response rate.

B. Demographic Characteristics

The demographic profile of respondents revealed a gender distribution, with a majority of respondents identified as female with 82% while male constitutes 68% of the overall samples. Most of the clients served were aged 25-29 with 17.33% followed by aged 35-39 and 20-24 with 14% from the overall sample survey.

Table 1. Number and Percent Distribution by Demographic Characteristics of Tabuk City Outlet: Fourth Quarter 2024

Demographic Characteristics		Frequency	Percent
SEX	Male	68	45.33
	Female	82	54.67
AGE	15-19	4	2.67
	20-24	21	14.00
	25-29	26	17.33
	30-34	18	12.00
	35-39	21	14.00
	40-44	15	10.00
	45-49	15	10.00
	50-54	12	8.00
	55-59	7	4.67
	60 and above	11	7.33
USUAL RESIDENCE	Residing within Kalinga	140	93.33
	Residing outside Kalinga	10	6.67

HIGHEST EDUCATIONAL ATTAINMENT	Elementary graduate	20	13.33
	High school graduate	61	40.67
	College Graduate	60	40.00
	Not reported	9	6.00
WORK/OCCUPATION	Employed	36	24.00
	Unemployed	111	74.00
	Not reported	3	2.00

Source: Philippine Statistics Authority, Kalinga, Fourth Quarter 2024 Client Satisfaction Measurement

Most of the samples are from Kalinga with 93.33%. In addition, few are from outside Kalinga with 6.67 percent only. Regarding their educational attainment, most of the samples are high school graduate with 40.67 percent compared to the high college graduate with 40% and elementary graduate with 13.33%.

Table 2. Number and Percent Distribution on the Respondents Awareness of Citizen's Charter (CC) of Tabuk City Outlet: Fourth Quarter 2024

Citizen's Charter Indicators	Number (weighted)	
	Frequency	Percent
CC1: Awareness of a CC	150	100
Aware of CC and saw the office's CC	150	100.0
Learned about the CC only upon seeing this office's CC	0	0.0
CC2: Visibility of the CC	150	100
Easy to see	145	96.7
Difficult to see	5	3.3
CC3: Assessment of CC's Usefulness	150	100
Helped significantly	148	98.7
Helped to some extent	2	1.3

Source: Philippine Statistics Authority, Kalinga, Fourth Quarter 2024 Client Satisfaction Measurement

CC1 indicates 100% awareness of respondents on the citizens charter located at the entrance of the outlet.

Respondents have showed 100% visibility of the Citizens charter with 96.7 % visibility while 3.3% indicated that the citizens charter was not visible.

Accordingly, the Citizens Charter has significantly helped 98.7% of the clients. Nevertheless, 1.3 indicated a small help to him/her.

Table 3. Overall Satisfaction Rating by Service Quality Dimensions: Fourth Quarter 2024

Service Quality Dimensions	Satisfaction Level (weighted)						Total Responses	Rating*
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Reported		
Overall								4.87
SQD1 (Responsiveness)	64	86	0	0	0	0	150	4.48
SQD2 (Reliability)	117	33	0	0	0	0	150	4.82
SQD3 (Access and Facilities)	138	12	0	0	0	0	150	4.93
SQD4 (Communication)	140	10	0	0	0	0	150	4.95
SQD5 (Cost)	138	12	0	0	0	0	150	4.93
SQD6 (Integrity)	143	7	0	0	0	0	150	4.96
SQD7 (Assurance)	131	19	0	0	0	0	150	4.90
SQD8 (Outcome)	144	6	0	0	0	0	150	4.97

Source: Philippine Statistics Authority, Kalinga, Fourth Quarter 2024 Client Satisfaction Measurement

The comprehensive assessment of service quality dimensions of the Civil Registration Services (CRS) in Tabuk City achieved an overall rating of 4.87% equivalent to "Very Satisfied," signifying a commendable level of satisfaction with the services rendered by the outlet. It is from the outcome a 4.97% rate, integrity with 4.96, communication with 4.95%. Accessibility and Facilities and cost with 4.93, assurance revealed a rating of 4.90%, responsiveness with 4.48% and reliability with 4.82%.

Table 4. Satisfaction Rating by Service Category: Fourth Quarter 2024

Service Category	Satisfaction Level (weighted)						Total Responses	Rating*
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Reported		
Average								4.94
Clean Surroundings	116	34	0	0	0	0	150	4.81
Clean Comfort Rooms	147	3	0	0	0	0	150	4.98
Safe	144	6	0	0	0	0	150	4.97
Comfortable/Ventilated	150	0	0	0	0	0	150	4.97
Enough Chairs	144	6	0	0	0	0	150	4.97

Source: Philippine Statistics Authority, Kalinga, Fourth Quarter 2024 Client Satisfaction Measurement

Table 4 delineates the evaluation of additional access and facilities, wherein respondents assigned a rating of 4.98% for clean comfort rooms, 4.97 for safety and comfortability, and enough chairs while clean surroundings with 4.81% rate at the Civil Registration Services (CRS) Tabuk City, Outlet. To sum up, 4.94% rating was attained equivalent to very satisfied clients.

Table 5. Overall Satisfaction Rating at Tabuk City Outlet: Fourth Quarter 2024

Outlet Location	Satisfaction Level (weighted)					Total Respondents	Overall Rating
	Strongly agree	Agree	Neither Agree nor Disagree	Disagree	Strongly disagree		
Tabuk City	148	2	0	0	0	150	4.99

Source: Philippine Statistics Authority, Kalinga, Fourth Quarter 2024 Client Satisfaction Measurement

It is shown in the table that the overall satisfaction rating of the outlet is 4.99 % with a rating of very satisfied.

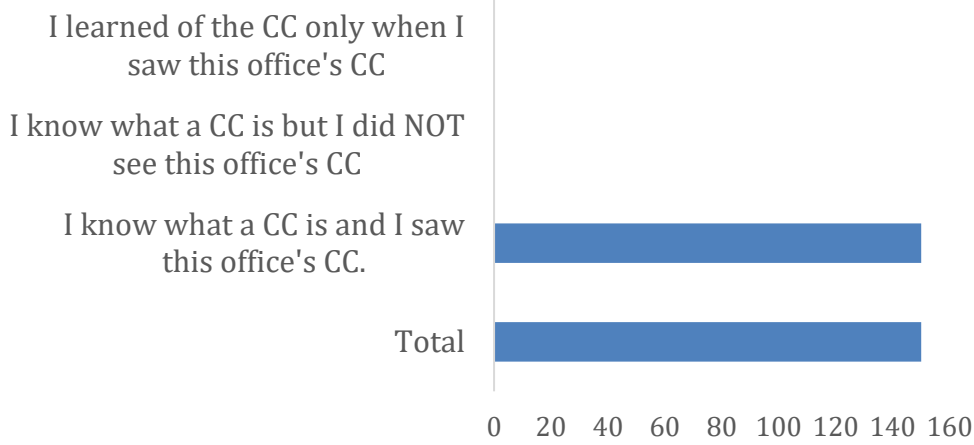
Table 6. Services Provided by Philippine Statistics Authority

Services	Successful Interviews
Birth (Copy Issuance)	112
Marriage (Copy Issuance)	10
Death (Copy Issuance)	0
CENOMAR/CEMAR (Certification)	28
CENODEATH/CEDEATH (Certification)	0
Total	150

Source: Philippine Statistics Authority, Kalinga, Fourth Quarter 2024 Client Satisfaction Measurement

Among the services provided by PSA, Birth copy issuance has the highest count with 112 out of the 150 samples. Marriage with 10 and CENOMAR has 28. In contrary, there were no applicants for death copy issuance and certification of death or CENODEATH.

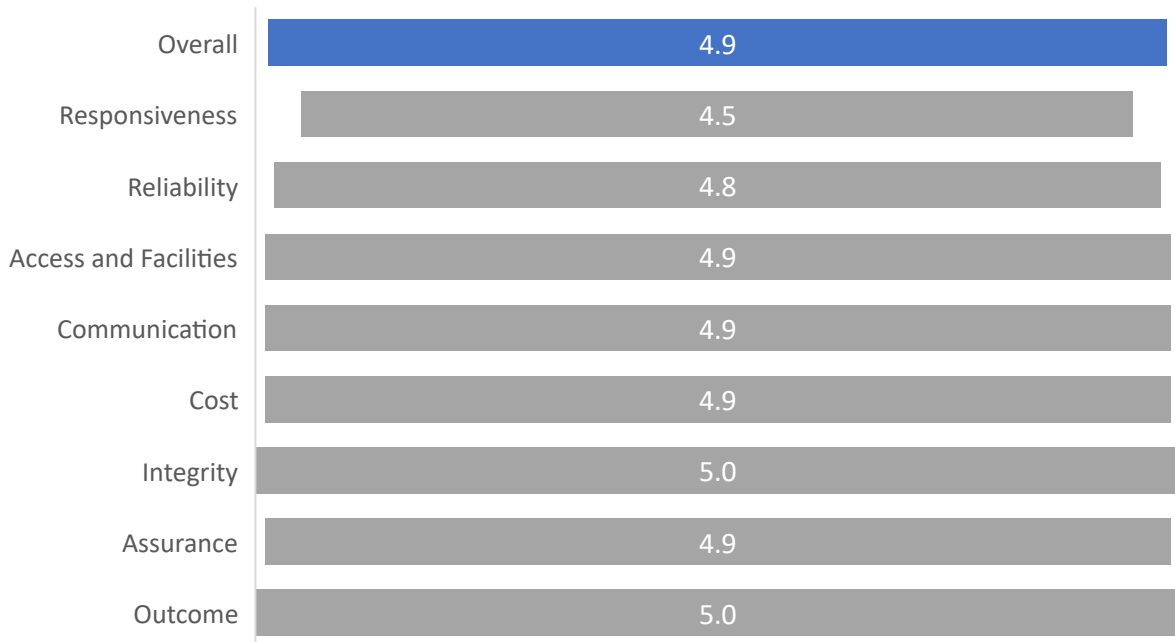
Figure 1. Respondents Awareness of Citizen's Charter (CC): Fourth Quarter 2024



Source: Philippine Statistics Authority, Kalinga, Fourth Quarter 2024 Client Satisfaction Measurement

The clients of the CRS outlet were very much aware and saw the citizens charter placed at the entrance of the CRS outlet. It has reached a 100% rating.

Figure 2. Overall Satisfaction Rating by Service Quality Dimensions: Fourth Quarter 2024



Source: Philippine Statistics Authority, Kalinga, Fourth Quarter 2024 Client Satisfaction Measurement

The service quality dimensions of the Civil Registration Services (CRS) in Tabuk City achieved an overall rating of 4.9% equivalent to "Very Satisfied," signifying a commendable level of satisfaction with the services rendered by the outlet. 5% rate is from the integrity and outcome of associates, access and facilities, communication, assurance and cost of documents revealed a rating of 4.8. On the other hand, responsiveness revealed a 4.5% Rating.

Complaint/ Suggestion/ Commendation
no complaint very helpful financially and physically very approachable ang staff and employees

The above mentioned were the complaint, suggestion and commendation from the clients of CRS outlet Tabuk City. There were commendable comments and suggestions.



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