



SPECIAL RELEASE



Client Satisfaction Measurement 2025 (First Quarter)

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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 4 which was provided by CRS-ITP2 PMO. It is conducted for 5 consecutive days on the second week of March.

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 69% while male constitutes 31% of the overall samples. Most of the clients served were aged 30-34 with 21.33% followed by aged 25-29 and 20-24 with 19% and 17% respectively from the overall sample survey.

Table 1. Number and Percent Distribution by Demographic Characteristics of Tabuk City Outlet: First Quarter 2025

Demographic Characteristics		Frequency	Percent
SEX	Male	46	30.67
	Female	104	69.33
AGE	15-19	8	5.33
	20-24	25	16.67
	25-29	28	18.67
	30-34	32	21.33
	35-39	16	10.67
	40-44	16	10.67
	45-49	3	2.00
	50-54	3	2.00
	55-59	6	4.00
	60 and above	13	8.67
USUAL RESIDENCE	Residing within Kalinga	138	92.00
	Residing outside Kalinga	12	8.00

HIGHEST EDUCATIONAL ATTAINMENT	Elementary graduate	15	10.00
	High school graduate	66	44.00
	College Graduate	65	43.33
	Not reported	4	2.67
WORK/OCCUPATION	Employed	57	38.00
	Unemployed	92	61.33
	Not reported	1	0.67

Source: Philippine Statistics Authority, Kalinga, First Quarter 2025 Client Satisfaction Measurement

Most of the samples are from Kalinga with 92%. In addition, few are from outside Kalinga with 8 percent only. Regarding their educational attainment, most of the samples are high school graduate with 44 percent compared to college graduate with 43.33% and elementary graduate with 10%.

Table 2. Number and Percent Distribution on the Respondents Awareness of Citizen's Charter (CC) of Tabuk City Outlet: First Quarter 2025

Citizen's Charter Indicators	Number (weighted)	
	Frequency	Percent
CC1: Awareness of a CC	150	100
Aware of CC and saw the office's CC	124	82.7
Learned about the CC only upon seeing this office's CC	26	17.3
CC2: Visibility of the CC	127	100
Easy to see	123	96.9
Difficult to see	4	3.1
CC3: Assessment of CC's Usefulness	127	100
Helped significantly	122	96.1
Helped to some extent	5	3.9

Source: Philippine Statistics Authority, Kalinga, First Quarter 2025 Client Satisfaction Measurement

CC1 indicates 82.7% awareness of respondents on the citizens charter located at the entrance of the outlet.

Respondents have showed 100% visibility of the Citizens charter with 96.9% visibility while 3.1% indicated that the citizens charter was not visible.

Accordingly, the Citizens Charter has significantly helped 96.1% of the clients. Nevertheless, 3.9 indicated a small help to him/her.

Table 3. Overall Satisfaction Rating by Service Quality Dimensions: First Quarter 2025

Service Quality Dimensions	Satisfaction Level (weighted)						Total Responses	Rating*
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Reported		
Overall								4.99
SQD1 (Responsiveness)	148	2	0	0	0	0	150	4.99
SQD2 (Reliability)	148	1	1	0	0	0	150	4.97
SQD3 (Access and Facilities)	147	3	0	0	0	0	150	4.98
SQD4 (Communication)	145	4	0	1	0	0	150	4.97
SQD5 (Cost)	149	1	0	0	0	0	150	4.99
SQD6 (Integrity)	150	0	0	0	0	0	150	5.00
SQD7 (Assurance)	149	1	0	0	0	0	150	4.99
SQD8 (Outcome)	149	0	0	1	0	0	150	4.99

Source: Philippine Statistics Authority, Kalinga, First Quarter 2025 Client Satisfaction Measurement

The comprehensive assessment of service quality dimensions of the Civil Registration Services (CRS) in Tabuk City achieved an overall rating of 4.99% equivalent to "Very Satisfied," signifying a commendable level of satisfaction with the services rendered by the outlet. It is from the outcome a 4.99% rate, integrity with 5%, communication with 4.97%. Accessibility and Facilities and cost with 4.98, assurance revealed a rating of 4.99%, responsiveness with 4.99% and reliability with 4.97%.

Table 4. Satisfaction Rating by Service Category: First Quarter 2025

Service Category	Satisfaction Level (weighted)						Total Responses	Rating*
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Reported		
Average								5.00
Clean Surroundings	150	0	0	0	0	0	150	5.00
Clean Comfort Rooms	150	0	0	0	0	0	150	5.00
Safe	150	0	0	0	0	0	150	5.00
Comfortable/Ventilated	148	2	0	0	0	0	150	4.99
Enough Chairs	150	0	0	0	0	0	150	5.00

Source: Philippine Statistics Authority, Kalinga, First Quarter 2025 Client Satisfaction Measurement

Table 4 delineates the evaluation of additional access and facilities, wherein respondents assigned a rating of 5% for clean comfort rooms, 5% for safety, 4.99% for comfortability, enough chairs with 5% and clean surroundings with 5% rate at the Civil Registration Services (CRS) Tabuk City, Outlet. To sum up, 5% rating was attained equivalent to very satisfied clients.

Table 5. Overall Satisfaction Rating at Tabuk City Outlet: First Quarter 2025

Outlet Location	Satisfaction Level (weighted)					Total Respondents	Overall Rating
	Strongly agree	Agree	Neither Agree nor Disagree	Disagree	Strongly disagree		
Tabuk City	147	2	0	1	0	150	4.98

Source: Philippine Statistics Authority, Kalinga, First Quarter 2025 Client Satisfaction Measurement

It is shown in the table that the overall satisfaction rating of the outlet is 4.98 % with a rating of very satisfied.

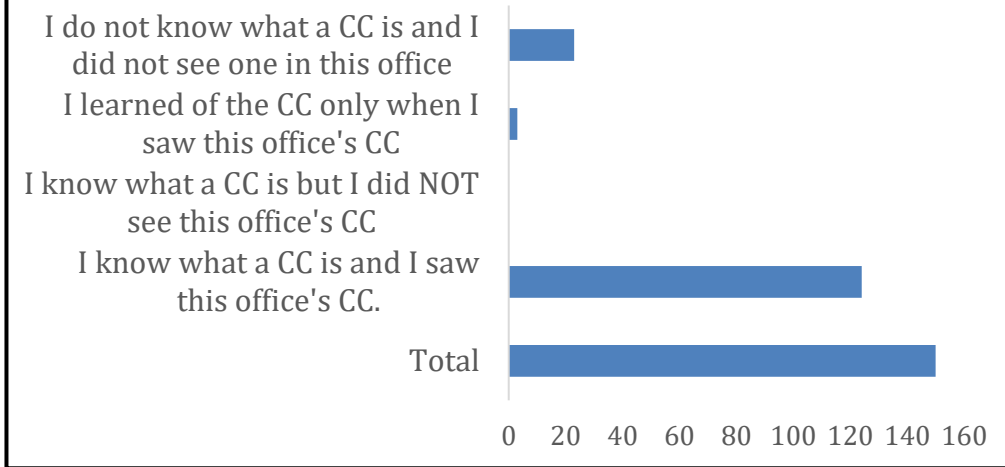
Table 6. Services Provided by Philippine Statistics Authority

Services	Successful Interviews
Birth (Copy Issuance)	125
Birth (Authentication)	1
Marriage (Copy Issuance)	8
Death (Copy Issuance)	2
CENOMAR/CEMAR (Certification)	14
CENODEATH/CEDEATH (Certification)	0
Total	150

Source: Philippine Statistics Authority, Kalinga, First Quarter 2025 Client Satisfaction Measurement

Among the services provided by PSA, Birth copy issuance has the highest count with 125 out of the 150 samples. Marriage with 8 and CENOMAR has 14. There were 2 applicants for death copy issuance and 1 for birth authentication.

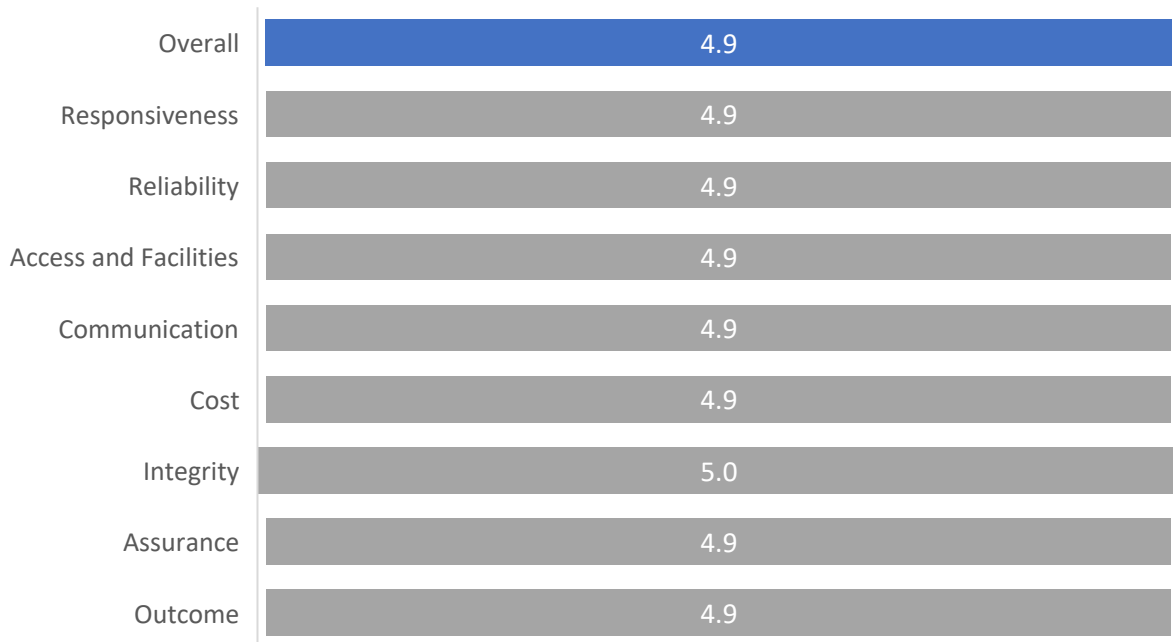
Figure 1. Respondents Awareness of Citizen's Charter (CC): First Quarter 2025



Source: Philippine Statistics Authority, Kalinga, First Quarter 2025 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 83% rating.

Figure 2. Overall Satisfaction Rating by Service Quality Dimensions: First Quarter 2025



Source: Philippine Statistics Authority, Kalinga, First Quarter 2025 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 while outcome of associates, access and facilities, communication, assurance, cost of documents and responsiveness revealed a rating of 4.9.

Complaint/ Suggestion/ Commendation
no complaint

There were no commendable comments, suggestions neither any complaint.



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