



# SPECIAL RELEASE



## Client Satisfaction Measurement 2025 Second 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 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 5 which was provided by CRS-ITP2 PMO. It is conducted for 5 consecutive days in the second week of June.

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

Prior to the actual conduct of data gathering, the enumerators were briefed regarding their responsibilities and expected output 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, the 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 shall 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 sample respondents at the 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 71% while male constitutes 29% of the overall samples. Most of the clients served were aged 20-24 with 24.67% followed by aged 25-29 with 24% from the overall sample survey.

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

Demographic Characteristics		Frequency	Percent
SEX	Male	43	28.67
	Female	107	71.33
AGE	15-19	12	8.00
	20-24	37	24.67
	25-29	36	24.00
	30-34	14	9.33
	35-39	19	12.67
	40-44	9	6.00
	45-49	10	6.67
	50-54	4	2.67
	55-59	1	0.67
	60 and above	8	5.33
USUAL RESIDENCE	Residing within Kalinga	136	90.67
	Residing outside Kalinga	14	9.33

<b>HIGHEST EDUCATIONAL ATTAINMENT</b>	Elementary graduate	15	10.00
	High school graduate	57	38.00
	College Graduate	78	52.00
	Not reported	0	0.00
<b>WORK/OCCUPATION</b>	Employed	44	29.33
	Unemployed	106	70.67
	Not reported	0	0.00

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

Most of the samples or 91% are from Kalinga, the remaining 9% are from outside Kalinga. On educational attainment, most of the samples or 52% are college graduates, 38% are high school graduates, and 10% are elementary graduates.

Table 2. Number and Percent Distribution on the Respondents Awareness of Citizen's Charter (CC) of Tabuk City Outlet: Second 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	45	30.0
Learned about the CC only upon seeing this office's CC	105	70.0
CC2: Visibility of the CC	52	100
Easy to see	51	98.1
Difficult to see	1	1.9
CC3: Assessment of CC's Usefulness	52	100
Helped significantly	48	92.3
Helped to some extent	4	7.7

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



CC1 indicates that 70% of respondents learned about the Citizen's charter only upon seeing the citizens charter of the office located at the entrance of the outlet.

Respondents showed 98.1% visibility of the Citizens charter while 1.9% indicated that the citizens charter was not visible.

Accordingly, the Citizens Charter has significantly helped 92.3% of the clients. Nevertheless, 7.7 indicated a small help to him/her.

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

Service Quality Dimensions	Satisfaction Level (weighted)						Total Responses	Rating*
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Reported		
<b>Overall</b>								<b>4.71</b>
SQD1 (Responsiveness)	95	52	2	1	0	0	150	4.64
SQD2 (Reliability)	105	45	0	0	0	0	150	4.74
SQD3 (Access and Facilities)	103	46	1	0	0	0	150	4.72
SQD4 (Communication)	94	54	1	1	0	0	150	4.65
SQD5 (Cost)	102	48	0	0	0	0	150	4.73
SQD6 (Integrity)	102	44	1	3	0	0	150	4.68
SQD7 (Assurance)	111	39	0	0	0	0	150	4.78
SQD8 (Outcome)	107	43	0	0	0	0	150	4.76

Source: Philippine Statistics Authority, Kalinga, Second 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 4.71% equivalent to "Very Satisfied," signifying a commendable level of satisfaction with the services rendered by the outlet. It is from the outcome a 4.76% rate, integrity with 4.68%, communication with 4.65%. Accessibility and Facilities and cost with 4.72%, assurance revealed a rating of 4.78%, responsiveness with 4.64% and reliability with 4.74%.

**Table 4. Satisfaction Rating by Service Category: Second Quarter 2025**

Service Category	Satisfaction Level (weighted)						Total Responses	Rating*
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Reported		
<b>Average</b>								<b>4.60</b>
Clean Surroundings	101	48	1	0	0	0	150	4.70
Clean Comfort Rooms	86	57	7	0	0	0	150	4.51
Safe	103	46	1	0	0	0	150	4.72
Comfortable/Ventilated	97	52	1	0	0	0	150	4.68
Enough Chairs	83	52	9	6	0	0	150	4.39

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

Table 4 delineates the evaluation of additional access and facilities, wherein respondents assigned a rating of 4.51% for clean comfort rooms, 4.72% for safety, 4.68% for comfortability, enough chairs with 4.39% and clean surroundings with 4.70% rate at the Civil Registration Services (CRS) Tabuk City, Outlet. To sum up, the 4.60% rating was attained equivalent to very satisfied clients.

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

Outlet Location	Satisfaction Level (weighted)					Total Respondents	Overall Rating
	Strongly agree	Agree	Neither Agree nor Disagree	Disagree	Strongly disagree		
Tabuk City	111	36	1	2	0	150	4.75

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

For the second quarter of 2025 the overall satisfaction rating of the outlet is 4.75 % with an adjectival rating of very satisfied.

**Table 6. Services Provided by Philippine Statistics Authority**

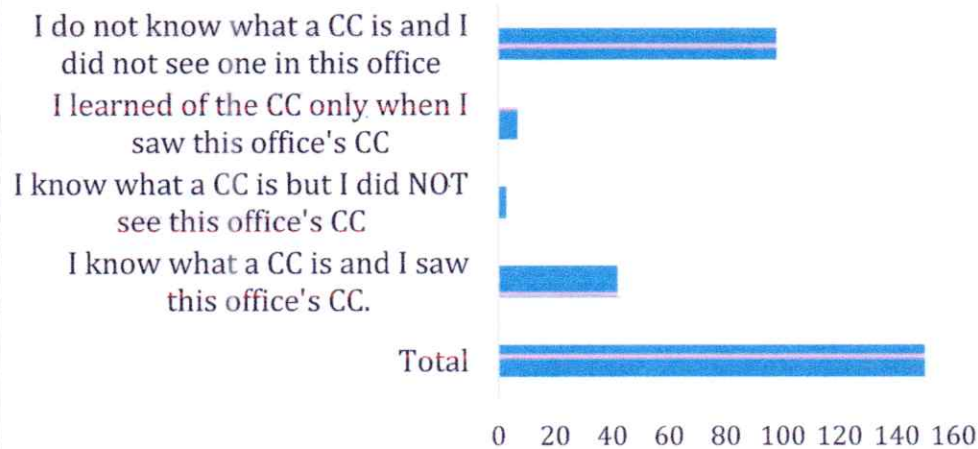
Services	Successful Interviews
Birth (Copy Issuance)	129
Birth (Authentication)	0
Marriage (Copy Issuance)	3
Death (Copy Issuance)	0
CENOMAR/CEMAR (Certification)	17
CENODEATH/CEDEATH (Certification)	1
Total	150

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

Among the services provided by PSA, Birth copy issuance has the highest count with 129 out of the 150 samples. Marriage with 3, CENODEATH with 1 and CENOMAR has 17.



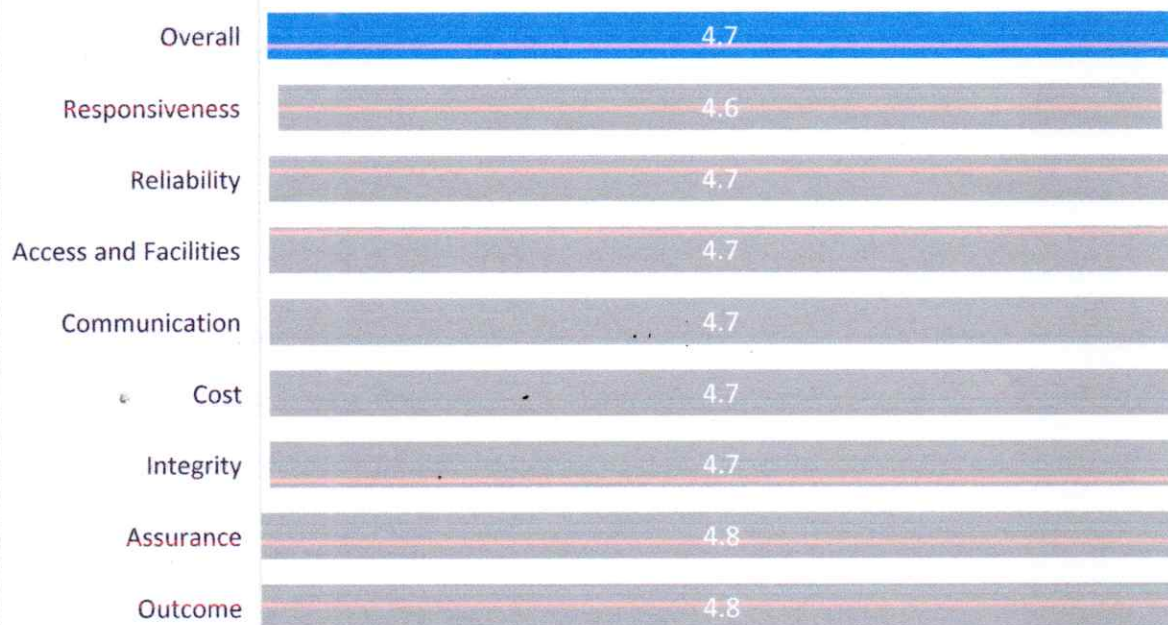
**Figure 1. Respondents Awareness of Citizen's Charter (CC): Second Quarter 2025**



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

The clients of the CRS outlet were not aware and did not see the citizens charter placed at the entrance of the CRS outlet due to the numerous applicants and the eagerness to be in at the outlet. It has reached 65% rating.

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



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

The service quality dimensions of the Civil Registration Services (CRS) in Tabuk City achieved an overall rating of 4.7% equivalent to "Very Satisfied," signifying a commendable level of satisfaction with the services rendered by the outlet. 4.7% rate is from the integrity while outcome of associates, access and facilities, communication, assurance, cost of documents and responsiveness revealed a rating of 4.7.

COMPLAINTS	SUGGESTIONS	COMPLIMENTS
None/ no complaints	<ol style="list-style-type: none"> <li>1. More tables and chairs outside CRS</li> <li>2. None</li> <li>3. CENOMAR must be issued within the day</li> <li>4. The client should have a line outside the waiting area</li> <li>5. More chairs for clients</li> <li>5. Use microphone for announcement</li> </ol>	<ol style="list-style-type: none"> <li>1. None</li> <li>2. Good services</li> <li>3. Courteous staff</li> <li>4. Very comfortable</li> <li>5. Kind staff</li> <li>6. Helpful staff</li> <li>7. Good impression to staff</li> <li>8. Fast transaction specially CENOMAR</li> <li>9. Well accommodating</li> <li>10. Well-ventilated and clean</li> </ol>

There were no complaints but rather suggestions and comments were received.



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