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Philippine Statistics Authority
 Kalinga

SPECIAL RELEASE

CUSTOMER SATISFACTION SURVEY RESULTS SECOND QUARTER, 2023 Tabuk City Outlet

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Background of the Survey

The Customer Satisfaction Survey (CSS) for the 2nd Quarter of 2023 was administered to fifty-four (54) randomly selected walk-in clients of the Civil Registry System (CRS) - Tabuk City Serbilis Outlet last 19 to 23 June 2023. It was administered through a questionnaire.

Satisfaction Rating is measured as the percentage of accomplished questionnaire during the reference period who were either satisfied or very satisfied with the Philippine Statistics Authority's Civil Registry Services.

Survey Results

Profile of the Respondents

Table 1. Distribution of PSA Clients by Selected Demographic Characteristics: 2nd Quarter 2023

Demographic Profile	Frequency	Percentage
Sex		
Male	32	59.3
Female	22	40.7
Education		
Elementary	4	7.4
High School	15	27.8
College or Higher	35	64.8
Employment Status		
Employed	31	57.4
Unemployed	23	42.6
Residence		
Within Tabuk City	37	68.5
Outside Tabuk City	17	31.5

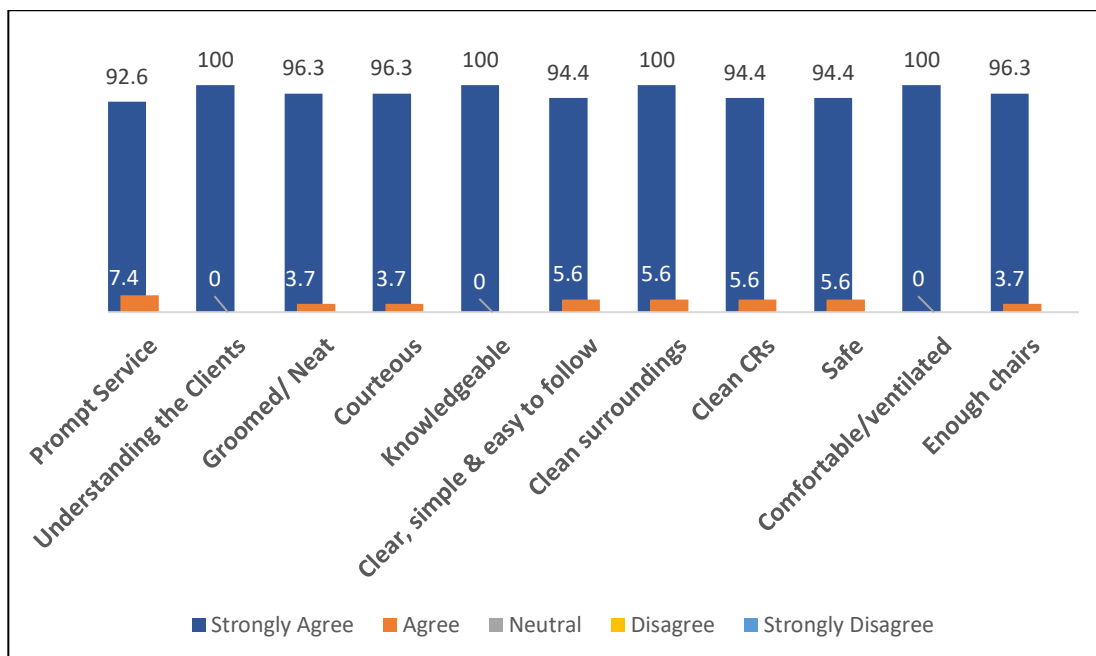


The demographic characteristics of customer-respondents of the CRS Outlet under review revealed that 22 (40.7%) of the total respondents were females, while 32 (59.3%) were males. The majority of the respondents has an educational attainment belonging to that of a college or higher, which contributes to 64.8 percent of the total respondents. On the other hand, 7.4 percent of the respondents have elementary education, while 27.8 percent of the respondents have high school education (Table 1).

Furthermore, it illustrates that more than half or 57.4 percent are working while 42.6 percent are not. In terms of respondents' residence, almost three-fourths or around 68.5 percent reside within Tabuk City and the rest 31.5 percent reside outside Tabuk City.

Level of Satisfaction on Service, Employees, Procedures and Facilities

Figure 1. Percent Distribution of Client's Level of Satisfaction of CRS Outlet's Service, Employees, Procedure and Facilities: 2nd Quarter 2023

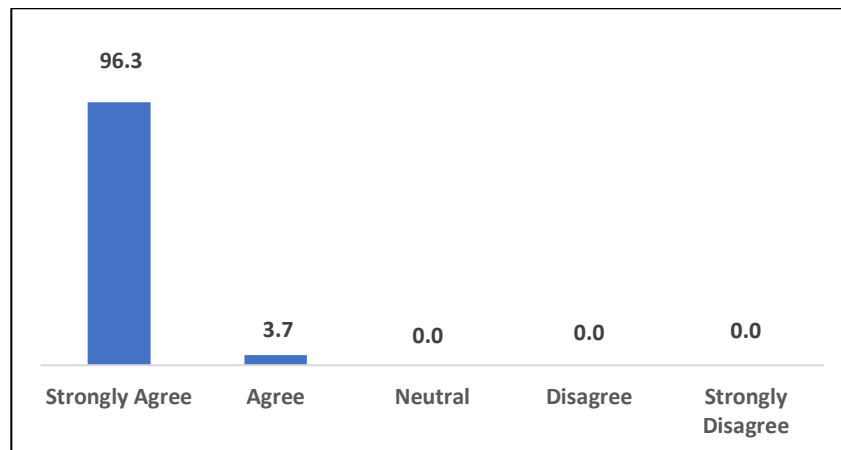


Source: Philippine Statistics Authority Provincial Statistical Services Office

Shown in Figure 1 are the level of satisfaction of clients from strongly disagree to strongly agree using the scale of 1 to 5 (Strongly Disagree – Strongly Agree). “Strongly Agree” shown to have the highest rating in most categories, which could be interpreted that majority of the customer-respondents during the survey period were satisfied on the services rendered, the employees, procedures and the area or facilities. Categories such as Understanding Client’s Needs, Knowledgeable Employees, clean surroundings and Comfortable Environment garnered the highest satisfaction rate of 100 percent.

In terms of responses for customer-satisfaction on ‘Clean Comfort Rooms’, 94.4 percent of the 54 applicable responses answered “Strongly Agree”, while 5.6 percent said “Agree”.

Figure 2. Percent Distribution of Client's Overall Level of Satisfaction of CRS Outlet's Service, Employees, Procedure and Facilities: 2nd Quarter 2023

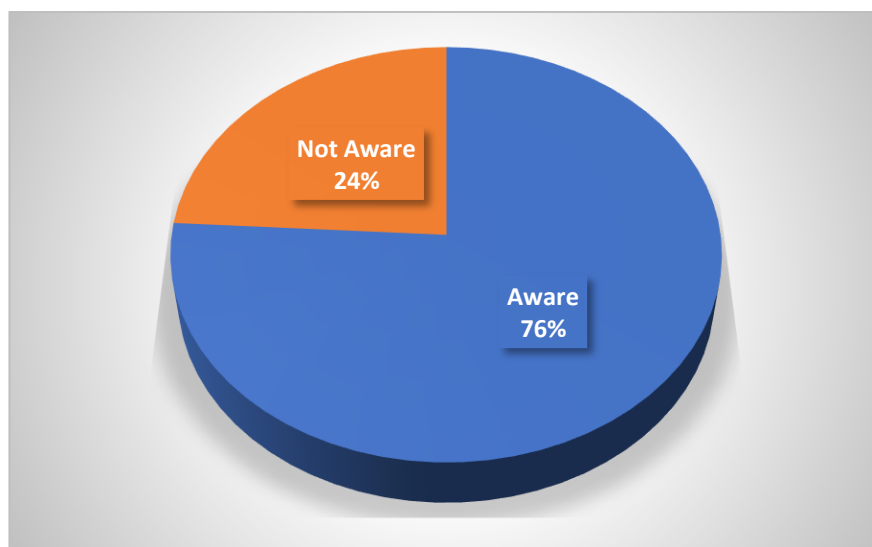


Source: Philippine Statistics Authority Provincial Statistical Services Office

The overall satisfaction of clients to the Civil Registry System (CRS) on the service provided, employees, procedures and area or facilities shows a positive impact with 96.3 percent feedback of strongly agree and 3.7 percent of agree.

Respondents' Awareness on Other Ways of Securing CR Documents

Figure 3. Awareness of Other Ways of Securing the Civil Registry Documents: 2nd Quarter 2023



Source: Philippine Statistics Authority Provincial Statistical Services Office

Out of 54 respondents, 41 clients, or 76 percent were aware of other ways of securing Civil Registry (CR) documents while 13 clients, or 24 percent answered that they are not.

Table 2 shows that out of 41 respondents who were aware of securing CR documents in other ways, the majority, or 56.1 percent responded with awareness through the LGU. And the remaining 43.9 percent or 18 clients responded that they learned about other ways of securing CR documents through the internet.

Table 2. Other Ways of Securing the Civil Registry Documents: 2nd Quarter 2023

Ways	Number	Percentage
Internet	18	43.9
Telephone	0	0.0
LGU	23	56.1
SM Business Center	0	0.0

Summary of Respondents' Comments

Part of the questionnaire were comments/suggestions on how the office can further improve the services at PSA-CRS Tabuk City Outlet. Of the 54 respondents, 11 or 20.4 percent stated their comments/suggestions. Below is the summary of positive and negative comments gathered through the survey questionnaires of the outlet.

POSITIVE RESPONSE
1. Ipagpatuloy lang ng mga empleyado ang kanilang serbisyo sa mga cleyente
2. Nakakatulong ito upang maisakatuparan ang pagkakakilanlan
3. Sana tuloy tuloy na ito para gumaan ang paglakad ng mga papel
4. Halos maayos naman lahat simula una hanggang huli
5. Keep up the good work
6. Panatilihing mabilis ang pag-asikaso sa mga client.
7. No comment, all is good

NEGATIVE RESPONSE
1. Sapat na empleyado para sa mabilisang proseso sa pagkuha ng dokumento
2. Suggest no online appointment. Complicated to no read, no write
3. Posting to social media



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