



SPECIAL RELEASE

Highlights of the March 2020 Customer Satisfaction Survey

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Table 1. Demographic Profile of the Respondents

Sex	Count	Percentage (%)	Place of Origin	Count	Percentage (%)
Male	70	49.30	Bukidnon	12	8.45
Female	66	46.48	Camiguin	1	0.70
Not Specified	6	4.23	Misamis Oriental	107	75.35
			Other Regions	8	5.63
			Not Specified	14	9.86

Age Group	Count	Percentage (%)	Education	Count	Percentage (%)
15-19	7	4.93	No Grade Completed	0	0.00
20-24	19	13.38	Elementary Level	3	2.11
25-29	19	13.38	Elementary Graduate	6	4.23
30-34	25	17.61	High School Level	15	10.56
35-39	14	9.86	High School Graduate	27	19.01
40-44	11	7.75	College Level	32	22.54
45-49	6	4.23	College Graduate	38	26.76
50-54	6	4.23	Vocational	9	6.34
55-59	4	2.82	Post Graduate	3	2.11
60 and above	8	5.63	Not Specified	9	6.34
Not Specified	23	16.20			

Table 1 presents the demographic characteristics of the respondents interviewed during the conduct of March 2020 Customer Satisfaction Survey (CSS) on March 16, 18 and 20. Most of the respondents were male (49.30%) and is noticeably a different scenario from all the quarters when CSS are conducted wherein majority of the transacting clients are female individuals.



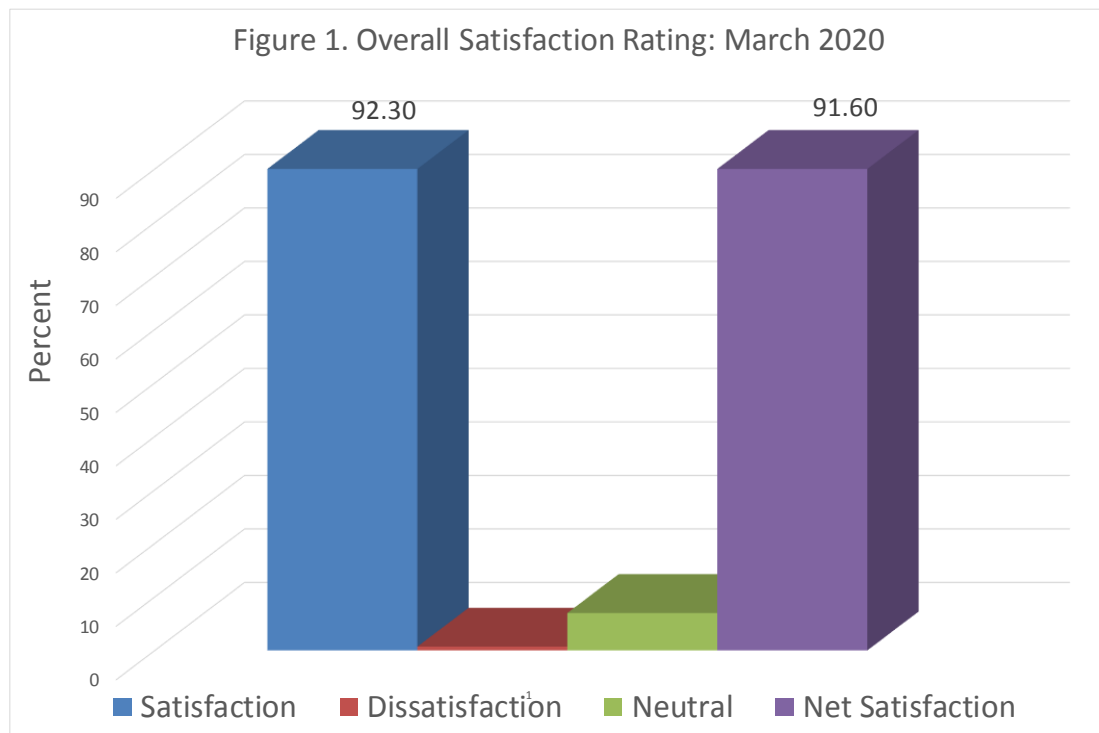


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The age of the respondents serves as an indicator of their varying views and opinions and level of maturity in answering the survey. As presented in Table 1, the highest number of age group are from ages 30-34 which is 17.61% of the total sample. In contrast, the least number of age group are from ages 55-59 which is only 2.82% of the total sample.

In view of the respondents' level of educational attainment, most of the respondents were college graduate at 26.76% followed by college level at 22.54%. Meanwhile, only 2.11% had reported their educational attainment as elementary level.

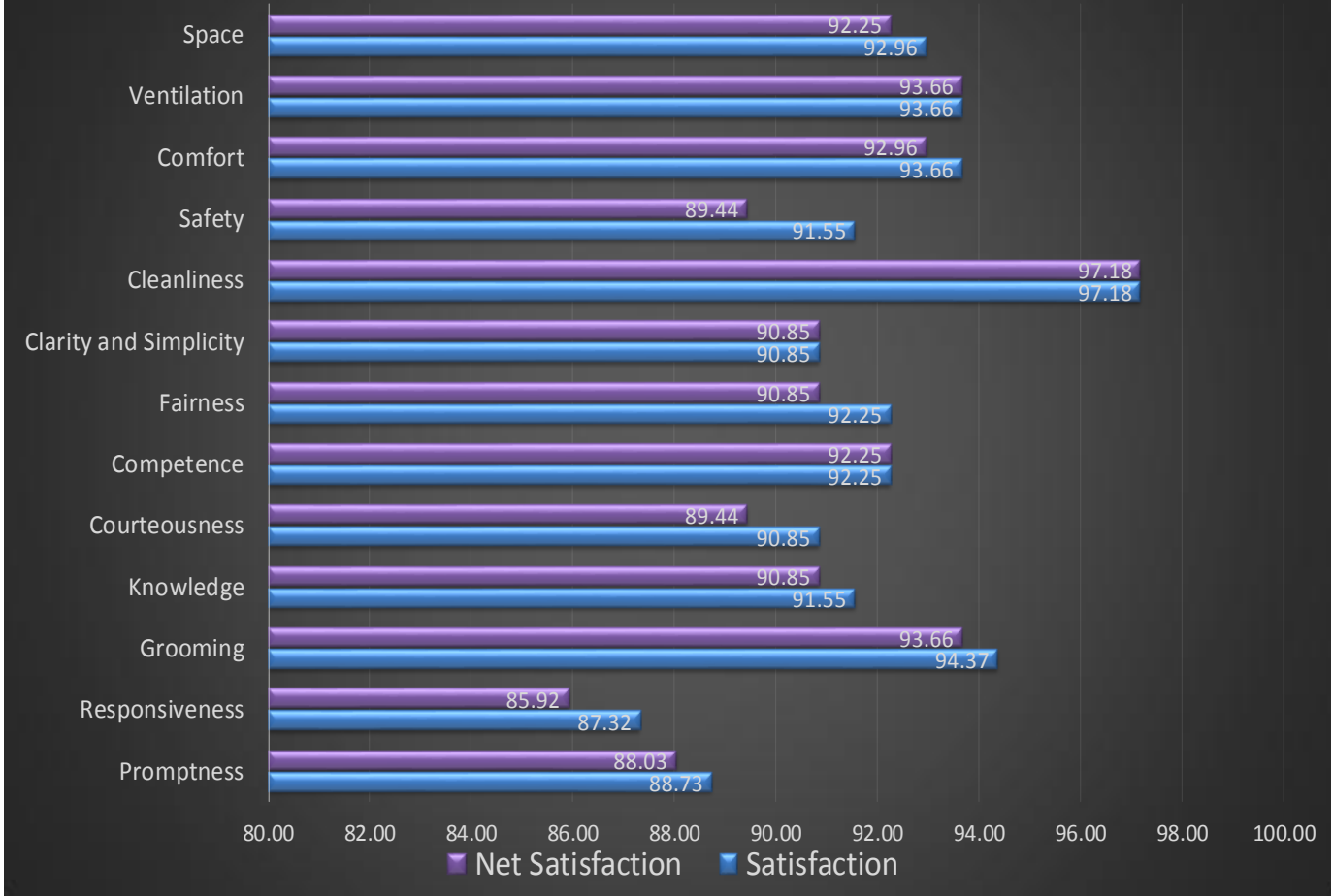
The graphical representation of the overall satisfaction rating by the public for the first quarter of 2020 is shown in Figure 1 below. The outlet obtained an overall satisfaction rating of 92.30% and a net satisfaction rating of 91.60%. These ratings were comparatively higher than the minimum target satisfaction rating of 77.0%.





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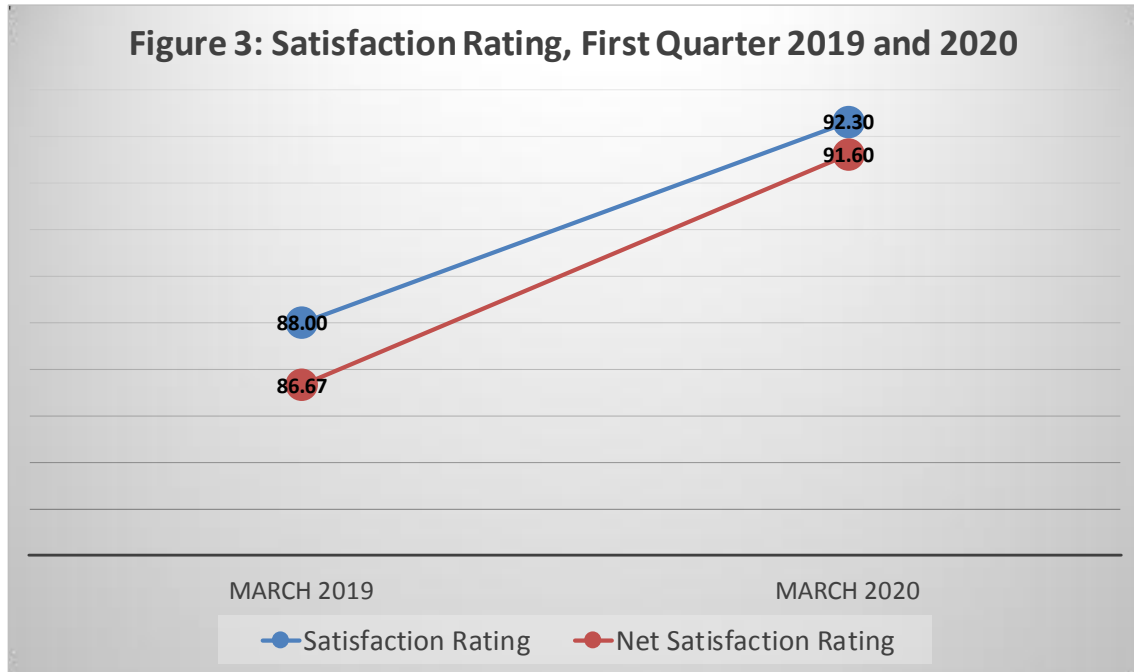
Figure 2. Satisfaction Rating by Category: March 2020



Satisfaction and net satisfaction ratings for each category assessed in the survey are presented in Figure 2 above. All categories obtained satisfaction ratings above 87.0% of which cleanliness of the outlet got the highest rating at 97.18%. The outlet’s ventilation, comfortability and space as well as employee’s grooming, competence, fairness, knowledge and courteousness were positively rated by the respondents and obtained more than 90.0% satisfaction ratings.



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Moreover, the comparison of satisfaction ratings for the two time periods March 2019 and 2020 are shown in Figure 3. The graph shows an increasing trend in the satisfaction rating based on the results of the survey for the two periods, hence, an increasing trend on the net satisfaction ratings. An increase of 4.30 percentage points on the overall satisfaction rating from the year 2019 to the year 2020 was recorded. The resulting figure implies the effective implementation of the innovations and plans to continually improve the CRS Outlet and the delivery of service/s to the public.

Table 2 presents the respondent's awareness on various policy-adhering posters and materials posted in the outlet premise as well as mandatory establishment of Citizen's Charter, Express Lane for Senior Citizens, Pregnant Women and Persons with Disabilities and Public Assistance and Complaints Desks (PACD). Nine out of ten of the respondents have claimed that they are aware of the existence of "Express Lane for Senior Citizens, Pregnant Women and Persons with Disabilities" and the office's compliance and implementation of Republic Act No. 9994 otherwise known as the "Expanded Senior Citizens Act" and Batas Pambansa Bilang 334 otherwise known as the "Accessibility Law". Similarly, the same number of respondents reported to have noticed and/or read the citizen's charter posted at the entrance of the outlet which clearly presents the step-by-step process in availing



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the various services offered by the Civil Registry Service Outlet. Anti-fixer and No Noon-Break Policy materials both obtained more than 83.0% awareness among the respondents.

The survey gathers information on the client's awareness on the various policy-adhering posters/materials posted in the outlet and establishment of express lanes and help desks to determine the office's adherence to existing laws and regulations imposed for government offices.

Table 2. Respondents/Clients' Awareness on Various Policy-Adhering Posters and Materials

Particulars	Yes (%)	No (%)	Not Specified (%)
<i>Express Lane for Senior Citizen, Pregnant and Persons with Disabilities</i>	93.66	1.41	4.93
<i>Citizen's Charter</i>	94.37	0.70	4.93
<i>Anti-fixer Materials</i>	85.92	6.34	7.75
<i>Public Assistance and Complaints Desks (PACD)</i>	78.87*	4.93	16.20
<i>Observed the "NO NOON-BREAK" Policy</i>	83.10	7.75	9.15

*The low awareness level of the respondents on the PACD may not be reflective of the actual since a number of respondents were not able to indicate their response on the specific item in the questionnaire.

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TECHNICAL NOTES:

Satisfaction Rating- is measured as the percentage of clients interviewed during the reference period who were either satisfied or very satisfied with the Philippine Statistics Authority's civil registry service.

Dissatisfaction Rating- is the percentage of clients interviewed who responded either unsatisfied or very unsatisfied.

Net Satisfaction Rating-measures the difference between the proportion of satisfied and dissatisfied clients.



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