

PRESS RELEASE

KORONADAL CITY-CRS OUTLET RECEIVES 87.0% CUSTOMER SATISFACTION RATING FOR THE 4th QUARTER OF 2022

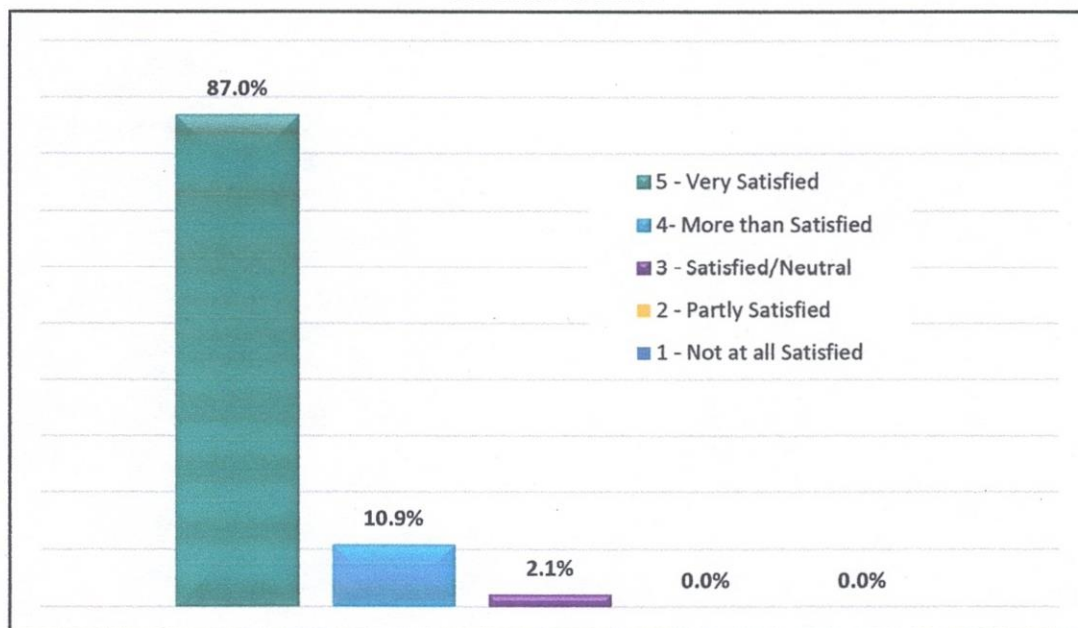
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Clients' Overall Satisfaction Rating

The Civil Registry System (CRS) Outlet in Koronadal City received an overall satisfaction rating of 87.0% from clients for the 4th quarter of 2022 based on the results of the Customer Satisfaction Survey (CSS) conducted on the last week of December 2022. (Figure 1)

Figure 1: *Percentage Distribution of Clients' Overall Satisfaction Rating, Koronadal City -CRS Outlet December 2022*



Clients' Level of Satisfaction By Category

Ratings on the satisfaction level of the clients in every category is shown in Table 1. As indicated, 88.0% were very satisfied in terms of prompt services and 89.1% of the clients believed that their needs and concerns were understood by the Associates securing them well.

More than half of the clients strongly agreed that the employees were groomed/neat (84.8%), courteous (59.1%), and knowledgeable of their work (87.0%).





About 88.0% were very satisfied on the procedural charts and steps agreeing that they were clear, simple and easy to follow.

Most of the clients were also satisfied with the area/facilities of the outlet. Clean surroundings had an average rating of 90.2%; clean comfort rooms, 84.8%; generally safe, 89.1%; comfortable/ventilated outlet and enough chairs, 90.2%.

No client expressed dissatisfaction on the services provided by the outlet.

Table 1: *Percentage Distribution of Clients' Level Satisfaction Rating by Category, Koronadal City -CRS Outlet: December 2022*

	PERCENTAGE DISTRIBUTION RATING				
	5 (Very Satisfied)	4 (More than Satisfied)	3 (Satisfied/ Neutral)	2 (Partly Satisfied)	1 (Not at all Satisfied)
Service					
Prompt Service	88.0	10.9	1.1	0.0	0.0
Understanding	89.1	7.6	3.3	0.0	0.0
Employees					
Groomed/Neat	84.8	14.1	1.1	0.0	0.0
Courteous	89.1	8.7	2.2	0.0	0.0
Knowledgeable	87.0	10.9	2.1	0.0	0.0
Procedures					
Clear, simple and easy	88.0	10.9	1.1	0.0	0.0
Area/Facilities					
Clean Surroundings	90.2	8.7	1.1	0.0	0.0
Clean toilets	84.8	13.0	2.2	0.0	0.0
Safe	89.1	9.8	1.1	0.0	0.0
Comfortable/Ventilated	89.1	8.7	2.2	0.0	0.0
Enough chairs	90.2	8.7	1.1	0.0	0.0
Overall Satisfaction Rate	87.0	10.9	2.1	0.0	0.0

Awareness on Other Ways of Securing Civil Registry Documents

In securing authenticated civil registry documents, 68.6% of the clients were aware of the different ways on how to obtain the civil registration documents, while about 31.4% did not know other ways of securing the said documents. (Figure 2)



Most of the clients secured their civil registry documents through the internet (78.57%). Some are requesting their documents through the Local Government Units (21.43%).

No clients secured their documents through telephone and SM Business Card. (Figure 3)

Figure 2: Know Other Means on Securing Civil Registry Documents, Koronadal City -CRS Outlet: December 2022

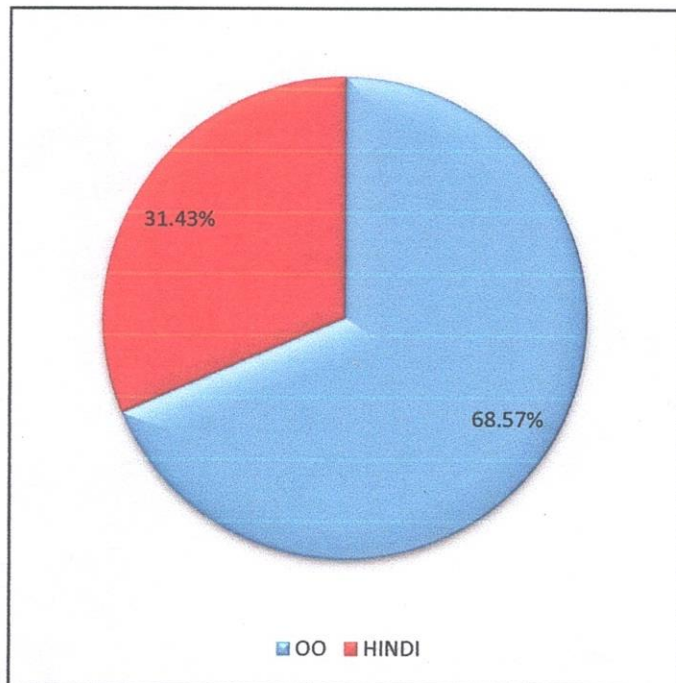
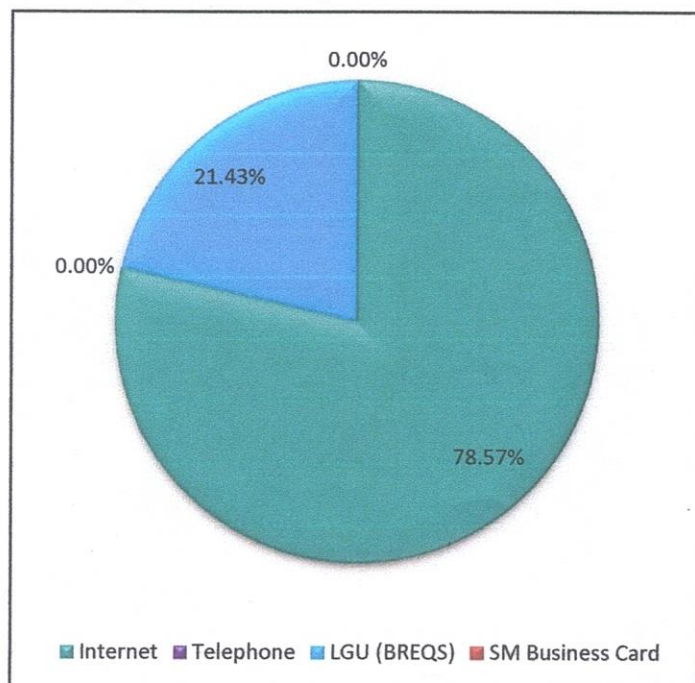


Figure 3: Other Ways Securing Civil Registry Documents by Category, Koronadal City -CRS Outlet: December 2022



Clients' Comments, Suggestions and Recommendations

Clients were also asked to give comments, suggestions and recommendations for the improvement of the services rendered to the public through the Koronadal City CRS Outlet. See Table 2 below.

Table 2: Comments, Suggestions and Recommendations from Clients, Koronadal City -CRS Outlet: December 2022

COMMENTS	
Positive	Negative
Mas madali dito.	
Continue the good service. Happy new year.	
Okay naman po.	
Ako ay kuntento sa patakaran ng opisina.	
I have a smooth transaction. Excellent work, congratulation.	
Umuunawa sa kailangan ng kliyente	



Maintain the good service

SUGGESTIONS

Online service such as google for, Microsoft form and others to fill out with email address provided by the applicant to secure confidentiality and can be updated.

Panatiliing maayos at mabilis, mapangunawa at marespeto na serbisyo. God Bless.

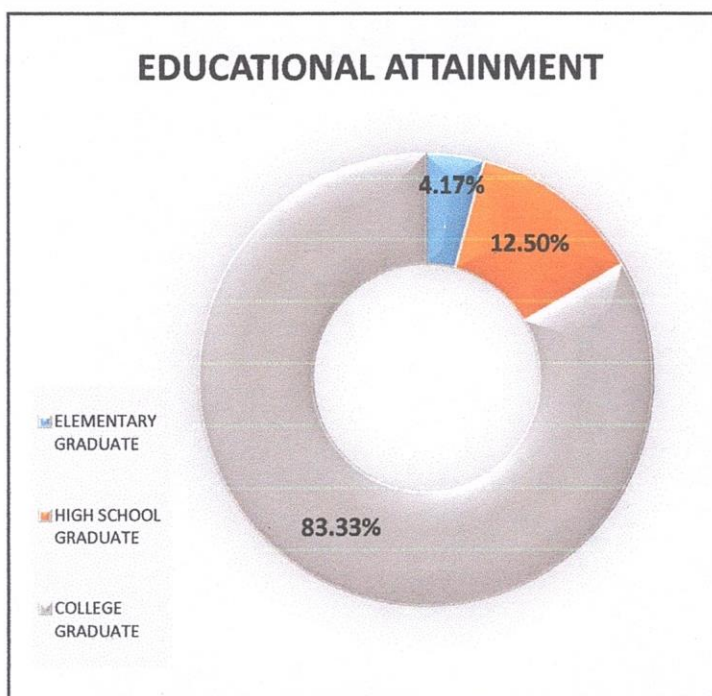
Clients' Profile

About 46.51% of the respondents were males and 53.49% were females. About 25.0% of the males were unemployed and 75.0% were employed. On the other hand, 28.57% of the females were unemployed while 71.43% were employed.

In terms of educational attainment, 83.3% were college graduates; high school graduates, 12.5%; and elementary graduates, 4.2%.

Majority of the clients (61.84%) of the Koronadal City CRS Outlet were from South Cotabato followed by those from Sultan Kudarat, 25.0%; those from nearby regions, 9.21%; and Cotabato Province, 3.95%.

Figure 4: Distribution of PSA Clients by Selected Demographic Characteristics, Koronadal City -CRS Outlet: December 2022



CLIENTS' RESIDENCE	
Within South Cotabato (include General Santos City)	61.84%
Within Cotabato Province	3.95%
Within Sultan Kudarat	25.00%
Outside Region XII	9.21%

Note: A one-page survey form was administered to ninety-two (92) clients randomly selected on 29 December 2022. Customer Satisfaction Survey forms with a control number were distributed to the selected respondents.



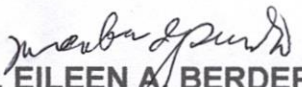


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