



# SPECIAL RELEASE

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## GENSAN CENSUS SERBILIS OUTLET OBTAINS OUTSTANDING SATISFACTION RATING WITH 98.4 PERCENT FOR THE 1ST QUARTER OF 2025

Philippine Statistics Authority-Sarangani conducted the quarterly Client Satisfaction Measurement (CSM) for the first quarter (1Q) in the Civil Registry System Outlet located in General Santos City to determine clients' perceptions regarding their satisfaction with the civil registration services that the office provides like the issuance of copies of civil registry documents and certifications. Results on the satisfaction rating is one of the key performance indicators being reported for the Agency Performance Measures and in compliance with the Anti-Red Tape Authority (ARTA).

The survey used the standard harmonized CSM questionnaire. It was accomplished thru Computer-Aided Personal Interview (CAPI) and was administered to 150 respondents with 124 successful interviews and a sampling interval of 12, for five days, covering 30 respondents per day from March 10 to 14. The sample respondents/clients for this survey are those who have completed transactions in the CRS outlet.

### Services Provided by Philippine Statistics Authority

For this survey round, the most availed service provided by the PSA was the copy issuance of birth certificate having 70.7 percent of the respondents followed by the certification of CENOMAR/CEMAR with 14.7 percent, copy issuance of marriage certificate with 10.7 percent and authentication of birth with 3.3 percent. The least availed service was the copy issuance of death with 0.7 percent.

Table 1. Services Provided by Philippine Statistics Authority

Services	Successful Interviews	Number of Samples	Percent
Birth (Copy Issuance)	86	106	70.7
CENOMAR/CEMAR (Certification)	18	22	14.7
Marriage (Copy Issuance)	15	16	10.7
Birth (Authentication)	4	5	3.3
Death (Copy Issuance)	1	1	0.7

Source: Philippine Statistics Authority, General Santos City, First Quarter 2025 Client Satisfaction Measurement



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## Clients' Profile

Of the 124 successful interviews, 77.4 percent of the total population were females and 22.6 percent were males. Most of the clients who availed services of the PSA belonged to the age group of 20-24 with 17.7 percent.

Since the CRS outlet is situated in General Santos City, 76.6 percent of the requesters came from South Cotabato, wherein 52.6 percent of it were from General Santos City, followed by Sarangani Province with 20.2 percent. The remaining 3.2 percent of the clients were residents outside South Cotabato and Sarangani.

In terms of employment, 57.3 percent of the respondents were unemployed and 40.3 percent of them were employed.

For the educational attainment of the respondents, most of them were college graduate or higher with 52.4 percent, 37.1 percent were high school graduate and 8.1 percent were elementary graduates.

Table 2. Number and Percent Distribution by Demographic Characteristics: First Quarter 2025

Demographic Characteristics	Number	Percent
	Total	Total
<b>Total Respondents</b>	124	
<b>Sex</b>		
Female	96	77.4
Male	28	22.6
<b>Age</b>		
15 - 19	5	4.0
20 - 24	22	17.7
25 - 29	15	12.1
30 - 34	21	16.9
35 - 39	18	14.5
40 - 44	12	9.7
45 - 49	11	8.9
50 - 54	7	5.6
55 - 59	4	3.2
60 and over	9	7.3
<b>Residence</b>		
Residing in South Cotabato	95	76.6
Residing in General Santos City	50	52.6
Residing in Sarangani	25	20.2
Residing outside South Cotabato & Sarangani	4	3.2
Not reported	0	0.0
<b>Education</b>		
Elementary graduate	10	8.1
High school graduate	46	37.1
College graduate or higher	65	52.4
Not reported	3	2.4
<b>Employment status</b>		
Employed	50	40.3
Unemployed	71	57.3
Not reported	3	2.4

Source: Philippine Statistics Authority, General Santos City, First Quarter 2025  
Client Satisfaction Measurement

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## Respondents Awareness of Citizen's Charter (CC)

Majority of the respondents were not aware of the CC and have not seen one in this office with 80.6 percent, having only 12.1 percent who were aware of the CC and saw it posted in the outlet. A percentage rating of 6.5 learned about the CC only upon seeing the office's CC and 0.8 percent of the respondents were aware of CC but did not see the CC of the office.

In terms of the visibility of the CC, majority of the respondents agreed that the CC was easy to see with 83.1 percent, somewhat easy to see with 16.9 percent and no one rated that it is difficult to see or not visible at all.

For the usefulness of the CC, most of the respondents assessed that it helped them significantly with 62.9 percent. On the other hand, 37.1 percent assessed that it helped them to some extent and not a single respondent believed that it did not help.

Table 3. Number and Percent Distribution on the Respondents Awareness of Citizen's Charter (CC): First Quarter 2025

Citizen's Charter Indicators	Number	Percent
	Total	Total
CC1: Awareness of a CC	124	
Aware of CC and saw the office's CC	15	12.1
Aware of CC but did not see the office's CC	1	0.8
Learned about the CC only upon seeing this office's CC	8	6.5
Not aware of the CC and have not seen one in this office	100	80.6
CC2: Visibility of the CC	124	
Easy to see	103	83.1
Somewhat easy to see	21	16.9
Difficult to see	0	0.0
Not visible at all	0	0.0
CC3: Assessment of CC's Usefulness	124	
Helped significantly	78	62.9
Helped to some extent	46	37.1
Did not help	0	0.0

Source: Philippine Statistics Authority, General Santos City, First Quarter 2025 Client Satisfaction Measurement

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## Overall Satisfaction Rating by Service Quality Dimensions

The overall satisfaction rating based on the Service Quality Dimensions (SQD) for this quarter showed a 98.4 percent or ‘outstanding’ rating. As indicated in Table 4, all of the SQDs in this survey round obtained an ‘outstanding’ rating. One hundred percent of the respondents believed that the outlet has good facilities and is accessible and they were served outstandingly with integrity. Also, cost and assurance have achieved 100 percent of satisfied clients. Respondents were also satisfied about the outcome with 99.2 percent. Responsiveness and reliability both scored 98.4 percent, wherein majority believed that the staff have the willingness to help, assist and provide prompt service to the clients. In terms of communication with the clients, the results showed 97.6 percent of satisfied clients.

Table 4. Overall Satisfaction Rating by Service Quality Dimensions: First Quarter 2025

Service Quality Dimensions	Satisfaction Level						Total Responses	*Overall Percentage
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Reported		
<b>Overall</b>								<b>98.4</b>
SQD1 (Responsiveness)	105	17	0	2	0	0	124	98.4
SQD2 (Reliability)	119	3	0	2	0	0	124	98.4
SQD3 (Access and Facilities)	123	1	0	0	0	0	124	100.0
SQD4 (Communication)	113	8	2	1	0	0	124	97.6
SQD5 (Cost)	113	11	0	0	0	0	124	100.0
SQD6 (Integrity)	123	1	0	0	0	0	124	100.0
SQD7 (Assurance)	119	5	0	0	0	0	124	100.0
SQD8 (Outcome)	123	0	1	0	0	0	124	99.2

Source: Philippine Statistics Authority, General Santos City, First Quarter 2025 Client Satisfaction Measurement

\*Not Reported responses were excluded in the computation for the percentage.

## Overall Satisfaction Rating by Services

Looking at the scores per service, most of the respondents gave ‘outstanding’ satisfaction rating. Serviced for certification of CENOMAR/CEMAR, authentication of birth certificate and copy issuance of death certificate obtained a perfect percentage of 100.0 followed by copy issuance of birth certificate with 98.8 percent. Only copy issuance of marriage certificate obtained ‘very satisfactory’ rating with 93.3 percent.

Table 5. Overall Satisfaction Rating by Services: First Quarter 2025

Services	Satisfaction Level						Total Responses	*Overall Percentage
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Reported		
Birth (Copy Issuance)	83	2	1	0	0	0	86	98.8
CENOMAR/CEMAR (Certification)	16	2	0	0	0	0	18	100.0
Marriage (Copy Issuance)	13	1	0	1	0	0	15	93.3
Birth (Authentication)	2	2	0	0	0	0	4	100.0
Death (Copy Issuance)	1	0	0	0	0	0	1	100.0

Source: Philippine Statistics Authority, General Santos City, First Quarter 2025 Client Satisfaction Measurement

\*Not Reported responses were excluded in the computation for the percentage.

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## Satisfaction Rating by Service Category

In general, most of the respondents were immensely satisfied with the area and facilities of the outlet. An outstanding rating was given for the cleanliness of the surroundings, safety of the area, comfortability and having enough chairs in the outlet, all of which with 100.0 percent satisfied clients. Despite of the perfect scores on the mentioned service categories, both cleanliness of comfort rooms and the breastfeeding station were given poor ratings with 53.2 percent and 40.3 percent, respectively.

Table 6. Satisfaction Rating by Service Category: First Quarter 2025

Service Category	Satisfaction Level						Total Responses	*Overall Percentage
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Reported		
<b>Average</b>								<b>90.6</b>
Clean Surroundings	110	14	0	0	0	0	124	100.0
Clean Comfort Rooms	48	18	57	1	0	0	124	53.2
Safe	119	5	0	0	0	0	124	100.0
Comfortable/Ventilated	122	2	0	0	0	0	124	100.0
Enough Chairs	123	1	0	0	0	0	124	100.0
Breastfeeding Station	48	2	74	0	0	0	124	40.3

Source: Philippine Statistics Authority, General Santos City, First Quarter 2025 Client Satisfaction Measurement

\*Not Reported responses were excluded in the computation for the percentage.

## Clients' Comments, Suggestions and Recommendations

Clients were also asked to give suggestions or provide recommendations for the improvement on the services of the census serbilis outlet.

Table below shows the following comments from the clients.

<b>Comments</b>	
<b>Positive</b>	<b>Negative</b>
Okay naman at maganda ang transaction.	Masyadong maraming requirements na kailangan kapag iba ang kukuha ng secpa ng student, hindi malaman kung hindi pa mag punta sa office.
Good so far	Approved and set schedule by Friday 4pm but it was not released in the office not until Monday.
	Mainit ang parking area
	Dapat mag sabi lang sila kung ano dapat ang gawin para mapadali kung may kailangan kasi yung guard hindi niya sinabi kung ano dapat ang gawin kung may kailangan.
<b>Suggestions and Recommendations</b>	
Should prioritize people with online appointments than walk-ins.	



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**Notes:**

The questionnaire administered contains demographical questions, three Citizen's Charter questions and eight questions on the Service Quality Dimensions (SQD). The 8 SQD questions were scored using a 5-point Likert Scale. The simple average of the questions was used to get the Overall score. The interpretation of the results are as follows:

Percentage	Rating
Below 60.0%	Poor
60.0% - 79.9%	Fair
80.0% - 89.9%	Satisfactory
90.0% - 94.9%	Very Satisfactory
95.0% - 100%	Outstanding

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