



PRESS RELEASE

Date of Release: 08 July 2024
 Reference No.: 24R1280-PR-064

GENSAN CENSUS SERBILIS OUTLET OBTAINS 4.3 SATISFACTION LEVEL FOR THE 2ND QUARTER OF 2024

Philippine Statistics Authority-SARANGANI conducted the quarterly Client Satisfaction Measurement (CSM) for the second quarter (2Q) 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 a sampling interval of 9, for five days, covering 30 respondents per day from June 3 to 7. 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 78.0 percent of the respondents followed by the copy issuance of marriage certificate with 11.3 percent, certification of CENOMAR/CEMAR with 8.0 percent and copy issuance of death certificate with 2.0 percent. The least availed service was the authentication of death certificate with 0.7 percent.

Table 1. Services Provided by Philippine Statistics Authority

Services	Successful Interviews	Number of Samples	Percent
Birth (Copy Issuance)	117	117	78.0
Marriage (Copy Issuance)	17	11	11.3
Death (Copy Issuance)	3	4	2.0
Death (Authentication)	1	3	0.7
CENOMAR/CEMAR (Certification)	12	15	8.0

Source: Philippine Statistics Authority, General Santos City, Second Quarter 2024 Client



PRESS RELEASE

Clients' Profile

Of the 150 respondents that were interviewed, 57.3 percent of the total population were females and 42.7 percent were males. Most of the clients who availed services of the PSA belonged to the age group of 35-39 with 32.6 percent.

Since the CRS outlet is situated in General Santos City, expectedly majority of the requesters came from South Cotabato with 47.3 percent, wherein 69 percent of it were from General Santos City, followed by Sarangani Province with 42.7 percent. The remaining 10.0 percent of the clients were residents outside South Cotabato and Sarangani.

In terms of employment, 52.0 percent of the respondents were unemployed and 48.0 percent of them were employed.

For the educational attainment of the respondents, most of them were high school graduates with 50.6 percent, 24.7 percent were elementary graduates and 24.0 percent were college graduates or higher.

Table 2. Number and Percent Distribution by Demographic Characteristics: Second Quarter 2024

Demographic Characteristics	Number	Percent
	Total	Total
Total Respondents	150	
Sex		
Female	86	57.3
Male	64	42.7
Age		
15 - 19	9	6.0
20 - 24	26	17.3
25 - 29	32	21.3
30 - 34	11	7.3
35 - 39	49	32.6
40 - 44	4	2.7
45 - 49	7	4.7
50 - 54	7	4.7
55 - 59	4	2.7
60 and over	1	0.7
Residence		
Residing in South Cotabato	71	47.3
Residing in General Santos City	49	69.0
Residing in Sarangani	64	42.7
Residing outside South Cotabato & Sarangani	15	10.0
Not reported	0	0.0
Education		
Elementary graduate	37	24.7
Highschool graduate	76	50.6
College graduate or higher	36	24.0
Not reported	1	0.7
Employment status		
Employed	72	48.0
Unemployed	78	52.0
Not reported	0	0.0

Source: Philippine Statistics Authority, General Santos City, Second Quarter 2024
Client Satisfaction Measurement





PRESS RELEASE

Respondents Awareness of Citizen's Charter

Majority of the respondents were aware about the existence of the Citizen's Charter (CC) and saw it in the conspicuous places in the outlet with 72.0 percent but 25.3 percent of them were not aware of the CC and haven't seen one in the outlet. A percentage rating of 2.7 were aware about the CC but did not see the outlet's CC.

In terms of the visibility of the CC, majority of the respondents agreed that the CC was easy to see with 63.4 percent, somewhat easy to see with 34.8 percent and difficult to see showed a low a percentage rating of 1.8.

For the usefulness of the CC, most of the respondents assessed that it helped them significantly with 56.3 percent. Some believed that it helped them to some extent with 43.7 percent and no one assessed that it didn't help at all.

Table 3. Number and Percent Distribution on the Respondents Awareness of Citizen's Charter (CC): Second Quarter 2024

Citizen's Charter Indicators	Number	Percent
	Total	Total
CC1: Awareness of a CC	150	
Aware of CC and saw the office's CC	108	72.0
Aware of CC but did not see the office's CC	4	2.7
Learned about the CC only upon seeing this office's CC	0	0.0
Not aware of the CC and have not seen one in this office	38	25.3
CC2: Visibility of the CC	150	
Easy to see	95	63.4
Somewhat easy to see	52	34.8
Difficult to see	3	1.8
Not visible at all	0	0.0
CC3: Assessment of CC's Usefulness	150	
Helped significantly	84	56.3
Helped to some extent	66	43.7
Did not help	0	0.0

Source: Philippine Statistics Authority, General Santos City, Second Quarter 2024 Client Satisfaction Measurement

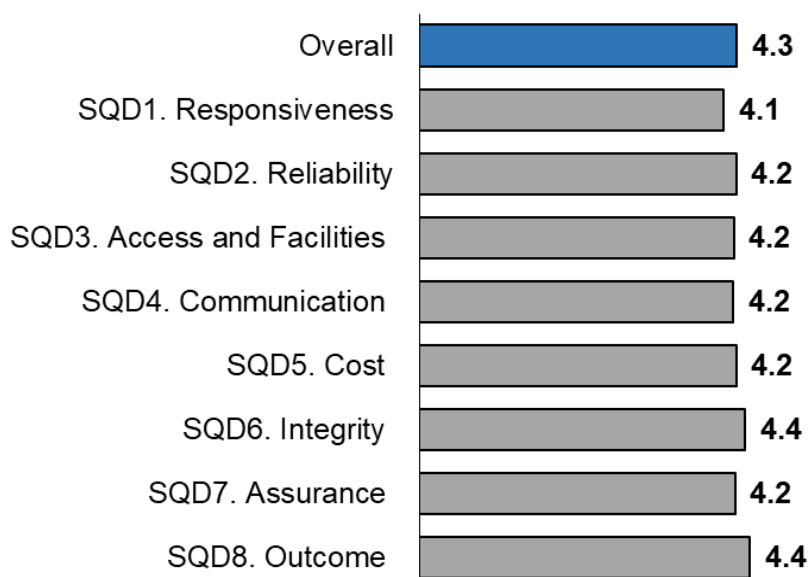


PRESS RELEASE

Overall Satisfaction Rating by Service Quality Dimensions

In general, the overall satisfaction rating based on the Service Quality Dimensions (SQD) for this quarter showed a 4.3 rating or 'Satisfied'. As indicated in Figure 1, all SQDs in this survey round obtained a 'Satisfied' rating. Responsiveness scored a rating of 4.1, wherein majority believed that the staff have the willingness to help, assist and provide prompt service to the clients. Access and facilities, reliability, communication, cost and the assurance, all of which achieved a 4.2 satisfaction rating. Most of the respondents also believed that they were served with integrity and good outcome of which both obtained a rating of 4.4.

Figure 1. Overall Satisfaction Rating by Service Quality Dimensions: Second Quarter 2024



Overall Satisfaction Rating by Services

Looking at the scores per service, respondents were all 'Very Satisfied' in every category. Services for Marriage viewable online obtained a perfect rating of 5.00 followed by the copy issuance of marriage and CENOMAR/CEMAR certification having a rating of 4.9, copy issuance of birth certificate with 4.8 and lastly copy issuance of death with 4.7.

Table 4. Overall Satisfaction Rating by Services: Second Quarter 2024

Services	Overall Rating
Birth (Copy Issuance)	4.8
Marriage (Copy Issuance)	4.9
Marriage (Viewable online)	5.0
Death (Copy Issuance)	4.7
CENOMAR/CEMAR (Certification)	4.9

Source: Philippine Statistics Authority, General Santos City, Second Quarter 2024 Client Satisfaction Measurement



PRESS RELEASE

Satisfaction Rating by Service Category

Almost all of the respondents were immensely satisfied with the area and facilities of the outlet. A rating of 4.4 or 'Satisfied' was rated for the cleanliness of the surroundings and comfort rooms. Breastfeeding Station and Comfortability achieved a 4.3 satisfaction rating and 4.2 satisfaction rating for having enough chairs in this survey round. 'Very Satisfied' clients also believed that the area was safe with 4.9 rating.

Table 5. Satisfaction Rating by Service Category: Second Quarter 2024

Service Category	Satisfaction Level						Total Responses	Rating*
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Reported		
Average								4.4
Clean Surroundings	47	101	2	0	0	0	150	4.4
Clean Comfort Rooms	43	87	2	0	0	18	150	4.4
Safe	111	34	4	0	0	0	149	4.8
Comfortable/Ventilated	42	105	2	1	0	0	150	4.3
Enough Chairs	33	113	4	0	0	0	150	4.2
Breastfeeding Station	30	79	3	0	0	38	150	4.3

Source: Philippine Statistics Authority, General Santos City, Second Quarter 2024 Client Satisfaction Measurement

*Not Reported responses were excluded in the computation for rating.

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.

<u>Comments</u>	
Positive	Negative
Maayos ang pamamalakad	Medyo mabagal ang paghintay sa priority number
	Nagtatake time ang pag online appointment specially sa may mga work
	Confusing ang numbering for the queue displayed in the tv since hind magsunod.
<u>Suggestions and Recommendations</u>	





PRESS RELEASE

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:

Scale	Average	Rating
1	1.00-1.49	Very Unsatisfied
2	1.50-2.49	Unsatisfied
3	2.50-3.49	Neither Unsatisfied nor Satisfied
4	3.50-4.49	Satisfied
5	4.50-5.00	Very Satisfied

Prepared by:

ZYRA KAMILLE P. COLOSO
 Assistant Statistician

Reviewed by:

MARIF P. DE ASIS
 Supervising Statistical Specialist

Approved by:

ISMAEL B. RAMOS, JR.
 Provincial Statistical Officer

