



# PRESS RELEASE

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## GENSAN CENSUS SERBILIS OUTLET OBTAINS OUTSTANDING SATISFACTION RATING WITH 97.9% FOR THE 3RD QUARTER OF 2024

Philippine Statistics Authority-SARANGANI conducted the quarterly Client Satisfaction Measurement (CSM) for the third quarter (3Q) 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 97 successful interviews and a sampling interval of 9, for five days, covering 30 respondents per day from September 9 to 13. 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 52.6 percent of the respondents followed by the certification of CENOMAR/CEMAR with 15.5 percent, copy issuance of marriage certificate with 14.4 percent and authentication of birth with 12.4 percent. The least availed services were the copy issuance of death with 4.1 percent and authentication of marriage certificate with 1.0 percent.

Table 1. Services Provided by Philippine Statistics Authority

Services	Successful Interviews	Number of Samples	Percent
Birth (Copy Issuance)	51	94	52.6
Birth (Authentication)	12	13	12.4
Marriage (Copy Issuance)	14	18	14.4
Marriage (Authentication)	1	1	1.0
Death (Copy Issuance)	4	4	4.1
CENOMAR/CEMAR (Certification)	15	20	15.5

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



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## Clients' Profile

Of the 97 successful interviews, 66.0 percent of the total population were females and 34.0 percent were males. Most of the clients who availed services of the PSA belonged to the age group of 30-34 with 20.6 percent.

Since the CRS outlet is situated in General Santos City, 75.3 percent of the requesters came from South Cotabato, wherein 75.3 percent of it were from General Santos City, followed by Sarangani Province with 17.5 percent. The remaining 7.2 percent of the clients were residents outside South Cotabato and Sarangani.

In terms of employment, 58.8 percent of the respondents were unemployed and 40.2 percent of them were employed.

For the educational attainment of the respondents, most of them were high school graduates with 44.3 percent, 38.2 percent were college graduates or higher and 14.4 percent were elementary graduates.

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

Demographic Characteristics	Number	Percent
	Total	Total
Total Respondents	97	
<b>Sex</b>		
Female	64	66.0
Male	33	34.0
<b>Age</b>		
15 - 19	4	4.1
20 - 24	12	12.4
25 - 29	17	17.5
30 - 34	20	20.6
35 - 39	13	13.4
40 - 44	9	9.3
45 - 49	7	7.2
50 - 54	5	5.2
55 - 59	5	5.2
60 and over	5	5.2
<b>Residence</b>		
Residing in South Cotabato	73	75.3
Residing in General Santos City	55	75.3
Residing in Sarangani	17	17.5
Residing outside South Cotabato & Sarangani	7	7.2
Not reported	0	0.0
<b>Education</b>		
Elementary graduate	14	14.4
Highschool graduate	43	44.3
College graduate or higher	37	38.2
Not reported	3	3.1
<b>Employment status</b>		
Employed	39	40.2
Unemployed	57	58.8
Not reported	1	1.0

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

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

Majority of the respondents learned about the CC only upon seeing the one posted in the outlet with 85.6 percent but 12.4 percent of them were not aware of the CC and haven't seen one in the outlet. A percentage rating of 2.0 were aware about the CC and saw it in the conspicuous places in the outlet.

In terms of the visibility of the CC, majority of the respondents agreed that the CC was easy to see with 88.2 percent, somewhat easy to see with 9.4 percent and difficult to see showed a low a percentage rating of 2.4

For the usefulness of the CC, most of the respondents assessed that it helped them to some extent with 44.7 percent. On the other hand, with the same percentage, also assessed that it did not help at all. Only few believed that it helped them significantly with 10.6 percent.

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

Citizen's Charter Indicators	Number	Percent
	Total	Total
CC1: Awareness of a CC	97	
Aware of CC and saw the office's CC	2	2.0
Aware of CC but did not see the office's CC	0	0.0
Learned about the CC only upon seeing this office's CC	83	85.6
Not aware of the CC and have not seen one in this office	12	12.4
CC2: Visibility of the CC	97	
Easy to see	86	88.2
Somewhat easy to see	9	9.4
Difficult to see	2	2.4
Not visible at all	0	0.0
CC3: Assessment of CC's Usefulness	97	
Helped significantly	10	10.6
Helped to some extent	43	44.7
Did not help	43	44.7

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

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## 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 97.9 percent or ‘outstanding’ rating. As indicated in Table 3, majority of the SQDs in this survey round obtained an ‘outstanding’ rating, only the communication with 76.3 percent obtained a ‘fair’ rating. One hundred percent of the respondents believed that they were served outstandingly with integrity. Reliability, cost and assurance, all of which achieved 99.0 percent of satisfied clients. Most of the respondents also believed that they were served with good outcome and the outlet having good facilities and access with 97.9 percent. Responsiveness scored 95.9 percent, wherein majority believed that the staff have the willingness to help, assist and provide prompt service to the clients.

Table 3. Overall Satisfaction Rating by Service Quality Dimensions: Third Quarter 2024

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>97.9</b>
SQD1 (Responsiveness)	85	8	1	3	0	0	97	95.9
SQD2 (Reliability)	96	0	0	1	0	0	97	99.0
SQD3 (Access and Facilities)	94	1	0	2	0	0	97	97.9
SQD4 (Communication)	63	8	3	19	0	4	97	76.3
SQD5 (Cost)	96	0	0	1	0	0	97	99.0
SQD6 (Integrity)	97	0	0	0	0	0	97	100.0
SQD7 (Assurance)	96	0	1	0	0	0	97	99.0
SQD8 (Outcome)	94	1	1	1	0	0	97	97.9

Source: Philippine Statistics Authority, General Santos City, Third Quarter 2024 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. Services for copy issuance of marriage and death, authentication of marriage and certification of CENOMAR/CEMAR obtained a perfect percentage of 100.0 followed by copy issuance of birth with 98.0 percent. Only authentication of birth obtained ‘very satisfactory’ rating with 91.7 percent.

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

Services	Satisfaction Level						Total Responses	*Overall Percentage
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Reported		
Birth (Copy Issuance)	49	1	1	0	0	0	51	98.0
Birth (Authentication)	11	0	0	1	0	0	12	91.7
Marriage (Copy Issuance)	14	0	0	0	0	0	14	100.0
Marriage (Authentication)	0	1	0	0	0	0	1	100.0
Death (Copy Issuance)	4	0	0	0	0	0	4	100.0
CENOMAR/CEMAR (Certification)	15	0	0	0	0	0	15	100.0

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

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

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## Satisfaction Rating by Service Category

Almost all 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. Breastfeeding station garnered a satisfactory rating with 81.4% and a fair rating with 79.2 percent for the cleanliness of comfort rooms.

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

Service Category	Satisfaction Level						Total Responses	*Overall Percentage
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Reported		
<b>Average</b>								<b>95.8</b>
Clean Surroundings	97	0	0	0	0	0	97	100.0
Clean Comfort Rooms	54	3	15	0	0	25	97	79.2
Safe	96	1	0	0	0	0	97	100.0
Comfortable/Ventilated	97	0	0	0	0	0	97	100.0
Enough Chairs	97	0	0	0	0	0	97	100.0
Breastfeeding Station	20	15	5	3	0	54	97	81.4

Source: Philippine Statistics Authority, General Santos City, Third Quarter 2024 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.

<u>Comments</u>	
<b>Positive</b>	<b>Negative</b>
Maayos ang pamamalakad	Some chairs were broken
Organized lane	Dili klaro ang marriage contract ug birth certificate sa akong anak
Patuloy lang na han-ay ang sistema dili parehas sa NSO sauna	Online national ID is not accepted for verification na valid man unta to biskan online kay naa may QR code.
Okay kayo ang platar sa sistema	Kung time sa pagkuha kay dapat makuha agad kay hassle magbalik-balik.
I like the system of PSA. Keep it up	Dili na unta magstrikto sa mga dili kabalo mugamit ug digital system.
Very organized	If gahatag mog konsiderasyon sa mga PWD, buntis, elderly and etc., unta maghatag pod mog konsiderasyon sa mga tawo nga emotionally unstable kay akong papa namatay unya nagrequest mig cash assistance kay dako kaayo ang bill sa hospital ug nakahilak rako kay igo ra gitan-aw akong papel ba.



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<u>Suggestions and Recommendations</u>
Please improve the parking lot
Dapat on time ang paghatag base sa schedule.
Water dispenser for the clients
Maglagay ng photocopier

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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