



# PRESS RELEASE

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## GENSAN CENSUS SERBILIS OUTLET SATISFACTION RATING SCORES 92.1% IN THE 4<sup>TH</sup> QUARTER OF 2021

### Clients' Level of Satisfaction

In general, the ratings on the satisfaction level of clients in all of the categories showed improvement compared to the ratings in the fourth quarter (4Q) of 2020. As shown in Table 1, 90.4% of satisfied clients agreed to the prompt service rendered to them compared to the results in the 4Q of 2020 (90.0%). In terms of understanding the clients, 94.7% believed that they were assisted and attended accordingly by the employees, showing only 1.8% of dissatisfied clients.

Majority of the respondents agreed that the employees were presentable (93%), courteous (93.9%) and knowledgeable with their work (94.7%). Dissatisfied clients in these categories showed only a total of 1.8%. Procedural charts and steps in procuring security papers placed in conspicuous place showed an increase from 92.0% (4Q 2020) to 96.5% (4Q 2021) indicating that the procedures were clear, simple and easy to follow.

Almost all of the respondents were immensely satisfied with the area and facilities of the outlet. Having a percentage of 94.7, respondents believed that the cleanliness of the area was well-maintained. Cleanliness of the comfort room showed a significant increase of 6.0 percentage points from 88.7% (4Q 2020) to 94.7% (4Q 2021) with 1.8% dissatisfied clients. Respondents also believed that the area is safe and secured having a percentage of 93.9, also with 1.8% dissatisfied clients. Comfortability of the area still on 94.7% satisfaction rating and the sufficiency of chairs provided garnered 90.4% satisfied clients in this survey round.

**Table 1. Percentage Distribution of PSA Clients' Level of Satisfaction by Category: December 2021**

	4TH QUARTER 2021			4TH QUARTER 2020		
	SATISFIED (Strongly Agree+Agree)	NEUTRAL	DISSATISFIED (Strongly Disagree+Disagree)	SATISFIED (Strongly Agree+Agree)	NEUTRAL	DISSATISFIED (Strongly Disagree+Disagree)
<b>Service</b>						
Prompt Service	90.4	7.0	2.6	90.0	9.3	0.7
Understanding the clients	94.7	3.5	1.8	87.3	11.4	1.3
<b>Employees</b>						
Groomed/Neat	93.0	5.3	1.8	91.3	8.0	0.7
Courteous	93.9	4.4	1.8	93.3	6.7	0.0
Knowledgeable	94.7	3.5	1.8	93.3	6.0	0.7
<b>Procedures/Charts</b>						
Clear, simple and easy	96.5	1.8	1.8	92.0	8.0	0.0
<b>Area/Facilities</b>						
Clean surroundings	94.7	3.5	1.8	93.3	6.0	0.7
Clean toilets	94.7	3.5	1.8	88.7	11.3	0.0
Safe area	93.9	4.4	1.8	92.0	8.0	0.0
Comfortable/well-ventilated	94.7	3.5	1.8	94.7	5.3	0.0
Enough chairs	90.4	5.3	4.4	90.0	9.3	0.7
<b>Overall Satisfaction Rating</b>	<b>92.1</b>	<b>6.1</b>	<b>1.8</b>	<b>90.0</b>	<b>8.6</b>	<b>1.4</b>

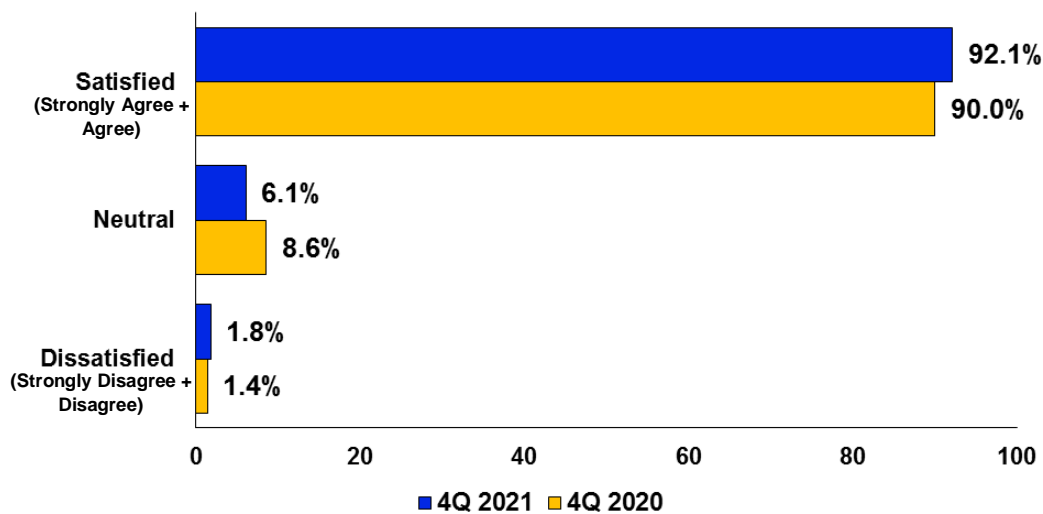


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## Clients' Overall Satisfaction Rating

Overall satisfaction rating of the census serbilis outlet in General Santos City increased from 90.0% (4Q 2020) to 92.1% in this quarter. An increase of 2.1% in the satisfaction rating shows a slight improvement on the performance of the outlet given the current situation. On the other hand, an increase of 0.4% was noted in the percentage of dissatisfied clients with a percentage of 1.8 percent in this quarter. The census serbilis outlet also complies with the minimum health protocols such as physical distancing, sanitation and limitation on the number of people inside the outlet.

**Figure 1. Percentage Distribution of Clients' Overall Satisfaction Rating: December 2021**

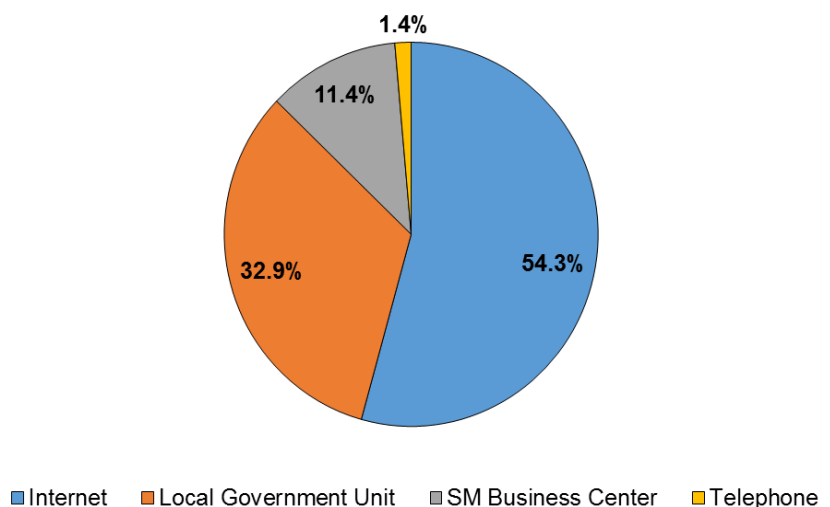


## Awareness on Other Ways of Securing Civil Registry Documents

In terms of securing authenticated civil registry documents, 62.5% of the clients were aware of the other means.

Figure 2 shows that the most sought means in securing civil registration documents was through the internet (54.3%) followed by the LGU or BREQS with 32.9%. The least popular means were SM outlet and telephone with 11.4% and 1.4%, respectively.

**Figure 2. Other Ways of Securing Civil Registry Documents: December 2021**



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## 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 2 shows the following positive, negative comments and suggestions/recommendations.

<b>Table 2. Comments, Suggestions and Recommendations from the Clients</b>	
<b>COMMENTS</b>	
<b>Positive</b>	<b>Negative</b>
Para sa akin, maliwanag ang instructions	Some of your employees are not well dressed than men
Wala na po, satisfied	Matagal makuha
Keep up the good work, nice PSA	Walang upuan sa labas
Mabilis ang proseso	
So far good job sa mga employees	
<b>Suggestions and Recommendations</b>	
Kung maaari mas padaliin ang serbisyo	
Suggest lang po ako since maraming pumipila araw-araw at may matatanda magdagdag pa po ng upuan para sa mga pumipil sa labas	
The staff needs to be gentle especially to elders and first timers. Not all clients are knowledgeable about the terms & process.	
Dapat naka smile ang mga cashier, nakasimangot si #6	
Pakisuri ng maigi and pangalan sa ibinigay na ID sapagkat ang nasa resibo ay posibleng magkamali salamat.	

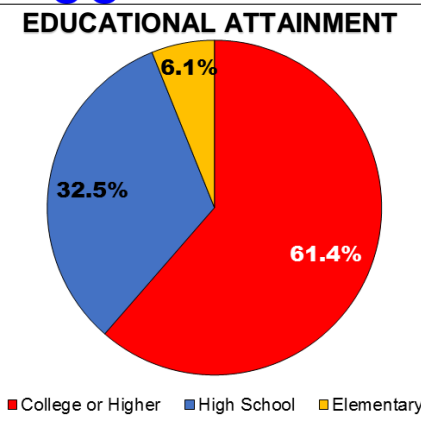
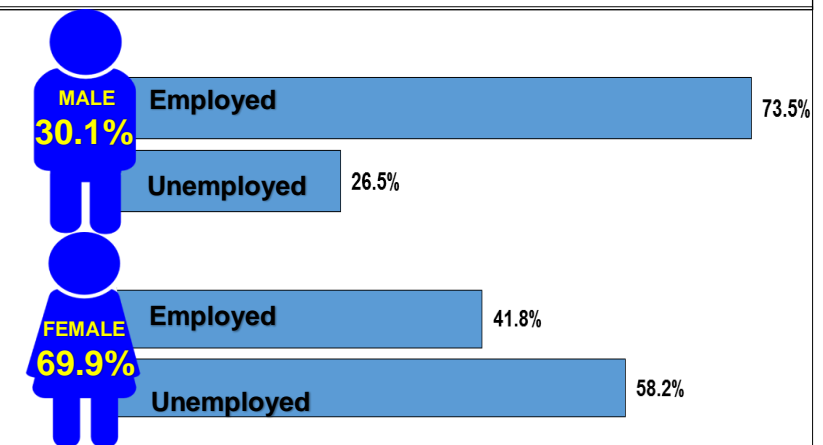
## Clients' Profile

Six in every ten clients that were interviewed were females having a percentage of 69.9. In terms of employment, most females were unemployed with 58.2%, on the other hand, most males were employed (73.5%).

For the educational attainment of the respondents, 61.4% were college graduates or higher, 32.5% were high school graduates and 6.1% were elementary graduates.

Since the Census Serbilis Outlet is situated in General Santos City, expectedly majority of the requesters came from South Cotabato with 68.5%, wherein 59.2% were from General Santos City, followed by Sarangani Province with 18.0%. The remaining 13.5% of the clients were residents of Sultan Kudarat, Davao Oriental and other nearby regions.

### Distribution of PSA Clients by Selected Demographic Characteristics: December 2021



RESIDENCE	
Within South Cotabato (Gen.Santos City)	68.5% (59.2%)
Within Sarangani	18.0%
Outside Sarangani & South Cotabato	13.5%





Republic of the Philippines

**PHILIPPINE STATISTICS AUTHORITY**

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### Notes:

PSA-SARANGANI conducted regularly its satisfaction survey on the performance of Census Serbilis Outlet in the delivery of civil registration services like the issuances of civil registration documents and other related services including its facilities. Respondents were asked to rate the services and facilities of the Outlet whether they are satisfied or dissatisfied.

A one-page questionnaire was administered to one hundred fifty (150) randomly selected respondents within a two-day period from December 27 to 29. Customer Satisfaction Survey forms with control number were distributed to and collected from sample respondents/clients. Those who were screened already, for payment already or in the releasing window waiting for the release of the requested documents were randomly selected to accomplish the questionnaire.

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