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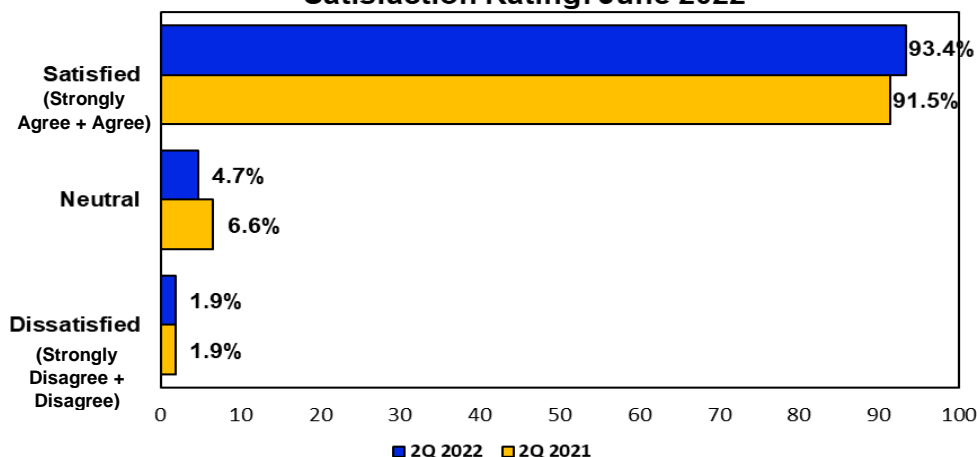
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GENSAN CENSUS SERBILIS OUTLET SATISFACTION RATING FOR THE 2nd QUARTER OF 2022 AT 93.4%

Clients' Overall Satisfaction Rating

Overall satisfaction rating of the census serbilis outlet in General Santos City increased from 91.5% (2Q 2021) to 93.4% in this quarter. An increase of 1.9% in the satisfaction rating shows a slight improvement on the performance of the outlet following the implementation of online appointment system which was fully effective last February 15, 2022. Percentage on dissatisfied clients is still the same at 1.9%. 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: June 2022



Clients' Level of Satisfaction

Survey results in this survey round shows that most of the ratings on the satisfaction level of the clients improved compared to the ratings in the second quarter (2Q) of 2021. As shown in Table 1, an increase of 7.5 percentage points was recorded where 91.5% of satisfied clients believed that their needs and concerns were understood compared to the result in the 2Q of 2021 (84.0%). Eighty-three point one percent (83.1%) agreed for the prompt service rendered to them bearing 7.5% of dissatisfied clients.

Employees were also rated according to their grooming and courteousness which garnered a percentage of 90.6 and 91.5, respectively. Employees being knowledgeable scored 92.5%. Compared to the reference quarter, the satisfaction of clients in these categories only courteousness improved with 3.8 percentage points. Procedural charts and steps in procuring security papers placed in conspicuous place showed a high rating of 98.1% indicating that the procedures were clear, simple and easy to follow from 94.3% in 2Q of 2021.

In terms of the outlet's facilities, majority of them were immensely satisfied. Cleanliness of the area and safe area achieved 97.2% of satisfaction rating, from 90.6% and 96.2%, respectively in the 2Q of 2021. Highest ratings recorded in the cleanliness of toilets and comfortability of the

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area both at 99.1%. On the other hand, the satisfaction rating on the sufficiency of chairs provided decreased from 92.5% in the 2Q of 2021 to 89.6% in this survey round.

Table 1. Percentage Distribution of PSA Clients' Level of Satisfaction by Category: June 2022

	2ND QUARTER 2022			2ND QUARTER 2021		
	SATISFIED	NEUTRAL	DISSATISFIED	SATISFIED	NEUTRAL	DISSATISFIED
	(Strongly Agree+Agree)		(Strongly Disagree+Disagree)	(Strongly Agree+Agree)		(Strongly Disagree+Disagree)
Service						
Prompt Service	83.1	9.4	7.5	91.5	4.7	3.8
Understanding the clients	91.5	6.6	1.9	84.0	16.0	0.0
Employees						
Groomed/Neat	90.6	6.6	2.8	92.5	7.5	0.0
Courteous	91.5	5.7	2.8	87.7	12.3	0.0
Knowledgeable	92.5	4.7	2.8	95.3	4.7	0.0
Procedures/Charts						
Clear, simple and easy	98.1	0.0	1.9	94.3	3.8	1.9
Area/Facilities						
Clean surroundings	97.2	2.8	0.0	90.6	9.4	0.0
Clean toilets	99.1	0.9	0.0	88.7	10.4	0.9
Safe area	97.2	2.8	0.0	96.2	3.8	0.0
Comfortable/well-ventilated	99.1	0.9	0.0	97.2	2.8	0.0
Enough chairs	89.6	8.5	1.9	92.5	7.5	0.0
Overall Satisfaction Rating	93.4	4.7	1.9	91.5	6.6	1.9

Awareness on Other Ways of Securing Civil Registry Documents

In terms of securing authenticated civil registry documents, 76.4% of the clients were aware of the other means.

Figure 2. Other Ways of Securing Civil Registry Documents : June 2022

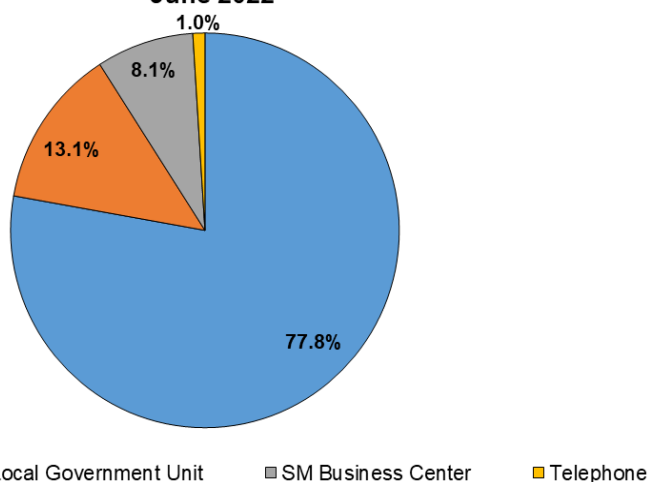


Figure 2 shows that the most sought means in securing civil registration documents was through the internet (77.8%) followed by the LGU or BREQS with 13.1%. The least popular means were SM outlet and telephone with 8.1% and 1.0%, respectively.

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.

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

Table 2. Comments, Suggestions and Recommendations from the Clients	
Comments	
Positive	Negative
Good job!	Be gentle if mag provide ng instruction
So far, I'm satisfied sa service niyo	Hindi naka.post sa social media
Keep up the good work.	Kulang ng upuan para maka upo ang pumipila sa labas
Satisfied.	Isahin ang impormasyon para hindi pabalikbalik ang kliyente
Convenient ang internet	Kawawa ang walang internet lalo na mga taga-bukid.
Maganda at madali ang proseso	Mahirapan ang walang cellphone at hindi marunong sa online transaction
Suggestions and Recommendations	
Palakasin and aircon para kahit maraming tao, hindi mainit	
Sana, lalo na sa malayong lugar kung may authorization letter na at photocopy ng valid ID maibigay na sana agad ang mga documents kahit wala ang original kagaya ko na sa malayo pa galing.	
Bigyan ng priority ang mga claimant na wala sa panahon na sila ay tinawag dahil na rin sa dalawang oras na paghihintay. Sana ito ay Makita sa susunod na mga araw ang pababago. Thank you.	
Palakihin ang espasyo para maayos sa mga kliyente, maghanap ng bagong building na maluwang para lahat ng kliyente ay maka upo pati na ang mga pumipila.	
Sana maimprove and audio kasi hindi klaro ang pag tawag sa mga clients	
Mainconsider sana ang malalayong lugar kapag kumuha ng dokumento.	

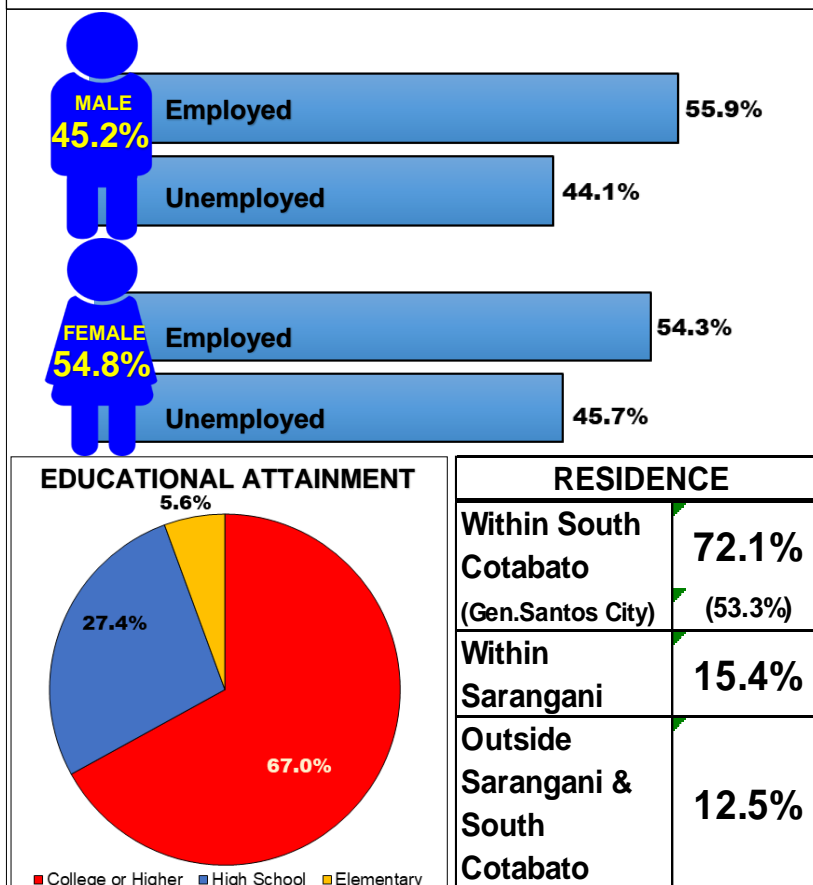
Clients' Profile

Five in every ten clients that were interviewed were females having a percentage of 54.8. In terms of employment, most males were employed with 55.9%, on the other hand, most females were unemployed (45.7%).

For the educational attainment of the respondents, 67.0% were college graduates or higher, 27.4% were high school graduates and 5.6% were elementary graduates.

Since the Census Serbilis Outlet is situated in General Santos City, expectedly majority of the requesters came from South Cotabato with 72.1%, wherein 53.3% were from General Santos City, followed by Sarangani Province with 15.4%. The remaining 12.5% of the clients were residents of Sultan Kudarat, Davao del Sur and other nearby regions.

Distribution of PSA Clients by Selected Demographic Characteristics: June 2022





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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 six (106) randomly selected respondents last June 8. 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.


Prepared by:


ZYRA KAMILLE P. COLOSO
Assistant Statistician

Reviewed by:


MARIFI P. DE ASIS
Supervising Statistical Specialist

Approved by:


ISMAEL B. RAMOS, JR.
Provincial Statistical Officer

