

PRESS RELEASE

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GENSAN CENSUS SERBILIS OUTLET SATISFACTION RATING SCORES 92.5% IN THE 1ST QUARTER

Clients' Level of Satisfaction

In general, survey results show that the ratings on the satisfaction level of the clients in every category decreased in this survey round. Despite of the decrease in the satisfaction level, this survey round still achieved a higher satisfactory rating of 92.5% in comparison to the first quarter (1Q) of 2021 (91.5%).

As indicated in Table 1, 87.7% of the clients were satisfied for the prompt service rendered to them showing a decrease of 7.6% from the 95.3% in the 1Q of 2021. In terms of understanding the clients, 88.7% believed that they were assisted and attended accordingly by the employees.

Majority of the respondents agreed that the employees were presentable (87.8%), courteous (91.6%) and knowledgeable (93.4%). Procedural charts and steps in procuring security papers placed in conspicuous place showed an increased rating of 94.3% from 92.5% (1Q of 2021) indicating that the procedures were clear, simple and easy to follow.

In terms of the area and facilities of the serbilis outlet, majority of the respondents were satisfied and with minimal dissatisfied clients. Cleanliness of the area recorded a satisfaction rating of 92.5%, from 93.4% in the first quarter of 2021. Around 95.3% of the clients believed the area is well-ventilated and comfortable. Almost all of the surveyed clients believed that the place is secured and safe having 95.3% satisfaction rating. Lesser respondents believed that enough chairs were provided for them with 89.6% from 93.4% in 1Q 2021. In terms of the cleanliness of the comfort room, the satisfaction rating increased with 1.9% from 90.6% (1Q 2021) to 92.5% in this survey round.

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

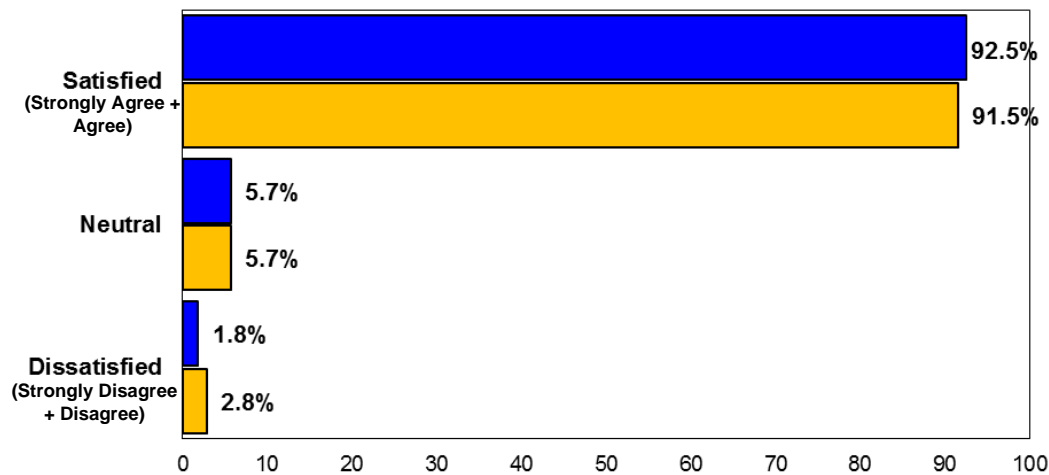
	1st QUARTER 2022			1st QUARTER 2021		
	SATISFIED (Strongly Agree+Agree)	NEUTRAL	DISSATISFIED (Strongly Disagree+Disagree)	SATISFIED (Strongly Agree+Agree)	NEUTRAL	DISSATISFIED (Strongly Disagree+Disagree)
Service						
Prompt Service	87.7	10.4	1.9	95.3	4.7	0.0
Understanding the clients	88.7	10.4	0.9	94.3	5.7	0.0
Employees						
Groomed/Neat	87.8	9.4	2.8	96.2	2.9	0.9
Courteous	91.6	7.5	0.9	95.3	3.8	0.9
Knowledgeable	93.4	5.7	0.9	93.4	5.7	0.9
Procedures/Charts						
Clear, simple and easy	94.3	3.8	1.9	92.5	6.6	0.9
Area/Facilities						
Clean surroundings	92.5	4.7	2.8	93.4	5.7	0.9
Clean toilets	92.5	5.7	1.9	90.6	8.5	0.9
Safe area	95.3	3.8	0.9	95.3	4.7	0.0
Comfortable/well-ventilated	95.3	2.8	1.9	96.2	3.8	0.0
Enough chairs	89.6	8.5	1.9	93.4	6.6	0.7
Overall Satisfaction Rating	92.5	5.7	1.8	91.5	5.7	2.8

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Clients' Overall Satisfaction Rating

Overall satisfaction rating of census serbilis outlet in General Santos City showed a slight increase in this survey round compared to the results in the first quarter of 2021. The satisfaction rating in this quarter recorded at 92.5% having an increase of 1.0% from 91.5% in the reference quarter. Dissatisfied clients for this quarter showed a slight decline from 2.8% in the first quarter of 2021 to 1.8% in this survey round.

Figure 1. Percentage Distribution of Clients' Overall Satisfaction Rating: March 2022

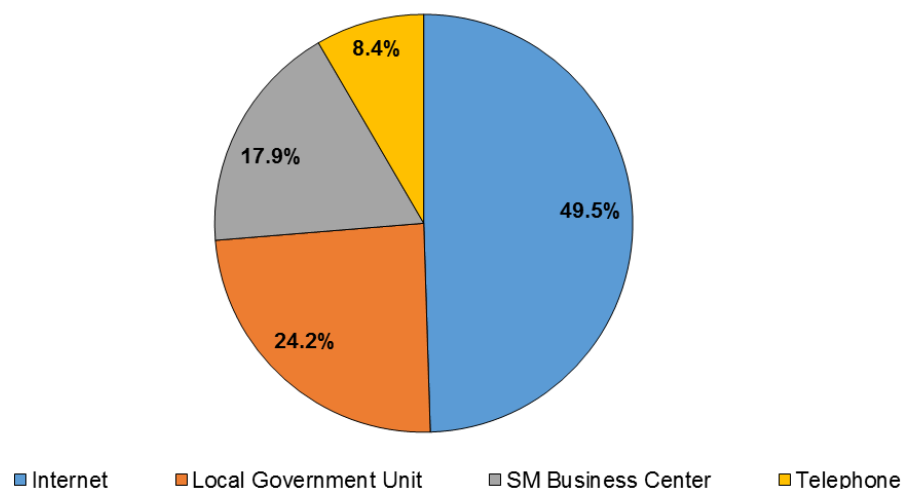


Awareness on Other Ways of Securing Civil Registry Documents

Most of the respondents in this survey round were aware of the other means in securing authenticated civil registry documents with 67.9%.

Figure 2 shows that the most sought means in securing civil registration documents was through the internet (49.5%) followed by the LGU or BREQS with 24.2%. The least popular means were SM outlet and telephone with 17.9% and 8.4%, respectively.

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



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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.

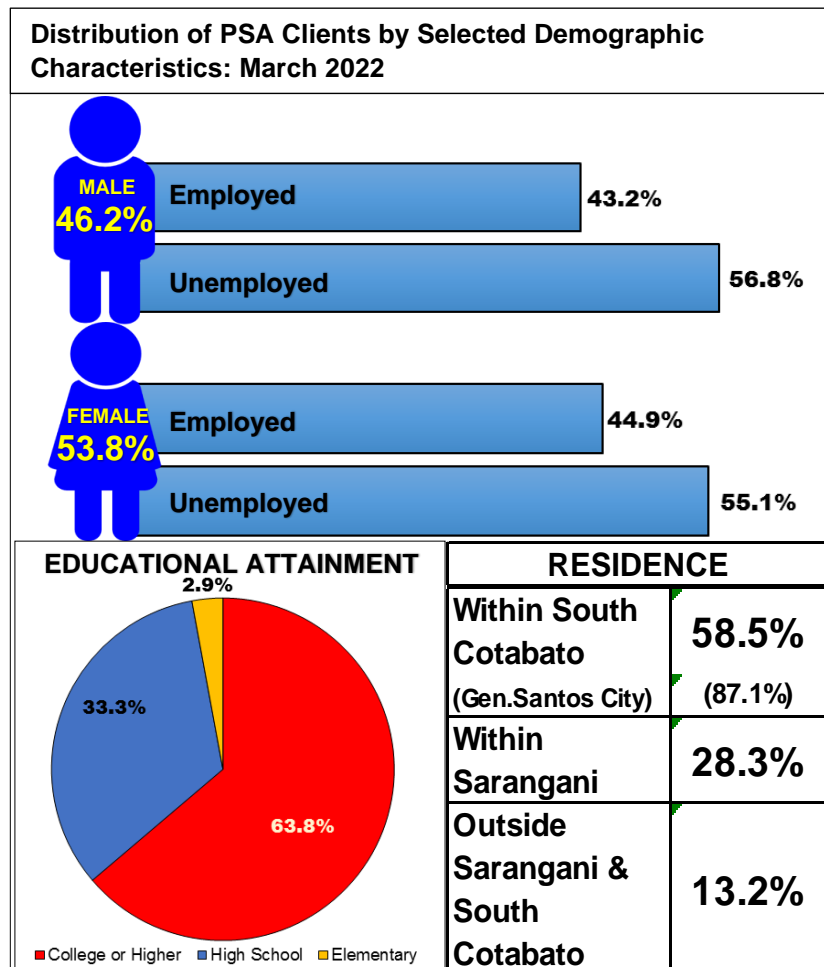
Table 2. Comments, Suggestions and Recommendations from the Clients	
Comments	
Positive	Negative
Satisfied ako sa service	Masungit dapat naka smile lang
Mabilis ang releasing	Dapat may handang barya! Isa lang nakuha ko na copy kasi wala akong barya!
Ipagpatuloy ang magandang serbisyo	
So far smooth ang service	
101% Good service	
Good job, PSA! Maganda na ang pamamalakad	
Suggestions and Recommendations	
Dagdagan ng trash can sa loob ng CR	
Free Wifi, kahit sa limitadong oras lamang	
More chairs! Mas maayos na upuan sa labas	
Sana may maayos na pagcacater o pagtawag ng number kung saan na counter pupunta	
Dapat first come, first serve, dapat nasusunod and oras sa pagkuha	

Clients' Profile

Majority of the samples were females at 53.8% while 46.2% were males. In terms of employment, most males were unemployed with 56.8% and most of the females were employed (44.9%).

For the educational attainment of the respondents, 63.8% were college graduates or higher, 33.3% were high school graduates and 2.9% were elementary graduates.

Majority of the requesters came from South Cotabato with 58.5%, wherein 87.1% of it were from General Santos City, followed by Sarangani Province with 28.3%. The remaining 13.2% of the clients were residents of Sultan Kudarat, North Cotabato and other nearby regions.





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 six (106) randomly selected respondents last March 11. 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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