



## PRESS RELEASE

Date of Release: 15 September 2021  
Reference No.: 21R1280-PR-023

### **GENSAN CENSUS SERBILIS OUTLET SCORED 92.5% SATISFACTION RATING IN THE 3<sup>RD</sup> QUARTER OF 2021**

#### Clients' Level of Satisfaction

Ratings on the satisfaction level of the clients in every category showed a general decrease in comparison to the ratings in the third quarter (3Q) of 2020. As indicated in Table 1, 87.7% were satisfied on the prompt service rendered to them, showing a decrease of 2.3 percentage points from 90.0% in the reference quarter. In terms of understanding the clients, 91.5 percent believed that their needs and concerns were understood with only 0.9% of dissatisfied clients.

Majority of the respondents agreed that the employees were presentable with 90.5%, courteous and knowledgeable with their work having a percentage of 90.6% and 89.6%, respectively. Dissatisfied clients in these categories showed a total of 7.6% compared to 0.7% in 3<sup>rd</sup> quarter of 2020. Procedural charts and steps in procuring security papers situated in conspicuous places showed a slight decrease from 93.3% (3Q 2020) to 92.5% (3Q 2021).

In terms of the area and facilities of the outlet, respondents in this survey round were fairly satisfied but not as satisfied as the respondents in the reference quarter. Having a percentage of 92.5%, respondents believed that the cleanliness of the area was maintained. Cleanliness of the comfort room showed a decrease of 2.1% from 92.7% (3Q 2021) to 90.6% (3Q 2021) with 0.9% of dissatisfied clients. Respondents also believed that the area is safe and secured having a percentage of 95.3%. Comfortability of the area achieved a percentage of 96.3% satisfaction rating and in this category only the sufficiency of chairs provided increased with 96.3% of satisfied clients in this survey round compared to 93.3% in the reference quarter.

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

	3RD QUARTER 2021			3RD 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	87.7	11.4	0.9	90.0	8.7	1.3
Understanding the clients	91.5	7.6	0.9	94.0	6.0	0.0
<b>Employees</b>						
Groomed/Neat	90.5	5.7	3.8	94.0	6.0	0.0
Courteous	90.6	7.5	1.9	92.6	6.7	0.7
Knowledgeable	89.6	8.5	1.9	94.7	5.3	0.0
<b>Procedures/Charts</b>						
Clear, simple and easy	92.5	6.6	0.9	93.3	6.7	0.0
<b>Area/Facilities</b>						
Clean surroundings	92.5	6.6	0.9	96.0	3.3	0.7
Clean toilets	90.6	8.5	0.9	92.7	7.3	0.0
Safe area	95.3	4.7	0.0	96.7	3.3	0.0
Comfortable/well-ventilated	96.3	2.8	0.9	97.3	2.0	0.7
Enough chairs	96.3	2.8	0.9	93.3	6.0	0.7
<b>Overall Satisfaction Rating</b>	<b>92.5</b>	<b>6.6</b>	<b>0.9</b>	<b>93.3</b>	<b>5.3</b>	<b>1.4</b>

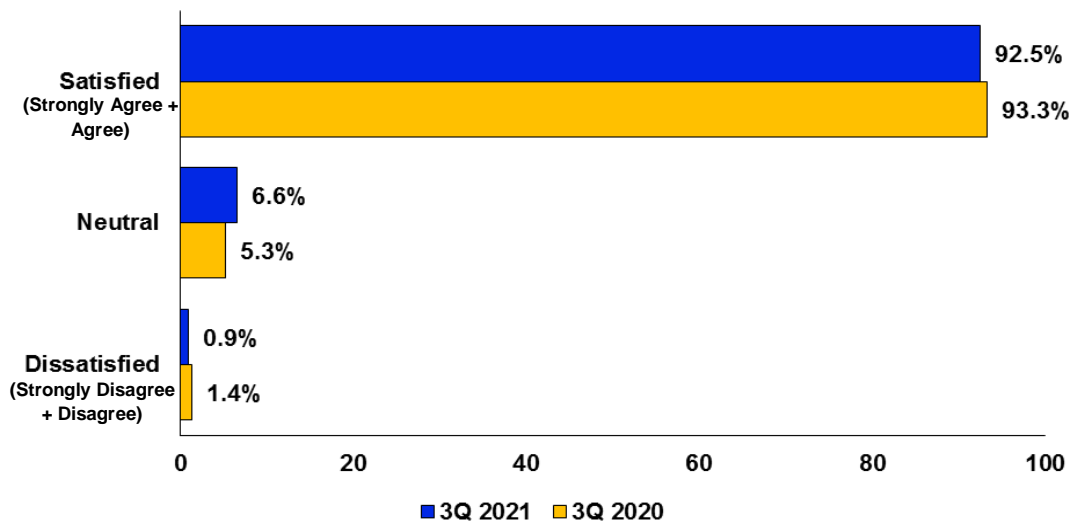


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## Clients' Overall Satisfaction Rating

Overall satisfaction rating of the census serbilis outlet in General Santos City decreased from 93.3% (3Q 2021) to 92.5% in this quarter. Given the current situation, only a slight decrease of 0.8% in the satisfaction rating was observed. For the percentage of dissatisfied clients, a decrease of 0.5% was noted with a percentage of 0.9% in this quarter compared to 1.4% in the third quarter of 2020. The census serbilis outlet 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: September 2021**

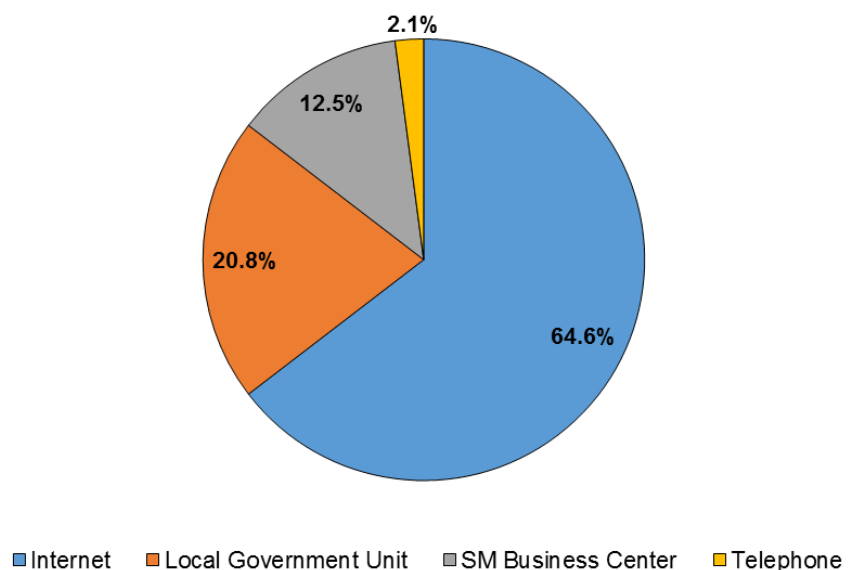


## Awareness on Other Ways of Securing Civil Registry Documents

With 43.2%, the respondents in this survey round were aware of the other means in securing authenticated civil registry documents.

Figure 2 shows that the most sought means in securing civil registration documents was through the internet (64.6%) followed by the LGU or BREQS with 20.8%. The least popular means were SM outlet and telephone with 12.5% and 2.1%, respectively.

**Figure 2. Other Ways of Securing Civil Registry Documents: September 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>
Keep up the good work	Masyadong matagal ang pagpila
Maayos ang serbisyo, Thank you for your service	
Observed IATF Rules upon entering	
Mabilis ang serbisyo at magalang na empleyado	
Mas Mabuti dito nalang sa opisina ng PSA kasi sigurado	
Satisfied na po ako sa pamamalakad ngayon ng PSA	
<b>Suggestions and Recommendations</b>	
No cut-off sa pagbigay ng priority number	
Always remind te people staying outside to follow social distancing	
Always follow government protocol and be strict with the implementation	

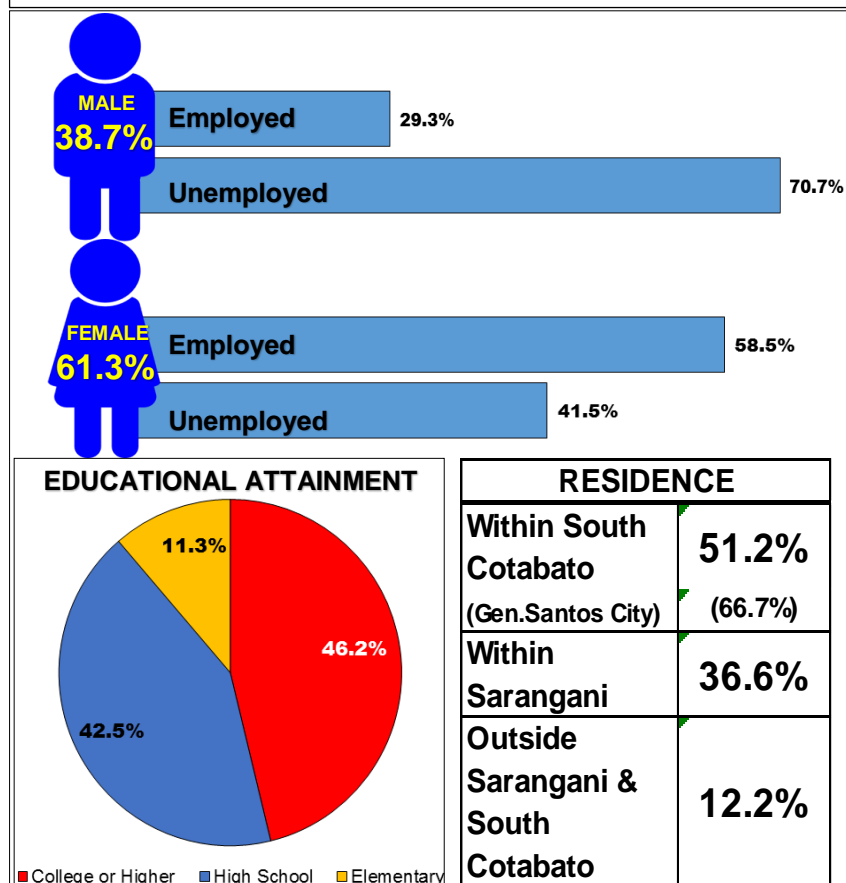
### Clients' Profile

Majority of the samples were females at 61.3% while 38.7% were males. In terms of employment, most males were unemployed with 70.7% and most of the females were employed (58.5%).

For the educational attainment of the respondents, 46.2% were college graduates or higher, 42.5% were high school graduates and 11.3% were elementary graduates.

Majority of the requesters came from South Cotabato with 51.2%, wherein 66.7% were from General Santos City, followed by Sarangani Province with 36.6%. The remaining 12.2% of the clients were residents of Sultan Kudarat, Davao Occidental and other nearby regions.

**Distribution of PSA Clients by Selected Demographic Characteristics: September 2021**





Republic of the Philippines

**PHILIPPINE STATISTICS AUTHORITY**

SARANGANI Provincial Statistical Office

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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 September 30. 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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