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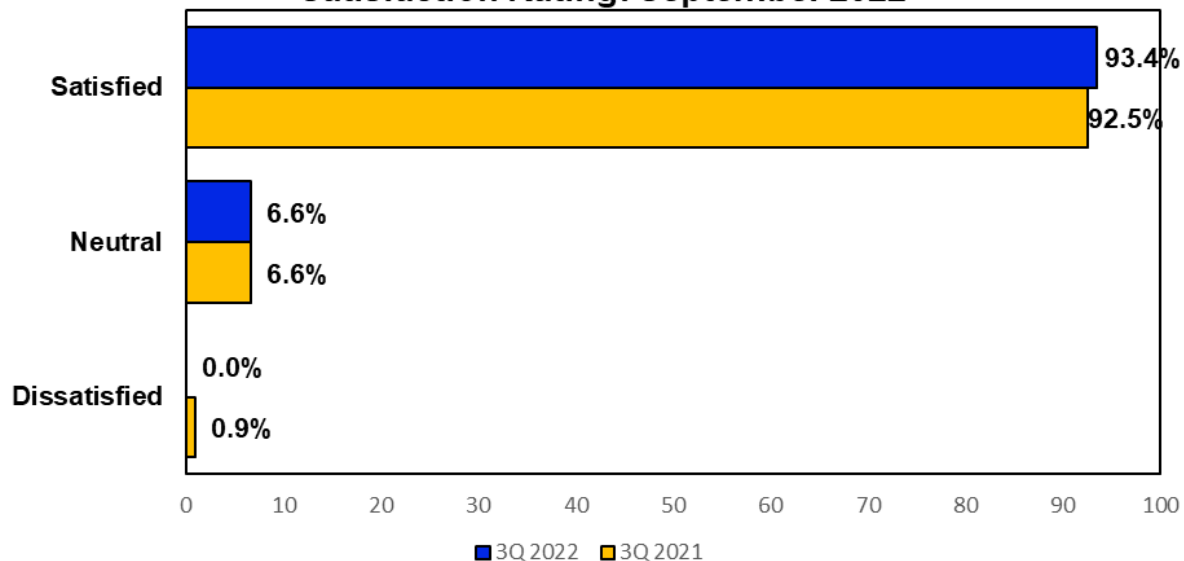
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GENSAN CENSUS SERBILIS OUTLET SATISFACTION RATING FOR THE 3rd QUARTER OF 2022 AT 93.4%

Clients' Overall Satisfaction Rating

Census Serbilis Outlet in General Santos City showed a slight increase in the overall satisfaction rating for this survey round compared to the results in the third quarter of 2021 (3Q 2021). As shown in Figure 1, the satisfaction rating in this quarter recorded at 93.4% having an increase of 0.9% from 92.5% in the reference quarter. There were no dissatisfied clients for this quarter compared to the 0.9% in 3Q 2021.

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



Clients' Level of Satisfaction

Ratings on the satisfaction level of the clients in every category showed a general increase in comparison to the ratings in 3Q 2021. As indicated in Table 1, 88.7% were satisfied on the prompt service rendered to them, showing a slight increase of 1.0% from 87.7% in the reference quarter. In terms of understanding the clients, 89.6% believed that their needs and concerns were understood with 0.9% dissatisfied clients only.

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Majority of the clients agreed that the employees were presentable, courteous and knowledgeable with their work having a percentage of 93.4, 91.5 and 93.4, respectively. Dissatisfied clients in these categories showed only a total of 0.9%. Procedural charts and steps in procuring security papers placed in conspicuous place showed an increase of 3.7% from 92.5% (3Q 2021) to 96.2% (3Q 2022) 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 97.2, respondents believed that the cleanliness of the area was well-maintained. Cleanliness of the comfort room showed an increase of 5.6% from 90.6% (3Q 2021) to 96.2% (3Q 2022) with no dissatisfied clients. Respondents also believed that the area is safe and secured having a percentage of 98.1. Both comfortability of the area and sufficiency of chairs provided achieved 96.2% satisfaction rating in this survey round with no dissatisfied clients.

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

| | 3RD QUARTER 2022 | | | 3RD QUARTER 2021 | | |
|------------------------------------|-------------------------------------|------------|--|-------------------------------------|------------|--|
| | SATISFIED (Strongly Agree+Agree) | NEUTRAL | DISSATISFIED (Strongly Disagree+Disagree) | SATISFIED (Strongly Agree+Agree) | NEUTRAL | DISSATISFIED (Strongly Disagree+Disagree) |
| Service | | | | | | |
| Prompt Service | 88.7 | 8.5 | 2.8 | 87.7 | 11.4 | 0.9 |
| Understanding the clients | 89.6 | 9.5 | 0.9 | 91.5 | 7.6 | 0.9 |
| Employees | | | | | | |
| Groomed/Neat | 93.4 | 5.7 | 0.9 | 90.5 | 5.7 | 3.8 |
| Courteous | 91.5 | 8.5 | 0.0 | 90.6 | 7.5 | 1.9 |
| Knowledgeable | 93.4 | 6.6 | 0.0 | 89.6 | 8.5 | 1.9 |
| Procedures/Charts | | | | | | |
| Clear, simple and easy | 96.2 | 3.8 | 0.0 | 92.5 | 6.6 | 0.9 |
| Area/Facilities | | | | | | |
| Clean surroundings | 97.2 | 2.8 | 0.0 | 92.5 | 6.6 | 0.9 |
| Clean toilets | 96.2 | 3.8 | 0.0 | 90.6 | 8.5 | 0.9 |
| Safe area | 98.1 | 1.9 | 0.0 | 95.3 | 4.7 | 0.0 |
| Comfortable/well-ventilated | 96.2 | 3.8 | 0.0 | 96.3 | 2.8 | 0.9 |
| Enough chairs | 96.2 | 3.8 | 0.0 | 96.3 | 2.8 | 0.9 |
| Overall Satisfaction Rating | 93.4 | 6.6 | 0.0 | 92.5 | 6.6 | 0.9 |

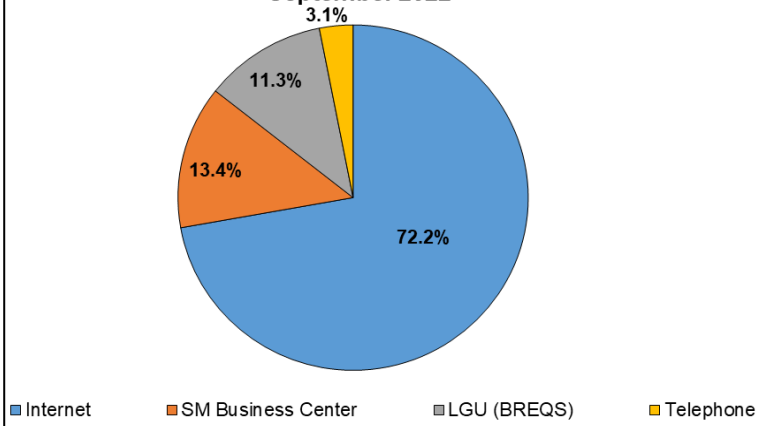
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Awareness on Other Ways of Securing Civil Registry Documents

In terms of securing authenticated civil registry documents, 88.9% 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 (72.2%) followed by SM Business Center with 13.4%. The least popular means were thru Local Government Unit Batch Request System or BREQS and telephone with 11.3% and 3.1%, respectively.

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



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 |
| Perfect ang pamamalakad | Wag masyadong mabagal, nagmamadali kami |
| Ipagpatuloy ang magandang serbisyo | Be Professional when you approach the clients |
| Clear dissemination of Public Advisory | Mabagal ang pag release |
| I would like to flex guards in PSA because they are so approachable, kind and willing to help | Bilisan ang pagbigay ng document ng mga tao |
| | Hope the personnel in-charge will be more patient and approachable to their clients not to be very strict as if talking to their subordinate especially Window 7 |
| | Dapat ay alam ng nasa screening counter ang mga dapat gawin ng mga kliyente lalo na kung magpaliwanag na kung para saan ang documenting kunin |
| Suggestions and Recommendations | |
| Add more manpower for faster and easy transactions | |
| Please post on social media or in barangays kung paano kumuha ng mabilis | |
| Sana meron pong counter to ask if yung tao ay makakakuha ng PSA record baka kasi di pa siya verified. Sayang naman nagbayad, pero walang doc | |
| Sana may palibreng tubig | |
| Sa CR dapat may tissue and handsoap | |
| Please put keep silence kay murag palengke sa sulod | |

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Clients' Profile

Six in every ten clients that were interviewed were females having a percentage rating of 62.3. In terms of employment, most females were employed with 62.5% and most of the males were unemployed (60.6%).

For the educational attainment of the respondents, 50.9% were college graduates or higher, 38.7% were high school graduates and 10.4% were elementary graduates.

Since the Census Serbilis Outlet is situated in General Santos City, expectedly majority of the requesters came from South Cotabato with 81.1%, wherein 37.2% were from General Santos City, followed by Sarangani Province with 10.4%. The remaining 8.5% of the clients were residents of Sultan Kudarat and other nearby regions.

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 7. 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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