

PRESS RELEASE

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CIVIL REGISTRY SYSTEM OUTLET – KIDAPAWAN CITY SCORES 4.9 SATISFACTION LEVEL FOR THE FIRST QUARTER OF 2025

The Philippine Statistics Authority (PSA) - Cotabato Provincial Statistical Office carried out the quarterly Client Satisfaction Measurement for the first quarter (Q1) of 2025 at the Civil Registry System (CRS) Outlet in Kidapawan City. This Client Satisfaction Measurement is the sixth in the series since the CRS Outlet opened on April 25, 2023.

The CSM aims to determine the overall satisfaction of customers regarding the services offered by CRS Outlet Kidapawan City. A key performance indicator presented for the Agency Performance Measures, in line with the Anti-Red Tape Authority (ARTA), is the results of the satisfaction ratings. Likewise, the survey is intended for the following purposes:

1. Assess the Services Provided by Philippine Statistics Authority on the Respondents Awareness on Citizens Charter, Overall Satisfaction Rating by Service Quality Dimensions, Services and its Satisfaction Rating; and
2. Identify clients' Comments, Suggestions and Recommendations and create an Action Plan with the feedback of clients.

The survey was conducted using the standard harmonized CSM questionnaire. It was carried out through a Paper and Pencil Interview (PAPI) method, involving 150 participants selected at a six (6) respondent interval over five days, with 30 respondents surveyed each day from March 10 to 14, 2025. The sample comprised clients who had finalized transactions at the CRS outlet.

Services Provided by Philippine Statistics Authority

For this survey round, the most availed service provided by the PSA was the copy issuance of birth certificate having 78.67% of the respondents followed by the copy issuance of marriage certificate with 10.67% and the certification of CENOMAR/CEMAR with 10.00%. The least availed service was the authentication of birth certificate with 0.67%. While the Copy Issuance of Death, Authentication of Marriage/Death Certificates, Viewable Online and Docprint for Birth/Marriage/Death Certificates, Cenomar/Cemar and Cenodeath/Cedeath, all with 0%.

**Table A. Services Provided by Philippine Statistics Authority, CRS
Kidapawan City: First Quarter 2025**

Service Aailed	Successful Interviews	Number of Samples	Percent
Total	150	150	
Birth (Copy Issuance)	118	118	78.67
Birth (Authentication)	1	1	0.67
Birth (Viewable online)	0	0	
Birth (DocPrint)	0	0	
Marriage (Copy Issuance)	16	16	10.67
Marriage (Authentication)	0	0	
Marriage (Viewable online)	0	0	
Marriage (DocPrint)	0	0	
Death (Copy Issuance)	0	0	
Death (Authentication)	0	0	
Death (Viewable online)	0	0	
Death (DocPrint)	0	0	
CENOMAR/CEMAR (Certification)	15	15	10.00
CENOMAR/CEMAR (Viewable online)	0	0	
CENOMAR/CEMAR (DocPrint)	0	0	
CENODEATH/CEDEATH (Certification)	0	0	
CENODEATH/CEDEATH (Viewable online)	0	0	
CENODEATH/CEDEATH (DocPrint)	0	0	

Source: Philippine Statistics Authority, CRS Kidapawan City, First Quarter 2025 Client Satisfaction Measurement

The following list highlights 14 of the 18 services offered by PSA CRS Kidapawan City that did not receive any responses during this quarter:

1. Copy Issuance (Death)
2. Birth (Viewable online)
3. Birth (DocPrint)
4. Marriage (Authentication)
5. Marriage (Viewable online)
6. Marriage (DocPrint)
7. Death (Authentication)
8. Death (Viewable online)
9. Death (DocPrint)
10. CENOMAR/CEMAR (Viewable online)
11. CENOMAR/CEMAR (DocPrint)
12. CENODEATH/CEDEATH (Certification)
13. CENODEATH/CEDEATH (Viewable online)
14. CENODEATH/CEDEATH (DocPrint)

Clients' Demographic Profile

The demographic characteristics of the respondents of the CRS Outlet revealed that 71.3 percent are female while 28.7 percent of the total respondents are male.

Most of the clients who availed services of the PSA belonged to the age group of 25-29 years old with 20.7%. The least representation is in the age interval of 60 and over with 1.3 percent.

Most of the clients resides within Cotabato Province with 98.7 percent weighted while 1.3 percent resides outside Cotabato Province.

For the educational attainment, most of the respondents were high school graduates, which constitutes to 49.3 percent of the total respondents. On the other hand, 33.3 percent were college graduate or higher, while 17.3 percent of the respondents were elementary graduate.

In terms of employment, it was dominated by unemployed respondents with 61.3 percent and 38.7 percent of them were employed.

Table B. Number and Percent Distribution by Demographic Characteristics, CRS Kidapawan City: First Quarter 2024

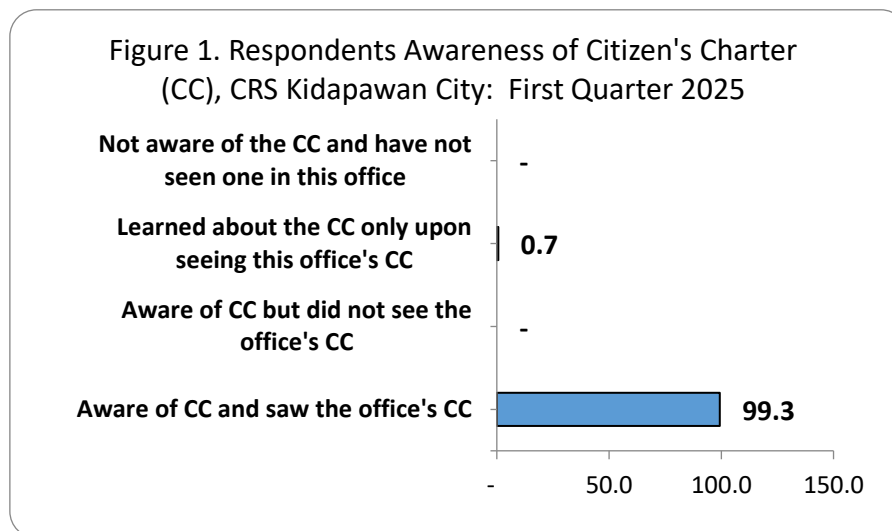
Demographic Characteristics	Number (in thousands, weighted)	Percent
Total Respondents	11.8	
Sex		
Female	8.4	71.3
Male	3.4	28.7
Age		
15 - 19	0.3	2.7
20 - 24	1.2	10.0
25 - 29	2.4	20.7
30 - 34	2.0	16.7
35 - 39	1.7	14.0
40 - 44	1.9	16.0
45 - 49	1.3	10.7
50 - 54	0.6	5.3
55 - 59	0.3	2.7
60 and over	0.2	1.3
Residence		
Residing within Cotabato Province	11.7	98.7
Residing outside Cotabato Province	0.1	1.3
Not reported	0.0	0.0
Education		
Elementary graduate	2.1	17.3
Highschool graduate	5.8	49.3
College graduate or higher	3.9	33.3
Not reported	0.0	0.0
Employment status		
Employed	4.6	38.7
Unemployed	7.3	61.3
Not reported	0.0	0.0

Source: Philippine Statistics Authority, CRS Kidapawan City, First Quarter 2025 Client Satisfaction Measurement



Respondents Awareness of Citizen's Charter

A significant rate was recorded at 99.3 percent that the clients are aware of CC and saw the office's CC while 0.7 percent said that they learned about CC only upon seeing this office's CC.



In terms of the visibility of the CC, 99.3 percent of the respondents agreed that the CC is easy to see while 0.7 percent agreed that it is somewhat easy to see.

For the usefulness of the CC, all the respondents assessed that it helped them significantly with a 100 percent rating.

Table C. Number and Percent Distribution on the Respondents Awareness of Citizen's Charter (CC), CRS Kidapawan City: First Quarter 2025

Citizen's Charter Indicators	Number (in thousand, weighted)	Percent
CC1: Awareness of a CC	11.8	
Aware of CC and saw the office's CC	11.7	99.3
Aware of CC but did not see the office's CC	0.0	0.0
Learned about the CC only upon seeing this office's CC	0.1	0.7
Not aware of the CC and have not seen one in this office	0.0	0.0
CC2: Visibility of the CC	11.8	
Easy to see	11.7	99.3
Somewhat easy to see	0.1	0.7
Difficult to see	0.0	0.0
Not visible at all	0.0	0.0
CC3: Assessment of CC's Usefulness	11.8	
Helped significantly	11.8	100.0
Helped to some extent	0.0	0.0
Did not help	0.0	0.0

*Source: Philippine Statistics Authority, CRS Kidapawan City, First Quarter 2025
Client Satisfaction Measurement*

Overall Satisfaction Rating by Service Quality Dimensions

In general, the overall satisfaction rating based on the Service Quality Dimensions (SQD) for this quarter showed a 4.9 rating or 'Very Satisfied'. As indicated in Table D, the SQDs in this survey round obtained a 'Very Satisfied' rating. Responsiveness (SQD1), Reliability (SQD2), Access and Facilities (SQD3), Communication (SQD4), Cost (SQD5), Integrity (SQD6), Assurance (SQD7), and Outcome (SQD8) all of them received a rating of 4.9, which significantly shows that most of the clients were satisfied and gave an outstanding rate with the service provided by the outlet. See Table D and Figure 2 for detailed information.

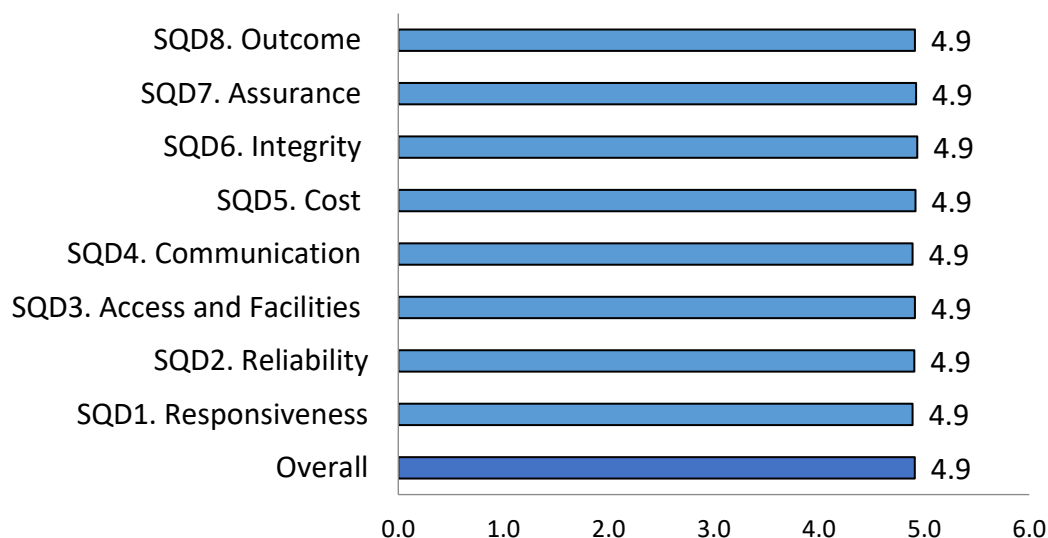
Table D. Overall Satisfaction Rating by Service Quality Dimensions, CRS Kidapawan City: First Quarter 2025

Service Quality Dimensions	Satisfaction Level (in thousand, weighted)						Total Responses	Rating*
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Reported		
Overall								4.9
SQD1 (Responsiveness)	10.3	1.6	0.0	0.0	0.0	0.0	11.8	4.9
SQD2 (Reliability)	10.5	1.3	0.0	0.0	0.0	0.0	11.8	4.9
SQD3 (Access and Facilities)	10.6	1.3	0.0	0.0	0.0	0.0	11.8	4.9
SQD4 (Communication)	10.3	1.6	0.0	0.0	0.0	0.0	11.8	4.9
SQD5 (Cost)	10.6	1.2	0.0	0.0	0.0	0.0	11.8	4.9
SQD6 (Integrity)	10.9	0.9	0.0	0.0	0.0	0.0	11.8	4.9
SQD7 (Assurance)	10.7	1.1	0.0	0.0	0.0	0.0	11.8	4.9
SQD8 (Outcome)	10.6	1.3	0.0	0.0	0.0	0.0	11.8	4.9

Source: Philippine Statistics Authority, CRS Kidapawan City, First Quarter 2025 Client Satisfaction Measurement

*Not Reported responses were excluded in the computation for rating.

Figure 2. Overall Satisfaction Rating by Service Quality Dimensions, CRS Kidapawan City: First Quarter 2025



Overall Satisfaction Rating by Services

Table E displays the Overall Satisfaction Ratings for Services provided at the Kidapawan City CRS Outlet during the First Quarter of 2025. Among the 18 services available at the outlet, the Overall Rating for Birth (Authentication) and Marriage (Copy Issuance) is 5.00. In contrast, Birth (Copy Issuance) received an overall rating of 4.92, while CENOMAR/CEMAR (Certification) garnered a rating of 4.89. This indicates that the processing time for these document types is likely shorter.

**Table E. Overall Satisfaction Rating by Services, CRS Kidapawan City:
First Quarter 2025**

Services	Overall Rating
Birth (Copy Issuance)	4.92
Birth (Authentication)	5.00
Birth (Viewable online)	0.00
Marriage (Copy Issuance)	5.00
Marriage (Authentication)	0.00
Marriage (Viewable online)	0.00
Death (Copy Issuance)	0.00
Death (Authentication)	0.00
CENOMAR/CEMAR (Certification)	4.89

Source: Philippine Statistics Authority, CRS Kidapawan City, First Quarter 2025 Client Satisfaction Measurement

Satisfaction Rating by Service Category

Table F displays the levels of client satisfaction for different service categories, all of which pertain to the physical setting and facilities of the Outlet. Each of the service categories—Clean Surroundings, Clean Comfort Rooms, Safe, Comfortable/Ventilated, Enough Chairs, and Breastfeeding Station—achieved a rating of 4.9, signifying that clients hold the physical environment and comfort in high esteem.

Table F. Satisfaction Rating by Service Category, CRS Kidapawan City: First Quarter 2025

Service Category	Satisfaction Level (in thousand, weighted)						Total Responses	Rating*
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Reported		
Average								4.9
Clean Surroundings	10.8	1.0	0.0	0.0	0.0	0.0	11.8	4.9
Clean Comfort Rooms	10.7	1.1	0.0	0.0	0.0	0.0	11.8	4.9
Safe	10.9	0.9	0.0	0.0	0.0	0.0	11.8	4.9
Comfortable/Ventilated	11.0	0.9	0.0	0.0	0.0	0.0	11.8	4.9
Enough Chairs	10.6	1.3	0.0	0.0	0.0	0.0	11.8	4.9
Breastfeeding Station	11.8	10.5	1.3	0.0	0.0	0.0	0.0	4.9

Source: Philippine Statistics Authority, CRS Kidapawan City, First Quarter 2025 Client Satisfaction Measurement

Overall Satisfaction Rating

With an overall rating of 4.9, the Kidapawan City CRS Outlet is performing exceptionally well in terms of client satisfaction. The overwhelming majority of clients who are either very satisfied or satisfied indicates the positive experiences they have had with the services offered by the Outlet.

Table G. Overall Satisfaction Rating, CRS Kidapawan City: First Quarter 2025

Outlet Location	Satisfaction Level (in thousand, weighted)					Total Respondents	Overall Rating
	Strongly agree	Agree	Neither Agree nor Disagree	Disagree	Strongly disagree		
Kidapawan City	10.8	1.0	0.0	0.0	0.0	11.8	4.9

Source: Philippine Statistics Authority, CRS Kidapawan City, First Quarter 2025 Client Satisfaction Measurement

Clients' Comments, Suggestions and Recommendations

Most clients provided their suggestions or recommendations for improving the services offered by the CRS Outlet Kidapawan City.

The table below shows the following comments, suggestions, and recommendations from the clients.

Comments	
Positive	Negative
Good	None
Accessible and Fast Transaction	
Good services	
Better and Safe Environment	
Suggestions and Recommendations	
Provide enough chairs outside (for waiting)	

Action Plan matrix from suggestion and recommendation of clients

A summary of Actions for implementation were listed based on the feedback of clients.

Suggestions & Recommendations	Corrective Action Plan	Responsibility	Status
Provide enough chairs outside (for waiting)	Provided Monoblock chairs for clients waiting outside the CRS Outlet	OM/OS	Resolved



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Notes:

The questionnaire administered contains demographic questions, three Citizen's Charter questions and eight questions on the Service Quality Dimensions (SQD). The 8 SQD questions were scored using a 5-point Likert Scale. The simple average of the questions was used to get the Overall score.

The interpretation of the results is as follows:

Scale	Average	Rating
1	1.00-1.49	Very Unsatisfied
2	1.50-2.49	Unsatisfied
3	2.50-3.49	Neither Unsatisfied nor Satisfied
4	3.50-4.49	Satisfied
5	4.50-5.00	Very Satisfied

If the rating is 3.0 and below, an initial disposition and corrective action plan should be conducted for the immediate resolution of the failed rating achieved.

Approved for Release:

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