



SPECIAL RELEASE

PSA Pangasinan conducts Client Satisfaction Measurement (CSM) for Civil Registry System (CRS) Outlet: 3rd Quarter 2024

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The Client Satisfaction Measurement (CSM) is conducted to determine clients' perceptions regarding their satisfaction with the civil registration services that the Philippines Statistics Authority (PSA) provides, specifically in the issuance of copies of civil registry documents and certifications. The resulting satisfaction rating is one of the key performance indicators being reported for the Agency Performance Measures and in accordance with the Anti-Red Tape Authority (ARTA) Memorandum Circular No. 2022-05, series of 2022 and memorandum circular 2021-1 issued by the Office of the President, Inter-Agency Task Force dated 03 June 2021.

Therefore, the outlet used a tablet-based data collection replacing the paper and pencil interview. This method enhances data collection and eliminates data encoding while improving data processing and validation.

With the implementation of an appointment system for civil registration services and the other means of securing civil registry documents (e.g. online), clients served within the premise of the outlet shall be referred to as onsite clients rather than walk-in clients to generalize clients provided with appropriate service regardless of nature of the booking, either with appointment, walk-in or through PhilSys lane.

The survey seeks to elicit the following information:

1. Profile of the respondents by sex, education, work, and residence, among others;
2. Clients' level of satisfaction in terms of responsiveness, reliability, access to facilities, communication, costs reasonableness, integrity, assurance, and the overall satisfaction and perception of the clients towards the government services availed of; and
3. Complaints and suggestions to further improve the delivery of services at the outlet as well as recommendation to continuously provide quality service to the public.

This report covers the results of the 3rd Quarter 2024 CSM conducted from 09 to 13 September 2024.

Results of the Survey

This topic refers to the results of the survey on client satisfaction measurement.

1. Number and Percent Distribution by Demographic Characteristics

The demographic characteristics of customer-respondents of the CRS Outlet under review revealed that 65 (46.4%) of the total respondent were male, while 75 (53.6%) were female.

In terms of residency, most of the Clients resides within the region (97.9%), while 2.1% reside outside the region.

Majority of the respondents have educational attainment belonging to college graduate or higher with 100 responses or equivalent to 71.4 percent of the total respondents. On the other hand, 28.6 percent or equivalent to 40 respondents were high school graduate.

Meanwhile, more than half of the clients were unemployed with 53.6 percent or 75 respondents, while 46.4 percent were employed or equivalent to 65 respondents.

Table 1. Number and Percent Distribution by Demographic Characteristics: Third Quarter 2024

Demographic Characteristics	Number	Percent
Sex	140	100.0%
Female	75	53.6%
Male	65	46.4%
Region 1	140	100.0%
Within Region	137	97.9%
Outside Region	3	2.1%
Not Stated	-	-
Education	140	100.0%
Elementary graduate	-	-
High school graduate	40	28.6%
College graduate or higher	100	71.4%
Not reported	-	-
Employment Status	140	100.0%
Employed	65	46.4%
Unemployed	75	53.6%
Not reported	-	-

2. Overall Satisfaction Rating by Service Quality Dimensions


Table 2 are the level of satisfaction of clients ranging from strongly agree to strongly disagree using the scale of 1 to 5 (Strongly Disagree – Strongly Agree). “Strongly Agree” and “Agree” shown to have the highest rating in most dimensions. This could be interpreted that majority of the costumer-respondents during the survey period were very satisfied. Dimensions such as Reliability and Access & Facilities both garnered the highest rating of 4.67 and with Overall rating of 4.65.

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Responses	Rating
Overall	724	396	0	0	0	1120	4.65
SQD1 (Responsiveness)	90	50	0	0	0	140	4.64
SQD2 (Reliability)	94	46	0	0	0	140	4.67
SQD3 (Access & Facilities)	94	46	0	0	0	140	4.67
SQD4 (Communication)	86	54	0	0	0	140	4.61
SQD5 (Cost)	88	52	0	0	0	140	4.63
SQD6 (Integrity)	89	51	0	0	0	140	4.64
SQD7 (Assurance)	91	49	0	0	0	140	4.65
SQD8 (Outcome)	92	48	0	0	0	140	4.66

3. Overall Satisfaction Rating by Other Access and Facilities

Looking at the score per facility, most respondents were “Very Satisfied” regarding five Other Access and Facilities, recording a score range of 4.06 to 4.66. However, Clean Restrooms garnered the lowest score with 4.06 but still they were Satisfied.

Other Access and Facilities	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Responses	Rating
a. Clean Surrounding	81	59	0	0	0	140	4.58
b. Clean Restrooms	80	29	0	22	9	140	4.06
c. Safe	93	47	0	0	0	140	4.66
d. Comfortable/ Ventilated	92	48	0	0	0	140	4.66
e. Enough Chairs	92	48	0	0	0	140	4.66
f. Lactating Room	93	47	0	0	0	140	4.66


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