



SPECIAL RELEASE

MARCH 2019 CLIENT SATISFACTION SURVEY: CRS OUTLET - DAVAO

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Philippine Statistics Authority's (PSA) vision is to be solid, responsive and world-class authority on quality statistics and civil registration. A Client Satisfaction Survey (CSS) is regularly conducted to measure if indeed the office is performing as it envisions – Solid, Responsive and World-Class. Clients at the CRS Outlet are asked if are satisfied of the services they have received. Also, results can be used to initiate specific strategies to improve its services.

Highlights of the Results of the March 2019 Client Satisfaction Survey

- The March 2019 Client Satisfaction Survey, conducted last March 18 -22, 2019, posted a +89.0% satisfaction rate. Satisfaction rating is measured as the percentage of clients surveyed during the reference period who were either satisfied or very satisfied with PSA's civil registry services.
- A net satisfaction rate stood at +88.2%, where Net Satisfaction rating measures the difference between the proportion of satisfied and dissatisfied clients. *Figure 1 shows the comparative over-all satisfaction rate and net satisfaction rate posted from March 2018 – March 2019.*
- A total 124,977 transactions were processed by the Davao CRS Outlet, operating for 22 days, in March 2019.

Figure 1. Comparative over-all satisfaction rate and net satisfaction rate: March, June September, December 2018 and March 2019:

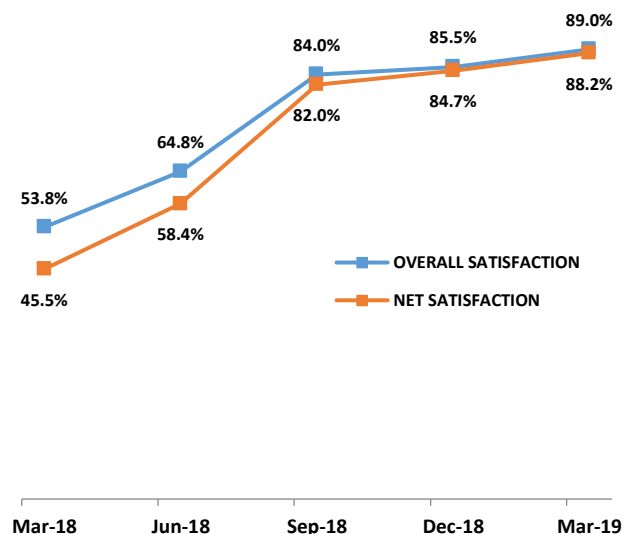
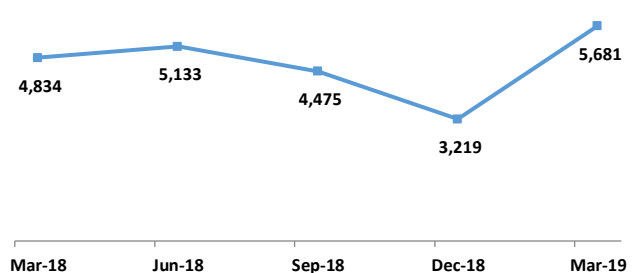


Figure 2. Average Transactions per day: March, June September, December 2018 and March 2019:



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On the average, 5,681 transactions were processed per day. *Figure 2 shows the average number of transactions per day during the conduct of the CSS.*

- There is no difference between sexes on their level of satisfaction.
- Clients in the age group 10-19 were the least satisfied clients at 75.0% satisfaction rate.
- Clients with some Elementary education were the least satisfied clients with a satisfaction rate of 71.4%.
- Clients with work were more satisfied compared with clients who do not have work and clients living outside Davao City were more satisfied compared to clients from Davao City. *Table 1 shows the Satisfaction Rate by Client's Characteristics in March 2019.*
- Clients gave High satisfaction rate when asked if PSA provided easy to follow procedures (94.1%). This area of concern has been garnering high satisfaction rate since September 2018.
- Marked improvement in the client satisfaction rate was observed in the areas: courteous employees (9.9%) and understanding client's needs (9.7%). It should be noted that these areas of concern posted below 80% satisfaction rate mark in December 2018.
- On the other hand, marked decrease in provision of enough chairs: 79.4%, from 95.0% in December 2018. *Table 2 shows the comparative satisfaction rates by Area of Concern from December, September, June and March 2018.*

Table 1. Satisfaction Rate by Client's Characteristics: March 2019

SEX	
Male	89.2%
Female	88.3%
AGE GROUP	
10 - 19	75.0%
20 - 29	90.9%
30 - 39	95.7%
40 - 49	85.7%
50 - 59	100.0%
60 and over	-
LEVEL OF EDUCATION	
Elementary	71.4%
High School	87.9%
College or Higher	93.1%
EMPLOYMENT STATUS	
With Work	91.2%
Without Work	84.4%
RESIDENCE	
Living in Davao City	81.0%
Living Outside Davao City	95.5%

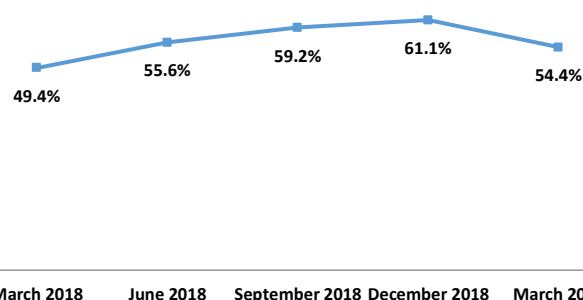
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Table 2. Comparative Satisfaction Rates by Area of Concern from March 2019, December, September, June and March 2018

AREA OF CONCERN	SATISFACTION RATE				
	March 2019	December 2018	September 2018	June 2018	March 2018
SERVICE	88.2%	82.9%	83.0%	65.6%	54.2%
Prompt Service	91.9%	90.8%	84.8%	65.6%	51.3%
Understanding Client's Needs	84.6%	74.9%	81.2%	65.5%	57.1%
EMPLOYEES	89.7%	83.0%	84.5%	75.2%	68.4%
Groomed/Neat	91.2%	87.4%	84.8%	78.8%	69.2%
Courteous	89.7%	79.8%	85.2%	70.4%	66.7%
Knowledgable	88.2%	81.7%	83.6%	76.4%	69.2%
PROCEDURES	94.1%	92.7%	90.8%	76.4%	76.9%
AREA/FACILITIES	87.5%	89.5%	82.3%	62.7%	52.5%
Clean Surroundings	93.4%	93.5%	88.4%	65.2%	53.2%
Clean CRS	80.9%	80.9%	74.4%	55.2%	41.7%
Safe	92.6%	87.8%	85.6%	72.4%	66.7%
Comfortable	91.2%	90.5%	79.6%	61.6%	54.5%
Enough Chairs	79.4%	95.0%	83.6%	59.2%	46.2%

- The survey also asked if clients knew of other venues where one can secure a copy of their civil registry documents. About 54.4% of the clients knew that there are other ways where one can secure a copy of their Civil Registry Documents. *Figure 3 shows the proportion of clients who are aware of other venues where to request for civil registry documents during the conduct of the CSS.*

Figure 3. Proportion of Clients Aware of Other Venues where One can Request for Civil Registry Documents March, June September, December 2018 and March 2019:

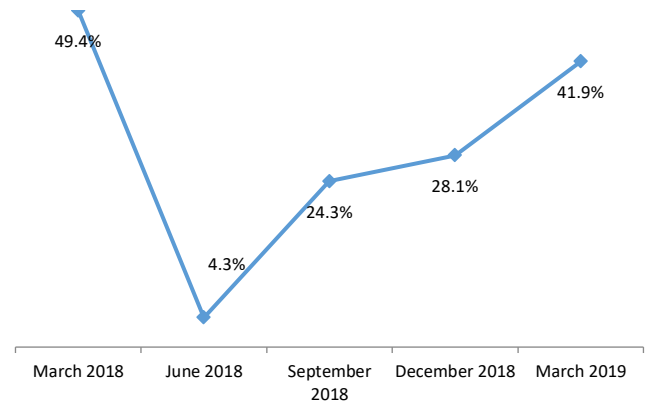


- Clients picked the internet (27.9%) or the Local Government Units (18.4%) as the alternative venues where they can request and secure their Civil Registry Documents.

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- Only 28% of the clients who knew other ways where one can secure a copy of their Civil Registry Documents have tried alternative venues where they can request and secure their Civil Registry Documents. *Figure 4 shows the proportion of clients who knew of other venues where to request for civil registry document and tried these alternative venues.*
- When asked why they did not use alternative venues where they can request and secure their Civil Registry Documents, 30% reported they do not know that there are alternative venues to request for Civil Registry Documents or do not know how to request Civil Registry documents other than PSA's .
- Clients were asked if they want to give comments or suggestions for PSA to consider to improve its services, consolidated below:

Figure 4. Proportion of Clients Aware of Other Venues where One can Request for Civil Registry Documents and tried these other venues: March, June September, December 2018 and March 2019:




Reasons for not Using Alternative Venues for Requesting Civil Registry Documents	
DO NOT KNOW/DO NOT KNOW HOW	32.4%
COMFORTABLE WITH PSA'S PROCESS	20.6%
WANT TO GET OWN DOCUMENT	14.7%
FASTER PROCESSING AT PSA	8.8%
FEAR OF GETTING SCAMMED	5.9%
HAVE NOT TRIED	5.9%
LONGER PROCESSING TIME	2.9%
OTHERS	8.8%

FACILITIES	
Additional Chairs	3.7%
Availability of Leaflets/Signages for Instructions	0.7%
Cleanliness of Restrooms	2.2%
Fire Exit/Emergency Exit	0.7%
SERVICE PROVIDERS	
Guards should be courteous/respectful/patient	1.5%
Increase Number of Service Providers/Windows	4.4%
SYSTEM/PROCESS IMPROVEMENT	
	5.9%
SATISFIED CUSTOMERS	
	14.0%

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Client's Profile

- Female accounted for 71.8% of the total clients of the outlet
- Majority of the clients belong to the 20-29 age group.
- Half of the clients reported to have at least high school education
- Clients reporting do not have work: 52.9%
- March 2019 clients are either residing in Davao City or outside Davao City.


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