



PRESS RELEASE

CIVIL REGISTRY SYSTEM (CRS) OUTLET-TAGUM CITY GARNERED 100 PERCENT CUSTOMER SATISFACTION FOR FIVE CONSECUTIVE QUARTERS

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The Philippine Statistics Authority, Provincial Statistical Office-Davao del Norte (PSA PSO- DavNor) conducted its Customer Satisfaction Survey (CSS) for the Third Quarter of 2023. This was conducted continuously from 11-15 September 2023 with 100 percent response rate from one hundred six (106) randomly selected clients of CRS Tagum City Outlet. The CSS is the fifth in its series, since the opening of the Outlet on 15 March 2022 and first since the adoption of use of the Civil Registry System – Information Technology Project (Phase II), or also known as CRS-ITP2.

The survey measures the satisfaction of customers in areas of concern on service delivery of the employees of CRS Tagum City Outlet, promptness, understanding of the clients’ needs, courteousness, proper grooming and neatness, as well as their knowledge on processes of the outlet. Different aspects on clients’ area/facilities on clean surroundings, safety, cleanliness of comfort rooms and enough chairs were also included in the survey.

Relatedly, the survey revealed that the 100 percent overall satisfaction rating was sustained by CRS Outlet-Tagum City for the five (5) consecutive quarters since its opening.

Comparative Satisfaction Rating of CRS Tagum City Outlet: 3rd and 4th Quarters 2022, and 1st, 2nd, and 3rd Quarter 2023

Satisfaction Rating	Satisfaction Rating				
	3 rd Quarter of 2022	4 th Quarter of 2022	1 st Quarter of 2023	2 nd Quarter of 2023	3 rd Quarter of 2023
Overall	100.0%	100.0%	100.0%	100.0%	100.0%
Net	100.0%	100.0%	100.0%	100.0%	100.0%
Employees	100.0%	100.0%	100.0%	100.0%	100.0%
Procedures	100.0%	100.0%	100.0%	100.0%	100.0%
Service	100.0%	100.0%	100.0%	100.0%	100.0%
Area/Facilities	100.0%	100.0%	100.0%	100.0%	100.0%

Source: Quarterly Customer Satisfaction Survey (CSS)

For a more comprehensive analysis of the Customer Satisfaction Survey, you may visit our website at [www. http://rso11.psa.gov.ph/davao-del-norte](http://rso11.psa.gov.ph/davao-del-norte). You may also email us at davaodelnorte@psa.gov.ph.

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