



REPUBLIC OF THE PHILIPPINES

PHILIPPINE STATISTICS AUTHORITY

PROVINCIAL STATISTICAL OFFICE- DAVAO DEL NORTE

PRESS RELEASE

CIVIL REGISTRATION SERVICES (CRS) OUTLET-TAGUM CITY RETAINED ITS 100 PERCENT CUSTOMER SATISFACTION: FIRST QUARTER 2023

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CUSTOMER SATISFACTION SURVEY ON CIVIL REGISTRATION SERVICES (CRS) OUTLET -TAGUM CITY: 2023 QUARTER 1

The Philippine Statistics Authority, Provincial Statistical Office-Davao del Norte (PSA PSO Davao del Norte) conducted its Customer Satisfaction Survey (CSS) for the First Quarter of 2023. This was conducted continuously from 06 to 10 March 2023 to the one hundred six (106) randomly selected clients of CRS Outlet-Tagum City, with 100 percent response rate. The CSS is the third in the series, since the opening of the Outlet on 15 March 2022.

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

Relatedly, the survey revealed that the 100 percent rating on overall and net satisfaction on areas of concern were sustained by CRS Outlet-Tagum City, for the three (3) consecutive quarters since its opening (Table 1).

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

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