



PRESS RELEASE

2022 CUSTOMER SATISFACTION SURVEY: QUARTER 4 CRS OUTLET – TAGUM CITY MAINTAINED ITS 100 PERCENT OVERALL AND NET SATISFACTION RATING

Date of Release: 30 December 2022
 Reference No. PRDDN2022-025

29 December 2022 – CITY OF TAGUM. The Philippine Statistics Authority – Davao del Norte Provincial Statistical Office (PSA Davao del Norte PSO) conducted its 2022 Customer Satisfaction Survey (CSS): Quarter 4 (Q4) on service delivery at the Civil Registration Service (CRS) Outlet-Tagum City. From its “Go Live” on 15 March 2022, the CSS was piloted on Quarter 3 of 2022. The Q4 CSS is the second of the series of this year, which was conducted from 05-09 December 2022 to the One Hundred Six (106) randomly selected external clients of the CRS Outlet with a 100 percent response rate.

The customer satisfaction is measured through evaluating and assessing the quality and performance delivered services at the Outlet. Within the areas of concern, the satisfaction categories that are being assessed are delivery of services in terms of promptness, understanding of the clients’ needs, performance of its employees in relation to their courteousness, proper grooming and neatness, as well as their knowledge on processes, different aspect of the outlet, such as clean surroundings, safety, cleanliness of comfort rooms and enough chairs.

Summarily, the table below showed the 100 percent satisfaction rating on service delivery at the Outlet for the quarter under review, both for Overall Satisfaction Rate (OSR) and Net Satisfaction Rate (NSR).

2022 Customer Satisfaction Rating-Quarter 4: CRS Outlet – Tagum City

Areas of Concern	Satisfaction Rating	
	Overall	Net
Service	100.0%	100.0%
Employees	100.0%	100.0%
Procedures	100.0%	100.0%
Area/Facilities	100.0%	100.0%

Source: 2022 Customer Satisfaction Survey: Quarter 4

Digitally signed by
 Amoyen Pepito Dictaan
 Date: 2022.12.30
 11:53:45 +08'00'

PEPITO D. AMOYEN
 Chief Statistical Specialist

