



PRESS RELEASE

**CUSTOMER SATISFACTION SURVEY:
 CRS OUTLET – TAGUM CITY GARNERED 100 PERCENT NET AND
 OVERALL SATISFACTION RATE FOR THIRD QUARTER 2022**

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29 September 2022 – CITY OF TAGUM. The Philippine Statistics Authority – Davao del Norte Provincial Statistical Office (PSA Davao del Norte PSO) piloted its first ever Customer Satisfaction Survey (CSS) for the Civil Registry System (CRS) Outlet in Tagum City on 12 to 16 September 2022 with 100 percent response rate from the One Hundred Six (106) randomly selected costumers of the outlet as respondents. This survey marked as another milestone for the PSA Davao del Norte PSO, especially the CRS Outlet - Tagum since it is the first CSS to be undertaken since its opening on 15 March 2022.

The respondents' customer satisfaction is measured through evaluating and assessing the quality and performance of service delivery of the PSA CRS – Tagum City Outlet. 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 of processes, and also, different aspect of its area/facilities such as clean surroundings, safety, cleanliness of comfort rooms and enough chairs.

Table 1. Customer Satisfaction Rating, CRS Outlet – Tagum City: 3rd Quarter 2022

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: Quarterly Customer Satisfaction Survey (CSS)

Table 1 displays the Overall Satisfaction Rate (OSR) and Net Satisfaction Rate (NSR) of the outlet which is reported at 100 percent for the Third Quarter of 2022.

PEPITO D. AMOYEN
 Chief Statistical Specialist

