



SPECIAL RELEASE

Client Satisfaction Measurement Results for the Second Quarter 2025

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The Client Satisfaction Measurement (CSM) is conducted to determine clients' perceptions regarding their satisfaction with the civil registration services that the Philippine Statistics Authority (PSA) provides, particularly in the issuance of copies of civil registry documents and certifications. The resulting satisfaction rating is one of the key performance indicators being reported for the Agency Performance Measures and in compliance with Anti-Red Tape Authority (ARTA) Memorandum Circular No. 2022-05, series of 2022 and Memorandum Circular 2021-1 issued by the Office of the President, Inter-Agency Task Force dated 03 June 2021. It seeks to collect profile of the respondents, clients' satisfaction in terms of responsiveness, reliability, access, facilities, communication, costs, integrity, assurance, and the overall satisfaction and perception of the clients on the government service availed and complaints and suggestions for further improve the delivery of services.

The Second Quarter Client Satisfaction Measurement (CSM) for 2025 at the Civil Registry System (CRS) Serbilis Outlet in Dumaguete City was conducted in the second week of June (9-13 except 12 June 2025). The primary goal of the survey was to gauge the satisfaction levels of clients who completed the full process at the outlet, from form screening to the same-day release of documents.

The survey was conducted with 150 respondents using a systematic sampling method. Each day, 30 clients were selected to participate, ensuring that all 150 responses were collected over the quarter. The sampling was carried out over four days, with 30 interviews conducted each day, except on June 11 and June 13, when 45 interviews were completed. The sample was exclusively drawn from clients who had fully completed all steps of the service process. There were no refusals, resulting in a 100% response rate for this quarter's survey.

Survey Results

Table 1 shows the services provided by the PSA CRS Outlet in Dumaguete City. The common services availed by the clients were Birth (Copy Issuance), Marriage (Copy Issuance), Death (Copy Issuance), and CENOMAR/CEMAR (Certification).

Birth (Copy Issuance) got the highest number of successful interviews with 73, followed by CENOMAR/CEMAR (Certification) with 70 successful interviews. Marriage (Copy Issuance) with 5 successful interviews. Meanwhile, Death (Copy Issuance) and Birth (Authentication) got the lowest number of sample interviews with only 1 successful interview.

**Table 1. Services Provided by Philippine Statistics Authority:
Second Quarter 2025**

Services	Successful Interviews	Number of Samples
Total	150	150
Birth (Copy Issuance)	73	73
Birth (Authentication)	1	1
Marriage (Copy Issuance)	5	5
Death (Copy Issuance)	1	1
Death (Authentication)		1
CENOMAR/CEMAR (Certification)	70	70

Source: Philippine Statistics Authority, Negros Oriental, Second Quarter 2025 Client Satisfaction Measurement

Table 2 shows that male respondents made up the majority at 58.7% (12.3 thousand). Females accounted for 41.3% (8.7 thousand). The largest age group was 25–29 years, comprising 42.0% (8.8 thousand) of the respondents. Younger age groups, such as 20–24 years, made up 15.3%, and 15–19 years represented only 5.3%. Older age groups (40 years and above) had relatively small shares, with 60 and over accounting for 9.3%. The CRS outlet should ensure fast, accessible, and youth-friendly services, especially digital or mobile options, to cater to this age group's needs.

A substantial 68.0% of respondents had college education or higher. High school graduates made up 22.7%. No respondents reported only elementary education, and 9.3% did not report their education level. The data shows that individuals with higher education are more likely to need and obtain civil registry documents. Individuals with higher education levels tend to have greater awareness of the importance of legal identity and civil documents (e.g., birth, marriage, and death certificates) for employment, schooling, and access to government services. This group is likely to proactively seek out documents when needed, resulting in a steady demand for services. The CRS outlet should ensure reliable turnaround times and clear service guidelines.

Only 16.0% of respondents were employed. A significant 69.3% were unemployed. 14.7% did not report their employment status. Unemployed individuals might need civil registry documents for reasons other than employment. For example, they may need them to access social services, government benefits, healthcare, or for personal legal matters. In addition, majority of respondents (91.3%) were residing in Negros Island Region, while only 8.7% lived outside the region.

Table 2. Number and Percent Distribution by Demographic Characteristics and Outlet Location: First Quarter 2025

Demographic Characteristics	Number (in thousands, weighted)	Percent
Total Respondents	20.9	100
Sex		
Female	8.7	41.3
Male	12.3	58.7
Age		
15 - 19	1.1	5.3
20 - 24	3.2	15.3
25 - 29	8.8	42.0
30 - 34	1.8	8.7
35 - 39	2.2	10.7
40 - 44	0.8	4.0
45 - 49	0.6	2.7
50 - 54	0.3	1.3
55 - 59	0.1	0.7
60 and over	2.0	9.3
Residence		
Residing in NIR	19.1	91.3
Residing outside NIR	1.8	8.7
Not reported	0.0	-
Education		
Elementary graduate	0.0	-
Highschool graduate	4.7	22.7
College graduate or higher	14.2	68.0
Not reported	2.0	9.3
Employment status		
Employed	3.3	16.0
Unemployed	14.5	69.3
Not reported	3.1	14.7

Source: Philippine Statistics Authority, Negros Oriental, Second Quarter 2025 Client Satisfaction Measurement

Table 3 shows the number (in thousands, weighted) and percentage of distribution on the respondents' awareness of the Citizen's Charter (CC) posted in the CRS Outlet of Dumaguete City. While 70.7 percent are aware of the Citizen's Charter, a significant portion (22.7%) only became aware after encountering it in the office, suggesting that prior public awareness is limited. The CC is not widely known before visiting the office, this suggests that awareness of the CC is primarily driven by physical visibility rather than prior knowledge. Most respondents find the CC somewhat easy to see, but only 24.2% find it easily visible. Signage or display of the Charter could be more prominent or accessible to improve first impressions and quick access. Reposition or redesign the Charter display to make it more prominent and at eye level. Use bold fonts, infographics, or QR codes for digital access.

Table 3. Number and Percent Distribution on the Respondents Awareness of Citizen's Charter (CC) by Outlet Location: Second Quarter 2025

Citizen's Charter Indicators	Number (in thousands, weighted)	Percent
CC1: Awareness of a CC	20.9	
Aware of CC and saw the office's CC	14.8	70.7
Aware of CC but did not see the office's CC	1.3	6.0
Learned about the CC only upon seeing this office's CC	4.7	22.7
Not aware of the CC and have not seen one in this office	0.1	0.7
CC2: Visibility of the CC	20.8	
Easy to see	5.0	24.2
Somewhat easy to see	14.8	71.1
Difficult to see	1.0	4.7
Not visible at all	0.0	0.0
CC3: Assessment of CC's Usefulness	20.8	
Helped significantly	4.5	21.5
Helped to some extent	15.6	75.2
Did not help	0.7	3.4

Source: Philippine Statistics Authority, Negros Oriental, Second Quarter 2025 Client Satisfaction Measurement

In Table 4, Dumaguete City CRS Outlet got an overall satisfaction rating of 4.27 in Service Quality Dimensions for the Second Quarter of 2025 compared to the overall rating in the First Quarter of 2025 with 4.50. Clients generally feel satisfied across all dimensions, especially in integrity, reliability, and assurance. This reflects well on staff competence, ethical practices, and service consistency.

Responsiveness (4.21) and Cost (4.18) had the lowest scores. Some clients were neutral or slightly dissatisfied, indicating potential delays in attention or service, lack of transparency or expectations around fees or time investments.

**Table 4. Overall Satisfaction Rating by Service Quality Dimensions:
Second Quarter 2025**

Service Quality Dimensions	Satisfaction Level (in thousands, weighted)						Total Responses	Rating *
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Reported		
Overall								4.27
SQD1 (Responsiveness)	5.3	12.7	2.9	0.0	0.0	0.0	20.9	4.21
SQD2 (Reliability)	5.6	14.9	0.4	0.0	0.0	0.0	20.9	4.30
SQD3 (Access and Facilities)	5.4	15.2	0.3	0.0	0.0	0.0	20.9	4.30
SQD4 (Communication)	5.3	15.4	0.3	0.0	0.0	0.0	20.9	4.29
SQD5 (Cost)	4.7	13.5	2.4	0.3	0.0	0.0	20.9	4.18
SQD6 (Integrity)	5.9	14.7	0.3	0.1	0.0	0.0	20.9	4.31
SQD7 (Assurance)	5.6	15.1	0.3	0.0	0.0	0.0	20.9	4.30
SQD8 (Outcome)	5.3	15.5	0.1	0.0	0.0	0.0	20.9	4.29

Source: Philippine Statistics Authority, Second Quarter 2025 Client Satisfaction Measurement
*Not Reported responses were excluded in the computation for rating.

Table 5 shows the Overall Satisfaction Rating by Services in Dumaguete City CRS Outlet for the Second Quarter of 2025. Each service has received a distinct rating, which provides insight into how respondents perceive these services. Most services received ratings above 4.4, showing that birth, marriage, and CENOMAR/CEMAR services are functioning effectively, with clients expressing high satisfaction. The 5.00 ratings for Birth (Authentication) and Marriage (Copy Issuance) imply efficient systems, clear procedures and minimal client inconvenience. The rating of 3.00 is a major concern. Possible issues may include individuals aged 100 years and above.

Table 5. Overall Satisfaction Rating by Services: Second Quarter 2025

Services	Overall Rating
Birth (Copy Issuance)	4.47
Birth (Authentication)	5.00
Marriage (Copy Issuance)	5.00
Death (Copy Issuance)	3.00
CENOMAR/CEMAR (Certification)	4.48

Source: Philippine Statistics Authority, Negros Oriental, Second Quarter 2025 Client Satisfaction Measurement

Table 6 shows the Overall Satisfaction Rating by Service Category in Dumaguete City CRS Outlet. The average overall satisfaction rating of 4.2 suggests that respondents are generally very satisfied with the service categories.

The PSA maintains clean surroundings and safe, secure spaces, which are foundational for a positive client experience. Comfort rooms are well rated, though their usage is limited (likely to be due to short stays or limited access for some clients).

The lowest score (4.0) and presence of disagree/neutral responses indicate some clients experience discomfort or inconvenience due to limited seating. This can negatively impact on client satisfaction during peak hours or when clients must wait longer.

Table 6. Overall Satisfaction Rating by Service Category: Second Quarter 2025

Service Category	Satisfaction Level (in thousand, weighted)						Total Responses	Rating*
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Reported		
Average								4.2
Clean Surroundings	4.7	14.4	1.7	0.0	0.0	0.1	20.9	4.2
Clean Comfort Rooms	4.5	9.2	0.4	0.0	0.1	6.7	20.9	4.3
Safe	5.2	15.1	0.4	0.0	0.0	0.3	20.9	4.3
Comfortable/Ventilated	4.6	14.1	1.3	0.1	0.0	0.8	20.9	4.2
Enough Chairs	2.7	13.1	3.2	1.4	0.1	0.4	20.9	4.0
Lactating Room	0.1	1.0	0.0	0.0	0.0	19.8	20.9	4.2

Source: Philippine Statistics Authority, Negros Oriental, Second Quarter 2025 Client Satisfaction Measurement

The overall satisfaction rating of 4.49 for the Dumaguete outlet location indicates very high satisfaction among respondents. The score is close to the top of the scale (5.0), suggesting that the majority of people who visited the outlet are pleased with the service or experience they received.

Table 7. Overall Satisfaction Rating by Outlet Location: Second Quarter 2025

Outlet Location	Satisfaction Level (in thousand, weighted)					Total Respondents	Overall Rating
	Strongly agree	Agree	Neither Agree nor Disagree	Disagree	Strongly disagree		
Dumaguete	9.5	10.9	0.6	0.0	0.0	20.9	4.49

Source: Philippine Statistics Authority, Negros Oriental, Second Quarter 2025 Client Satisfaction Measurement

Given the high satisfaction level, it's important to maintain the factors that contributed to this positive feedback, such as service quality, environment, and customer engagement. Additionally, since there are very few neutral or dissatisfied responses, maintaining current practices should ensure ongoing satisfaction.

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