



# PRESS RELEASE

## **Customer Satisfaction Survey Consolidated Results Metro Manila CRS Outlets Fourth Quarter 2021**

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The Philippine Statistics Authority (PSA) Central Office conducted its Fourth Quarter 2021 Customer Satisfaction Survey (CSS) for the Civil Registry System (CRS) Outlets in Metro Manila covering the Central Outlet (East Avenue, Quezon City), Caloocan, Makati, Muntinlupa, Pasay, Pasig, and Valenzuela on 06 to 13 December 2021 with 100 percent response rate from the 952 randomly selected respondents.

The Fourth Quarter 2021 CSS was conducted with continued initiative to digitize the data collection of responses of the clients in the CRS Outlets across Metro Manila. The digitalization of the CSS through tablet-based mode data collection expedites the face-to-face interview, offers 100 percent accuracy of data collection as it completely eliminates the manual data encoding and results to timely release of CSS results.

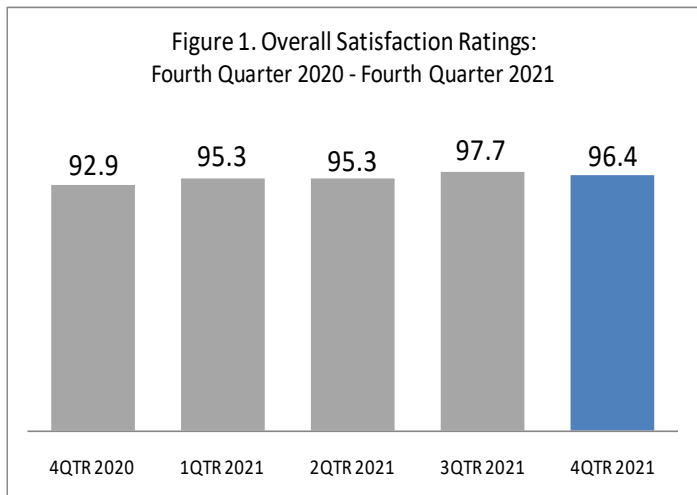
The demographic characteristics of respondents by outlet location reported that 637 or 66.9 percent of the total respondents were females while 315 or 33.1% were males. Most of the respondents reside in NCR (759 or 79.7%), 19.9 percent reside outside NCR while 0.4 percent of the respondents did not report their usual residence.

Educational attainment shows that majority of respondents were college graduate or higher (49.7%), 41.9 percent of the respondents were high school graduate, 2.3 percent were elementary graduate while 6.1 percent of the respondents did not specify their educational attainment.

The customer satisfaction is measured through evaluating and assessing the quality and performance of service delivery of the Metro Manila Outlets.



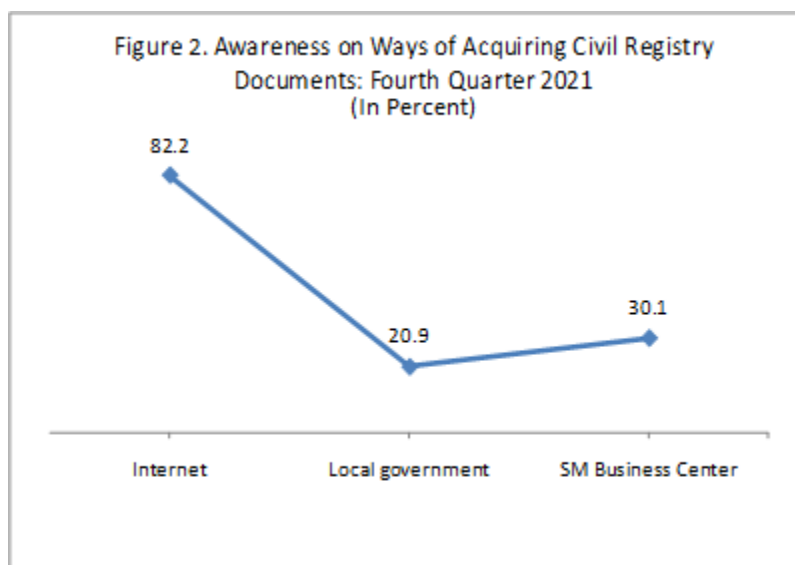
The service category that are being assessed are: prompt and timely processing of requests, frontline employee's delivery of services, efficiency of procedures, and condition of outlet space or facilities. Figure 1 shows the increasing trend of the overall satisfaction rating from the fourth quarter of 2020 to fourth quarter of 2021.



In the last quarter of 2021, 96.4 percent of the respondents say that they were very satisfied or satisfied on the services being offered in the PSA Metro Manila Outlets.

Valenzuela CRS Outlet gained the highest satisfaction rating (100%) among the CRS Outlets followed by the CRS Outlets in the cities of Caloocan and Muntinlupa with 99.1 percent each. On the contrary, Central Outlet with the highest number of clients per day got the lowest satisfaction rating with 91.0 percent.

This survey also intends to obtain the awareness of the respondents on ways of acquiring civil registry documents and 54 percent of the 511 respondents were aware on other ways of acquiring civil registry documents. Figure 2 shows that the respondents were more aware of using internet or through online in acquiring the civil registry documents.



- Civil Registration Service, Civil Registration and Central Support Office