



PRESS RELEASE

Customer Satisfaction Survey Consolidated Results Metro Manila Civil Registry System Outlets Fourth Quarter 2022

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The actual conduct of the 4th Quarter Customer Satisfaction Survey (CSS) was carried out from 05 to 08 of December 2022. A total of 952 respondents which resulted to a 100 percent response rate were randomly selected from all seven Civil Registry System (CRS) Outlets around Metro Manila.

To facilitate the Fourth Quarter Survey, the enumerators maintained the tablet-based data collection for efficiency and comparability. The use of CSS Android application has a significant impact on the accuracy of data and completeness of responses at the enumeration level which effectively improves data validation time. This current mode of data gathering eliminates the use of paper-and-pencil and the need for in-house data encoding. This process of data collection and evaluation in which results are also weighted offers a simple yet effective solution for the efficient quarterly conduct of this survey.

Respondents by outlet location show the demographic characteristics to which three-fifths or 61.8 percent of the total respondents were females while 38.2 percent were males. The 83.8 percent of the vast number of respondents reside within the National Capital Region (NCR) while 14.8 percent resides outside NCR and 1.4 percent of the respondents did not report their usual residence.

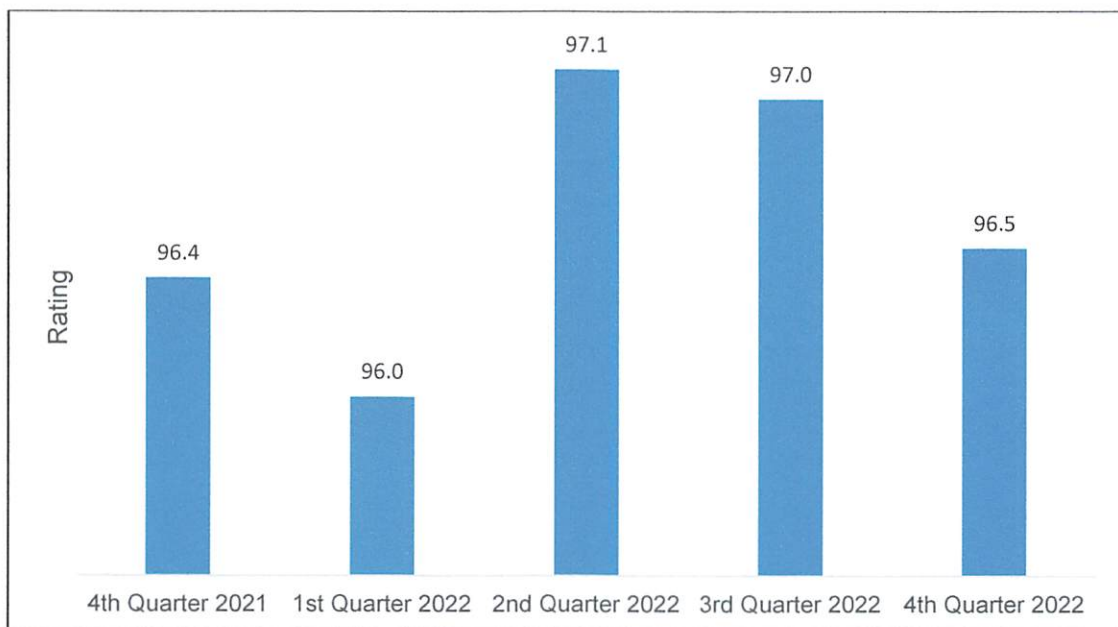
The educational attainment among respondents shows that 55.3 percent completed college, 41.0 percent were high school graduates,



2.2 percent were elementary graduates, while 1.5 percent of the respondents did not specify their educational attainment.

The customer satisfaction of each Metro Manila outlets was measured by asking whether the respondents agree or disagree on the quality of services in each identified category. The service categories being looked into are prompt and timely processing of requests; frontline employees' delivery of services; efficiency of procedures, and condition of outlet facilities. The figure below shows the percentage of overall satisfaction ratings from fourth quarter of 2021 to the fourth quarter of 2022. The 96.5 percent of respondents were very satisfied or satisfied on the services offered by the CRS outlets and an increase of 0.1 percentage point compared to the same quarter last year.

Figure 1. Overall Satisfaction Ratings:
Fourth Quarter 2021 to Fourth Quarter 2022



Among the seven CRS outlets, Caloocan and Pasig gained the highest satisfaction rating with 100 percent each. Makati outlet has the lowest rank with 88.7 percent satisfaction rating. Valenzuela obtained 99.1 percent followed by Muntinlupa with 97.2 percent, while the Central outlet is at 96.7 percent and Pasay scored 96.2 percent.

- Civil Registration Service, Civil Registration and Central Support Office