



PRESS RELEASE

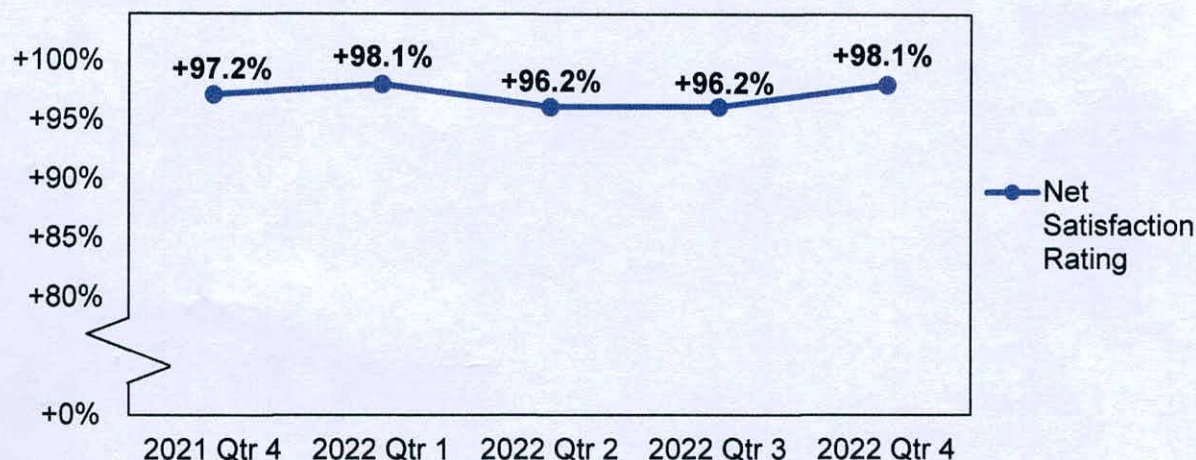
Civil Registration Service – Calapan Outlet Obtains +98.1 Percent Net Satisfaction Rating for the Fourth Quarter of 2022

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03 January 2023 – CALAPAN CITY. The net satisfaction rating (NSR) of the Civil Registration Service (CRS) - Calapan Outlet has reached +98.1% based on the results of the Customer Satisfaction Survey for the Fourth Quarter of 2022. The current quarter's rating was 1.9 percentage points higher than its previous quarter's NSR and 0.9 percentage point higher than its NSR in the same quarter of the previous year.

**Figure 1. Clients' Net Satisfaction Rating, CRS Calapan Outlet:
Fourth Quarter 2021 to Fourth Quarter 2022**



Source: Statistical Operations and Coordination Division - Philippine Statistics Authority Regional Statistical Service Office MIMAROPA, *Fourth Quarter 2022 Customer Satisfaction Survey*

Clients were mostly impressed on the courteousness and knowledgeable characteristics of CRS staff with NSR of +100.0%. Likewise, the outlet's cleanliness, well-ventilation, and availability of enough chairs were also highly commended with +100.0% NSR.



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Relative to the previous quarter's rating of the CRS outlet, knowledgeable employees had the highest improvement among the outlet's key performance indicators. It rose by 6.7 percentage points from +93.3% NSR. The availability of enough seats in and outside of CRS outlet and the cleanliness of its restrooms followed with an increase of 4.7 percentage points and 4.2 percentage points, respectively.

Meanwhile, understanding the needs of clients was the least appealing from the clients with NSR of +92.5%. Among the outlet's key performance indicators, only this indicator exhibited a decline of 0.8 percentage point from +93.3% NSR relative to the previous quarter.

Client's Acquisition of Civil Registry Documents

Birth Certificate was the most requested civil registry document as reported by nearly three out of four or 74.6 percent of the total interviewed clients at the CRS outlet. This was followed by Marriage Certificate (13.1 percent), Certificate of No Marriage (11.5 percent), and Death Certificate (0.8 percent).

More than a quarter of total interviewed clients or 26.9 percent cited personal copy as their main reason in securing civil registry documents. Other common reasons indicated were school requirements (20.4 percent), local employment (11.1 percent), passport / travel (8.3 percent), marriage (7.4 percent), and claim benefits / loan (7.4 percent).

Securing a copy of civil registry documents through the Internet appeared as the most preferred alternative method other than the traditional face-to-face transaction in the CRS outlet as cited by about nine out of ten interviewed clients. This was followed by walk-in requests via Local Civil Registrar Office, request using telephone (8737-1111), and request through SM Business Center.


LENI R. RIOFLORIDO
Regional Director


MLLM / OHG / RRL

STATISTICAL TABLES

**TABLE 1. Level of Customer Satisfaction by Category,
CRS Calapan Outlet: Fourth Quarter 2022**

Category / Key Performance Indicator	5		4		3		2		1		Total	Net Satisfaction Rating (NSR) ^{1/}
	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree			
	No.	%	No.	%	No.	%	No.	%	No.	%		
OVERALL SATISFACTION	84	79.2%	20	18.9%	2	1.9%	0	0.0%	0	0.0%	106	+98.1%
SERVICE												
a. Prompt Service	75	70.8%	27	25.5%	2	1.9%	0	0.0%	2	1.9%	106	+94.3%
b. Understanding the Clients' Needs	86	81.1%	15	14.2%	2	1.9%	1	0.9%	2	1.9%	106	+92.5%
EMPLOYEES												
a. Courteous	90	84.9%	16	15.1%	0	0.0%	0	0.0%	0	0.0%	106	+100.0%
b. Knowledgeable	86	81.1%	20	18.9%	0	0.0%	0	0.0%	0	0.0%	106	+100.0%
c. Groomed / Neat	89	84.0%	16	15.1%	1	0.9%	0	0.0%	0	0.0%	106	+99.1%
PROCEDURES												
a. Clear, Simple and Easy Steps	90	84.9%	15	14.2%	1	0.9%	0	0.0%	0	0.0%	106	+99.1%
AREA / FACILITIES												
a. Clean Surroundings	97	91.5%	9	8.5%	0	0.0%	0	0.0%	0	0.0%	106	+100.0%
b. Comfortable / Ventilated	97	91.5%	9	8.5%	0	0.0%	0	0.0%	0	0.0%	106	+100.0%
c. Enough Seats	95	89.6%	11	10.4%	0	0.0%	0	0.0%	0	0.0%	106	+100.0%
d. Safe	95	89.6%	10	9.4%	1	0.9%	0	0.0%	0	0.0%	106	+99.1%
e. Clean Restrooms	87	82.1%	16	15.1%	3	2.8%	0	0.0%	0	0.0%	106	+97.2%

Note: 1/ Percentages may not add up to the NSR per key performance indicator due to rounding-off of values.

Source: Statistical Operations and Coordination Division - Philippine Statistics Authority Regional Statistical Service Office MIMAROPA, Fourth Quarter 2022 Customer Satisfaction Survey

**TABLE 2. Level of Customer Satisfaction by Category,
CRS Calapan Outlet: Fourth Quarter 2022, Third Quarter 2022 and Fourth Quarter 2021**

Category / Key Performance Indicator	Reference Period			Percentage Point Change	
	Q4 2022	Q3 2022	Q4 2021	Q4 2022 / Q3 2022	Q4 2022 / Q4 2021
OVERALL SATISFACTION	+98.1%	+96.2%	+97.2%	1.9%	0.9%
SERVICE					
a. Prompt Service	+94.3%	+90.6%	+93.5%	3.7%	0.8%
b. Understanding the Clients' Needs	+92.5%	+93.3%	+94.4%	-0.8%	-1.9%
EMPLOYEES					
a. Courteous	+100.0%	+96.2%	+99.1%	3.8%	0.9%
b. Knowledgeable	+100.0%	+93.3%	+98.1%	6.7%	1.9%
c. Groomed / Neat	+99.1%	+96.2%	+96.3%	2.9%	2.8%
PROCEDURES					
a. Clear, Simple and Easy Steps	+99.1%	+95.3%	+96.3%	3.8%	2.8%
AREA / FACILITIES					
a. Clean Surroundings	+100.0%	+97.2%	+100.0%	2.8%	0.0%
b. Comfortable / Ventilated	+100.0%	+96.2%	+99.1%	3.8%	0.9%
c. Enough Seats	+100.0%	+95.3%	+100.0%	4.7%	0.0%
d. Safe	+99.1%	+96.2%	+98.1%	2.9%	1.0%
e. Clean Restrooms	+97.2%	+93.0%	+96.0%	4.2%	1.2%

Source: Statistical Operations and Coordination Division - Philippine Statistics Authority Regional Statistical Service Office MIMAROPA, *Third Quarter 2022 Customer Satisfaction Survey*

**TABLE 3. Distribution of Type of Document Requested,
CRS Calapan Outlet, Fourth Quarter 2022**

Civil Registry Document	Percentage ^{1/}
All Types	100.0
Birth Certificate	74.6
Marriage Certificate	13.1
Certificate of No Marriage	11.5
Death Certificate	0.8

Note: 1/ Percentages may not add up to total due to rounding-off of values.

Source: Statistical Operations and Coordination Division - Philippine Statistics Authority Regional Statistical Service Office MIMAROPA, *Fourth Quarter 2022 Customer Satisfaction Survey*

**TABLE 4. Distribution of Client's Purpose in Requesting Civil Registry Documents
CRS Calapan Outlet, Fourth Quarter 2022**

Purpose	Percentage ^{1/}
All Purposes	100.0
Personal Copy	26.9
School Requirements	20.4
Local Employment	11.1
Passport / Travel	8.3
Marriage	7.4
Claim Benefits / Loan	7.4
Board Examination	6.5
Overseas Employment	5.6
Baptism	2.8
Postal ID	1.9
Driver's License	0.9
National ID	0.9

Note: 1/ Percentages may not add up to total due to rounding-off of values.

Source: Statistical Operations and Coordination Division - Philippine Statistics Authority Regional Statistical Service Office MIMAROPA, *Fourth Quarter 2022 Customer Satisfaction Survey*

**TABLE 5. Other Ways of Acquiring the Civil Registry Documents
CRS Calapan Outlet: Fourth Quarter 2022**

Alternative Methods ^{2/}	Actual Usage of Alternative Methods in Securing Civil Registry Documents				TOTAL ^{3/}	
	Yes		No		No.	%
	No.	%	No.	%		
All Methods	51	69.9%	22	30.1%	73	100.0%
Internet Only	48	65.8%	18	24.7%	66	90.4%
Local Government Unit (LGU) Only	1	1.4%	2	2.7%	3	4.1%
Telephone (8737-1111)	2	2.7%	0	0.0%	2	2.7%
SM Business Center	0	0.0%	1	1.4%	1	1.4%
Both Internet and LGU	0	0.0%	1	1.4%	1	1.4%

Notes: 2/ Alternative methods of requesting civil registry documents known by 73 out of 106 interviewed respondents.

3/ Percentages may not add up to total due to rounding-off of values.

Source: Statistical Operations and Coordination Division - Philippine Statistics Authority Regional Statistical Service Office MIMAROPA, *Fourth Quarter 2022 Customer Satisfaction Survey*