



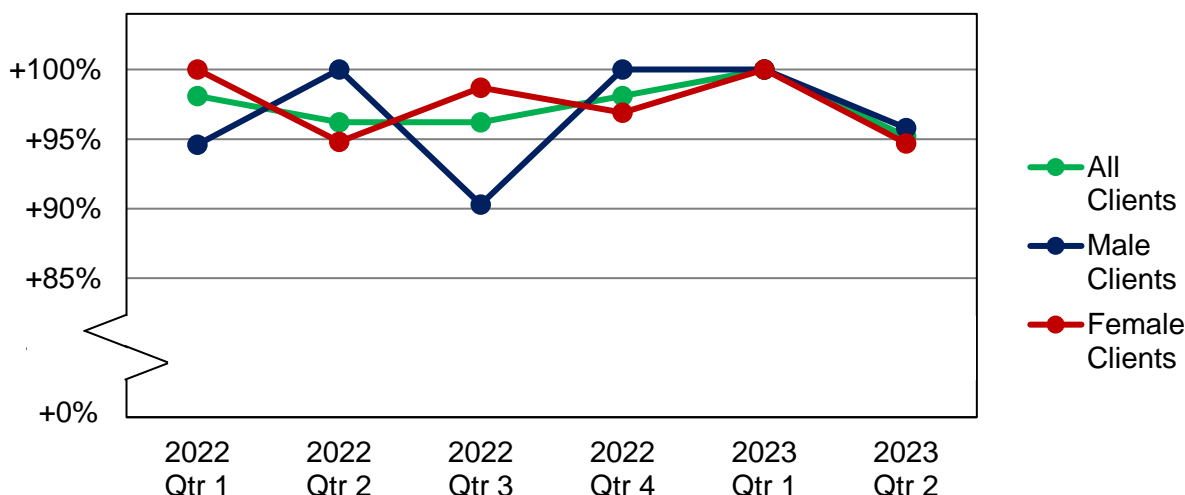
# PRESS RELEASE

## Civil Registration Service – Calapan Outlet Obtains +95.2 Percent Net Satisfaction Rating for the Second Quarter of 2023

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31 July 2023 – CALAPAN CITY. The net satisfaction rating (NSR) of the Civil Registration Service (CRS) - Calapan Outlet has reached +95.2 percent based on the results of the Customer Satisfaction Survey for the second quarter of 2023. The current quarter’s rating was 4.8 percentage points lower than its previous quarter’s NSR, and 1.0 percentage point lower than its NSR during the second quarter of the previous year.

**Figure 1. Clients’ Net Satisfaction Rating, CRS Calapan Outlet: First Quarter 2022 to Second Quarter 2023**



**Source:** Statistical Operations and Coordination Division - Philippine Statistics Authority Regional Statistical Service Office MIMAROPA, *Second Quarter 2023 Customer Satisfaction Survey*

The overall NSR among male clients during the second quarter of 2023 was at +95.8 percent. Rating given by female clients was lower at +94.7 percent NSR. Relative to the previous quarter, the overall satisfaction among male and female clients posted a decline by 4.2 percentage points and 5.3 percentage points, respectively. Likewise, a decrease in the overall satisfaction was also noted with respect to the second quarter of the previous year



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where NSR among males had 4.2 percentage points decrease, and NSR among female clients had a minimal 0.1 percentage point decrease.

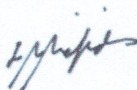
Among all performance indicators of CRS Calapan Outlet, clients were mostly impressed with its clean surroundings (NSR = +97.0%). This was closely followed by the availability of enough chairs (NSR = +96.2%), well-ventilation and comfort (NSR = +95.2%), clear, simple and easy to follow transaction procedures (NSR = +95.2%), and neatness of physical appearance of personnel (NSR = +95.2%). Meanwhile, prompt service was the least appealing from the clients at +87.7 percent NSR.

### Client's Acquisition of Civil Registry Documents

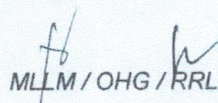
Birth Certificate was the most requested civil registry document as reported by more than seven out of ten or 71.6 percent of the total interviewed clients at the CRS outlet. This was followed by Certificate of No Marriage (18.6%), Marriage Certificate (8.8%), and Death Certificate (1.0%).

More than three in every ten total interviewed clients or 30.2 percent cited school requirements as their main reason in securing civil registry documents. Other common reasons indicated were local employment (28.3%), personal copy (12.3%), marriage (8.5%), and passport / travel (7.5%).

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 more than three in every four or 78.4 percent of interviewed clients with familiarity on alternative ways in getting documents. This was followed by walk-in requests via Local Civil Registrar Office, through SM Business Center, and using telephone (8737-1111).

  
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