



PRESS RELEASE

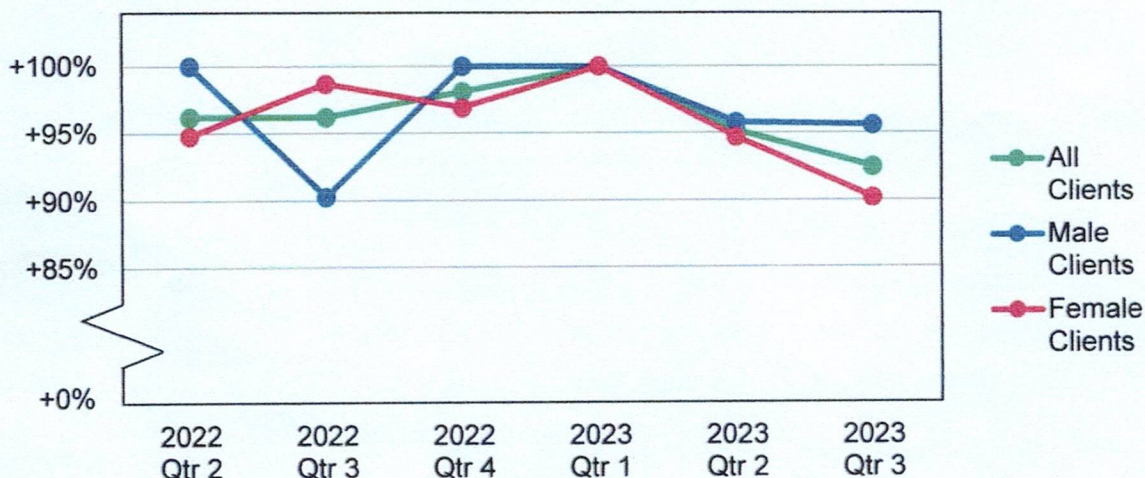
Civil Registration Service – Calapan Outlet Obtains +92.5 Percent Net Satisfaction Rating for the Third Quarter of 2023

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03 November 2023 – CALAPAN CITY. The net satisfaction rating (NSR) of the Civil Registration Service (CRS) - Calapan Outlet has reached +92.5 percent based on the results of the Customer Satisfaction Survey for the third quarter of 2023. The current quarter's rating was 2.7 percentage points lower than the second quarter's NSR of +95.2 percent, and 3.7 percentage points lower than its +96.2 percent NSR during the third quarter of 2022.

Figure 1. Clients' Net Satisfaction Rating, CRS Calapan Outlet: Second Quarter 2022 to Third 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 third quarter of 2023 was at +95.6 percent. Rating given by female clients was lower at +90.2 percent NSR. Relative to the previous quarter, the overall satisfaction among male and female clients posted a decline by 0.9 percentage point and 5.6 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 3.1 percentage points decrease, and NSR among female clients had a minimal 0.1 percentage point decrease.

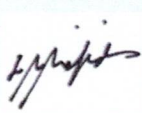
Among all performance indicators of CRS Calapan Outlet, clients were mostly impressed with the knowledgeable staff and clean surroundings each with NSR of +98.1% percent. This was closely followed by well-groomed staff (NSR = +97.2%), well-ventilation and comfort (NSR = +97.1%), courteous staff (NSR = +96.2%), and safety within the outlet's premises (NSR = +96.2%). Meanwhile, prompt service was the least appealing from the clients at +75.5 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 70.2 percent of the total interviewed clients at the CRS outlet. This was followed by Certificate of No Marriage (17.4%), Marriage Certificate (10.7%), and Death Certificate (1.7%).

Nearly two in every five of the interviewed clients or 39.8 percent cited local employment as their main reason in securing civil registry documents. Other common reasons indicated were school requirements (19.4%), claim benefits / loan (14.8%), passport / travel (8.3%), and overseas employment (6.5%).

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 was the response by clients who were aware and obtained such 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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MLLM / OHG / RRL