



REPUBLIC OF THE PHILIPPINES
PHILIPPINE STATISTICS AUTHORITY
Region II – Cagayan Valley

Customer Satisfaction Survey
CRS Tuguegarao City Outlet
Fourth Quarter 2021 Results

METHODOLOGY

The Customer Satisfaction Survey (CSS) is a quarterly undertaking of the Philippine Statistics Authority - Regional Statistical Services Office II (PSA-RSSO II) spearheaded by the Statistical Operation and Coordination Division (SOCD) in coordination with the Civil Registration and Administrative Division (CRASD). The CSS aims to gauge efficiency of existing processes in the front line services of PSA-RSSO II, the Civil Registration Service, Tuguegarao City Outlet (CRS-Tuguegarao). Particularly, CRS-Tuguegarao City Outlet caters the need of clients for civil registry documents such birth, marriage and death certificates including certificate of no marriage in security paper. Thus, this quarterly undertaking will help the office in employing and adopting strategies to improve the services rendered by employees of its private partner, UNISYS Corporation. Results of the CSS will also aid PSA-RSSO II in reviewing its existing rules and procedures including current set-up of its areas and facilities to meet customer satisfaction.

The need for updated results of the CSS is impetus due to growing number of CRS-Tuguegarao City Outlet clients during the last quarter of 2021 owing to relaxed health protocols as a result of decreasing COVID-19 cases across the region. Necessary adjustments must be in place in terms of the delivery of services to soothe the increasing volume of clients and this could only be possible by capturing their sentiments through the conduct of the CSS.

This survey was conducted on December 24, 27, 28, 29 and 31, 2021 between 7:00AM to 5:00PM through random procedure of providing questionnaires to the CRS walk-in clients.

Highlights of this narrative includes distribution of overall respondent's satisfaction, respondents profile viz-a-viz overall satisfaction, descriptive statistics of respondents profile and satisfaction level of CRS Tuguegarao City Outlet customers on various areas. Suggestions / comments were also collated and included in this report.

RESULTS AND DISCUSSION

The result of this CSS is collated from 106 questionnaires gathered during the five day period and processed to come up with the analysis of the Fourth Quarter 2021 clients' satisfaction level.

Satisfaction Level of CRS Tuguegarao City Outlet Customer Survey Respondents

Table 1. Distribution of overall satisfaction level of CRS survey respondents

Overall Satisfaction	Frequency	Percentage	Cumulative Percentage
5 - Highly Satisfied	88	83.0	83.0
4 - Satisfied	15	14.2	97.2
3 - Neutral	2	1.9	99.1
2 - Dissatisfied	0	0.0	99.1
1 - Highly Dissatisfied	1	0.9	100.0
Total	106	100.0	100.0



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