

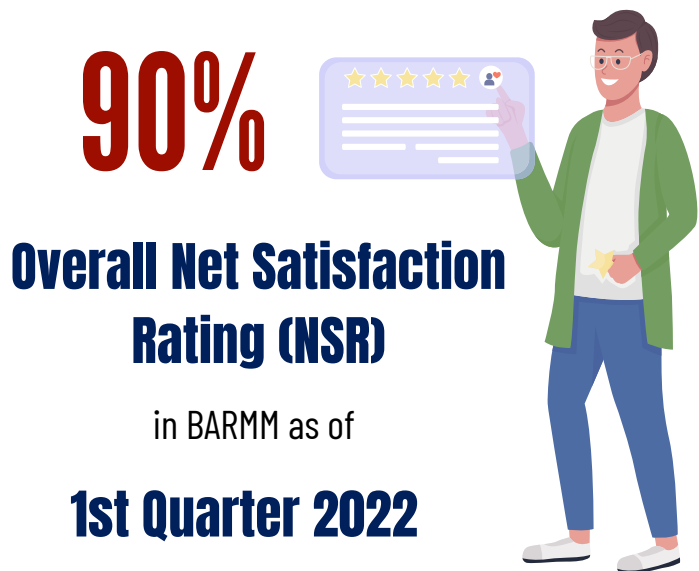


# CUSTOMER SATISFACTION SURVEY (1ST QUARTER 2022)

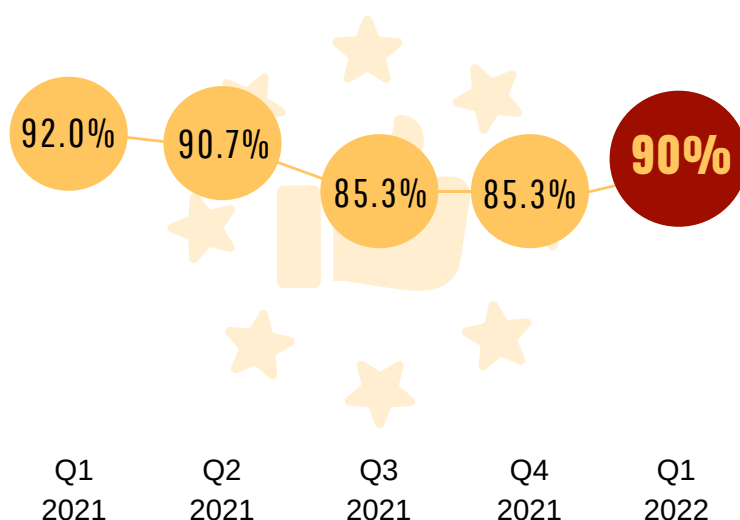


Date of Release: May 12, 2022

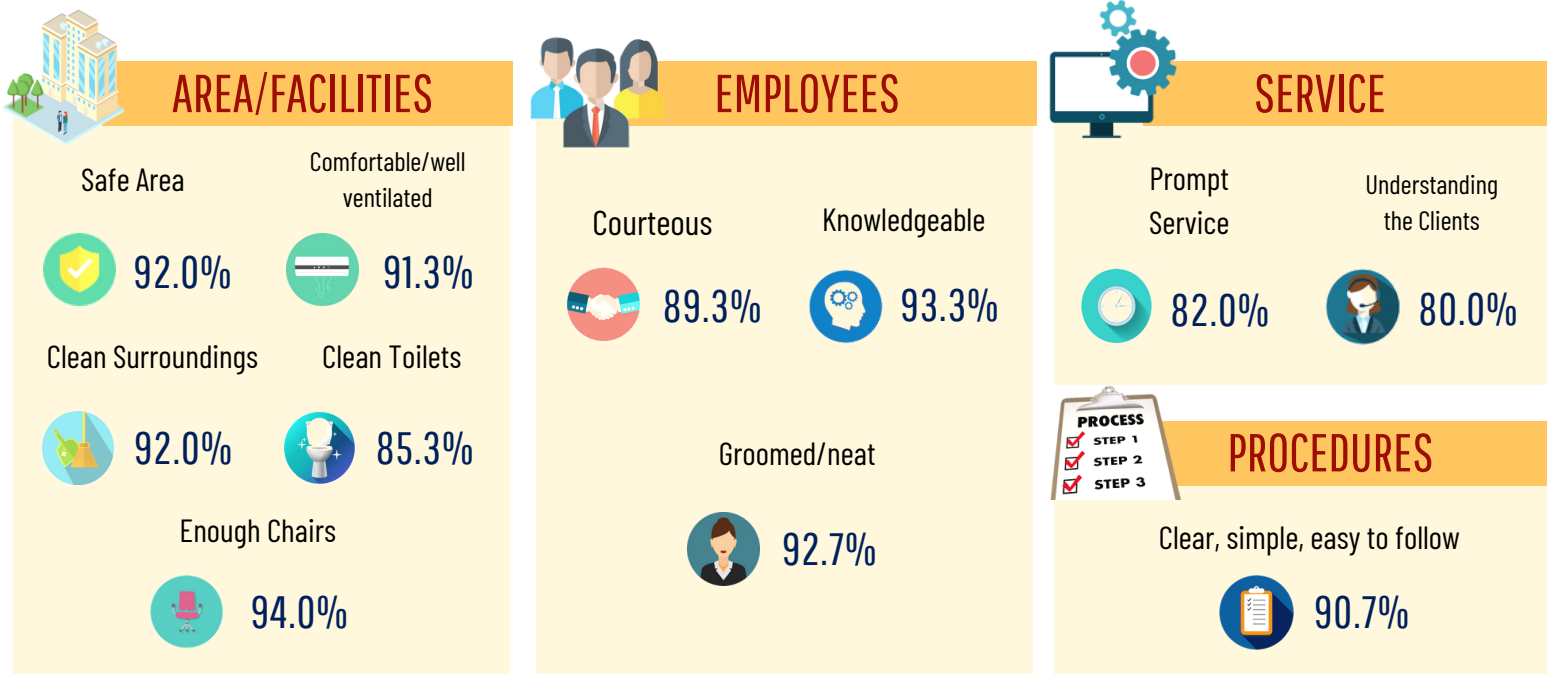
Reference No: IG-BARMM-22-013



QUARTERLY OVERALL NSR: Q1 2021 - Q1 2022



## Level of Customers' Net Satisfaction, by Category



### TECHNICAL NOTES:

#### Customer Satisfaction Survey

is a quarterly survey that is being conducted by the Philippine Statistics Authority. The survey aims to determine perceptions of clients in terms of their satisfaction with the civil registration services provided by PSA CRS Outlet, specifically on the issuance of copies of civil registry documents.

The CSS Self-Administered Questionnaire (SAQ) is designed to capture the satisfaction of the public on the delivery of services of civil registry through its CRS. The questions were specific on indicators of customer satisfaction in relation to services, employees, procedures, and area/facilities.

#### Satisfaction Rating

measured as the percentage of clients surveyed during the reference period who were either satisfied or very satisfied with Philippine Statistics Authority's civil registry services.

#### Net Satisfaction Rating

the difference between the proportion of satisfied clients and dissatisfied clients.