Analysis on acquisition of Philippine Civil Registry Documents and inclination towards paperless e-government

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Abstract. In the Philippines, the Civil Registry Documents (CRD) acquired from Philippine Statistics Authority (PSA) such as Birth Certificate, Marriage Certificate, Certificate of No Marriage and Death Certificate are being used as one of the requirements in different transactions in academics, government, travel, employment, religious matters and other transactions (e.g. proof of identification, Title/Career advancement, etc.). The current acquisition ways of these Civil Registry Documents are through online, PSA Office, Travel Agency/Courier Company and Satellite/Mobile PSA Office. In this study, the different acquisition ways of Civil Registry Documents are analyzed through service blueprint. Furthermore, a survey was conducted to determine the satisfaction rate and preferences of the CRD acquirers and was analyzed through crosstabulations. With the help of the analyzed Service Blueprints, the possible problems that arises on each process of acquisition were identified. This paper proposed an instant, electronic (involves bar coding/QR code/Reference number), paperless and less time-consuming substitute to the existing ways of acquiring Civil Registry Documents.

1. Introduction

1.1. Background

The power of the internet and web technologies has been clearly established in business, as epitomized by the enormous success of electronic commerce [1]. Technology lets people reap beneficial things interdependently. E-government as one of the subcategory of information technology, made it possible for the governments to provide the information and services efficiently as quickly and as less costly as possible through the use of modern information technology [2]. E-government is a strong and strategic tool for governance policy, as well as for improving the efficiency and effectiveness of government functions and to propel regularizations. All agencies must manage the challenges and tensions they encounter [3]. E-government also offers improved quality of information supply and fewer administrative burdens [4].

In Taiwan, every administrative agency or unit has its own website. Taiwanese people's lives currently appear to have been more convenient than before due to these well-developed web services. While, in South Korea the government is improving to a partnership-based framework whereas the government together with its citizens are working beyond bilateral participation. This was deemed necessary since demands are also increasing for e-government services to comply with the constant influences in the interactive services on social networks [5].

The utilization of Information and Communication Technology (ICT) by the government units has generated valuable improvements in the offer of public services being provided by the different levels
of governments to their citizens [6]. However, not all countries have the same success stories since the success adoption of e-government contingent upon citizens’ trust and their willingness to use it [7].

The entire business world has been revolutionized by the Information Communication Technologies (ICTs). These ICTs could bestow potent strategic and tactical aids which, if used properly could pave ways to great gains in upholding organizations competitiveness. The airline industry in particular has adapted an ICTs dependency since most of airline activities are reliant of them [8]. Airline industries are gradually resorting to the internet because of its ability to acquire information, for the provision of electronic/paperless, for showing the pricing and its values incorporated with it, self-booking functions, and the extensive marketing advantages it provides [9].

However, the increasing developments, growth and consumption of goods and services in the Asia region, where economies are combination of developed and developing ones, is one of the results of the factors to blame for the upsurge of municipal solid waste generation [10]. One of the major fractions of municipal solid wastes produced all across the world is paper waste, Though, most of the paper wastes could be reprocessed in pulp and paper mills but the quality of remanufactured paper is less than the virgin pulp and the incur of transportation costs make the recycling of paper alternative uneconomic [11]. According to an article on waste management, in the year 2009 it was recorded that among the 15 Asian countries studied, Philippines is the fifth country with the most paper waste composition based on percent wet weight and that the Philippines has 0.3-0.7 kg/capita/day waste generation [10].

Every citizen interacts with his or her government numerous times to avail services. The registration of births, requesting of child support, asking for identity documents, and reliance on the government for education and health, to open businesses, buy houses, and assistance during unemployment application for employments [12]. Furthermore, it was also indicated on the same study that there are three steps involved whenever a citizen requests for service. First, the data are being collected through interfaces between the government and the citizen. It is emphasized that the typical data being required are the data being used to identify the citizen and the service details. After then, the government keeps the data on databases and the data undergo processing and analyses if needed. Lastly, the data then are being used to provide services to citizens. These data are being examined to make decisions on the applications and convey the decisions to the citizens [12].

1.2. Scope

This study is within the following measures: Filipino survey respondents who can access the online survey; Civil Registry Documents acquisition from the Philippines Statistic Authority only and do not include acquisition from the Local Registries nor NSO (National Statistics Office); the process-mapping using Service Blueprint was based on the data given by the interviewed respondents (customer perspective); the creation of the Civil Registry Document database for the paperless electronic system is not included in this study; and the actual implementation of the paperless electronic system for acquiring Civil Registry Documents is beyond the scope of this study.

1.3. Objectives and motivation of the study

In this study, it is being aimed to: Identify the different ways of acquiring Civil Registry Document; Determine if the respondents are satisfied on the identified ways of acquiring Civil Registry Documents; Propose ways to improve the current system of acquiring Civil Registry Documents; Propose a paperless electronic acquisition workflow of Civil Registry Documents that does not have waiting time and does not involve queueing in line; and Identify if the respondents are inclined towards paperless and reference-code led CRD acquisition.

This study aimed to be beneficial for the Filipino citizens who are acquiring Civil Registry Documents from Philippine Statistics Authority and for the organizations and companies requiring Civil Registry Documents as one of their requirements on their transactions. It aimed to propose an easier, efficient and more environmentally inclined way of acquiring and submitting Civil Registry Documents.
1.4. Civil Registry Documents (CRD)
The Civil Registry Documents are the documents that serve as records for different data such as but not limited to birth, marriage or death of a person.

1.4.1. Birth certificate
It is a Civil Registry document containing particular birth details of a person including his/her birthplace, birthdate and time, parents and parents’ occupation.

1.4.2. Marriage certificate
It is a document that shows social union or a legal contract between people that creates kinship. Such a union, often formalized via a wedding ceremony, may also be called matrimony. A general definition of marriage is that it is a social contract between two individuals that unites their lives legally, economically and emotionally [13].

1.4.3. Death certificate
It is the official document entailing details relating to a dead person, including the name of the individual, the date of birth and the date of death is called a Death Certificate [13].

1.4.4. CENOMAR. a.k.a. certificate of no marriage
As described in the Philippine Statistics Authority site, a CENOMAR is a certification issued by the PSA that states that a person has not contracted any marriage. It is also called as a Certificate of No Record of Marriage or Certificate of Singleness [13].

1.5. Organizations and companies requiring Civil Registry Documents on their transactions and/or applications
In the Philippines, there are numerous organizations and companies using the Civil Registry Documents as one of the requirements in their transactions/applications [14]. In this study, these organizations/companies were categorized into the following groups: Government; Academic Employment; Travel Agencies & Embassies; Religious; and other Organizations such as involving Title/Career Advancement.

1.6. Factors in service satisfaction
Five factors are defined in this study with regards to service/product satisfaction and in relation to previous studies. Also, these factors will be addressed through paperless electronic system of Civil Registry Documents.

1.6.1. Convenience
The concept of convenience has become progressively more significant to consumers, especially in a context of adoption of Information and Communication Technology (ICT). [13] In the Civil Registry document acquirement, convenience may include the following: easy acquirement, less effort to exhaust in acquiring CRD, good facilities, availability & accessibility of locations.

1.6.2. Dependability
Dependability is to ensure that systems will deliver the expected services to its users. In order to ensure the dependability of large safety-critical systems. In the past several decades, a significant amount of attention has been devoted to the dependability assessment of safety critical control systems from some perspectives such as reliability, availability, safety, and security [16].

1.6.3. Environmental Sustainability (En)
There was a study conducted that showed that the best practices which have the most positive impact on Environmental Sustainability (En). From that it was found out that the practices such as material
saving, energy saving, use of cleaner technologies, and less resources consumption have a direct and positive impact on the improvement of environmental performance [17].

1.6.4. Price
The price for Civil Registry Documents varies depending on what way of acquirement the Civil Registry Documents are acquired. Service quality illuminates the mechanisms through which service quality is associated with price perception of service [18].

1.6.5. Timeliness
In this study, the service provided in the acquirement of Civil Registry Documents involve speed of service, queueing time, waiting time and delivery Lead time.

2. Methodology
2.1. Survey & IBM® SPSS® Statistics v.20
An online survey form was created through Google Docs. A link for the said survey was distributed to 246 respondents to answer. Four-point scale was used, from 1 ‘strongly disagree/dissatisfied’ to 4 ‘strongly agree/satisfied’. The created survey aimed to get information regarding frequency, purposes, insights, experiences, preferences and suggestions of the respondents with regards to the acquirement of Civil Registry Documents. It is also aimed in the survey to measure the likelihood of interest towards paperless and reference-code led acquisition of Civil Registry Documents. The acquired data from the survey were analyzed through IBM® SPSS® Statistics v.20.

2.2. Service Blueprint (SB)
The succeeding service blueprints shows the mapped process of different ways on acquiring Civil Registry Documents.

2.2.1. Online process
As shown on the Online CRD Acquirement SB, the acquirement of Civil Registry Documents through Online involves accessing the website which is the www.psaserbilis.com.ph, filling-up of the online form, paying for the requested Civil Registry Documents and waiting for the delivery which takes 3-7 days.

When, visiting www.psaserbilis.com.ph, a window would pop-up once you enter the site that says the details regarding payment. First to be filled out is the contact and delivery information form, followed by choosing which CRD/s to purchase. Then, questions will be asked pertaining to previous transactions as well as corrections done on the Civil Registry Document being requested. Personal details are then asked to be filled out. Then after submitting, summary of details window will pop up and for confirmation of the indicated details. Then, an acknowledgement window will open. This entails the batch request number and the payment and delivery instructions. On the right portion of the window, options will be provided on how the transaction will be paid. The transaction can be paid through partner payment centers and banks.

There is one inconvenient waiting point W1 as shown in Figure 1 whereas the CRD acquirer needs to wait for the lead time of the delivery and two failure points as shown on F1 and F2 whereas an error might occur if the CRD acquirer filled out the form incorrectly as well as for the payment of the requested CRD through payment centers/online payment channels.
2.2.2. **Walk-in on PSA office process**

As shown in the Walk-in on PSA Office service blueprint, the acquirement of the Civil Registry documents through walking-in at Philippine Statistics Authority (PSA) Office involves visiting the PSA Office, queuing in line, filling up form, submitting the form, paying for the requested Civil Registry Document to the Cashier and claiming the requested Civil Registry Document from the Releasing section or the requested document will be delivered to the specified address of the requestor if the requestor does not wish to wait for 4-5 hours to get the document on the same day it was requested. The delivery would take 3-7 days.

Furthermore, some of the respondents/interviewees have indicated that some of PSA authority/personnel verifies the valid ID, asks the relationship of the owner of the Civil Registry Document with the requestor and asks authorization letter and additional documents if not directly related to the owner of the Civil Registry Document.

There are two inconvenient waiting points W2 & W3 as shown in Figure 2, whereas the CRD acquirer needs to wait in queue until its number is called out and to wait for the lead time of the delivery and failure points F3, F4 and F5 whereas the CRD acquirer needs to utilize a paper from the queue machine, an error might occur in filling out the form as well as the payment for the requested CRD through payment centers/online payment channels.

![Figure 2. Current walk-in on PSA office process in acquiring CRD.](image-url)
2.2.3. Travel agency/courier company process.
As shown on the Travel Agency/Courier Company service blueprint, the acquirement of Civil Registry Documents through Travel Agency/Courier Company involves visiting the travel agency office, providing details by filling-up form, paying the fee to the office or partner payment centers and delivery of the document to the address provided within 3-5 days.

There are two inconvenient waiting points W4 & W5 as shown in Figure 3, whereas the CRD Acquirer needs to wait in line until its queueing number is called out and CRD acquirer needs to wait for the lead time of the delivery and failure points F6, F7 and F8 whereas the CRD acquirer needs to utilize a paper from the queue machine, an error might occur in filling out the form as well as for the payment of the requested CRD through payment centers/online payment channels.

![Figure 3. Current travel agency/courier company process in acquiring CRD.](image)

2.2.4. Satellite/mobile/roaming PSA office.
As shown on the Satellite/Mobile PSA Office service blueprint, the acquirement of Civil Registry Documents through Satellite/Mobile PSA Office involves visiting Satellite/Mobile PSA Office, provide details through filling up the form, paying the fee through the Satellite/Mobile PSA Office or through online or partner payment centers, and picking up of the document on the date specified by the Satellite/Mobile PSA Office or the delivery of the document to the address provided within 3-7 days. Note: Documents requested from Satellite/Mobile PSA Office can’t be claimed on the same day these documents were requested.

There are three inconvenient waiting points W6, W7 & W8 as shown in Figure 4, whereas the CRD Acquirer needs to wait in line until its queueing number is called out and CRD acquirer needs to wait for the lead time of the delivery/pickup availability of the CRD and failure points F9, F10 and F11 whereas the CRD acquirer needs to utilize a paper from the queue machine, an error might occur in filling out the form as well as the paying of the requested CRD through payment centers/online payment channels.
2.2.5. **Summary of service blueprints possible failure and waiting points.**

As shown in Table 1, in total, there are 11 failure points and 8 waiting points identified on the current ways of acquiring CRD.

| Possible Failure Pt | Category               | Waiting Pt | Category       |
|---------------------|------------------------|------------|----------------|
| **Online**          |                        |            |                |
| F1                  | Error Form Fill-up     | W1         | Delivery Leadtime |
| F2                  | Error Payment          |            |                |
| **Walk-in on PSA Office** |                    |            |                |
| F3                  | Usage of Paper Queue No.| W2         | Queue Line     |
| F4                  | Error Form Fill-up     | W3         | Delivery Leadtime |
| F5                  | Error Payment          |            |                |
| **Travel Agency/Courier Company** |               |            |                |
| F6                  | Usage of Paper Queue No.| W4         | Queue Line     |
| F7                  | Error Form Fill-up     | W5         | Delivery Leadtime |
| F8                  | Error Payment          |            |                |
| **Satellite/Mobile/Roaming PSA** |                 |            |                |
| F9                  | Usage of Paper Queue No.| W6         | Queue Line     |
| F10                 | Error Form Fill-up     | W7         | Release of CRD |
| F11                 | Error payment          | W8         | Delivery Leadtime |

3. **Results**

3.1. **Proposed process flow for acquiring CRD**

In line with the identified failure points from the Service Blueprints of each process, in this section acquiring of Civil Registry Documents is plotted into a process flow that the process would become paperless and would utilize reference codes such as bar codes, QR codes and Reference codes. The process was patterned on how a boarding pass is being acquired nowadays. This aims to eliminate the identified failure points namely: Error Fill-up Form and Usage of Paper Queue. Also, it is being highlighted on the service blueprint that the waiting points involving queueing lines, pick-availability and delivery lead time will be eliminated as well. This process involves three entities namely: Civil Registry Document Database (storage that will keep copies of all the CRDs), User (individual that
acquires the CRD/s from the CRD Database and/or submits its acquired CRD/s to the receiver for various purposes, and Receiver (organization/company whom the User submits its acquired CRD/s). The proposed service blueprint is divided into two: Acquisition and Submission Downloading Process as shown on Figures 5 and 6.

Figure 5. Proposed acquirement process of CRD.

Figure 6. Proposed submission and downloading process of CRD.
3.2. Respondents demographics and technology dependency effect on PSA satisfaction rating and preference for paperless and reference code system of acquiring CRD

In order to evaluate the relationship between the Age group, location, employment status and technology dependency effect on PSA Satisfaction Rating and Preference for paperless and reference code system of acquiring CRD, ANOVA test has been performed. The results are as shown on Table 2. The following were assessed based on respective ranges and descriptive scales: age range (21-40 and 41-60 years old), location (urban, rural and international), employment status (employed, unemployed and student) and technology dependency (neutral, somehow dependent and highly dependent).

Table 2. ANOVA results to examine effects of respondent’s demographics towards satisfaction on current process & preferences on paperless and reference code system.

| Survey Respondents Demographics | Service Satisfaction and Preference for Change |  |
|----------------------------------|-----------------------------------------------|---|
|                                  | Current Process Satisfaction Rating Mean P-value | Change to Paperless System Preference Mean P-value | Change to Ref. Code System Preference Mean P-value |
| Age                               |                                              |                                              |                                              |
| 21-40                            | 2.08 **0.13**                                | 3.36 **0.11**                                | 3.45 **0.51**                                |
| 41-60                            | 1.94                                        | 3.3                                          | 3.39                                        |
| Location                          |                                              |                                              |                                              |
| Urban Philippines                | 2.05 *0.04**                                | 3.37 **0.27**                                | 3.53 **0.00**                                |
| Rural Philippines                | 2.04                                        | 3.24 **0.00**                                | 3.21                                        |
| International                    | 2.27                                        | 3.67 **0.00**                                | 3.47                                        |
| Employment Status                |                                              |                                              |                                              |
| Employed                         | 2.03 *0.00**                                | 3.36 **0.00**                                | 3.44 **0.75**                                |
| Unemployed                        | 2.29                                        | 3.39 **0.00**                                | 3.39                                        |
| Student                          | 2.04                                        | 3.12                                         | 3.56                                        |
| Technology Dependency            |                                              |                                              |                                              |
| Neutral                          | 2.18                                        | 3.05                                         | 3.24                                        |
| Somehow Dependent                | 2.12 *0.00**                                | 3.45 **0.00**                                | 3.46 **0.00**                                |
| Highly Dependent                 | 1.8                                         | 3.4                                          | 3.61                                        |

*Significant (p<0.05)
**Not significant (p >0.05)

3.3. Respondents experience effect on PSA satisfaction rating and preference for paperless and reference code system of acquiring CRD

In order to evaluate the relationship between the Acquirement way, purpose of acquirement and factors in service satisfaction effect on PSA Satisfaction Rating and Preference for paperless and reference code system of acquiring CRD, ANOVA test has been performed. The results are as shown on Table 3. The following were assessed based on respective ranges and descriptive scales: acquirement way (online, walk-in on PSA Office, Travel Agency/Courier company and Satellite/Mobile/Roaming PSA Office), purpose of acquirement (academic, employment, government, religious and travel), factors in service satisfaction (convenience, dependability, environmental sustainability, price and timeliness).
### Table 3. ANOVA results to examine effects of respondent’s experience towards satisfaction on current process & preferences on paperless and reference code system.

| Variable                              | Current Process Satisfaction Rating | Change to Paperless System Preference | Change to Ref. Code System Preference |
|---------------------------------------|------------------------------------|--------------------------------------|---------------------------------------|
|                                       | Mean                               | P-value                              | Mean                                 | P-value  | Mean                           | P-value  |
| Acquirement Way                       |                                    |                                     |                                       |          |                                |          |
| Online                                | 2.13                               | 0.00*                                | 3.39                                 | 0.10**   | 3.53                           | 0.00*    |
| Walk-in on PSA Office                 | 2.12                               | 0.14**                               | 3.28                                 | 0.06**   | 3.39                           | 0.00*    |
| Travel Agency/Courier Company         | 1.52                               | 0.00*                                | 3.28                                 | 0.17**   | 3.56                           | 0.63**   |
| Satellite/Mobile/Roaming PSA Office   | 2.02                               | 0.00*                                | 2.93                                 | 0.00*    | 3.09                           | 0.00*    |
| Purpose of Acquisition                |                                    |                                     |                                       |          |                                |          |
| Academic                              | 2.31                               | 0.00*                                | 3.51                                 | 0.07**   | 3.57                           | 0.02*    |
| Employment                            | 2.21                               | 0.00*                                | 3.35                                 | 0.03*    | 3.47                           | 0.01*    |
| Government                            | 2.12                               | 0.07**                               | 3.39                                 | 0.08**   | 3.49                           | 0.01*    |
| Religious                             | 2.12                               | 0.00*                                | 3.23                                 | 0.00*    | 3.23                           | 0.03*    |
| Travel                                | 2.33                               | 0.16**                               | 3.28                                 | 0.03*    | 3.4                            | 0.04*    |
| Factors in Service Satisfaction       |                                    |                                     |                                       |          |                                |          |
| Convenience                           | 1.86                               | 0.00*                                | 3.27                                 | 0.09**   | 3.44                           | 0.02*    |
| Dependability                         | 1.85                               | 0.04*                                | 3.52                                 | 0.01*    | 3.55                           | 0.00*    |
| Environmental sustainability          | 1.99                               | 0.00*                                | 3.46                                 | 0.07**   | 3.59                           | 0.00*    |
| Price                                 | 2.16                               | 0.00*                                | 3.19                                 | 0.01*    | 3.41                           | 0.16**   |
| Timeliness                            | 2.14                               | 0.00*                                | 3.39                                 | 0.01*    | 3.49                           | 0.04*    |

*Significant (p<0.05)  
**Not significant (p >0.05)

The ANOVA tests done have shown that age and location significantly affect the satisfaction rate for the current process as well as for the preference for reference code system. While, employment status significantly affects the satisfaction rate for the current process and the preference for paperless system. But the technology dependency has shown that it significantly affects the satisfaction for the current process and preference for both paperless and reference code system.

While, in terms of respondents’ experience on acquiring CRD, the ANOVA test shows that all are statistically significant affecting the current process satisfaction rating except for acqurement of CRD thru walk-in on PSA Office and government & travel as purpose of acquirement. While, for preference for paperless, all are significantly affecting the preference to change into paperless system except acquiring CRD through online, walk-in on PSA Office and Satellite/Roaming PSA Office, having academic and government as purpose of acquirement and convenience as factor in service satisfaction. And lastly for preference to change into reference code system, all variables are significant except acquiring the CRD thru travel agency/courier company and having the factor of price in service satisfaction.

### 3.4. Current process rating effect on preference for paperless and reference code system

As shown on the Tables 4 and 5, the preference for paperless and reference code system is significantly affected by the satisfaction rating on the current process.
Table 4. Result of preference for paperless system and current process rating.

| Factor                | Mean | Std. Dev | F     | P-value |
|-----------------------|------|----------|-------|---------|
| Strongly Disagree (SD)| 3.5  | 5.20     |       |         |
| Disagree (D)          | 14.25| 10.78    |       |         |
| Agree (A)             | 23.5 | 12.07    |       |         |
| Strongly Agree (SA)   | 55   | 20.12    |       |         |

*Significant (p<0.05)
**Not significant (p >0.05)

Table 5. Result of preference for reference code and current process rating.

| Factor                | Mean | Std. Dev | F     | P-value |
|-----------------------|------|----------|-------|---------|
| Strongly Disagree (SD)| 1    | 2        |       |         |
| Disagree (D)          | 3.12 | 6.24     |       |         |
| Agree (A)             | 12.26| 24.53    |       |         |
| Strongly Agree (SA)   | 9.68 | 19.36    |       |         |

*Significant (p<0.05)
**Not significant (p >0.05)

4. Discussion

This study assessed the current acquirement processes of Civil Registry Documents, summarized into service blueprints and identified the failure and waiting points in the process. The service blueprints served as instruments in providing structured way of showing the process, provided a base for reference [19], implied that service is a complex relationship between human, product and process [20] and identified opportunities for improvement [21]. From the identified 11 failure points and 8 waiting points, a new process was proposed involving paperless and utilization of reference codes in an electronic system for a more efficient acquisition way [22]. This process involves three entities namely: Civil Registry Document Database, User and Receiver. The proposed service blueprint is divided into two: Acquirement and Submission Downloading Process. There has been published literature indicating that the Philippine government is brewing its EGMP plan (E-Government Master Plan) that is being crafted by Department of Information and Communications Technology (DICT). The EGMP aims to integrate Information and Communication Technologies on the whole government including institutions, agencies, processes, resources, and policies [22] which makes the proposed new process viable since it is inclined towards e-government implementation of acquiring CRD in the Philippines. Furthermore as perceived in related studies, going paperless is a means of improving operational efficiency [24], whereas the business sector has seen benefits on making use of technological advancements [25].

On previous study, the components of negative customer interaction were explored [26]. With regards to that previous study, it was determined in this research that after evaluation of survey results, the majority of the survey respondents are not satisfied with the current processes of acquiring Civil Registry Documents and have asserted interests towards the paperless and reference code system of acquiring CRD. This was done in line with the related literatures that explores the influencing factors regarding e-government implementation [27] as well as the key stakeholders’ roles in driving effective implementation within public sectors [28] and for promoting sustainability in the downstream supply chain practices especially in the developing countries [29].
5. Conclusion
An assessment was conducted to evaluate the current processes of acquiring Civil Registry Documents in the Philippines using mapping of the processes into Service Blueprint. The assessment showed the failure and waiting points of the current processes. From that identification of failure and waiting points, a proposed process was shown that involves paperless way of acquiring Civil Registry Documents through the use of reference codes concept.

Also, done in this study is a survey to 246 respondents that aimed to capture their experience in acquiring Civil Registry Documents, satisfaction on the current process and preferences towards paperless and reference code system of acquiring CRD. From this, it is concluded that generally, the experience of the respondents in acquiring Civil Registry Documents has led to the poor current service satisfaction ratings. Furthermore, the dissatisfaction on the current processes of acquiring CRD has statistically been proven that it has paved the inclination of the respondents towards the paperless and reference-code led acquisition of CRD.

This study can serve as guide for researchers aiming to gain knowledge on the processes of acquiring Civil Registry Documents in the Philippines. Moreover, this can serve as driver towards identification of possibilities of adapting e-government for the improvement of satisfaction as well as efficiency on the government services. Further studies could involve the application of this paperless and reference-code concept on Academic Records (e.g. Transcript of Records, Certificate of Graduation and etc.) and Hospital Records (e.g. Laboratory Results, Medicine Prescription and etc.) to eliminate/minimize the usage of paper on those documents. Thus, it is recommended to include risk analysis on further studies.

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