

# CLIENT SATISFACTION MEASUREMENT

## First Quarter 2024

PSA MIMAROPA CENSUS-SERBILIS OUTLETS

Reference No. 2024-IG-33



# +95.9%

## OVERALL NET SATISFACTION RATING (NSR)

### OVERALL NET SATISFACTION RATING BY OUTLET LOCATION



CALAPAN CITY



PUERTO PRINCESA CITY



ODIONGAN

### NET SATISFACTION RATING BY SERVICE QUALITY DIMENSIONS



RESPONSIVENESS

**+94.3%**



RELIABILITY

**+99.0%**



ACCESS/FACILITIES

**+96.9%**



COMMUNICATION

**+96.4%**



COST

**+95.6%**



INTEGRITY

**+94.1%**



ASSURANCE

**+95.7%**



OUTCOME

**+96.1%**



CLEAN SURROUNDINGS

**+96.9%**



CLEAN RESTROOMS

**+96.1%**



SAFE

**+96.8%**



COMFORTABLE/ VENTILATED

**+96.7%**



ENOUGH CHAIRS

**+95.9%**



LACTATING ROOM

**+95.2%**

### NET SATISFACTION RATING BY SERVICES AVAILED BY CLIENTS



Birth (Copy Issuance)	96.2%
Marriage (Copy Issuance)	100.0%
Marriage (Authentication)	100.0%
Death (Copy Issuance)	100.0%
CENOMAR/CEMAR (Certification)	90.0%

Source: Philippine Statistics Authority, MIMAROPA Region, First Quarter 2024 Client Satisfaction Measurement



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