

CLIENT SATISFACTION MEASUREMENT

Second Quarter 2024

PSA MIMAROPA CENSUS-SERBILIS OUTLETS

Reference No. 2024-IG-94



+95.1%

OVERALL NET SATISFACTION RATING

OVERALL NET SATISFACTION RATING BY OUTLET LOCATION



CALAPAN CITY



PUERTO PRINCESA CITY



ODIONGAN

NET SATISFACTION RATING BY SERVICE QUALITY DIMENSIONS



RESPONSIVENESS

+92.5%



RELIABILITY

+97.1%



ACCESS/FACILITIES

+96.6%



COMMUNICATION

+97.6%



COST

+98.5%



INTEGRITY

+96.9%



ASSURANCE

+98.1%



OUTCOME

+97.2%



CLEAN SURROUNDINGS

+97.2%



CLEAN RESTROOMS

+97.8%



SAFE

+97.9%



COMFORTABLE/ VENTILATED

+98.2%



ENOUGH CHAIRS

+97.5%



LACTATING ROOM

+98.0%

NET SATISFACTION RATING BY SERVICES AVAILED BY CLIENTS



Birth (Copy Issuance)	+95.5%
Birth (Authentication)	+100.0%
Marriage (Copy Issuance)	+90.3%
Death (Copy Issuance)	+100.0%
Death (Viewable Online)	+100.0%
CENOMAR/CEMAR (Certification)	+100.0%

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



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