

# CLIENT SATISFACTION MEASUREMENT FOURTH QUARTER 2023

PSA MIMAROPA CENSUS-SERBILIS OUTLETS

Reference No. 2024-IG-15



# +97.6%

## OVERALL NET SATISFACTION RATING (NSR)

### NET SATISFACTION RATING BY SERVICE QUALITY DIMENSIONS



**RESPONSIVENESS**  
**+97.8%**



**RELIABILITY**  
**+98.8%**



**ACCESS/FACILITIES**  
**+98.1%**



**COMMUNICATION**  
**+98.3%**



**COST**  
**+98.3%**



**INTEGRITY**  
**+98.3%**



**ASSURANCE**  
**+99.0%**



**OUTCOME**  
**+98.8%**



**CLEAN  
SURROUNDINGS**  
**+98.6%**



**CLEAN  
RESTROOMS**  
**+98.5%**



**SAFE**  
**+98.6%**



**COMFORTABLE/  
VENTILATED**  
**+99.0%**



**ENOUGH  
CHAIRS**  
**+98.5%**



**LACTATING  
ROOM**  
**+98.1%**

### NET SATISFACTION RATING BY SERVICES AVAILED BY CLIENTS



Birth (Copy Issuance)	97.0%
Marriage (Copy Issuance)	100.0%
Marriage (Authentication)	100.0%
Death (Copy Issuance)	100.0%
Death (Viewable Online)	100.0%
CENOMAR/CEMAR (Certification)	100.0%
CENOMAR/CEMAR (DocPrint)	100.0%

Source: Philippine Statistics Authority, MIMAROPA Region, Fourth Quarter 2023 Client Satisfaction Measurement



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