

CLIENT SATISFACTION MEASUREMENT THIRD QUARTER 2024

PSA MIMAROPA CENSUS-SERBILIS OUTLETS

Reference No. 2024-IG-105



+98.7%

OVERALL SATISFACTION RATING

OVERALL SATISFACTION OF CLIENTS BY OUTLET LOCATION



OVERALL SATISFACTION RATING BY SERVICE QUALITY DIMENSIONS



OVERALL SATISFACTION OF CLIENTS BY SERVICES AVAILED



Birth (Copy Issuance)	+98.9%
Birth (Authentication)	+81.3%
Birth (Viewable Online)	+100.0%
Birth (DocPrint)	+100.0%
Marriage (Copy Issuance)	+100.0%
Marriage (Authentication)	+100.0%
Death (Copy Issuance)	+100.0%
CENOMAR/CEMAR (Certification)	+98.0%
CENOMAR/CEMAR (DocPrint)	+100.0%

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



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