

# CLIENT SATISFACTION MEASUREMENT

## Second Quarter 2025

PSA MIMAROPA CENSUS-SERBILIS OUTLETS

Reference No. 2025-IG-83



# 96.1%

## OVERALL SATISFACTION RATING

### OVERALL SATISFACTION OF CLIENTS BY OUTLET LOCATION

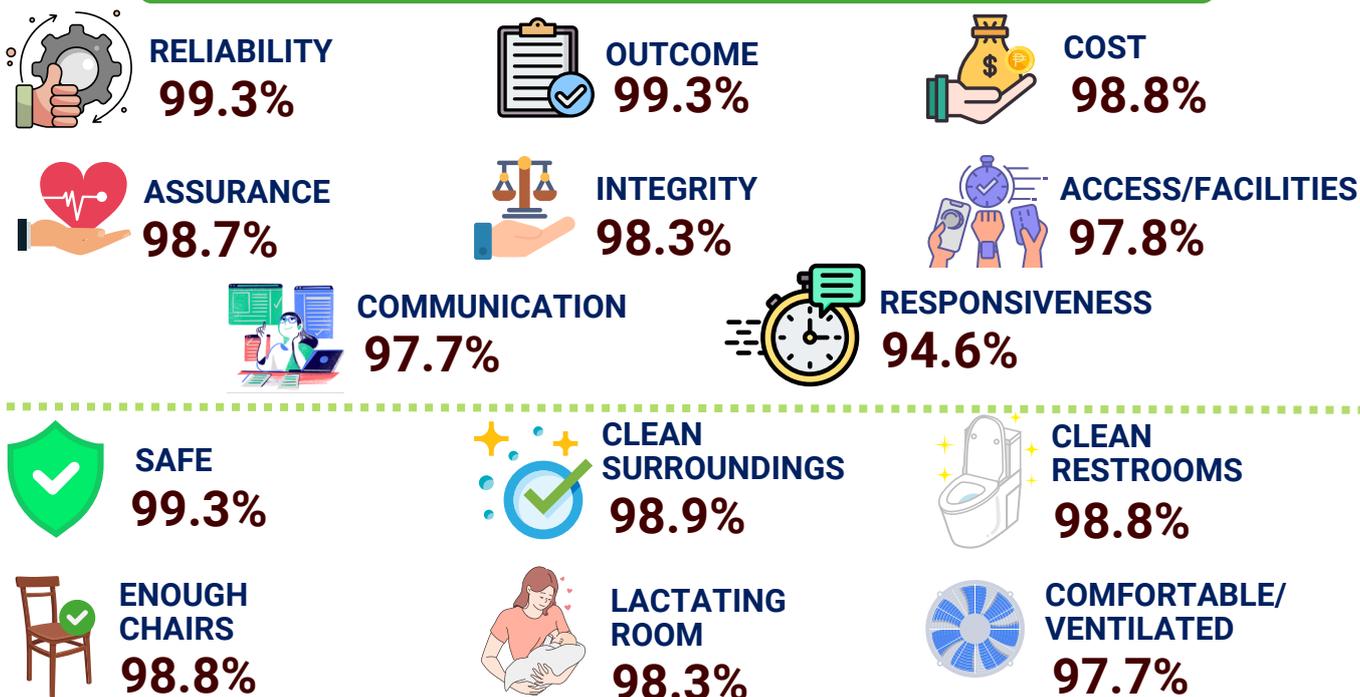


### OVERALL SATISFACTION RATING BY SERVICES AVAILED



Birth (Copy Issuance)	+95.8%
Marriage (Copy Issuance)	+91.0%
Marriage (Authentication)	+100.0%
Death (Copy Issuance)	+100.0%
CENOMAR/CEMAR (Certification)	+97.4%
CENOMAR/CEMAR (Viewable Online)	+100.0%

### LEVEL OF SATISFACTION BY SERVICE QUALITY DIMENSIONS



Source: Philippine Statistics Authority, MIMAROPA Region, Second Quarter 2025 Client Satisfaction Measurement



REPUBLIC OF THE PHILIPPINES  
PHILIPPINE STATISTICS AUTHORITY  
REGIONAL STATISTICAL SERVICES OFFICE MIMAROPA



rssomimaropa@psa.gov.ph  
rssomimaropasocd@psa.gov.ph



www.psa.gov.ph



(43) 470-0598  
(43) 286-7491