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

**Client Satisfaction Measurement Report  
Consolidated  
Fiscal Year 2024 (1st Edition)**



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## Table of Contents

List of Figures .....	2
List of Tables .....	3
1 Overview .....	4
2 Scope .....	5
3 Methodology of the Survey .....	7
3.1 Sampling Design .....	7
3.2 Number of Respondents .....	7
3.3 Data Gathering .....	7
3.4 Data Collection Mechanism .....	9
3.5 Scoring in all SQD Questions .....	10
4 Survey Results .....	11
4.1 Response Rates .....	12
4.2 Demographic Characteristics .....	13
4.3 Awareness of Citizen's Charter .....	16
4.4 Satisfaction Rating by Service Quality Dimensions .....	18
4.5 Satisfaction Rating by Agency-specific Questions .....	20
4.6 Overall Satisfaction Rating by Outlet Location .....	21
4.7 Overall Satisfaction Rating by Services Provided .....	23
5 Other Comments and Suggestions to Improve PSA Services .....	24
5.1 Complaints Reported by Clients .....	26
5.2 Suggestions Given by Clients .....	27
5.3 Compliments Provided by Clients .....	31
6 Results of the PSA's Action Plan Reported in FY 2024 .....	35
7 Continuous Agency Improvement Plan for FY 2025 .....	38
8 Appendix .....	44
8.1 Survey Questionnaire .....	44
8.2 Client Satisfaction Measurement Results at CRS Mamburao .....	45
8.3 Client Satisfaction Measurement Results at CRS Calapan .....	47
8.4 Client Satisfaction Measurement Results at CRS Odiongan .....	49
8.5 Client Satisfaction Measurement Results at CRS Puerto Princesa .....	51

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## List of Tables

1	Minimum Number of Respondents and Sampling Interval by CRS Outlet and by Quarter Round, MIMAROPA Region: 2024.....	8
2	Interpretation of Results for each SQD Question in the Harmonized Client Satisfaction Measurement .....	11
3	Response Rates by Client's Availed Services at PSA-CRS Outlet, MIMAROPA Region: 2024 .....	12
4	Percent Distribution by Demographic Characteristics and Outlet Location, MIMAROPA Region: 2024 .....	14
5	Percent Distribution by Customer Type and Outlet Location, MIMAROPA Region: 2024 .....	15
6	Percent Distribution on the Respondents' Awareness of Citizen's Charter by Outlet Location, MIMAROPA Region: 2024 .....	17
7	Distribution of Clients by Satisfaction Level on Service Quality Dimensions: MIMAROPA Region: 2024 .....	19
8	Distribution of Clients by Satisfaction Level on PSA-Specific Category: MIMAROPA Region: 2024 .....	21
9	Overall Satisfaction of Clients by Outlet Location, MIMAROPA Region: 2024.....	22
10	Overall Satisfaction of Clients by Services, MIMAROPA Region: 2024.....	23
11	Number and Percent Distribution on the Respondents Awareness of Citizen's Charter (CC), CRS Mamburao: 2024 .....	45
12	Satisfaction Rating by Service Quality Dimensions, CRS Mamburao: 2024 ..	45
13	Satisfaction Rating by PSA-Specific Category, CRS Mamburao: 2024 .....	46
14	Overall Satisfaction Rating by Services, CRS Mamburao: 2024.....	46
15	Number and Percent Distribution on the Respondents Awareness of Citizen's Charter (CC), CRS Calapan: 2024 .....	47
16	Satisfaction Rating by Service Quality Dimensions, CRS Calapan: 2024.....	47
17	Satisfaction Rating by PSA-Specific Category, CRS Calapan: 2024.....	48
18	Overall Satisfaction Rating by Services, CRS Calapan: 2024 .....	48

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19	Number and Percent Distribution on the Respondents Awareness of Citizen's Charter (CC), CRS Odiongan: 2024 .....	49
20	Satisfaction Rating by Service Quality Dimensions, CRS Odiongan: 2024....	49
21	Satisfaction Rating by PSA-Specific Category, CRS Odiongan: 2024.....	50
22	Overall Satisfaction Rating by Services, CRS Odiongan: 2024 .....	50
23	Number and Percent Distribution on the Respondents Awareness of Citizen's Charter (CC), CRS Puerto Princesa: 2024 .....	51
24	Satisfaction Rating by Service Quality Dimensions, CRS Puerto Princesa: 2024 .....	51
21	Satisfaction Rating by PSA-Specific Category, CRS Puerto Princesa: 2024 .	52
26	Overall Satisfaction Rating by Services, CRS Puerto Princesa: 2024.....	52

## List of Figures

1	Respondents' Awareness of Citizen's Charter (CC): MIMAROPA Region: 2024.....	16
2	Overall Satisfaction Rating by Service Quality Dimensions, MIMAROPA Region: 2024.....	19
3	Satisfaction Rating by PSA-Specific Service Category: MIMAROPA Region: 2024.....	20

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REGIONAL STATISTICAL SERVICES OFFICE MIMAROPA

## **Consolidated Client Satisfaction Measurement Report Fiscal Year (FY) 2024**

### **1 Overview**

The Philippine Statistics Authority (PSA) is primarily responsible for the implementation of the objectives and provision of the Republic Act 10625, otherwise known as the Philippine Statistical Act of 2013. The agency delivers efficient civil registration services in accordance with the laws, rules and regulations, and other statutory requirements towards improved quality life of the general public.

In compliance with the Harmonized Customer Satisfaction Measurement (CSM) stipulated by the Anti-Red Tape Authority (ARTA), the PSA has transitioned from the former Customer Satisfaction Survey to the CSM. This transition involved a thorough redesign of the survey questionnaire, aligning it with the required parameters and ensuring the capture of all necessary data points that conform to the ARTA-required standards.

In addition, enhancements on the sampling design and methodology were made to ensure greater generalizability of results, reduce bias and improve representativeness of samples. This effort plays a crucial role in providing insights into key performance indicators (KPIs) where the PSA-CRS Outlets are excelling and those KPIs that need improvement.

The quarterly conduct of the CSM is strategically designed to gather direct client feedback about their satisfaction with the civil registration services that the PSA provides, specifically in the issuance of copies of civil registry documents and certifications. The resulting satisfaction rating is one of the key performance indicators being reported for the Agency Performance Measures and in compliance with ARTA Memorandum Circular No. 2022-05, series of 2022 and Memorandum

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Circular 2021-1 issued by the Office of the President, Inter-Agency Task Force dated 03 June 2021.

The survey seeks to collect the following information:

1. Profile of the respondents by sex, education, work, and residence, among others,
2. Clients' level of satisfaction in terms of responsiveness, reliability, access, facilities, communication, costs, integrity, assurance, and the overall satisfaction and perception of the clients on the government services availed, and
3. Complaints and suggestions to further improve the delivery of services at the outlet as well as commendation to continuously provide quality service to clients.

The insights gained from regular conduct of CSM can be used to drive continuous improvement initiatives within the PSA. By addressing areas of concern and making necessary adjustments based on customer feedback, the PSA can enhance overall customer satisfaction and loyalty, improve products and services, and foster long-term relationships with its stakeholders.

## **2 Scope**

The PSA CSM is conducted quarterly at all PSA-CRS Outlets nationwide that began its operation since 01 February 2023. In the MIMAROPA Region, the following outlets are covered, namely: PSA-CRS Calapan in Oriental Mindoro, PSA-CRS Odiongan in Romblon, PSA-CRS Puerto Princesa in Palawan, and the recently operating PSA-CRS Mamburao in Occidental Mindoro.

The survey used the standard Harmonized CSM questionnaire. It asked clients' demographical questions, three (3) Citizen's Charter questions, and eight (8) questions related to the following Service Quality Dimensions (SQD), namely:

1. Responsiveness,
2. Reliability,

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3. Access and facilities,
4. Communication,
5. Costs,
6. Integrity,
7. Assurance, and
8. Outcome.

In addition, the PSA-specific category that pertains to access and facilities from the former Customer Satisfaction Survey were asked as the ninth SQD that covers the following items:

1. Clean surroundings,
2. Clean restrooms,
3. Safe,
4. Comfortable / ventilated,
5. Enough chairs, and
6. Lactating room.

Moreover, the following services offered by the PSA-CRS were covered in this survey, namely:

1. Birth (Copy Issuance),
2. Birth (Authentication),
3. Birth (Viewable online),
4. Birth (DocPrint),
5. Marriage (Copy Issuance),
6. Marriage (Authentication),
7. Marriage (Viewable online),
8. Marriage (DocPrint),
9. Death (Copy Issuance),
10. Death (Authentication),
11. Death (Viewable online),
12. Death (DocPrint),
13. CENOMAR/CEMAR (Certification),

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14. CENOMAR/CEMAR (Viewable online),
15. CENOMAR/CEMAR (DocPrint),
16. CENODEATH/CEDEATH (Certification),
17. CENODEATH/CEDEATH (Viewable online),
18. CENODEATH/CEDEATH (DocPrint), and
19. Premium Annotation.

### **3 Methodology of the Survey**

#### **3.1 Sampling Design**

The probability sampling method used in the selection of survey samples was systematic random sampling. It involves selecting a sample of individuals from a population based on a predetermined pattern. A random starting point is selected, and individuals are then chosen at regular intervals, such as every  $k$ -th individual, until the desired sample size is reached.

#### **3.2 Number of Respondents**

The sample size shall be determined and aligned with the prescribed calculation of the minimum number of respondents based on the annual volume of transactions implementing the sampling interval. CRS Outlets which operated since 01 February 2024 will be given at least six (6) months to stabilize the operations for the computation of volume transactions.

In case the volume of clients is below average during the actual survey, it is suggested to use the time interval method as an alternative to the count interval. The following table presents the minimum number of respondents provided by the CRS Information Technology Project Phase II (CRS-ITP2) Planning and Management Office to RSSOs and their respective Provincial Statistical Offices (PSOs).

#### **3.3 Data Gathering**

The PSA shall administer the CSM to clients with completed transactions, whether single or multiple transactions in the CRS Outlets. A transaction is

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considered complete when the final step of the service availed is accomplished in accordance with the Citizen's Charter of the PSA.

**Table 1. Minimum Number of Respondents and Sampling Interval by CRS Outlet and by Quarter Round, MIMAROPA Region: 2024**

CRS Outlet and Code, and Quarter Round	Minimum Number of Respondents	Sampling Interval
<b>First Quarter</b>		
126 - Mamburao	*	*
127 - Calapan	150	7
129 - Odiongan	150	1
130 - Puerto Princesa	150	10
<b>Second Quarter</b>		
126 - Mamburao	*	*
127 - Calapan	150	6
129 - Odiongan	150	2
130 - Puerto Princesa	150	8
<b>Third Quarter</b>		
126 - Mamburao	150	2
127 - Calapan	150	6
129 - Odiongan	150	2
130 - Puerto Princesa	150	8
<b>Fourth Quarter</b>		
126 - Mamburao	150	1
127 - Calapan	150	5
129 - Odiongan	150	2
130 - Puerto Princesa	150	6

**Note:** \* CRS Outlet of Mamburao began its operations in December 2023. During this quarter round of CSM this Outlet is not yet included since its operation is still below six (6) months.

**Source:** Philippine Statistics Authority, CRS-ITP2 Planning and Management Office

Various equally important activities conducted during the months of conduct of quarterly CSS and CSM, such as: a) the preparation and conduct of activities in relation to the National Women's Month Celebration and National Statistics Month Celebration, b) field operational trainings on 2024 Agricultural Statistics Surveys and on the 2024 Census of Population and Community-Based Monitoring System and the July 2024 Labor Force Surveys at the regional and provincial levels, c) Planning Workshops at the regional and division levels, and d) data processing and review on

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quarterly production surveys in all sectors of agriculture and fisheries. These activities result to a few available trained Contract of Service Workers to act as enumerators in these survey rounds, the data collection from randomly selected clients at CRS outlets in the region was conducted in staggered basis.

At CRS Calapan, the quarterly data collection happened on 12-15 March 2024 for the first quarter, on 03-07 June 2024 for the second quarter, on 09-17 September 2024 for the third quarter, and on 06-12 December 2024 for the fourth quarter. Subsequently, the quarterly data collection at CRS Puerto Princesa was undertaken on 13-19 March 2024, 10-14 June 2024, 09-16 September 2024 and 09-13 December 2024. Moreover, the quarterly data collection activities at CRS Odiongan was conducted on 11-15 March 2024, 10-18 June 2024, 10-18 September 2024, and 03-12 December 2024. Meanwhile, data collection at the CRS Mamburao began on 18-25 September 2024 and 06-13 December 2024 for the third and fourth quarter rounds of the CSM, respectively. There were no data collection happened during holidays and weekends.

Computer Assisted Personal Interview (CAPI) technique through tablet-based survey was used in the data collection at CRS Mamburao, CRS Puerto Princesa and CRS Odiongan, while Paper Assisted Personal Interview (PAPI) technique was employed at CRS Calapan.

### **3.4 Data Collection Mechanism**

Enumerators were briefed on their responsibilities and the expected outputs from this quarterly survey. The data gathering ran from 08:00 a.m. to 5:00 p.m. based on enumerator's available time and ensured the representation of respondents in the morning and in the afternoon to account for possible differences in satisfaction based on the time of the day.

Enumerators followed the required procedure in sample selection. They were advised to observe proper decorum during an interview, deliver questions verbatim, and avoid asking leading questions.

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Enumerators and the personnel involved in the conduct of CSM treated with strict confidentiality all personal information and sensitive personal information gathered in this survey. Moreover, they adhered to the non-disclosure of the same pursuant to the Republic Act 10173, otherwise known as the Data Privacy Act of 2012.

### 3.5 Scoring in all SQD Questions

All SQD questions were scored using a 5-point Likert Scale, a type of psychometric response where respondents specify their level of agreement based on a given statement in five points, namely: 1 for strongly disagree, 2 for disagree, 3 for neither agree nor disagree, 4 for agree, and 5 for strongly agree. Moreover, a score of 0 is assigned on the statement where respondents do not respond.

Let  $n_{rij}$  be the number of respondents in the  $i$ -th CRS Outlet who gave a score of  $r$  such that  $r = 0, 1, \dots, 5$  in the  $j$ -th SQD question where  $j \in \{0, 1, \dots, 8, 9A, 9B, \dots, 9F\}$ . The satisfaction rating at the  $j$ -th SQD question of the  $i$ -th CRS Outlet, denoted by  $SR_{ij}$ , is calculated as follows:

$$SR_{ij} = \frac{n_{4ij} + n_{5ij}}{n_{ij}} \times 100\%,$$

where  $n_{4ij}$  and  $n_{5ij}$  represent the number of randomly interviewed clients at the  $i$ -th CRS Outlet who agreed and strongly agreed to the statement in the  $j$ -th SQD question, and  $n_{ij}$  is the total number of randomly interviewed clients at the  $i$ -th CRS Outlet who responded to the  $j$ -th SQD question.

Moreover, the satisfaction rating in the  $j$ -th SQD question for all CRS Outlets within the region, denoted by  $SR_j$ , is obtained by the following formula:

$$SR_j = \frac{1}{n_j} \sum_{i \in C} n_{ij} SR_{ij} = \frac{1}{n_j} \sum_{i \in C} n_{4ij} + \frac{1}{n_j} \sum_{i \in C} n_{5ij},$$

where  $n_j$  is the total number of interviewed clients from all CRS Outlets who responded to the  $j$ -th SQD question defined by the sum

$$n_j = \sum_{i \in C} n_{ij}$$

and  $C$  is the set of all CRS Outlets within the region.

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Likewise, the net satisfaction rating at the  $j$ -th SQD question of the  $i$ -th CRS Outlet, denoted by  $NSR_{ij}$ , is calculated as follows:

$$NSR_{ij} = \left( SR_{ij} - \frac{n_{1ij} + n_{2ij}}{n_{ij}} \right) \times 100\%,$$

where  $n_{1ij}$  and  $n_{2ij}$  represent the number of randomly interviewed clients at the  $i$ -th CRS Outlet who strongly disagreed and disagreed to the statement in the  $j$ -th SQD question, and  $n_{ij}$  is the total number of randomly interviewed clients at the  $i$ -th CRS Outlet who responded to the  $j$ -th SQD question. In addition, the net satisfaction rating in the  $j$ -th SQD question for all CRS Outlets within the region, denoted by  $NSR_j$ , is obtained by the following formula:

$$NSR_j = \frac{1}{n_j} \sum_{i \in C} n_{ij} NSR_{ij} = SR_j - \left( \frac{1}{n_j} \sum_{i \in C} n_{1ij} + \frac{1}{n_j} \sum_{i \in C} n_{2ij} \right).$$

Meanwhile, the simple average of all questions SQD1 to SQD8 was used to get the overall score for the service quality dimensions. Likewise, the simple average of SQD9A to SQD9F was used for the overall score in the PSA-specific service category. The interpretation of results is presented in the following table.

**Table 2. Interpretation of Results for each SQD Question in the Harmonized Client Satisfaction Measurement**

Percentage	Rating
Below 60.0%	Poor
60.0% - 79.9%	Fair
80.0% - 89.9%	Satisfactory
90.0% - 94.9%	Very Satisfactory
95.0% - 100.0%	Outstanding

**Source:** Philippine Statistics Authority, CRS-ITP2 Planning and Management Office

## 4 Survey Results

This section presents a summary of results of the CSM during the first quarter of 2024. These include the response rate of the survey, client's demographic details, service availed, awareness on citizen's charter, perceptions on service quality dimensions (SQD0 to SQD8), and other access and facilities of CRS Outlets (SQD9). This survey also presented a summary of responses to client complaints, suggestions, and compliments.

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#### 4.1 Response Rates

During FY 2024, the survey randomly selected a total of 2,100 clients based on the agency preferred sampling method at all PSA-CRS situated in the MIMAROPA Region that has been operating for at least six months. The outlets included in this survey are Mamburao in Occidental Mindoro with 300 clients, Calapan in Oriental Mindoro with 600 clients, Odiongan in Romblon with 600 clients, and Puerto Princesa in Palawan with 600 clients. Out of these clients, 2,093 successfully completed the interview, resulting in 99.7 percent response rate.

The team collected data on services offered by PSA. Table 3 below shows all services availed by clients with responses from this quarter's survey.

**Table 3. Response Rates by Client's Availed Services at PSA-CRS Outlet, MIMAROPA Region: 2024**

Services	Number of Successful Interviews	Number of Samples	Response Rate (%)
<b>All Services</b>	<b>2,093</b>	<b>2,100</b>	<b>99.7</b>
Birth (Copy Issuance)	1,582	1,585	99.8
Birth (Authentication)	39	39	100.0
Birth (Viewable online)	1	1	100.0
Birth (DocPrint)	3	3	100.0
Marriage (Copy Issuance)	183	184	99.5
Marriage (Authentication)	5	5	100.0
Death (Copy Issuance)	32	32	100.0
Death (Authentication)	1	1	100.0
Death (Viewable online)	1	1	100.0
CENOMAR/CEMAR (Certification)	242	245	98.8
CENOMAR/CEMAR (DocPrint)	4	4	100.0

**Note:** Dash (-) means zero, while a zero (0) entry means less than 0.05 percent.

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

Meanwhile, eight services have no responses nor transactions for this round, namely: a) Marriage (Viewable online), b) Marriage (DocPrint), c) Death (DocPrint), d) CENOMAR/CEMAR (Viewable online), e) CENODEATH/CEDEATH (Certification), f) CENODEATH/CEDEATH (Viewable online), g) CENODEATH/CEDEATH (DocPrint), and h) Premium Annotation.

## 4.2 Demographic Characteristics

Table 4 presents the demographic characteristics of 2,100 randomly interviewed respondents by outlet location in the MIMAROPA Region.

In terms of sex distribution, 68.6 percent of the total interviewed clients were female while the remaining 31.4 percent were male. The highest proportion of female clients was at Puerto Princesa (73.9%), while the lowest proportion was recorded at Calapan (61.5%).

Regarding the age distribution of respondents, more than half of the interviewed clients (53.1%) fell within the age group 20 to 34 years old. This age group with the largest contribution to the total number of interviewed clients is consistent at all outlets in the region with Calapan posting the highest proportion (55.7%), while Odiongan posting the lowest proportion (43.0%).

Clients whose age is at least 65 years old represent 4.4 percent of the total interviewed clients in the MIMAROPA Region. These age group had the least representation of clients at Calapan (4.7%) and Puerto Princesa (3.3%) outlets.

On residence, it is evident that almost all respondents or 99.0 percent reside within the MIMAROPA Region. This trend is consistent across all outlets with Mamburao having the highest proportion of respondents within the region at 99.6 percent. Odiongan (98.6%) and Calapan (98.9%) had a relatively lower percentage of residents within the region. While 0.8 percent of the total interviewed clients reside outside the region, the highest prevalence of served clients who reside outside the region was at Odiongan (1.4%) and followed by Calapan (1.1%).

On respondents' educational attainment, about half or 50.5 percent had attained a bachelor's degree or higher. The highest and lowest proportion of respondents with an academic degree were Calapan (54.1%) and Odiongan (47.8%), respectively. On the other hand, the proportion of respondents who reached or graduated high school was 39.7 percent, with the highest percentage observed at Odiongan (42.8%) and the lowest percentage was seen at Mamburao (31.2%). For those who have only reached or completed elementary education, this group

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constituted 7.4 percent of the total interviewed clients, with the highest representation observed at Mamburao (10.7%). Meanwhile, 2.4 percent of respondents have not reported their educational attainment.

**Table 4. Percent Distribution by Demographic Characteristics and Outlet Location, MIMAROPA Region: 2024**

Demographic Characteristics	Total	Percent (Weighted)			
		Mamburao	Calapan	Odiongan	Puerto Princesa
<b>Total Respondents</b>					
Number	147,055	8,899	53,790	20,502	63,864
Percent Share	100.0	6.1	36.6	13.9	43.4
<b>Sex</b>					
Female	100,923	64.0	61.5	72.9	73.9
Male	46,132	36.0	38.5	27.1	26.1
<b>Age</b>					
Below 20	6,955	1.0	7.4	3.2	3.5
20 - 34	78,044	46.8	55.7	43.0	55.0
35 - 49	38,133	32.8	22.0	31.1	26.6
50 - 64	17,413	14.4	10.1	15.9	11.6
65 and over	6,510	4.9	4.7	6.9	3.3
Not reported	-	-	-	-	-
<b>Residence</b>					
Within MIMAROPA Region	145,525	99.6	98.9	98.6	99.0
Outside MIMAROPA Region	1,530	0.4	1.1	1.4	1.0
Not reported	-	-	-	-	-
<b>Education</b>					
Elementary graduate	10,841	10.7	6.5	6.9	7.8
High School graduate	58,446	31.2	38.3	42.8	41.2
College graduate or higher	74,235	49.0	54.1	47.8	48.5
Not reported	3,533	9.2	1.1	2.5	2.5
<b>Employment status</b>					
Employed	58,000	36.5	44.4	30.3	38.7
Unemployed	83,403	37.1	53.2	66.7	59.2
Not reported	5,652	26.5	2.4	3.1	2.1

**Note:** Dash (-) means zero, while a zero (0) entry means less than 0.05 percent.

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

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Table 4 also shows the respondents' employment status. It can be noted that 56.7 percent were unemployed. Among outlets, Odiongan stands out with the highest percentage of unemployed respondents at 66.7 percent. While 39.4 percent of interviewed clients were employed, the highest proportion of such clients were seen at Calapan (44.4%). Meanwhile, 3.8 percent of respondents did not report their employment status, with Mamburao having the highest proportion of unreported employment at 26.5 percent.

**Table 5. Percent Distribution by Customer Type and Outlet Location, MIMAROPA Region: 2024**

Demographic Characteristics	Total	Percent (Weighted)			
		Mamburao	Calapan	Odiongan	Puerto Princesa
<b>Total Respondents</b>					
<i>Number</i>	147,055	8,899	53,790	20,502	63,864
<b>Percent Share by Customer Type</b>					
Citizen	85.5	82.5	86.0	88.0	84.7
Business	13.0	17.5	12.3	9.8	14.0
Government	1.5	-	1.6	2.2	1.3

**Note:** Dash (-) means zero, while a zero (0) entry means less than 0.05 percent.

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

Table 5 presents the distribution of clients according to customer type. The data indicates that 85.5 percent of the interviewed clients were ordinary citizens. This was consistent with all outlets in the region, with Odiongan posting the highest proportion of citizen clients at 88.0 percent. Business clients had a 13.0 percent share of the total interviewed clients, with Mamburao stands out with the highest percentage of business clients at 17.5 percent. Meanwhile, government clients had a miniscule share of 1.5 percent of the overall number of interviewed clients with Puerto Princesa posting the highest proportion at 2.2 percent.

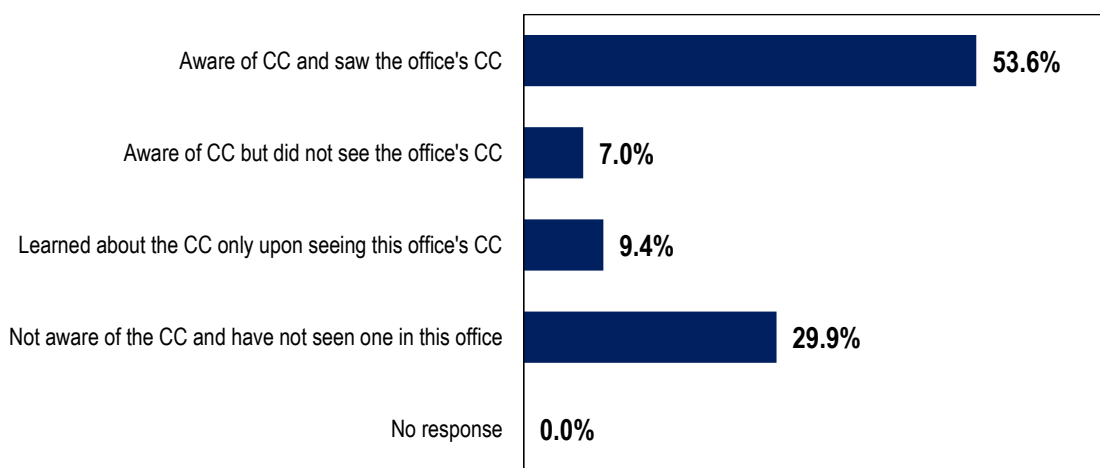
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### 4.3 Awareness of Citizen's Charter

Figure 1 shows the respondent's awareness of the Citizen's Charter (CC) of the PSA. Results of this survey reveals that more than half or 53.6 percent of the interviewed clients from all CRS Outlets in the region have been aware of CC and have seen the office's CC, while 7.0 percent of the clients have been aware of CC but have not seen the office's CC. Additionally, 9.4 percent learned about the CC only upon seeing this office's CC, and a substantial 29.9 percent were not aware of CC and have not seen one in this office.

**Figure 1. Respondents' Awareness of Citizen's Charter (CC):  
MIMAROPA Region: 2024**



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

Table 6 illustrates the visibility of CC and its assessment of its usefulness across different outlet locations based from clients who were aware of CC or saw the CC from the outlet. Nearly three-fourths of these interviewed clients in all CRS Outlets in the region or 73.7 percent reported that the office's CC was easy to see. The highest percentage of respondents who found it easy to see was at Mamburao (86.0%), while the least visibility was recorded at Calapan (68.8%).

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**Table 6. Percent Distribution on the Respondents' Awareness of Citizen's Charter (CC) by Outlet Location, MIMAROPA Region: 2024**

Citizen's Charter Indicators	Total	Percent (weighted)			
		Mamburao	Calapan	Odiongan	Puerto Princesa
<b>CC1: Awareness of a CC</b>	<b>147,055</b>				
Aware of CC and saw the office's CC	78,823	53.6	29.0	16.3	86.3
Aware of CC but did not see the office's CC	10,355	1.7	3.1	4.2	12.0
Learned about the CC only upon seeing this office's CC	13,864	15.8	18.0	8.2	1.7
Not aware of the CC and have Not seen one in this office	44,013	28.9	49.9	71.3	-
No response	-	-	-	-	-
<b>CC2: Visibility of the CC</b>	<b>103,042</b>				
Easy to see	75,959	86.0	68.8	74.1	74.6
Somewhat easy to see	24,323	11.4	23.1	19.0	25.4
Difficult to see	1,457	2.6	3.4	6.2	-
Not visible at all	1,303	0.0	4.7	0.6	-
No response	-	-	-	-	-
<b>CC3: Assessment of CC's Usefulness</b>	<b>103,042</b>				
Helped significantly	75,125	78.1	66.9	80.9	74.2
Helped to some extent	26,125	20.9	28.0	17.9	25.4
Did not help	1,792	1.1	5.1	1.2	0.4
No response	-	-	-	-	-

**Note:** Dash (-) means zero, while a zero (0) entry means less than 0.05 percent.

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

In addition, 23.6 percent of the total interviewed clients who were aware of CC or saw the outlet's CC mentioned that the visibility of the office's CC is somewhat easy to see. Puerto Princesa recorded the highest proportion of such response from its clients at 25.4 percent while Mamburao got 11.4 percent. Relatively, Odiongan posted the highest proportion of respondents who found CC difficult to see at 6.2 percent, while Calapan stands out for the proportion of CC not visible at all with 4.7 percent.

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On the assessment of CC's usefulness, it was significantly observed that the respondents have different appreciations on the impact of the provision of the CC. The survey showed that 72.9 percent of interviewed clients who were aware of the CC or saw the outlet's CC responded that the office's CC significantly helped during their transaction. This was most evident at Puerto Princesa (80.9%) and was followed by Mamburao (78.1%).

For those clients that were helped by CC to some extent, Calapan tallied 28.0 percent and was followed by Puerto Princesa (25.4%). Some clients from Calapan (5.1%) reported that CC did not help them in their transactions.

These comparisons reveal variations in the visibility of CC and the perceived usefulness across different outlet locations. These variations could be attributed to local factors, such as signage and communication strategies. It is imperative to delve deeper into the causes of these discrepancies and potentially enhance visibility and usefulness of the CC, particularly in outlets with lower ratings.

#### **4.4 Satisfaction Rating by Service Quality Dimensions**

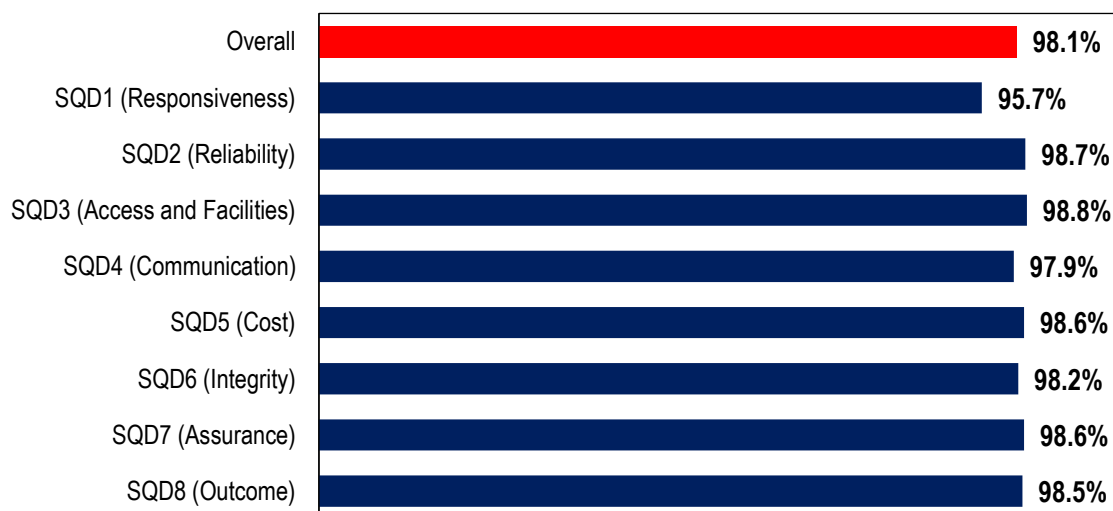
Figure 2 presents the satisfaction rating for the four outlets during FY 2024. The survey showed an overall rating of 98.1 percent which translates to Outstanding. This overall satisfaction rating is derived from the average of the eight (8) service quality dimensions' rating.

Examining Table 7, it is observed that SQD3 - Access and Facilities had the highest rating of 98.8 percent, corresponding to the question "*The steps (including payment) I needed to do for my transaction were easy and simple.*" This indicates that the transaction feels straightforward, clear and user-friendly from the client's point of view. Hence, making the transaction easy to complete and pleasant to the client's experience.

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**Figure 2. Satisfaction Rating by Service Quality Dimensions, MIMAROPA Region: 2024**



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

**Table 7. Distribution of Clients by Satisfaction Level on Service Quality Dimensions: MIMAROPA Region: 2024**

Service Quality Dimensions	Satisfaction Level						Total Responses	Satisfaction Rating (%)
	SA	A	N	D	SD	N/A		
<b>Overall (Average)</b>	<b>936,504</b>	<b>214,207</b>	<b>11,930</b>	<b>5,221</b>	<b>4,847</b>	<b>3,732</b>	<b>1,176,440</b>	<b>98.1</b>
Responsiveness	108,116	32,143	3,807	1,833	692	463	147,055	95.7
Reliability	118,867	25,887	840	441	592	429	147,055	98.7
Access and Facilities	115,907	29,135	726	622	404	261	147,055	98.8
Communication	114,846	28,550	1,796	695	538	630	147,055	97.9
Costs	117,859	26,786	1,021	446	605	338	147,055	98.6
Integrity	120,195	23,994	1,163	629	873	201	147,055	98.2
Assurance	122,072	22,873	1,129	310	605	67	147,055	98.6
Outcome	118,642	24,839	1,448	245	538	1,343	147,055	98.5

**Note:** Dash (-) means zero, while a zero (0) entry means less than 0.05 percent.  
Under satisfaction level, SA means strongly agree, A means agree, N means neither agree nor disagree, D means disagree, SD means strongly disagree, while N/A means not applicable or no response.

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

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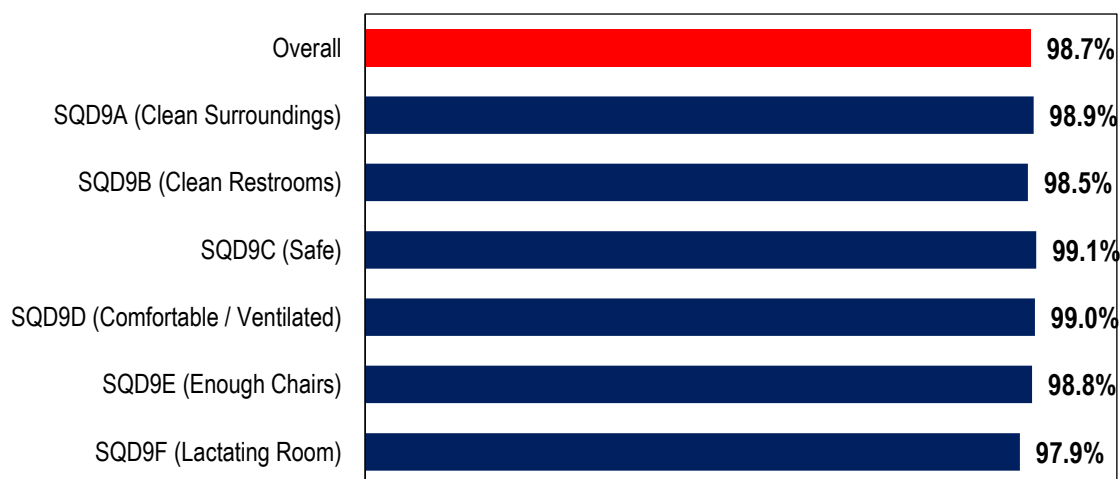


Other service quality dimensions whose rating exceeds the overall rating are the following: SDQ2 - Reliability (98.7%), SDQ5 - Cost (98.6%), and SQD7 - Assurance (98.6%), and SDQ6 - Integrity (98.2%). Meanwhile, SDQ1 - Responsiveness received the lowest rating of 95.7 among the service dimensions. This reflects clients' perception of the time consumed in acquiring the requested document.

#### 4.5 Satisfaction Rating by Agency-specific Questions

Aside from the ARTA-related questions, the PSA included several agency-specific questions derived from its previous Customer Satisfaction Survey. These questions addressed concerns about other access and facilities. Figure 3 and Table 8 present the satisfaction ratings by agency-specific service categories.

**Figure 3. Satisfaction Rating by PSA-Specific Service Category:  
MIMAROPA Region: 2024**



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

As observed, the average rating for FY 2024 was 98.7 percent. Highest ratings came from responses of clients regarding the safety inside the outlet (99.1%), well-ventilation and comfort in the outlet (99.0%), cleanliness of the outlet (98.9%),

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and sufficient availability of chairs inside and outside the outlet (98.8%). Meanwhile, respondents were least impressed on the cleanliness of restrooms in the outlet which they gave a mark of 74.5 percent.

**Table 8. Distribution of Clients by Satisfaction Level on PSA-Specific Category: MIMAROPA Region: 2024**

Service Quality Dimensions	Satisfaction Level						Total Responses	Satisfaction Rating (%)
	SA	A	N	D	SD	N/A		
<b>Overall (Average)</b>	<b>667,969</b>	<b>164,279</b>	<b>5,698</b>	<b>1,242</b>	<b>3,814</b>	<b>39,326</b>	<b>882,330</b>	<b>98.7</b>
Clean Surroundings	116,171	28,553	861	175	605	689	147,055	98.9
Clean Restrooms	93,308	41,000	1,226	175	605	10,740	147,055	98.5
Safe	120,116	24,784	605	88	692	769	147,055	99.1
Comfortable / Ventilated	122,956	22,111	736	88	692	472	147,055	99.0
Enough Chairs	119,812	24,787	552	527	628	749	147,055	98.8
Lactating Room	95,606	23,044	1,718	189	592	25,907	147,055	97.9

**Note:** Dash (-) means zero, while a zero (0) entry means less than 0.05 percent. Under satisfaction level, SA means strongly agree, A means agree, N means neither agree nor disagree, D means disagree, and SD means strongly disagree, while N/A means not applicable or no response.

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

#### 4.6 Overall Satisfaction Rating by Outlet Location

It is also noteworthy that clients were asked, “*I am satisfied with the service that I availed.*” in question SQD0. This measures the client’s top-of-mind on overall satisfaction level for outlets in the MIMAROPA Region. A top-of-mind response refers to the first thought or idea that comes to a respondent’s mind when asked with the specific question. It is the immediate and spontaneous answer that the interviewed client provides without much deliberation or consideration of alternatives. This response is important and valuable because it gives insights into the most salient of respondents’ perception or experiences with the services offered by PSA-CRS outlets.

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For SQD0 - Overall Satisfaction, clients from all CRS Outlets in the MIMAROPA Region gave a satisfaction rating of 97.6, which means Outstanding. The overall satisfaction rating by outlet location shown in Table 9, Odiongan posted the highest overall satisfaction rating of 100.0 percent. Puerto Princesa closely followed with an overall satisfaction rating of 99.5 percent. This indicates exceptional satisfaction among clients from the provinces of Romblon and Palawan.

**Table 9. Overall Satisfaction of Clients by Outlet Location, MIMAROPA Region: 2024**

Outlet Location	Satisfaction Level						Total Responses	Satisfaction Rating (%)
	SA	A	N	D	SD	N/A		
<b>MIMAROPA Region</b>	<b>120,024</b>	<b>23,496</b>	<b>2,324</b>	<b>466</b>	<b>711</b>	<b>33</b>	<b>147,055</b>	<b>97.6</b>
Mamburao	7,683	894	156	33	100	33	8,899	96.7
Calapan	29,590	21,283	1,980	433	505	-	53,790	94.6
Odiongan	19,781	721	-	-	-	-	20,502	100.0
Puerto Princesa	62,971	598	189	-	106	-	63,864	99.5

**Note:** Dash (-) means zero, while a zero (0) entry means less than 0.05 percent. Under satisfaction level, SA means strongly agree, A means agree, N means neither agree nor disagree, D means disagree, and SD means strongly disagree, while N/A means not applicable or no response.

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

Meanwhile, overall satisfaction rating of Calapan and Mamburao was at 96.5 percent and 94.6 percent, respectively. Both ratings were lower by corresponding 3.0 percentage points and 0.9 percentage points relative to the regional overall satisfaction rating. Further exploration into factors contributing to Odiongan and Puerto Princesa's exceptional performance and addressing concerns in Calapan and Mamburao could enhance the overall quality of services from these outlets in the MIMAROPA Region.

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#### 4.7 Overall Satisfaction Rating by Services Provided

For the overall satisfaction rating by services, 11 out of 19 offered services were captured. Of these, six (6) services were given a 100.0 percent overall satisfaction rating by clients. These include Birth (Viewable online), Birth (DocPrint), Marriage (Authentication), Death (Copy Issuance), Death (Authentication), and CENOMAR/CEMAR (DocPrint).

**Table 10. Overall Satisfaction of Clients by Services,  
MIMAROPA Region: 2024**

Service	Satisfaction Level						Total Responses	Satisfaction Rating (%)
	SA	A	N	D	SD	N/A		
<b>All Services</b>	<b>120,024</b>	<b>23,496</b>	<b>2,324</b>	<b>466</b>	<b>711</b>	<b>33</b>	<b>147,055</b>	<b>97.6</b>
Birth (Copy Issuance)	89,702	17,678	1,997	88	509	33	110,007	97.6
Birth (Authentication)	1,075	158	-	100	-	-	1,332	92.6
Birth (Viewable online)	100	-	-	-	-	-	100	100.0
Birth (DocPrint)	300	-	-	-	-	-	300	100.0
Marriage (Copy Issuance)	10,566	2,579	158	158	-	-	13,460	97.7
Marriage (Authentication)	294	-	-	-	-	-	294	100.0
Death (Copy Issuance)	2,583	542	-	-	-	-	3,124	100.0
Death (Authentication)	26	-	-	-	-	-	26	100.0
Death (Viewable online)	-	-	-	88	-	-	88	0.0
CENOMAR/CEMAR (Certification)	15,111	2,540	170	33	202	-	18,057	97.8
CENOMAR/CEMAR (DocPrint)	267	-	-	-	-	-	267	100.0

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

Meanwhile, Birth (Authentication) was given an overall satisfaction rating of 92.6 percent, which was lower by 5.0 percentage points than the overall satisfaction rating to all services offered by the outlet. It can be noted a small percentage of clients (less than 0.1%) were dissatisfied in the service Death (Viewable online).

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## 5 Other Comments and Suggestions to Improve PSA Services

Throughout the data collection process, enumerators were invited to share their comments and suggestions on how PSA could enhance its service delivery. These comments and suggestions were diligently collected based on outlet locations.

CRS Outlet	Issues / Observations
Mamburao	The Citizen's Charter is not visible to clients.
Mamburao	The CRS should provide a microphone for calling client's names.
Mamburao	A dedicated lane for persons with disability should be implemented.
Mamburao	There are no fans in the waiting area outside the CRS.
Calapan	A client specifically expressed concerns about the area outside the CRS particularly for senior citizens and pregnant women who fill out their forms, due to high temperature. He inquired whether any measures could be implemented to address this issue.
Calapan	A portion of the interviewees were confused about the queue number given to them for the releasing of documents. Most of them were baffled when the number shown on the monitor skipped their number, thinking that PSA prioritized the latter people in the queue.
Calapan	Many clients did not know about the Citizen's Charter nor found it useful before initiating any transaction. Most of the interviewees preferred to ask questions to the CRS staff rather than read the Citizen's Charter about the transactions and documents that they are planning to acquire.
Calapan	Some clients have requested the addition of more counters for releasing and payment, as the counter setup causes them to spend a significant amount of time waiting in line.
Calapan	Despite of the guard assistance, some clients have expressed confusion regarding where to sit in line for payment and releasing, as well as about the numbers displayed on the monitor, which are non-sequential.
Calapan	The client was unable to book an online appointment before going to the CRS Outlet. The guard informed her that she could still proceed with her document request without one, provided she presented her National ID. However, she did not have her physical ID with her. The guard then advised her to download the electronic version of the ID and gave her printed instructions. Unfortunately, this caused frustration and confusion, as the client was unsure how to follow the instructions or complete the process.
Calapan	A client has expressed dissatisfaction with the PSA's services, stating that the lengthy transaction process was especially

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CRS Outlet	Issues / Observations
	burdensome for him as a student, impacting his time and scheduled.
Odiongan	Due to the limited space available within the Outlet premises, the Citizen's Charter was posted outside, which unfortunately hindered visibility for clients as they were securing their documents. This placement not only made it difficult for clients to access important information about our services and procedures but also potentially impacted their overall experience, as they could not easily refer to the Charter while waiting or during the transaction process.
Odiongan	All of the clients went directly upstairs without realizing that the CRS Outlet was on the ground floor, as there was no signage at the front of the CRS Outlet to indicate its location.
Puerto Princesa	The client expressed frustration due to the insufficient parking space for four-wheeled vehicles near the outlet. This resulted in difficulty finding parking, causing delays and added inconvenience especially during rainy days.
Puerto Princesa	The client was unaware that a photocopy of his valid ID is also required if the requester is an authorized representative of a document owner only. The client a little bit frustrated because there was no nearby photocopying service at the outlet, causing inconvenience.
Puerto Princesa	The client was unaware of the online appointment system, thereby arrived at the outlet without booking an appointment. The guard informed him that an online appointment is required to request documents, so he went to a nearby computer shop to log an online appointment. However, upon returning to the CRS, he learned that by presenting a National ID will allow him to transact even without an online appointment. This caused frustration and embarrassment as it consumed both his time and money unnecessarily.
All outlets	Information dissemination on the contents and use of the Citizen's Charter is recommended, so it would stay as significant as it was.

Meanwhile, feedback from clients were also collected across all outlets in the MIMAROPA Region. Verbatim feedback were presented in the subsequent lists as follows: all complaints are enumerated in Section 6, suggestions are shown in Section 7, and compliments from the survey are presented in Section 8. These insights aim to assist the respective outlets in improving their services and empowering their staff with meaningful compliments.

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## 5.1 Complaints Reported by Clients

Addressing complaints reported by clients promptly is crucial for maintaining customer satisfaction, loyalty, and the reputation of the PSA-CRS outlets.

Outlet Code	Reporting Quarter	Feedback	Frequency
127	1	Nakakalito ang order ng numbers sa screen.	1
127	1	Add merienda. :)	1
127	2	Matagal ang releasing / Mabagal ang service / Time consuming.	1
127	2	Nagtanong sa guard at mali ang sagot ng guard.	1
127	2	Nauna pa yung mas nahuli samin.	1
127	2	Madaming requirements po.	1
127	3	The documents were released later than the time specified in Citizens Charter.	1
127	3	Nalampasan ang number ko sa pila.	1
127	3	Kinship not honored.	1
127	3	Huwag pairalin ang ugaling palakasan sa opisina dahil maraming mga client ang nag-aantay para kunin ang papel na mahalaga.	1
127	4	Matagal ang releasing; Mabagal ang service; Time consuming; Para mabilis, buksan ang ibang windows; Tagal ng service at di nila vinavalid yung National ID sa Provincial ID.	6
127	4	The guard on duty was not so accommodating.	1
127	4	Hindi sunod-sunod ang numbering. Nagkakaroon ng confusion. Hindi alam kung saan window pupunta.	1
127	4	Provide parking area.	2
129	1	Freezing / masyadong malamig.	1
129	2	Kulang ang upuan sa loob.	1
130	1	Freezing / masyadong malamig.	1
130	1	Maging maayos sa pagbigay ng instructions lalo na sa part ng Guard.	1
130	1	Observe proper attire.	1
130	1	Sana merong generator.	1
130	2	Slow processing of payment.	1
130	2	Freezing / masyadong malamig.	1
130	3	Matagal ang releasing / Mabagal ang service / Time consuming.	1

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Outlet Code	Reporting Quarter	Feedback	Frequency
130	3	Typing error found on my requested cenomar documents.	1
130	3	dapat wala na yong online appointment.	1
130	4	Freezing / masyadong malamig.	2

**Notes:** The following is the correspondence between Outlet Code and Outlet Name: 126 - Mamburao, 127 - Calapan, 129 - Odiongan, and 130 - Puerto Princesa.

## 5.2 Suggestions Given by Clients

By looking into client suggestions on this survey, PSA-CRS outlets can prioritize areas for improvement and tailor their strategies to meet customer needs effectively. The following were distinct suggestions given by the respondents.

Outlet Code	Reporting Quarter	Feedback	Frequency
126	3	If possible may senior citizens discount po ba?	1
126	3	Use microphone when calling the attention of clients.	1
126	3	Sana may generator ang office. / Sana po may generator na para tuloy-tuloy ang transaction.	3
126	3	Should have a water dispenser especially for senior citizens.	1
126	3	Baka po pwedeng may palibreng kape.	1
126	3	Should have one office for all PSA services. It brings confusion to clients.	1
126	4	Staff should smile often to lessen intimidation.	1
126	4	Sana po pag family member pweding iprocess nang walang hinahanap na ibang document gaya ng authorization letter at ID ng kukunan.	1
126	4	If ever na walang valid ID ang tao sana tanggapin na ang voter's certification or school ID kasi hindi po dumadating ang National ID at malayo pa ang pinanggalingan. Sayang effort sa pagpunta kung made-denied. TY.	1
126	4	Need to have more counters to accomodate clients.	1
126	4	To provide a free or paid photocopy service. / Sana may photocopy corner sa loob ng CRS lalo na sa mga senior citizen na mag-aavail ng service.	7

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Outlet Code	Reporting Quarter	Feedback	Frequency
126	4	No electric fan outside the outlet and waiting area.	1
126	4	To provide free wi-fi access.	1
126	4	Improve work efficiency.	1
127	1	Emboss signboards; CC is not easy to see because letters are too small.	1
127	1	Suggestion for the office to conduct barangay/school caravan.	1
127	2	Need a help desk to check if the document is available rather than staying for more than 2 hours and I cannot get the documents I needed.	1
127	2	Kung sana meron free Wi-fi kahit 30 minutes lang.	1
127	2	Hindi ba pwedeng pagbasehan ang record sa database? Paano kung hindi sure ang details na mailalagay namin sa may screening pag nag fill-out.	1
127	2	Isa lang ID at pirma okay na dapat.	1
127	2	Sana ay may parking.	1
127	2	Medyo magulo ang numbering. / Numbering system hindi sunod-sunod. Para hindi sayang oras.	2
127	2	Sana maayos yung door ng CR. Tapos yung window na naka-open at pwede masilipan ang nasa loob.	1
127	2	Hope there is a priority lane for pregnant even authorized person only.	1
127	3	Suggest to make the Citizen's Charter tarpaulin bigger.	1
127	3	Add payment and releasing counter. / More counters for faster processing time.	2
127	3	There should be comfortable area outside for Senior Citizen.	1
127	3	Isabi kung anong problema sa papers kaya hindi lumabas sa screen para aware sa mga nangyayare ang customer.	1
127	3	Continue your good service.	1
127	3	Sundin po ang appointment ng mga client. Maging mabilis ang mga proseso ng mga papeles.	1

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Outlet Code	Reporting Quarter	Feedback	Frequency
127	3	One-time releasing of documents from client to client to avoid additional time of waiting.	1
127	4	Proper delivery of words for those who are entertaining people. They should always use po.	1
127	4	Dapat mas priority ang taga malalayong lugar. Kasi yung iba naabutan ng cutoff. Dapat bukod ang lane ng mga malalayo.	1
127	4	Dagdagan yung lane for releasing. / If ever sana mas mapabilis yung service nila. Hassle masyado. / To consider office expansion.	3
129	2	Fast transaction.	1
130	1	Freezing / cold / malamig masyado	5
130	1	Provide ballpen for the public use.	2
130	1	Maglagay ng Tagalog version of steps in processing.	1
130	1	Dapat mas maging malinaw ang pila ng priority client and the regular client.	1
130	1	Provide for barya.	1
130	1	Dapat yong mga indigent people libreng makakakuha ng Birth Certificate.	1
130	1	More improvement.	1
130	1	Coffee for waiting clients.	1
130	1	Online appointment is hard.	1
130	1	To open another outlet.	1
130	1	To provide restroom tissue.	1
130	1	Guard lack of information.	1
130	1	Lack of information in screening.	1
130	2	Be considerate when someone made a mistake during online appointment (ex. mistake in putting requester name)	1
130	2	To have a bigger TV monitor to easily see by the Senior Citizens.	1
130	2	To explain carefully the purpose of number slips either for releasing or for payment.	1
130	2	Remain the time input during online appointment when they are rescheduling of online appointment like holidays. / To consider rescheduling of appointment.	2
130	2	Make sure to follow the number slip in releasing of documents.	1

DISCLAIMER: ALL NUMBERS IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE PHILIPPINE STATISTICS AUTHORITY'S ACTUAL PERFORMANCE.



Outlet Code	Reporting Quarter	Feedback	Frequency
130	2	To have staff that assist in SSK for faster transaction.	1
130	2	To have an online payment.	1
130	2	Information dissemination regarding on the benefits of having a National ID in requesting of certificates.	1
130	2	Classified carefully the senior citizens lane.	1
130	2	50 pesos for birth.	1
130	2	Additional manpower. / Additional manpower for faster transaction.	2
130	2	To provide container in the restroom.	1
130	3	To have a Xerox machine inside the outlet.	3
130	3	Uniform transaction since others accept electronic requirement while others are not.	1
130	3	Please provide ballpen for those clients who forgot to brought.	1
130	3	Please provide ng barya.	1
130	3	To accept the notarized SPA.	1
130	3	Clear instruction from the guards about the needed requirements to process documents especially about accepting of National ID if the client doesn't have an online appointment schedule.	1
130	3	Someone that can assist in payment lane.	1
130	3	To increase the count of the allow number of documents request per client.	1
130	3	Maintain the cleanliness of surroundings.	1
130	3	Additional parking space.	1
130	3	Additional personnel to check the completeness of client documents.	1
130	4	To build additional outlet to other municipalities in the Province of Palawan.	1
130	4	To provide free wi-fi access.	2
130	4	To provide water dispenser.	1
130	4	Provide bigger charts / signages (ex. Citizen's charter)	1
130	4	To provide additional staff especially in the releasing window. (to minimize queueing)	3
130	4	Dagdagan ang pwedeng marequest na certificate ng kada tao sa kada araw para sa malalayong municipality. Particularly for	2

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Outlet Code	Reporting Quarter	Feedback	Frequency
		teachers to accommodate their students' school requirements.	
130	4	Additional windows for releasing.	1
130	4	To provide electronic application form during online appointment. / To provide photocopy machine.	2
130	4	To provide computer station for clients who were unable to make an online appointment.	1
130	4	To provide a generator if case of brownout.	2
130	4	To provide tissue in the comfort room.	1

**Notes:** The following is the correspondence between Outlet Code and Outlet Name: 126 - Mamburao, 127 - Calapan, 129 - Odiongan, and 130 - Puerto Princesa.

### 5.3 Compliments Provided by Clients

Compliments provided by customers or clients on this survey can provide valuable insights into what aspects of service offered by the PSA-CRS outlet, its personnel, or its environment are appreciated most. The following were the compliments provided by clients.

Outlet Code	Reporting Quarter	Feedback	Frequency
126	3	Happy na may outlet dito unlike before na kailangan pang pumunta sa Manila.	1
126	3	Mas madali at mabilis ang pagkuha ng Birth Certificate.	1
126	3	Okay po mabilis at ma-entertain ang mga staff. / Approachable at mabilis. / Mabilis ang transaction.	5
126	3	Mababait ang mga staff. / Maayos ang trato ng mga staff. / Thanks for the nice and accommodating staff. / Masipag at maisakaso ang mga staff.	6
126	3	Well ventilated. / Maganda ang office. / Maayos. / Nice office view at good office.	8
126	3	Very good service. / Very satisfied service. / Excellent service.	4
126	3	Good and clean and approachable all the staff	1
126	4	Good service. / Good customer service. / Good staff service. / Very good service. / Maganda ang serbisyo. / Very good.	11

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Outlet Code	Reporting Quarter	Feedback	Frequency
126	4	Maayos at mababait ang staff.	2
126	4	Malinis ang opisina. / Maganda ang office. / Maayos.	4
126	4	Easy transaction. / Fast transaction. / Mabilis ang service.	3
126	4	Satisfied with the service.	1
126	4	Malamig ang facility.	1
127	1	It's nice that you have drinking water.	1
127	1	Has a good assistance.	1
127	1	Good service. / Okay naman ang serbisyo.	3
127	1	Staff was fair to everyone.	1
127	1	Ayos ang transaction	1
127	1	Wala naman problema; maganda naman lahat.	1
127	1	Thank you. God bless!	1
127	1	Five (5) stars.	1
127	1	Overall 9/10.	1
127	2	Thank you for the best services. Keep up the good work!	1
127	2	Okay naman. Madaling makakuha.	1
127	2	Not good.	1
127	2	Very accomodating staff! Salute!	1
127	2	The staff and employee were accomodating. Smooth and good transaction.	1
127	2	The transaction is very convenient. And the personnels are very approachable. Even the guard. System is improving. Sana mas magimprove pa. Having online application is very helpful	1
127	2	The employees are approachable	1
127	3	Very approachable assigned in screening.	1
127	3	Clean and comfortable.	1
127	3	Commendable performance.	1
127	3	Accommodating staff.	1
127	4	Very accommodating ang staff sa Senior Citizen. Excellent services. Walang palakasan.	1
127	4	Mas mabilis kaysa dati.	1
129	2	Fast transaction. / Smooth transaction. / Very good. / Very good service.	10
129	2	Very good service and helpful PSA employees. / Very accomodating staff.	2
129	2	Keep up the good work!	1
129	2	The office is very clean.	1

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Outlet Code	Reporting Quarter	Feedback	Frequency
129	4	Fast transaction.	3
129	4	Good job everyone!	1
130	1	Admire ako sa magandang patakaran ng opisina.	1
130	1	Approachable ang mga empleyado at madaling kausap / mabilis ang transaction.	4
130	1	Assisted by staff. / Maganda and assisted by staff employee	2
130	1	Fast service / transaction	2
130	1	Good service(s) / Excellent!	9
130	1	Keep up the good work!	1
130	1	Maayos.	1
130	1	Maayos ang proseso.	1
130	1	Maayos naman po magalang ang staff. / Mabait po kausap.	2
130	1	Maayos naman po sa opisina. / Neat and clean and good service.	2
130	1	Maayos po ang kapaligiran.	1
130	1	Mabait staff and mabilis process.	1
130	1	Mabilis. / Mabilis po ang transaction. / Mabilis process. / Magaling at mabilis na transaction.	12
130	1	Maganda ang serbisyo. / Maganda ang serbisyo na pinakita at walang special treatment, lahat pantay-pantay.	4
130	1	Malamig at mas mabilis ang transaction. / Malamig po at maayos. / Much better the service.	3
130	1	Okay naman po ang lahat. Hindi ma mahirap ang proseso.	3
130	1	Organized.	2
130	1	Satisfied sa service. All clients are treated equally. / Very good! / Very satisfying.	7
130	1	The staff is very assertive.	1
130	1	Women empowerment.	1
130	2	Approachable staffs.	1
130	2	Fast transaction.	9
130	2	Freezing. / Malamig.	9
130	2	Good customer service.	4
130	2	Mababait and approachable ang mga staff.	2
130	2	Mabilis ang pagprocess.	1
130	2	Magagalang.	1
130	2	Smooth transaction.	11

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Outlet Code	Reporting Quarter	Feedback	Frequency
130	2	The client was entertained well by the staffs.	1
130	2	Very good customer service especially to Sir Dan.	1
130	3	Approachable. / Approachable employees.	5
130	3	Clean surroundings. Very accommodating.	1
130	3	Excellent customer service. / Excellent service.	6
130	3	Good customer service. Fast transaction.	93
130	3	Freezing. / Malamig.	7
130	3	Mababait ang mga staff.	1
130	3	Malinis.	1
130	3	Very accommodating.	14
130	3	Well-organized leading to fast transaction.	4
130	4	Approachable staff and Guard. / Everyone's very accommodating. / The staff are well-oriented to their assigned task especially the Guard.	28
130	4	Everything is good. Well-organized.	1
130	4	Fast transaction and very accommodating / mababait ang mga empleyado.	4
130	4	Fast transaction and well-organized.	1
130	4	Fast transaction. / Mabilis ang transaction.	36
130	4	Good customer service.	25
130	4	Mababait ang mga staff. Mabilis ang transaction. / Maasikaso ang mga empleyado.	3
130	4	Smooth transaction.	9
130	4	Well-organized.	13

**Notes:** The following is the correspondence between Outlet Code and Outlet Name: 126 - Mamburao, 127 - Calapan, 129 - Odiongan, and 130 - Puerto Princesa.

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## 6 Results of the PSA's Action Plan Reported in FY 2024

Area	Specific Improvement	Issues / Concerns Addressed	Activities (done as of 15 March 2025)
Facilities	Maintain and monitor the KPI of the Outlet	Clean restrooms for the transacting public	Regular submission of KPI Monthly Report
Facilities	Improved accessibility of the public to CRS Outlet; Decongested Outlets	Additional branch of CRS Outlet	Sent suggestion to PSA Management and Unisys. <i>(Applicable only to a province with a highly urbanized city.)</i>
Facilities	Sent suggestion to PSA Management and Unisys	Provision of Wi-Fi for the transacting public	Coordination to be done between PSA and DICT Head Offices as the latter provides Wi-Fi to all government offices. ^
Facilities	Added removable / monobloc chairs	Outlet is congested. Need to increase seating capacity especially for those clients who are still waiting outside	The security guards and Associates were instructed to closely monitor the flow of clients against their appointment schedules during the peak season.
Facilities	Closed monitoring of the client's queuing numbers in the payment lane by the Security Guard	Proper use of customer numbers	The issue has been raised with the concessionaire.
Customer Service	Improved proper demeanor of the Associates and Outlet Supervisor towards their clients.	Long duration in the release of documents; Staff should smile and not frown while dealing with their clients	Quarterly team building implemented by Unisys activity for its Associates to refresh on the proper demeanor of the Associates towards the clients. Outlet conducted a Year-end Assessment and reminded staff to smile more.

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<b>Area</b>	<b>Specific Improvement</b>	<b>Issues / Concerns Addressed</b>	<b>Activities (done as of 15 March 2025)</b>
Customer Service	Informed clients that Senior Citizen and other forms of discount were not applicable in all government transactions.	Clients 60 years old and over were requesting for a Senior Citizen discount	Senior Citizen clients and those persons with disabilities were reminded / informed that such discounts are not applicable in all government transactions.
Customer Service	Consideration was given to those clients with urgent requests.	Consideration should be given for cases of requests that deem urgent or emergency	Reminded marshalls stationed at the Information to issue priority number for those tagged as urgent requests.
Manpower	CRS Utility Workers also act as Crowd Marshall during the peak operation hours.	Assistance to the clients inside the CRS Outlet	CRS Utility Workers has specific time schedule to act as Crowd Marshall.
Flow of Transaction	Clients were guided on the flow of transactions on services offered in the Outlet.	Need a more organized process	Security Guards always guide clients where to seat as soon as they walk in.
Flow of Transaction	Faster release of requested CENOMAR to the clients	Slow processing time on requested CENOMAR	New system up for review of the concessionaire.
Information, Education, and Communication	Posting of information displays and materials and emphasizing the authorization letter format included in the appointment slip	Step by Step guide for CRS Online Appointment System	IECs and materials on the step-by-step guide for CRS Online Appointment System were displayed on a conspicuous place in and outside the Outlet.
Citizens' Charter	Public awareness on the step-by-step processes of each transaction	Awareness on PSA Citizens' Charter	Information materials to be distributed to every client.
Seating Capacity	Additional seating capacity	Lack of seats at the holding area outside the CRS Outlet	Use safety tape to help avoid tripping on the chairs' protruding leg.

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Area	Specific Improvement	Issues / Concerns Addressed	Activities (done as of 15 March 2025)
Releasing	Timely release of CENOMAR	Delayed release of CENOMAR	Discussion with the system owner to hasten the processing of CENOMAR
Appointment slots	Increase accommodation of clients who has no or missed appointment clients starting 3:00 p.m.	Not being able to transact on the time of appointment	Reduce appointment slots / considerations on no/missed appointment clients will be accommodated starting 3:00 p.m.
Step-by-step processes	Public awareness on the step-by-step processes of each transaction	Not aware on the step-by-step processes	To display tarpaulin with details on the step-by-step process at the entrance of the waiting area.
Information, Education, and Communication	Public awareness on the step-by-step processes of each transaction	Step by Step guide inside CRS Outlet	Regular distribution of IEC materials to the general public.
Information, Education, and Communication	Awareness, and visibility of the Citizen Charter of CRS	Added awareness of public in CRS Outlet's Citizen Charter	Updated Citizen Charter in booklet format has been made available in PDF and is accessible using a QR code posted at the entrance of CRS Calapan.
Manpower	Faster transaction and assistance to public	Faster transaction and assistance to public	Additional manpower for the CRS Outlet have been hired at CRS Calapan.

**Notes:** Activity marked by a caret (^) means not yet done as of 15 March 2025.

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## 7 Continuous Agency Improvement Plan for FY 2025

Area	Specific Improvement	Issues / Concern Addressed	Accountability	Time frame
Facilities at Mamburao Outlet	Installation of a photocopier machine for the clients	Increased demand from clients to photocopy their documentary requirements without going outside the outlet	Unisys and Outlet Manager's approval	Immediate
Facilities at Mamburao Outlet	Provision of an electric fan for an improved comfort of those clients who were at the waiting area during peak hours of the Outlet's operation	Many clients were uncomfortable at the waiting area due to warm temperature and high humidity during peak hours	Outlet Supervisor and Technician	Immediate
Facilities at Calapan Outlet	Request building owner to allow the use a part of the land on the other side of the street	Parking area for client's vehicle	Outlet Supervisor, Outlet Manager, and Unisys Management	Immediate
Facilities at Puerto Princesa Outlet	Adjusted the thermostat to a more comfortable level. Aim for a temperature between 20°C to 22°C for most people.	Freezing inside the outlet	Outlet Supervisor with the approval of Outlet Manager	Immediate
Facilities at Puerto Princesa Outlet	Currently, the outlet has no free Wi-Fi access for the public use. This will be referred to the concerned unit for approval. Upon approval, the outlet will offer guest access, limited-time access, or	Free Wi-Fi	Outlet Supervisor, Outlet Manager and Unisys Management	Immediate

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Area	Specific Improvement	Issues / Concern Addressed	Accountability	Time frame
	client registration options.			
Facilities at Puerto Princesa Outlet	Implementing a backup power supply for the CRS outlet is a critical step in ensuring uninterrupted service and maintaining operational efficiency during power outages.	To provide a generator in case of brownout	Outlet Supervisor, Outlet Manager and Unisys Management	Immediate
Facilities at Puerto Princesa Outlet	CRS Palawan will request Unisys to initiate a clear communication with BMS Housekeeping agency in providing toiletries	Need for tissue provision in CRS public restrooms	Outlet Manager, Unisys and BMS House-keeping	Immediate
Facilities at Puerto Princesa Outlet	PSA Palawan will refer to concerned unit and explore options for providing a water dispenser for the public at the CRS outlet.	To provide water dispenser	Outlet Supervisor with the approval of Outlet Manager	Immediate

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Area	Specific Improvement	Issues / Concern Addressed	Accountability	Time frame
Facilities at Puerto Princesa Outlet	CRS staff should be trained to assist clients with this process. E-application forms are available in the CRS appointment system. This ensure clients understand these forms are downloadable and printable after completing the on-line appointment.	To provide electronic application form during online appointment	Outlet Supervisor with the approval of Outlet Manager	Immediate
Facilities at Puerto Princesa Outlet	To inform clients of the printer usage restrictions since the outlet's dedicated photocopier is unavailable.	To provide a photocopier machine	Outlet Supervisor with the approval of Outlet Manager	Immediate
Counter to accommodate clients at Mamburao Outlet	Increased assistance to clients in accomplishing forms and in verifying documentary requirements	Need an additional Associate / staff and a working station to accommodate clients	UNISYS approval	Immediate
Appointment slots at Calapan Outlet	Maintained slots for 250 clients per day	Congestion in the outlet	OS with the approval of Outlet Manager	Immediate
Appointment slots at Puerto Princesa Outlet	Implementing a backup power supply for the CRS outlet is a critical step in ensuring uninterrupted service and maintaining operational efficiency during power outages.	To provide computer station for clients who were unable to make an online appointment	Outlet Supervisor with the approval of Outlet Manager	Immediate

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Area	Specific Improvement	Issues / Concern Addressed	Accountability	Time frame
Citizen's Charter at Calapan and Puerto Princesa Outlet	Installation of audio-visual equipment for the clients to watch the Citizen's Charter while waiting for their turn to be served in the outlet	Low level of awareness on Citizen's charter	OS with approval of the Outlet Manager	Immediate
IEC Dissemination at Calapan Outlet	Posted QR code to access Citizens' Charter	Low level of awareness on Citizen's charter	OS with the approval of Outlet Manager	Immediate
IEC Dissemination at Puerto Princesa Outlet	Inform clients, especially teachers, about the existing policy ("Ease of Doing Business" and "Anti-Fixer Campaign") and encourage them to request from SM, LGU-BREQs partners ahead of time. Consideration was also given to those clients with urgent requests.	To allow more than two Birth Certificate requests, especially for teachers in accommodating their students' school requirements.	OS with the approval of Outlet Manager	Immediate
Copy issuance of Civil Registry Documents	Newly hired Unisys Associates as replacement for resigned personnel and hiring of extra personnel	Queue numbers were not sequential that causes confusion among clients; clients do not know which Window to proceed upon calling his/her number.	Outlet Supervisor, Outlet Manager, and Unisys Management	Immediate

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Area	Specific Improvement	Issues / Concern Addressed	Accountability	Time frame
Copy issuance of Civil Registry Documents	Hiring of additional personnel to complement the existing pool of Associates	Slow service time, long waiting time, needs to open additional windows to accommodate faster release of requested documents.	Outlet Supervisor, Outlet Manager, and Unisys Management	Immediate
Releasing at Calapan Outlet	Faster releasing of CENOMAR	Delayed release of CENOMAR	Unisys Management	Immediate
Releasing of requested documents from Puerto Princesa	Hiring of additional personnel / CRS Associates	To provide additional staff especially in the releasing window; Additional window for releasing to minimize queuing.	Outlet Supervisor with the approval of Outlet Manager	Immediate
Outlet operation in Oriental Mindoro	The outlet is one of the few outlets in the country which opens at 7:00 a.m. in consideration of those from far flung municipalities. Hence the appointment slots also starts at 7:00 a.m. but transaction is based on the time of appointment.	To prioritize or provide separate lane for clients who came from far flung areas. This will ensure that they were not accommodated due to not reaching the cut-off time.	Outlet Supervisor, Outlet Manager, and Unisys Management	Immediate
Outlet operation in Palawan	While the expansion of the outlets in Palawan is currently not possible, PSA Palawan will actively work to improve the services offered by BREQS partners, SM, LGU-BREQs of 21 municipalities	To build an additional outlet to other municipalities in the Province of Palawan	Outlet Supervisor with the approval of Outlet Manager	Immediate


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Area	Specific Improvement	Issues / Concern Addressed	Accountability	Time frame
	and one city, paving the way for improved service delivery.			

Prepared and consolidated by:

Reviewed and endorsed by:

  
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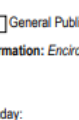
Approved:

**LENI R. RIOFLORIDO**  
 Regional Director  
 RSSO MIMAROPA

## 8 Appendix


## 8.1 Survey Questionnaire

Control No: \_\_\_\_\_



REPUBLIC OF THE PHILIPPINES  
**PHILIPPINE STATISTICS AUTHORITY**

**CITIZEN/CLIENT SATISFACTION SURVEY**



**BACANG PILIPINAS**

ANTI-RED TAPE AUTHORITY  
CLIENT SATISFACTION  
MEASUREMENT FORM  
PSA Approved No.: ARTA-2242-3  
Expires on 31 July 2023

**Annex "D"**

This **Client Satisfaction Measurement (CSM)** tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Date:            

Month      Day      Year

Time Start:       :      

Hour      Minutes

Residence:            

Region      Province      City/Municipality

Outlet Code:

Outlet Description: \_\_\_\_\_

Service Availed: \_\_\_\_\_

Client Type: ☐ General Public    ☐ Government Employees    ☐ Businesses/Organization

**Respondent's Information:** *Encircle the number that corresponds to your answer.*

Name (optional): \_\_\_\_\_

Sex: 1 Female 2 Male

Age as of last birthday: \_\_\_\_\_

Highest Educational Attainment: 1 Elementary 2 Secondary 3 College or Postgraduate

Work/Occupation: 1 Yes, please specify \_\_\_\_\_ 2 None

Usual Residence: \_\_\_\_\_

City/Municipality      Province

---

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

**CC1** Which of the following best describes your awareness of a CC?

☐ 1. I know what a CC is and I saw this office's CC.

☐ 2. I know what a CC is but I did NOT see this office's CC.

☐ 3. I learned of the CC only when I saw this office's CC.

☐ 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

**CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?

☐ 1. Easy to see      ☐ 4. Not visible at all

☐ 2. Somewhat easy to see      ☐ 5. N/A

☐ 3. Difficult to see






**CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

☐ 1. Helped very much      ☐ 3. Did not help

☐ 2. Somewhat helped      ☐ 4. N/A

**INSTRUCTIONS:**

For SQD 0-9, please put a **check mark (✓)** on the column that best corresponds to your answer.

	 Strongly Disagree (1)	 Disagree (2)	 Neither Agree nor Disagree (3)	 Agree (4)	 Strongly Agree (5)	N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.						
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.						
<b>SQD2.</b> The office followed the transaction's requirements and steps based on the information provided.						
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.						
<b>SQD4.</b> I easily found information about my transaction from the office or its website.						
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction.						
<b>SQD6.</b> I feel the office was fair to everyone, or "walang palakasan", during my transaction.						
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						
<b>SQD9.</b> Other Access & Facilities						
a. clean surroundings						
b. clean restrooms						
c. safe						
d. comfortable/ventilated						
e. enough chairs						
f. lactating room						

Other comments or suggestions to improve the services of PSA: \_\_\_\_\_

☐ Complaint

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

☐ Suggestion

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

☐ Compliment

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

DISCLAIMER: ALL NUMBERS IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE PHILIPPINE STATISTICS AUTHORITY'S ACTUAL PERFORMANCE.



## 8.2 Client Satisfaction Measurement Results at CRS Mamburao

**TABLE 11. Number and Percent Distribution on the Respondents Awareness of Citizen's Charter (CC), CRS Mamburao: 2024**

Citizen's Charter Indicators	Responses	Percentage
CC1: Awareness of a CC	8,899	
Aware of CC and saw the office's CC	4,772	53.6
Aware of CC but did not see the office's CC	152	1.7
Learned about the CC only upon seeing this office's CC	1,402	15.8
Not aware of the CC and have not seen one in this office	2,573	28.9
No response	-	-
CC2: Visibility of the CC	6,326	
Easy to see	5,439	61.1
Somewhat easy to see	719	8.1
Difficult to see	167	1.9
Not visible at all	-	-
No response	-	-
CC3: Assessment of CC's Usefulness	6,326	
Helped significantly	4,939	55.5
Helped to some extent	1,320	14.8
Did not help	67	0.8
No response	-	-

**Note:** Cell with a dash (-) entry means zero, while cells under percentage column with a zero (0) entry means less than 0.05 percent

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

**TABLE 12. Satisfaction Rating by Service Quality Dimensions, CRS Mamburao: 2024**

Service Quality Dimensions	Satisfaction Level (Weighted)						Total Respondents	Satisfaction Rating (%)
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Applicable		
<b>Overall</b>	<b>62,678</b>	<b>6,964</b>	<b>660</b>	<b>192</b>	<b>133</b>	<b>563</b>	<b>71,190</b>	<b>98.6</b>
SQD1 (Responsiveness)	7,371	1,187	215	67	-	59	8,899	96.8
SQD2 (Reliability)	7,813	868	33	59	-	126	8,899	99.0
SQD3 (Access and Facilities)	7,853	886	67	33	-	59	8,898	98.9
SQD4 (Communication)	7,794	901	119	-	33	52	8,899	98.3
SQD5 (Cost)	7,957	808	67	-	-	67	8,899	99.2
SQD6 (Integrity)	8,013	786	33	-	67	-	8,899	98.9
SQD7 (Assurance)	7,946	786	67	33	-	67	8,899	98.9
SQD8 (Outcome)	7,931	742	59	-	33	133	8,898	99.0

**Notes:** Cell with a dash (-) entry means zero, while cells with a zero (0) entry means less than 0.05 percent.

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

DISCLAIMER: ALL NUMBERS IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE PHILIPPINE STATISTICS AUTHORITY'S ACTUAL PERFORMANCE.



TABLE 13. Satisfaction Rating by PSA-Specific Category, CRS Mamburao: 2024

Service Quality Dimensions	Satisfaction Level (Weighted)						Total Respondents	Satisfaction Rating (%)
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Applicable		
<b>Overall</b>	<b>38,917</b>	<b>4,238</b>	<b>144</b>	<b>-</b>	<b>-</b>	<b>10,094</b>	<b>53,393</b>	<b>99.7</b>
SQD9A (Clean Surroundings)	7,905	708	-	-	-	286	8,899	100.0
SQD9B (Clean Restrooms)	5,477	760	33	-	-	2,629	8,899	99.5
SQD9C (Safe)	7,853	667	-	-	-	378	8,898	100.0
SQD9D (Comfortable / Ventilate)	7,801	727	-	-	-	371	8,899	100.0
SQD9E (Enough Chairs)	7,775	779	-	-	-	345	8,899	100.0
SQD9F (Lactating Room)	2,106	597	111	-	-	6,085	8,899	96.1

**Notes:** Cell with a dash (-) entry means zero, while cells with a zero (0) entry means less than 0.05 percent.

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

TABLE 14. Overall Satisfaction Rating by Services, CRS Mamburao: 2024

Services	Satisfaction Level						Total Respondents	Satisfaction Rating (%)
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Applicable		
<b>All Services</b>	<b>7,684</b>	<b>894</b>	<b>156</b>	<b>33</b>	<b>100</b>	<b>33</b>	<b>8,900</b>	<b>96.7</b>
Birth (Copy Issuance)	4,754	742	156	-	100	33	5,785	95.5
Birth (Authentication)	1,005	-	-	-	-	-	1,005	100.0
Birth (Viewable online)	-	-	-	-	-	-	-	**
Birth (DocPrint)	-	-	-	-	-	-	-	**
Marriage (Copy Issuance)	768	59	-	-	-	-	827	100.0
Marriage (Authentication)	93	-	-	-	-	-	93	**
Death (Copy Issuance)	-	-	-	-	-	-	-	**
Death (Authentication)	26	-	-	-	-	-	26	**
Death (Viewable online)	-	-	-	-	-	-	-	**
CENOMAR/CEMAR (Certification)	971	93	-	33	-	-	1,097	97.0
CENOMAR/CEMAR (DocPrint)	67	-	-	-	-	-	67	**

**Notes:** Cell with a dash (-) entry means zero, while cells with a zero (0) entry means less than 0.05 percent.

\*\*No reported response from interviewed clients for this survey round.

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

DISCLAIMER: ALL NUMBERS IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE PHILIPPINE STATISTICS AUTHORITY'S ACTUAL PERFORMANCE.



### 8.3 Client Satisfaction Measurement Results at CRS Calapan

**TABLE 15. Number and Percent Distribution on the Respondents Awareness of Citizen's Charter (CC), CRS Calapan: 2024**

Citizen's Charter Indicators	Responses	Percentage
CC1: Awareness of a CC	53,790	
Aware of CC and saw the office's CC	15,594	29.0
Aware of CC but did not see the office's CC	1,672	3.1
Learned about the CC only upon seeing this office's CC	9,705	18.0
Not aware of the CC and have not seen one in this office	26,818	49.9
No response	-	-
CC2: Visibility of the CC	26,972	
Easy to see	18,549	34.5
Somewhat easy to see	6,231	11.6
Difficult to see	926	1.7
Not visible at all	1,266	2.4
No response	-	-
CC3: Assessment of CC's Usefulness	26,972	
Helped significantly	18,047	33.6
Helped to some extent	7,543	14.0
Did not help	1,382	2.6
No response	-	-

**Note:** Cell with a dash (-) entry means zero, while cells under percentage column with a zero (0) entry means less than 0.05 percent

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

**TABLE 16. Satisfaction Rating by Service Quality Dimensions, CRS Calapan: 2024**

Service Quality Dimensions	Satisfaction Level (Weighted)						Total Respondents	Satisfaction Rating (%)
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Applicable		
<b>Overall</b>	<b>231,074</b>	<b>177,709</b>	<b>9,605</b>	<b>4,254</b>	<b>4,714</b>	<b>2,963</b>	<b>430,319</b>	<b>95.7</b>
SQD1 (Responsiveness)	23,550	24,506	2,871	1,766	692	404	53,789	90.0
SQD2 (Reliability)	29,898	21,916	807	275	592	303	53,791	96.9
SQD3 (Access and Facilities)	28,489	23,872	447	376	404	202	53,790	97.7
SQD4 (Communication)	27,909	22,950	1,359	695	505	372	53,790	95.2
SQD5 (Cost)	28,244	23,405	819	446	605	271	53,790	96.5
SQD6 (Integrity)	31,589	20,024	994	175	806	201	53,789	96.3
SQD7 (Assurance)	32,412	19,577	920	276	605	-	53,790	96.7
SQD8 (Outcome)	28,983	21,459	1,388	245	505	1,210	53,790	95.9

**Notes:** Cell with a dash (-) entry means zero, while cells with a zero (0) entry means less than 0.05 percent.

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

DISCLAIMER: ALL NUMBERS IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE PHILIPPINE STATISTICS AUTHORITY'S ACTUAL PERFORMANCE.



TABLE 17. Satisfaction Rating by PSA-Specific Category, CRS Calapan: 2024

Service Quality Dimensions	Satisfaction Level (Weighted)						Total Respondents	Satisfaction Rating (%)
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Applicable		
<b>Overall</b>	<b>174,802</b>	<b>110,769</b>	<b>3,734</b>	<b>1,206</b>	<b>3,778</b>	<b>28,452</b>	<b>322,741</b>	<b>97.0</b>
SQD9A (Clean Surroundings)	32,221	20,096	290	175	605	404	53,791	98.0
SQD9B (Clean Restrooms)	26,165	18,011	722	175	605	8,111	53,789	96.7
SQD9C (Safe)	33,014	19,241	364	88	692	391	53,790	97.9
SQD9D (Comfortable / Ventilate)	33,500	18,673	736	88	692	101	53,790	97.2
SQD9E (Enough Chairs)	32,407	19,344	552	491	592	404	53,790	96.9
SQD9F (Lactating Room)	17,495	15,404	1,070	189	592	19,041	53,791	94.7

**Notes:** Cell with a dash (-) entry means zero, while cells with a zero (0) entry means less than 0.05 percent.

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

TABLE 18. Overall Satisfaction Rating by Services, CRS Calapan: 2024

Services	Satisfaction Level						Total Respondents	Satisfaction Rating (%)
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Applicable		
<b>All Services</b>	<b>29,589</b>	<b>21,284</b>	<b>1,980</b>	<b>434</b>	<b>505</b>	<b>-</b>	<b>53,792</b>	<b>94.6</b>
Birth (Copy Issuance)	23,088	16,125	1,652	88	303	-	41,256	95.0
Birth (Authentication)	70	158	-	100	-	-	328	69.5
Birth (Viewable online)	100	-	-	-	-	-	100	**
Birth (DocPrint)	300	-	-	-	-	-	300	100.0
Marriage (Copy Issuance)	1,859	2,351	158	158	-	-	4,526	93.0
Marriage (Authentication)	201	-	-	-	-	-	201	100.0
Death (Copy Issuance)	600	271	-	-	-	-	871	100.0
Death (Authentication)	-	-	-	-	-	-	-	**
Death (Viewable online)	-	-	-	88	-	-	88	0.0
CENOMAR/CEMAR (Certification)	3,171	2,379	170	-	202	-	5,922	93.7
CENOMAR/CEMAR (DocPrint)	200	-	-	-	-	-	200	100.0

**Notes:** Cell with a dash (-) entry means zero, while cells with a zero (0) entry means less than 0.05 percent.

\*\*No reported response from interviewed clients for this survey round.

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

DISCLAIMER: ALL NUMBERS IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE PHILIPPINE STATISTICS AUTHORITY'S ACTUAL PERFORMANCE.



## 8.4 Client Satisfaction Measurement Results at CRS Odiongan

**TABLE 19. Number and Percent Distribution on the Respondents Awareness of Citizen's Charter (CC), CRS Odiongan: 2024**

Citizen's Charter Indicators	Responses	Percentage
CC1: Awareness of a CC	20,502	
Aware of CC and saw the office's CC	3,342	16.3
Aware of CC but did not see the office's CC	863	4.2
Learned about the CC only upon seeing this office's CC	1,675	8.2
Not aware of the CC and have not seen one in this office	14,621	71.3
No response	-	-
CC2: Visibility of the CC	5,881	
Easy to see	4,360	21.3
Somewhat easy to see	1,120	5.5
Difficult to see	364	1.8
Not visible at all	36	0.2
No response	-	-
CC3: Assessment of CC's Usefulness	5,881	
Helped significantly	4,757	23.2
Helped to some extent	1,050	5.1
Did not help	73	0.4
No response	-	-

**Note:** Cell with a dash (-) entry means zero, while cells under percentage column with a zero (0) entry means less than 0.05 percent

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

**TABLE 20. Satisfaction Rating by Service Quality Dimensions, CRS Odiongan: 2024**

Service Quality Dimensions	Satisfaction Level (Weighted)						Total Respondents	Satisfaction Rating (%)
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Applicable		
<b>Overall</b>	<b>144,494</b>	<b>19,237</b>	<b>77</b>	<b>-</b>	<b>-</b>	<b>206</b>	<b>164,014</b>	<b>100.0</b>
SQD1 (Responsiveness)	17,651	2,809	41	-	-	-	20,501	99.8
SQD2 (Reliability)	18,570	1,932	-	-	-	-	20,502	100.0
SQD3 (Access and Facilities)	17,674	2,828	-	-	-	-	20,502	100.0
SQD4 (Communication)	17,780	2,516	-	-	-	206	20,502	100.0
SQD5 (Cost)	18,372	2,130	-	-	-	-	20,502	100.0
SQD6 (Integrity)	17,907	2,595	-	-	-	-	20,502	100.0
SQD7 (Assurance)	18,541	1,924	36	-	-	-	20,501	99.8
SQD8 (Outcome)	17,999	2,503	-	-	-	-	20,502	100.0

**Notes:** Cell with a dash (-) entry means zero, while cells with a zero (0) entry means less than 0.05 percent.

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

DISCLAIMER: ALL NUMBERS IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE PHILIPPINE STATISTICS AUTHORITY'S ACTUAL PERFORMANCE.



**TABLE 21. Satisfaction Rating by PSA-Specific Category, CRS Odiongan: 2024**

Service Quality Dimensions	Satisfaction Level (Weighted)						Total Respondents	Satisfaction Rating (%)
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Applicable		
<b>Overall</b>	<b>105,722</b>	<b>15,830</b>	<b>606</b>	<b>36</b>	<b>36</b>	<b>782</b>	<b>123,012</b>	<b>99.4</b>
SQD9A (Clean Surroundings)	18,496	1,965	41	-	-	-	20,502	99.8
SQD9B (Clean Restrooms)	19,200	1,275	28	-	-	-	20,503	99.9
SQD9C (Safe)	18,738	1,764	-	-	-	-	20,502	100.0
SQD9D (Comfortable / Ventilate)	18,418	2,084	-	-	-	-	20,502	100.0
SQD9E (Enough Chairs)	16,700	3,729	-	36	36	-	20,501	99.6
SQD9F (Lactating Room)	14,170	5,013	537	-	-	782	20,502	97.3

**Notes:** Cell with a dash (-) entry means zero, while cells with a zero (0) entry means less than 0.05 percent.

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

**TABLE 22. Overall Satisfaction Rating by Services, CRS Odiongan: 2024**

Services	Satisfaction Level						Total Respondents	Satisfaction Rating (%)
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Applicable		
<b>All Services</b>	<b>19,780</b>	<b>721</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>20,501</b>	<b>100.0</b>
Birth (Copy Issuance)	16,485	570	-	-	-	-	17,055	100.0
Birth (Authentication)	-	-	-	-	-	-	-	**
Birth (Viewable online)	-	-	-	-	-	-	-	**
Birth (DocPrint)	-	-	-	-	-	-	-	**
Marriage (Copy Issuance)	1,444	82	-	-	-	-	1,526	100.0
Marriage (Authentication)	-	-	-	-	-	-	-	**
Death (Copy Issuance)	105	-	-	-	-	-	105	100.0
Death (Authentication)	-	-	-	-	-	-	-	**
Death (Viewable online)	-	-	-	-	-	-	-	**
CENOMAR/CEMAR (Certification)	1,746	69	-	-	-	-	1,815	100.0
CENOMAR/CEMAR (DocPrint)	-	-	-	-	-	-	-	**

**Notes:** Cell with a dash (-) entry means zero, while cells with a zero (0) entry means less than 0.05 percent.

\*\*No reported response from interviewed clients for this survey round.

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

DISCLAIMER: ALL NUMBERS IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE PHILIPPINE STATISTICS AUTHORITY'S ACTUAL PERFORMANCE.



## 8.5 Client Satisfaction Measurement Results at CRS Puerto Princesa

**TABLE 23. Number and Percent Distribution on the Respondents Awareness of Citizen's Charter (CC), CRS Puerto Princesa: 2024**

Citizen's Charter Indicators	Responses	Percentage
CC1: Awareness of a CC	63,864	
Aware of CC and saw the office's CC	55,114	86.3
Aware of CC but did not see the office's CC	7,668	12.0
Learned about the CC only upon seeing this office's CC	1,083	1.7
Not aware of the CC and have not seen one in this office	-	-
No response	-	-
CC2: Visibility of the CC	63,864	
Easy to see	47,611	74.6
Somewhat easy to see	16,253	25.4
Difficult to see	-	-
Not visible at all	-	-
No response	-	-
CC3: Assessment of CC's Usefulness	63,864	
Helped significantly	47,382	74.2
Helped to some extent	16,212	25.4
Did not help	271	0.4
No response	-	-

**Note:** Cell with a dash (-) entry means zero, while cells under percentage column with a zero (0) entry means less than 0.05 percent

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

**TABLE 24. Satisfaction Rating by Service Quality Dimensions, CRS Puerto Princesa: 2024**

Service Quality Dimensions	Satisfaction Level (Weighted)						Total Respondents	Satisfaction Rating (%)
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Applicable		
<b>Overall</b>	<b>498,256</b>	<b>10,297</b>	<b>1,586</b>	<b>772</b>	<b>-</b>	<b>-</b>	<b>510,911</b>	<b>99.5</b>
SQD1 (Responsiveness)	59,544	3,640	680	-	-	-	63,864	98.9
SQD2 (Reliability)	62,586	1,172	-	106	-	-	63,864	99.8
SQD3 (Access and Facilities)	61,891	1,549	212	212	-	-	63,864	99.3
SQD4 (Communication)	61,362	2,183	318	-	-	-	63,863	99.5
SQD5 (Cost)	63,286	443	135	-	-	-	63,864	99.8
SQD6 (Integrity)	62,686	589	135	454	-	-	63,864	99.1
SQD7 (Assurance)	63,172	586	106	-	-	-	63,864	99.8
SQD8 (Outcome)	63,729	135	-	-	-	-	63,864	100.0

**Notes:** Cell with a dash (-) entry means zero, while cells with a zero (0) entry means less than 0.05 percent.

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

DISCLAIMER: ALL NUMBERS IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE PHILIPPINE STATISTICS AUTHORITY'S ACTUAL PERFORMANCE.



**TABLE 25. Satisfaction Rating by PSA-Specific Category, CRS Puerto Princesa: 2024**

Service Quality Dimensions	Satisfaction Level (Weighted)						Total Respondents	Satisfaction Rating (%)
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Applicable		
<b>Overall</b>	<b>348,526</b>	<b>33,443</b>	<b>1,215</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>383,184</b>	<b>99.7</b>
SQD9A (Clean Surroundings)	57,549	5,784	531	-	-	-	63,864	99.2
SQD9B (Clean Restrooms)	42,466	20,955	443	-	-	-	63,864	99.3
SQD9C (Safe)	60,511	3,112	241	-	-	-	63,864	99.6
SQD9D (Comfortable / Ventilate)	63,237	627	-	-	-	-	63,864	100.0
SQD9E (Enough Chairs)	62,929	935	-	-	-	-	63,864	100.0
SQD9F (Lactating Room)	61,834	2,030	-	-	-	-	63,864	100.0

**Notes:** Cell with a dash (-) entry means zero, while cells with a zero (0) entry means less than 0.05 percent.

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

**TABLE 26. Overall Satisfaction Rating by Services, CRS Puerto Princesa: 2024**

Services	Satisfaction Level						Total Respondents	Satisfaction Rating (%)
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Applicable		
<b>All Services</b>	<b>62,971</b>	<b>598</b>	<b>189</b>	<b>-</b>	<b>106</b>	<b>-</b>	<b>63,864</b>	<b>99.5</b>
Birth (Copy Issuance)	45,376	241	189	-	106	-	45,912	99.4
Birth (Authentication)	-	-	-	-	-	-	-	**
Birth (Viewable online)	-	-	-	-	-	-	-	**
Birth (DocPrint)	-	-	-	-	-	-	-	**
Marriage (Copy Issuance)	6,495	86	-	-	-	-	6,581	100.0
Marriage (Authentication)	-	-	-	-	-	-	-	**
Death (Copy Issuance)	1,877	271	-	-	-	-	2,148	100.0
Death (Authentication)	-	-	-	-	-	-	-	**
Death (Viewable online)	-	-	-	-	-	-	-	**
CENOMAR/CEMAR (Certification)	9,223	-	-	-	-	-	9,223	100.0
CENOMAR/CEMAR (DocPrint)	-	-	-	-	-	-	-	**

**Notes:** Cell with a dash (-) entry means zero, while cells with a zero (0) entry means less than 0.05 percent.

\*\*No reported response from interviewed clients for this survey round.

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