

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



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

**Client Satisfaction Measurement Report
First Quarter 2025
(1st Edition)**



2/F Emerald Building, J.P. Rizal St., Camilmil, Calapan City
Telephone: (43) 288-9744 • (43) 470-0598
Telefax: (43) 441-7371 • (43) 470-0716 • (43) 286-7491
rssomimaropa@psa.gov.ph

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



Table of Contents

List of Tables	2
List of Figures	4
1 Overview	5
2 Scope	6
3 Methodology of the Survey	8
3.1 Sampling Design	8
3.2 Number of Respondents	8
3.3 Data Gathering	9
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	19
4.5 Satisfaction Rating by Agency-specific Questions	21
4.6 Overall Satisfaction Rating by Outlet Location	23
4.7 Satisfaction Rating by Services Provided	24
5 Other Comments and Suggestions to Improve PSA Services	25
6 Complaints Reported by Clients	27
7 Suggestions Given by Clients	30
8 Compliments Provided by Clients	33
9 Results of the PSA's Action Plan Reported in FY 2023	39
10 Continuous Agency Improvement Plan for FY 2024	42
11 Appendix	52
11.1 Survey Questionnaire	52
11.2 Consolidated CSM Results of the MIMAROPA Region	53
11.3 CSM Results at CRS Mamburao	56
11.4 CSM Results at CRS Calapan	59
11.5 CSM Results at CRS Odiongan	62
11.6 CSM Results at CRS Puerto Princesa	65
11.7 Response Rates	68

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



List of Tables

1	Minimum Number of Respondents and Sampling Interval by CRS Outlet: MIMAROPA Region, First Quarter 2025	9
2	Interpretation of Results for each SQD Question in the Harmonized Customer Satisfaction Measurement.....	11
3	Services Provided by the Philippine Statistics Authority through its CRS Outlets, MIMAROPA Region: First Quarter 2025.....	12
4	Percent Distribution by Demographic Characteristics and Outlet Location, MIMAROPA Region: First Quarter 2025	14
5	Percent Distribution by Customer Type and Outlet Location, MIMAROPA Region: First Quarter 2025	15
6	Number and Percent Distribution on the Respondents' Awareness of Citizen's Charter by Outlet Location, MIMAROPA Region: First Quarter 2025	17
7	Distribution of Clients by Satisfaction Level by Service Quality Dimensions, MIMAROPA Region: First Quarter 2025	21
8	Distribution of Clients by Satisfaction Level on PSA-Specific Category, MIMAROPA Region: First Quarter 2025	22
9	Overall Satisfaction of Clients by Outlet Location, MIMAROPA Region: First Quarter 2025	23
10	Overall Satisfaction of Clients by Services Availed, MIMAROPA Region: First Quarter 2025	24
11	Number and Percent Distribution by Demographic Characteristics and Outlet Location, MIMAROPA Region: First Quarter 2025	53
12	Overall Satisfaction by Demographic Characteristics, MIMAROPA Region: First Quarter 2025	54
13	Percentage Distribution on Respondents' Awareness of the Citizen's Charter (CC) by Outlet Location, MIMAROPA Region: First Quarter 2025	55
14	Overall Satisfaction Rating by Services Availed, Mamburao: First Quarter 2025	56
15	Overall Satisfaction Rating by Demographic Characteristics, Mamburao: First Quarter 2025	57
16	Distribution of Clients by Satisfaction Level on Service Quality Dimensions, Mamburao: First Quarter 2025.....	58

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



17	Distribution of Clients by Satisfaction Level on PSA-Specific Category, Mamburao: First Quarter 2025.....	58
18	Overall Satisfaction Rating by Services Availed, Calapan: First Quarter 2025	59
19	Overall Satisfaction Rating by Demographic Characteristics, Calapan: First Quarter 2025	60
20	Distribution of Clients by Satisfaction Level on Service Quality Dimensions, Calapan: First Quarter 2025	61
21	Distribution of Clients by Satisfaction Level on PSA-Specific Category, Calapan: First Quarter 2025	61
22	Overall Satisfaction Rating by Services Availed, Odiongan: First Quarter 2025	62
23	Overall Satisfaction Rating by Demographic Characteristics, Odiongan: First Quarter 2025	63
24	Distribution of Clients by Satisfaction Level on Service Quality Dimensions, Odiongan: First Quarter 2025	64
25	Distribution of Clients by Satisfaction Level on PSA-Specific Category, Odiongan: First Quarter 2025	64
26	Overall Satisfaction Rating by Services Availed, Puerto Princesa: First Quarter 2025	65
27	Overall Satisfaction Rating by Demographic Characteristics, Puerto Princesa: First Quarter 2025	66
28	Distribution of Clients by Satisfaction Level on Service Quality Dimensions, Puerto Princesa: First Quarter 2025.....	67
29	Distribution of Clients by Satisfaction Level on PSA-Specific Category, Puerto Princesa: First Quarter 2025.....	67
30	Response Rate and Number of Transacting Clients by Clients' Availed Services and by Outlet Location, MIMAROPA Region: First Quarter 2025	68

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



List of Figures

1	Respondents' Awareness of Citizen's Charter (CC), MIMAROPA Region: First Quarter 2025	16
2	Overall Satisfaction Rating by Service Quality Dimensions, MIMAROPA Region: First Quarter 2025	20
3	Satisfaction Rating by PSA-Specific Service Category, MIMAROPA Region: First Quarter 2025	22

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



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

**Client Satisfaction Measurement Report
First Quarter 2025**

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 (MC) No. 2022-05, series of 2022 and MC 2021-1 issued by the Office of the President, Inter-Agency Task Force dated 03 June 2021.

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



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 had been operating for at least six (6) months relative to the survey quarter round. In the MIMAROPA Region, the following outlets are covered, namely: PSA-CRS Mamburao in Occidental Mindoro, PSA-CRS Calapan in Oriental Mindoro, PSA-CRS Odiongan in Romblon, and PSA-CRS Puerto Princesa in Palawan.

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,
3. Access and facilities,
4. Communication,
5. Costs,

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



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),
14. CENOMAR/CEMAR (Viewable Online),
15. CENOMAR/CEMAR (DocPrint),
16. CENODEATH/CEDEATH (Certification),

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



- 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.

Inverse probability weighting (IPW) was the statistical method used to adjust for missing data in the samples. The use of IPW could correct non-response bias that may have resulted from missing data, ensuring that the survey results were representative of the target population of interest. This involved assigning weights to each observation based on the inverse of the probability of being selected into the survey. These weights were then used in the generation of statistical tables to ensure that the results were representative of the population being studied, even in the presence of missing data.

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 for at least six (6) months are considered in order to determine its stabilized volume of 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

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



CRS Information Technology Project Phase II (CRS-ITP2) Planning and Management Office to RSSOs and their respective Provincial Statistical Offices (PSOs).

Table 1. Minimum Number of Respondents and Sampling Interval by CRS Outlet: MIMAROPA Region, First Quarter 2025

CRS Outlet and Code	Minimum Number of Respondents	Sampling Interval
126 - Mamburao	150	1
127 - Calapan	150	7
129 - Odiongan	150	2
130 - Puerto Princesa	150	7

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

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

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

Due to the multiple equally important activities undertaken in March 2025 such as conduct of various activities in line with the National Women's Month Celebration, and other related statistical and administrative functions which results to a few available trained Contract of Service Workers to act as enumerators in this survey round for the entire day at the CRS outlets from the Regional Office, the data collection at CRS Calapan was conducted in staggered basis on 11-18 March 2025. Meanwhile, the interviewing of randomly selected clients at was undertaken at CRS Mamburao on 10-14 March 2025, CRS Odiongan on 03-10 March 2025, and CRS Puerto Princesa on 10-14 March 2025.

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

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



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.

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:

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

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:

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



$$SR_j = \frac{1}{n_j} \sum_{i \in C} (w_i \times n_{ij} \times SR_{ij}),$$

or equivalently,

$$SR_j = \left(\frac{1}{n_j} \sum_{i \in C} n_{4ij} + \frac{1}{n_j} \sum_{i \in C} n_{5ij} \right) \times 100\%,$$

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.

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 overall results is presented in the following table.

Table 2. Interpretation of Results for each SQD Question in the Harmonized CSM

Scale	Percentage	Rating
1	Below 60.0%	Poor
2	60.0% – 79.9%	Fair
3	80.0% – 89.9%	Satisfactory
4	90.0% – 94.9%	Very Satisfactory
5	95.0% – 100.0%	Outstanding

Source: Office of the President – Anti-Red Tape Authority, *MC 2023-05 series of 2023*.

4 Survey Results

This section presents a summary of results of the CSM during the Fourth 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.

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



4.1 Response Rates

In the First Quarter of 2025, the CSM selected 600 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 since 01 February 2023. The outlets included in this survey are Mamburao in Occidental Mindoro, Calapan in Oriental Mindoro, Odiongan in Romblon, and Puerto Princesa in Palawan. A total of 595 randomly selected clients successfully completed the interview, resulting in the overall response rate of 99.2 percent.

The team collected data on services offered by PSA. Table 3 below shows ten (10) services availed by clients with responses from this quarter's survey. Nearly four in every five or 79.2 percent of all transacting clients served in any outlets in the MIMAROPA Region have requested Birth (Copy Issuance). This was followed by the transacting clients' request of Marriage (Copy Issuance) at 10.7 percent, and CENOMAR / CEMAR (Certification) at 7.8 percent. Meanwhile, Marriage (Authentication) and CENODEATH / CEDEATH (Viewable online) had the lowest reported service availed by transacting clients each with 0.1 percent share.

Table 3. Services Provided by the Philippine Statistics Authority through its CRS Outlets, MIMAROPA Region: First Quarter 2025

Services	Number of Successful Interviews	Number of Samples	Number of Transacting Clients
All Services	595	600	41,547
Birth (Copy Issuance)	482	486	32,916
Birth (Authentication)	5	5	241
Marriage (Copy Issuance)	56	56	4,453
Marriage (Authentication)	1	1	31
Death (Copy Issuance)	8	8	551
CENOMAR/CEMAR (Certification)	39	40	3,229
CENODEATH / CEDEATH (Certification)	3	3	94
CENODEATH / CEDEATH (Viewable online)	1	1	31

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

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

Meanwhile, nine (9) services have no responses for this round, namely: a) Birth (Viewable online), b) Birth (DocPrint), c) Marriage (DocPrint), d) Death (Viewable online), e) Death (DocPrint), f) CENOMAR/CEMAR (Viewable online), g) CENOMAR/CEMAR (DocPrint), h) CENODEATH/CEDEATH (DocPrint), and i) Premium Annotation.

4.2 Demographic Characteristics

Table 4 presents the demographic characteristics of respondents by outlet location. In terms of sex distribution, more than seven in every ten interviewed clients were females (71.5%) from all outlets in the MIMAROPA Region. The highest proportion was at Odiongan in which females constitutes 84.7 percent of the total respondents served by the said outlet, while the lowest proportion of 62.1 percent were recorded at Calapan.

Regarding the age distribution of respondents, clients whose age is 25 to 29 years old has the highest representation among other age groups with 19.8 percent share to all clients across all outlets in the region. This is consistent only at Mamburao with 26.0 percent of its clients belonging to the said age group. Noteworthy variations were observed from other outlets with the age group 20 to 24 years having the highest representation at Puerto Princesa (22.7%) and Calapan (22.1%), while the age group 60 and over at Odiongan (14.7%).

On the other hand, the age group 55 to 59 years old represents the smallest share at 3.0 percent. Said age group of clients had miniscule share at Puerto Princesa (2.0%) and at Mamburao (1.3%). Meanwhile, variations were observed at Calapan with its clients 60 years old had 1.4 percent representation, and at Odiongan with its clients below 20 years old had 2.7 percent representation.

Meanwhile, senior citizens represent 4.6 percent of the total interviewed clients from all outlets in the region. Among these outlets, the age group 60 years old and over had a share of 14.7 percent at Odiongan, 5.3 percent at Mamburao, 2.7 percent at Puerto Princesa, and 1.4 percent at Calapan.

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



Table 4. Percent Distribution by Demographic Characteristics and Outlet Location, MIMAROPA Region: First Quarter 2025

Demographic Characteristics	Total	Percent (weighted)			
		Mamburao	Calapan	Odiongan	Puerto Princesa
Total Respondents					
Estimate	41,547	4,713	14,915	7,220	14,699
Percent	100.0	11.3	35.9	17.4	35.4
Sex					
Female	71.5	69.3	62.1	84.7	75.3
Male	28.5	30.7	37.9	15.3	24.7
Age					
15 - 19	4.1	6.7	4.1	2.7	4.0
20 - 24	19.3	10.0	22.1	12.7	22.7
25 - 29	19.8	26.0	20.7	9.3	22.0
30 - 34	15.7	16.7	19.3	11.3	14.0
35 - 39	13.3	15.3	15.2	10.7	12.0
40 - 44	9.6	8.0	7.6	12.7	10.7
45 - 49	5.5	4.7	4.1	8.0	6.0
50 - 54	5.1	6.0	3.4	10.0	4.0
55 - 59	3.0	1.3	2.1	8.0	2.0
60 and over	4.6	5.3	1.4	14.7	2.7
Not reported	-	-	-	-	-
Residence					
Within MIMAROPA Region	100.0	100.0	100.0	100.0	100.0
Outside MIMAROPA Region	-	-	-	-	-
Not stated	-	-	-	-	-
Education					
Elementary graduate	7.3	11.3	3.4	18.0	4.7
High School graduate	49.0	38.7	53.1	37.3	54.0
College graduate or higher	41.5	39.3	41.4	43.3	41.3
Not stated	2.2	10.7	2.1	1.3	-
Employment status					
Employed	35.9	23.3	37.2	11.3	50.7
Unemployed	60.0	58.0	57.2	88.7	49.3
Not stated	4.1	18.7	5.5	-	-

Note: Dash (-) means zero, while a zero (0) entry means less than 0.05 percent. Details may not add up to total due to rounding-off of values.

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

Table 4 also shows the demographic characteristics of respondents' usual place of residence and educational attainment. In this survey round, all randomly interviewed respondents reside within the MIMAROPA Region. In terms of educational attainment, nearly half or 49.0 percent of the clients from all outlets in the region were high school graduate with Calapan having the highest proportion of

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



clients who attain this level at 53.1 percent. On the other hand, the proportion of respondents who are academic degree holder was 41.5 percent, with the highest percentage observed at Odiongan (43.3%) while the lowest percentage was seen at Mamburao (39.3%). For those who have only completed elementary education, this group constitutes 7.3 percent of the total interviewed clients, with the highest representation seen at Odiongan (18.0%). Meanwhile, 2.2 percent of respondents did not report their educational attainment, with Mamburao having the proportion of unreported educational attainment at 10.7 percent.

On respondents' employment status, nearly three every five interviewed clients from all outlets in the region or 60.0 percent were unemployed. Among outlets, Odiongan stands out with the highest percentage of unemployed respondents at 88.7 percent. This was followed by Mamburao with 58.0 percent share of unemployed respondents. While 35.9 percent of interviewed clients were employed, the highest proportion of such clients were seen at Calapan (37.2%). Meanwhile, 4.1 percent of respondents did not report their employment status, with Mamburao having the proportion of unreported employment at 18.7 percent.

Table 5. Percent Distribution by Customer Type and Outlet Location, MIMAROPA Region: First Quarter 2025

Customer Type	Total	Percent (weighted)			
		Mamburao	Calapan	Odiongan	Puerto Princesa
Total Respondents					
<i>Estimate</i>	41,547	4,713	14,915	7,220	14,699
Percentage Share					
Citizen	86.0	82.0	93.1	88.7	78.7
Business	10.2	17.3	6.9	10.0	11.3
Government	3.8	0.7	-	1.3	10.0
Not stated	-	-	-	-	-

Note: Dash (-) means zero, while a zero (0) entry means less than 0.05 percent. Details may not add up to total due to rounding-off of values.

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

Table 5 presents the distribution of clients according to customer type. Ordinary citizens had 86.0 percent share among all clients covered in this survey round. Among outlets in the region, Calapan posted the highest proportion of citizen

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



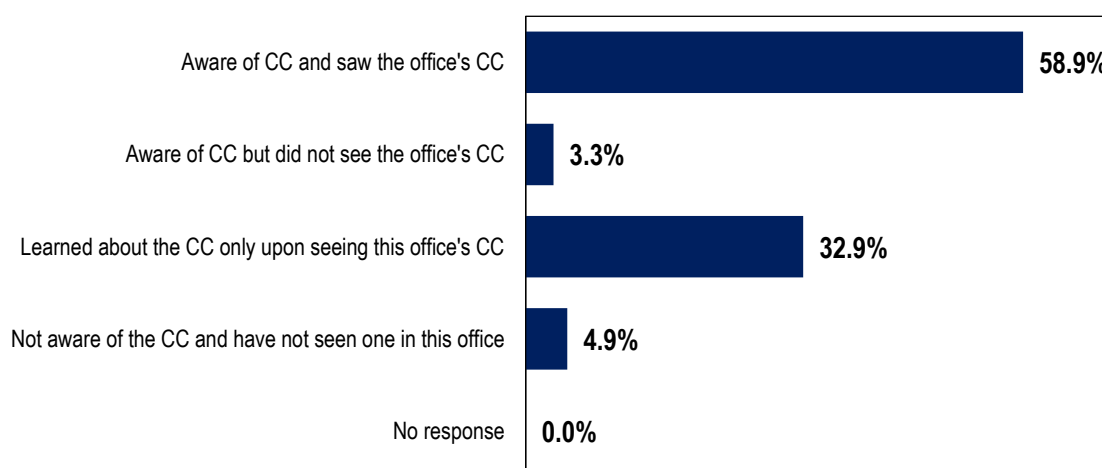
clients at 93.1 percent, while Puerto Princesa reported the lowest proportion of 78.7 percent.

Business clients had a 10.2 percent share to the total interviewed clients. Mamburao stands out with the highest proportion of business clients at 17.3 percent. Meanwhile, government clients had a miniscule share of 3.8 percent of the overall number of interviewed clients. This was contributed by government clients served at Puerto Princesa outlet (10.0%).

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 95.5 percent of 41,547 clients served at all outlet in the region were aware of their respective outlet's CC. Of these clients who knew about CC, 58.9 percent saw the outlet's CC and 32.9 percent learned about the CC only upon seeing it in the outlet, while 3.3 percent did not saw it.

**Figure 1. Respondents' Awareness of Citizen's Charter (CC),
MIMAROPA Region: First Quarter 2025**



Source: Philippine Statistics Authority, MIMAROPA Region, *First Quarter 2025 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 6 presents the respondent's awareness, visibility and the usefulness of CC by outlet location. Odiongan stands out among four outlets in the region with the highest proportion of clients who were aware of CC at 98.7 percent and was followed by Mamburao at 84.0 percent. Moreover, Calapan had the highest proportion of clients who learned CC upon seeing it in the outlet at 20.7 percent. Meanwhile, 5.0 percent of clients from Mamburao knew what a CC is but did not see the office's CC.

On the other hand, those clients who were not aware of CC and had not seen one in the outlet were most prevalent at Puerto Princesa in this survey round with 12.7 percent of the total clients served at the said outlet. This was followed by clients who were served at Mamburao (4.0%).

Table 6. Number and Percent Distribution on the Respondents' Awareness of Citizen's Charter (CC) by Outlet Location, MIMAROPA Region: First Quarter 2025

Citizen's Charter (CC) Indicators	Total	Number (weighted)			
		Mamburao	Calapan	Odiongan	Puerto Princesa
CC1: Awareness of a CC	41,547	4,713	14,915	7,220	14,699
Aware of CC and saw the office's CC	24,465	3,959	11,521	7,124	1,862
Aware of CC but did not see the office's CC	1,374	283	309	96	686
Learned about the CC only upon seeing this office's CC	13,658	283	3,086	-	10,289
Not aware of the CC and have not seen one in this office	2,050	189	-	-	1,862
CC2: Visibility of the CC	39,685	4,713	14,915	7,220	12,837
Easy to see	33,063	3,959	12,035	7,172	9,897
Somewhat easy to see	5,013	566	1,852	48	2,548
Difficult to see	1,609	189	1,029	-	392
Not visible at all	-	-	-	-	-
CC3: Assessment of CC's Usefulness	39,685	4,713	14,915	7,220	12,837
Helped significantly	33,295	4,147	11,932	7,220	9,995
Helped to some extent	6,202	377	2,983	-	2,842
Did not help	189	189	-	-	-

Continued

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



Table 6 - Concluded

Citizen's Charter (CC) Indicators	Total	Percent (weighted)			
		Mamburao	Calapan	Odiongan	Puerto Princesa
CC1: Awareness of a CC					
Aware of CC and saw the office's CC	58.9	84.0	77.2	98.7	12.7
Aware of CC but did not see the office's CC	3.3	6.0	2.1	1.3	4.7
Learned about the CC only upon seeing this office's CC	32.9	6.0	20.7	-	70.0
Not aware of the CC and have not seen one in this office	4.9	4.0	-	-	12.7
CC2: Visibility of the CC					
Easy to see	83.3	84.0	80.7	99.3	77.1
Somewhat easy to see	12.6	12.0	12.4	0.7	19.8
Difficult to see	4.1	4.0	6.9	-	3.1
Not visible at all	-	-	-	-	-
CC3: Assessment of CC's Usefulness					
Helped significantly	83.9	88.0	80.0	100.0	77.9
Helped to some extent	15.6	8.0	20.0	-	22.1
Did not help	0.5	4.0	-	-	-

Note: Dash (-) means zero, while a zero (0) entry means less than 0.05 percent. Details may not add up to total due to rounding-off of values.

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

Clients who are aware about CC or learned upon seeing it in the outlet were ask to feedback on the visibility of CC. About five in every six interviewed clients or 83.3 percent in all CRS Outlets in the region reported that the office's CC was easy to see. The highest percentage of respondents who found it easy to see was at Odiongan (99.3%) while the lowest visibility was recorded at Puerto Princesa (77.1%).

In addition, more than one in every eight interviewed clients or 12.6 percent from all outlets in the region 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 19.8 percent, while Odiongan got 0.7 percent. Relatively, Calapan stands out for those clients who found CC difficult to see at 6.9 percent.

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



On the assessment of the Citizen's Charter's usefulness, it was significantly observed that the respondents have different level of appreciation on the impact of the CC's provision. More than four in every five clients or 83.9 percent who were aware on CC in all outlets in the region responded that the office's CC significantly helped during their transaction. This was most evident at Odiongan (100.0%) and was followed by Mamburao (88.0%) and Calapan (80.0%). For those clients that were helped by CC to some extent, Puerto Princesa tallied 22.1 percent and was followed by Calapan at 20.0 percent. Meanwhile, 4.0 percent of clients at Mamburao 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 in the First Quarter of 2025. The survey showed an overall rating of 98.7 which translates to Outstanding. This overall satisfaction rating is derived from the average of the eight (8) service quality dimensions' rating.

Examining Table 7 for the client's satisfaction ratings given by service quality dimensions, it was observed that SQD6 (Integrity) had the highest rating of 99.9 percent. The former corresponds to the question "*I feel the office was fair to everyone, or "walang palakasan", during my transaction."* This indicates that employees in all outlets in the MIMAROPA Region assured honesty, justice, fairness and trust when dealing with their clients.

Figure 2. Overall Satisfaction Rating by Service Quality Dimensions, MIMAROPA Region: First Quarter 2025



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

This was closely followed by SQD5 (Cost) at 99.6 percent, which indicates that clients believed the fees they paid for a particular transaction were fair, justifiable, and in line with what could be expected for that type of transaction. In addition, SQD4 (Communication) ranked third at 99.5 percent. This shows clients were able to quickly locate the details they were looking for regarding their transaction. Conversely, the website of the PSA provided a clear, accessible, and well-organized information that made simple for its clients to obtain their needed copy of civil registry documents.

Other service quality dimensions that exceeds the average rating of 98.7 percent are the following: SQD8 (Outcome) at 99.1 percent, and SQD3 (Access and Facilities) at 99.0 percent. Meanwhile, SQD1 (Responsiveness) received the lowest rating of 96.3 percent among the service dimensions. This suggests that clients felt the time they invested in completing the transaction was not enough. That is, some clients feel that the time spent did not meet their expectations for efficiency or convenience.

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



Table 7. Distribution of Clients by Satisfaction Level by Service Quality Dimension, MIMAROPA Region: First Quarter 2025

Service Quality Dimensions	Satisfaction Level (weighted)						Total	Satisfaction Rating (%)
	SA	A	N	D	SD	N/A		
Overall (Average)								98.7
Responsiveness	23,320	16,680	1,057	490	-	-	41,547	96.3
Reliability	26,204	14,481	661	201	-	-	41,547	97.9
Access and Facilities	26,354	14,737	393	-	31	31	41,547	99.0
Communication	26,104	15,125	224	-	-	94	41,547	99.5
Costs	25,874	15,476	166	-	-	31	41,547	99.6
Integrity	25,196	15,722	428	201	-	-	41,547	98.5
Assurance	27,056	14,459	31	-	-	-	41,547	99.9
Outcome	25,707	15,484	357	-	-	-	41,547	99.1

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.

Details may not add up to total due to rounding-off of values.

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

4.5 Satisfaction Rating by Agency-specific Questions

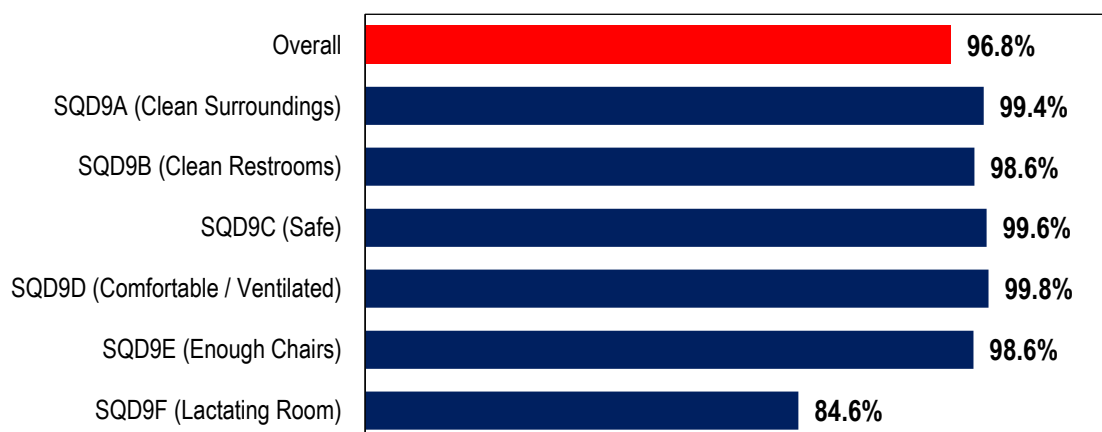
Aside from the ARTA-related questions, the PSA included several agency-specific questions derived from its previous Customer Satisfaction Survey. These questions addressed concerns about other access and facilities.

As observed in Figure 3 and Table 8, the average rating for PSA-specific category in the First Quarter of 2025 was 96.8 percent. Highest ratings came from clients' responses on SQD9D (Comfortable / Ventilated) at 99.8 percent and was followed by SQD9C (Safe) at 99.6 percent. These indicate that CRS Outlets in the MIMAROPA Region gave a positive and professional environment that contributes to a good client experience and potentially fostering trust and comfort during their visit or transaction. Other categories that exceeded the regional average include SQD9A (Clean Surroundings) at 99.4 percent, SQD9B (Clean Restrooms) at 98.6 percent and SQD9E (Enough chairs) at 98.6 percent. Meanwhile, respondents were least impressed on SQD9F (Breastfeeding station) which they gave a mark of 84.6 percent.

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



Figure 3. Satisfaction Rating by PSA-Specific Service Category, MIMAROPA Region: First Quarter 2025



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

Table 8. Distribution of Clients by Satisfaction Level on PSA-Specific Category, MIMAROPA Region: First Quarter 2025

PSA-Specific Category	Satisfaction Level (weighted)						Total	Satisfaction Rating (%)
	SA	A	N	D	SD	N/A		
Overall (Average)								96.8
Clean Surroundings	24,791	16,497	161	98	-	-	41,547	99.4
Clean Restrooms	20,121	17,142	521	-	-	3,763	41,547	98.6
Safe	25,984	15,268	161	-	-	134	41,547	99.6
Comfortable / Ventilated	28,907	12,234	98	-	-	309	41,547	99.8
Enough Chairs	23,932	17,016	469	-	-	-	41,547	98.6
Breastfeeding Station	3,595	17,014	3,724	129	31	17,183	41,547	84.6

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. Details may not add up to total due to rounding-off of values.

Source: Philippine Statistics Authority, MIMAROPA Region, *First Quarter 2025 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 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 respondents’ experiences with the services offered by PSA-CRS outlets.

For SQD0 (Overall Satisfaction), clients served by all outlets in the MIMAROPA Region gave a satisfaction rating of 97.1, which means Outstanding. The overall satisfaction rating by outlet location shown in Table 9 revealed that Odiongan posted the highest overall satisfaction rating of 100.0 percent. Calapan closely followed with an overall satisfaction rating of 98.6 percent. This indicates that clients serve by these outlets were highly pleased with the service and experience in securing their civil registry documents.

Table 9. Overall Satisfaction of Clients by Outlet Location, MIMAROPA Region: First Quarter 2025

Outlet Location	Satisfaction Level (in thousands, weighted)						Total	Satisfaction Rating (%)
	SA	A	N	D	SD	N/A		
MIMAROPA Region	28,095	12,238	759	455	-	-	41,547	97.1
Mamburao	2,231	2,357	63	63	-	-	4,713	97.3
Calapan	13,681	1,029	206	-	-	-	14,915	98.6
Odiongan	915	6,305	-	-	-	-	7,220	100.0
Puerto Princesa	11,269	2,548	490	392	-	-	14,699	94.0

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.

Details may not add up to total due to rounding-off of values.

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

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



Meanwhile, the overall satisfaction rating for Mamburao was at 97.3 percent and 94.0 percent for Puerto Princesa. Further exploration into factors contributing to Odiongan and Calapan's exceptional performance and addressing concerns in Mamburao and Puerto Princesa could enhance the overall quality of services from these outlets in the MIMAROPA Region.

4.7 Satisfaction Rating by Services Provided

For the overall satisfaction rating by services shown in Table 10, nine out of 19 offered services were availed and rated by clients. Birth (Authentication), Marriage (Copy Issuance), Marriage (Authentication), Death (Authentication), CENODEATH / CEDEATH (Certification), and CENODEATH / CEDEATH (Viewable online) received the highest overall satisfaction rating of 100.0 percent. Meanwhile, Death (Copy Issuance) was given the lowest satisfaction rating by clients at 82.2 percent.

**Table 10. Overall Satisfaction of Clients by Services,
MIMAROPA Region: First Quarter 2025**

Service	Satisfaction Level (in thousands, weighted)						Total	Satisfaction Rating (%)
	SA	A	N	D	SD	N/A		
All Services	28,095	12,238	759	455	-	-	41,547	97.1
Birth (Copy Issuance)	22,073	9,929	558	357	-	-	32,916	97.2
Birth (Authentication)	-	241	-	-	-	-	241	100.0
Marriage (Copy Issuance)	3,351	1,102	-	-	-	-	4,453	100.0
Marriage (Authentication)	-	31	-	-	-	-	31	100.0
Death (Copy Issuance)	259	194	98	-	-	-	551	82.2
CENOMAR/CEMAR (Certification)	2,318	710	103	98	-	-	3,229	93.8
CENODEATH/CEDEATH (Certification)	94	-	-	-	-	-	94	100.0
CENODEATH/CEDEATH (Viewable online)	-	31	-	-	-	-	31	100.0

Note: Dash (-) means zero, while a zero (0) entry means less than 0.5 of a unit. 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.

Details may not add up to total due to rounding-off of values.

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

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	Some clients, especially mothers, are not aware that the outlet has a mom's / lactating room.
Mamburao	The CRS should provide a generator set to continue accommodating its clients in case of power outage.
Calapan	Many clients are still not aware of the existing policy of appointment system when requesting PSA-issued documents. This could be addressed through an information dissemination like flyers or through announcements during working hours.
Calapan	There should be an additional collecting officer to cater CRS clients.
Calapan	Some clients felt the space is too small and some said that it cannot accommodate when there are too many requests.
Calapan	Screeners should probably be increased because people tend to pile up in the entrance area.
Calapan	The Citizen's Charter (CC) needs to be place in a more visible area and font should be adjusted to a larger size. The CC gave an idea to the clients to know the certain processes that the Office / Outlet provides.
Calapan	The appointment system should be strictly implemented. Clients should be encouraged to fill-out their forms and secure the appointment slot before going to CRS Outlet to ensure faster transactions.
Calapan	No water dispenser.
Calapan	The client commended all CRS staff and Security Guards for being approachable and treating them with respect on the services provided.
Odiongan	Intermittent Internet connection was the main issue the outlet experienced during the first quarter of this year.
Odiongan	Outlet's Team Leader (TL) was on maternity leave, and as a result, one of the associates was designated as the TL, which led to a reduction in manpower.
Odiongan	The vacant position for associates has not yet been filled up.

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



CRS Outlet	Issues / Observations
Odiongan	Many 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 his confusion with the online appointment system, stating that he had already provided his information during the online appointment, but upon arriving at the outlet, he still needs to input his details again on the self-service kiosk before proceeding with the payment. In addition, the client suggested having an online encoding of information, similar to the kiosk machine, so that upon arriving at the office, clients can proceed directly to the payment line.
Puerto Princesa	he client expressed his disappointment with the queuing process at the releasing windows. Due to the failure to follow the sequence of the ticket numbers, this situation led to misunderstandings and frustration among clients. He said that it feels unfair, as they arrived early but were released almost simultaneously with clients who arrived later.
Puerto Princesa	The client expressed frustration with the policy limiting certificate requests to only two (2) per day. She explained that she is a teacher traveled from a far municipality, making it inconvenient and costly to make multiple trips. Furthermore, she mentioned that she had asked for her help in obtaining the certificates of her students to minimize their travel expenses. However, the outlet did not allow her to process more than two requests since the document owner were not his immediate family members, leaving her disappointed.
Puerto Princesa	Streamline the process by pre-filling most of the details that were entered online. The client would only need to review or update specific information, reducing the time and effort required. If possible, enhance the integration between the online appointment system and the self-service kiosks, so that the data from the online form is directly accessible to the kiosk, possibly by scanning a QR code or entering an appointment reference number. Also, consider implementing an online payment option, such as G-Cash or other online payment methods, after making an online appointment to avoid long queues.
Puerto Princesa	To speed up document releases and reduce wait times, expand staff capacity or redistribute workers at busy times. Consider opening additional releasing windows. Post clear instructions about the queuing process, expected wait times, and the importance of ticket order in prominent areas or communicate them verbally as clients approach the releasing windows.
Puerto Princesa	Ensure that clients are made aware of the policy limits beforehand, along with any available alternatives to bypass these restrictions.

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



CRS Outlet	Issues / Observations
	Providing clear guidelines and options will help manage expectations and reduce disappointment. Take into consideration a special policy for teachers or other individuals who have a legitimate reason to request multiple certificates, especially if they are helping to support their community. This could include allowing them to process more than two requests in a single visit, given the circumstances.

Meanwhile, feedback from clients were also collected across all outlets in the MIMAROPA Region. Verbatim feedbacks 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.

6 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. The following enumerates the client's experiences from Mamburao, Calapan and Puerto Princesa outlets. Meanwhile, no complaints were reported by clients from Odiongan outlet.

CRS Mamburao Outlet

Date	Time	Complaints	Service Availed
03/14/2025	09:30:03	Instructions are not clear about the content of the authorization letter.	CENOMAR / CEMAR (Certification)

CRS Calapan Outlet

Date	Time	Complaints	Service Availed
03/11/2025	17:04:42	Medyo mabagal process pero overall okay naman.	Birth (Copy Issuance)

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



Date	Time	Complaints	Service Availed
03/11/2025	17:11:28	Medyo may delay po. Sana maayos ang transactions.	Birth (Copy Issuance)
03/12/2025	11:10:31	Nung unang kuha ko sobrang tagal kasi ang dami pulis that time na kumukuha kahit may appointment ka tumagal pa	Birth (Copy Issuance)
03/14/2025	13:31:19	Strictly on appoinment.	Birth (Copy Issuance)
03/14/2025	14:25:54	Problema lang po ang appointment system para po sa parents/ matatanda na hindi po maalam o aware sa paggamit ng mga cellphone at website.	Birth (Copy Issuance)
03/18/2025	13:25:12	First come first serve. Napansin ko lang po mag pumapasok agad ay may nasa dulo pa po.	Birth (Copy Issuance)
03/17/2025	17:10:07	Dati ay may water dispenser. ngayon ay wala na.	CENOMAR / CEMAR (Certification)

CRS Puerto Princesa Outlet

Date	Time	Complaints	Service Availed
03/10/2025	08:53:48	Customer especially those with children should be aware of their own trash and place it in the proper container or put it in their own bag.	Birth (Copy Issuance)
03/10/2025	11:26:51	Pwede mag bayad thru online after the appointment para mas mabilis at less ang pila. At wala ng form since nag fill out na sa online.	Birth (Copy Issuance)
03/10/2025	12:50:50	No priority lane sa seniors na authorized lang. Matagal ang releasing. Dahil may hinahabol pa na ibang transaction sa ibang office.	Birth (Copy Issuance)
03/10/2025	13:12:20	Kulang ng releasing windows.	Birth (Copy Issuance)
03/10/2025	13:03:07	Medyo matagal ang process sa releasing. Not enough windows	Birth (Copy Issuance)
03/10/2025	16:04:05	Matagal na pila sa releasing of documents	Birth (Copy Issuance)
03/11/2025	08:40:09	Hindi na dapat kailangan pumila sa labas kapag may	Birth (Copy Issuance)

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



Date	Time	Complaints	Service Availed
		booking reference number at diretso na dapat ang pila sa releasing since nakapag provide na ng details sa online appointment.	
03/11/2025	13:49:21	Sana masunod ang queue tickets sa releasing kasi unfair sa mga naunang dumating.	Birth (Copy Issuance)
03/11/2025	14:20:37	Hindi nasusunod ang queue tickets. At masyado ng mahaba ang allotted time for release.	Birth (Copy Issuance)
03/11/2025	15:02:47	Since may appointment na sana i control nalang or i-limit yung client para hindi masyadong crowded.	Birth (Copy Issuance)
03/11/2025	15:41:55	Medyo mabagal ang pag re-release ng mga documents.	Birth (Copy Issuance)
03/11/2025	16:27:38	Mababait. Maasikaso at marunong sumagot sa mga tanong ang mga guards.	Birth (Copy Issuance)
03/12/2025	08:47:04	Parang hindi masyado nasusunod ang time slot sa appointment dahil yung ibang hindi pa oras ng appointment ay pumupunta na sa office kaya medyo nagiging crowded sa loob.	Birth (Copy Issuance)
03/13/2025	09:06:03	Allow clients, especially teachers coming from distant places, should be permitted to get up to five (5) or more birth certificates of their students in just one transaction to maximize their time since they came from far locations. Given that they have all the necessary requirements.	Birth (Copy Issuance)
03/12/2025	14:21:22	Hindi ganoon kabilis ang proseso sa releasing.	CENOMAR / CEMAR (Certification)
03/11/2025	16:29:13	Approachable ang mga staff at maayos ang assistance.	Death (Copy Issuance)

7 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 from Mamburao, Calapan, and Puerto Princesa outlets, while none from Odiongan outlet.

CRS Mamburao Outlet

Date	Time	Suggestions	Service Availed
03/10/2025	12:46:12	Additional chairs to accomodate more clients.	Birth (Copy Issuance)
03/11/2025	12:54:24	Yung may mga dalang anak ay huwag pong hayaan na maglaro sa loob.	Birth (Copy Issuance)
03/14/2025	15:01:17	I understand that sometimes employees overlooked some detail. But it is important to be attentive to details upon screening so that clients will not be confused.	Birth (Copy Issuance)
03/14/2025	15:24:49	Learn to always smile.	Birth (Copy Issuance)
03/14/2025	15:31:02	Ibaba yung TV. Masakit sa batok.	Birth (Copy Issuance)
03/14/2025	15:36:24	Fire extinguisher isn't visible at first sight. There's no trash can inside.	Birth (Copy Issuance)
03/14/2025	18:04:26	I noticed that the staff of the Window 5 is short tempered. She should more be patient.	Birth (Copy Issuance)
03/14/2025	09:30:03	Provide a format/content of authorization letter.	CENOMAR / CEMAR (Certification)

CRS Calapan Outlet

Date	Time	Suggestions	Service Availed
03/11/2025	17:22:12	Sana payagan po na kunin ang hindi naisama sa slot ng appointment.	Birth (Copy Issuance)
03/12/2025	11:10:31	Hopefully this time ok na sya at mabilis na.	Birth (Copy Issuance)
03/14/2025	13:31:19	Sana po ang appoinment ay masunod.	Birth (Copy Issuance)

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



Date	Time	Suggestions	Service Availed
03/14/2025	15:31:52	Wala pong palakasan. First come first serve.	Birth (Copy Issuance)
03/14/2025	15:53:05	Mabilis nung pandemic. Hindi need appointment.	Birth (Copy Issuance)
03/14/2025	16:25:37	Sana mas mabilis po.	Birth (Copy Issuance)
03/14/2025	16:33:50	Maliit po ang space hndi kasya marami tao.	Birth (Copy Issuance)
03/18/2025	09:25:34	Damihan ang cashier for fast transactions.	Birth (Copy Issuance)
03/18/2025	13:13:34	Sana po madali po makita sa website ang appointment system kasi po pag sinearch psa appoinment ang dami lumabas kaya nagpahelp na din po ako sa kakilala ko.	Birth (Copy Issuance)
03/11/2025	17:15:33	Additional manpower for processing.	CENOMAR / CEMAR (Certification)
03/18/2025	09:19:47	Suggestion box po for comments and recommendations.	CENOMAR / CEMAR (Certification)
03/17/2025	09:33:37	Ok naman. Mabilis na.	Marriage (Copy Issuance)

CRS Puerto Princesa Outlet

Date	Time	Suggestions	Service Availed
03/11/2025	10:35:35	Staff should focus more on their work.	Birth (Copy Issuance)
03/10/2025	08:53:48	Place enough trash bin on each side of the office.	Birth (Copy Issuance)
03/10/2025	10:44:13	Make the releasing a little bit faster than usual.	Birth (Copy Issuance)
03/10/2025	11:39:44	Mas marami pang windows especially sa releasing.	Birth (Copy Issuance)
03/10/2025	12:50:50	Separate queue ticket and windows for releasing sa Senior Citizens/PWD kahit ina-authorized lang.	Birth (Copy Issuance)
03/10/2025	13:12:20	Damihan ang releasing windows. Hiwalay yung windows for payment ng mga nakapag-online appointment.	Birth (Copy Issuance)
03/10/2025	13:03:07	Additional windows for releasing of documents.	Birth (Copy Issuance)
03/10/2025	16:04:05	Additional window transactions for releasing of documents	Birth (Copy Issuance)

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



Date	Time	Suggestions	Service Availed
03/11/2025	08:40:09	Magkaroon ng online payment para mas mapabilis pa ang transaction.	Birth (Copy Issuance)
03/11/2025	09:07:22	Make the Citizens' Charter larger so it can be read more easily because the text is a bit small.	Birth (Copy Issuance)
03/11/2025	13:30:05	Dagdagan ang windows for releasing para mas maiwasan ang mahabang pila.	Birth (Copy Issuance)
03/11/2025	13:49:21	Mas okay na masunod ang queue tickets dahil may mga nanggagaling pa sa ibang munisipyo.	Birth (Copy Issuance)
03/12/2025	08:47:04	Ayusin at maging strikto sa time slot ng mga kliyente.	Birth (Copy Issuance)
03/12/2025	09:21:13	Magkaroon ng online payment at pwede na ang door to door delivery ng documents para maiwasan ang hassle at crowded sa office.	Birth (Copy Issuance)
03/12/2025	10:14:04	Mag assign ng personnel para iorganize ang hiwalay na pila ng payment at for releasing dahil may ibang kliyente na medyo nalilito kung saan pipila.	Birth (Copy Issuance)
03/12/2025	13:47:05	Additional chairs sa mga pumipila sa releasing windows	Birth (Copy Issuance)
03/12/2025	16:08:04	I-update ang Citizen Charter yung duration of activity at yung fees na babayaran included the doc stamp fee if needed before the transaction.	CENOMAR / CEMAR (Certification)
03/12/2025	17:05:12	Additional staff/employees na naghahandle on each windows para hindi masyadong hassle on both clients and employees.	Death (Copy Issuance)
03/10/2025	10:32:14	Snacks or water dispenser para sa mga nag aantay na clients lalo na yung iba galing pa sa malayong lugar.	Marriage (Copy Issuance)
03/10/2025	10:50:02	Continous support/assistance to clients without knowledge or with knowledge in the transaction	Marriage (Copy Issuance)
03/10/2025	13:31:58	Additional kiosk to fasten the transaction lalo pag madaming clients.	Marriage (Copy Issuance)

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



Date	Time	Suggestions	Service Availed
03/10/2025	15:03:06	Additional windows for releasing dahil medyo matagal ang process ng releasing.	Marriage (Copy Issuance)
03/10/2025	16:27:05	Continue the good services they provide	Marriage (Copy Issuance)
03/11/2025	09:03:31	The client is suggesting to have online encoded of details like in Kiosk machine para pag punta ng office diretso na sa payment.	Marriage (Copy Issuance)

8 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 from clients from all outlets in the region. Meanwhile, no compliments provided by clients in Odiongan outlet.

CRS Mamburao Outlet

Date	Time	Compliments	Service Availed
03/14/2025	15:31:02	Neat.	Birth (Copy Issuance)
03/14/2025	15:36:24	The staffs are approachable. The place is well ventilated.	Birth (Copy Issuance)
03/14/2025	09:30:03	Secured and clean facility.	CENOMAR / CEMAR (Certification)
03/14/2025	09:39:46	Malinis.	CENOMAR / CEMAR (Certification)
03/14/2025	15:16:32	Good job!	CENOMAR / CEMAR (Certification)
03/10/2025	09:37:00	Sobrang bilis ang transactions. Hindi na kailagan maghintay nang matagal.	CENOMAR / CEMAR (DocPrint)
03/14/2025	11:40:08	Excellent service!	Marriage (Copy Issuance)

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



CRS Calapan Outlet

Date	Time	Compliments	Service Aailed
03/11/2025	17:14:18	Distribution of records are organized.	Birth (Copy Issuance)
03/11/2025	17:56:38	Approachables Staffs	Birth (Copy Issuance)
03/12/2025	10:46:15	Okay naman po lahat	Birth (Copy Issuance)
03/12/2025	10:53:46	Okay ayos naman po.	Birth (Copy Issuance)
03/12/2025	11:01:47	Mabilis na sila ngayon.	Birth (Copy Issuance)
03/12/2025	11:04:14	Mas maganda sya kaysa noon sa NSO pa. Medyo matagal noon.	Birth (Copy Issuance)
03/12/2025	11:14:10	Madali naman ako nakakuha noon tsaka yung processing time sakto lang naman talaga sya basta kumpleto mo requirements makukuha mo naman sya agad.	Birth (Copy Issuance)
03/14/2025	13:46:13	Okay naman po.	Birth (Copy Issuance)
03/14/2025	14:25:54	Mas mabilis dito kaysa sa Manila.	Birth (Copy Issuance)
03/17/2025	09:31:01	Ok naman sa kabuuan.	Birth (Copy Issuance)
03/17/2025	09:37:22	Malinis ang office nyo at mabilis na din ang pagkuha.	Birth (Copy Issuance)
03/17/2025	16:50:28	Okay ang services.	Birth (Copy Issuance)
03/18/2025	13:11:30	Mas mabilis ngayon kaysa noong una.	Birth (Copy Issuance)
03/18/2025	13:20:02	Okay po lahat.	Birth (Copy Issuance)
03/11/2025	17:50:43	Security Guards are hands-on to their clients	CENOMAR / CEMAR (Certification)
03/12/2025	10:50:45	Goods.	CENOMAR / CEMAR (Certification)
03/18/2025	11:55:02	Maganda ang serbisyong nakakatulong sa ibang tao.	CENOMAR / CEMAR (Certification)
03/18/2025	11:59:56	Goods.	CENOMAR / CEMAR (Certification)
03/11/2025	17:09:53	Okay naman po ang process.	Marriage (Copy Issuance)

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



CRS Puerto Princesa Outlet

Date	Time	Suggestions	Service Availed
03/11/2025	01:35:35	Good service. Clients are well accommodated.	Birth (Copy Issuance)
03/10/2025	08:34:48	Assessor is very gentlemen. Organized and fast transaction. First come first serve basis.	Birth (Copy Issuance)
03/10/2025	01:44:13	Facilities are okay and the services is good than previous year.	Birth (Copy Issuance)
03/10/2025	01:26:51	Guards and staffs are good in assisting.	Birth (Copy Issuance)
03/10/2025	01:39:44	Approachable staff.	Birth (Copy Issuance)
03/10/2025	01:50:50	Comfortable place and good staff.	Birth (Copy Issuance)
03/10/2025	01:12:20	Fast transaction. Very helpful ang staff sa kiosk. Very polite ang employees.	Birth (Copy Issuance)
03/10/2025	01:03:07	Magaling mag assist ang mga staff and employees.	Birth (Copy Issuance)
03/10/2025	01:45:09	Fast transaction at accommodating ang staff.	Birth (Copy Issuance)
03/10/2025	01:32:16	Fast transactions. Staff are approachable	Birth (Copy Issuance)
03/10/2025	01:43:08	Mababait ang staff at accommodating.	Birth (Copy Issuance)
03/10/2025	01:24:46	Good service.	Birth (Copy Issuance)
03/10/2025	01:44:38	Good services and employees are approachable.	Birth (Copy Issuance)
03/10/2025	01:04:05	Accommodating staff and good services.	Birth (Copy Issuance)
03/10/2025	01:00:05	Easy and fast transactions.	Birth (Copy Issuance)
03/11/2025	08:00:09	Good service naman at mabait ang empleyado.	Birth (Copy Issuance)
03/10/2025	01:32:13	Mabilis ang transaksyon kumpara sa dati.	Birth (Copy Issuance)
03/10/2025	01:00:04	Maasikaso at mababait ang mga empleyado.	Birth (Copy Issuance)
03/11/2025	08:41:15	Maganda ang serbisyo ng mga empleyado.	Birth (Copy Issuance)
03/11/2025	08:50:04	Satisfied with the assistance of the staff.	Birth (Copy Issuance)
03/11/2025	09:72:22	Good services.	Birth (Copy Issuance)

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



Date	Time	Suggestions	Service Availed
03/11/2025	09:00:06	Mabilis ang serbisyo at maganda ang opisina.	Birth (Copy Issuance)
03/11/2025	09:80:05	Okay naman ang process flow sa loob ng opisina.	Birth (Copy Issuance)
03/11/2025	01:00:06	Mabilis at maayos ang serbisyo.	Birth (Copy Issuance)
03/11/2025	01:11:25	Madali lang sila lapitan. At lahat ng tanong nasasagot.	Birth (Copy Issuance)
03/11/2025	01:46:04	Maganda at magaling ang pag a-assist ng mga guards at sa assessment.	Birth (Copy Issuance)
03/11/2025	01:08:09	Magaling at maayos ang assistance ng mga empleyado.	Birth (Copy Issuance)
03/11/2025	01:31:32	Maayos ang assistance sa pagcheck ng mga requirements lalo na sa authorization letter.	Birth (Copy Issuance)
03/11/2025	01:30:05	Maganda at maayos makitungo ang mga empleyado.	Birth (Copy Issuance)
03/11/2025	01:49:21	Cleanliness and the employees are approachable.	Birth (Copy Issuance)
03/11/2025	01:20:37	Mababait ang staff at maayos ang office.	Birth (Copy Issuance)
03/11/2025	01:34:17	The staff are approachable.	Birth (Copy Issuance)
03/11/2025	01:02:47	Approachable ang mga staffs. Maayos ang serbisyo.	Birth (Copy Issuance)
03/11/2025	01:28:06	Mababait ang staff lalo na ang mga security guards dahil maayos sila makipag usap at natutulungan nila ng maayos ang kliyente.	Birth (Copy Issuance)
03/11/2025	01:34:10	Mabilis mag asikaso ang mga empleyado at maayos ang pakikitungo.	Birth (Copy Issuance)
03/12/2025	09:12:20	Mababait at marespeto ang mga empleyado na nag a-assist.	Birth (Copy Issuance)
03/12/2025	08:70:04	Helpful at approachable ang mga staff at guards.	Birth (Copy Issuance)
03/12/2025	09:11:13	Professional ang mga empleyado pagdating sa pakikitungo.	Birth (Copy Issuance)
03/12/2025	09:73:35	Responsive ang mga empleyado.	Birth (Copy Issuance)
03/12/2025	01:29:36	Mabilis ang transaction at maganda ang assistance.	Birth (Copy Issuance)

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



Date	Time	Suggestions	Service Availed
03/12/2025	01:04:06	Smooth transaction at mababait ang staff.	Birth (Copy Issuance)
03/12/2025	01:34:04	Mababait at tinuturuan ng maayos ang mga kliyente kung anong sunod nilang gagawin sa pag proseso.	Birth (Copy Issuance)
03/12/2025	01:50:04	Helpful ang guard dahil tinutulungan nila ang kliyente na wala pang appointment para makapag book at makahabol sa transaction sa mismong araw.	Birth (Copy Issuance)
03/12/2025	01:03:04	All the staff is very accommodating.	Birth (Copy Issuance)
03/12/2025	01:49:19	Maganda ang assistance ng mga employee lalo na ang mga guard.	Birth (Copy Issuance)
03/12/2025	01:21:06	Maganda at maayos ang serbisyo.	Birth (Copy Issuance)
03/12/2025	01:38:55	Approachable staff.	Birth (Copy Issuance)
03/12/2025	01:53:03	Mababait at maasikaso ang mga empleyado.	Birth (Copy Issuance)
03/12/2025	01:31:06	Good assistance to clients.	Birth (Copy Issuance)
03/12/2025	01:47:36	Mababait at magalang ang mga empleyado.	Birth (Copy Issuance)
03/13/2025	08:30:05	Approachable at mababait lahat ng empleyado ng PSA.	Birth (Copy Issuance)
03/13/2025	08:00:03	Maayos at magalang ang mga staff sa pag assist.	Birth (Copy Issuance)
03/13/2025	09:52:28	Fast transaction and well accommodation to clients.	Birth (Copy Issuance)
03/13/2025	01:06:42	Magalang at marunong tumulong lalo na sa senior na hindi makapag sulat ng maayos.	Birth (Copy Issuance)
03/13/2025	01:33:04	Fast transaction.	Birth (Copy Issuance)
03/13/2025	01:46:03	Mabilis ang service at malinis ang opisina.	Birth (Copy Issuance)
03/13/2025	01:07:04	Magaling mag assist ang mga guards.	Birth (Copy Issuance)
03/13/2025	01:51:10	Good customer service.	Birth (Copy Issuance)
03/13/2025	01:35:04	Okay ang empleyado dahil inaassist nila ang mga client kahit walang online appointment. Gina-guide nila	Birth (Copy Issuance)

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



Date	Time	Suggestions	Service Availed
		ito kung paano mag book ng appointment sa online.	
03/13/2025	01:01:03	Okay at maayos ang proseso sa loob.	Birth (Copy Issuance)
03/14/2025	08:70:03	Approachable ang mga staff at maganda makitungo.	Birth (Copy Issuance)
03/14/2025	09:50:03	Napakabait ng staff at mabilis ang proseso.	Birth (Copy Issuance)
03/14/2025	01:24:03	Fast transaction.	Birth (Copy Issuance)
03/14/2025	01:17:03	Mabilis kasi madaming windows ang open sa payment area	Birth (Copy Issuance)
03/14/2025	01:28:03	Approachable ang mga staff.	Birth (Copy Issuance)
03/14/2025	01:42:03	Accommodating at madali kausap.	Birth (Copy Issuance)
03/14/2025	01:15:13	Good service.	Birth (Copy Issuance)
03/12/2025	09:30:06	Mabait at magalang ang mga guards at staff.	CENOMAR / CEMAR (Certification)
03/12/2025	01:46:05	Magalang at mababait ang pag approach ng mga empleyado.	CENOMAR / CEMAR (Certification)
03/12/2025	01:17:11	Mabilis at maayos ang serbisyo sa loob.	CENOMAR / CEMAR (Certification)
03/13/2025	08:81:17	Mabilis ang transaction lalo na sa priority lane.	CENOMAR / CEMAR (Certification)
03/13/2025	01:37:03	Mas maayos ang flow ngayon kumpara sa dati.	CENOMAR / CEMAR (Certification)
03/13/2025	01:08:03	Maayos at accommodating ang mga guards at empleyado.	CENOMAR / CEMAR (Certification)
03/10/2025	01:33:06	Mas maganda ang serbisyo ngayon kesa noon. Mas mabilis ang transaction.	Death (Copy Issuance)
03/14/2025	01:31:00	Staff are working very well. And talking nicely to customers.	Death (Copy Issuance)
03/10/2025	01:32:14	Good services and good assistance from the staff.	Marriage (Copy Issuance)
03/10/2025	01:50:02	Friendly staff and good services.	Marriage (Copy Issuance)
03/10/2025	01:31:58	Very accommodating. Very accessible.	Marriage (Copy Issuance)
03/10/2025	01:03:06	Staff are understanding at mababait.	Marriage (Copy Issuance)
03/10/2025	01:27:05	Nasasagot lahat ng tanong at approachable ang mga guards.	Marriage (Copy Issuance)
03/10/2025	01:40:37	Mabilis ang transaction.	Marriage (Copy Issuance)

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



Date	Time	Suggestions	Service Availed
03/10/2025	01:51:41	Mababait ang empleyado at mabilis ang transaction.	Marriage (Copy Issuance)
03/11/2025	09:25:54	Maayos at maganda ang serbisyo.	Marriage (Copy Issuance)
03/10/2025	01:41:08	Very satisfied sa experience.	Marriage (Copy Issuance)
03/10/2025	01:50:47	Hindi masyado nakakainip mag antay dahil malamig sa loob ng opisina.	Marriage (Copy Issuance)
03/11/2025	01:15:10	Excellent service. Mabilis ang transaction.	Marriage (Copy Issuance)
03/11/2025	09:80:06	Maganda ang pakikitungo ng mga empleyado.	Marriage (Copy Issuance)
03/11/2025	01:25:07	Maayos ang process flow kahit baguhan palang sa pagkuha. Maganda ang serbisyo.	Marriage (Copy Issuance)
03/12/2025	01:19:07	Hands-on at friendly lahat ng staff sa loob.	Marriage (Copy Issuance)
03/14/2025	01:55:03	Mababait at willing tumulong ang mga staff.	Marriage (Copy Issuance)

9 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	More clients were informed on the availability of photocopy services outside the outlet. Hence, many already brought a copy of their documentary attachment when they come to the outlet.	Increased demand from clients to photocopy their documentary requirements without going outside the outlet	CRS Mamburao has been informing its clients on the availability of photocopy services at the nearby shops.
Facilities	None. Still no electric fan at the waiting area outside the outlet.	Many clients were uncomfortable at the waiting area due to warm temperature and high humidity during peak hours.	Not yet implemented. Outlet Supervisor will follow up again the Unisys.

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



Area	Specific Improvement	Issues / Concerns Addressed	Activities (done as of 15 March 2025)
Facilities	Reduced clamor from clients on the lack of parking facility near the CRS Calapan	Parking area for client's vehicle	PSA has been requesting the building owner to allow the use of a part of the land on the other side of the street as parking space.
Counters / Windows	Increased assistance to clients in accomplishing forms and in verifying documentary requirements	Need an additional Associate / staff and a working station to accommodate clients	Done. Unisys has added one (1) Associate.
Appointment slots	Maintained slots for 250 clients per day	Congestion in the outlet	Sustaining the maintenance of slots for 250 clients per day.
Citizen's Charter	Installation of audio-visual equipment at CRS Calapan 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	Installation of audio-visual equipment for the clients now for approval of the Outlet Manager.
Information, Education, and Communication (IEC)	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.
IEC Dissemination	Increased clients' awareness on Citizen's Charter	Low level of awareness on Citizen's charter	Done posting of QR code to access Citizens' Charter
Copy issuance of Civil Registry Documents	Newly hired Unisys Associates as replacement for resigned personnel and hiring of extra personnel at CRS Calapan	Queue numbers were not sequential that causes confusion among clients; clients do not know which Window to proceed upon calling his/her number.	Done hiring of Unisys Associates

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



Area	Specific Improvement	Issues / Concerns Addressed	Activities (done as of 15 March 2025)
Copy issuance of Civil Registry Documents	Hiring of additional personnel to complement the existing pool of Associates at CRS Calapan	Slow service time, long waiting time, needs to open additional windows to accommodate faster release of requested documents.	Done hiring of additional personnel
Releasing of requested documents	Faster releasing of CENOMAR	Delayed release of CENOMAR	Improved processing time on the release of civil registry documents including CENOMAR
Outlet operation	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 start 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.	Strict implementation of the appointment system.

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

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



10 Continuous Agency Improvement Plan for FY 2025

Area	Specific Improvement	Issues / Concern Addressed	Account-ability	Time frame
Facilities at Mamburao Outlet	CRS Outlet have enough monoblock chairs (40 pieces) distributed at the waiting area for its clients.	Need an additional monoblock chairs for clients CRS Outlet in Mamburao.	Unisys Management / PSA	April to June
Facilities at Mamburao Outlet	No reports / complaints from clients who experienced discomfort on looking at the TV	To lower the position po TV as some clients experienced discomfort when reading announcements shown on the screen	Unisys Management / PSA	April to June
Facilities at Mamburao Outlet	To position the existing trash at a conspicuous area.	Need additional trashcan / trashcan not found	PSA	April to June
Facilities at Calapan Outlet	Hasten the turn-around-time per step to shorten the stay of the clients in the outlet	Maliit po ang space hndi kasya marami tao	Outlet Supervisor, Unisys Management	April to May
Facilities at Calapan Outlet	New dispenser is already in place	Dati ay may water dispenser. Ngayon ay wala na.	Outlet Supervisor, Unisys Management	April to May
Facilities at Calapan Outlet	Suggestion box is placed at Window 6	Suggestion box po for comments and recommendations	Outlet Supervisor, Unisys Management	April to May
Facilities at Puerto Princesa Outlet	While online payment is not currently available at this outlet, we offer convenient cashless payment options through GCash and Maya for a hassle-free transaction. For	Magkaroon ng online payment para mas mapabilis pa ang transaction; Magkaroon ng online payment at pwede na ang door to door delivery ng	Outlet Supervisor with approval of Outlet Manager, Unisys	April to June

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



Area	Specific Improvement	Issues / Concern Addressed	Accountability	Time frame
	online payment and door-to-door delivery, the client may consider using the PSA Serbilis or PSA helpline website for online request services.	documentspara maiwasan ang hassle at crowded sa office.		
Facilities at Puerto Princesa Outlet	The request for additional self-service kiosks to expedite transactions during peak hours is currently under review by Unisys. In the meantime, to address high client volume, additional CRS personnel will be deployed to open extra workstations dedicated solely to encoding application forms during peak periods.	Additional kiosk to fasten the transaction lalo pag madaming clients.	Outlet Supervisor with approval of Outlet Manager, Unisys	April to June
Facilities at Puerto Princesa Outlet	We understand the importance of adhering to queue ticket order, especially for clients traveling from other municipalities. Currently, the outlet does not have full control over the queueing display system for payment and releasing, which can lead to inconsistencies. While we diligently follow Citizen's Charter processing time, we are actively working	Mas okay na masunod ang queue tickets dahil may mga nanggagaling pa sa ibang munisipyo.	Outlet Supervisor with approval of Outlet Manager, Unisys	April to June

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



Area	Specific Improvement	Issues / Concern Addressed	Accountability	Time frame
	with Unisys to gain full access and control of the queueing display system to ensure a more accurate and efficient queue management process and minimize confusion.			
Facilities at Puerto Princesa Outlet	Place clear and visible signs indicating where trash containers are located. Use clear and simple graphics, especially for families with young children.	Customer especially those with children, should be aware of their own trash and place it in the proper container or put it in their own bag; Place enough trash bin on each side of the office.	Outlet Supervisor with approval of Outlet Manager, Unisys	April to June
Facilities at Puerto Princesa Outlet	To improve client comfort, especially for those traveling long distances, the outlet is requesting for CO management approval to provide a water dispenser and a small selection of complimentary snacks (e.g., candies). The provision of these amenities is subject to CO management approval and resource availability.	Snacks or water dispenser para sa mga nag aantay na clients lalo na yung iba galing pa sa malayong lugar.	Outlet Supervisor with approval of Outlet Manager, Unisys	April to June
Screening at Mamburao Outlet	To provide a template for the authorization letter with important contents that the letter must have	There is no standard format for the authorization letter.	PSA	April to June

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



Area	Specific Improvement	Issues / Concern Addressed	Accountability	Time frame
Staff / Personnel at Mamburao Outlet	To conduct refresher / orientation on customer relations with all Associates	Staff behavior and screening	Unisys Management / PSA	April to June
Staff / Personnel at Puerto Princesa Outlet	To optimize service efficiency and client experience, several improvements are planned. Staff training will reinforce focus on core tasks and consistent client support, regardless of client knowledge level. Dedicated personnel, including security personnel acting as crowd marshals, will manage separate payment and release lines, providing clear guidance to clients. Additional personnel will be deployed based on transaction volume and Unisys' manpower calculator.	Staff should focus more on their work; Continuous support/assistance to clients without knowledge or with knowledge in the transaction; Continue the good services they provide; Mag assign ng personnel para iorganize ang hiwalay na pila ng payment at for releasing dahil may ibang kliyente na medyo nalilito kung saan pipila; Additional staff/employees na naghahandle on each windows para hindi masyadonghassle on both clients and employees.	Outlet Supervisor with approval of Outlet Manager, Unisys	April to June
Processing time at Calapan Outlet	Additional manpower will be hired by April	Medyo mabagal process pero overall okay naman; Medyo may delay po. Sana maayos ang transactions; Nung unang kuha ko sobrang tagal kasi ang dami pulis that time na kumukuha kahit may appointment ka tumagal pa; Hopefully this time ok na sya at	Unisys Management	April to May

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



Area	Specific Improvement	Issues / Concern Addressed	Accountability	Time frame
		mabilis na; Sana mas mabilis po damihan ang cashier for fast transactions		
Appointment system at Calapan Outlet	Priority is given to those with appointment	Strictly on appointment; problema lang po ang appointment system para po sa parents/ matatanda na hindi po maalam o aware sa paggamit ng mga cellphone at website; Napansin ko po pagpumapasok agad ay may nasa dulo pa po; Sana payagan po na kunin ang di naisama sa slot ng appointment; Sana po ang appointment ay masunod; Mabilis nung pandemic. Hindi need appointment; Sana po madali po makita sa website ang appointment system kasi po pag sinearch psa appointment ang dami lumabas kaya nagpahelp na din po ako sa kakilala ko	Outlet Supervisor, Information Marshall, Security Guards	April to May

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



Area	Specific Improvement	Issues / Concern Addressed	Accountability	Time frame
Appointment slots at Puerto Princesa Outlet	To address overcrowding and improve appointment efficiency, stricter adherence to appointment time slots will be enforced to prevent early arrivals and overcrowding. While the outlet manages appointment volume through the online scheduling system, we cannot fully control the number of PhilID holders, priority clients, and clients with proof of urgency requiring documents for themselves and immediate family. We are exploring solutions to mitigate these challenges.	Since may appointment na sana i control nalang or i-limit yung client para hindi masyadong crowded; Parang hindi masyado nasusunod ang time slot sa appointment dahil yung ibang hindi pa oras ng appointment ay pumupunta na sa office kaya medyo nagiging crowded sa loob; Pwede mag bayad thru online after the appointment para mas mabilis at less angpila. At wala ngform since nag fill out na sa online; To have online encoded of details like in Kiosk machine para pag punta ng office diretso na sa payment; Ayusin at maging strikto sa time slot ng mga kliyente.	Outlet Supervisor with the approval of Outlet Manager	April to June
Citizen's Charter at Puerto Princesa Outlet	The Citizen's Charter will be enlarged for better readability and will clearly state that the documentary stamp tax is included in the published schedule of fees.	Make the citizens' charter larger so it can be read more easily because the text is a bit small; I-update ang citizen charter, yung duration of activity at yung fees na babayaran included the doc stamp fee if needed before the transaction.	Outlet Supervisor with approval of the Outlet Manager	April to June

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



Area	Specific Improvement	Issues / Concern Addressed	Accountability	Time frame
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.	Allow clients, especially teachers coming from distant places, to be permitted to get up to 5 or more birth certificates of their students in just one transaction to maximize their time since they came from far locations. Given that they have all the necessary requirements.	Outlet Supervisor with approval of the Outlet Manager	April to June
Policy / Office Memorandum Circular	Clearly communicate the current policy/office memorandum circular 2018-158 regarding priority lanes for senior citizens. If the policy/memorandum circular is restrictive, consider explaining the reasons behind it clearly and empathetically.	No priority lane sa seniors na authorized lang. Matagal ang releasing. Dahil may hinahabol pa na ibang transaction sa ibang office.	Outlet Supervisor with approval of the Outlet Manager	April to June
Outlet operation at Calapan Outlet	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 start 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	April to May
Releasing of Civil Registry	In response to client feedback	Seperate queue ticket and	Outlet Supervisor	Immediate

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



Area	Specific Improvement	Issues / Concern Addressed	Accountability	Time frame
Documents (CRDs) at Puerto Princesa Outlet	regarding extended waiting time and processing inefficiencies, the following improvements are planned: An additional releasing workstation is still pending approval to alleviate queue congestion, supplementing the existing two windows for regular and priority clients. Document processing adheres to Citizen's Charter timelines; however, delays due to technical difficulties or verification requirements will necessitate proactive follow-up with relevant units. To enhance transparency, supplementary materials outlining estimated wait times (based on Citizen's Charter processing times) will be provided post-payment, potentially utilizing printed displays. Staff training will be enhanced to optimize service efficiency. Priority lane access will strictly conform to Office Memorandum Circular No. 2018-158; the current	windows for releasing sa Senior citizens/PWD kahit ina-authorized lang; Kulang ng releasing windows; Medyo matagal ang process sa releasing, not enough windows; Matagal na pila sa releasing of documents; Hindi na dapat kailangan pumila sa labas kapag may booking reference number at diretso na dapat ang pila sa releasing since nakapag provide na ng details sa online appointment; Sana masunod ang queue tickets sa releasing kasi unfair sa mga naunang dumating; Hindi nasusunod ang queue tickets at masyado ng mahaba ang allotted time for release; Medyo mabagal ang pag re-release ng mga documents; Hindi ganoon kabilis ang proseso sa releasing; Make the releasing a little bit faster than usual; Mas marami pang	with the approval of Outlet Manager	

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



Area	Specific Improvement	Issues / Concern Addressed	Accountability	Time frame
	<p>policy will be clearly communicated, with empathetic explanations provided if restrictions exist. Senior citizens, persons with disabilities (PWDs), and pregnant women acting as authorized representatives will utilize the regular client window, along with those holding pre-scheduled online appointments. While striving for queue ticket order, outlet has no full access to the queueing display system; processing times vary significantly depending on document type, number of copies, and additional queries or CRD image downloads. Our processing times are guided by the Citizen's Charter, which sets minimum processing periods for different document types; however, we are working to optimize internal processes to minimize delays and improve adherence to queue ticket order. A</p>	<p>windows especially sa releasing; Damihan ang releasing windows. Hiwalay yung windows for payment ng mga nakapag-online appointment; Additional windows for releasing of documents; Additional windows for releasing dahil medyo matagal ang process ng releasing; Additional window transactions for releasing of documents; Dagdagan ang windows for releasing para mas maiwasan ang mahabang pila; Additional chairs sa mga pumipila sa releasing windows</p>		

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



Area	Specific Improvement	Issues / Concern Addressed	Accountability	Time frame
	thorough analysis of current window capacity, transaction volume, and peak demand will inform future resource allocation. Clear communication regarding the steps involved in document release will be provided to improve client understanding. Finally, additional seating in the releasing area is pending approval, with limitations to be implemented regarding seating for non-priority companions.			

Prepared and consolidated by:


RAYMOND R. LAPUS
 Senior Statistical Specialist, SOCD

Reviewed and endorsed by:


VENERANDA F. MENDOZA
 (Registration Officer IV)
 Officer-in-Charge, CRASD

Approved:

LENI R. RIOFLORIDO
 Regional Director
 RSSO MIMAROPA

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



11 Appendix

11.1 Survey Questionnaire

Control No: _____

REPUBLIC OF THE PHILIPPINES
PHILIPPINE STATISTICS AUTHORITY

BAGONG PILIPINAS

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

CITIZEN/CLIENT SATISFACTION SURVEY

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: / Time Start: :

Residence: / / 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.

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



11.2 Consolidated CSM Results of the MIMAROPA Region

Table 11. Number and Percent Distribution by Demographic Characteristics and Outlet Location,
MIMAROPA Region: First Quarter 2025

Demographic Characteristics	Total	Number (weighted)				Total	Percent (weighted)			
		Mamburao	Calapan	Odiongan	Puerto Princesa		Mamburao	Calapan	Odiongan	Puerto Princesa
Total Respondents										
Estimate (in thousand)	41,547	4,713	14,915	7,220	14,699					
Percent	100.0	11.3	35.9	17.4	35.4					
Sex										
Female	29,711	3,268	9,258	6,113	11,073	71.5	69.3	62.1	84.7	75.3
Male	11,836	1,445	5,657	1,107	3,626	28.5	30.7	37.9	15.3	24.7
Age										
15-19	1,712	314	617	193	588	4.1	6.7	4.1	2.7	4.0
20-24	8,009	471	3,292	915	3,332	19.3	10.0	22.1	12.7	22.7
25-29	8,219	1,225	3,086	674	3,234	19.8	26.0	20.7	9.3	22.0
30-34	6,542	786	2,880	818	2,058	15.7	16.7	19.3	11.3	14.0
35-39	5,520	723	2,263	770	1,764	13.3	15.3	15.2	10.7	12.0
40-44	3,991	377	1,131	915	1,568	9.6	8.0	7.6	12.7	10.7
45-49	2,297	220	617	578	882	5.5	4.7	4.1	8.0	6.0
50-54	2,107	283	514	722	588	5.1	6.0	3.4	10.0	4.0
55-59	1,243	63	309	578	294	3.0	1.3	2.1	8.0	2.0
60 and over	1,908	251	206	1,059	392	4.6	5.3	1.4	14.7	2.7
Residence										
Residing in the MIMAROPA Region	41,547	4,713	14,915	7,220	14,699	100.0	100.0	100.0	100.0	100.0
Residing outside the MIMAROPA Region	-	-	-	-	-	-	-	-	-	-
Not stated	-	-	-	-	-	-	-	-	-	-
Education										
Elementary graduate	3,034	534	514	1,300	686	7.3	11.3	3.4	18.0	4.7
Highschool graduate	20,376	1,822	7,920	2,695	7,937	49.0	38.7	53.1	37.3	54.0
College graduate or higher	17,230	1,854	6,172	3,129	6,076	41.5	39.3	41.4	43.3	41.3
Not stated	908	503	309	96	-	2.2	10.7	2.1	1.3	-
Employment status										
Employed	14,920	1,100	5,555	818	7,447	35.9	23.3	37.2	11.3	50.7
Unemployed	24,924	2,734	8,538	6,402	7,252	60.0	58.0	57.2	88.7	49.3
Not stated	1,703	880	823	-	-	4.1	18.7	5.5	-	-
Customer type										
Citizen	35,716	3,865	13,886	6,402	11,563	86.0	82.0	93.1	88.7	78.7
Business	4,233	817	1,029	722	1,666	10.2	17.3	6.9	10.0	11.3
Government	1,598	31	-	96	1,470	3.8	0.7	-	1.3	10.0
Not stated	-	-	-	-	-	-	-	-	-	-

Note: Cell with a dash (-) entry means zero, while cells with a zero (0) entry means less than 0.5 of a unit.

Details may not add up to total due to rounding-off of values.

Source: Philippine Statistics Authority, MIMAROPA Region, *First Quarter 2025 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 12. Overall Satisfaction by Demographic Characteristics, MIMAROPA Region: First Quarter 2025

Demographic Characteristics	Satisfaction Level (weighted)						Total Respondents	Satisfaction Rating ^{1/}
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
Total Respondents	28,095	12,238	759	455	-	-	41,547	97.1
Sex								
Female	19,114	9,710	465	423	-	-	29,711	97.0
Male	8,981	2,529	294	31	-	-	11,836	97.3
Age								
15-19	1,161	519	31	-	-	-	1,712	98.2
20-24	5,831	1,853	-	325	-	-	8,009	95.9
25-29	6,232	1,786	201	-	-	-	8,219	97.6
30-34	4,447	1,796	299	-	-	-	6,542	95.4
35-39	4,108	1,314	98	-	-	-	5,520	98.2
40-44	2,659	1,301	-	31	-	-	3,991	99.2
45-49	1,414	785	98	-	-	-	2,297	95.7
50-54	848	1,228	31	-	-	-	2,107	98.5
55-59	611	632	-	-	-	-	1,243	100.0
60 and over	784	1,026	-	98	-	-	1,908	94.9
Residence								
Residing in the MIMAROPA Region	28,095	12,238	759	455	-	-	41,547	97.1
Residing outside the MIMAROPA Region	-	-	-	-	-	-	-	**
Not stated	-	-	-	-	-	-	-	**
Education								
Elementary graduate	1,573	1,430	31	-	-	-	3,034	99.0
Highschool graduate	14,198	5,723	129	325	-	-	20,376	97.8
College graduate or higher	11,511	5,023	598	98	-	-	17,230	96.0
Not stated	813	63	-	31	-	-	908	96.5
Employment status								
Employed	11,306	2,990	526	98	-	-	14,920	95.8
Unemployed	15,504	8,831	232	357	-	-	24,924	97.6
Not stated	1,286	417	-	-	-	-	1,703	100.0
Customer type								
General public	24,260	10,470	563	423	-	-	35,716	97.2
Government employees	2,807	1,395	-	31	-	-	4,233	99.3
Business / organization	1,028	374	196	-	-	-	1,598	87.7

Note: Cell with a dash (-) entry means zero, while cells with a zero (0) entry means less than 0.5 of a unit.

Details may not add up to total due to rounding-off of values.

Source: Philippine Statistics Authority, MIMAROPA Region, *First Quarter 2025 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. Percentage Distribution on Respondents' Awareness of the Citizen's Charter (CC) by Outlet Location, MIMAROPA Region: First Quarter 2025

Citizen's Charter Indicators	Total	Number (weighted)				Total	Percent (weighted)			
		Mamburao	Calapan	Odiongan	Puerto Princesa		Mamburao	Calapan	Odiongan	Puerto Princesa
CC1: Awareness of a CC	41,547	4,713	14,915	7,220	14,699					
I know what a CC is and I saw this office's CC.	24,465	3,959	11,521	7,124	1,862	58.9	84.0	77.2	98.7	12.7
I know what a CC is but I did NOT see this office's CC	1,374	283	309	96	686	3.3	6.0	2.1	1.3	4.7
I learned of the CC only when I saw this office's CC	13,658	283	3,086	-	10,289	32.9	6.0	20.7	-	70.0
I do NOT know what a CC is and I did NOT see one in this office	2,050	189	-	-	1,862	4.9	4.0	-	-	12.7
CC2: Visibility of the CC	39,685	4,713	14,915	7,220	12,837					
Easy to see	33,063	3,959	12,035	7,172	9,897	83.3	84.0	80.7	99.3	77.1
Somewhat easy to see	5,013	566	1,852	48	2,548	12.6	12.0	12.4	0.7	19.8
Difficult to see	1,609	189	1,029	-	392	4.1	4.0	6.9	-	3.1
Not visible at all	-	-	-	-	-	-	-	-	-	-
CC3: Assessment of the CC's Usefulness	39,685	4,713	14,915	7,220	12,837					
Helped very much	33,295	4,147	11,932	7,220	9,995	83.9	88.0	80.0	100.0	77.9
Somewhat helped	6,202	377	2,983	-	2,842	15.6	8.0	20.0	-	22.1
Did not help	189	189	-	-	-	0.5	4.0	-	-	-

Note: Cell with a dash (-) entry means zero, while cells with a zero (0) entry means less than 0.5 of a unit.
Details may not add up to total due to rounding-off of values.

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

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



11.3 CSM Results at CRS Mamburao

Table 14. Overall Satisfaction by Service Availed, Mamburao: First Quarter 2025

Service Availed	Satisfaction Level (weighted)						Total Respondents	Satisfaction Rating ^{1/}
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
All Services	2,231	2,357	63	63	-	-	4,713	97.3
Birth (Copy Issuance)	1,822	2,042	63	63	-	-	3,990	96.9
Birth (Authentication)	-	-	-	-	-	-	-	**
Birth (Viewable online)	-	-	-	-	-	-	-	**
Birth (DocPrint)	-	-	-	-	-	-	-	**
Marriage (Copy Issuance)	157	126	-	-	-	-	283	100.0
Marriage (Authentication)	-	31	-	-	-	-	31	100.0
Marriage (Viewable online)	-	-	-	-	-	-	-	**
Marriage (DocPrint)	-	-	-	-	-	-	-	**
Death (Copy Issuance)	63	-	-	-	-	-	63	100.0
Death (Authentication)	-	-	-	-	-	-	-	**
Death (Viewable online)	-	-	-	-	-	-	-	**
Death (DocPrint)	-	-	-	-	-	-	-	**
CENOMAR/CEMAR (Certification)	94	126	-	-	-	-	220	100.0
CENOMAR/CEMAR (Viewable online)	-	-	-	-	-	-	-	**
CENOMAR/CEMAR (DocPrint)	-	-	-	-	-	-	-	**
CENODEATH/CEDEATH (Certification)	94	-	-	-	-	-	94	100.0
CENODEATH/CEDEATH (Viewable online)	-	31	-	-	-	-	31	100.0
CENODEATH/CEDEATH (DocPrint)	-	-	-	-	-	-	-	**
Premium Annotation	-	-	-	-	-	-	-	**

Notes: 1/ No Response cases were excluded in the computation for the rating.

** No reported clients who avail the particular service from any outlets in the MIMAROPA Region.

Cell with a dash (-) entry means zero.

Details may not add up to total due to rounding-off of values.

Source: Philippine Statistics Authority, MIMAROPA Region, *First Quarter 2025 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 15. Overall Satisfaction by Demographic Characteristics, Mamburao: First Quarter 2025

Demographic Characteristics	Satisfaction Level (weighted)						Total Respondents	Satisfaction Rating ^{1/}
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
Total Respondents	2,231	2,357	63	63	-	-	4,713	97.3
Sex								
Female	1,540	1,634	63	31	-	-	3,268	97.1
Male	691	723	-	31	-	-	1,445	97.8
Age								
15-19	157	126	31	-	-	-	314	90.0
20-24	94	346	-	31	-	-	471	93.3
25-29	660	566	-	-	-	-	1,225	100.0
30-34	314	471	-	-	-	-	786	100.0
35-39	440	283	-	-	-	-	723	100.0
40-44	157	189	-	31	-	-	377	91.7
45-49	63	157	-	-	-	-	220	100.0
50-54	94	157	31	-	-	-	283	88.9
55-59	63	-	-	-	-	-	63	100.0
60 and over	189	63	-	-	-	-	251	100.0
Residence								
Residing in the MIMAROPA Region	2,231	2,357	63	63	-	-	4,713	97.3
Residing outside the MIMAROPA Region	-	-	-	-	-	-	-	**
Not stated	-	-	-	-	-	-	-	**
Education								
Elementary graduate	283	220	31	-	-	-	534	94.1
Highschool graduate	628	1,131	31	31	-	-	1,822	96.6
College graduate or higher	911	943	-	-	-	-	1,854	100.0
Not stated	408	63	-	31	-	-	503	93.8
Employment status								
Employed	628	440	31	-	-	-	1,100	97.1
Unemployed	1,037	1,602	31	63	-	-	2,734	96.6
Not stated	566	314	-	-	-	-	880	100.0
Customer type								
General public	1,822	1,948	63	31	-	-	3,865	97.6
Government employees	408	377	-	31	-	-	817	96.2
Business / organization	-	31	-	-	-	-	31	100.0

Note: Cell with a dash (-) entry means zero.

Details may not add up to total due to rounding-off of values.

Source: Philippine Statistics Authority, MIMAROPA Region, *First Quarter 2025 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 16. Overall Satisfaction Rating by Service Quality Dimension, Mamburao: First Quarter 2025

Service Quality Dimension	Satisfaction Level (weighted)						Total Respondents	Satisfaction Rating ^{1/}
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
Overall (Average)								98.5
SQD1 (Responsiveness)	2,231	2,419	63	-	-	-	4,713	98.7
SQD2 (Reliability)	2,451	2,199	63	-	-	-	4,713	98.7
SQD3 (Access and Facilities)	2,419	2,137	94	-	31	31	4,713	97.3
SQD4 (Communication)	2,639	1,854	126	-	-	94	4,713	97.3
SQD5 (Cost)	2,796	1,822	63	-	-	31	4,713	98.7
SQD6 (Integrity)	2,639	2,042	31	-	-	-	4,713	99.3
SQD7 (Assurance)	2,294	2,388	31	-	-	-	4,713	99.3
SQD8 (Outcome)	2,105	2,545	63	-	-	-	4,713	98.7

Notes: 1/ No Response cases were excluded in the computation for the rating.

Cell with a dash (-) entry means zero.

Details may not add up to total due to rounding-off of values.

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

Table 17. Distribution of Clients by Satisfaction Level on PSA-Specific Category, Mamburao: First Quarter 2025

PSA-Specific Category	Satisfaction Level (weighted)						Total Respondents	Satisfaction Rating ^{1/}
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
Overall (Average)								98.9
SQD9A (Clean Surroundings)	2,576	2,074	63	-	-	-	4,713	98.7
SQD9B (Clean Restrooms)	2,105	2,105	31	-	-	471	4,713	99.3
SQD9C (Safe)	2,765	1,854	63	-	-	31	4,713	98.7
SQD9D (Comfortable / Ventilated)	2,953	1,760	-	-	-	-	4,713	100.0
SQD9E (Enough Chairs)	2,702	1,917	63	31	-	-	4,713	98.0
SQD9F (Lactating Room)	754	1,351	-	-	31	2,576	4,713	98.5

Notes: 1/ No Response cases were excluded in the computation for the rating.

Cell with a dash (-) entry means zero.

Details may not add up to total due to rounding-off of values.

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

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



11.4 CSM Results at CRS Calapan

Table 18. Overall Satisfaction by Service Availed, Calapan: First Quarter 2025

Service Availed	Satisfaction Level (weighted)						Total Respondents	Satisfaction Rating ^{1/}
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
All Services	13,681	1,029	206	-	-	-	14,915	98.6
Birth (Copy Issuance)	11,006	926	103	-	-	-	12,035	99.1
Birth (Authentication)	-	-	-	-	-	-	-	**
Birth (Viewable online)	-	-	-	-	-	-	-	**
Birth (DocPrint)	-	-	-	-	-	-	-	**
Marriage (Copy Issuance)	1,234	103	-	-	-	-	1,337	100.0
Marriage (Authentication)	-	-	-	-	-	-	-	**
Marriage (Viewable online)	-	-	-	-	-	-	-	**
Marriage (DocPrint)	-	-	-	-	-	-	-	**
Death (Copy Issuance)	-	-	-	-	-	-	-	**
Death (Authentication)	-	-	-	-	-	-	-	**
Death (Viewable online)	-	-	-	-	-	-	-	**
Death (DocPrint)	-	-	-	-	-	-	-	**
CENOMAR/CEMAR (Certification)	1,440	-	103	-	-	-	1,543	93.3
CENOMAR/CEMAR (Viewable online)	-	-	-	-	-	-	-	**
CENOMAR/CEMAR (DocPrint)	-	-	-	-	-	-	-	**
CENODEATH/CEDEATH (Certification)	-	-	-	-	-	-	-	**
CENODEATH/CEDEATH (Viewable online)	-	-	-	-	-	-	-	**
CENODEATH/CEDEATH (DocPrint)	-	-	-	-	-	-	-	**
Premium Annotation	-	-	-	-	-	-	-	**

Notes: 1/ No Response cases were excluded in the computation for the rating.

** No reported clients who avail the particular service from any outlets in the MIMAROPA Region.

Cell with a dash (-) entry means zero.

Details may not add up to total due to rounding-off of values.

Source: Philippine Statistics Authority, MIMAROPA Region, *First Quarter 2025 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 19. Overall Satisfaction by Demographic Characteristics, Calapan: First Quarter 2025

Demographic Characteristics	Satisfaction Level (weighted)						Total Respondents	Satisfaction Rating ^{1/}
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
Total Respondents	13,681	1,029	206	-	-	-	14,915	98.6
Sex								
Female	8,229	823	206	-	-	-	9,258	97.8
Male	5,452	206	-	-	-	-	5,657	100.0
Age								
15-19	514	103	-	-	-	-	617	100.0
20-24	3,189	103	-	-	-	-	3,292	100.0
25-29	2,880	103	103	-	-	-	3,086	96.7
30-34	2,469	309	103	-	-	-	2,880	96.4
35-39	2,057	206	-	-	-	-	2,263	100.0
40-44	1,131	-	-	-	-	-	1,131	100.0
45-49	617	-	-	-	-	-	617	100.0
50-54	411	103	-	-	-	-	514	100.0
55-59	206	103	-	-	-	-	309	100.0
60 and over	206	-	-	-	-	-	206	100.0
Residence								
Residing in the MIMAROPA Region	13,681	1,029	206	-	-	-	14,915	98.6
Residing outside the MIMAROPA Region	-	-	-	-	-	-	-	**
Not stated	-	-	-	-	-	-	-	**
Education								
Elementary graduate	411	103	-	-	-	-	514	100.0
Highschool graduate	7,303	617	-	-	-	-	7,920	100.0
College graduate or higher	5,657	309	206	-	-	-	6,172	96.7
Not stated	309	-	-	-	-	-	309	100.0
Employment status								
Employed	5,143	309	103	-	-	-	5,555	98.1
Unemployed	7,818	617	103	-	-	-	8,538	98.8
Not stated	720	103	-	-	-	-	823	100.0
Customer type								
General public	12,652	1,029	206	-	-	-	13,886	98.5
Government employees	1,029	-	-	-	-	-	1,029	100.0
Business / organization	-	-	-	-	-	-	-	**

Note: Cell with a dash (-) entry means zero.

Details may not add up to total due to rounding-off of values.

Source: Philippine Statistics Authority, MIMAROPA Region, *First Quarter 2025 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 20. Overall Satisfaction Rating by Service Quality Dimension, Calapan: First Quarter 2025

Service Quality Dimension	Satisfaction Level (weighted)						Total Respondents	Satisfaction Rating ^{1/}
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
Overall (Average)								99.1
SQD1 (Responsiveness)	11,109	3,497	309	-	-	-	14,915	97.9
SQD2 (Reliability)	13,578	1,029	206	103	-	-	14,915	97.9
SQD3 (Access and Facilities)	13,269	1,543	103	-	-	-	14,915	99.3
SQD4 (Communication)	13,681	1,234	-	-	-	-	14,915	100.0
SQD5 (Cost)	13,784	1,029	103	-	-	-	14,915	99.3
SQD6 (Integrity)	14,195	514	103	103	-	-	14,915	98.6
SQD7 (Assurance)	14,195	720	-	-	-	-	14,915	100.0
SQD8 (Outcome)	14,504	411	-	-	-	-	14,915	100.0

Notes: 1/ No Response cases were excluded in the computation for the rating.

Cell with a dash (-) entry means zero.

Details may not add up to total due to rounding-off of values.

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

Table 21. Distribution of Clients by Satisfaction Level on PSA-Specific Category, Calapan: First Quarter 2025

PSA-Specific Category	Satisfaction Level (weighted)						Total Respondents	Satisfaction Rating ^{1/}
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
Overall (Average)								99.7
SQD9A (Clean Surroundings)	14,195	720	-	-	-	-	14,915	100.0
SQD9B (Clean Restrooms)	11,418	206	-	-	-	3,292	14,915	100.0
SQD9C (Safe)	14,709	103	-	-	-	103	14,915	100.0
SQD9D (Comfortable / Ventilated)	14,504	103	-	-	-	309	14,915	100.0
SQD9E (Enough Chairs)	14,092	514	309	-	-	-	14,915	97.9
SQD9F (Lactating Room)	309	-	-	-	-	14,606	14,915	100.0

Notes: 1/ No Response cases were excluded in the computation for the rating.

Cell with a dash (-) entry means zero.

Details may not add up to total due to rounding-off of values.

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

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



11.5 CSM Results at CRS Odiongan

Table 22. Overall Satisfaction by Service Availed, Odiongan: First Quarter 2025

Service Availed	Satisfaction Level (weighted)						Total Respondents	Satisfaction Rating ^{1/}
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
All Services	915	6,305	-	-	-	-	7,220	100.0
Birth (Copy Issuance)	915	5,295	-	-	-	-	6,209	100.0
Birth (Authentication)	-	241	-	-	-	-	241	100.0
Birth (Viewable online)	-	-	-	-	-	-	-	**
Birth (DocPrint)	-	-	-	-	-	-	-	**
Marriage (Copy Issuance)	-	481	-	-	-	-	481	100.0
Marriage (Authentication)	-	-	-	-	-	-	-	**
Marriage (Viewable online)	-	-	-	-	-	-	-	**
Marriage (DocPrint)	-	-	-	-	-	-	-	**
Death (Copy Issuance)	-	96	-	-	-	-	96	100.0
Death (Authentication)	-	-	-	-	-	-	-	**
Death (Viewable online)	-	-	-	-	-	-	-	**
Death (DocPrint)	-	-	-	-	-	-	-	**
CENOMAR/CEMAR (Certification)	-	193	-	-	-	-	193	100.0
CENOMAR/CEMAR (Viewable online)	-	-	-	-	-	-	-	**
CENOMAR/CEMAR (DocPrint)	-	-	-	-	-	-	-	**
CENODEATH/CEDEATH (Certification)	-	-	-	-	-	-	-	**
CENODEATH/CEDEATH (Viewable online)	-	-	-	-	-	-	-	**
CENODEATH/CEDEATH (DocPrint)	-	-	-	-	-	-	-	**
Premium Annotation	-	-	-	-	-	-	-	**

Notes: 1/ No Response cases were excluded in the computation for the rating.

** No reported clients who avail the particular service from any outlets in the MIMAROPA Region.

Cell with a dash (-) entry means zero.

Details may not add up to total due to rounding-off of values.

Source: Philippine Statistics Authority, MIMAROPA Region, *First Quarter 2025 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 23. Overall Satisfaction by Demographic Characteristics, Odiongan: First Quarter 2025

Demographic Characteristics	Satisfaction Level (weighted)						Total Respondents	Satisfaction Rating ^{1/}
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
Total Respondents	915	6,305	-	-	-	-	7,220	100.0
Sex								
Female	722	5,391	-	-	-	-	6,113	100.0
Male	193	915	-	-	-	-	1,107	100.0
Age								
15-19	-	193	-	-	-	-	193	100.0
20-24	-	915	-	-	-	-	915	100.0
25-29	144	529	-	-	-	-	674	100.0
30-34	96	722	-	-	-	-	818	100.0
35-39	337	433	-	-	-	-	770	100.0
40-44	96	818	-	-	-	-	915	100.0
45-49	48	529	-	-	-	-	578	100.0
50-54	48	674	-	-	-	-	722	100.0
55-59	48	529	-	-	-	-	578	100.0
60 and over	96	963	-	-	-	-	1,059	100.0
Residence								
Residing in the MIMAROPA Region	915	6,305	-	-	-	-	7,220	100.0
Residing outside the MIMAROPA Region	-	-	-	-	-	-	-	**
Not stated	-	-	-	-	-	-	-	**
Education								
Elementary graduate	193	1,107	-	-	-	-	1,300	100.0
Highschool graduate	289	2,407	-	-	-	-	2,695	100.0
College graduate or higher	337	2,792	-	-	-	-	3,129	100.0
Not stated	96	-	-	-	-	-	96	100.0
Employment status								
Employed	144	674	-	-	-	-	818	100.0
Unemployed	770	5,632	-	-	-	-	6,402	100.0
Not stated	-	-	-	-	-	-	-	**
Customer type								
General public	770	5,632	-	-	-	-	6,402	100.0
Government employees	96	626	-	-	-	-	722	100.0
Business / organization	48	48	-	-	-	-	96	100.0

Note: Cell with a dash (-) entry means zero.

Details may not add up to total due to rounding-off of values.

Source: Philippine Statistics Authority, MIMAROPA Region, *First Quarter 2025 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 24. Overall Satisfaction Rating by Service Quality Dimension, Odiongan: First Quarter 2025

Service Quality Dimension	Satisfaction Level (weighted)						Total Respondents	Satisfaction Rating ^{1/}
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
Overall (Average)								100.0
SQD1 (Responsiveness)	866	6,354	-	-	-	-	7,220	100.0
SQD2 (Reliability)	866	6,354	-	-	-	-	7,220	100.0
SQD3 (Access and Facilities)	866	6,354	-	-	-	-	7,220	100.0
SQD4 (Communication)	866	6,354	-	-	-	-	7,220	100.0
SQD5 (Cost)	866	6,354	-	-	-	-	7,220	100.0
SQD6 (Integrity)	915	6,305	-	-	-	-	7,220	100.0
SQD7 (Assurance)	866	6,354	-	-	-	-	7,220	100.0
SQD8 (Outcome)	866	6,354	-	-	-	-	7,220	100.0

Notes: 1/ No Response cases were excluded in the computation for the rating.

Cell with a dash (-) entry means zero.

Details may not add up to total due to rounding-off of values.

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

Table 25. Distribution of Clients by Satisfaction Level on PSA-Specific Category, Odiongan: First Quarter 2025

PSA-Specific Category	Satisfaction Level (weighted)						Total Respondents	Satisfaction Rating ^{1/}
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
Overall (Average)								100.0
SQD9A (Clean Surroundings)	866	6,354	-	-	-	-	7,220	100.0
SQD9B (Clean Restrooms)	915	6,305	-	-	-	-	7,220	100.0
SQD9C (Safe)	866	6,354	-	-	-	-	7,220	100.0
SQD9D (Comfortable / Ventilated)	866	6,354	-	-	-	-	7,220	100.0
SQD9E (Enough Chairs)	866	6,354	-	-	-	-	7,220	100.0
SQD9F (Lactating Room)	866	6,354	-	-	-	-	7,220	100.0

Notes: 1/ No Response cases were excluded in the computation for the rating.

Cell with a dash (-) entry means zero.

Details may not add up to total due to rounding-off of values.

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

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



11.6 CSM Results at CRS Puerto Princesa

Table 26. Overall Satisfaction by Service Availed, Puerto Princesa: First Quarter 2025

Service Availed	Satisfaction Level (weighted)						Total Respondents	Satisfaction Rating ^{1/}
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
All Services	11,269	2,548	490	392	-	-	14,699	94.0
Birth (Copy Issuance)	8,329	1,666	392	294	-	-	10,681	93.6
Birth (Authentication)	-	-	-	-	-	-	-	**
Birth (Viewable online)	-	-	-	-	-	-	-	**
Birth (DocPrint)	-	-	-	-	-	-	-	**
Marriage (Copy Issuance)	1,960	392	-	-	-	-	2,352	100.0
Marriage (Authentication)	-	-	-	-	-	-	-	**
Marriage (Viewable online)	-	-	-	-	-	-	-	**
Marriage (DocPrint)	-	-	-	-	-	-	-	**
Death (Copy Issuance)	196	98	98	-	-	-	392	75.0
Death (Authentication)	-	-	-	-	-	-	-	**
Death (Viewable online)	-	-	-	-	-	-	-	**
Death (DocPrint)	-	-	-	-	-	-	-	**
CENOMAR/CEMAR (Certification)	784	392	-	98	-	-	1,274	92.3
CENOMAR/CEMAR (Viewable online)	-	-	-	-	-	-	-	**
CENOMAR/CEMAR (DocPrint)	-	-	-	-	-	-	-	**
CENODEATH/CEDEATH (Certification)	-	-	-	-	-	-	-	**
CENODEATH/CEDEATH (Viewable online)	-	-	-	-	-	-	-	**
CENODEATH/CEDEATH (DocPrint)	-	-	-	-	-	-	-	**
Premium Annotation	-	-	-	-	-	-	-	**

Notes: 1/ No Response cases were excluded in the computation for the rating.

** No reported clients who avail the particular service from any outlets in the MIMAROPA Region.

Cell with a dash (-) entry means zero.

Details may not add up to total due to rounding-off of values.

Source: Philippine Statistics Authority, MIMAROPA Region, *First Quarter 2025 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 27. Overall Satisfaction by Demographic Characteristics, Puerto Princesa: First Quarter 2025

Demographic Characteristics	Satisfaction Level (weighted)						Total Respondents	Satisfaction Rating ^{1/}
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
Total Respondents	11,269	2,548	490	392	-	-	14,699	94.0
Sex								
Female	8,623	1,862	196	392	-	-	11,073	94.7
Male	2,646	686	294	-	-	-	3,626	91.9
Age								
15-19	490	98	-	-	-	-	588	100.0
20-24	2,548	490	-	294	-	-	3,332	91.2
25-29	2,548	588	98	-	-	-	3,234	97.0
30-34	1,568	294	196	-	-	-	2,058	90.5
35-39	1,274	392	98	-	-	-	1,764	94.4
40-44	1,274	294	-	-	-	-	1,568	100.0
45-49	686	98	98	-	-	-	882	88.9
50-54	294	294	-	-	-	-	588	100.0
55-59	294	-	-	-	-	-	294	100.0
60 and over	294	-	-	98	-	-	392	75.0
Residence								
Residing in the MIMAROPA Region	11,269	2,548	490	392	-	-	14,699	94.0
Residing outside the MIMAROPA Region	-	-	-	-	-	-	-	**
Not stated	-	-	-	-	-	-	-	**
Education								
Elementary graduate	686	-	-	-	-	-	686	100.0
Highschool graduate	5,978	1,568	98	294	-	-	7,937	95.1
College graduate or higher	4,606	980	392	98	-	-	6,076	91.9
Not stated	-	-	-	-	-	-	-	**
Employment status								
Employed	5,390	1,568	392	98	-	-	7,447	93.4
Unemployed	5,880	980	98	294	-	-	7,252	94.6
Not stated	-	-	-	-	-	-	-	**
Customer type								
General public	9,015	1,862	294	392	-	-	11,563	94.1
Government employees	1,274	392	-	-	-	-	1,666	100.0
Business / organization	980	294	196	-	-	-	1,470	86.7

Note: Cell with a dash (-) entry means zero.

Details may not add up to total due to rounding-off of values.

Source: Philippine Statistics Authority, MIMAROPA Region, *First Quarter 2025 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 28. Overall Satisfaction Rating by Service Quality Dimension, Puerto Princesa: First Quarter 2025

Service Quality Dimension	Satisfaction Level (weighted)						Total Respondents	Satisfaction Rating ^{1/}
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
Overall (Average)								97.8
SQD1 (Responsiveness)	9,113	4,410	686	490	-	-	14,699	92.0
SQD2 (Reliability)	9,309	4,900	392	98	-	-	14,699	96.7
SQD3 (Access and Facilities)	9,799	4,704	196	-	-	-	14,699	98.7
SQD4 (Communication)	8,917	5,684	98	-	-	-	14,699	99.3
SQD5 (Cost)	8,427	6,272	-	-	-	-	14,699	100.0
SQD6 (Integrity)	7,447	6,860	294	98	-	-	14,699	97.3
SQD7 (Assurance)	9,701	4,998	-	-	-	-	14,699	100.0
SQD8 (Outcome)	8,231	6,174	294	-	-	-	14,699	98.0

Notes: 1/ No Response cases were excluded in the computation for the rating.

Cell with a dash (-) entry means zero.

Details may not add up to total due to rounding-off of values.

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

Table 29. Distribution of Clients by Satisfaction Level on PSA-Specific Category, Puerto Princesa: First Quarter 2025

PSA-Specific Category	Satisfaction Level (weighted)						Total Respondents	Satisfaction Rating ^{1/}
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
Overall (Average)								94.6
SQD9A (Clean Surroundings)	7,154	7,349	98	98	-	-	14,699	98.7
SQD9B (Clean Restrooms)	5,684	8,525	490	-	-	-	14,699	96.7
SQD9C (Safe)	7,643	6,958	98	-	-	-	14,699	99.3
SQD9D (Comfortable / Ventilated)	10,583	4,018	98	-	-	-	14,699	99.3
SQD9E (Enough Chairs)	6,272	8,231	98	98	-	-	14,699	98.7
SQD9F (Lactating Room)	1,666	9,309	3,724	-	-	-	14,699	74.7

Notes: 1/ No Response cases were excluded in the computation for the rating.

Cell with a dash (-) entry means zero.

Details may not add up to total due to rounding-off of values.

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

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



11.7 Response Rates

Table 30. Response Rate and Number of Transacting Clients by Clients' Availed Services and by Outlet Location, MIMAROPA Region: First Quarter 2025

Services and Outlet Location	Successful Interviews	Number of Samples	Response Rate (%)	Number of Transacting Clients
MIMAROPA Region	595	600	99.2	41,547
Birth (Copy Issuance)	482	486	99.2	32,916
Birth (Authentication)	5	5	100.0	241
Marriage (Copy Issuance)	56	56	100.0	4,453
Marriage (Authentication)	1	1	100.0	31
Death (Copy Issuance)	8	8	100.0	551
CENOMAR/CEMAR (Certification)	39	40	97.5	3,229
CENODEATH H/CEDEATH (Certification)	3	3	100.0	94
CENODEATH H/CEDEATH (Viewable online)	1	1	100.0	31
Mamburao	150	150	100.0	4,713
Birth (Copy Issuance)	127	127	100.0	3,990
Birth (Authentication)	-	-	**	-
Marriage (Copy Issuance)	9	9	100.0	283
Marriage (Authentication)	1	1	100.0	31
Death (Copy Issuance)	2	2	100.0	63
CENOMAR/CEMAR (Certification)	7	7	100.0	220
CENODEATH H/CEDEATH (Certification)	3	3	100.0	94
CENODEATH H/CEDEATH (Viewable online)	1	1	100.0	31
Calapan	145	150	96.7	14,915
Birth (Copy Issuance)	117	121	96.7	12,035
Birth (Authentication)	-	-	**	-
Marriage (Copy Issuance)	13	13	100.0	1,337
Marriage (Authentication)	-	-	**	-
Death (Copy Issuance)	-	-	**	-
CENOMAR/CEMAR (Certification)	15	16	93.8	1,543
CENODEATH H/CEDEATH (Certification)	-	-	**	-
CENODEATH H/CEDEATH (Viewable online)	-	-	**	-
Odiongan	150	150	100.0	7,220
Birth (Copy Issuance)	129	129	100.0	6,209
Birth (Authentication)	5	5	100.0	241
Marriage (Copy Issuance)	10	10	100.0	481
Marriage (Authentication)	-	-	**	-
Death (Copy Issuance)	2	2	100.0	96
CENOMAR/CEMAR (Certification)	4	4	100.0	193
CENODEATH H/CEDEATH (Certification)	-	-	**	-
CENODEATH H/CEDEATH (Viewable online)	-	-	**	-
Puerto Princesa	150	150	100.0	14,699
Birth (Copy Issuance)	109	109	100.0	10,681
Birth (Authentication)	-	-	**	-
Marriage (Copy Issuance)	24	24	100.0	2,352
Marriage (Authentication)	-	-	**	-
Death (Copy Issuance)	4	4	100.0	392
CENOMAR/CEMAR (Certification)	13	13	100.0	1,274
CENODEATH H/CEDEATH (Certification)	-	-	**	-
CENODEATH H/CEDEATH (Viewable online)	-	-	**	-

Notes: ** No randomly selected clients who availed this service during this survey round.

Cell with a dash (-) entry means zero.

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