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

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



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**Client Satisfaction Measurement Report
Second 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.

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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,

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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),

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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

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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, Second Quarter 2025

CRS Outlet and Code	Minimum Number of Respondents	Sampling Interval
126 - Mamburao	150	2
127 - Calapan	150	7
129 - Odiongan	150	3
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 June 2025 that 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, the data collection at CRS Calapan was conducted in staggered basis on 16-20 June 2025. Meanwhile, the interviewing of randomly selected clients at was undertaken at CRS Mamburao on 09-16 June 2025, CRS Odiongan on 09-13 June 2025, and CRS Puerto Princesa on 05-13 June 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 on enumerator's available time and ensured the representation of respondents in the

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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 $r = 0, 1, 5$ 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:

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

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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 Second Quarter of 2025. These include the response rate of the survey, client's demographic details, service availed, awareness on citizen's charter, perceptions on service quality dimensions (SQD0 to SQD8), and other access and facilities of CRS Outlets (SQD9). This survey also presented a summary of responses to client complaints, suggestions, and compliments.

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4.1 Response Rates

In the Second 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 600 randomly selected clients successfully completed the interview, resulting in the overall response rate of 100 percent.

The team collected data on services offered by PSA. Table 3 below shows six (6) services availed by clients with responses from this quarter's survey. Nearly four in every five or 72.4 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 CENOMAR / CEMAR (Copy Issuance) at 18.6 percent, Marriage (Copy Issuance) at 6.4 percent, and Death (Copy Issuance) at 2.2 percent. Meanwhile, Marriage (Authentication) and CENOMAR / CEMAR (Viewable online) had the lowest reported service availed by transacting clients each with 0.2 percent share.

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

Services	Number of Successful Interviews	Number of Samples	Number of Transacting Clients
All Services	600	600	41,161
Birth (Copy Issuance)	440	440	29,805
Marriage (Copy Issuance)	34	34	2,614
Marriage (Authentication)	1	1	95
Death (Copy Issuance)	11	11	894
CENOMAR/CEMAR (Certification)	113	113	7,659
CENOMAR/CEMAR (Viewable online)	1	1	95

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

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

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Meanwhile, 13 services have no responses for this round, namely: a) Birth (Authentication), b) Birth (Viewable Online), c) Birth (DocPrint), d) Marriage (Viewable online), e) Marriage (DocPrint), f) Death (Authentication), g) Death (Viewable Online), h) Death (DocPrint), i) CENOMAR/CEMAR (DocPrint) j). CENODEATH/CEDEATH (Certification), k). CENODEATH/CEDEATH (Viewable Online), l). CENODEATH/CEDEATH (DocPrint), and m). Premium Annotation.

4.2 Demographic Characteristics

Table 4 presents the demographic characteristics of respondents by outlet location. In terms of sex distribution, nearly seven in every ten interviewed clients were females (65.0%) from all outlets in the MIMAROPA Region. The highest proportion was at Puerto Princesa in which females constitutes 72.7 percent of the total respondents served by the said outlet, while the lowest proportion of 44.0 percent were recorded at Odiongan.

Regarding the age distribution of respondents, clients whose age is 25 to 29 years old has the highest representation among other age groups with 22.5 percent share to all clients across all outlets in the region. This is consistent at Odiongan and Puerto Princesa with 31.3 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 Calapan (26.7%), while the age group 30 to 34 years at Mamburao (20.0%).

On the other hand, the age group 50 to 54 years old represents the smallest share at 3.4 percent. Said age group of clients had miniscule share at Calapan (2.7%). Meanwhile, variations were observed at Mamburao and Odiongan with its clients 15 to 19 years old had 2.0 percent and 0.0 percent representation, respectively, while at Puerto Princesa with its clients 60 years old and over had 0.7 percent representation.

Meanwhile, senior citizens represent 5.4 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 20.7 percent at Odiongan, 6.7 percent at Mamburao, 2.7 percent at Calapan, and 0.7 percent at Puerto Prinsesa.

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

Demographic Characteristics	Total	Percent (weighted)			
		Mamburao	Calapan	Odiongan	Puerto Princesa
Total Respondents					
<i>Estimate</i>	41,161	5,495	14,881	6,596	14,189
<i>Percent</i>	100.0	13.3	36.1	16.0	34.5
Sex					
Female	65.1	69.3	65.3	44.7	72.7
Male	34.9	30.7	34.7	55.3	27.3
Age					
15 - 19	8.8	2.0	12.7	-	11.3
20 - 24	22	9.3	26.7	16.0	24.7
25 - 29	22.5	10.7	14.7	31.3	31.3
30 - 34	9.9	20.0	6.0	7.3	11.3
35 - 39	10.7	12.0	13.3	9.3	8.0
40 - 44	8.3	14.0	12.0	4.7	4.0
45 - 49	5.3	12.0	5.3	2.7	4.0
50 - 54	3.4	8.0	2.7	4.0	2.0
55 - 59	3.6	5.3	4.0	3.3	2.7
60 and over	5.5	6.7	2.7	21.3	0.7
Not reported	-	-	-	-	-
Residence					
Within MIMAROPA Region	98.2	100	95.3	99.3	100
Outside MIMAROPA Region	0.3	-	0.7	0.7	-
Not stated	1.4	-	4.0	-	-
Education					
Elementary graduate	6.1	17.3	4.0	12.0	1.3
High School graduate	36.9	36.7	27.3	27.3	51.3
College graduate or higher	54.3	42.0	62.7	60.7	47.3
Not stated	2.7	4.0	6.0	-	-
Employment status					
Employed	27.8	47.3	23.3	2.7	36.7
Unemployed	56.9	52.0	34.7	97.3	63.3
Not stated	15.3	0.7	42.0	-	-

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, *Second 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, 98.1 percent of all randomly interviewed respondents reside within the MIMAROPA Region. In terms of educational attainment, a total of 54.3 percent of the interviewed clients from all outlets in the region were academic degree holders with Calapan having the highest proportion of clients who attain this level at 62.7 percent. On the other hand, the proportion of respondents who are high school graduates was 36.9 percent, with the highest percentage observed at Puerto Princesa (51.3%) while the lowest percentage was seen at Calapan (27.3%) and Odiongan (27.3%). For those who have only completed elementary education, this group constitutes 6.0 percent of the total interviewed clients, with the highest representation seen at Mamburao (17.3%). Meanwhile, 2.7 percent of respondents did not report their educational attainment, with Calapan having the proportion of unreported educational attainment at 6.0 percent.

On respondents' employment status, more than half of interviewed clients from all outlets in the region or 56.8 percent were unemployed. Among outlets, Odiongan stands out with the highest percentage of unemployed respondents at 96.7 percent. This was followed by Mamburao with 52.0 percent share of unemployed respondents. While 27.8 percent of interviewed clients were employed, the highest proportion of such clients were seen at Mamburao (47.3%). Meanwhile, 15.3 percent of respondents did not report their employment status, with Calapan having the proportion of unreported employment at 42.0 percent.

Table 5 presents the distribution of clients according to customer type. Ordinary citizens had 89.1 percent share among all clients covered in this survey round. Among outlets in the region, Odiongan posted the highest proportion of citizen clients at 96.7 percent, while Mamburao reported the lowest proportion of 84.0 percent.

Government clients had a 10.3 percent share to the total interviewed clients. Mamburao stands out with the highest proportion of government clients at 16.0 percent. Meanwhile, business clients had a miniscule share of 0.5 percent of the

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overall number of interviewed clients. This was contributed by business clients served at Calapan and Puerto Princesa each with 0.7 percent.

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

Customer Type	Total	Percent (weighted)			
		Mamburao	Calapan	Odiongan	Puerto Princesa
Total Respondents					
<i>Estimate</i>	41,161	5,495	14,881	6,596	14,189
Percentage Share					
Citizen	89.2	84.0	89.3	97.3	87.3
Business	0.5	-	0.7	-	0.7
Government	10.3	16.0	10.0	2.7	12.0
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, *Second Quarter 2025 Client Satisfaction Measurement*

4.3 Awareness of Citizen's Charter

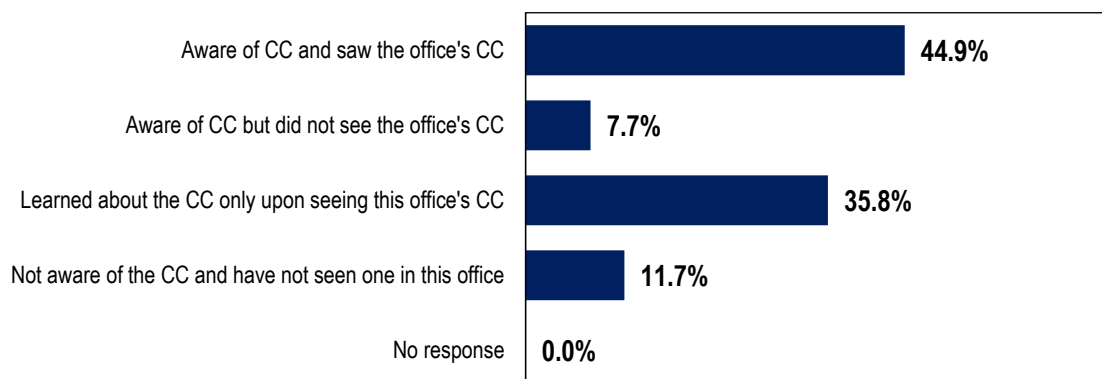
Figure 1 shows the respondent's awareness of the Citizen's Charter (CC) of the PSA. Results of this survey reveals that 88.3 percent of 41,117 clients served at all outlet in the region were aware of their respective outlet's CC. Of these clients who knew about CC, 44.9 percent saw the outlet's CC and 35.8 percent learned about the CC only upon seeing it in the outlet, while 7.7 percent did not saw it.

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 54.7 percent and was followed by Calapan at 48.0 percent. Moreover, Mamburao had the highest proportion of clients who learned CC upon seeing it in the outlet at 67.3 percent. Meanwhile, Calapan had the highest proportion of clients who knew what a CC is but did not see the office's CC at 10.7 percent.

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



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

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

Citizen's Charter (CC) Indicators	Total	Number (weighted)			
		Mamburao	Calapan	Odiongan	Puerto Princesa
CC1: Awareness of a CC	41,161	5,495	14,881	6,596	14,189
Aware of CC and saw the office's CC	18,466	1,758	7,143	3,606	5,959
Aware of CC but did not see the office's CC	3,169	-	1,587	352	1,230
Learned about the CC only upon seeing this office's CC	14,719	3,700	2,480	1,539	7,000
Not aware of the CC and have not seen one in this office	4,807	37	3,671	1,099	-
CC2: Visibility of the CC	36,354	5,458	11,210	5,497	14,189
Easy to see	27,825	4,689	7,441	5,101	10,594
Somewhat easy to see	7,997	733	3,274	396	3,595
Difficult to see	533	37	496	-	-
Not visible at all	-	-	-	-	-
CC3: Assessment of CC's Usefulness	36,354	5,458	11,210	5,497	14,189
Helped significantly	30,679	5,239	7,242	5,145	13,054
Helped to some extent	5,377	220	3,671	352	1,135
Did not help	298	-	298	-	-

Continued

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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	44.9	32.0	48.0	54.7	42.0
Aware of CC but did not see the office's CC	7.7	-	10.7	5.3	8.7
Learned about the CC only upon seeing this office's CC	35.8	67.3	16.7	23.3	49.3
Not aware of the CC and have not seen one in this office	11.7	0.7	24.7	16.7	-
CC2: Visibility of the CC					
Easy to see	76.5	85.9	66.4	92.8	74.7
Somewhat easy to see	22.0	13.4	29.2	7.2	25.3
Difficult to see	1.5	0.7	4.4	-	-
Not visible at all	-	-	-	-	-
CC3: Assessment of CC's Usefulness					
Helped significantly	84.4	96.0	64.6	93.6	92.0
Helped to some extent	14.8	4.0	32.7	6.4	8.0
Did not help	0.8	-	2.7	-	-

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, *Second Quarter 2025 Client Satisfaction Measurement*

On the other hand, those clients who were not aware of CC and had not seen one in the outlet were most prevalent at Calapan in this survey round with 24.7 percent of the total clients served at the said outlet. This was followed by clients who were served at Odiongan (16.7%).

Clients who are aware about CC or learned upon seeing it in the outlet were ask to feedback on the visibility of CC. More than three-fourths of interviewed clients or 76.5 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 (92.8%) while the lowest visibility was recorded at Calapan (66.4%).

In addition, nearly two in every nine interviewed clients or 22.0 percent from all outlets in the region mentioned that the visibility of the office's CC is somewhat

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easy to see. Calapan recorded the highest proportion of such response from its clients at 29.2 percent, while Odiongan got 7.2 percent. Relatively, Calapan stands out for those clients who found CC difficult to see at 4.4 percent.

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 84.4 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 Mamburao (96.0%) and was followed by Odiongan (93.6%) and Puerto Princesa (92.0%). For those clients that were helped by CC to some extent, Calapan tallied 32.7 percent and was followed by Puerto Princesa at 8.0 percent. Meanwhile, 2.7 percent of clients at Calapan 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 Second Quarter of 2025. The survey showed an overall rating of 98.0 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 SQD2 (Reliability) and SQD8 (Outcome) had the highest rating together with 99.3 percent. The former corresponds to the question *"The office followed the transactions requirements and steps based on the information provided."* and *"I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me."* This indicates that all outlets in the MIMAROPA Region followed a list of procedures systematically based on the

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information and instructions provided, ensuring that the process adhered to established protocols and standards.

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



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

Other service quality dimensions that exceed the average rating of 98.0 percent are the following. SQD5 (Cost) at 98.8 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, SQD7 (Assurance) ranked third at 98.7 percent which indicate that staffs in all outlet were courteously and helpful. This shows clients were able to quickly locate the details they were looking for regarding their transaction. Conversely, staff 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. Finally, SQD6 (Integrity) at 98.3 percent which shows the fair treatment of all clients in the outlet.

Meanwhile, SQD1 (Responsiveness) received the lowest rating of 94.6 percent among the service dimensions. This suggests that clients felt the time they invested

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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.

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

Service Quality Dimensions	Satisfaction Level (weighted)						Total	Satisfaction Rating (%)
	SA	A	N	D	SD	N/A		
Overall (Average)								98.0
Responsiveness	29,545	9,023	1,428	371	397	397	41,161	94.6
Reliability	34,815	5,850	99	99	99	198	41,161	99.3
Access and Facilities	34,470	5,475	639	180	99	298	41,161	97.8
Communication	33,675	5,557	838	-	99	992	41,161	97.7
Costs	33,808	6,361	298	99	99	496	41,161	98.8
Integrity	35,137	5,231	496	-	198	99	41,161	98.3
Assurance	35,318	5,204	441	-	99	99	41,161	98.7
Outcome	34,103	6,264	99	99	99	496	41,161	99.3

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, *Second 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.

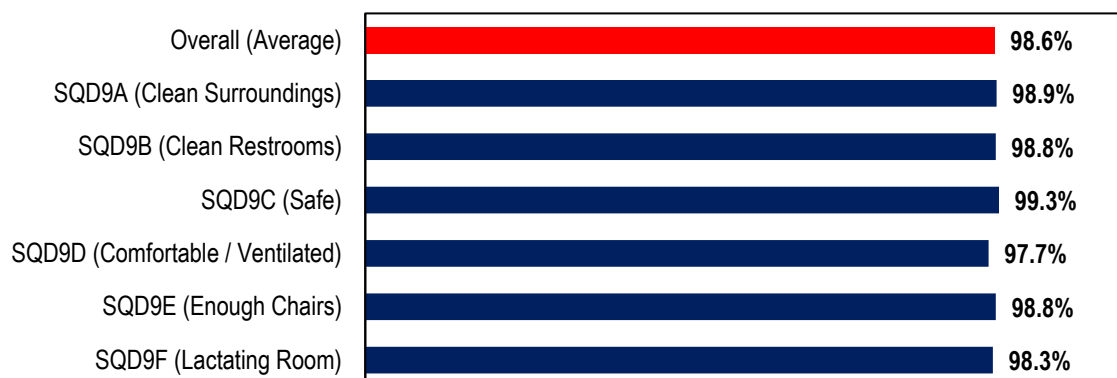
As observed in Figure 3 and Table 8, the average rating for PSA-specific category in the Second Quarter of 2025 was 98.6 percent. Highest ratings came from clients' responses on SQD9C (Safe) at 99.3 percent and was followed by SQD9A (Clean Surroundings) at 98.9 percent. These indicate that CRS Outlets 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

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or transaction. Meanwhile, respondents were least impressed on SQD9D (Comfortable/Ventilated) which they gave a mark of 97.7 percent.

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



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

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

PSA-Specific Category	Satisfaction Level (weighted)						Total	Satisfaction Rating (%)
	SA	A	N	D	SD	N/A		
Overall (Average)								98.6
Clean Surroundings	32,080	7,420	298	37	99	1,227	41,161	98.9
Clean Restrooms	26,654	4,794	397	-	-	9,317	41,161	98.8
Safe	34,081	5,691	198	-	99	1,091	41,161	99.3
Comfortable / Ventilated	33,675	5,557	838	-	99	992	41,161	97.7
Enough Chairs	33,808	6,361	298	99	99	496	41,161	98.8
Breastfeeding Station	35,137	5,231	496	-	198	99	41,161	98.3

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, *Second 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 96.1 percent, 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. Puerto Princesa (99.3%) and Mamburao (98.0%) closely followed. 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: Second Quarter 2025

Outlet Location	Satisfaction Level (weighted)						Total	Satisfaction Rating (%)
	SA	A	N	D	SD	N/A		
MIMAROPA Region	32,941	6,527	987	308	298	99	41,161	96.1
Mamburao	4,836	549	-	110	-	-	5,495	98.0
Calapan	7,837	5,556	893	198	298	99	14,881	90.6
Odiongan	6,552	44	-	-	-	-	6,596	100.0
Puerto Princesa	13,716	378	95	-	-	-	14,189	99.3

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, *Second Quarter 2025 Client Satisfaction Measurement*

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Meanwhile, the overall satisfaction rating for Calapan trailed at 90.6 percent. Further exploration into best practices that contributed to the exceptional performance of the other three outlets is recommended. This could help addressing concerns in Calapan and could also enhance the overall quality of services of all outlets in the MIMAROPA Region.

4.7 Satisfaction Rating by Services Provided

For the overall satisfaction rating by services shown in Table 10, six out of 19 offered services were availed and rated by clients. Marriage (Authentication), Death (Copy Issuance), and CENOMAR / CEMAR (Viewable online) received the highest overall satisfaction rating of 100.0 percent. Meanwhile, Marriage (Copy Issuance) was given the lowest satisfaction rating by clients at 91.0 percent.

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

Services	Satisfaction Level (weighted)						Total	Satisfaction Rating (%)
	SA	A	N	D	SD	N/A		
All Services	32,941	6,527	987	308	298	99	41,161	96.1
Birth (CI)	23,598	4,948	690	172	298	99	29,805	96.1
Marriage (CI)	1,512	867	198	37	-	-	2,614	91.0
Marriage (A)	95	-	-	-	-	-	95	100.0
Death (CI)	597	298	-	-	-	-	894	100.1
CENOMAR / CEMAR (C)	7,046	415	99	99	-	-	7,659	97.4
CENOMAR / CEMAR (VO)	95	-	-	-	-	-	95	100.0

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.
Under services, CI means Copy Issuance, A means Authentication, C means Certification, and VO means Viewable Online
Details may not add up to total due to rounding-off of values.
Source: Philippine Statistics Authority, MIMAROPA Region, *Second Quarter 2025 Client Satisfaction Measurement*

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5 Other Comments and Suggestions to Improve PSA Services

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

CRS Outlet	Issues / Observations
Mamburao	Some clients suggested allowing digital appointment confirmations instead of requiring printed appointment slips.
Mamburao	Many clients are unaware of the online appointment system.
Mamburao	The outlet appears to be understaffed, resulting in limited assistance for clients.
Mamburao	The CRS outlet provides a microphone for announcing client names and has monitor TVs that display the number being called.
Mamburao	The staff are courteous and accommodating to clients.
Mamburao	The facility is comfortable and spacious.
Mamburao	Online appointment system is a disadvantage for non-reader/non-writer clients.
Mamburao	Additional staff that will help the client in filing up the forms.
Mamburao	The outlet should have fast internet speed for undisrupted transaction.
Mamburao	Additional staff for releasing counter to cater more clients in a day.
Mamburao	The CRS management should hire an additional staff to help in releasing counter as well as to assist the clients in filing up request forms.
Mamburao	The appointment system should upgrade a feature where clients can upload the needed requirements on their request where approved applications can pick up their documents in the outlet, thus saves time of the client and a faster transaction.
Calapan	Similar to the previous quarter, the Citizen's Charter should be placed in a more visible location with a larger font for better readability.
Calapan	There are not enough chairs to accommodate all clients.
Calapan	The Outlet Supervisor was commended for assisting clients in processing their copy issuance even without an appointment.
Calapan	I also observed that the lactation room is of great help for breastfeeding mothers.
Calapan	In past years, the copy issuance process was more efficient and well-organized.
Calapan	Windows for transactions are not enough to accommodate clients.
Calapan	Office should have printing station for online appointments.
Calapan	Two people per window to ease up transactions.

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CRS Outlet	Issues / Observations
Calapan	Maybe a station with employee that will assists on printing / photocopying for any requirements needed on the transactions.
Calapan	The collecting officer occasionally lacks small bills due to clients paying with large denominations.
Calapan	The security guards are unarmed, which could potentially impact safety during future events in case of an emergency.
Calapan	Some of first-time clients struggled to fill out the form.
Calapan	Clients spent more time in releasing area and wished to add more transaction windows especially when it is peak season.
Calapan	Clients who have poor eyesight were not aware of Citizen's Charter (CC) as well as those who already knew the application process no longer seek for it and just went straight to the respective windows.
Calapan	Some of the client who has an appointment did not notice that there is already an available instruction about the requirements they needed to present that is why they struggled on presenting it on the screening area.
Calapan	Clients without appointments tend to spend more time in the waiting area, leading to dissatisfaction with their overall time spent in the office
Odiongan	Except for the intermittent internet connections and minor technical issues encountered during the months of May and June 2025, no other issues were found.
Odiongan	Clients not being able to bring the complete/proper requirements in securing vital documents at the CRS Outlet.
Odiongan	More and more clients are being catered at the CRS outlet to secure copies of their vital documents. This has resulted into long queues outside of building where the outlet is located. Due to the number of clients, the waiting area provided by the management of the building cannot accommodate them all.
Puerto Princesa	The client reported that while booking an online appointment, time slots were available even on holidays. However, when she visited the outlet to request a birth certificate, she found the office closed. She was advised by the guard to return the next day, which resulted in overcrowding at the outlet on that day.
Puerto Princesa	Reconfigure the online appointment system to block or disable scheduling on holidays and promptly issue advisories on the website or appointment platform indicating that the outlet is closed on holidays, even if the system shows available slots. Furthermore, the clients affected by the incorrect holiday slot can be prioritized or given
Puerto Princesa	The clients expressed their disappointment with the queuing process at the release windows. They noted that the failure to adhere to the sequence of ticket numbers caused misunderstandings and frustration. Many felt it was unfair, as they arrived early but were released almost simultaneously with clients who arrived later.
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

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CRS Outlet	Issues / Observations
	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	The client expressed her disappointment regarding the policy that limits requests to only two certificates per day. She shared that she had to visit the outlet on three consecutive days to request birth certificates for her relatives, which were required as supporting documents for her SSS processing. However, she was unable to submit more than two requests each day, as the outlet staff noted that the additional documents were for individuals who were not immediate family members.
Puerto Princesa	Ensure that clients are made aware of the policy limits beforehand, along with any available alternatives to bypass these restrictions. Providing clear guidelines and options will help manage expectations and reduce disappointment. Furthermore, conduct a review of the two requests policy to assess whether a more flexible cap can be implemented without compromising service efficiency.

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
06/10/2025	14:46:21	Although the client presented special power of attorney to claim for death certificate of a family member, the office still required a birth certificate of	Birth (Copy Issuance)

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Date	Time	Complaints	Service Availed
		the client to present that he/she is the daughter.	
06/13/2025	14:23:54	Not aware of the appointment system.	Birth (Copy Issuance)
06/13/2025	16:30:18	Aircon not working.	Birth (Copy Issuance)
06/16/2025	15:31:19	Lot of step by step process.	Birth (Copy Issuance)
06/16/2025	15:52:25	Not aware of appointment system.	Birth (Copy Issuance)
06/16/2025	16:22:59	Not inform of appointment system.	Marriage (Copy Issuance)
06/11/2025	11:51:25	Why do we need to print the appointment slip?	CENOMAR / CEMAR (Certification)

CRS Calapan Outlet

Date	Time	Complaints	Service Availed
06/16/2025	08:30:13	Dapat po kung nandito na po ang client kahit walang appointment dapat e-pila na nila lalo na pag malayo.	Birth (Copy Issuance)
06/16/2025	13:53:59	Kapag National ID no need na appointment. Bakit pinabalik ako nung guard dapat daw may appointment?	Birth (Copy Issuance)
06/16/2025	13:59:02	Matagal ang process.	Birth (Copy Issuance)
06/17/2025	11:30:05	Nakakalito ang numbering sa TV.	Birth (Copy Issuance)
06/17/2025	15:33:56	Disorganized minsan, pero same sa process before.	Birth (Copy Issuance)
06/18/2025	15:57:14	Matagal po ang Releasing Step.	Birth (Copy Issuance)
06/18/2025	11:33:37	Di nausad no?	Marriage (Copy Issuance)
06/19/2025	13:51:04	Bilis bilisan ang process ng steps. Gawan ng paraan ang Releasing Step.	Marriage (Copy Issuance)

CRS Puerto Princesa Outlet

Date	Time	Complaints	Service Availed
06/05/2025	09:44:04	The last time I came in the outlet I don't have an online appointment but I was informed today that there is no	Birth (Copy Issuance)

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Date	Time	Complaints	Service Availed
		need of online appointment if I have a National ID. The guard did not asked if I have a National ID last time. So I had to go back home again in Sabang.	
06/09/2025	11:58:38	Mahabang pila.	Birth (Copy Issuance)
06/09/2025	13:19:18	Mabagal sa releasing area.	Birth (Copy Issuance)
06/09/2025	14:47:25	Mahaba ang pila.	Birth (Copy Issuance)
06/09/2025	15:24:31	Mahaba ang pila.	Birth (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
06/09/2025	14:21:09	Consider IPs especially on online application.	Birth (Copy Issuance)
06/09/2025	14:49:08	Notice the public to print the CRS Appointments.	Birth (Copy Issuance)
06/09/2025	14:53:22	CRS should make a solution for online appointment dahil hindi lahat ng client ay may kakayanang magkaroon ng appointments. Dahil hindi lang ako ang nakakaranas nagpapaappointment pa ang ibang client sa tindahan sa tapat. Have an additional staff to accommodate the clients.	Birth (Copy Issuance)
06/09/2025	15:18:18	Kung wala yong parents sana yong guardian na lang ang signee sa authorization letter.	Birth (Copy Issuance)
06/09/2025	15:36:18	Dapat may Help Desk sa unahan para macheck agad	Birth (Copy Issuance)

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Date	Time	Suggestions	Service Availed
		ang papel kung tama o mali ang ginawa. Mayroong empleyado sa labas na titingin sa papel, bakit kailangan pang i-print ang online appointments lalo na sa mga hindi marunong mag-fill-up or walang G-mail account.	
06/10/2025	14:46:21	The office should consider the client if he she already presented the valid ID and authorization letter in connection with the client's claim of death certificate of a family member.	Birth (Copy Issuance)
06/10/2025	15:08:50	Additional staff especially for counter of releasing.	Birth (Copy Issuance)
06/10/2025	16:26:10	More chairs for waiting area outside the office.	Birth (Copy Issuance)
06/10/2025	16:31:21	Office should have a printing station for online appointment.	Birth (Copy Issuance)
06/10/2025	16:36:18	Additional employee for online appointment application.	Birth (Copy Issuance)
06/13/2025	14:20:30	Please allow digital appointment.	Birth (Copy Issuance)
06/13/2025	15:45:04	Additional chairs.	Birth (Copy Issuance)
06/09/2025	14:15:47	Someone from CRS should assist in online transaction especially for those who are not aware in technology allotted computer for online appointment.	Marriage (Copy Issuance)
06/09/2025	15:02:20	Notify the public for the changes in process. Free Coffee.	Marriage (Copy Issuance)
06/09/2025	16:11:06	Sana po ay may online payment na rin.	Marriage (Copy Issuance)
06/11/2025	10:26:40	May employee na nagaassist sa labas for filling up forms.	Death (Copy Issuance)
06/10/2025	14:42:06	Sana bawat bayan ay may appointment center especially sa malalayong lugar pa manggaling.	CENOMAR / CEMAR (Certification)
06/11/2025	12:08:33	Additional staff for releasing counter.	CENOMAR / CEMAR (Certification)
06/16/2025	15:40:08	Allow digital appointment.	CENOMAR / CEMAR (Certification)

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Date	Time	Suggestions	Service Availed
06/16/2025	08:30:13	Huwag na po pabalikin. bigyan na lang po ng number at releasan nalang po.	Birth (Copy Issuance)
06/16/2025	08:39:01	Assistance for those who are not aware of the process: fill-out of application.	Birth (Copy Issuance)
06/16/2025	11:49:10	To have a desk/ outlet announcer	Birth (Copy Issuance)
06/16/2025	13:18:14	Make it sure all transactions can easily especially to client arrived early.	Birth (Copy Issuance)
06/17/2025	13:17:07	Mamaintain ang flow ng process.	Birth (Copy Issuance)
06/17/2025	14:00:11	I think need lang ng konting assistant para sa iba pero goods nmn yung pag aassist ng mga guard.	Birth (Copy Issuance)
06/18/2025	11:30:41	Dagdagan ang chairs.	Birth (Copy Issuance)
06/18/2025	11:31:50	Dagdagan ang upuan.	Birth (Copy Issuance)
06/18/2025	13:45:04	More windows for faster process and big space.	Birth (Copy Issuance)
06/16/2025	12:00:39	Advance reminder sa requirements na need dahil para hindi na pabalik balik kahit text.	Death (Copy Issuance)
06/17/2025	08:30:08	Maybe add more releasing and payment station.	Death (Copy Issuance)
06/18/2025	09:54:06	Safety. Walang baril ang guard in case of emergency.	Death (Copy Issuance)

CRS Puerto Princesa Outlet

Date	Time	Suggestions	Service Availed
06/05/2025	13:18:03	Not enough chairs.	Birth (Copy Issuance)
06/05/2025	16:20:06	Provide good assistance to clients.	Birth (Copy Issuance)
06/09/2025	09:42:21	to have an encoding of online application form.	Birth (Copy Issuance)
06/09/2025	11:11:29	to accept multiple request documents.	Birth (Copy Issuance)
06/09/2025	11:43:32	Additonal staff.	Birth (Copy Issuance)

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Date	Time	Suggestions	Service Availed
06/09/2025	13:19:18	Additonal staff.	Birth (Copy Issuance)
06/09/2025	14:47:25	Additional staff for releasing area.	Birth (Copy Issuance)
06/09/2025	15:24:31	Dapat during holiday close yong schedule for online appointment.	Birth (Copy Issuance)
06/11/2025	08:39:07	Sana maging consistent sila sa queue numbers at magkaroon ng cut-off lalo na kapag expected nila na maraming hindi mare-release within this day.	Birth (Copy Issuance)
06/09/2025	13:36:15	Additional staff for releasing area.	CENOMAR / CEMAR (Certification)

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
06/09/2025	14:25:14	Good services	Birth (Copy Issuance)
06/09/2025	14:45:58	Fast process	Birth (Copy Issuance)
06/09/2025	14:49:08	Good staff	Birth (Copy Issuance)
06/09/2025	15:54:16	Good services	Birth (Copy Issuance)
06/10/2025	14:38:17	Good service	Birth (Copy Issuance)
06/10/2025	14:46:21	Good and systemic	Birth (Copy Issuance)
06/10/2025	15:24:04	Courteous and approachable employee	Birth (Copy Issuance)
06/10/2025	15:28:11	Smooth process	Birth (Copy Issuance)

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Date	Time	Compliments	Service Availed
06/10/2025	16:08:28	Convenient	Birth (Copy Issuance)
06/10/2025	16:26:10	Good service and staff	Birth (Copy Issuance)
06/10/2025	16:36:18	Kind staff	Birth (Copy Issuance)
06/11/2025	09:27:01	Fast transaction	Birth (Copy Issuance)
06/11/2025	11:36:37	Good service	Birth (Copy Issuance)
06/11/2025	11:42:20	Faster transactions compare to before	Birth (Copy Issuance)
06/09/2025	14:15:47	Good service	Marriage (Copy Issuance)
06/09/2025	15:47:35	Good service at magaling mag-assist	Marriage (Copy Issuance)
06/09/2025	15:57:59	Great and fast service	Marriage (Copy Issuance)
06/11/2025	10:38:26	Fast payment transaction at mas madali because of online appointment	Marriage (Copy Issuance)
06/11/2025	10:26:40	Smooth transactions and approachable employees	Death (Copy Issuance)
06/09/2025	16:24:08	Mabait ang empleyado	CENOMAR / CEMAR (Certification)
06/10/2025	14:42:06	Presentable ang opisina	CENOMAR / CEMAR (Certification)
06/10/2025	15:45:22	Considerate in IPs	CENOMAR / CEMAR (Certification)
06/11/2025	11:48:10	Good Services	CENOMAR / CEMAR (Certification)
06/11/2025	11:51:25	Clean and well-ventilated and accessible	CENOMAR / CEMAR (Certification)

CRS Calapan Outlet

Date	Time	Compliments	Service Availed
06/16/2025	08:43:07	Keep it up.	Birth (Copy Issuance)
06/16/2025	08:45:24	Ok naman po ang flow ng adjustment nila.	Birth (Copy Issuance)
06/16/2025	12:04:50	Okay naman po	Birth (Copy Issuance)
06/16/2025	13:22:24	Mas okay pag may appointment mabilis	Birth (Copy Issuance)
06/16/2025	13:52:07	Okay po ang staff	Birth (Copy Issuance)

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Date	Time	Compliments	Service Availed
06/16/2025	13:53:59	Thank you po	Birth (Copy Issuance)
06/16/2025	13:56:47	Okay po service at mabilis ang process	Birth (Copy Issuance)
06/16/2025	15:19:05	Good service	Birth (Copy Issuance)
06/16/2025	15:24:10	Nag-aassist mga guard nang mahusay	Birth (Copy Issuance)
06/16/2025	15:29:04	Maintindihin. Tinutulungan. Mabait.	Birth (Copy Issuance)
06/16/2025	15:32:04	Maganda at maayos ang facility mas mabilis ngayon ang process	Birth (Copy Issuance)
06/16/2025	15:42:05	May nag-aassist ng maayos	Birth (Copy Issuance)
06/17/2025	08:20:06	Thank you.	Birth (Copy Issuance)
06/17/2025	09:46:05	The establishment are well comfortable and well ventilated also the surroundings are good.	Birth (Copy Issuance)
06/17/2025	11:30:05	Mabilis ang process sa pagkuha ng documents	Birth (Copy Issuance)
06/17/2025	13:17:07	Very appreciable	Birth (Copy Issuance)
06/17/2025	15:33:56	Okay naman po.	Birth (Copy Issuance)
06/17/2025	15:47:07	Cleanliness. Comfortable. Orderly.	Birth (Copy Issuance)
06/18/2025	13:45:04	Organized ang system.	Birth (Copy Issuance)
06/18/2025	15:59:18	Thank you for accomodation us bilang walk-in.	Birth (Copy Issuance)
06/19/2025	09:50:04	Okay po maam.	Birth (Copy Issuance)
06/19/2025	14:38:22	Maayos ang serbisyo nila sa amin.	Birth (Copy Issuance)
06/16/2025	13:45:16	Super thank you to our Outlet Supervisor (OS).	Marriage (Copy Issuance)
06/17/2025	11:35:04	Maayos ang service na binibigay ng CRS. Thumbs up.	CENOMAR / CEMAR (Certification)
06/17/2025	12:28:07	Great Facility. Well air conditioned. Well Appreciated	CENOMAR / CEMAR (Certification)
06/18/2025	09:02:03	The staff is very accomodating for the client.	CENOMAR / CEMAR (Certification)

CRS Puerto Princesa Outlet

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Date	Time	Suggestions	Service Availed
06/05/2025	08:40:07	Provide good assistance especially senior citizen.	Birth (Copy Issuance)
06/05/2025	09:06:22	Approachable staff.	Birth (Copy Issuance)
06/05/2025	10:45:02	Smooth transaction and fast moving.	Birth (Copy Issuance)
06/05/2025	13:58:06	Good services and approachable staff.	Birth (Copy Issuance)
06/05/2025	16:00:02	Good services.	Birth (Copy Issuance)
06/05/2025	16:37:03	Good service provider.	Birth (Copy Issuance)
06/09/2025	08:18:37	Good customer service.	Birth (Copy Issuance)
06/09/2025	09:14:59	Good customer service.	Birth (Copy Issuance)
06/09/2025	09:32:58	Fast transaction.	Birth (Copy Issuance)
06/09/2025	10:07:32	Fast transaction and good customer service.	Birth (Copy Issuance)
06/09/2025	10:13:23	Good customer service.	Birth (Copy Issuance)
06/09/2025	10:35:35	Good customer service.	Birth (Copy Issuance)
06/09/2025	10:52:10	Good customer service.	Birth (Copy Issuance)
06/09/2025	11:27:42	Good customer service.	Birth (Copy Issuance)
06/09/2025	11:43:32	Good customer service.	Birth (Copy Issuance)
06/09/2025	11:58:38	Good customer service.	Birth (Copy Issuance)
06/09/2025	13:04:03	Good customer service.	Birth (Copy Issuance)
06/09/2025	13:19:18	Good customer service.	Birth (Copy Issuance)
06/09/2025	14:01:26	Good customer service.	Birth (Copy Issuance)
06/09/2025	14:16:27	Good customer service.	Birth (Copy Issuance)
06/09/2025	14:47:25	Good customer service.	Birth (Copy Issuance)
06/09/2025	15:09:10	Good customer service.	Birth (Copy Issuance)
06/10/2025	08:42:08	Very satisfied in terms of services and assistance of staff.	Birth (Copy Issuance)
06/10/2025	11:40:07	Fast transaction and accommodating staff.	Birth (Copy Issuance)

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Date	Time	Suggestions	Service Availed
06/10/2025	13:33:03	Maayos at magaling makitungo ang mga staff sa outlet lalo na sa pagbibigay ng assistance.	Birth (Copy Issuance)
06/10/2025	14:30:02	Maayos at magaling makipag usap ang guards at ibang staff.	Birth (Copy Issuance)
06/10/2025	15:25:02	Provide good assistance to clients.	Birth (Copy Issuance)
06/11/2025	08:10:09	Maayos at maganda ang pakikitungo ng mga empleyado sa loob.	Birth (Copy Issuance)
06/11/2025	10:15:03	Good services and assistance.	Birth (Copy Issuance)
06/11/2025	10:30:03	Maganda ang kanilang mother's room lalo na sa gaya namin na may mga kasamang sanggol.	Birth (Copy Issuance)
06/11/2025	13:47:03	Approachable staff.	Birth (Copy Issuance)
06/11/2025	14:43:03	Mabilis at maayos ang transaction at services.	Birth (Copy Issuance)
06/11/2025	15:30:06	Comfortable office and very kind staff.	Birth (Copy Issuance)
06/11/2025	16:10:03	Good services and assistance.	Birth (Copy Issuance)
06/13/2025	10:48:03	Smooth transaction.	Birth (Copy Issuance)
06/13/2025	11:43:02	Maayos at mas mabilis ang transaction ngayon.	Birth (Copy Issuance)
06/13/2025	15:11:02	Fast transaction at maayos ang assistance ng mga staff.	Birth (Copy Issuance)
06/13/2025	16:30:02	Good assistance and fast transaction.	Birth (Copy Issuance)
06/05/2025	14:40:03	Provide good assistance and services.	Marriage (Copy Issuance)
06/09/2025	08:31:14	Fast transaction.	Marriage (Copy Issuance)
06/13/2025	11:28:03	Fast transaction.	Marriage (Copy Issuance)
06/11/2025	09:58:08	Very satisfied sa services nila.	Death (Copy Issuance)
06/05/2025	08:10:12	Kind and accommodating staff.	CENOMAR / CEMAR (Certification)
06/05/2025	08:26:04	Maayos makitungo at magaling mag entertain ang mga staff.	CENOMAR / CEMAR (Certification)
06/05/2025	10:03:03	Satisfied.	CENOMAR / CEMAR (Certification)
06/09/2025	08:13:00	Fast transaction and accommodating.	CENOMAR / CEMAR (Certification)

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Date	Time	Suggestions	Service Availed
06/09/2025	08:45:08	Good customer service and fast transaction.	CENOMAR / CEMAR (Certification)
06/09/2025	08:58:39	Fast transaction.	CENOMAR / CEMAR (Certification)
06/09/2025	13:36:15	Good customer service.	CENOMAR / CEMAR (Certification)
06/09/2025	13:47:25	Good customer service.	CENOMAR / CEMAR (Certification)
06/11/2025	08:25:05	Maayos at mabilis na transaction.	CENOMAR / CEMAR (Certification)
06/11/2025	13:30:03	Fast transaction.	CENOMAR / CEMAR (Certification)

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

Area	Specific Improvement	Issues / Concerns Addressed	Activities (done as of 15 June 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	CRS Mamburao is now well-ventilated.	Many clients were uncomfortable at the waiting area due to warm temperature and high humidity during peak hours.	CRS Mamburao has installed airconditioning system.
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. PSA also suggest an option to the client to use the

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Area	Specific Improvement	Issues / Concerns Addressed	Activities (done as of 15 June 2025)
			near pay parking area.
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	Reduced congestion at the CRS Outlet	Congestion of clients in the outlet during peak hours	CRS Calapan sustained 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
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	Done hiring of additional personnel

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Area	Specific Improvement	Issues / Concerns Addressed	Activities (done as of 15 June 2025)
		faster release of requested documents.	
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.

10 Continuous Agency Improvement Plan for FY 2025

Area	Specific Improvement	Issues / Concern Addressed	Account-ability	Time frame
CRS Mamburao				
Public Assistance and Complaints Desk (PACD)	CRS Outlet to strengthen the information dissemination on the appointment System	Public not yet aware on the implementation of Appointment system.	Outlet Supervisor with the approval of Outlet Manager	July to September 2025
Screening	Regular availability of Authorization forms to be used by immediate family members / guardian	CRS Outlet follow the rules on authorization letter to be used by immediate family member.	Outlet Supervisor	July to September 2025
Releasing	To follow-up the requested equipment / station for additional	Additional Staff	Outlet Supervisor	July to September 2025

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Area	Specific Improvement	Issues / Concern Addressed	Accountability	Time frame
	encoding / releasing			
PACD	CRS Associates render assistance to the general public	The public needs assistance on how to use the Appointment System.	Outlet Supervisor	July to September 2025
Encoding / Payment	CRS outlet already accept payment via Maya and G-Cash	Clients are seeking an alternative mode of payment for their requested civil registry documents.	Outlet Supervisor and Collecting Officer	July to September 2025
Facilities	Outlet Supervisor of CRS Mamburao to inform the Outlet Manager in coordinating with DICT for the provision of Wi-Fi.	Provision of Wi-Fi for the transacting public	Outlet Supervisor and Outlet Manager	July to December 2025
Facilities	No reports / complaints from clients who experienced discomfort on looking at the TV. Outlet Supervisor of CRS Mamburao to inform Unisys on the positioning of TV screen.	To lower the position po TV as some clients experienced discomfort when reading announcements shown on the screen	Outlet Supervisor with the approval of the Outlet Manager	July to December 2025
Facilities	To position the existing garbage bin at a conspicuous area in the Outlet.	Lack or missing garbage bin in the Outlet.	Outlet Supervisor with the approval of the Outlet Manager	July to September 2025
Manpower	Awaiting schedule on the conduct of the refresher / orientation on customer relations with all Associates	Staff behavior at Screening in the Outlet.	Outlet Supervisor with the approval of the Outlet Manager	July to December 2025
CRS Calapan				

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Area	Specific Improvement	Issues / Concern Addressed	Accountability	Time frame
Policy at Calapan Outlet	Office policy requires clients to set an appointment. However, a temporary exemption is given to national ID cardholders when requesting for self and immediate family	Dapat po kung nandito na po ang client kahit walang appointment dapat e-pila na nila lalo na pag malayo. pag national id no need na appointment bakit pinabalik ako nung guard dapat daw may appointment. Huwag na po pabalikin bigyan na lang po ng number at releasan nalang po.	Outlet Supervisor	July to December
Processing of Civil Registry Documents at Calapan Outlet	Processing of documents undergo index correction lengthened the period of releasing but necessary for the benefit of the clients Improve searching activities to avoid wrong issuances	Matagal ang process Matagal po ang releasing Step Di nausad no. Bilis bilisan ang process ng steps. Gawan ng paraan ang releasing step. To have a desk/ outlet announcer	Primary Back Office (PBO), Secondary Back Office (SBO), Outlet Supervisor, Unisys	July to December
Facilities at Calapan Outlet	The established system by concessionaire needs further review by PSA Project Management Office	Nakakalito ang numbering sa TV disorganized minsan pero same sa process before make it sure all transactions can easily especially to client arrive early. Ma-maintain ang process flow. I think need lang ng konting assistant para sa iba pero goods naman yung pag aassist ng mga guard. Advance reminder sa requirements na need dahil para	PSA PMO	July to December

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Area	Specific Improvement	Issues / Concern Addressed	Accountability	Time frame
		hindi na pabalik balik kahit text.		
Facilities at Calapan Outlet	Replace gang chairs	Dagdagan ang chairs. Dagdagan ang upuan.	Unisys	July to December
Facilities at Calapan Outlet	The nature of activity in the outlet does not require armed guards	Safety. Walang baril ang guard in case of emergency.	Unisys	July to December
CRS Puerto Princesa				
IEC at Puerto Princesa Outlet	Ensure that the list of all required documents is clearly posted at the entrance of the outlet and published online to guide clients and prevent incomplete submissions during their visit. Additionally, prominently include information on the privilege granted to walk-in applicants presenting a valid National ID, particularly for those requesting Civil Registry Documents (CRDs) on behalf of their immediate family members.	The last time I came in the outlet I don't have an online appointment but I was informed today that there's no need of online appointment if I have a National ID. The guard didn't ask if I have a national ID last time. So, I had to go back home again in Sabang.	OS with approval of Outlet Manager, Unisys	Immediate
Facilities at Puerto Princesa Outlet	To address overcrowding and improve appointment efficiency, stricter adherence to	Mahabang pila.	OS with approval of Outlet Manager, Unisys	Immediate

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Area	Specific Improvement	Issues / Concern Addressed	Accountability	Time frame
	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.			
Manpower at Puerto Princesa Outlet	We understand the importance of adhering to queue ticket order. 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 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.	Mabagal sa releasing area.	OS with approval of Outlet Manager, Unisys	Immediate

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Area	Specific Improvement	Issues / Concern Addressed	Accountability	Time frame
Facilities at Puerto Princesa Outlet	Add more chairs in the waiting area to accommodate clients comfortably, especially during peak hours.	Not enough chairs.	OS with approval of Outlet Manager, Unisys	Immediate
Facilities at Puerto Princesa Outlet	Use a priority number system with clear display screens and public address announcements to ensure orderly client flow.	Provide good assistance to clients especially senior citizen.	OS with approval of Outlet Manager, Unisys	Immediate
Facilities at Puerto Princesa Outlet	E-application forms are available in the CRS appointment system; however, ensure clients understand they are downloadable and printable after completing the online appointment.	to have an encoding of online application form.	OS with approval of Outlet Manager, Unisys	Immediate
Facilities at Puerto Princesa Outlet	Inform clients, especially teachers, about the existing policy ("Ease of Doing Business" and "Anti-Fixer Campaign") and encourage them to request from SM, LGU-BREQs partners ahead of time. Consideration was also given to those clients with urgent requests.	to accept multiple request documents.	OS with approval of Outlet Manager, Unisys	Immediate
Manpower at Puerto Princesa Outlet	While the current situation with staffing and workstations is based on volume of transactions calculations, addressing the specific challenges faced by CRS Palawan requires a data-driven approach	Additonal staff.	OS with approval of Outlet Manager, Unisys	Immediate

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Area	Specific Improvement	Issues / Concern Addressed	Accountability	Time frame
	with the Unisys. This phased plan provides a roadmap for improving payment/releasing window efficiency, reducing queuing, and enhancing client satisfaction.			
Facilities at Puerto Princesa Outlet	We understand how this may have led to confusion, and we are coordinating with the central system administrator to ensure that future holiday closures are clearly reflected and blocked out in the appointment system to prevent similar incidents.	Dapat during holiday close yong schedule for online appointment.	OS with approval of Outlet Manager, Unisys	Immediate
Facilities at Puerto Princesa Outlet	Please be informed that under the directive of the Anti-Red Tape Authority (ARTA), government frontline services are not allowed to impose a cut-off in the number of clients they serve within official working hours. Your suggestion for consistency in queue numbers is duly noted and will be considered as we continue to improve our service delivery.	Sana maging consistent sila sa que numbers at magkaroon ng cut off lalo na kapag expected nila na maraming hindi mare-release within this day.	OS with approval of Outlet Manager, Unisys	Immediate

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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: : Hours Minutes

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: Second Quarter 2025

Demographic Characteristics	Total	Number (weighted)				Total	Percent (weighted)			
		Mamburao	Calapan	Odiangan	Puerto Princesa		Mamburao	Calapan	Odiangan	Puerto Princesa
Total Respondents										
Estimate (in thousand)	41,161	5,495	14,881	6,596	14,189					
Percent	100.0	13.4	36.2	16.0	34.5					
Sex										
Female	26,745	3,810	9,722	2,902	10,311	65.0	69.3	65.3	44.0	72.7
Male	14,372	1,685	5,159	3,650	3,878	34.9	30.7	34.7	55.3	27.3
Age										
15-19	3,603	110	1,885	-	1,608	8.8	2.0	12.7	-	11.3
20-24	9,036	513	3,968	1,055	3,500	22.0	9.3	26.7	16.0	24.7
25-29	9,281	586	2,183	2,067	4,446	22.5	10.7	14.7	31.3	31.3
30-34	4,084	1,099	893	484	1,608	9.9	20.0	6.0	7.3	11.3
35-39	4,394	659	1,984	616	1,135	10.7	12.0	13.3	9.3	8.0
40-44	3,430	769	1,786	308	568	8.3	14.0	12.0	4.7	4.0
45-49	2,197	659	794	176	568	5.3	12.0	5.3	2.7	4.0
50-54	1,384	440	397	264	284	3.4	8.0	2.7	4.0	2.0
55-59	1,487	293	595	220	378	3.6	5.3	4.0	3.3	2.7
60 and over	2,221	366	397	1,363	95	5.4	6.7	2.7	20.7	0.7
Residence										
Residing in the MIMAROPA Region	40,379	5,495	14,187	6,508	14,189	98.1	100.0	95.3	98.7	100.0
Residing outside the MIMAROPA Region	143	-	99	44	-	0.3	-	0.7	0.7	-
Not stated	595	-	595	-	-	1.4	-	4.0	-	-
Education										
Elementary graduate	2,484	952	595	748	189	6.0	17.3	4.0	11.3	1.3
High school graduate	15,169	2,015	4,067	1,803	7,284	36.9	36.7	27.3	27.3	51.3
College graduate or higher	22,351	2,308	9,325	4,002	6,716	54.3	42.0	62.7	60.7	47.3
Not stated	1,113	220	893	-	-	2.7	4.0	6.0	-	-
Employment status										
Employed	11,452	2,601	3,472	176	5,203	27.8	47.3	23.3	2.7	36.7
Unemployed	23,379	2,857	5,159	6,376	8,986	56.8	52.0	34.7	96.7	63.3
Not stated	6,287	37	6,250	-	-	15.3	0.7	42.0	-	-
Customer type										
Citizen	36,677	4,616	13,294	6,376	12,392	89.1	84.0	89.3	96.7	87.3
Business	4,246	879	1,488	176	1,703	10.3	16.0	10.0	2.7	12.0
Government	194	-	99	-	95	0.5	-	0.7	-	0.7
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, Second 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: Second 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	32,941	6,527	987	308	298	99	41,161	96.1
Sex								
Female	21,066	4,582	690	110	198	99	26,745	96.3
Male	11,831	1,946	298	198	99	-	14,372	95.9
Age								
15-19	2,376	1,091	99	37	-	-	3,603	96.2
20-24	6,613	1,729	397	198	99	-	9,036	92.3
25-29	7,794	1,294	194	-	-	-	9,281	97.9
30-34	3,775	308	-	-	-	-	4,084	100.0
35-39	3,689	470	99	37	99	-	4,394	94.7
40-44	2,464	830	-	37	-	99	3,430	98.9
45-49	1,763	334	99	-	-	-	2,197	95.4
50-54	1,086	198	99	-	-	-	1,384	92.8
55-59	1,351	136	-	-	-	-	1,487	100.0
60 and over	1,986	136	-	-	99	-	2,221	95.5
Residence								
Residing in the MIMAROPA Region	32,655	6,131	888	308	298	99	40,379	96.3
Residing outside the MIMAROPA Region	44	99	-	-	-	-	143	100.0
Not stated	198	298	99	-	-	-	595	83.4
Education								
Elementary graduate	2,187	298	-	-	-	-	2,484	100.0
Highschool graduate	12,846	2,187	99	37	-	-	15,169	99.1
College graduate or higher	17,049	3,845	789	272	298	99	22,351	93.9
Not stated	815	198	99	-	-	-	1,113	91.0
Employment status								
Employed	9,742	1,244	194	73	99	99	11,452	96.8
Unemployed	20,241	2,506	397	136	99	-	23,379	97.3
Not stated	2,914	2,778	397	99	99	-	6,287	90.5
Customer type								
General public	28,975	6,047	987	272	298	99	36,677	95.7
Government employees	3,828	382	-	37	-	-	4,246	99.2
Business / organization	95	99	-	-	-	-	194	100.0

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, *Second 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: Second 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	41,161	5,495	14,881	6,596	14,189					
I know what a CC is and I saw this office's CC.	18,466	1,758	7,143	3,606	5,959	44.9	32.0	48.0	54.7	42.0
I know what a CC is but I did NOT see this office's CC	3,169	-	1,587	352	1,230	7.7	-	10.7	5.3	8.7
I learned of the CC only when I saw this office's CC	14,719	3,700	2,480	1,539	7,000	35.8	67.3	16.7	23.3	49.3
I do NOT know what a CC is and I did NOT see one in this office	4,807	37	3,671	1,099	-	11.7	0.7	24.7	16.7	-
CC2: Visibility of the CC	36,354	5,458	11,210	5,497	14,189					
Easy to see	27,825	4,689	7,441	5,101	10,594	76.5	85.9	66.4	92.8	74.7
Somewhat easy to see	7,997	733	3,274	396	3,595	22.0	13.4	29.2	7.2	25.3
Difficult to see	533	37	496	-	-	1.5	0.7	4.4	-	-
Not visible at all	-	-	-	-	-	-	-	-	-	-
CC3: Assessment of the CC's Usefulness	36,354	5,458	11,210	5,497	14,189					
Helped very much	30,679	5,239	7,242	5,145	13,054	84.4	96.0	64.6	93.6	92.0
Somewhat helped	5,377	220	3,671	352	1,135	14.8	4.0	32.7	6.4	8.0
Did not help	298	-	298	-	-	0.8	-	2.7	-	-

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, Second 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: Second 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	4,836	549	-	110	-	-	5,495	98.0
Birth (Copy Issuance)	3,956	403	-	73	-	-	4,433	98.3
Birth (Authentication)	-	-	-	-	-	-	-	**
Birth (Viewable online)	-	-	-	-	-	-	-	**
Birth (DocPrint)	-	-	-	-	-	-	-	**
Marriage (Copy Issuance)	256	73	-	37	-	-	366	90.0
Marriage (Authentication)	-	-	-	-	-	-	-	**
Marriage (Viewable online)	-	-	-	-	-	-	-	**
Marriage (DocPrint)	-	-	-	-	-	-	-	**
Death (Copy Issuance)	110	-	-	-	-	-	110	100.0
Death (Authentication)	-	-	-	-	-	-	-	**
Death (Viewable online)	-	-	-	-	-	-	-	**
Death (DocPrint)	-	-	-	-	-	-	-	**
CENOMAR/CEMAR (Certification)	513	73	-	-	-	-	586	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, *Second 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: Second 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	4,836	549	-	110	-	-	5,495	98.0
Sex								
Female	3,370	330	-	110	-	-	3,810	97.1
Male	1,465	220	-	-	-	-	1,685	100.0
Age								
15-19	73	-	-	37	-	-	110	66.4
20-24	366	147	-	-	-	-	513	100.0
25-29	513	73	-	-	-	-	586	100.0
30-34	989	110	-	-	-	-	1,099	100.0
35-39	549	73	-	37	-	-	659	94.4
40-44	696	37	-	37	-	-	769	95.3
45-49	623	37	-	-	-	-	659	100.2
50-54	440	-	-	-	-	-	440	100.0
55-59	256	37	-	-	-	-	293	100.0
60 and over	330	37	-	-	-	-	366	100.3
Residence								
Residing in the MIMAROPA Region	4,836	549	-	110	-	-	5,495	98.0
Residing outside the MIMAROPA Region	-	-	-	-	-	-	-	**
Not stated	-	-	-	-	-	-	-	**
Education								
Elementary graduate	952	-	-	-	-	-	952	100.0
Highschool graduate	1,905	73	-	37	-	-	2,015	98.2
College graduate or higher	1,758	476	-	73	-	-	2,308	96.8
Not stated	220	-	-	-	-	-	220	100.0
Employment status								
Employed	2,271	256	-	73	-	-	2,601	97.2
Unemployed	2,528	293	-	37	-	-	2,857	98.7
Not stated	37	-	-	-	-	-	37	100.0
Customer type								
General public	4,176	366	-	73	-	-	4,616	98.4
Government employees	659	183	-	37	-	-	879	95.8
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, *Second 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: Second 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)								99.6
SQD1 (Responsiveness)	4,909	440	73	73	-	-	5,495	97.3
SQD2 (Reliability)	5,239	256	-	-	-	-	5,495	100.0
SQD3 (Access and Facilities)	5,312	147	-	37	-	-	5,495	99.3
SQD4 (Communication)	5,385	110	-	-	-	-	5,495	100.0
SQD5 (Cost)	5,385	110	-	-	-	-	5,495	100.0
SQD6 (Integrity)	5,458	37	-	-	-	-	5,495	100.0
SQD7 (Assurance)	5,348	147	-	-	-	-	5,495	100.0
SQD8 (Outcome)	5,458	37	-	-	-	-	5,495	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, *Second Quarter 2025 Client Satisfaction Measurement*

Table 17. Distribution of Clients by Satisfaction Level on PSA-Specific Category, Mamburao: Second 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, *Second 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: Second 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	7,837	5,556	893	198	298	99	14,881	90.6
Birth (Copy Issuance)	5,754	4,167	595	99	298	99	11,012	90.9
Birth (Authentication)	-	-	-	-	-	-	-	**
Birth (Viewable online)	-	-	-	-	-	-	-	**
Birth (DocPrint)	-	-	-	-	-	-	-	**
Marriage (Copy Issuance)	694	794	198	-	-	-	1,687	88.2
Marriage (Authentication)	-	-	-	-	-	-	-	**
Marriage (Viewable online)	-	-	-	-	-	-	-	**
Marriage (DocPrint)	-	-	-	-	-	-	-	**
Death (Copy Issuance)	298	298	-	-	-	-	595	100.2
Death (Authentication)	-	-	-	-	-	-	-	**
Death (Viewable online)	-	-	-	-	-	-	-	**
Death (DocPrint)	-	-	-	-	-	-	-	**
CENOMAR/CEMAR (Certification)	1,091	298	99	99	-	-	1,587	87.5
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, *Second 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: Second 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	7,837	5,556	893	198	298	99	14,881	90.6
Sex								
Female	4,861	3,968	595	-	198	99	9,722	91.7
Male	2,976	1,587	298	198	99	-	5,159	88.4
Age								
15-19	694	1,091	99	-	-	-	1,885	94.7
20-24	1,786	1,488	397	198	99	-	3,968	82.5
25-29	1,190	893	99	-	-	-	2,183	95.4
30-34	694	198	-	-	-	-	893	99.9
35-39	1,389	397	99	-	99	-	1,984	90.0
40-44	893	794	-	-	-	99	1,786	100.0
45-49	397	298	99	-	-	-	794	87.5
50-54	99	198	99	-	-	-	397	74.8
55-59	496	99	-	-	-	-	595	100.0
60 and over	198	99	-	-	99	-	397	74.8
Residence								
Residing in the MIMAROPA Region	7,639	5,159	794	198	298	99	14,187	90.8
Residing outside the MIMAROPA Region	-	99	-	-	-	-	99	100.0
Not stated	198	298	99	-	-	-	595	83.4
Education								
Elementary graduate	298	298	-	-	-	-	595	100.2
Highschool graduate	2,183	1,786	99	-	-	-	4,067	97.6
College graduate or higher	4,762	3,274	694	198	298	99	9,325	87.1
Not stated	595	198	99	-	-	-	893	88.8
Employment status								
Employed	2,282	893	99	-	99	99	3,472	94.1
Unemployed	2,679	1,885	397	99	99	-	5,159	88.5
Not stated	2,877	2,778	397	99	99	-	6,250	90.5
Customer type								
General public	6,548	5,258	893	198	298	99	13,294	89.5
Government employees	1,290	198	-	-	-	-	1,488	100.0
Business / organization	-	99	-	-	-	-	99	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, *Second 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: Second 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)								95.0
SQD1 (Responsiveness)	6,448	6,250	1,091	298	397	397	14,881	87.7
SQD2 (Reliability)	9,623	4,762	99	99	99	198	14,881	98.0
SQD3 (Access and Facilities)	9,425	4,365	595	99	99	298	14,881	94.6
SQD4 (Communication)	8,532	4,464	794	-	99	992	14,881	93.6
SQD5 (Cost)	9,226	4,663	298	99	99	496	14,881	96.6
SQD6 (Integrity)	9,921	4,167	496	-	198	99	14,881	95.3
SQD7 (Assurance)	10,218	4,067	397	-	99	99	14,881	96.6
SQD8 (Outcome)	9,127	4,960	99	99	99	496	14,881	97.9

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, *Second Quarter 2025 Client Satisfaction Measurement*

Table 21. Distribution of Clients by Satisfaction Level on PSA-Specific Category, Calapan: Second 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)								96.4
SQD9A (Clean Surroundings)	9,325	3,968	298	-	99	1,190	14,881	97.1
SQD9B (Clean Restrooms)	6,448	1,687	397	-	-	6,349	14,881	95.3
SQD9C (Safe)	10,516	2,976	198	-	99	1,091	14,881	97.8
SQD9D (Comfortable / Ventilated)	10,020	3,373	397	-	99	992	14,881	96.4
SQD9E (Enough Chairs)	9,524	3,571	198	198	99	1,290	14,881	96.4
SQD9F (Lactating Room)	4,762	1,488	198	99	-	8,333	14,881	95.4

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, *Second 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: Second 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	6,508	44	-	-	-	-	6,552	100.0
Birth (Copy Issuance)	4,573	-	-	-	-	-	4,573	100.0
Birth (Authentication)	-	-	-	-	-	-	-	**
Birth (Viewable online)	-	-	-	-	-	-	-	**
Birth (DocPrint)	-	-	-	-	-	-	-	**
Marriage (Copy Issuance)	88	-	-	-	-	-	88	100.0
Marriage (Authentication)	-	-	-	-	-	-	-	**
Marriage (Viewable online)	-	-	-	-	-	-	-	**
Marriage (DocPrint)	-	-	-	-	-	-	-	**
Death (Copy Issuance)	-	-	-	-	-	-	-	**
Death (Authentication)	-	-	-	-	-	-	-	**
Death (Viewable online)	-	-	-	-	-	-	-	**
Death (DocPrint)	-	-	-	-	-	-	-	**
CENOMAR/CEMAR (Certification)	1,847	44	-	-	-	-	1,891	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, *Second 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: Second 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	6,552	44	-	-	-	-	6,596	100.0
Sex								
Female	2,902	-	-	-	-	-	2,902	100.0
Male	3,606	44	-	-	-	-	3,650	100.0
Age								
15-19	-	-	-	-	-	-	-	**
20-24	1,055	-	-	-	-	-	1,055	100.0
25-29	2,023	44	-	-	-	-	2,067	100.0
30-34	484	-	-	-	-	-	484	100.0
35-39	616	-	-	-	-	-	616	100.0
40-44	308	-	-	-	-	-	308	100.0
45-49	176	-	-	-	-	-	176	100.0
50-54	264	-	-	-	-	-	264	100.0
55-59	220	-	-	-	-	-	220	100.0
60 and over	1,363	-	-	-	-	-	1,363	100.0
Residence								
Residing in the MIMAROPA Region	6,464	44	-	-	-	-	6,508	100.0
Residing outside the MIMAROPA Region	44	-	-	-	-	-	44	100.0
Not stated	-	-	-	-	-	-	-	**
Education								
Elementary graduate	748	-	-	-	-	-	748	100.0
Highschool graduate	1,759	44	-	-	-	-	1,803	100.0
College graduate or higher	4,002	-	-	-	-	-	4,002	100.0
Not stated	-	-	-	-	-	-	-	**
Employment status								
Employed	176	-	-	-	-	-	176	100.0
Unemployed	6,332	44	-	-	-	-	6,376	100.0
Not stated	-	-	-	-	-	-	-	**
Customer type								
General public	6,332	44	-	-	-	-	6,376	100.0
Government employees	176	-	-	-	-	-	176	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, *Second 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: Second 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)								99.2
SQD1 (Responsiveness)	4,661	1,671	264	-	-	-	6,596	96.0
SQD2 (Reliability)	6,332	264	-	-	-	-	6,596	100.0
SQD3 (Access and Facilities)	6,112	396	44	44	-	-	6,596	98.7
SQD4 (Communication)	6,420	132	44	-	-	-	6,596	99.3
SQD5 (Cost)	6,332	264	-	-	-	-	6,596	100.0
SQD6 (Integrity)	6,420	176	-	-	-	-	6,596	100.0
SQD7 (Assurance)	6,508	44	44	-	-	-	6,596	99.3
SQD8 (Outcome)	6,464	132	-	-	-	-	6,596	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, *Second Quarter 2025 Client Satisfaction Measurement*

Table 25. Distribution of Clients by Satisfaction Level on PSA-Specific Category, Odiongan: Second 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)								92.0
SQD9A (Clean Surroundings)	6,244	352	-	-	-	-	6,596	100.0
SQD9B (Clean Restrooms)	6,552	44	-	-	-	-	6,596	100.0
SQD9C (Safe)	6,508	88	-	-	-	-	6,596	100.0
SQD9D (Comfortable / Ventilated)	6,596	-	-	-	-	-	6,596	100.0
SQD9E (Enough Chairs)	6,552	44	-	-	-	-	6,596	100.0
SQD9F (Lactating Room)	1,803	704	1,407	176	748	1,759	6,596	51.8

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, *Second 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: Second 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	13,716	378	95	-	-	-	14,189	99.3
Birth (Copy Issuance)	9,270	378	95	-	-	-	9,743	99.0
Birth (Authentication)	-	-	-	-	-	-	-	**
Birth (Viewable online)	-	-	-	-	-	-	-	**
Birth (DocPrint)	-	-	-	-	-	-	-	**
Marriage (Copy Issuance)	473	-	-	-	-	-	473	100.0
Marriage (Authentication)	95	-	-	-	-	-	95	100.0
Marriage (Viewable online)	-	-	-	-	-	-	-	**
Marriage (DocPrint)	-	-	-	-	-	-	-	**
Death (Copy Issuance)	189	-	-	-	-	-	189	100.0
Death (Authentication)	-	-	-	-	-	-	-	**
Death (Viewable online)	-	-	-	-	-	-	-	**
Death (DocPrint)	-	-	-	-	-	-	-	**
CENOMAR/CEMAR (Certification)	3,595	-	-	-	-	-	3,595	100.0
CENOMAR/CEMAR (Viewable online)	95	-	-	-	-	-	95	100.0
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, *Second 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: Second 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	13,716	378	95	-	-	-	14,189	99.3
Sex								
Female	9,932	284	95	-	-	-	10,311	99.1
Male	3,784	95	-	-	-	-	3,878	100.0
Age								
15-19	1,608	-	-	-	-	-	1,608	100.0
20-24	3,405	95	-	-	-	-	3,500	100.0
25-29	4,068	284	95	-	-	-	4,446	97.9
30-34	1,608	-	-	-	-	-	1,608	100.0
35-39	1,135	-	-	-	-	-	1,135	100.0
40-44	568	-	-	-	-	-	568	100.0
45-49	568	-	-	-	-	-	568	100.0
50-54	284	-	-	-	-	-	284	100.0
55-59	378	-	-	-	-	-	378	100.0
60 and over	95	-	-	-	-	-	95	100.0
Residence								
Residing in the MIMAROPA Region	13,716	378	95	-	-	-	14,189	99.3
Residing outside the MIMAROPA Region	-	-	-	-	-	-	-	**
Not stated	-	-	-	-	-	-	-	**
Education								
Elementary graduate	189	-	-	-	-	-	189	100.0
Highschool graduate	7,000	284	-	-	-	-	7,284	100.0
College graduate or higher	6,527	95	95	-	-	-	6,716	98.6
Not stated	-	-	-	-	-	-	-	**
Employment status								
Employed	5,013	95	95	-	-	-	5,203	98.2
Unemployed	8,703	284	-	-	-	-	8,986	100.0
Not stated	-	-	-	-	-	-	-	**
Customer type								
General public	11,919	378	95	-	-	-	12,392	99.2
Government employees	1,703	-	-	-	-	-	1,703	100.0
Business / organization	95	-	-	-	-	-	95	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, *Second 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: Second 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)	13,527	662	-	-	-	-	14,189	100.0
SQD2 (Reliability)	13,621	568	-	-	-	-	14,189	100.0
SQD3 (Access and Facilities)	13,621	568	-	-	-	-	14,189	100.0
SQD4 (Communication)	13,338	851	-	-	-	-	14,189	100.0
SQD5 (Cost)	12,865	1,324	-	-	-	-	14,189	100.0
SQD6 (Integrity)	13,338	851	-	-	-	-	14,189	100.0
SQD7 (Assurance)	13,243	946	-	-	-	-	14,189	100.0
SQD8 (Outcome)	13,054	1,135	-	-	-	-	14,189	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, *Second Quarter 2025 Client Satisfaction Measurement*

Table 29. Distribution of Clients by Satisfaction Level on PSA-Specific Category, Puerto Princesa: Second 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)								99.6
SQD9A (Clean Surroundings)	11,162	3,027	-	-	-	-	14,189	100.0
SQD9B (Clean Restrooms)	11,162	3,027	-	-	-	-	14,189	100.0
SQD9C (Safe)	11,635	2,554	-	-	-	-	14,189	100.0
SQD9D (Comfortable / Ventilated)	12,297	1,892	-	-	-	-	14,189	100.0
SQD9E (Enough Chairs)	11,351	2,743	95	-	-	-	14,189	99.3
SQD9F (Lactating Room)	5,865	8,040	284	-	-	-	14,189	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, *Second 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: Second Quarter 2025

Services and Outlet Location	Successful Interviews	Number of Samples	Response Rate (%)	Number of Transacting Clients
MIMAROPA Region	600	600	100.0	41,161
Birth (Copy Issuance)	440	440	100.0	29,805
Marriage (Copy Issuance)	34	34	100.0	2,614
Marriage (Authentication)	1	1	100.0	95
Death (Copy Issuance)	11	11	100.0	894
CENOMAR/CEMAR (Certification)	113	113	100.0	7,659
CENOMAR/CEMAR (Viewable online)	1	1	100.0	95
Mamburao	150	150	100.0	5,495
Birth (Copy Issuance)	121	121	100.0	4,433
Marriage (Copy Issuance)	10	10	100.0	366
Marriage (Authentication)	-	-	**	-
Death (Copy Issuance)	3	3	100.0	110
CENOMAR/CEMAR (Certification)	16	16	100.0	586
CENOMAR/CEMAR (Viewable online)	-	-	**	-
Calapan	150	150	100.0	14,881
Birth (Copy Issuance)	111	111	100.0	11,012
Marriage (Copy Issuance)	17	17	100.0	1,687
Marriage (Authentication)	-	-	**	-
Death (Copy Issuance)	6	6	100.0	595
CENOMAR/CEMAR (Certification)	16	16	100.0	1,587
CENOMAR/CEMAR (Viewable online)	-	-	**	-
Odiongan	150	150	100.0	6,596
Birth (Copy Issuance)	105	105	100.0	4,617
Marriage (Copy Issuance)	2	2	100.0	88
Marriage (Authentication)	-	-	**	-
Death (Copy Issuance)	-	-	**	-
CENOMAR/CEMAR (Certification)	43	43	100.0	1,891
CENOMAR/CEMAR (Viewable online)	-	-	**	-
Puerto Princesa	150	150	100.0	14,189
Birth (Copy Issuance)	103	103	100.0	9,743
Marriage (Copy Issuance)	5	5	100.0	473
Marriage (Authentication)	1	1	100.0	95
Death (Copy Issuance)	2	2	100.0	189
CENOMAR/CEMAR (Certification)	38	38	100.0	3,595
CENOMAR/CEMAR (Viewable online)	1	1	100.0	95

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, Second Quarter 2025 Client Satisfaction Measurement