

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



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

**Client Satisfaction Measurement Report
First Quarter 2024
(1st Edition)**

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

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



Table of Contents

List of Figures	2
List of Tables	3
1 Overview	4
2 Scope	5
3 Methodology of the Survey	7
3.1 Sampling Design	7
3.2 Number of Respondents	7
3.3 Data Gathering	8
3.4 Data Collection Mechanism	8
3.5 Scoring in all SQD Questions	9
4 Survey Results	10
4.1 Response Rates	10
4.2 Demographic Characteristics	11
4.3 Awareness of Citizen's Charter	14
4.4 Satisfaction Rating by Service Quality Dimensions	17
4.5 Satisfaction Rating by Services Provided	19
4.6 Satisfaction Rating by Outlet Location	20
5 Other Comments and Suggestions to Improve PSA Services	20
6 Complaints Reported by Clients	21
7 Suggestions Given by Clients	22
8 Compliments Provided by Clients	23
9 Results of the PSA's Action Plan Reported in FY 2023	25
10 Continuous Agency Improvement Plan for FY 2024	27
11 Appendix	29
11.1 Survey Questionnaire	29
11.2 Statistical Tables	30

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



List of Tables

1	Minimum Number of Respondents and Sampling Interval by CRS Outlet: MIMAROPA Region, First Quarter 2024	8
2	Interpretation of Results for each SQD Question in the Harmonized Customer Satisfaction Measurement.....	10
3	Response Rates by Client's Availed Services at PSA-CRS Outlet, MIMAROPA Region: First Quarter 2024	11
4	Percent Distribution by Demographic Characteristics and Outlet Location, MIMAROPA Region: First Quarter 2024	12
5	Number and Percent Distribution by Demographic Characteristics and Outlet Location, MIMAROPA Region: First Quarter 2024.....	15
6	Overall Satisfaction Rating by Services, MIMAROPA Region: First Quarter 2024	19
7	Overall Satisfaction Rating by Outlet Location, MIMAROPA Region: First Quarter 2024	20
8	Number and Percent Distribution by Demographic Characteristics and Outlet Location, MIMAROPA Region: First Quarter 2024.....	30
9	Number and Percent Distribution on the Respondents Awareness of Citizen's Charter (CC) by Outlet Location, MIMAROPA Region: First Quarter 2024	31
10	Overall Satisfaction Rating by Service Quality Dimensions, MIMAROPA Region: First Quarter 2024.....	31
11a	Overall Satisfaction Rating by Outlet Location, MIMAROPA Region: First Quarter 2024	32
11b	Overall Satisfaction Rating by Service Quality Dimensions, Calapan: First Quarter 2024	32
11c	Overall Satisfaction Rating by Service Quality Dimensions, Odiongan: First Quarter 2024	32
11d	Overall Satisfaction Rating by Service Quality Dimensions, Puerto Princesa: First Quarter 2024	33
12a	Overall Satisfaction Rating by Services, MIMAROPA Region: First Quarter 2024	33
12b	Overall Satisfaction Rating by Services, Calapan: First Quarter 2024	34
12c	Overall Satisfaction Rating by Services, Odiongan: First Quarter 2024	34

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



12d	Overall Satisfaction Rating by Services, Puerto Princesa: First Quarter 2024	35
13	Overall Satisfaction Rating by PSA-Specific Service Category, MIMAROPA Region: First Quarter 2024	35
14	Number and Percent Distribution of Satisfaction Rating by PSA-Specific Service Category and by Outlet Location, MIMAROPA Region: First Quarter 2024	36
15	Response Rate and Number of Transacting Clients by Clients' Availed Services and by Outlet Location, MIMAROPA Region: First Quarter 2024	37

List of Figures

1	Respondents' Awareness of Citizen's Charter (CC): MIMAROPA Region: First Quarter 2024	14
2	Overall Satisfaction Rating by Service Quality Dimensions, MIMAROPA Region: First Quarter 2024	17
3	Satisfaction Rating by PSA-Specific Service Category: MIMAROPA Region: First Quarter 2024	18

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



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

**Client Satisfaction Measurement Report
First Quarter 2024**

1 Overview

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

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

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

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

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



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

The survey seeks to collect the following information:

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

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

2 Scope

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

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



5. Costs,
6. Integrity,
7. Assurance, and
8. Outcome.

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

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

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

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

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



16. CENODEATH/CEDEATH (Certification),
17. CENODEATH/CEDEATH (Viewable online),
18. CENODEATH/CEDEATH (DocPrint),
19. CENODEATH/CEDEATH (DocPrint), and
20. 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 since 01 February 2023 will be given at least six (6) months to stabilize the operations for the computation of volume transactions.

In case the volume of clients is below average during the actual survey, it is suggested to use the time interval method as an alternative to the count interval. The

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



following table presents the minimum number of respondents provided by the CRS Information Technology Project Phase II (CRS-ITP2) Planning and Management Office to RSSOs and their respective Provincial Statistical Offices (PSOs).

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

CRS Outlet and Code	Minimum Number of Respondents	Sampling Interval
127 - Calapan	150	7
129 - Odiongan	150	1
130 - Puerto Princesa	150	10

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 Puerto Princesa, while Paper Assisted Personal Interview (PAPI) technique was employed at CRS Calapan and CRS Odiongan.

Due to the multiple equally important activities conducted last March 2024 which results to a few available trained Contract of Service Workers to act as enumerators in this survey round and few clients transacting at the CRS outlets in the region, the data collection at CRS Puerto Princesa was conducted in staggered basis from 13-19 March 2024. Meanwhile, the interviewing of randomly selected clients at CRS Calapan and at CRS Odiongan was undertaken on 12-15 March 2024 and on 11-15 March 2024, respectively.

3.4 Data Collection Mechanism

Enumerators were briefed on their responsibilities and the expected outputs from this quarterly survey. The data gathering ran from 08:00 a.m. to 5:00 p.m. based

on enumerator's available time and ensured the representation of respondents in the morning and in the afternoon to account for possible differences in satisfaction based on the time of the day.

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

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

3.5 Scoring in all SQD Questions

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

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

$$R_{ij} = \frac{1}{w_i n_{ij}} \sum_{r=0}^5 (r n_{rij} w_i) = \frac{1}{n_{ij}} \sum_{r=1}^5 (r n_{rij}),$$

where w_i represents the weight of the i -th CRS Outlet obtained using the IPW method. Notice that upon expansion of the summation formula for R_{ij} , the term $r n_{rij} w_i = 0$ at $r = 0$. Hence in the simplified version of the sum through algebraic manipulation, the term with $r = 0$ vanishes at the right-hand side of the preceding equation.

Moreover, the score in the j -th SQD question for all CRS Outlets within the region, denoted by R_j , is obtained by the following formula:

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



$$R_j = \frac{1}{n_j} \sum_{i \in C} \left[w_i \sum_{r=1}^5 (r n_{rij}) \right] = \frac{1}{n_j} \sum_{i \in C} w_i n_{ij} R_{ij},$$

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

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

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 results is presented in the following table.

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

Scale	Average	Rating
1	1.00 – 1.49	Very Unsatisfied
2	1.50 – 2.49	Unsatisfied
3	2.50 – 3.49	Neither Unsatisfied nor Satisfied
4	3.50 – 4.49	Satisfied
5	4.50 – 5.00	Very Satisfied

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

4 Survey Results

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

4.1 Response Rates

In the first quarter of 2024, the CSM selected 450 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

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



included in this survey are Calapan in Oriental Mindoro, Odiongan in Romblon, and Puerto Princesa in Palawan. Out of these clients, 444 successfully completed the interview, resulting in 98.7 percent response rate.

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

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

Services	Number of Successful Interviews	Number of Samples	Number of Transacting Clients
All Services	444	450	40,212
Birth (Copy Issuance)	378	380	31,702
Marriage (Copy Issuance)	26	27	3,207
Marriage (Authentication)	1	1	101
Death (Copy Issuance)	6	6	778
CENOMAR/CEMAR (Certification)	33	36	4,425

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

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

Meanwhile, 15 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 (Viewable online), j) CENOMAR/CEMAR (DocPrint), k) CENODEATH/CEDEATH (Certification), l) CENODEATH/CEDEATH (Viewable online), m) CENODEATH/CEDEATH (DocPrint), and o) Premium Annotation.

4.2 Demographic Characteristics

Table 4 presents the demographic characteristics of respondents by outlet location. In terms of sex distribution, more than 13 out of 20 interviewed clients were females (65.6%). The highest proportion was at Odiongan in which females constitutes 77.9 percent of the total respondents, while the lowest proportion was recorded at Puerto Princesa (63.4%).

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



Regarding the age distribution of respondents, 17.4 percent of the interviewed clients falls within the age group 20 - 24 years old. This trend is consistent at Calapan (20.0%). However, clients who were 30 - 34 years old had the highest share among age groups in Puerto Princesa (19.3%) and Odiongan (16.8%).

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

Demographic Characteristics	Total	Percent (weighted)		
		Calapan	Odiongan	Puerto Princesa
Total Respondents				
<i>Estimate (in thousand)</i>	39.5	15.1	4.7	19.6
<i>Percent</i>	100.0	38.3	12.0	49.7
Sex				
Female	65.6	64.7	77.9	63.4
Male	34.4	35.3	22.1	36.6
Age				
15 - 19	4.1	6.0	6.0	2.1
20 - 24	17.4	20.0	12.8	16.6
25 - 29	17.0	18.0	12.8	17.2
30 - 34	16.7	13.3	16.8	19.3
35 - 39	12.7	12.0	13.4	13.1
40 - 44	9.4	8.7	16.8	8.3
45 - 49	5.8	3.3	6.0	7.6
50 - 54	3.8	2.7	3.4	4.8
55 - 59	4.1	4.0	6.7	3.4
60 and over	6.5	5.3	5.4	7.6
Not reported	2.6	6.7	-	-
Residence				
Within MIMAROPA Region	98.4	97.3	95.3	100.0
Outside MIMAROPA Region	2.6	5.3	4.7	-
Not reported	-	-	-	-
Education				
Elementary graduate	4.4	4.7	4.7	4.1
High School graduate	34.2	36.0	41.6	31.0
College graduate or higher	55.7	56.0	51.0	56.6
Not reported	5.7	3.3	2.7	8.3
Employment status				
Employed	45.2	42.7	34.9	49.7
Unemployed	47.0	48.7	56.4	43.4
Not reported	7.8	8.7	8.7	6.9

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

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

On the other hand, the age group 50 - 54 years old represents the smallest share at 3.8 percent. There are noteworthy variations upon examining individual outlets in the region. Puerto Princesa had the lowest representation of the age group 15 - 19 years old (2.1%), while the age group 50 - 54 years old had the miniscule share at Calapan (2.7%) and Odiongan (3.4%).

Meanwhile, senior citizens represent 6.5 percent of the total interviewed clients in the MIMAROPA Region. Among outlets, the age group 60 years old and over had a share of 5.3 percent at Calapan, 5.4 percent at Odiongan, and 7.6 percent at Puerto Princesa.

On residence, it is evident that almost all respondents or 98.4 percent reside within the MIMAROPA Region. This trend is consistent across all outlets with Puerto Princesa having the highest proportion of respondents within the region at 100.0 percent. In contrast, Odiongan and Calapan had a relatively lower percentage of residents within MIMAROPA Region at 97.3 percent and 95.3 percent, respectively. While 2.6 percent of the total interviewed clients reside outside the region, the highest prevalence of served clients who reside outside the region was at Calapan (5.3%) and followed by Odiongan (4.7%).

Table 4 also shows the demographic characteristics of respondents' educational attainment. The data indicates that more than 11 in every 20 interviewed clients, or 55.7 percent had attained a bachelor's degree or higher. Puerto Princesa had the highest proportion of respondents who were academic degree holders at 56.6 percent, while Odiongan had the lowest at 51.0 percent. On the other hand, the proportion of respondents who are high school graduates was 34.2 percent, with the highest percentage observed at Odiongan (41.6%) and the lowest percentage was seen at Puerto Princesa (31.0%). For those who have only completed elementary education, this group constituted 4.4 percent of the total interviewed clients, with the highest representation observed at Odiongan (4.7%). Meanwhile, 5.7 percent of respondents have not reported their educational attainment.

On respondents' employment status, it can be noted that nearly half or 47.0 percent were unemployed. Among outlets, Odiongan stands out with the highest percentage of unemployed respondents at 56.4 percent. This was followed by

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

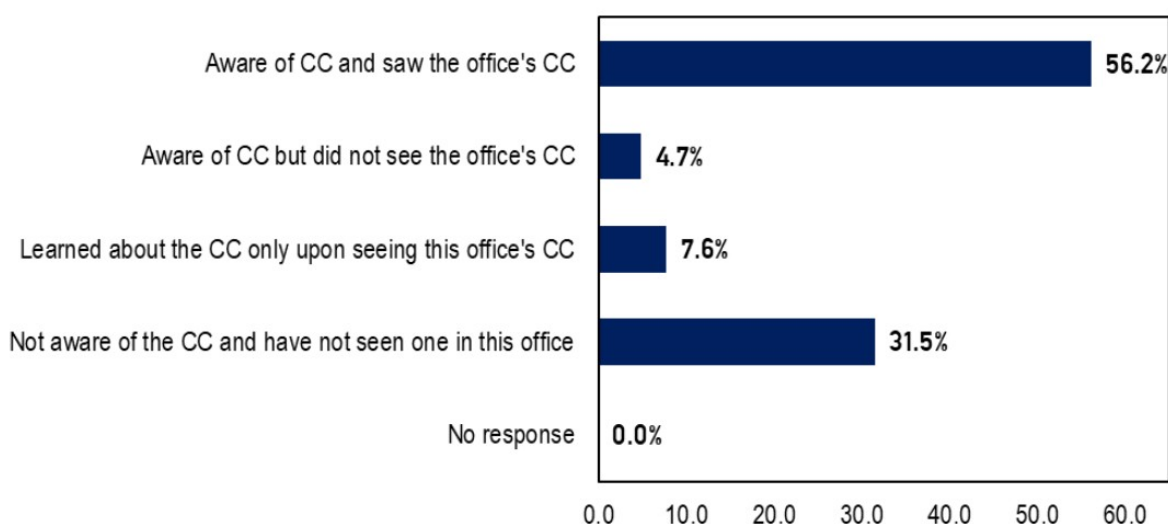


Calapan with 48.7 percent share of unemployed respondents. While 45.2 percent of interviewed clients were employed, the highest proportion of such clients were seen at Puerto Princesa (49.7%). Meanwhile, 7.8 percent of respondents did not report their employment status, with Calapan and Odiongan having the highest proportion of unreported employment at 8.7 percent each.

4.3 Awareness of Citizen's Charter

Figure 1 shows the respondent's awareness of the Citizen's Charter (CC) of the PSA. Results of this survey reveals that more than 11 in every 20 individuals or 56.2 percent have been aware of CC and have seen the office's CC, while nearly one in every 20 individuals (4.7%) have been aware of CC but have not seen the office's CC. Additionally, 7.6 percent learned about the CC only upon seeing this office's CC, and a substantial 31.5 percent were not aware of CC and have not seen one in this office.

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



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

Table 5 illustrates the visibility of CC and its assessment of its usefulness across different outlet locations. For the visibility of CC, the highest percentage of respondents who found it easy to see was at Odiongan (100.0%) while the lowest

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



visibility was recorded at Puerto Princesa (84.1%) and was followed by Calapan (81.4%). In addition, Calapan recorded the highest value of 21.9 percent of respondents who found the CC somewhat easy to see, while Puerto Princesa got 15.9 percent. Relatively, Calapan posted the highest proportion of respondents who found CC difficult to see (1.4%) and proportion of respondents who mentioned that the office's CC is not visible at all (2.7%).

Table 5. Number and Percent Distribution on the Respondents' Awareness of Citizen's Charter (CC) by Outlet Location, MIMAROPA Region: First Quarter 2024

Citizen's Charter Indicators	Total	Number (in thousands, weighted)		
		Calapan	Odiongan	Puerto Princesa
CC1: Awareness of a CC	39.5	15.1	4.7	19.6
Aware of CC and saw the office's CC	22.2	5.4	0.1	16.8
Aware of CC but did not see the office's CC	1.9	0.1	-	1.8
Learned about the CC only upon seeing this office's CC	3.0	1.9	-	1.1
Not aware of the CC and have not seen one in this office	12.4	7.8	4.7	-
No response	-	-	-	-
CC2: Visibility of the CC	27.1	7.4	0.1	19.6
Easy to see	22.0	5.5	0.1	16.5
Somewhat easy to see	4.7	1.6	-	3.1
Difficult to see	0.1	0.1	-	-
Not visible at all	0.2	0.2	-	-
No response	-	-	-	-
CC3: Assessment of CC's Usefulness	27.1	7.4	0.1	19.6
Helped significantly	23.0	5.8	0.1	17.2
Helped to some extent	3.6	1.4	-	2.2
Did not help	0.5	0.2	-	0.3
No response	-	-	-	-

Continued

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



Table 5 - Concluded

Citizen's Charter Indicators	Total	Percent (weighted)		
		Calapan	Odiongan	Puerto Princesa
CC1: Awareness of a CC				
Aware of CC and saw the office's CC	56.2	35.3	1.3	85.5
Aware of CC but did not see the office's CC	4.7	0.7	-	9.0
Learned about the CC only upon seeing this office's CC	7.6	12.7	-	5.5
Not aware of the CC and have not seen one in this office	31.5	51.3	98.7	-
No response	-	-	-	-
CC2: Visibility of the CC				
Easy to see	81.4	74.0	100.0	84.1
Somewhat easy to see	17.5	21.9	-	15.9
Difficult to see	0.4	1.4	-	-
Not visible at all	0.7	2.7	-	-
No response	-	-	-	-
CC3: Assessment of CC's Usefulness				
Helped significantly	85.0	78.1	100.0	87.6
Helped to some extent	9.1	9.3	-	11.0
Did not help	1.2	1.3	-	1.4
No response	-	-	-	-

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

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

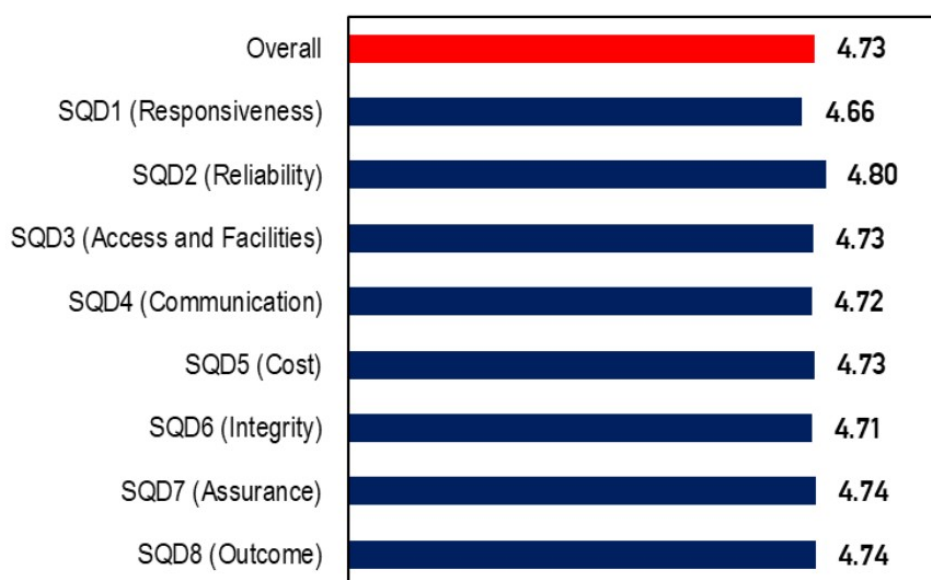
On the assessment of CC's usefulness, it was significantly observed that the respondents have different appreciations on the impact of the provision of the Citizen's Charter. Odiongan recorded the highest number of respondents (100.0%) who stated that CC significantly helped during transaction. This was followed by Puerto Princesa and Calapan with 87.6 percent and 85.0 percent, respectively. For those clients that were helped by CC to some extent, Puerto Princesa tallied 11.0 percent and was followed by Calapan (9.3%) and Odiongan (0.0%). A small percentage of clients in Puerto Princesa (1.4%) and Calapan (1.3%) 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 overall satisfaction rating for the three outlets in the first quarter of 2024. The survey showed an overall rating of 4.73 which translates to Very Satisfied. This overall satisfaction rating is derived from the average of the eight (8) service quality dimensions' rating. Details are shown in Table 10 in the Appendix Section of this report.

Figure 2. Overall Satisfaction Rating by Service Quality Dimensions, MIMAROPA Region: First Quarter 2024



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

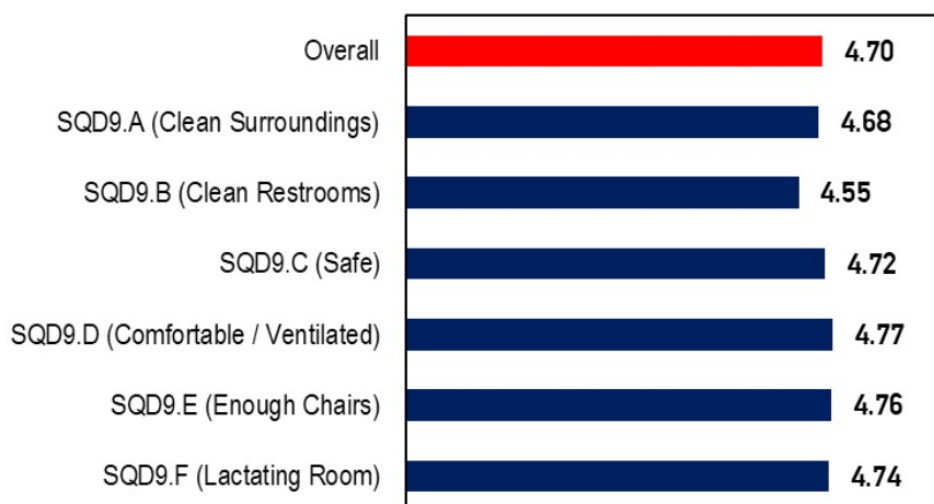
DISCLAIMER: ALL NUMBERS IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE PHILIPPINE STATISTICS AUTHORITY'S ACTUAL PERFORMANCE.



Examining the table for overall satisfaction ratings by service quality dimensions, it is observed that SQD2 - Reliability had the highest rating of 4.80, corresponding to the question “*The office followed the transaction's requirements and steps based on the information provided.*” This indicates that personnel of all CRS Outlets in the MIMAROPA Region consistently perform their duties accurately, efficiently, and in accordance with established procedures and standards. Other service quality dimensions whose rating exceeds the overall rating of 4.83 are the following: SDQ7 - Integrity (4.74), and SDQ8 - Outcome (4.74). Meanwhile, SDQ1 - Responsiveness received the lowest rating of 4.66 among the service dimensions. This reflects clients’ perception of the time consumed in acquiring the requested document.

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

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



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

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



As observed, the average rating for the first quarter of 2024 was 4.70. Highest ratings came from clients' responses regarding the comfort and well-ventilation (4.77), sufficient availability of chairs inside and outside the outlet (4.76), presence of lactating room (4.74), safety (4.72), and cleanliness of surroundings (4.68). Meanwhile, respondents were least impressed on the cleanliness of restrooms in the outlet which they gave an average mark of 4.55.

It is also noteworthy that clients were asked, *"I am satisfied with the service that I availed."* in question SQD0. This measures the client's top-of-mind on overall satisfaction level for outlets in the MIMAROPA Region. A top-of-mind response refers to the first thought or idea that comes to a respondent's mind when asked with the specific question. It is the immediate and spontaneous answer that the interviewed client provides without much deliberation or consideration of alternatives. This response is important and valuable because it gives insights into the most salient of respondents' perception or experiences with the services offered by PSA-CRS outlets. For SQD0, clients from the three outlets in the MIMAROPA Region gave a rating of 4.72, which means Very Satisfied.

4.5 Satisfaction Rating by Services Provided

For the overall satisfaction rating by services shown in Table 6, five (5) out of 20 offered services were captured. Among those services with ratings, Marriage (Authentication) received the highest overall satisfaction rating of 5.00. This was followed by Marriage (Copy Issuance) at 4.80, Birth (Copy Issuance) at 4.73, CENOMAR/CEMAR (Certification) at 4.62, and Death (Copy Issuance) at 4.52.

**Table 6. Overall Satisfaction Rating by Services,
MIMAROPA Region: First Quarter 2024**

Services	Overall Rating
All Services	4.72
Birth (Copy Issuance)	4.73
Marriage (Copy Issuance)	4.80
Marriage (Authentication)	5.00
Death (Copy Issuance)	4.52
CENOMAR/CEMAR (Certification)	4.62

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

4.6 Satisfaction Rating by Outlet Location

For the overall satisfaction rating by outlet location shown in Table 7, Puerto Princesa posted the highest overall satisfaction rating of 4.98. Odiongan closely followed with an overall satisfaction rating of 4.97. This indicates exceptional satisfaction among clients from the provinces of Palawan and Romblon. Meanwhile, Calapan's overall satisfaction rating was at 4.30, which was lower by 0.42 points relative to the regional overall satisfaction rating. Further exploration into factors contributing to Odiongan and Puerto Princesa's exceptional performance and addressing concerns in Calapan could enhance the overall quality of services from these outlets in the MIMAROPA Region.

Table 7. Overall Satisfaction Rating by Outlet Location, MIMAROPA Region: First Quarter 2024

Outlet Location	Overall Rating
MIMAROPA Region (All Outlets)	4.72
Calapan, Oriental Mindoro	4.30
Odiongan, Romblon	4.97
Puerto Princesa, Palawan	4.98

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

5 Other Comments and Suggestions to Improve PSA Services

Throughout the enumeration process, respondents 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. The subsequent lists present verbatim feedback from clients across CRS Calapan, CRS Odiongan, and CRS Puerto Princesa. In particular, 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.

CRS Calapan Outlet

Complaints	Services Availled by Client	Frequency
1. None / No complaints reported.	Birth (Copy Issuance) Marriage (Copy Issuance) Marriage (Authentication) Death (Copy Issuance) CENOMAR/CEMAR (Certification)	148
2. Add merienda.	Birth (Copy Issuance)	1
3. Nakakalito ang order ng numbers sa screen.	Birth (Copy Issuance)	1

CRS Odiongan Outlet

Complaints	Service Availled by Client	Frequency
1. None / No complaints reported.	Birth (Copy Issuance)	148
2. Very good!	Birth (Copy Issuance)	1

CRS Puerto Princesa Outlet

Complaints	Service Availled by Client	Frequency
1. None / No complaints reported.	Birth (Copy Issuance) Marriage (Copy Issuance) Death (Copy Issuance) CENOMAR/CEMAR (Certification)	141
2. Maging maayos sa pagbigay ng instructions lalo na sa part ng Guard.	Marriage (Copy Issuance)	1
3. Proper attire.	Birth (Copy Issuance)	1
4. Sana merong generator.	Birth (Copy Issuance)	1
5. Very cold.	Birth (Copy Issuance)	1

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.

CRS Calapan Outlet

Suggestions	Service Availed by Client	Frequency
1. None / No suggestions given.	Birth (Copy Issuance) Marriage (Copy Issuance) Marriage (Authentication) Death (Copy Issuance) CENOMAR/CEMAR (Certification)	148
2. Emboss signboards. Citizen's Charter is not easy to see because letters are too small.	Marriage (Copy Issuance)	1
3. Suggestion for the office to conduct barangay/school caravan.	Birth (Copy Issuance)	1

CRS Odiongan Outlet

Suggestions	Service Availed by Client	Frequency
1. None / No suggestions given.	Birth (Copy Issuance)	149

CRS Puerto Princesa Outlet

Suggestions	Service Availed by Client	Frequency
1. None / No suggestions given.	Birth (Copy Issuance) Marriage (Copy Issuance) Death (Copy Issuance) CENOMAR/CEMAR (Certification)	127
2. Cold / Malamig masyado ang area.	Birth (Copy Issuance) CENOMAR/CEMAR (Certification)	5
3. Provide ballpen for public use.	Birth (Copy Issuance) CENOMAR/CEMAR (Certification)	2
4. Lack of information in screening.	Birth (Copy Issuance)	1
5. Guard lack of information.	Birth (Copy Issuance)	1

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



Suggestions	Service Availed by Client	Frequency
6. Dapat mas maging malinaw ang pila ng priority client and the regular client.	Birth (Copy Issuance)	1
7. Dapat yong mga indigent people libreng makakakuha ng birth.	Birth (Copy Issuance)	1
8. Maglagay ng tagalog version of steps in processing.	Birth (Copy Issuance)	1
9. On-line appointment hard.	Birth (Copy Issuance)	1
10. Provide barya.	Birth (Copy Issuance)	1
11. Provide restroom tissue.	Marriage (Copy Issuance)	1
12. More improvement.	CENOMAR/CEMAR (Certification)	1
13. Have another outlet in the province.	Birth (Copy Issuance)	1
14. Provide coffee for waiting clients.	Birth (Copy Issuance)	1

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 provided by clients.

CRS Calapan Outlet

Compliments	Service Availed by Client	Frequency
1. None / No compliments provided.	Birth (Copy Issuance) Marriage (Copy Issuance) Marriage (Authentication) Death (Copy Issuance) CENOMAR/CEMAR (Certification)	139
2. Good service.	Birth (Copy Issuance) Marriage (Copy Issuance)	2
3. Five (5) stars	Marriage (Copy Issuance)	1
4. It's nice that you have drinking waters.	Marriage (Copy Issuance)	1
5. Okay naman ang serbisyo.	Marriage (Copy Issuance)	1
6. Ayos ang transaction.	Birth (Copy Issuance)	1
7. The staff has a good assistance.	Birth (Copy Issuance)	1

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



Compliments	Service Availed by Client	Frequency
8. Overall 9/10.	Birth (Copy Issuance)	1
9. The staff was fair to everyone.	Birth (Copy Issuance)	1
10. Thank you. God bless!	Birth (Copy Issuance)	1
11. Wala naman problema. Maganda naman lahat.	Birth (Copy Issuance)	1

CRS Odiongan Outlet

Compliments	Service Availed by Client	Frequency
1. None / No compliments provided.	Birth (Copy Issuance)	149

CRS Puerto Princesa Outlet

Compliments	Service Availed by Client	Frequency
1. None / No compliment provided.	Birth (Copy Issuance) Marriage (Copy Issuance) Death (Copy Issuance) CENOMAR/CEMAR (Certification)	85
2. Mabilis po ang transaction / service / process.	Birth (Copy Issuance) Marriage (Copy Issuance) CENOMAR/CEMAR (Certification)	13
3. Good service / Maayos na service / Excellent.	Birth (Copy Issuance) Death (Copy Issuance)	9
4. Maganda ang serbisyong ipinakita / walang special treatment, lahat pantay-pantay. Respectful staff.	Birth (Copy Issuance) Marriage (Copy Issuance)	4
5. Satisfied sa service.	Birth (Copy Issuance) Death (Copy Issuance)	4
6. Maayos ang proseso / Organized.	Birth (Copy Issuance) Marriage (Copy Issuance)	4
7. Approachable ang mga empleyado at madaling kausap / mabilis ang transaction.	Birth (Copy Issuance) CENOMAR/CEMAR (Certification)	4
8. Okay naman po ang lahat / Hindi mahirap ang proseso	Birth (Copy Issuance)	3
9. Very good!	Birth (Copy Issuance)	2
10. Maayos naman po sa opisina / ang kapaligiran.	Birth (Copy Issuance) Marriage (Copy Issuance)	2

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



Compliments	Service Availed by Client	Frequency
11. Admire ako sa magandang patakaran ng opisina.	CENOMAR/CEMAR (Certification)	1
12. Assisted by staff.	CENOMAR/CEMAR (Certification)	1
13. Keep up the good work!	Birth (Copy Issuance)	1
14. Maayos naman po at magalang ang staff	Birth (Copy Issuance)	1
15. Mabait po kausap ang mga staff.	Birth (Copy Issuance)	1
16. Mabait staff at mabilis process.	Death (Copy Issuance)	1
17. Magaling ang mga staff at mabilis na transaction.	Birth (Copy Issuance)	1
18. Maganda at assisted by staff / employee.	Birth (Copy Issuance)	1
19. Malamig at mas mabilis ang transaction.	Birth (Copy Issuance)	1
20. Malamig po at maayos.	Birth (Copy Issuance)	1
21. Much better ang service.	Birth (Copy Issuance)	1
22. Neat, clean, and good service.	Birth (Copy Issuance)	1
23. The staff is very assertive.	CENOMAR/CEMAR (Certification)	1
24. Very satisfying.	Birth (Copy Issuance)	1
25. Women empowerment.	Birth (Copy Issuance)	1

9 Results of the PSA's Action Plan Reported in FY 2023

Area	Specific Improvement	Issues / Concerns Addressed	Activity
Facilities	Maintain and monitor the KPI of the Outlet	Clean restrooms for the transacting public	Submission of KPI Monthly Report
Facilities	Sent suggestion to PSA Management and Unisys	Additional branch of CRS Outlet	Sent suggestion to PSA Management and Unisys.
Facilities	Sent suggestion to PSA Management and Unisys	Provision of WiFi for the transacting public	Sent suggestion to PSA Management and Unisys.
Facilities	Added removable / monobloc chairs	Outlet is congested. Need to	The security guards and Associates were

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



Area	Specific Improvement	Issues / Concerns Addressed	Activity
		increase seating capacity especially for those clients who are still waiting outside	instructed to closely monitor the flow of clients against their appointment schedules.
Facilities	Closed monitoring of the client's queuing numbers in the payment lane by the Security Guard	Proper use of customer numbers	The issue has been raised with the concessionaire.
Customer Service	Improved proper demeanor of the Associates and Outlet Supervisor towards their clients.	Long duration in the release of documents; Staff should smile and not frown while dealing with their clients	Quarterly team building implemented by Unisys activity for its Associates to refresh on the proper demeanor of the Associates towards the clients. Outlet conducted a Year-end Assessment and reminded staff to smile more.
Customer Service	Informed clients that Senior Citizen and other forms of discount were not applicable in all government transactions.	Clients 60 years old and over were requesting for a Senior Citizen discount	Senior Citizen clients and those persons with disabilities were reminded / informed that such discounts are not applicable in all government transactions.
Customer Service	Consideration was given to those clients with urgent requests.	Consideration should be given for cases of requests that deem urgent or emergency	Reminded marshal stationed at the Information to issue priority number for those tagged as urgent requests.
Manpower	CRS Utility Workers also act as Crowd Marshall during the peak operation hours.	Assistance to the clients inside the CRS Outlet	CRS Utility Workers has specific time schedule to act as Crowd Marshall.
Flow of Transaction	Clients were guided on the flow of transactions on services offered in the Outlet.	Need a more organized process	Security Guards always guide clients where to seat as soon as they walk in.

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



Area	Specific Improvement	Issues / Concerns Addressed	Activity
Flow of Transaction	Faster release of requested CENOMAR to the clients	Slow processing time on requested CENOMAR	New system up for review of the concessionaire.
Information, Education, and Communication	Posting of information displays and materials and emphasizing the authorization letter format included in the appointment slip	Step by Step guide for CRS Online Appointment System	IECs and materials on the step-by-step guide for CRS Online Appointment System were displayed on a conspicuous place in and outside the Outlet.

10 Continuous Agency Improvement Plan for FY 2024

Area	Specific Improvement	Issues / Concern Addressed	Accountability	Time frame
Citizens' Charter	Device information materials to be distributed to every client	Awareness on PSA Citizens' Charter	Outlet Supervisor with the approval of Outlet Manager	Second Quarter
Seating Capacity	Use safety tape to help avoid tripping on the chairs' protruding leg	Additional seating capacity	Outlet Supervisor with the approval of Outlet Manager, Team Leader	Immediately
Releasing	Discussed with the system owner to hasten the processing of CENOMAR	Delayed release of CENOMAR	Unisys	Immediately
Appointment slots	Reduce appointment slots, considerations on no appointment clients will be accommodated starting 3:00 p.m.	Not being able to transact on the time of appointment	Outlet Supervisor with the approval of Outlet Manager, Team Leader	Immediately
Step-by-step processes	To display tarpaulin with	Not aware on the step-by-	Outlet Supervisor with	Immediately

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




Area	Specific Improvement	Issues / Concern Addressed	Accountability	Time frame
	details on the step-by-step process at the entrance of the waiting area	step processes	the approval of Outlet Manager, Team Leader	
Information, Education, and Communication	Distribution of IEC Materials to the public	Step by Step guide inside CRS Outlet	CRS Outlet Supervisor	Immediately
Information, Education, and Communication	Posting of Updated Citizen Charter in booklet format	Added awareness of public in CRS Outlet Citizen Charter	CRS Outlet Supervisor	Immediately
Manpower	Additional Manpower for the CRS Outlet	Faster transaction and assistance to public	CRS Outlet Supervisor	Immediately

Prepared and consolidated by:


RAYMOND R. LAPUS
 Senior Statistical Specialist, SOCD

Reviewed and endorsed by:


OSCAR H. GATPANDAN
 (Supervising Statistical Specialist)
 Officer-in-Charge, SOCD

Approved:

LENI R. RIOFLORIDO
 Regional Director
 RSSO MIMAROPA

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



11 Appendix

11.1 Survey Questionnaire

Control No: _____

REPUBLIC OF THE PHILIPPINES
PHILIPPINE STATISTICS AUTHORITY

BAGONG PILIPINAS

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

CITIZEN/CLIENT SATISFACTION SURVEY

Annex "D"

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

Date: Time Start: :

Residence: Outlet Code: Outlet Description: _____ Service Aailed: _____

Region Province City/Municipality

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 Statistical Tables

Table 8. Number and Percent Distribution by Demographic Characteristics and Outlet Location, MIMAROPA Region: First Quarter 2024

Demographic Characteristics	Total	Number (in thousands, weighted)			Total	Percent (weighted)		
		Calapan	Odiongan	Puerto Princesa		Calapan	Odiongan	Puerto Princesa
Total Respondents								
Estimate (in thousand)	39.5	15.1	4.7	19.6				
Percent	100.0	38.3	12.0	49.7				
Sex								
Female	25.9	9.8	3.7	12.4	65.6	64.7	77.9	63.4
Male	13.6	5.4	1.0	7.2	34.4	35.3	22.1	36.6
Age								
15 - 19	1.6	0.9	0.3	0.4	4.1	6.0	6.0	2.1
20 - 24	6.9	3.0	0.6	3.2	17.4	20.0	12.8	16.6
25 - 29	6.7	2.7	0.6	3.4	17.0	18.0	12.8	17.2
30 - 34	6.6	2.0	0.8	3.8	16.7	13.3	16.8	19.3
35 - 39	5.0	1.8	0.6	2.6	12.7	12.0	13.4	13.1
40 - 44	3.7	1.3	0.8	1.6	9.4	8.7	16.8	8.3
45 - 49	2.3	0.5	0.3	1.5	5.8	3.3	6.0	7.6
50 - 54	1.5	0.4	0.2	0.9	3.8	2.7	3.4	4.8
55 - 59	1.6	0.6	0.3	0.7	4.1	4.0	6.7	3.4
60 and over	2.6	0.8	0.3	1.5	6.5	5.3	5.4	7.6
Not reported	1.0	1.0	-	-	2.6	6.7	-	-
Residence								
Residing in MIMAROPA Region	38.9	14.7	4.5	19.6	98.4	97.3	95.3	100.0
Residing outside MIMAROPA Region	1.0	0.8	0.2	-	2.6	5.3	4.7	-
Not reported	-	-	-	-	-	-	-	-
Education								
Elementary graduate	1.7	0.7	0.2	0.8	4.4	4.7	4.7	4.1
Highschool graduate	13.5	5.5	2.0	6.1	34.2	36.0	41.6	31.0
College graduate or higher	22.0	8.5	2.4	11.1	55.7	56.0	51.0	56.6
Not reported	2.3	0.5	0.1	1.6	5.7	3.3	2.7	8.3
Employment status								
Employed	17.9	6.5	1.7	9.7	45.2	42.7	34.9	49.7
Unemployed	18.6	7.4	2.7	8.5	47.0	48.7	56.4	43.4
Not reported	3.1	1.3	0.4	1.4	7.8	8.7	8.7	6.9

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

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

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



Table 9. Number and Percent Distribution on the Respondents Awareness of Citizen's Charter (CC) by Outlet Location, MIMAROPA Region: First Quarter 2024

Citizen's Charter Indicators	Total	Number (in thousands,			Total	Percent (weighted)		
		Calapan	Odiongan	Puerto Princesa		Calapan	Odiongan	Puerto Princesa
CC1: Awareness of a CC	39.5	15.1	4.7	19.6				
Aware of CC and saw the office's CC	22.2	5.4	0.1	16.8	56.2	35.3	1.3	85.5
Aware of CC but did not see the office's CC	1.9	0.1	-	1.8	4.7	0.7	-	9.0
Learned about the CC only upon seeing this office's CC	3.0	1.9	-	1.1	7.6	12.7	-	5.5
Not aware of the CC and have not seen one in this office	12.4	7.8	4.7	-	31.5	51.3	98.7	-
No response	-	-	-	-	-	-	-	-
CC2: Visibility of the CC	27.1	7.4	0.1	19.6				
Easy to see	22.0	5.5	0.1	16.5	81.4	74.0	100.0	84.1
Somewhat easy to see	4.7	1.6	-	3.1	17.5	21.9	-	15.9
Difficult to see	0.1	0.1	-	-	0.4	1.4	-	-
Not visible at all	0.2	0.2	-	-	0.7	2.7	-	-
No response	-	-	-	-	-	-	-	-
CC3: Assessment of CC's Usefulness	27.1	7.4	0.1	19.6				
Helped significantly	23.0	5.8	0.1	17.2	85.0	78.1	100.0	87.6
Helped to some extent	3.6	1.4	-	2.2	9.1	9.3	-	11.0
Did not help	0.5	0.2	-	0.3	1.2	1.3	-	1.4
No response	-	-	-	-	-	-	-	-

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

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

Table 10. Overall Satisfaction Rating by Service Quality Dimensions, MIMAROPA Region: First Quarter 2024

Service Quality Dimensions	Satisfaction Level (in thousands, weighted)						Total Respondents	Rating ^{1/}
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
Overall								4.73
SQD1 (Responsiveness)	28.5	9.0	1.0	0.1	0.5	0.4	39.5	4.66
SQD2 (Reliability)	31.3	7.1	0.4	-	-	0.3	39.1	4.80
SQD3 (Access and Facilities)	30.2	8.4	0.2	0.1	0.4	0.2	39.5	4.73
SQD4 (Communication)	30.2	8.2	0.4	-	0.5	0.2	39.5	4.72
SQD5 (Cost)	30.9	7.3	0.5	0.1	0.5	0.1	39.5	4.73
SQD6 (Integrity)	31.0	6.8	0.8	0.1	0.6	0.1	39.5	4.71
SQD7 (Assurance)	31.5	6.9	0.5	0.1	0.5	-	39.5	4.74
SQD8 (Outcome)	30.5	7.0	0.5	-	0.5	1.0	39.5	4.74

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

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

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

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



Table 11a. Overall Satisfaction Rating by Outlet Location, MIMAROPA Region: First Quarter 2024

Outlet Location	Satisfaction Level (in thousands, weighted)						Total Respondents	Rating ^{1/}
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
MIMAROPA Region	30.5	7.9	0.6	-	0.5	-	39.5	4.72
Calapan	6.7	7.4	0.6	-	0.5	-	15.1	4.30
Odiongan	4.6	0.1	-	-	-	-	4.7	4.97
Puerto Princesa	19.2	0.4	-	-	-	-	19.6	4.98

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

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

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

Table 11b. Overall Satisfaction Rating by Service Quality Dimensions, Calapan: First Quarter 2024

Service Quality Dimensions	Satisfaction Level (in thousands, weighted)						Total Respondents	Rating ^{1/}
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
Overall								4.33
SQD1 (Responsiveness)	5.4	7.8	1.0	0.1	0.5	0.4	15.1	4.18
SQD2 (Reliability)	7.5	6.6	0.4	-	-	0.3	14.7	4.49
SQD3 (Access and Facilities)	6.6	7.7	0.2	0.1	0.4	0.2	15.1	4.33
SQD4 (Communication)	6.9	7.2	0.4	-	0.5	0.2	15.1	4.33
SQD5 (Cost)	7.1	7.0	0.4	0.1	0.5	0.1	15.1	4.33
SQD6 (Integrity)	7.3	6.5	0.7	-	0.6	0.1	15.1	4.32
SQD7 (Assurance)	7.5	6.6	0.5	0.1	0.5	-	15.1	4.35
SQD8 (Outcome)	6.4	6.8	0.5	-	0.5	1.0	15.1	4.31

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

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

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

Table 11c. Overall Satisfaction Rating by Service Quality Dimensions, Odiongan: First Quarter 2024

Service Quality Dimensions	Satisfaction Level (in thousands, weighted)						Total Respondents	Rating ^{1/}
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
Overall								4.98
SQD1 (Responsiveness)	4.6	0.1	-	-	-	-	4.7	4.97
SQD2 (Reliability)	4.6	0.1	-	-	-	-	4.7	4.98
SQD3 (Access and Facilities)	4.6	0.1	-	-	-	-	4.7	4.98
SQD4 (Communication)	4.6	0.1	-	-	-	-	4.7	4.98
SQD5 (Cost)	4.6	0.1	-	-	-	-	4.7	4.98
SQD6 (Integrity)	4.6	0.1	-	-	-	-	4.7	4.98
SQD7 (Assurance)	4.6	0.1	-	-	-	-	4.7	4.98
SQD8 (Outcome)	4.6	0.1	-	-	-	-	4.7	4.98

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

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

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

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



Table 11d. Overall Satisfaction Rating by Service Quality Dimensions, Puerto Princesa: First Quarter 2024

Service Quality Dimensions	Satisfaction Level (in thousands, weighted)						Total Respondents	Rating ^{1/}
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
Overall								4.97
SQD1 (Responsiveness)	18.5	1.1	-	-	-	-	19.6	4.94
SQD2 (Reliability)	19.2	0.4	-	-	-	-	19.6	4.98
SQD3 (Access and Facilities)	18.9	0.7	-	-	-	-	19.6	4.97
SQD4 (Communication)	18.7	0.9	-	-	-	-	19.6	4.95
SQD5 (Cost)	19.2	0.3	0.1	-	-	-	19.6	4.97
SQD6 (Integrity)	19.1	0.3	0.1	0.1	-	-	19.6	4.95
SQD7 (Assurance)	19.4	0.3	-	-	-	-	19.6	4.99
SQD8 (Outcome)	19.5	0.1	-	-	-	-	19.6	4.99

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

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

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

Table 12a. Overall Satisfaction Rating by Services, MIMAROPA Region: First Quarter 2024

Services	Satisfaction Level (in thousands, weighted)						Total Respondents	Rating ^{1/}
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
All Services	30.5	7.9	0.6	-	0.5	-	39.5	4.72
Birth (Copy Issuance)	24.4	6.2	0.6	-	0.3	-	31.5	4.73
Birth (Authentication)	-	-	-	-	-	-	-	**
Birth (Viewable online)	-	-	-	-	-	-	-	**
Birth (DocPrint)	-	-	-	-	-	-	-	**
Marriage (Copy Issuance)	2.5	0.6	-	-	-	-	3.1	4.80
Marriage (Authentication)	0.1	-	-	-	-	-	0.1	5.00
Marriage (Viewable online)	-	-	-	-	-	-	-	**
Marriage (DocPrint)	-	-	-	-	-	-	-	**
Death (Copy Issuance)	0.4	0.4	-	-	-	-	0.8	4.52
Death (Authentication)	-	-	-	-	-	-	-	**
Death (Viewable online)	-	-	-	-	-	-	-	**
Death (DocPrint)	-	-	-	-	-	-	-	**
CENOMAR/CEMAR (Certification)	3.1	0.7	-	-	0.2	-	4.0	4.62
CENOMAR/CEMAR (Viewable online)	-	-	-	-	-	-	-	**
CENOMAR/CEMAR (DocPrint)	-	-	-	-	-	-	-	**
CENODEATH/CEDEATH (Certification)	-	-	-	-	-	-	-	**
CENODEATH/CEDEATH (Viewable online)	-	-	-	-	-	-	-	**
CENODEATH/CEDEATH (DocPrint)	-	-	-	-	-	-	-	**
Premium Annotation	-	-	-	-	-	-	-	**

Note: ** No reported response from interviewed clients during this survey round.

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

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

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



Table 12b. Overall Satisfaction Rating by Services, Calapan: First Quarter 2024

Services	Satisfaction Level (in thousands, weighted)						Total Respondents	Rating ^{1/}
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
All Services	6.7	7.4	0.6	-	0.5	-	15.1	4.30
Birth (Copy Issuance)	5.5	6.0	0.6	-	0.3	-	12.3	4.32
Birth (Authentication)	-	-	-	-	-	-	-	**
Birth (Viewable online)	-	-	-	-	-	-	-	**
Birth (DocPrint)	-	-	-	-	-	-	-	**
Marriage (Copy Issuance)	0.7	0.6	-	-	-	-	1.3	4.54
Marriage (Authentication)	0.1	-	-	-	-	-	0.1	5.00
Marriage (Viewable online)	-	-	-	-	-	-	-	**
Marriage (DocPrint)	-	-	-	-	-	-	-	**
Death (Copy Issuance)	-	0.1	-	-	-	-	0.1	4.00
Death (Authentication)	-	-	-	-	-	-	-	**
Death (Viewable online)	-	-	-	-	-	-	-	**
Death (DocPrint)	-	-	-	-	-	-	-	**
CENOMAR/CEMAR (Certification)	0.4	0.7	-	-	0.2	-	1.3	3.85
CENOMAR/CEMAR (Viewable online)	-	-	-	-	-	-	-	**
CENOMAR/CEMAR (DocPrint)	-	-	-	-	-	-	-	**
CENODEATH/CEDEATH (Certification)	-	-	-	-	-	-	-	**
CENODEATH/CEDEATH (Viewable online)	-	-	-	-	-	-	-	**
CENODEATH/CEDEATH (DocPrint)	-	-	-	-	-	-	-	**
Premium Annotation	-	-	-	-	-	-	-	**

Note: ** No reported response from interviewed clients during this survey round.

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

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

Table 12c. Overall Satisfaction Rating by Services, Odiongan: First Quarter 2024

Services	Satisfaction Level (in thousands, weighted)						Total Respondents	Rating ^{1/}
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
All Services	4.6	0.1	-	-	-	-	4.7	4.97
Birth (Copy Issuance)	4.6	0.1	-	-	-	-	4.7	4.97
Birth (Authentication)	-	-	-	-	-	-	-	**
Birth (Viewable online)	-	-	-	-	-	-	-	**
Birth (DocPrint)	-	-	-	-	-	-	-	**
Marriage (Copy Issuance)	-	-	-	-	-	-	-	**
Marriage (Authentication)	-	-	-	-	-	-	-	**
Marriage (Viewable online)	-	-	-	-	-	-	-	**
Marriage (DocPrint)	-	-	-	-	-	-	-	**
Death (Copy Issuance)	-	-	-	-	-	-	-	**
Death (Authentication)	-	-	-	-	-	-	-	**
Death (Viewable online)	-	-	-	-	-	-	-	**
Death (DocPrint)	-	-	-	-	-	-	-	**
CENOMAR/CEMAR (Certification)	-	-	-	-	-	-	-	**
CENOMAR/CEMAR (Viewable online)	-	-	-	-	-	-	-	**
CENOMAR/CEMAR (DocPrint)	-	-	-	-	-	-	-	**
CENODEATH/CEDEATH (Certification)	-	-	-	-	-	-	-	**
CENODEATH/CEDEATH (Viewable online)	-	-	-	-	-	-	-	**
CENODEATH/CEDEATH (DocPrint)	-	-	-	-	-	-	-	**
Premium Annotation	-	-	-	-	-	-	-	**

Note: ** No reported response from interviewed clients during this survey round.

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

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

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



Table 12d. Overall Satisfaction Rating by Services, Puerto Princesa: First Quarter 2024

Services	Satisfaction Level (in thousands, weighted)						Total Respondents	Rating ^{1/}
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
All Services	19.2	0.4	-	-	-	-	19.6	4.98
Birth (Copy Issuance)	14.3	0.1	-	-	-	-	14.5	4.99
Birth (Authentication)	-	-	-	-	-	-	-	**
Birth (Viewable online)	-	-	-	-	-	-	-	**
Birth (DocPrint)	-	-	-	-	-	-	-	**
Marriage (Copy Issuance)	1.8	-	-	-	-	-	1.8	5.00
Marriage (Authentication)	-	-	-	-	-	-	-	**
Marriage (Viewable online)	-	-	-	-	-	-	-	**
Marriage (DocPrint)	-	-	-	-	-	-	-	**
Death (Copy Issuance)	0.4	0.3	-	-	-	-	0.7	4.60
Death (Authentication)	-	-	-	-	-	-	-	**
Death (Viewable online)	-	-	-	-	-	-	-	**
Death (DocPrint)	-	-	-	-	-	-	-	**
CENOMAR/CEMAR (Certification)	2.7	-	-	-	-	-	2.7	**
CENOMAR/CEMAR (Viewable online)	-	-	-	-	-	-	-	**
CENOMAR/CEMAR (DocPrint)	-	-	-	-	-	-	-	**
CENODEATH/CEDEATH (Certification)	-	-	-	-	-	-	-	**
CENODEATH/CEDEATH (Viewable online)	-	-	-	-	-	-	-	**
CENODEATH/CEDEATH (DocPrint)	-	-	-	-	-	-	-	**
Premium Annotation	-	-	-	-	-	-	-	**

Note: ** No reported response from interviewed clients during this survey round.

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

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

Table 13. Satisfaction Rating by PSA-Specific Service Category, MIMAROPA Region: First Quarter 2024

PSA-Specific Category	Satisfaction Level (in thousands, weighted)						Total Respondents	Rating ^{1/}
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
Overall								4.70
SQD9.A (Clean Surroundings)	28.2	10.2	0.2	-	0.5	0.4	39.5	4.68
SQD9.B (Clean Restrooms)	22.8	14.2	0.5	-	0.5	1.5	39.5	4.55
SQD9.C (Safe)	29.9	8.6	0.2	-	0.5	0.3	39.5	4.72
SQD9.D (Comfortable / Ventilated)	32.0	6.6	0.3	-	0.5	0.1	39.5	4.77
SQD9.E (Enough Chairs)	31.7	6.5	0.2	0.3	0.4	0.4	39.5	4.76
SQD9.F (Lactating Room)	28.2	6.0	0.7	0.1	0.4	4.1	39.5	4.74

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

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

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

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



Table 14. Number and Percent Distribution of PSA-Specific Category by Outlet Location, MIMAROPA Region: First Quarter 2024

PSA-Specific Category	Total	Number (in thousands, weighted)			Total	Percent (weighted)		
		Calapan	Odiongan	Puerto Princesa		Calapan	Odiongan	Puerto Princesa
SQD9.A (Clean Surroundings)								
Total	39.5	15.1	4.7	19.6				
Strongly Agree	28.2	7.3	4.6	16.2	71.3	48.0	98.0	82.8
Agree	10.2	6.8	0.1	3.4	25.9	44.7	2.0	17.2
Neither Agree nor Disagree	0.2	0.2	-	-	0.5	1.3	-	-
Disagree	-	-	-	-	-	-	-	-
Strongly Disagree	0.5	0.5	-	-	1.3	3.3	-	-
No response	0.4	0.4	-	-	1.0	2.7	-	-
SQD9.B (Clean Restrooms)								
Total	39.5	15.1	4.7	19.6				
Strongly Agree	22.8	7.5	4.6	10.7	57.7	49.3	98.0	54.5
Agree	14.2	5.5	0.1	8.7	36.0	36.0	2.0	44.1
Neither Agree nor Disagree	0.5	0.2	-	0.3	1.2	1.3	-	1.4
Disagree	-	-	-	-	-	-	-	-
Strongly Disagree	0.5	0.5	-	-	1.3	3.3	-	-
No response	1.5	1.5	-	-	3.8	10.0	-	-
SQD9.C (Safe)								
Total	39.5	15.1	4.7	19.6				
Strongly Agree	29.9	8.2	4.6	17.0	75.6	54.0	98.0	86.9
Agree	8.6	6.1	0.1	2.4	21.7	40.0	2.0	12.4
Neither Agree nor Disagree	0.2	0.1	-	0.1	0.6	0.7	-	0.7
Disagree	-	-	-	-	-	-	-	-
Strongly Disagree	0.5	0.5	-	-	1.3	3.3	-	-
No response	0.3	0.3	-	-	0.8	2.0	-	-
SQD9.D (Comfortable / Ventilated)								
Total	39.5	15.1	4.7	19.6				
Strongly Agree	32.0	8.3	4.6	19.1	81.0	54.7	98.0	97.2
Agree	6.6	6.0	0.1	0.5	16.7	39.3	2.0	2.8
Neither Agree nor Disagree	0.3	0.3	-	-	0.8	2.0	-	-
Disagree	-	-	-	-	-	-	-	-
Strongly Disagree	0.5	0.5	-	-	1.3	3.3	-	-
No response	0.1	0.1	-	-	0.3	0.7	-	-
SQD9.E (Enough Chairs)								
Total	39.5	15.1	4.7	19.6				
Strongly Agree	31.7	8.1	4.6	18.9	80.2	53.3	98.0	96.6
Agree	6.5	5.8	0.1	0.7	16.5	38.0	2.0	3.4
Neither Agree nor Disagree	0.2	0.2	-	-	0.5	1.3	-	-
Disagree	0.3	0.3	-	-	0.8	2.0	-	-
Strongly Disagree	0.4	0.4	-	-	1.0	2.7	-	-
No response	0.4	0.4	-	-	1.0	2.7	-	-
SQD9.F (Lactating Room)								
Total	39.5	15.1	4.7	19.6				
Strongly Agree	28.2	6.0	4.6	17.6	71.4	39.3	98.0	89.7
Agree	6.0	3.8	0.1	2.0	15.1	25.3	2.0	10.3
Neither Agree nor Disagree	0.7	0.7	-	-	1.8	4.7	-	-
Disagree	0.1	0.1	-	-	0.3	0.7	-	-
Strongly Disagree	0.4	0.4	-	-	1.0	2.7	-	-
No response	4.1	4.1	-	-	10.5	27.3	-	-

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

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

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



Table 15. Response Rate and Number of Transacting Clients by Clients' Availed Services and by Outlet Location, MIMAROPA Region: First Quarter 2024

Services and Outlet Location	Successful Interviews	Number of Samples	Response Rate (%)	Number of Transacting Clients
MIMAROPA Region	444	450	98.7	40,212
Birth (Copy Issuance)	378	380	99.5	31,702
Marriage (Copy Issuance)	26	27	96.3	3,207
Marriage (Authentication)	1	1	100.0	101
Death (Copy Issuance)	6	6	100.0	778
CENOMAR/CEMAR (Certification)	33	36	91.7	4,425
Calapan	150	150	100.0	15,143
Birth (Copy Issuance)	122	122	100.0	12,316
Marriage (Copy Issuance)	13	13	100.0	1,312
Marriage (Authentication)	1	1	100.0	101
Death (Copy Issuance)	1	1	100.0	101
CENOMAR/CEMAR (Certification)	13	13	100.0	1,312
Odiongan	149	150	99.3	4,771
Birth (Copy Issuance)	149	150	99.3	4,771
Marriage (Copy Issuance)	-	-	**	-
Marriage (Authentication)	-	-	**	-
Death (Copy Issuance)	-	-	**	-
CENOMAR/CEMAR (Certification)	-	-	**	-
Puerto Princesa	145	150	96.7	20,298
Birth (Copy Issuance)	107	108	99.1	14,614
Marriage (Copy Issuance)	13	14	92.9	1,894
Marriage (Authentication)	-	-	**	-
Death (Copy Issuance)	5	5	100.0	677
CENOMAR/CEMAR (Certification)	20	23	87.0	3,112

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

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