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

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



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REGIONAL STATISTICAL SERVICE OFFICE MIMAROPA

**Client Satisfaction Measurement Report  
Second 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

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

The survey seeks to collect the following information:

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

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

## **2 Scope**

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

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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),

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16. CENODEATH/CEDEATH (Certification),
17. CENODEATH/CEDEATH (Viewable Online),
18. CENODEATH/CEDEATH (DocPrint), and
19. Premium Annotation.

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

#### **3.1 Sampling Design**

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

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 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 2024**

<b>CRS Outlet and Code</b>	<b>Minimum Number of Respondents</b>	<b>Sampling Interval</b>
127 - Calapan	150	6
129 - Odiongan	150	2
130 - Puerto Princesa	150	8

**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 June 2024 which results to a few available trained Contract of Service Workers to act as enumerators in this survey round for the entire day at the CRS outlets in the region, the data collection at CRS Calapan was conducted in staggered basis on 03-07 June 2024. Meanwhile, the interviewing of randomly selected clients at CRS Odiongan and at CRS Puerto Princesa was undertaken on 10-14 June 2024 and on 10-18 June 2024 excluding holidays, 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

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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  $r = 0, 1, \dots, 5$  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:

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

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  $r \times n_{rij} \times w_i$  becomes zero (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:

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

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

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

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 Second 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 Second 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

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included in this survey are Calapan in Oriental Mindoro, Odiongan in Romblon, and Puerto Princesa in Palawan. Out of these clients, 449 successfully completed the interview, resulting in 99.8 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. Services Provided by the Philippine Statistics Authority through its CRS Outlets, MIMAROPA Region: Second Quarter 2024**

Services	Number of Successful Interviews	Number of Samples	Number of Transacting Clients
<b>All Services</b>	<b>449</b>	<b>450</b>	<b>34,316</b>
Birth (Copy Issuance)	365	366	27,651
Birth (Authentication)	1	1	88
Marriage (Copy Issuance)	34	34	2,699
Death (Copy Issuance)	5	5	460
Death (Viewable Online)	1	1	88
CENOMAR/CEMAR (Certification)	43	43	3,331

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

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

Meanwhile, 13 services have no responses for this round, namely: a) Birth (Viewable online), b) Birth (DocPrint), c) Marriage (Authentication), d) Marriage (Viewable online), e) Marriage (DocPrint), f) Death (Authentication), g) Death (DocPrint), h) CENOMAR / CEMAR (Viewable online), 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 three in every four interviewed clients were females (74.9%). The highest proportion was at Puerto Princesa in which females constitutes 82.7 percent of the total respondents served by the said outlet, while the lowest proportion was recorded at Calapan (67.3%).

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Regarding the age distribution of respondents, nearly a quarter or 23.8 percent of the interviewed clients falls within the age group 20 - 24 years old. Clients whose age is 20 - 24 years old has the highest representation among other age groups, is consistent at Calapan (27.3%), Puerto Princesa (23.3%) and Odiongan (16.8%).

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

Demographic Characteristics	Total	Percent (weighted)		
		Calapan	Odiongan	Puerto Princesa
<b>Total Respondents</b>				
<i>Estimate (in thousand)</i>	34.5	13.1	5.4	15.9
<i>Percent</i>	100.0	38.1	15.7	46.2
<b>Sex</b>				
Female	74.9	67.3	70.5	82.7
Male	25.1	32.7	29.5	17.3
<b>Age</b>				
15 - 19	8.7	12.0	2.7	8.0
20 - 24	23.8	27.3	16.8	23.3
25 - 29	19.0	22.0	12.8	18.7
30 - 34	11.7	10.0	14.8	12.0
35 - 39	10.1	10.0	8.7	10.7
40 - 44	7.0	6.7	12.8	5.3
45 - 49	5.4	2.7	8.1	6.7
50 - 54	3.6	2.7	8.7	2.7
55 - 59	4.4	3.3	6.0	4.7
60 and over	6.3	3.3	8.7	8.0
Not reported	8.7	12.0	2.7	8.0
<b>Residence</b>				
Within MIMAROPA Region	98.5	99.3	100.0	97.3
Outside MIMAROPA Region	1.5	0.7	-	2.7
Not reported	-	-	-	-
<b>Education</b>				
Elementary graduate	7.1	3.3	9.4	9.3
High School graduate	36.7	31.3	36.2	41.3
College graduate or higher	55.2	65.3	47.7	49.3
Not reported	-	-	-	-
<b>Employment status</b>				
Employed	34.0	40.0	32.9	29.3
Unemployed	65.4	60.0	63.1	70.7
Not reported	0.6	-	4.0	-

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

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

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On the other hand, the age group 50 - 54 years old represents the smallest share at 3.6 percent. There are noteworthy variations upon examining individual outlets in the region. Odiongan had the lowest representation of the age group 15 - 19 years old at 2.7 percent, while the age group 50 - 54 years old had the smallest share at Puerto Princesa and Calapan with 2.7 percent each. Moreover, clients 45 - 49 years old from Calapan also had a miniscule share of 2.7 percent.

Meanwhile, senior citizens represent 6.3 percent of the total interviewed clients in the MIMAROPA Region. Among outlets, the age group 60 years old and over had a share of 8.7 percent at Odiongan, 8.0 percent at Puerto Princesa, and 3.3 percent at Calapan.

On residence, it is evident that almost all respondents or 98.5 percent reside within the MIMAROPA Region. This trend is consistent across all outlets with Odiongan having the highest proportion of respondents within the region at 100.0 percent. In contrast, Calapan and Puerto Princesa had a relatively lower percentage of residents within MIMAROPA Region at 99.3 percent and 97.3 percent, respectively. While 1.5 percent of the total interviewed clients reside outside the region, the highest prevalence of served clients who reside outside the region was at Puerto Princesa (2.7%) and followed by Calapan (0.7%).

Table 4 also shows the demographic characteristics of respondents' educational attainment. The data indicates that more than 11 in every 20 interviewed clients, or 55.2 percent had attained a bachelor's degree or higher. Calapan had the highest proportion of respondents who were academic degree holders at 65.3 percent, while Odiongan had the lowest at 47.7 percent. On the other hand, the proportion of respondents who are high school graduates was 36.7 percent, with the highest percentage observed at Puerto Princesa (41.3%) and the lowest percentage was seen at Calapan (31.3%). For those who have only completed elementary education, this group constituted 7.1 percent of the total interviewed clients, with the highest representation observed at Odiongan (9.4%).

On respondents' employment status, it can be noted that nearly two in every three or 65.4 percent were unemployed. Among outlets, Puerto Princesa stands out with the highest percentage of unemployed respondents at 70.7 percent. This was

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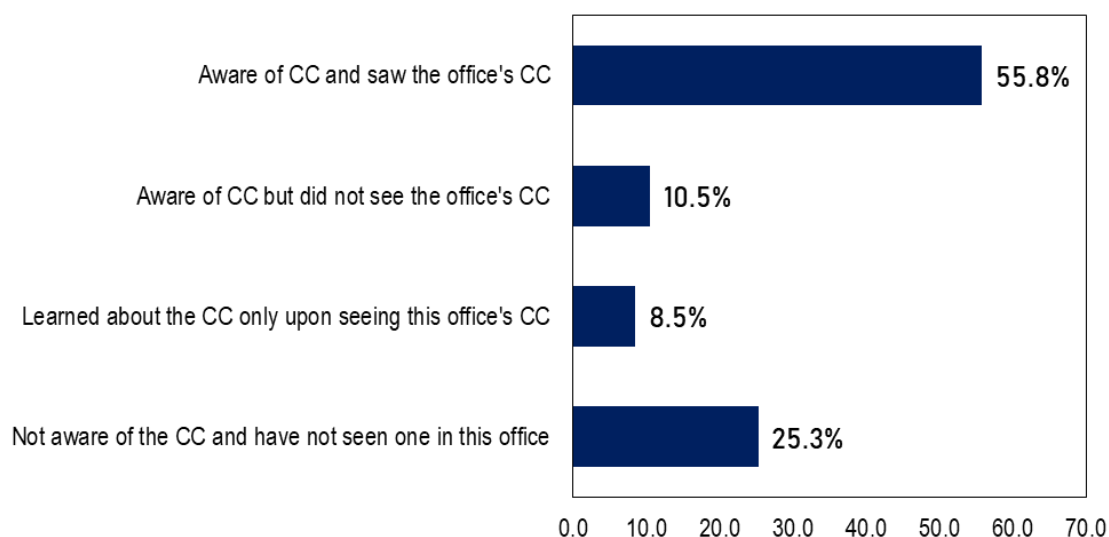


followed by Odiongan with 63.1 percent share of unemployed respondents. While 34.0 percent of interviewed clients were employed, the highest proportion of such clients were seen at Calapan (40.0%). Meanwhile, 0.6 percent of respondents did not report their employment status, with Odiongan having the proportion of unreported employment at 4.0 percent.

#### 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 55.8 percent have been aware of CC and have seen the office's CC, while more than one in every ten individuals (10.5%) have been aware of CC but have not seen the office's CC. Additionally, 8.5 percent learned about the CC only upon seeing this office's CC, and a substantial 25.3 percent were not aware of CC and have not seen one in any of the three outlets in the region.

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



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



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Table 5 illustrates the visibility of CC and its assessment of its usefulness across different outlet locations among clients served in any of the three outlets in the region who were aware of the office's CC. For the visibility of CC, the highest percentage of respondents who found it easy to see was at Puerto Princesa (73.3%) while the lowest visibility was recorded at Calapan (63.6%) and was followed by Odiongan (64.4%). In addition, Puerto Princesa recorded the highest value of 26.7 percent of respondents who found the CC somewhat easy to see, while Calapan got 21.6 percent.

On the other hand, Odiongan posted the highest proportion of respondents who found CC difficult to see (16.9%). Meanwhile Calapan had the highest proportion of respondents who mentioned that the office's CC is not visible at all (12.5%).

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

Citizen's Charter Indicators	Total	Number (in thousands, weighted)		
		Calapan	Odiongan	Puerto Princesa
<b>CC1: Awareness of a CC</b>	<b>34.5</b>	<b>13.1</b>	<b>5.4</b>	<b>15.9</b>
Aware of CC and saw the office's CC	19.2	3.9	1.4	13.9
Aware of CC but did not see the office's CC	3.6	1.1	0.5	2.0
Learned about the CC only upon seeing this office's CC	2.9	2.7	0.2	-
Not aware of the CC and have not seen one in this office	8.7	5.4	3.3	-
<b>CC2: Visibility of the CC</b>	<b>25.8</b>	<b>7.7</b>	<b>2.1</b>	<b>15.9</b>
Easy to see	18.0	4.9	1.4	11.7
Somewhat easy to see	6.3	1.7	0.4	4.2
Difficult to see	0.5	0.2	0.4	-
Not visible at all	1.0	1.0	0.0	-
<b>CC3: Assessment of CC's Usefulness</b>	<b>25.8</b>	<b>7.7</b>	<b>2.1</b>	<b>15.9</b>
Helped significantly	17.4	5.1	1.6	10.7
Helped to some extent	8.0	2.3	0.5	5.2
Did not help	0.4	0.4	0.1	-

**Continued**



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**Table 5 - Concluded**

Citizen's Charter Indicators	Total	Percent (weighted)		
		Calapan	Odiongan	Puerto Princesa
<b>CC1: Awareness of a CC</b>				
Aware of CC and saw the office's CC	55.8	30.0	25.5	87.3
Aware of CC but did not see the office's CC	10.5	8.0	10.1	12.7
Learned about the CC only upon seeing this office's CC	8.5	20.7	4.0	-
Not aware of the CC and have not seen one in this office	25.3	41.3	60.4	-
<b>CC2: Visibility of the CC</b>				
Easy to see	69.7	63.6	64.4	73.3
Somewhat easy to see	24.3	21.6	16.9	26.7
Difficult to see	2.1	2.3	16.9	-
Not visible at all	3.9	12.5	1.7	-
<b>CC3: Assessment of CC's Usefulness</b>				
Helped significantly	67.5	65.9	74.6	67.3
Helped to some extent	30.8	29.5	22.0	32.7
Did not help	1.6	4.5	3.4	-

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

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

On the assessment of CC's usefulness, it was significantly observed that the respondents who are aware to the outlet's CC have different appreciations on the impact of the provision of the Citizen's Charter. Odiongan recorded the highest number of respondents (74.6%) who stated that CC significantly helped during transaction. This was followed by Puerto Princesa and Calapan with 67.3 percent and 65.9 percent, respectively. For those clients that were helped by CC to some extent, Puerto Princesa tallied 32.7 percent and was followed by Calapan (29.5%) and Odiongan (22.0%). A small percentage of clients in Calapan (4.5%) and Odiongan (3.4%) 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

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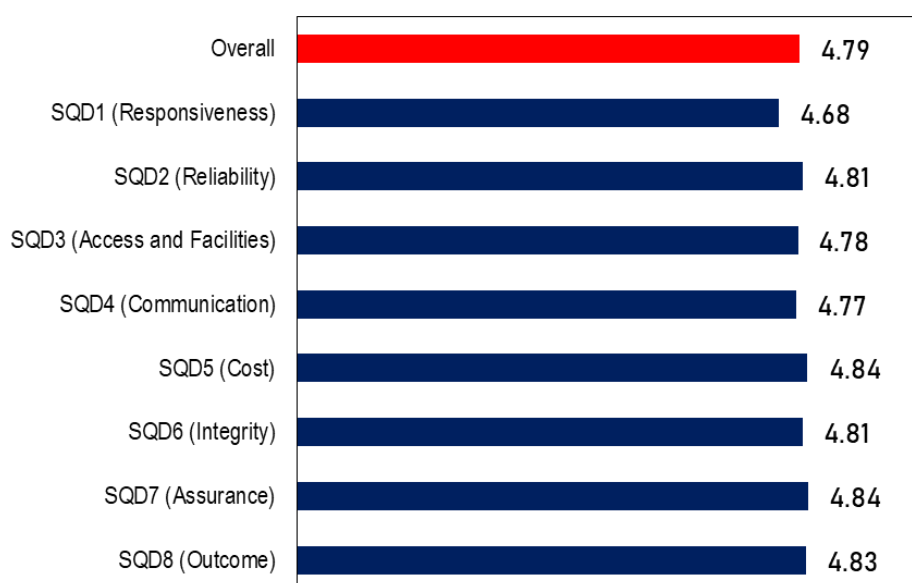


deeper into the causes of these discrepancies and potentially enhance visibility and usefulness of the CC, particularly in outlets with lower ratings.

#### 4.4 Satisfaction Rating by Service Quality Dimensions

Figure 2 presents the overall satisfaction rating for the three outlets in the Second Quarter of 2024. The survey showed an overall rating of 4.79 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: Second Quarter 2024**



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

Examining the table for overall satisfaction ratings by service quality dimensions, it is observed that SQD7 - Assurance and SQD5 - Cost had the highest rating of 4.84. The former corresponds to the question “*I was treated courteously by the staff, and when asked for help, they were helpful.*” This indicates that personnel

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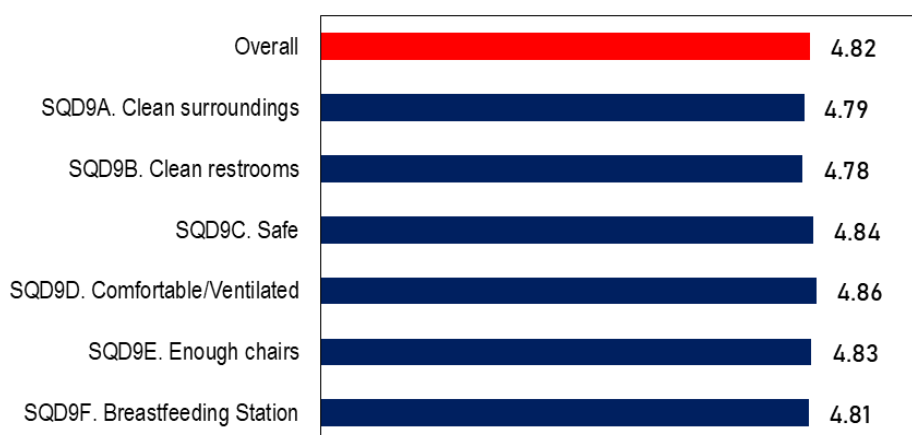


of all CRS Outlets in the MIMAROPA Region demonstrate respect, politeness, and helpfulness in their interactions with their client. This can be of the form of a kind greeting, provision of timely and helpful assistance to address client's needs and concerns, respect for client's privacy and dignity during interactions between the staff or the outlet's security guard. On the other hand, the SQD5 corresponds to the question "*I paid a reasonable amount of fees for my transaction.*" This indicates that the fees charged are transparent and clearly communicated to the client upfront, without hidden charges or unexpected costs.

Other service quality dimensions whose rating exceeds the overall rating of 4.83 are the following: SDQ8 - Outcome (4.83), SQD6 - Integrity (4.81) and SDQ2 - Reliability (4.81). Meanwhile, SDQ4 – Communication received the lowest rating of 4.77 among the service dimensions. This reflects clients' low perception of the information on their transaction shown on the Citizen's Charter or at the website.

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: Second Quarter 2024**



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

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As observed, the average rating for the Second Quarter of 2024 was 4.82. Highest ratings came from clients' responses regarding the comfort and well-ventilation (4.86), safety (4.84), sufficient availability of chairs inside and outside the outlet (4.83), presence of lactating room (4.81), and cleanliness of surroundings (4.79). Meanwhile, respondents were least impressed on the cleanliness of restrooms in the outlet which they gave an average mark of 4.78.

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, clients from all outlets in the MIMAROPA Region gave a rating of 4.80, which means Very Satisfied.

#### 4.5 Satisfaction Rating by Services Provided

For the overall satisfaction rating by services shown in Table 6, six (6) out of 19 offered services were captured. Among those services with ratings, Death (Copy Issuance) received the highest overall satisfaction rating of 5.00. This was followed by CENOMAR/CEMAR (Certification) at 4.92, and Birth (Copy Issuance) at 4.80.

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

Services	Overall Rating
<b>All Services</b>	<b>4.80</b>
Birth (Copy Issuance)	4.80
Birth (Authentication)	4.00
Marriage (Copy Issuance)	4.77
Death (Copy Issuance)	5.00
Death (Viewable Online)	2.00
CENOMAR/CEMAR (Certification)	4.92

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

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#### 4.6 Satisfaction Rating by Outlet Location

For the overall satisfaction rating by outlet location shown in Table 7, Odiongan posted the highest overall satisfaction rating of 4.99. Puerto Princesa 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 4.53, which was lower by 0.27 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: Second Quarter 2024**

Outlet Location	Overall Rating
<b>MIMAROPA Region (All Outlets)</b>	<b>4.80</b>
Calapan, Oriental Mindoro	4.53
Odiongan, Romblon	4.99
Puerto Princesa, Palawan	4.97

**Source:** Philippine Statistics Authority, MIMAROPA Region, *Second 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.

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## 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

Date	Time	Complaints	Service Availed
06/07/2024	08:50:00	Madaming requirements po.	Birth (Copy Issuance)
06/07/2024	15:10:00	Matagal ang releasing.	Birth (Copy Issuance)
06/03/2024	15:56:00	Nagtanong sa guard at mali ang sagot ng guard.	Birth (Copy Issuance)
06/07/2024	15:08:00	Nauna pa yung mas nahuli sa amin.	Birth (Copy Issuance)

### CRS Odiongan Outlet

Date	Time	Complaints	Service Availed
06/11/2024	14:32:55	Kulang ang upuan sa loob.	Birth (Copy Issuance)

### CRS Puerto Princesa Outlet

Date	Time	Complaints	Service Availed
06/10/2024	10:32:50	Malamig.	Birth (Copy Issuance)
06/11/2024	15:25:01	Slow processing of payment.	Marriage (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.

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### CRS Calapan Outlet

Date	Time	Suggestions	Service Availed
06/04/2024	13:42:00	Need a help desk to check if the document is available rather than staying for more than 2 hours and I cannot get the documents I needed.	Birth (Copy Issuance)
06/05/2024	10:48:00	Kung sana meron free Wi-Fi kahit 30 minutes lang.	Birth (Copy Issuance)
06/06/2024	14:47:00	Hindi ba pwedeng pagbasehan ang record sa database? Paano kung hindi sure ang details na mailalagay namin sa may screening pag nag fillout?	Birth (Copy Issuance)
06/07/2024	08:40:00	Sana ay may parking.	Birth (Copy Issuance)
06/07/2024	08:50:00	Isa lang ID at pirma ok na dapat.	Birth (Copy Issuance)
06/07/2024	10:55:00	Medyo magulo ang numbering. Yun lang.	Birth (Copy Issuance)
06/07/2024	14:59:00	Sana maayos yung door ng CR. Tapos yung window na naka-open at pwede masilipan ang nasa loob.	Birth (Copy Issuance)
06/07/2024	15:08:00	Numbering system hindi sunod-sunod. Para hindi sayang oras.	Birth (Copy Issuance)
06/07/2024	15:29:00	Hope there is a priority lane for pregnant even authorized person only.	Birth (Copy Issuance)

### CRS Odiongan Outlet

There were no suggestion reported by clients in this outlet.

### CRS Puerto Princesa Outlet

Date	Time	Suggestions	Service Availed
06/11/2024	16:11:35	50 pesos for birth.	Birth (Copy Issuance)
06/13/2024	11:53:49	Additional manpower.	Birth (Copy Issuance)
06/11/2024	15:49:25	Classify carefully the senior citizens lane.	Birth (Copy Issuance)
06/14/2024	14:33:02	Container for Restroom.	Birth (Copy Issuance)



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Date	Time	Suggestions	Service Availed
06/11/2024	15:07:27	Information dissemination regarding on the benefits of having a National ID in requesting of certificates.	Birth (Copy Issuance)
06/10/2024	13:39:20	Make sure to follow the number slip in releasing of documents.	Birth (Copy Issuance)
06/10/2024	11:47:55	Remain the time input during online appointment when there is rescheduling of online appointment like holidays.	Birth (Copy Issuance)
06/10/2024	10:52:43	Explain carefully the purpose of number slips either for releasing or for payment.	Birth (Copy Issuance)
06/10/2024	14:45:20	Have an online payment.	Birth (Copy Issuance)
06/10/2024	14:00:45	Have staff that assist in SSK for faster transaction.	Birth (Copy Issuance)
06/10/2024	10:13:32	Have a bigger TV monitor to easily see by the senior citizens.	Marriage (Copy Issuance)
06/10/2024	10:01:16	Be considerate when someone made a mistake during online appointment.	Death (Copy Issuance)
06/13/2024	13:44:33	Additional manpower for faster transaction.	CENOMAR / CEMAR (Certification)
06/10/2024	10:38:22	Consider the rescheduling of appointment.	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 provided by clients.

### CRS Calapan Outlet

Date	Time	Compliments	Service Availed
06/06/2024	14:38:00	Okay naman. Madaling makakuha.	Birth (Copy Issuance)
06/07/2024	08:34:00	Very accomodating staff! Salute!	Birth (Copy Issuance)



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Date	Time	Compliments	Service Availed
06/07/2024	09:24:00	The staff and employee was accommodating. Smooth and good transaction.	Birth (Copy Issuance)
06/07/2024	14:59:00	The transaction is very convenient. And the personnel are very approachable, even the guard. System is improving. Sana mas mag-improve pa. Having online application is very helpful.	Birth (Copy Issuance)
06/07/2024	15:40:00	The employees are approachable.	Birth (Copy Issuance)
06/06/2024	14:35:00	Thank you for the best services. Keep up the good work!	Marriage (Copy Issuance)

#### CRS Odiongan Outlet

Date	Time	Suggestions	Service Availed
06/11/2024	08:14:37	Keep up the good work.	Birth (Copy Issuance)
06/11/2024	14:10:45	The office is very clean.	Birth (Copy Issuance)
06/11/2024	11:14:32	Very good!	Birth (Copy Issuance)
06/10/2024	10:00:28	Very good and smooth transaction.	Birth (Copy Issuance)
06/10/2024	09:40:14	Very good service!	Birth (Copy Issuance)
06/10/2024	08:15:18	Very good service and helpful PSA employees.	Birth (Copy Issuance)
06/10/2024	08:51:04	Fast transaction.	Birth (Copy Issuance)
06/10/2024	10:07:32	Fast transaction.	Birth (Copy Issuance)
06/10/2024	10:47:08	Fast transaction.	Birth (Copy Issuance)
06/11/2024	09:38:52	Fast transaction.	Birth (Copy Issuance)
06/11/2024	10:04:36	Fast transaction.	Birth (Copy Issuance)
06/11/2024	08:24:37	Fast transaction.	Birth (Copy Issuance)
06/11/2024	08:09:35	Fast transaction.	Marriage (Copy Issuance)
06/10/2024	09:13:18	Smooth transaction.	CENOMAR / CEMAR (Certification)

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Date	Time	Suggestions	Service Availed
06/10/2024	09:10:28	Very accommodating staff.	CENOMAR / CEMAR (Certification)

#### CRS Puerto Princesa Outlet

Date	Time	Suggestions	Service Availed
06/14/2024	07:48:01	Approachable staffs.	Birth (Copy Issuance)
06/14/2024	08:08:47	Fast transaction.	Birth (Copy Issuance)
06/14/2024	08:17:29	Fast transaction.	Birth (Copy Issuance)
06/14/2024	08:30:01	Fast transaction.	Birth (Copy Issuance)
06/14/2024	08:37:51	Fast transaction.	Birth (Copy Issuance)
06/14/2024	08:42:02	Fast transaction.	Birth (Copy Issuance)
06/14/2024	08:50:00	Fast transaction. Freezing.	Birth (Copy Issuance)
06/13/2024	10:09:51	Freezing.	Birth (Copy Issuance)
06/14/2024	15:44:00	Freezing.	Birth (Copy Issuance)
06/14/2024	16:20:30	Freezing.	Birth (Copy Issuance)
06/18/2024	11:46:55	Good customer service.	Birth (Copy Issuance)
06/18/2024	13:55:34	Good customer service.	Birth (Copy Issuance)
06/14/2024	13:19:54	Mababait ang mga staff.	Birth (Copy Issuance)
06/14/2024	13:52:27	Mabilis ang pagprocess.	Birth (Copy Issuance)
06/14/2024	15:04:30	Malamig.	Birth (Copy Issuance)
06/14/2024	15:07:56	Malamig.	Birth (Copy Issuance)
06/14/2024	15:37:31	Smooth transaction.	Birth (Copy Issuance)
06/15/2024	08:09:09	Smooth transaction.	Birth (Copy Issuance)
06/15/2024	08:22:15	Smooth transaction.	Birth (Copy Issuance)

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Date	Time	Suggestions	Service Availed
06/15/2024	08:33:02	Smooth transaction.	Birth (Copy Issuance)
06/15/2024	08:49:32	Smooth transaction.	Birth (Copy Issuance)
06/15/2024	08:52:53	Smooth transaction.	Birth (Copy Issuance)
06/15/2024	09:11:31	Smooth transaction.	Birth (Copy Issuance)
06/15/2024	09:22:37	Smooth transaction.	Birth (Copy Issuance)
06/15/2024	09:26:32	Smooth transaction.	Birth (Copy Issuance)
06/15/2024	13:35:35	Smooth transaction.	Birth (Copy Issuance)
06/15/2024	13:40:08	Smooth transaction.	Birth (Copy Issuance)
06/15/2024	13:52:43	Very good customer service especially to Sir Dan.	Birth (Copy Issuance)
06/15/2024	14:09:31	Fast transaction.	Marriage (Copy Issuance)
06/15/2024	14:14:50	Fast transaction. Kind staff.	Marriage (Copy Issuance)
06/15/2024	14:37:45	Freezing.	Marriage (Copy Issuance)
06/15/2024	14:53:42	Freezing.	Marriage (Copy Issuance)
06/15/2024	15:01:41	Freezing.	Marriage (Copy Issuance)
06/15/2024	15:14:45	Good customer service.	Marriage (Copy Issuance)
06/15/2024	16:19:59	Mababait and approachable ang mga staff.	Marriage (Copy Issuance)
06/18/2024	16:06:08	Magagalang.	Marriage (Copy Issuance)
06/19/2024	12:05:32	Fast transaction.	Death (Copy Issuance)
06/19/2024	13:17:43	Good customer service.	CENOMAR / CEMAR (Certification)
06/19/2024	13:27:18	Malamig.	CENOMAR / CEMAR (Certification)
06/19/2024	14:15:10	The client was entertained well by the staffs.	CENOMAR / CEMAR (Certification)

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## 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	Regular submission of KPI Monthly Report**
Facilities	Improved accessibility of the public to CRS Outlet; Decongested Outlets	Additional branch of CRS Outlet	Sent suggestion to PSA Management and Unisys. ( <i>Applicable only to a province with a highly urbanized city.</i> ) *
Facilities	Sent suggestion to PSA Management and Unisys	Provision of WiFi for the transacting public	Coordination to be done between PSA and DICT Head Offices as the latter provides WiFi to all government offices. ^
Facilities	Added removable / monobloc chairs	Outlet is congested. Need to increase seating capacity especially for those clients who are still waiting outside	The security guards and Associates were instructed to closely monitor the flow of clients against their appointment schedules during the peak season. **
Facilities	Closed monitoring of the client's queuing numbers in the payment lane by the Security Guard	Proper use of customer numbers	The issue has been raised with the concessionaire.*
Customer Service	Improved proper demeanor of the Associates and Outlet Supervisor towards their clients.	Long duration in the release of documents; Staff should smile and not frown while dealing with their clients	Quarterly team building implemented by Unisys activity for its Associates to refresh on the proper demeanor of the Associates towards the clients. Outlet conducted a Year-end Assessment and reminded staff to smile more.*
Customer Service	Informed clients that Senior Citizen and other forms of discount	Clients 60 years old and over were requesting for a	Senior Citizen clients and those persons with disabilities were reminded / informed

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Area	Specific Improvement	Issues / Concerns Addressed	Activity
	were not applicable in all government transactions.	Senior Citizen discount	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.*
Flow of Transaction	Faster release of requested CENOMAR to the clients	Slow processing time on requested CENOMAR	New system up for review of the concessionaire.*
Information, Education, and Communication	Posting of information displays and materials and emphasizing the authorization letter format included in the appointment slip	Step by Step guide for CRS Online Appointment System	IECs and materials on the step-by-step guide for CRS Online Appointment System were displayed on a conspicuous place in and outside the Outlet.*
Citizens' Charter	Public awareness on the step-by-step processes of each transaction	Awareness on PSA Citizens' Charter	Device information materials to be distributed to every client ^
Seating Capacity	Additional seating capacity	Lack of seats at the holding area outside the CRS Outlet	Use safety tape to help avoid tripping on the chairs' protruding leg*
Releasing	Timely release of CENOMAR	Delayed release of CENOMAR	Discussion with the system owner to hasten the processing of CENOMAR*

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Area	Specific Improvement	Issues / Concerns Addressed	Activity
Appointment slots	Increase accommodation of clients who has no or missed appointment clients starting 3:00 p.m.	Not being able to transact on the time of appointment	Reduce appointment slots / considerations on no/missed appointment clients will be accommodated starting 3:00 p.m.*
Step-by-step processes	Public awareness on the step-by-step processes of each transaction	Not aware on the step-by-step processes	To display tarpaulin with details on the step-by-step process at the entrance of the waiting area ^
Information, Education, and Communication	Public awareness on the step-by-step processes of each transaction	Step by Step guide inside CRS Outlet	Distribution of IEC materials to the public ^
Information, Education, and Communication	Awareness, and visibility of the Citizen Charter of CRS	Added awareness of public in CRS Outlet Citizen Charter	Posting of Updated Citizen Charter in booklet format*
Manpower	Faster transaction and assistance to public	Faster transaction and assistance to public	Additional Manpower for the CRS Outlet ^

**Notes:** Activity indicated by an asterisk (\*) means done as of 15 June 2024, while an activity marked by a caret (^) means not yet done as of 15 June 2024. Meanwhile, on-going activities are not marked by a double asterisk (\*\*).

## 10 Continuous Agency Improvement Plan for FY 2024

Area	Specific Improvement	Issues / Concern Addressed	Accountability	Time frame
Citizen's Charter	Installed audio visual equipment for client's to watch the Citizen's Charter while waiting for their turn to be served in the outlet	Low level of awareness on Citizen's charter	OS with approval of Outlet Manager	Immediate
Appointment slots	Maintained slots for 250 clients per day	Congestion in the outlet	OS with approval of Outlet Manager	Immediate
Releasing	Faster releasing of CENOMAR	Delayed release of CENOMAR	Unisys	Immediate



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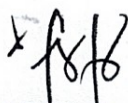


Area	Specific Improvement	Issues / Concern Addressed	Accountability	Time frame
IEC Dissemination	Posted QR code to access Citizens' Charter	Low level of awareness on Citizen's charter	OS with approval of Outlet Manager	Immediate

Prepared and consolidated by:

  
**RAYMOND R. LAPUS**  
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Reviewed and endorsed by:

  
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 Chief Statistical Specialist, SOCD

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 RSSO MIMAROPA

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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:  :   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

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

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

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

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

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

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

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

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

☐ 2. Somewhat easy to see ☐ 5. N/A

☐ 3. Difficult to see

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

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

☐ 2. Somewhat helped ☐ 4. N/A

---

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

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

Other comments or suggestions to improve the services of PSA:

☐ Complaint

☐ Suggestion

☐ Compliment

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

**THANK YOU!**



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



## 11.2 Statistical Tables

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

Demographic Characteristics	Total	Number (in thousands, weighted)			Total	Percent (weighted)		
		Calapan	Odiongan	Puerto Princesa		Calapan	Odiongan	Puerto Princesa
<b>Total Respondents</b>								
Estimate (in thousand)	34.5	13.1	5.4	15.9				
Percent	100.0	38.1	15.7	46.2				
<b>Sex</b>								
Female	25.8	8.9	3.8	13.2	74.9	67.3	70.5	82.7
Male	8.7	4.3	1.6	2.8	25.1	32.7	29.5	17.3
<b>Age</b>								
15-19	3.0	1.6	0.1	1.3	8.7	12.0	2.7	8.0
20-24	8.2	3.6	0.9	3.7	23.8	27.3	16.8	23.3
25-29	6.6	2.9	0.7	3.0	19.0	22.0	12.8	18.7
30-34	4.0	1.3	0.8	1.9	11.7	10.0	14.8	12.0
35-39	3.5	1.3	0.5	1.7	10.1	10.0	8.7	10.7
40-44	2.4	0.9	0.7	0.8	7.0	6.7	12.8	5.3
45-49	1.8	0.4	0.4	1.1	5.4	2.7	8.1	6.7
50-54	1.2	0.4	0.5	0.4	3.6	2.7	8.7	2.7
55-59	1.5	0.4	0.3	0.7	4.4	3.3	6.0	4.7
60 and over	2.2	0.4	0.5	1.3	6.3	3.3	8.7	8.0
<b>Residence</b>								
Residing in the MIMAROPA Region	34.0	13.1	5.4	15.5	98.5	99.3	100.0	97.3
Residing outside the MIMAROPA Region	0.5	0.1	-	0.4	1.5	0.7	-	2.7
<b>Education</b>								
Elementary graduate	2.4	0.4	0.5	1.5	7.1	3.3	9.4	9.3
Highschool graduate	12.7	4.1	2.0	6.6	36.7	31.3	36.2	41.3
College graduate or higher	19.0	8.6	2.6	7.9	55.2	65.3	47.7	49.3
Not reported	-	-	-	-	-	-	-	-
<b>Employment status</b>								
Employed	11.7	5.3	1.8	4.7	34.0	40.0	32.9	29.3
Unemployed	22.6	7.9	3.4	11.3	65.4	60.0	63.1	70.7
Not reported	0.2	-	0.2	-	0.6	-	4.0	-

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

**Source:** Philippine Statistics Authority, MIMAROPA Region, Second 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. Percentage Distribution on Respondents' Awareness of the Citizen's Charter (CC) by Outlet Location, MIMAROPA Region: Second Quarter 2024

Citizen's Charter Indicators	Total	Number (in thousands, weighted)			Total	Percent (weighted)		
		Calapan	Odiongan	Puerto Princesa		Calapan	Odiongan	Puerto Princesa
<b>CC1: Awareness of a CC</b>	<b>34.5</b>	<b>13.1</b>	<b>5.4</b>	<b>15.9</b>				
I know what a CC is and I saw this office's CC.	19.2	3.9	1.4	13.9	55.8	30.0	25.5	87.3
I know what a CC is but I did NOT see this office's	3.6	1.1	0.5	2.0	10.5	8.0	10.1	12.7
I learned of the CC only when I saw this office's C	2.9	2.7	0.2	-	8.5	20.7	4.0	-
I do not know what a CC is and I did not see one i	8.7	5.4	3.3	-	25.3	41.3	60.4	-
<b>CC2: Visibility of the CC</b>	<b>25.8</b>	<b>7.7</b>	<b>2.1</b>	<b>15.9</b>				
Easy to see	18.0	4.9	1.4	11.7	69.7	63.6	64.4	73.3
Somewhat easy to see	6.3	1.7	0.4	4.2	24.3	21.6	16.9	26.7
Difficult to see	0.5	0.2	0.4	-	2.1	2.3	16.9	-
Not visible at all	1.0	1.0	0.0	-	3.9	12.5	1.7	-
<b>CC3: Assessment of the CC's Usefulness</b>	<b>25.8</b>	<b>7.7</b>	<b>2.1</b>	<b>15.9</b>				
Helped very much	17.4	5.1	1.6	10.7	67.5	65.9	74.6	67.3
Somewhat helped	8.0	2.3	0.5	5.2	30.8	29.5	22.0	32.7
Did not help	0.4	0.4	0.1	-	1.6	4.5	3.4	-

**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, Second Quarter 2024 Client Satisfaction Measurement

Table 10. Overall Satisfaction Rating by Service Quality Dimension, MIMAROPA Region: Second Quarter 2024

Service Quality Dimension	Satisfaction Level (in thousands, weighted)						Total Respondents	Rating <sup>1/</sup>
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
<b>Overall (Average)</b>								<b>4.79</b>
SQD1 (Responsiveness)	26.1	6.5	1.4	0.5	0.1	-	34.5	4.68
SQD2 (Reliability)	28.9	5.0	0.3	0.3	0.1	-	34.5	4.81
SQD3 (Access and Facilities)	28.2	5.6	0.4	0.4	-	-	34.5	4.78
SQD4 (Communication)	27.5	6.3	0.5	0.2	-	-	34.5	4.77
SQD5 (Cost)	29.3	4.8	0.2	0.2	-	-	34.5	4.84
SQD6 (Integrity)	29.0	4.9	0.1	0.5	-	-	34.5	4.81
SQD7 (Assurance)	29.6	4.4	0.3	0.2	-	-	34.5	4.84
SQD8 (Outcome)	29.5	4.2	0.6	0.2	-	-	34.5	4.83

**Notes:** 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, Second 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: Second Quarter 2024

Service Quality Dimension	Satisfaction Level (in thousands, weighted)						Total Respondents	Rating <sup>1/</sup>
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
<b>MIMAROPA Region</b>	<b>29.5</b>	<b>3.7</b>	<b>1.0</b>	<b>0.3</b>	<b>0.1</b>	<b>-</b>	<b>34.5</b>	<b>4.80</b>
Calapan	8.4	3.5	1.0	0.3	-	-	13.1	4.53
Odiongan	5.4	0.1	-	-	-	-	5.4	4.99
Puerto Princesa	15.7	0.1	-	-	0.1	-	15.9	4.97

**Notes:** 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, *Second Quarter 2024 Client Satisfaction Measurement*

Table 11b. Overall Satisfaction Rating by Service Quality Dimension, Calapan: Second Quarter 2024

Service Quality Dimension	Satisfaction Level (in thousands, weighted)						Total Respondents	Rating <sup>1/</sup>
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
<b>Overall (Average)</b>								<b>4.55</b>
SQD1 (Responsiveness)	6.1	5.3	1.1	0.5	0.1	-	13.1	4.29
SQD2 (Reliability)	8.4	4.2	0.3	0.2	0.1	-	13.1	4.57
SQD3 (Access and Facilities)	8.1	4.7	0.2	0.2	-	-	13.1	4.57
SQD4 (Communication)	7.8	5.0	0.2	0.2	-	-	13.1	4.55
SQD5 (Cost)	8.1	4.7	0.2	0.2	-	-	13.1	4.57
SQD6 (Integrity)	8.7	4.2	0.1	0.2	-	-	13.1	4.63
SQD7 (Assurance)	8.7	4.1	0.2	0.2	-	-	13.1	4.62
SQD8 (Outcome)	8.6	3.8	0.6	0.2	-	-	13.1	4.58

**Notes:** 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, *Second Quarter 2024 Client Satisfaction Measurement*

Table 11c. Overall Satisfaction Rating by Service Quality Dimension, Odiongan: Second Quarter 2024

Service Quality Dimension	Satisfaction Level (in thousands, weighted)						Total Respondents	Rating <sup>1/</sup>
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
<b>Overall (Average)</b>								<b>4.93</b>
SQD1 (Responsiveness)	5.0	0.5	-	-	-	-	5.4	4.91
SQD2 (Reliability)	5.0	0.4	-	-	-	-	5.4	4.92
SQD3 (Access and Facilities)	5.0	0.4	-	-	-	-	5.4	4.93
SQD4 (Communication)	4.7	0.7	-	-	-	-	5.4	4.87
SQD5 (Cost)	5.4	0.1	-	-	-	-	5.4	4.99
SQD6 (Integrity)	5.0	0.4	-	-	-	-	5.4	4.93
SQD7 (Assurance)	5.3	0.1	0.0	-	-	-	5.4	4.97
SQD8 (Outcome)	5.0	0.5	-	-	-	-	5.4	4.91

**Notes:** 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, *Second 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 Dimension, Puerto Princesa: Second Quarter 2024

Service Quality Dimension	Satisfaction Level (in thousands, weighted)						Total Respondents	Rating <sup>1/</sup>
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
<b>Overall (Average)</b>								<b>4.95</b>
SQD1 (Responsiveness)	15.0	0.6	0.3	-	-	-	15.9	4.92
SQD2 (Reliability)	15.5	0.3	-	0.1	-	-	15.9	4.96
SQD3 (Access and Facilities)	15.1	0.4	0.2	0.2	-	-	15.9	4.91
SQD4 (Communication)	15.0	0.6	0.3	-	-	-	15.9	4.92
SQD5 (Cost)	15.9	-	-	-	-	-	15.9	5.00
SQD6 (Integrity)	15.3	0.3	-	0.3	-	-	15.9	4.92
SQD7 (Assurance)	15.6	0.2	0.1	-	-	-	15.9	4.97
SQD8 (Outcome)	15.9	-	-	-	-	-	15.9	5.00

**Notes:** 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, MIMAROPARegion, Second Quarter 2024 Client Satisfaction Measurement

Table 12a. Overall Satisfaction by Service Availed, MIMAROPA Region: Second Quarter 2024

Service Availed	Satisfaction Level (in thousands, weighted)						Total Respondents	Rating <sup>1/</sup>
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
<b>All Services</b>	<b>29.5</b>	<b>3.7</b>	<b>1.0</b>	<b>0.3</b>	<b>0.1</b>	<b>-</b>	<b>34.5</b>	<b>4.80</b>
Birth (Copy Issuance)	23.6	3.2	0.9	0.1	0.1	-	27.8	4.80
Birth (Authentication)	-	0.1	-	-	-	-	0.1	4.00
Birth (Viewable online)	-	-	-	-	-	-	-	**
Birth (DocPrint)	-	-	-	-	-	-	-	**
Marriage (Copy Issuance)	2.4	0.2	0.1	0.1	-	-	2.7	4.77
Marriage (Authentication)	-	-	-	-	-	-	-	**
Marriage (Viewable online)	-	-	-	-	-	-	-	**
Marriage (DocPrint)	-	-	-	-	-	-	-	**
Death (Copy Issuance)	0.5	-	-	-	-	-	0.5	5.00
Death (Authentication)	-	-	-	-	-	-	-	**
Death (Viewable online)	-	-	-	0.1	-	-	0.1	2.00
Death (DocPrint)	-	-	-	-	-	-	-	**
CENOMAR/CEMAR (Certification)	3.1	0.3	-	-	-	-	3.3	4.92
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, while cells with a zero (0) entry means less than 0.5 of a unit.

**Source:** Philippine Statistics Authority, MIMAROPARegion, Second 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 by Service Availed, Calapan: Second Quarter 2024

Service Availed	Satisfaction Level (in thousands, weighted)						Total Respondents	Rating <sup>1/</sup>
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
<b>All Services</b>	<b>8.4</b>	<b>3.5</b>	<b>1.0</b>	<b>0.3</b>	-	-	<b>13.1</b>	<b>4.53</b>
Birth (Copy Issuance)	7.3	3.0	0.9	0.1	-	-	11.2	4.55
Birth (Authentication)	-	0.1	-	-	-	-	0.1	4.00
Birth (Viewable online)	-	-	-	-	-	-	-	**
Birth (DocPrint)	-	-	-	-	-	-	-	**
Marriage (Copy Issuance)	0.3	0.2	0.1	0.1	-	-	0.6	4.00
Marriage (Authentication)	-	-	-	-	-	-	-	**
Marriage (Viewable online)	-	-	-	-	-	-	-	**
Marriage (DocPrint)	-	-	-	-	-	-	-	**
Death (Copy Issuance)	-	-	-	-	-	-	-	**
Death (Authentication)	-	-	-	-	-	-	-	**
Death (Viewable online)	-	-	-	0.1	-	-	0.1	2.00
Death (DocPrint)	-	-	-	-	-	-	-	**
CENOMAR/CEMAR (Certification)	0.9	0.3	-	-	-	-	1.1	4.77
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, while cells with a zero (0) entry means less than 0.5 of a unit.

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

Table 12c. Overall Satisfaction by Service Availed, Odiongan: Second Quarter 2024

Service Availed	Satisfaction Level (in thousands, weighted)						Total Respondents	Rating <sup>1/</sup>
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
<b>All Services</b>	<b>5.4</b>	<b>0.1</b>	-	-	-	-	<b>5.4</b>	<b>4.99</b>
Birth (Copy Issuance)	4.4	0.1	-	-	-	-	4.5	4.98
Birth (Authentication)	-	-	-	-	-	-	-	**
Birth (Viewable online)	-	-	-	-	-	-	-	**
Birth (DocPrint)	-	-	-	-	-	-	-	**
Marriage (Copy Issuance)	0.4	-	-	-	-	-	0.4	5.00
Marriage (Authentication)	-	-	-	-	-	-	-	**
Marriage (Viewable online)	-	-	-	-	-	-	-	**
Marriage (DocPrint)	-	-	-	-	-	-	-	**
Death (Copy Issuance)	0.0	-	-	-	-	-	0.0	5.00
Death (Authentication)	-	-	-	-	-	-	-	**
Death (Viewable online)	-	-	-	-	-	-	-	**
Death (DocPrint)	-	-	-	-	-	-	-	**
CENOMAR/CEMAR (Certification)	0.5	-	-	-	-	-	0.5	5.00
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, while cells with a zero (0) entry means less than 0.5 of a unit.

**Source:** Philippine Statistics Authority, MIMAROPA Region, *Second 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 by Service Availed, Puerto Princesa: Second Quarter 2024

Service Availed	Satisfaction Level (in thousands, weighted)						Total Respondents	Rating <sup>1/</sup>
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
<b>All Services</b>	15.7	0.1	-	-	0.1	-	15.9	4.97
Birth (Copy Issuance)	11.9	0.1	-	-	0.1	-	12.1	4.96
Birth (Authentication)	-	-	-	-	-	-	-	**
Birth (Viewable online)	-	-	-	-	-	-	-	**
Birth (DocPrint)	-	-	-	-	-	-	-	**
Marriage (Copy Issuance)	1.7	-	-	-	-	-	1.7	5.00
Marriage (Authentication)	-	-	-	-	-	-	-	**
Marriage (Viewable online)	-	-	-	-	-	-	-	**
Marriage (DocPrint)	-	-	-	-	-	-	-	**
Death (Copy Issuance)	0.4	-	-	-	-	-	0.4	5.00
Death (Authentication)	-	-	-	-	-	-	-	**
Death (Viewable online)	-	-	-	-	-	-	-	**
Death (DocPrint)	-	-	-	-	-	-	-	**
CENOMAR/CEMAR (Certification)	1.7	-	-	-	-	-	1.7	5.00
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, while cells with a zero (0) entry means less than 0.5 of a unit.

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

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

PSA-Specific Service Category	Satisfaction Level (in thousands, weighted)						Total Respondents	Rating <sup>1/</sup>
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
<b>Overall (Average)</b>								<b>4.82</b>
SQD9A. Clean surroundings	28.1	5.6	0.6	0.2	-	-	34.5	4.79
SQD9B. Clean restrooms	25.7	5.9	0.4	0.2	-	2.4	34.5	4.78
SQD9C. Safe	29.7	4.1	0.4	0.1	0.1	0.1	34.5	4.84
SQD9D. Comfortable/Ventilated	30.3	3.8	0.3	0.1	0.1	-	34.5	4.86
SQD9E. Enough chairs	29.5	4.4	0.4	0.1	0.1	-	34.5	4.83
SQD9F. Breastfeeding Station	25.3	4.6	0.3	0.1	0.1	4.1	34.5	4.81

**Notes:** 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, *Second 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: Second Quarter 2024

Demographic Characteristics	Total	Number (in thousands, weighted)			Total	Percent (weighted)		
		Calapan	Odiongan	Puerto Princesa		Calapan	Odiongan	Puerto Princesa
SQD9.A (Clean Surroundings)								
Total	34.5	13.1	5.4	15.9				
Strongly Agree	28.1	9.0	5.2	13.8	81.4	68.7	96.6	86.7
Agree	5.6	3.9	0.2	1.6	16.3	29.3	3.4	10.0
Neither Agree nor Disagree	0.6	0.1	-	0.5	1.8	0.7	-	3.3
Disagree	0.2	0.2	-	-	0.5	1.3	-	-
Strongly Disagree	-	-	-	-	-	-	-	-
No response	-	-	-	-	-	-	-	-
SQD9.B (Clean Restrooms)								
Total	34.5	13.1	5.4	15.9				
Strongly Agree	25.7	6.7	5.3	13.7	74.4	50.7	98.0	86.0
Agree	5.9	3.6	0.1	2.2	17.2	27.3	2.0	14.0
Neither Agree nor Disagree	0.4	0.4	-	-	1.0	2.7	-	-
Disagree	0.2	0.2	-	-	0.5	1.3	-	-
Strongly Disagree	-	-	-	-	-	-	-	-
No response	2.4	2.4	-	-	6.9	18.0	-	-
SQD9.C (Safe)								
Total	34.5	13.1	5.4	15.9				
Strongly Agree	29.7	8.9	5.3	15.6	86.2	67.3	97.3	98.0
Agree	4.1	3.8	0.1	0.2	12.0	28.7	2.7	1.3
Neither Agree nor Disagree	0.4	0.3	-	0.1	1.1	2.0	-	0.7
Disagree	0.1	0.1	-	-	0.3	0.7	-	-
Strongly Disagree	0.1	0.1	-	-	0.3	0.7	-	-
No response	0.1	0.1	-	-	0.3	0.7	-	-
SQD9.D (Comfortable / Ventilated)								
Total	34.5	13.1	5.4	15.9				
Strongly Agree	30.3	9.0	5.3	15.9	87.7	68.7	98.0	100.0
Agree	3.8	3.7	0.1	-	11.0	28.0	2.0	-
Neither Agree nor Disagree	0.3	0.3	-	-	0.8	2.0	-	-
Disagree	0.1	0.1	-	-	0.3	0.7	-	-
Strongly Disagree	0.1	0.1	-	-	0.3	0.7	-	-
No response	-	-	-	-	-	-	-	-
SQD9.E (Enough Chairs)								
Total	34.5	13.1	5.4	15.9				
Strongly Agree	29.5	8.7	4.9	15.9	85.6	66.0	90.6	100.0
Agree	4.4	3.9	0.4	-	12.7	30.0	8.1	-
Neither Agree nor Disagree	0.4	0.4	-	-	1.0	2.7	-	-
Disagree	0.1	0.1	0.0	-	0.4	0.7	0.7	-
Strongly Disagree	0.1	0.1	0.0	-	0.4	0.7	0.7	-
No response	-	-	-	-	-	-	-	-
SQD9.F (Lactating Room)								
Total	34.5	13.1	5.4	15.9				
Strongly Agree	25.3	5.0	4.4	15.9	73.4	38.0	81.2	100.0
Agree	4.6	3.6	1.0	-	13.4	27.3	18.8	-
Neither Agree nor Disagree	0.3	0.3	-	-	0.8	2.0	-	-
Disagree	0.1	0.1	-	-	0.3	0.7	-	-
Strongly Disagree	0.1	0.1	-	-	0.3	0.7	-	-
No response	4.1	4.1	-	-	11.9	31.3	-	-

Notes: 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, Second 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: Second Quarter 2024**

Services and Outlet Location	Successful Interviews	Number of Samples	Response Rate (%)	Number of Transacting Clients
<b>MIMAROPA Region</b>	<b>449</b>	<b>450</b>	<b>99.8</b>	<b>34,532</b>
Birth (Copy Issuance)	365	366	99.7	27,836
Birth (Authentication)	1	1	100.0	88
Marriage (Copy Issuance)	34	34	100.0	2,713
Death (Copy Issuance)	5	5	100.0	461
Death (Viewable online)	1	1	100.0	88
CENOMAR/CEMAR (Certification)	43	43	100.0	3,348
<b>Calapan</b>	<b>150</b>	<b>150</b>	<b>100.0</b>	<b>13,147</b>
Birth (Copy Issuance)	128	128	100.0	11,219
Birth (Authentication)	1	1	100.0	88
Marriage (Copy Issuance)	7	7	100.0	614
Death (Copy Issuance)	-	-	**	-
Death (Viewable online)	1	1	100.0	88
CENOMAR/CEMAR (Certification)	13	13	100.0	1,139
<b>Odiongan</b>	<b>149</b>	<b>150</b>	<b>99.3</b>	<b>5,463</b>
Birth (Copy Issuance)	123	124	99.2	4,516
Birth (Authentication)	-	-	**	-
Marriage (Copy Issuance)	11	11	100.0	401
Death (Copy Issuance)	1	1	100.0	36
Death (Viewable online)	-	-	**	-
CENOMAR/CEMAR (Certification)	14	14	100.0	510
<b>Puerto Princesa</b>	<b>150</b>	<b>150</b>	<b>100.0</b>	<b>15,922</b>
Birth (Copy Issuance)	114	114	100.0	12,101
Birth (Authentication)	-	-	**	-
Marriage (Copy Issuance)	16	16	100.0	1,698
Death (Copy Issuance)	4	4	100.0	425
Death (Viewable online)	-	-	**	-
CENOMAR/CEMAR (Certification)	16	16	100.0	1,698

**Notes:** \*\* No randomly selected clients who availed this service 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, *Second Quarter 2024 Client Satisfaction Measurement*