



# SPECIAL RELEASE

## SATISFACTION AND FEEDBACK SURVEY RESULT MARINDUQUE PROVINCIAL STATISTICAL OFFICE FIRST QUARTER 2024

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### **Background of the Survey**

The Satisfaction and Feedback Survey (SFS) of PSA-Marinduque Provincial Statistical Office was conducted on 02 January 2024 to 31 March 2024, for the first quarter of year 2024. The survey aimed to assess the overall satisfaction of the clients of PSA-Marinduque PSO in line with the services offered in Civil Registration and other services including Process, PSA Personnel's Service and Facilities/Equipment/Material.

A Self-Administered Questionnaire (SAQ) was provided to each client by assigned Personnel.

The said survey seeks to collect the following information:

1. Profile of the Respondents by Position/Agency and Location.
2. Clients' level of satisfaction in terms of services, employees, procedures and facilities/equipment/material.
3. Clients' comments and suggestions for the improvement of the services offered by the PSA-Marinduque PSO.

A total of 21 respondents answered the SAQ.

## Profile of the Respondents

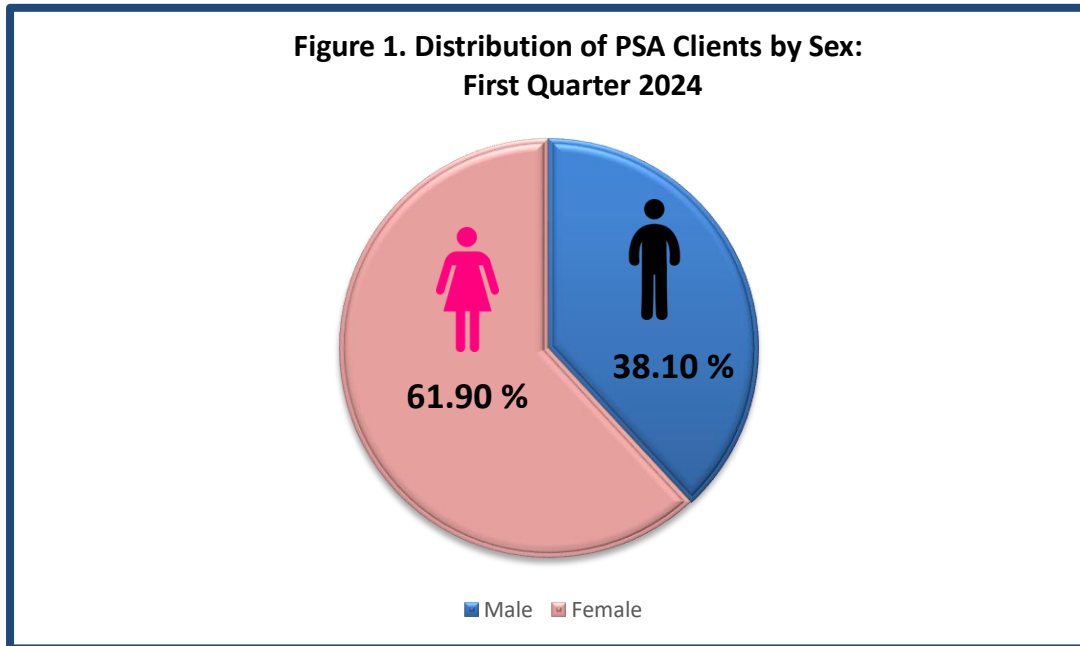
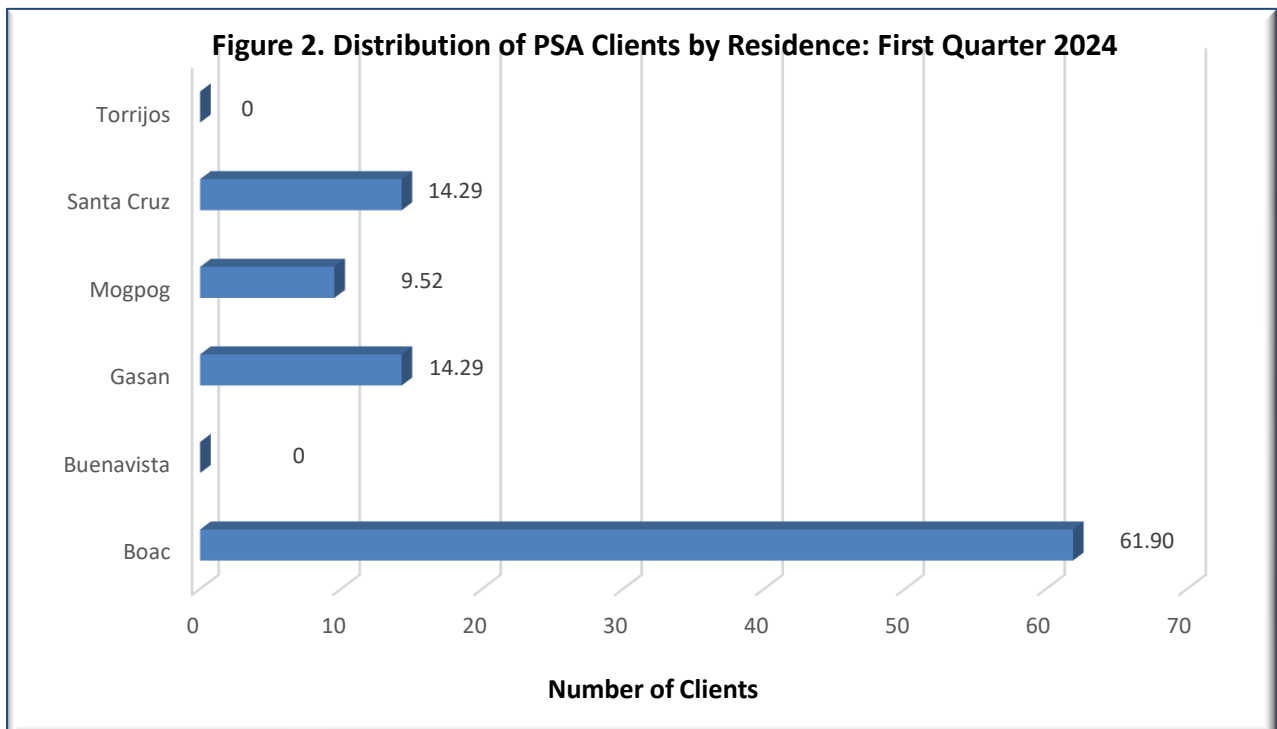


Figure 1 shows that females make up a significant majority (61.90 percent) of PSA Marinduque's clients, compared to just 38.10 percent males.



On the other hand, Figure 2 shows that among the six municipalities of Marinduque, Boac has the most number of clients who inquired from PSA Marinduque Provincial

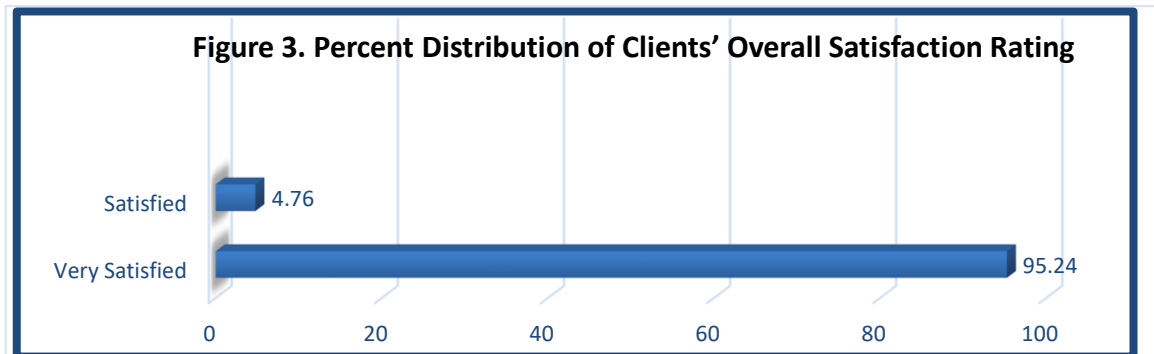
Office, which consist of 61.90 percent of the total number of clients, while municipalities of Buenavista and Torrijos do not have any recorded clients.

### Overall Client Satisfaction

Table 1 illustrates the level of customer satisfaction per category. It shows that all categories have 100 percent Net Satisfaction Rating. Net Satisfaction Rating (NSR) refers to the difference between the proportion of satisfied and dissatisfied clients.

**Table 1. Level of Satisfaction, by Category: January 2 to March 31, 2024**

| Category  | 5              |       | 4         |       | 3       |      | 2            |   | 1                 |   | Total | Net Satisfaction rating |
|---|----------------|-------|-----------|-------|---------|------|--------------|---|-------------------|---|-------|-------------------------|
|   | Very Satisfied |       | Satisfied |       | Neutral |      | Dissatisfied |   | Very Dissatisfied |   |       |                         |
|   | No.            | %     | No.       | %     | No.     | %    | No.          | % | No.               | % |       |                         |
| <b>Process</b>  |                |       |           |       |         |      |              |   |                   |   |       |                         |
| a. Timeliness of release of product/delivery of service | 12             | 57.14 | 9         | 42.86 |         |      |              |   |                   |   | 21    | 100                     |
| b. Accuracy and completeness of product/service         | 16             | 76.19 | 5         | 23.81 |         |      |              |   |                   |   | 21    | 100                     |
| c. Responsiveness to client requirements                | 17             | 80.95 | 4         | 19.05 |         |      |              |   |                   |   | 21    | 100                     |
| d. Clear, simple and easy to follow procedures          | 17             | 80.95 | 3         | 14.29 | 1       | 4.76 |              |   |                   |   | 21    | 100                     |
| <b>PSA Personnel</b>                                    |                |       |           |       |         |      |              |   |                   |   |       |                         |
| a. Courtesy and Professionalism                         | 19             | 90.48 | 2         | 9.52  |         |      |              |   |                   |   | 21    | 100                     |
| b. Knowledge  | 20             | 95.24 | 1         | 4.76  |         |      |              |   |                   |   | 21    | 100                     |
| c. Resolution to client request/concern/complaints      | 18             | 85.71 | 2         | 9.52  | 1       | 4.76 |              |   |                   |   | 21    | 100                     |
| <b>Facilities/Equipment/Material</b>                    |                |       |           |       |         |      |              |   |                   |   |       |                         |
| a. Cleanliness  | 20             | 95.24 | 1         | 4.76  |         |      |              |   |                   |   | 21    | 100                     |
| b. Safety   | 19             | 90.48 | 2         | 9.52  |         |      |              |   |                   |   | 21    | 100                     |
| c. Comfortable/Enough Ventilation                       | 21             | 100   |           |       |         |      |              |   |                   |   | 21    | 100                     |
| d. Adequacy   | 18             | 85.71 | 3         | 14.29 |         |      |              |   |                   |   | 21    | 100                     |
| Overall Satisfaction                                    | 20             | 95.24 | 1         | 4.76  |         |      |              |   |                   |   | 21    | 100                     |



Moreover, 95.24 percent of the total clients were very satisfied with the services extended by PSA-Marinduque PSO while 4.76 percent were satisfied, as shown in Figure 3. The PSA-Marinduque PSO's Net Satisfactory Rating for the first quarter is 100 percent.

### Summary of Respondents' Comments

The Customer Satisfaction Survey included a section for customers to provide feedback on how the office could improve its services. Below are the comments, suggestions, and recommendations of the clients:

|   |
|---|
| 1. Clean area.  |
| 2. The PSA Staff is very hospitable to their client. Thank you for giving us clear explanation about Birth Certificate. God Bless us all. |
| 3. Job Well Done. Very well appreciated. God Bless you all  |
| 4. Prompt and kind assistance.  |
| 5. Mababait at mabilis na pagtugon sa aking mga katanungan at kahilingan.<br>Salamat po.  |

*Gemma N. Opis*  
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