

# SPECIAL RELEASE

## CLIENT SATISFACTION MEASUREMENT RESULT MARINDUQUE PROVINCIAL STATISTICAL OFFICE FIRST QUARTER 2025

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### Background of the Survey

The Anti-Red Tape Authority has implemented a harmonized Client Satisfaction Measurement (CSM) as a standardized tool for all government agencies to assess client satisfaction. This initiative aims to improve the overall quality of government services by gathering and analyzing feedback from clients who have recently completed their transactions.

In addition to assessing client satisfaction, the survey also determines the public's awareness of the Citizens Charter that outlines the office's commitments to its clients, including service standards, procedures, and accountability mechanisms.

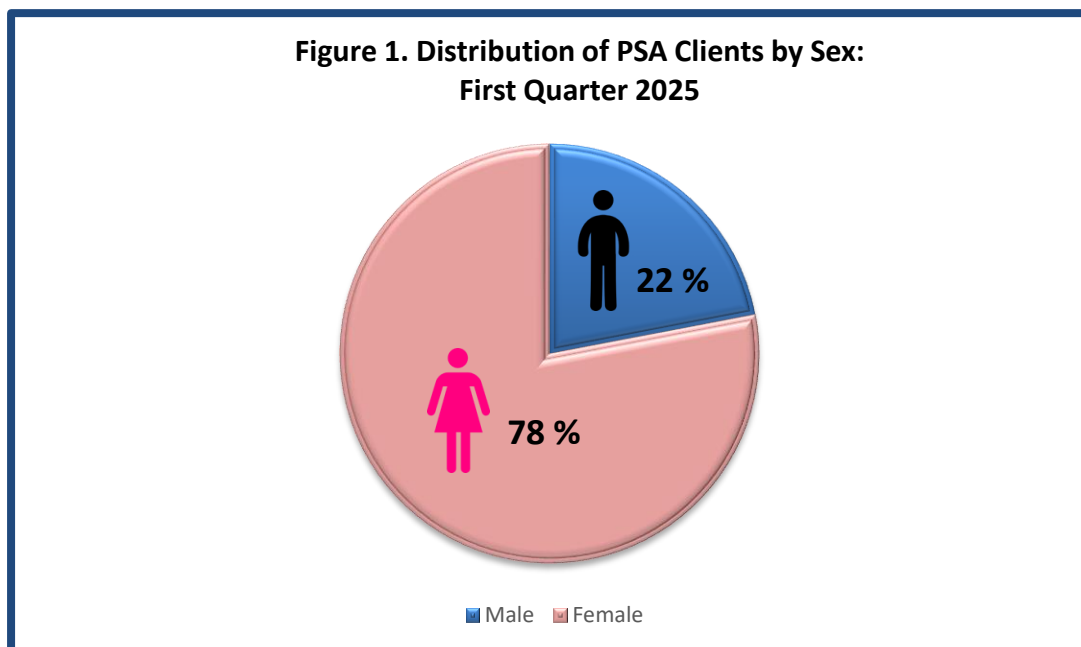
For PSA Marinduque PSO, it has continued to use the Client Satisfaction Measurement Form provided by ARTA during the first quarter of 2025. This survey



instrument was designed to gauge the overall satisfaction of clients who availed of civil registration services at the PSA-Marinduque Provincial Statistical Office. By collecting and analyzing feedback, the agency aimed to identify areas of strength and weakness in its service delivery, ultimately leading to process improvements and enhanced client experience.

A total of 23 respondents answered the Client Satisfaction Measurement for the period January to March 2025.

### Profile of the Respondents



Based on the data presented in Figure 1, for the first quarter of 2025, it is evident that a larger number of female individuals sought civil registration services from PSA Marinduque. Specifically, out of the total client base, 18 individuals, representing 78 percent, were females, while 5 individuals, or 22 percent, were males. This disparity indicates a higher rate of utilization of civil registration services among women compared to men in the province of Marinduque during this period.

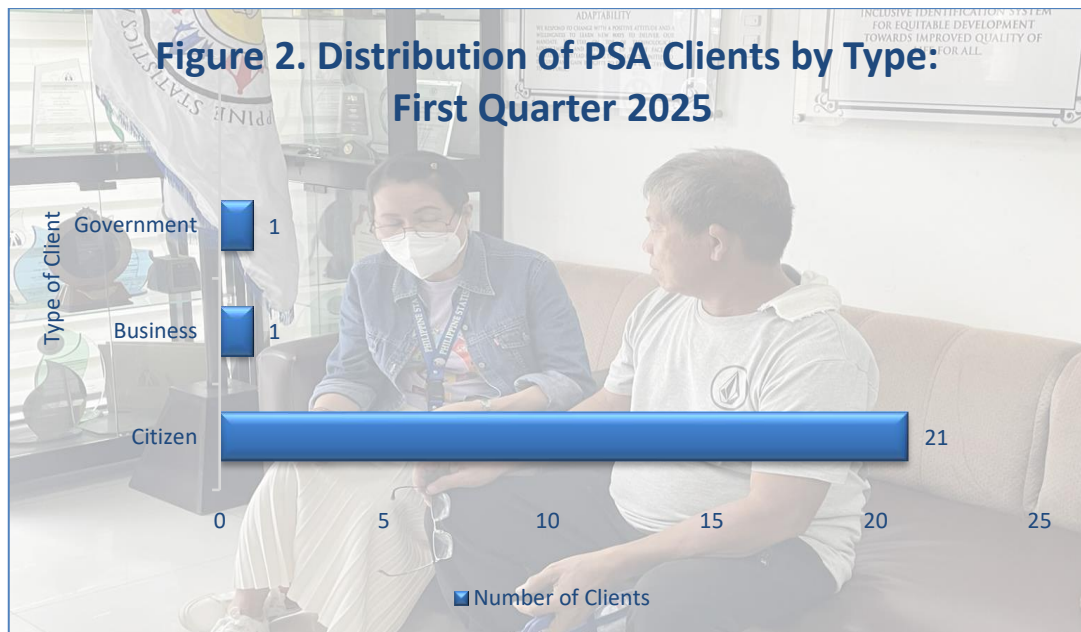


Figure 2 presents the distribution of PSA clients by type for the first quarter of 2025. The bar graph visually represents the number of clients categorized as Government, Business, and Citizen.

The data reveals that most clients during this period were citizens, accounting for 21 individuals. In contrast, both Government and Business clients each represented a significantly smaller number, with only 1 client each.

This distribution highlights that individual citizens were the primary users of PSA services in the first quarter of 2025, while engagement from government and business entities was minimal.

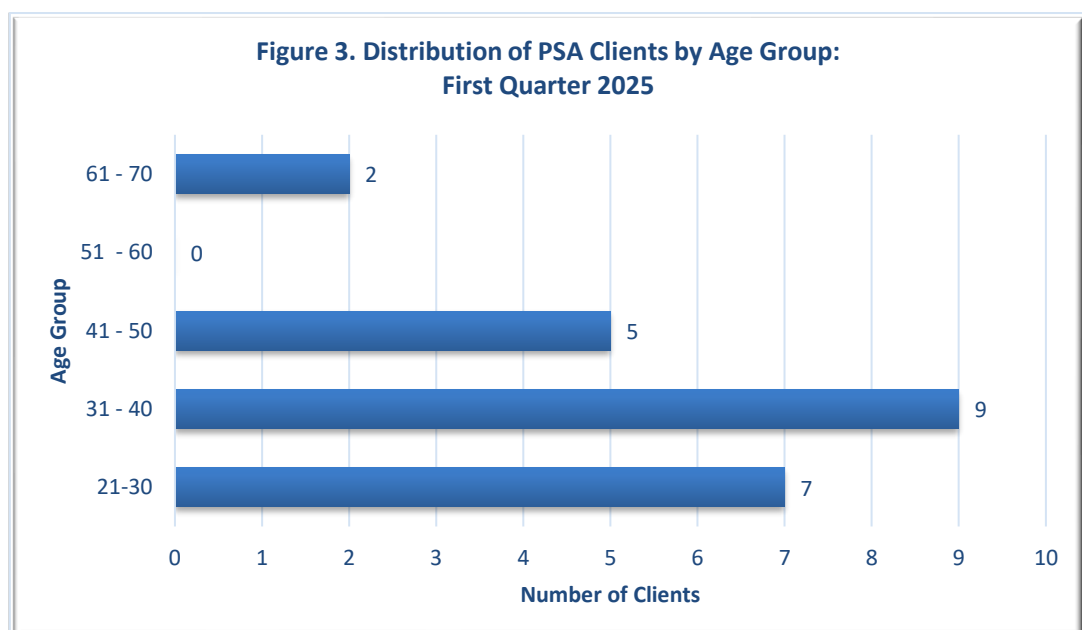


Figure 3 illustrates the distribution of PSA Marinduque clients by age group for the first quarter of 2025. The data reveals that the 31-40 age group had the highest number of clients, with a total of 9. The 21-30 age group follows, with 7 clients. There were 5 clients in the 41-50 age group. The two oldest age groups, 51-60 and 61-70, had the lowest client numbers. The 51-60 age group had no clients, and the 61-70 age group had 2 clients. In summary, the data shows a decreasing trend in client numbers as the age group increases, with the 31-40 age group representing the largest portion of PSA clients during this period.

### Client Awareness on Citizen's Charter

Table 1 shows client awareness and perceptions of the Citizen's Charter (CC) at PSA Marinduque. The survey focused on three key areas: awareness of the CC, visibility/accessibility of the office's CC, and the CC's helpfulness in client transactions. The survey results indicate a high level of awareness among clients at PSA Marinduque regarding the Citizen's Charter. A large majority (82.61%) of respondents indicated that they know what a CC is and have seen the PSA Marinduque's CC, while a smaller portion (17.39%) learned of the Citizen's Charter only upon visiting PSA Marinduque. Notably, no respondents indicated that they were unaware of what a CC is. Furthermore, an overwhelming majority (95.65%) of respondents found the PSA Marinduque's CC easy to see, with only a small percentage (4.35%) finding it somewhat easy to see. No respondents found the CC difficult to see or not visible at all. Most respondents (91.30%) reported that the CC helped them very much in their transactions, and a small percentage (8.70%) felt that the CC somewhat helped. No respondents indicated that the CC did not help them. In conclusion, the survey results indicate that the Citizen's Charter at PSA Marinduque is well-understood, easily accessible, and perceived as helpful by the clients.

Table 1. Responses on Questions on Citizen's Charter

<b>Citizen's Charter Answers</b>	<b>Responses</b>	<b>Percentage</b>
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	<b>19</b>	<b>82.61 %</b>
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.	<b>4</b>	<b>17.39 %</b>
4. I do not know what a CC is and I did not see this office's CC.		
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	<b>22</b>	<b>95.65 %</b>
2. Somewhat easy to see	<b>1</b>	<b>4.35 %</b>
3. Difficult to see		
4. Not visible at all		

CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	<b>21</b>	<b>91.30 %</b>
2. Somewhat helped	<b>2</b>	<b>8.70 %</b>
3. Did not help		

### Service Quality Dimensions

Table 2 summarizes the feedbacks from 23 clients who used civil registration services at PSA Marinduque, offering insights into their service quality perceptions. The table reveals that a large majority of clients expressed strong agreement or agreement across most service dimensions, indicating an overall positive view of the agency's performance and its delivery of civil registration services.

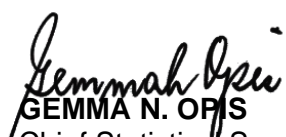
Table 2. Responses on Questions on Service Quality Dimensions

Service Quality Dimensions	Strongly Agree	Percent %	Agree	Percent %	Neither Agree nor Disagree	Percent %	Disagree	Percent %	Strongly Disagree	Percent %	N/A	Percent
Responsiveness	18	78.26	5	21.74								
Reliability	17	73.91	6	26.09								
Access and Facilities	14	60.87	9	39.13								
Communication	15	65.22	8	34.78								
Costs											23	100
Integrity	13	56.52	10	43.48								
Assurance	15	65.22	8	34.78								
Outcome	16	69.57	7	30.43								

### Summary of Respondents' Comments

The Client Satisfaction Measurement included a section for customers to provide valuable feedback on how the office could further enhance its services. Below are the comments, suggestions, and recommendations of the clients:

1. Ok po ang ginagawa nyo na pakikipag usap sa mga dumudulog sa inyong ahensya upang malaman ang aming mga dapat ayusin.
2. Mabilis ang transaksyon.

  
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