

SPECIAL RELEASE

CLIENT SATISFACTION MEASUREMENT RESULT MARINDUQUE PROVINCIAL STATISTICAL OFFICE FOURTH QUARTER 2024

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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.

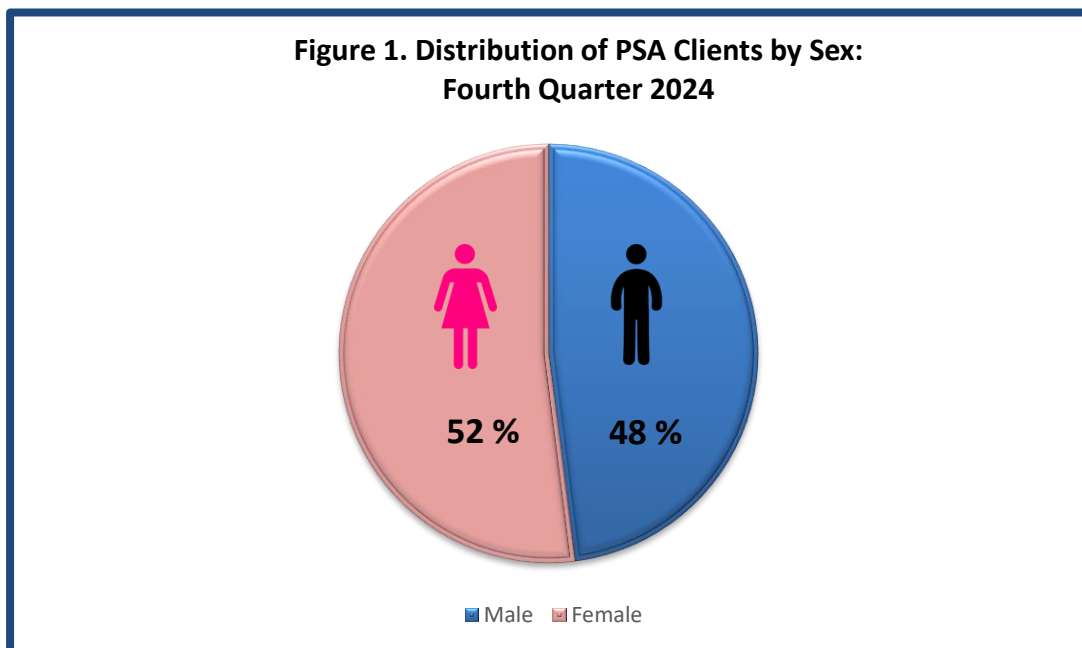
PSA Marinduque continued to use the Client Satisfaction Measurement Form provided by ARTA during the fourth quarter of 2024. This survey instrument was



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 25 respondents answered the Client Satisfaction Measurement for the period October to December 2024.

Profile of the Respondents



The data presented in Figure 1 reveals a relatively balanced gender distribution among clients who availed of civil registration services at the Marinduque PSO in the fourth quarter of 2024. While females slightly outnumbered males, 52 percent to 48 percent, the difference in utilization rates between the two genders was minimal.

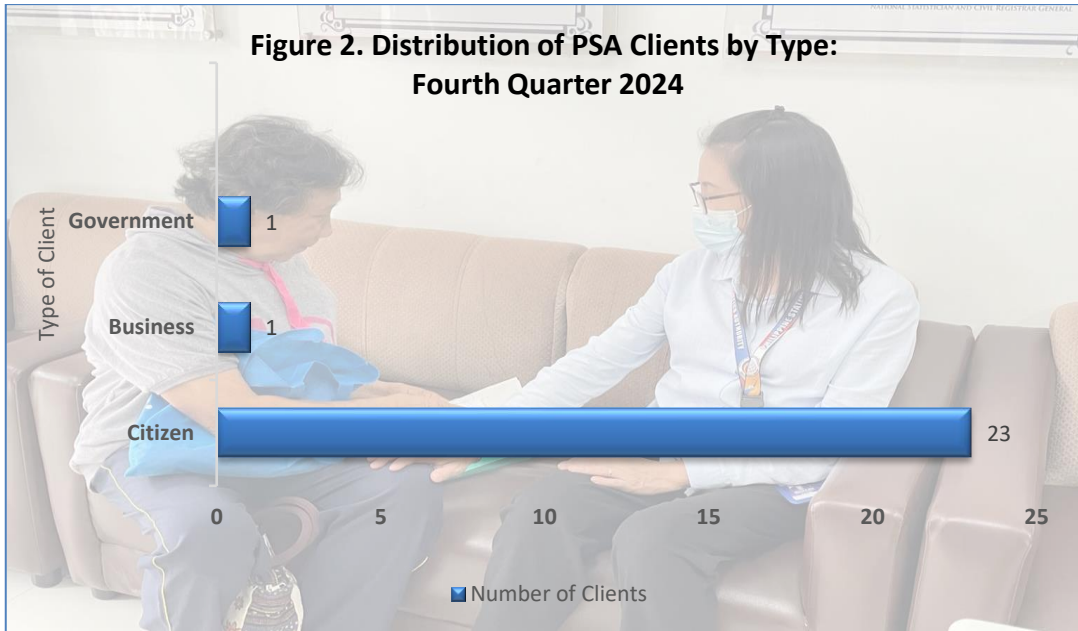


Figure 2 presents a breakdown of client types availing civil registration services at the PSA Marinduque. The data reveals that individual citizens constitute most clients, comprising 92 percent of all service users. Government entities and businesses each represent a small fraction of the clientele, accounting for 1 percent respectively. These suggests that the primary demand for civil registration services at PSA Marinduque originates from individual citizens, with minimal utilization by government agencies and businesses.

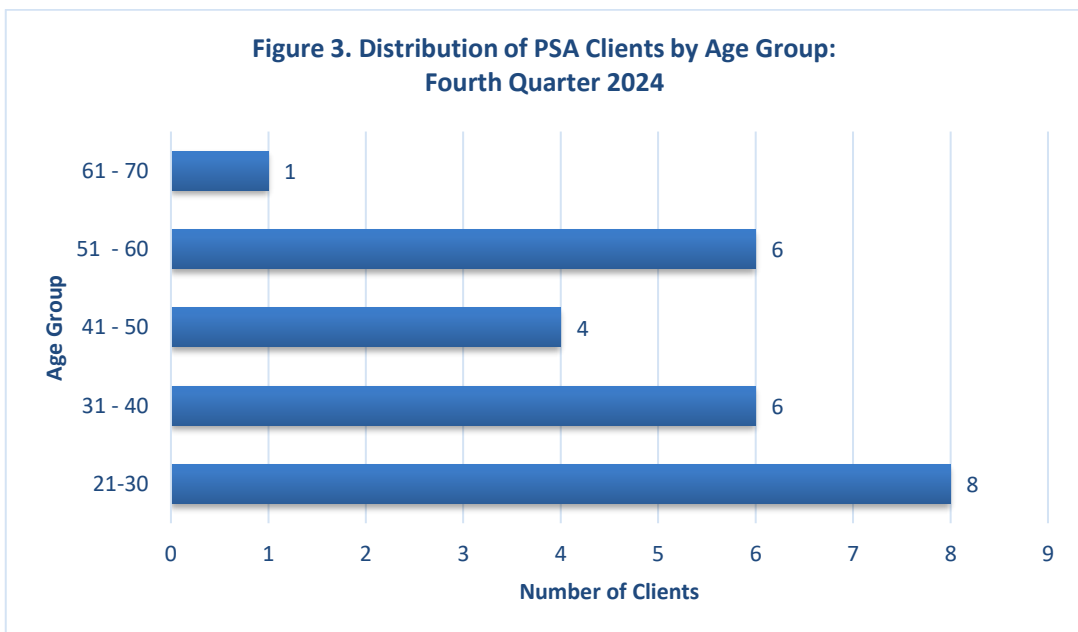


Figure 3 illustrates the distribution of PSA Marinduque clients by age group during the fourth quarter of 2024. The 21-30 age bracket comprised the largest segment of clients, accounting for 32 percent of the total. The 31-40 and 51-60 age groups

followed, each representing 24 percent of the clientele. The 41-50 age group constituted 16 percent, while the oldest age group, 61-70, had the smallest share at 4 percent. This data suggests that a significant proportion of PSA Marinduque's clientele falls within the younger adult group.

Client Awareness on Citizen's Charter

An analysis of client feedback presented in Table 1 reveals high levels of awareness and positive perceptions regarding the Citizen's Charter at PSA Marinduque. A significant proportion of respondents (80%) were aware of the CC and had seen it within the office, indicating effective communication efforts. Moreover, all respondents who were aware of the CC found it easily accessible. Importantly, 84 percent of respondents reported that the CC significantly assisted them in their transactions, demonstrating its effectiveness in conveying service information and enhancing client satisfaction.

Table 1. Responses on Questions on Citizen's Charter

Citizen's Charter Answers	Responses	Percentage
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.	20	80 %
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.	5	20 %
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	25	100 %
2. Somewhat easy to see		
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	21	84 %
2. Somewhat helped	4	16 %
3. Did not help		

Service Quality Dimensions

Table 2 presents the responses of 25 clients who availed of civil registration services at PSA Marinduque, providing valuable insights into their perceptions of the agency's service quality. Across most service quality dimensions, a significant majority of clients expressed strong agreement or agreement, indicating a positive overall perception of the agency's performance. This suggests that PSA Marinduque is generally meeting the expectations of its clients in terms of civil registration service delivery.


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	23	92	2	8								
Reliability	22	88	3	12								
Access and Facilities	25	100										
Communication	22	88	3	12								
Costs	2	8									23	88
Integrity	24	96	1	4								
Assurance	25	100										
Outcome	23	92	2	8								

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. Salamat po!
2. None, everything is ok.
3. Salamat po.
4. Magagalang at mababait na staff.
5. Very accommodating staff.
6. Madaling nasagot ang aking mga tanong.
7. Salamat po 😊
8. Very accommodating, thank you and God Bless!
9. Mag laan pa rin ng mga seminars para sa mga nag nanais makakuha ng CRASM, patuloy sa pag bibisita ng mga simbahan.
10. Mababait po kayo. Salamat po. Pagpalain po kayo ng ating Panginoon.


GEMMA N. OPIS
 Chief Statistical Specialist
 PSA PSO Marinduque


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