



SPECIAL RELEASE

SATISFACTION AND FEEDBACK SURVEY RESULT MARINDUQUE PROVINCIAL STATISTICAL OFFICE FOURTH QUARTER 2023

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Background of the Survey

The Satisfaction and Feedback Survey (SFS) of PSA-Marinduque Provincial Statistical Office was conducted on 01 October 2023 to 31 December 2023, for the fourth quarter of year 2023. 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 Questionnaires (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 14 respondents answered the SAQ.

Profile of the Respondents

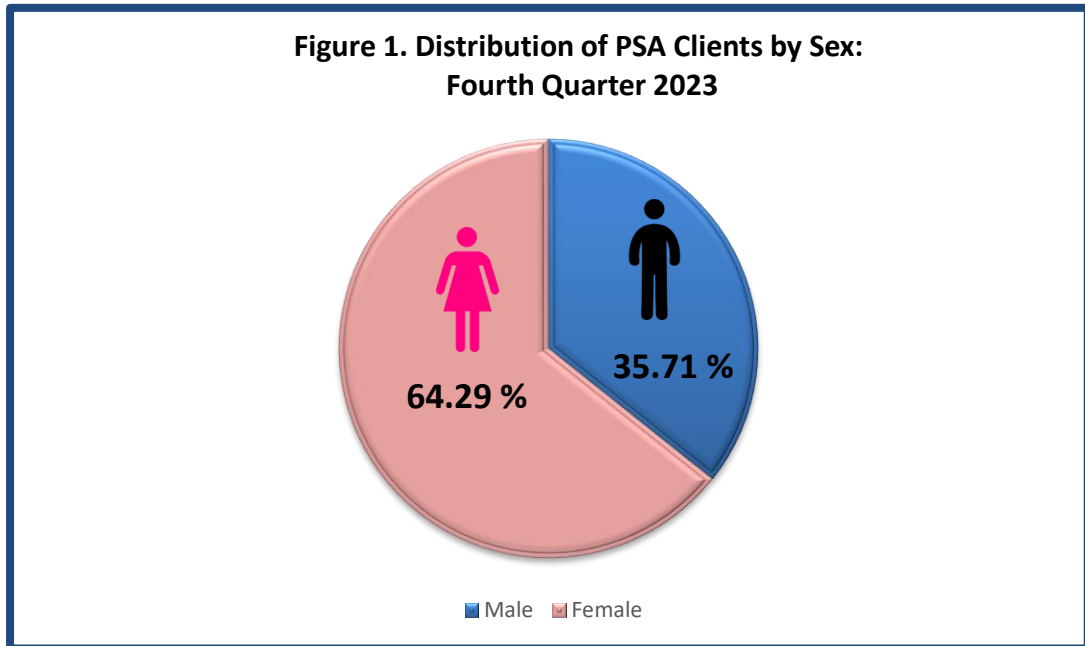
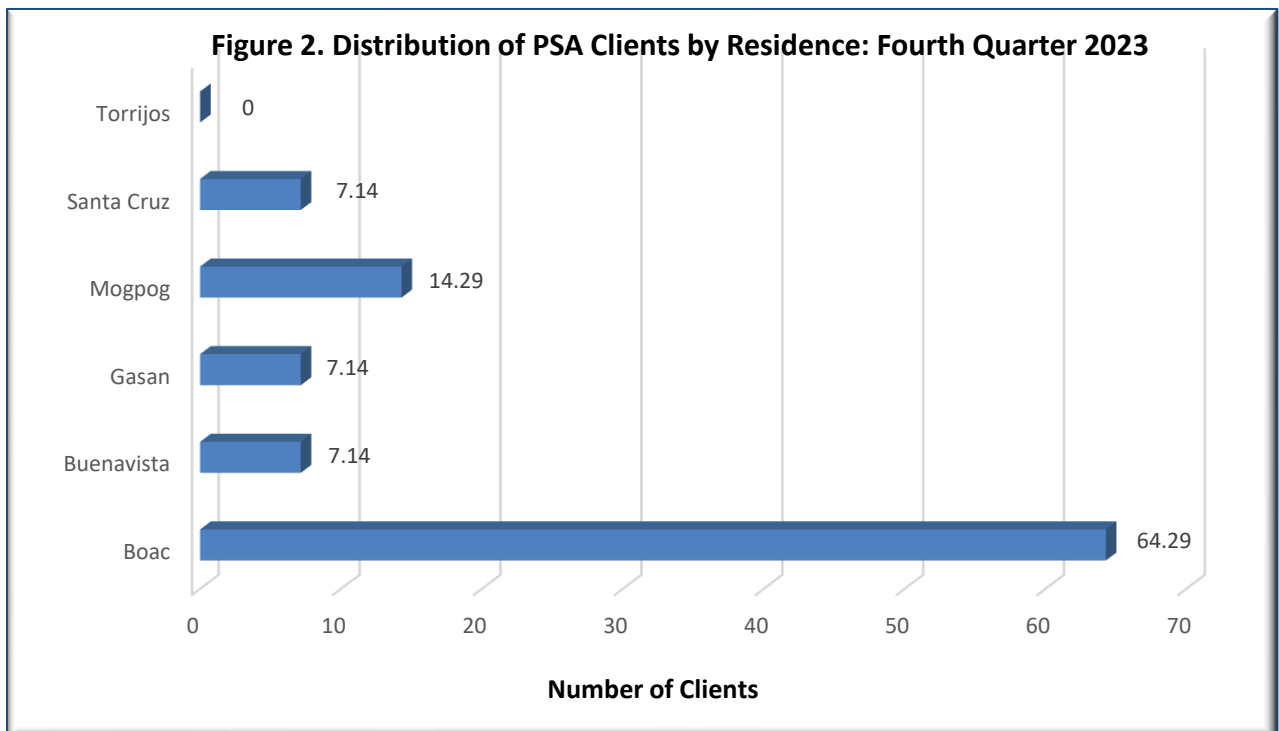


Figure 1 shows that females make up a significant majority (64.29 percent) of PSA Marinduque's clients, compared to just 35.71 percent males.



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

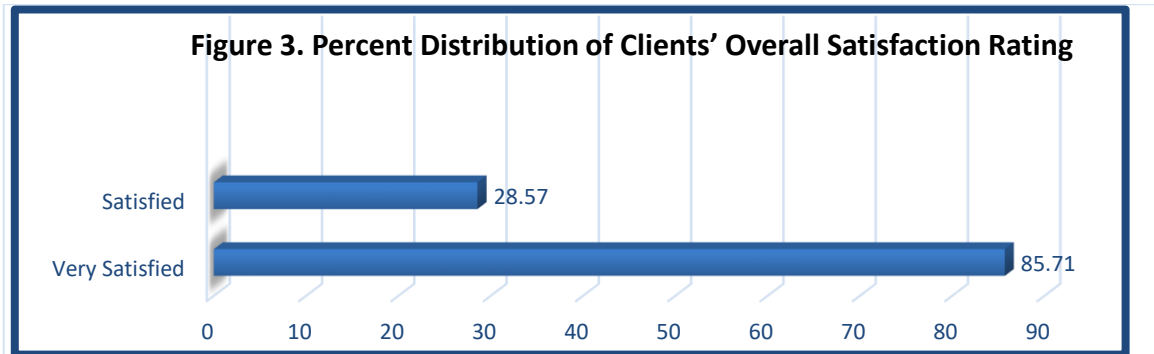
Office, which consist of 64.29 percent of the total number of clients, while municipality of Torrijos do not have any recorded clients.

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: October 1 to December 31, 2023

Category	5		4		3		2		1		Total	Net Satisfaction rating
	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied			
	No.	%	No.	%	No.	%	No.	%	No.	%		
Process												
a. Timeliness of release of product/delivery of service	11	78.57	3	21.43							14	100
b. Accuracy and completeness of product/service	10	71.43	3	21.43	1	7.14					14	100
c. Responsiveness to client requirements	10	71.43	4	28.57							14	100
d. Clear, simple and easy to follow procedures	10	71.43	4	28.57							14	100
PSA Personnel												
a. Courtesy and Professionalism	11	78.57	3	21.43							14	100
b. Knowledge	11	78.57	3	21.43							14	100
c. Resolution to client request/concern/complaints	12	85.71	1	7.14	1	7.14					14	100
Facilities/Equipment/Material												
a. Cleanliness	13	92.86	1	7.14							14	100
b. Safety	12	85.71	2	14.29							14	100
c. Comfortable/Enough Ventilation	13	92.86	1	7.14							14	100
d. Adequacy	11	78.57	3	21.43							14	100
Overall Satisfaction	12	85.71	4	28.57							14	100



Moreover, 85.71 percent of the total clients were very satisfied with the services extended by PSA-Marinduque PSO while 28.57 percent were satisfied, as shown in Figure 3. The PSA-Marinduque PSO's Net Satisfactory Rating for the fourth quarter is 100 percent.

Summary of Respondent's 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. Very Satisfied for the information needed. |
| 2. Very good dahil maayos natugonan ang aking problema. |
| 3. The office is clean, and the people/staff is approachable. |

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