

SPECIAL RELEASE

CLIENT SATISFACTION MEASUREMENT RESULT MARINDUQUE PROVINCIAL STATISTICAL OFFICE THIRD 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.

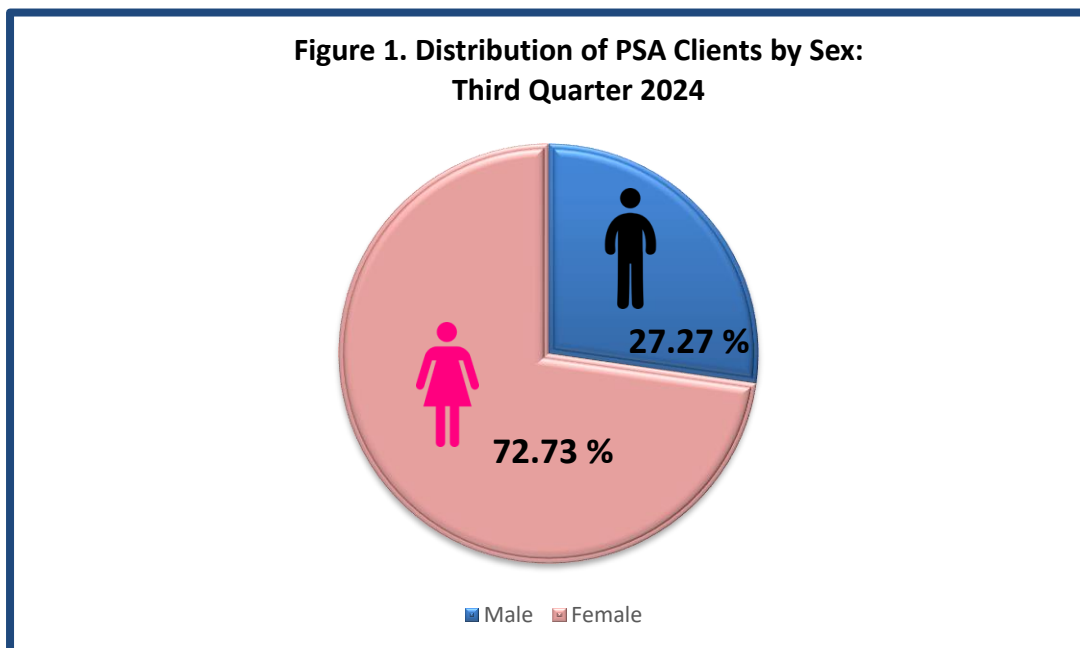
PSA Marinduque initiated the use of a new Client Satisfaction Measurement Form provided by ARTA during the third quarter of 2024. This survey instrument was



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 22 respondents answered the Client Satisfaction Measurement for the period July to September 2024.

Profile of the Respondents



The data presented in Figure 1 reveals a significant gender disparity among the clientele of PSA Marinduque. Women constitute most clients, making up 72.73 percent of the total, while men account for the remaining 27.27 percent. This data indicates a significant predominance of female clients availing of the civil registration services offered by the PSA Marinduque PSO.

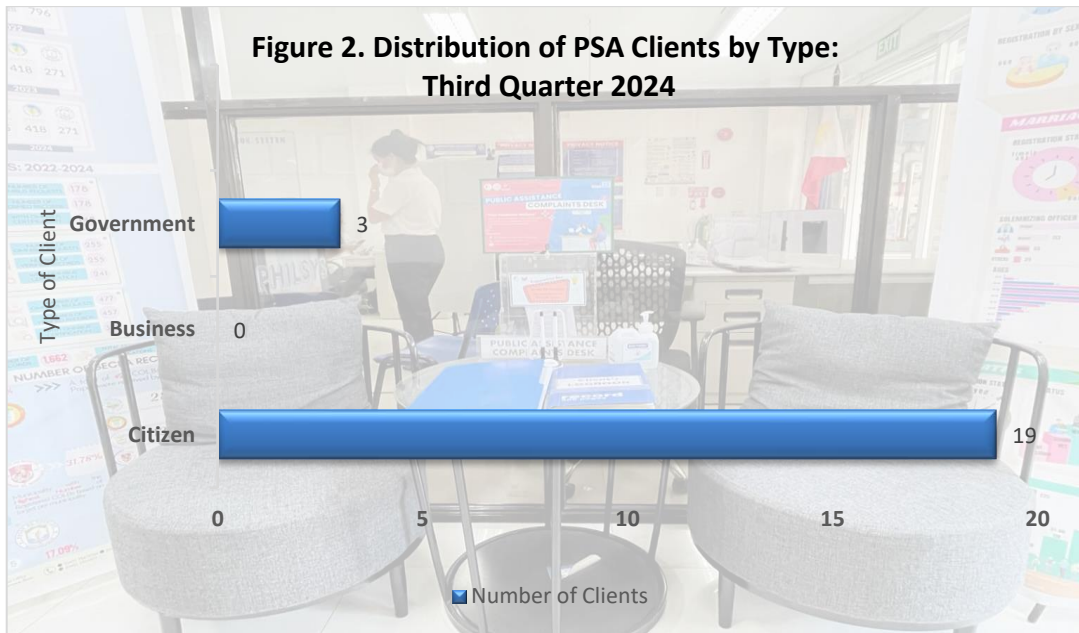


Figure 2 provides a breakdown of the types of clients availing civil registration services at PSA Marinduque. The data indicates that the majority of respondents (86.36%) were individual citizens seeking these services. Government entities accounted for the remaining 13.64 percent of clients. Interestingly, no clients from the business sector were represented in the sample. This suggests that the civil registration services offered by PSA Marinduque are primarily utilized by individuals and government entities, with limited demand from the business community.

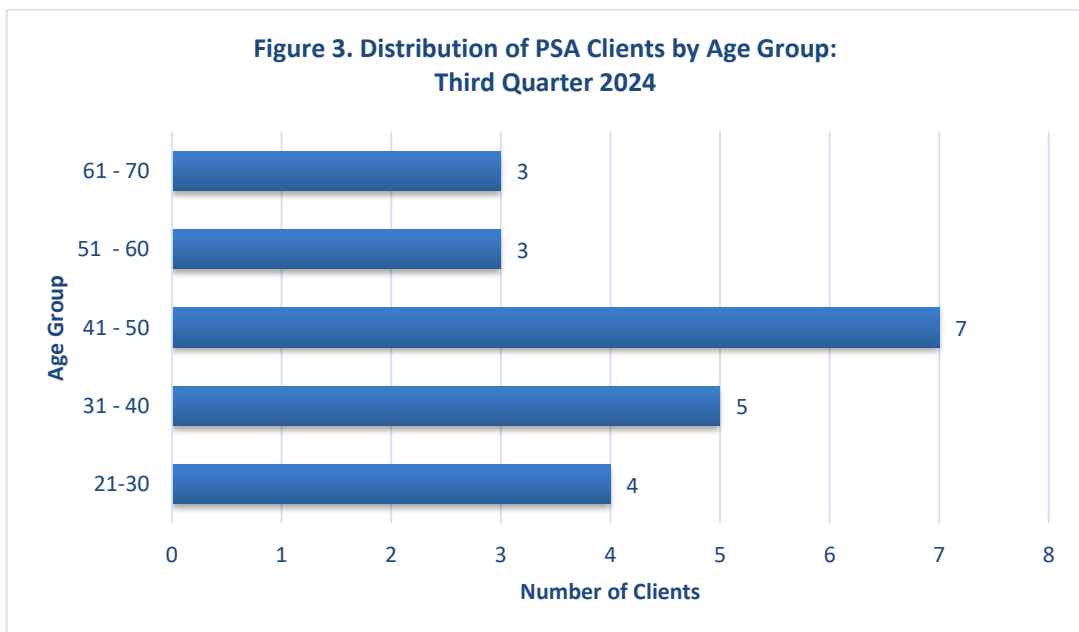


Figure 3 presents the age distribution of PSA Marinduque clients for the third quarter of 2024. With a total of 22 clients, the data reveals that the 41-50 age group is the most represented, comprising 31.82 percent of the total clientele, followed by the

31-40 age group at 22.73 percent. The 21-30 age group accounts for 18.18 percent, while the 51-60 and 61-70 age groups each account for 13.64 percent of clients. This suggests that the demand for civil registration services is primarily driven by individuals in their working years, likely due to the need for identification documents for various purposes.

Client Awareness on Citizen’s Charter

Table 1 provides a summary of the responses from 22 clients regarding their awareness of the Citizen's Charter (CC). A high percentage (81.82%) of respondents indicated awareness of the Citizen's Charter and having seen the office's CC. This suggests good communication and transparency efforts by PSA Marinduque in displaying the CC. Among those aware of the CC, a significant majority (95.45%) found the CC easy to see. This indicates that the CC is well-placed and readily accessible to clients. Encouragingly, 77.27 percent of respondents who were aware of the CC reported that it helped them very much in their transactions. This suggests that the CC effectively communicates service information and procedures, leading to a smoother experience for clients.

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. | 18 | 81.82 |
| 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 | 18.18 |
| 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 | 21 | 95.45 |
| 2. Somewhat easy to see | 1 | 4.55 |
| 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 | 17 | 77.27 |
| 2. Somewhat helped | 5 | 22.73 |
| 3. Did not help | | |

Service Quality Dimensions

Table 2 presents the responses of 22 clients who availed of civil registration services at PSA Marinduque regarding various service quality dimensions. The data provides insights into client perceptions of service delivery of the agency.

Generally, the table indicates a positive perception of service quality among the respondents. A significant majority of clients expressed strong agreement or agreement with most service quality dimensions. This suggests that PSA Marinduque is performing well in delivering its 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 | 15 | 68.18 | 7 | 31.82 | | | | | | | | |
| Reliability | 15 | 68.18 | 7 | 31.82 | | | | | | | | |
| Access and Facilities | 16 | 72.73 | 6 | 27.27 | | | | | | | | |
| Communication | 16 | 72.73 | 6 | 27.27 | | | | | | | | |
| Costs | | | | | | | | | | | 22 | 100 % |
| Integrity | 18 | 81.82 | 4 | 18.18 | | | | | | | | |
| Assurance | 17 | 77.27 | 5 | 22.73 | | | | | | | | |
| Outcome | 17 | 77.27 | 5 | 22.73 | | | | | | | | |

Summary of Respondents' Comments

The Client Satisfaction Measurement 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. Magagalang at mababait ang mga staff. |
| 2. Maayos na naipaliwanag ang mga kasagutan tungkol sa aming pakay. |
| 3. Salamat po. |
| 4. Maraming salamat po. |
| 5. Upang mapabuti pa ang inyong serbisyo ay ipagpatuloy ang maayos at madaling pag proseso ng mga transakyon. |


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