

2023 CLIENT SATISFACTION MEASUREMENT

PSA MIMAROPA CENSUS-SERBILIS OUTLETS

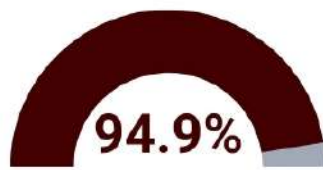
Reference No. 2024-IG-32



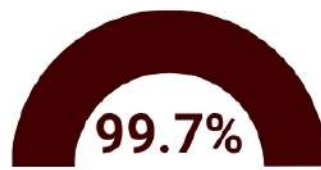
+97.6%

OVERALL NET SATISFACTION RATING (NSR)

OVERALL NET SATISFACTION RATING BY OUTLET LOCATION



CALAPAN CITY



PUERTO PRINCESA CITY



ODIONGAN

NET SATISFACTION RATING BY SERVICE QUALITY DIMENSIONS



RESPONSIVENESS
+98.2%



RELIABILITY
+99.1%



ACCESS/FACILITIES
+98.6%



COMMUNICATION
+98.7%



COST
+98.7%



INTEGRITY
+98.7%



ASSURANCE
+99.3%



OUTCOME
+99.1%



CLEAN SURROUNDINGS
+98.8%



CLEAN RESTROOMS
+97.7%



SAFE
+98.2%



COMFORTABLE/ VENTILATED
+98.7%



ENOUGH CHAIRS
+97.3%



LACTATING ROOM
+98.6%

NET SATISFACTION RATING BY SERVICES AVAILED BY CLIENTS



Birth (Copy Issuance)	97.7%
Marriage (Copy Issuance)	100.0%
Marriage (Authentication)	100.0%
Death (Copy Issuance)	100.0%
Death (Viewable Online)	100.0%
CENOMAR/CEMAR (Certification)	94.4%
CENOMAR/CEMAR (DocPrint)	100.0%

Source: Philippine Statistics Authority, MIMAROPA Region, 2023 Client Satisfaction Measurement



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PHILIPPINE STATISTICS AUTHORITY
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