

CLIENT SATISFACTION MEASUREMENT FISCAL YEAR 2024

PSA MIMAROPA CENSUS-SERBILIS OUTLETS

Reference No. 2025-IG-58



97.6%

OVERALL SATISFACTION RATING

OVERALL SATISFACTION OF CLIENTS BY OUTLET LOCATION



ODIONGAN



PUERTO PRINCESA CITY

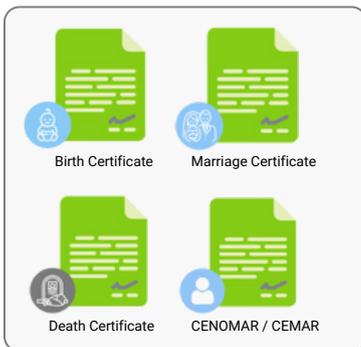


MAMBURAO



CALAPAN CITY

OVERALL SATISFACTION OF CLIENTS BY SERVICES AVAILED



Birth (Copy Issuance)	97.6%
Birth (Authentication)	92.6%
Birth (Viewable online)	100.0%
Birth (DocPrint)	100.0%
Marriage (Copy Issuance)	97.7%
Marriage (Authentication)	100.0%
Death (Copy Issuance)	100.0%
Death (Authentication)	100.0%
CENOMAR/CEMAR (Certification)	97.8%
CENOMAR/CEMAR (DocPrint)	100.0%

LEVEL OF SATISFACTION BY SERVICE QUALITY DIMENSIONS



ACCESS/FACILITIES
98.8%



RELIABILITY
98.7%



ASSURANCE
98.6%



COST
98.6%



OUTCOME
98.5%



INTEGRITY
98.2%



COMMUNICATION
97.9%



RESPONSIVENESS
95.7%



SAFE
99.1%



COMFORTABLE/
VENTILATED
99.0%



CLEAN
SURROUNDINGS
98.9%



ENOUGH
CHAIRS
98.8%



CLEAN
RESTROOMS
98.5%



LACTATING
ROOM
97.9%

Source: Philippine Statistics Authority, MIMAROPA Region, 2024 Client Satisfaction Measurement



REPUBLIC OF THE PHILIPPINES
PHILIPPINE STATISTICS AUTHORITY
REGIONAL STATISTICAL SERVICES OFFICE MIMAROPA



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