

CLIENT SATISFACTION MEASUREMENT FOURTH QUARTER 2024

PSA MIMAROPA CENSUS-SERBILIS OUTLETS

Reference No. 2025-IG-01



98.3%

OVERALL SATISFACTION RATING

OVERALL SATISFACTION OF CLIENTS BY OUTLET LOCATION



ODIONGAN



PUERTO PRINCESA CITY



CALAPAN CITY



MAMBURAO

OVERALL SATISFACTION OF CLIENTS BY SERVICES AVAILED



Birth (Copy Issuance)	98.6%
Birth (Authentication)	100.0%
Marriage (Copy Issuance)	95.8%
Marriage (Authentication)	100.0%
Death (Copy Issuance)	100.0%
Death (Authentication)	100.0%
CENOMAR/CEMAR (Certification)	98.3%

LEVEL OF SATISFACTION BY SERVICE QUALITY DIMENSIONS



INTEGRITY
100.0%



ACCESS/FACILITIES
99.8%



ASSURANCE
99.6%



RELIABILITY
99.5%



OUTCOME
99.5%



COST
99.3%



COMMUNICATION
97.6%



RESPONSIVENESS
95.3%



CLEAN SURROUNDINGS
100.0%



SAFE
100.0%



ENOUGH CHAIRS
100.0%



**COMFORTABLE/
VENTILATED**
99.8%



CLEAN RESTROOMS
99.1%



LACTATING ROOM
97.7%

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



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PHILIPPINE STATISTICS AUTHORITY
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