

CLIENT SATISFACTION MEASUREMENT FIRST QUARTER 2025

PSA MIMAROPA CENSUS-SERBILIS OUTLETS

Reference No. 2025-IG-57



97.1%

OVERALL SATISFACTION RATING

OVERALL SATISFACTION OF CLIENTS BY OUTLET LOCATION



ODIONGAN



CALAPAN CITY



MAMBURAO



PUERTO PRINCESA CITY

OVERALL SATISFACTION OF CLIENTS BY SERVICES AVAILED



Birth (Copy Issuance)	97.2%
Birth (Authentication)	100.0%
Marriage (Copy Issuance)	100.0%
Marriage (Authentication)	100.0%
Death (Copy Issuance)	82.2%
CENOMAR/CEMAR (Certification)	93.8%
CENODEATH/CEDEATH (Certification)	100.0%
CENODEATH/CEDEATH (Viewable online)	100.0%

LEVEL OF SATISFACTION BY SERVICE QUALITY DIMENSIONS



ASSURANCE
99.9%



COST
99.6%



COMMUNICATION
99.5%



OUTCOME
99.1%



ACCESS/FACILITIES
99.0%



INTEGRITY
98.5%



RELIABILITY
97.9%



RESPONSIVENESS
96.3%



**COMFORTABLE/
VENTILATED**
99.8%



SAFE
99.6%



**CLEAN
SURROUNDINGS**
99.4%



**CLEAN
RESTROOMS**
98.6%



**ENOUGH
CHAIRS**
98.6%



**LACTATING
ROOM**
84.6%

Source: Philippine Statistics Authority, MIMAROPA Region, First Quarter 2025 Client Satisfaction Measurement



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PHILIPPINE STATISTICS AUTHORITY
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