

SUMMARY RESULTS
CLIENT SATISFACTION MEASUREMENT (CSM)
JANUARY - DECEMBER, 2023

Service Quality Dimension	Strongly Agree (5)	Agree (4)	Neither Agree nor Disagree (3)	Disagree (2)	Strongly Disagree (1)	Not applicable	Total Responses	Score	Rating
SDQ0. I am satisfied with the service that I am availed	2137	466	21	19	24	7384	10051	4.75	Very Satisfied
SQD1 - I spent an acceptable amount of time to complete my transaction (Responsiveness)	8875	956	66	30	53	71	10051	4.86	Very Satisfied
SQD2 - The office accurately informed and followed the transaction's requirements and steps (Reliability)	8952	937	64	15	45	38	10051	4.87	Very Satisfied
SQD3 - My transaction (including steps and payment) was simple and convenient (Access and Facilities)	8799	927	87	15	41	182	10051	4.87	Very Satisfied
SDQ4 - I easily found information about my transaction from the office or its website (Communication)	8763	1004	105	26	47	106	10051	4.85	Very Satisfied
SQD5 - I paid an acceptable amount of fees for my transaction (Costs)	8500	846	88	16	43	558	10051	4.87	Very Satisfied
SQD6 - I am confident my transaction was secure (Integrity)	8980	888	83	13	43	44	10051	4.87	Very Satisfied
SQD7 - The office's support was quick to respond (Assurance)	9043	863	67	10	46	22	10051	4.88	Very Satisfied
SQD8 - I got what I needed from the government office (Outcome)	8992	874	68	22	44	51	10051	4.87	Very Satisfied
Overall	73041	7761	649	166	386	8456	90459	4.86	Very Satisfied

JANUARY, 2023									
Service Quality Dimension	Strongly Agree (5)	Agree (4)	Neither Agree nor Disagree (3)	Disagree (2)	Strongly Disagree (1)	Not applicable	Total Responses	Score	Rating
SDQ0. I am satisfied with the service that I am availed	0	0	0	0	0	1278	1278		
SQD1 - I spent an acceptable amount of time to complete my transaction (Responsiveness)	1204	64	8	1	1	0	1278	4.93	Very Satisfied
SQD2 - The office accurately informed and followed the transaction's requirements and steps (Reliability)	1209	59	9	0	1	0	1278	4.94	Very Satisfied
SQD3 - My transaction (including steps and payment) was simple and convenient (Access and Facilities)	1202	65	9	1	1	0	1278	4.93	Very Satisfied
SDQ4 - I easily found information about my transaction from the office or its website (Communication)	1204	64	8	1	1	0	1278	4.93	Very Satisfied
SQD5 - I paid an acceptable amount of fees for my transaction (Costs)	1207	62	8	0	1	0	1278	4.94	Very Satisfied
SQD6 - I am confident my transaction was secure (Integrity)	1205	62	10	0	1	0	1278	4.93	Very Satisfied
SQD7 - The office's support was quick to respond (Assurance)	1207	61	9	0	1	0	1278	4.94	Very Satisfied
SQD8 - I got what I needed from the government office (Outcome)	1206	64	6	1	1	0	1278	4.94	Very Satisfied
Overall	9644	501	67	4	8	1278	11502	4.93	Very Satisfied

FEBRUARY, 2023									
Service Quality Dimension	Strongly Agree (5)	Agree (4)	Neither Agree nor Disagree (3)	Disagree (2)	Strongly Disagree (1)	Not applicable	Total Responses	Score	Rating
SDQ0. I am satisfied with the service that I am availed	0	0	0	0	0	897	897		
SQD1 - I spent an acceptable amount of time to complete my transaction (Responsiveness)	834	56	3	1	3	0	897	4.91	Very Satisfied
SQD2 - The office accurately informed and followed the transaction's requirements and steps (Reliability)	836	54	3	1	3	0	897	4.92	Very Satisfied
SQD3 - My transaction (including steps and payment) was simple and convenient (Access and Facilities)	835	51	7	1	3	0	897	4.91	Very Satisfied
SDQ4 - I easily found information about my transaction from the office or its website (Communication)	832	55	6	1	3	0	897	4.91	Very Satisfied
SQD5 - I paid an acceptable amount of fees for my transaction (Costs)	834	54	5	1	3	0	897	4.91	Very Satisfied
SQD6 - I am confident my transaction was secure (Integrity)	830	58	5	1	3	0	897	4.91	Very Satisfied
SQD7 - The office's support was quick to respond (Assurance)	837	52	4	1	3	0	897	4.92	Very Satisfied
SQD8 - I got what I needed from the government office (Outcome)	835	54	4	1	3	0	897	4.91	Very Satisfied
Overall	6673	434	37	8	24	897	8073	4.91	Very Satisfied

MARCH, 2023									
Service Quality Dimension	Strongly Agree (5)	Agree (4)	Neither Agree nor Disagree (3)	Disagree (2)	Strongly Disagree (1)	Not applicable	Total Responses	Score	Rating
SDQ0. I am satisfied with the service that I am availed	0	0	0	0	0	958	958		
SQD1 - I spent an acceptable amount of time to complete my transaction (Responsiveness)	888	55	11	2	2	0	958	4.91	Very Satisfied
SQD2 - The office accurately informed and followed the transaction's requirements and steps (Reliability)	883	59	11	3	2	0	958	4.90	Very Satisfied
SQD3 - My transaction (including steps and payment) was simple and convenient (Access and Facilities)	887	57	10	1	3	0	958	4.90	Very Satisfied
SDQ4 - I easily found information about my transaction from the office or its website (Communication)	881	60	11	3	3	0	958	4.89	Very Satisfied
SQD5 - I paid an acceptable amount of fees for my transaction (Costs)	889	54	12	1	2	0	958	4.91	Very Satisfied
SQD6 - I am confident my transaction was secure (Integrity)	887	55	11	2	3	0	958	4.90	Very Satisfied
SQD7 - The office's support was quick to respond (Assurance)	892	52	11	1	2	0	958	4.91	Very Satisfied
SQD8 - I got what I needed from the government office (Outcome)	890	52	11	3	2	0	958	4.91	Very Satisfied
Overall	7097	444	88	16	19	958	8622	4.90	Very Satisfied

APRIL, 2023									
Service Quality Dimension	Strongly Agree (5)	Agree (4)	Neither Agree nor Disagree (3)	Disagree (2)	Strongly Disagree (1)	Not applicable	Total Responses	Score	Rating
SDQ0. I am satisfied with the service that I am availed	0	0	0	0	0	535	535		
SQD1 - I spent an acceptable amount of time to complete my transaction (Responsiveness)	495	36	1	0	3	0	535	4.91	Very Satisfied
SQD2 - The office accurately informed and followed the transaction's requirements and steps (Reliability)	493	38	1	0	3	0	535	4.90	Very Satisfied
SQD3 - My transaction (including steps and payment) was simple and convenient (Access and Facilities)	489	41	2	1	2	0	535	4.90	Very Satisfied
SDQ4 - I easily found information about my transaction from the office or its website (Communication)	487	40	5	1	2	0	535	4.89	Very Satisfied
SQD5 - I paid an acceptable amount of fees for my transaction (Costs)	487	43	2	1	2	0	535	4.89	Very Satisfied
SQD6 - I am confident my transaction was secure (Integrity)	487	41	3	1	3	0	535	4.88	Very Satisfied
SQD7 - The office's support was quick to respond (Assurance)	496	33	4	0	2	0	535	4.91	Very Satisfied
SQD8 - I got what I needed from the government office (Outcome)	493	37	2	1	2	0	535	4.90	Very Satisfied
Overall	3927	309	20	5	19	535	4815	4.90	Very Satisfied

MAY, 2023									
Service Quality Dimension	Strongly Agree (5)	Agree (4)	Neither Agree nor Disagree (3)	Disagree (2)	Strongly Disagree (1)	Not applicable	Total Responses	Score	Rating
SDQ0. I am satisfied with the service that I am availed	0	0	0	0	0	918	918		
SQD1 - I spent an acceptable amount of time to complete my transaction (Responsiveness)	853	61	3	0	1	0	918	4.92	Very Satisfied
SQD2 - The office accurately informed and followed the transaction's requirements and steps (Reliability)	849	65	3	0	1	0	918	4.92	Very Satisfied
SQD3 - My transaction (including steps and payment) was simple and convenient (Access and Facilities)	853	61	4	0	0	0	918	4.92	Very Satisfied
SDQ4 - I easily found information about my transaction from the office or its website (Communication)	791	122	4	0	1	0	918	4.85	Very Satisfied
SQD5 - I paid an acceptable amount of fees for my transaction (Costs)	853	60	4	1	0	0	918	4.92	Very Satisfied
SQD6 - I am confident my transaction was secure (Integrity)	853	59	6	0	0	0	918	4.92	Very Satisfied
SQD7 - The office's support was quick to respond (Assurance)	854	60	4	0	0	0	918	4.93	Very Satisfied
SQD8 - I got what I needed from the government office (Outcome)	857	58	2	1	0	0	918	4.93	Very Satisfied
Overall	6763	546	30	2	3	918	8262	4.92	Very Satisfied

JUNE, 2023									
Service Quality Dimension	Strongly Agree (5)	Agree (4)	Neither Agree nor Disagree (3)	Disagree (2)	Strongly Disagree (1)	Not applicable	Total Responses	Score	Rating
SDQ0. I am satisfied with the service that I am availed	0	0	0	0	0	1154	1154		
SQD1 - I spent an acceptable amount of time to complete my transaction (Responsiveness)	1073	72	8	0	1	0	1154	4.92	Very Satisfied
SQD2 - The office accurately informed and followed the transaction's requirements and steps (Reliability)	1081	59	11	0	3	0	1154	4.92	Very Satisfied
SQD3 - My transaction (including steps and payment) was simple and convenient (Access and Facilities)	1073	69	9	2	1	0	1154	4.92	Very Satisfied
SDQ4 - I easily found information about my transaction from the office or its website (Communication)	1081	61	9	0	3	0	1154	4.92	Very Satisfied
SQD5 - I paid an acceptable amount of fees for my transaction (Costs)	1090	55	8	0	1	0	1154	4.94	Very Satisfied
SQD6 - I am confident my transaction was secure (Integrity)	1085	59	9	0	1	0	1154	4.93	Very Satisfied
SQD7 - The office's support was quick to respond (Assurance)	1097	48	8	0	1	0	1154	4.94	Very Satisfied
SQD8 - I got what I needed from the government office (Outcome)	1084	60	9	0	1	0	1154	4.93	Very Satisfied
Overall	8664	483	71	2	12	1154	10386	4.93	Very Satisfied

JULY, 2023									
Service Quality Dimension	Strongly Agree (5)	Agree (4)	Neither Agree nor Disagree (3)	Disagree (2)	Strongly Disagree (1)	Not applicable	Total Responses	Score	Rating
SDQ0. I am satisfied with the service that I am availed	0	0	0	0	0	760	760		
SQD1 - I spent an acceptable amount of time to complete my transaction (Responsiveness)	723	32	4	0	1	0	760	4.94	Very Satisfied
SQD2 - The office accurately informed and followed the transaction's requirements and steps (Reliability)	728	29	2	1	0	0	760	4.95	Very Satisfied
SQD3 - My transaction (including steps and payment) was simple and convenient (Access and Facilities)	725	27	8	0	0	0	760	4.94	Very Satisfied
SDQ4 - I easily found information about my transaction from the office or its website (Communication)	725	29	5	1	0	0	760	4.94	Very Satisfied
SQD5 - I paid an acceptable amount of fees for my transaction (Costs)	727	29	3	1	0	0	760	4.95	Very Satisfied
SQD6 - I am confident my transaction was secure (Integrity)	725	27	8	0	0	0	760	4.94	Very Satisfied
SQD7 - The office's support was quick to respond (Assurance)	728	28	4	0	0	0	760	4.95	Very Satisfied
SQD8 - I got what I needed from the government office (Outcome)	727	26	6	1	0	0	760	4.95	Very Satisfied
Overall	5808	227	40	4	1	760	6840	4.95	Very Satisfied

AUGUST, 2023									
Service Quality Dimension	Strongly Agree (5)	Agree (4)	Neither Agree nor Disagree (3)	Disagree (2)	Strongly Disagree (1)	Not applicable	Total Responses	Score	Rating
SDQ0. I am satisfied with the service that I am availed	0	0	0	0	0	372	372		
SQD1 - I spent an acceptable amount of time to complete my transaction (Responsiveness)	354	15	2	1	0	0	372	4.94	Very Satisfied
SQD2 - The office accurately informed and followed the transaction's requirements and steps (Reliability)	357	12	2	1	0	0	372	4.95	Very Satisfied
SQD3 - My transaction (including steps and payment) was simple and convenient (Access and Facilities)	356	14	2	0	0	0	372	4.95	Very Satisfied
SDQ4 - I easily found information about my transaction from the office or its website (Communication)	351	18	2	0	1	0	372	4.93	Very Satisfied
SQD5 - I paid an acceptable amount of fees for my transaction (Costs)	356	14	2	0	0	0	372	4.95	Very Satisfied
SQD6 - I am confident my transaction was secure (Integrity)	354	17	1	0	0	0	372	4.95	Very Satisfied
SQD7 - The office's support was quick to respond (Assurance)	362	9	1	0	0	0	372	4.97	Very Satisfied
SQD8 - I got what I needed from the government office (Outcome)	354	15	2	1	0	0	372	4.94	Very Satisfied
Overall	2844	114	14	3	1	372	3348	4.95	Very Satisfied

SEPTEMBER, 2023									
Service Quality Dimension	Strongly Agree (5)	Agree (4)	Neither Agree nor Disagree (3)	Disagree (2)	Strongly Disagree (1)	Not applicable	Total Responses	Score	Rating
SDQ0. I am satisfied with the service that I am availed	647	155	9	10	14	222	1057	4.69	Very Satisfied
SQD1 - I spent an acceptable amount of time to complete my transaction (Responsiveness)	763	214	11	11	27	31	1057	4.63	Very Satisfied
SQD2 - The office accurately informed and followed the transaction's requirements and steps (Reliability)	796	210	11	6	23	11	1057	4.67	Very Satisfied
SQD3 - My transaction (including steps and payment) was simple and convenient (Access and Facilities)	748	204	11	6	21	67	1057	4.67	Very Satisfied
SDQ4 - I easily found information about my transaction from the office or its website (Communication)	761	209	22	13	22	30	1057	4.63	Very Satisfied
SQD5 - I paid an acceptable amount of fees for my transaction (Costs)	619	180	20	5	22	211	1057	4.62	Very Satisfied
SQD6 - I am confident my transaction was secure (Integrity)	808	197	13	4	24	11	1057	4.68	Very Satisfied
SQD7 - The office's support was quick to respond (Assurance)	806	204	11	6	24	6	1057	4.68	Very Satisfied
SQD8 - I got what I needed from the government office (Outcome)	807	189	13	6	27	15	1057	4.67	Very Satisfied
Overall	6755	1762	121	67	204	604	9513	4.66	Very Satisfied

OCTOBER, 2023									
Service Quality Dimension	Strongly Agree (5)	Agree (4)	Neither Agree nor Disagree (3)	Disagree (2)	Strongly Disagree (1)	Not applicable	Total Responses	Score	Rating
SDQ0. I am satisfied with the service that I am availed	631	132	6	7	8	175	959	4.75	Very Satisfied
SQD1 - I spent an acceptable amount of time to complete my transaction (Responsiveness)	754	156	7	7	10	25	959	4.75	Very Satisfied
SQD2 - The office accurately informed and followed the transaction's requirements and steps (Reliability)	770	154	5	2	7	21	959	4.79	Very Satisfied
SQD3 - My transaction (including steps and payment) was simple and convenient (Access and Facilities)	713	148	13	2	8	75	959	4.76	Very Satisfied
SDQ4 - I easily found information about my transaction from the office or its website (Communication)	723	154	17	3	8	54	959	4.75	Very Satisfied
SQD5 - I paid an acceptable amount of fees for my transaction (Costs)	595	121	15	4	9	215	959	4.73	Very Satisfied
SQD6 - I am confident my transaction was secure (Integrity)	789	129	9	4	6	22	959	4.80	Very Satisfied
SQD7 - The office's support was quick to respond (Assurance)	799	133	7	2	8	10	959	4.81	Very Satisfied
SQD8 - I got what I needed from the government office (Outcome)	786	133	10	3	6	21	959	4.80	Very Satisfied
Overall	6560	1260	89	34	70	618	8631	4.77	Very Satisfied

NOVEMBER, 2023									
Service Quality Dimension	Strongly Agree (5)	Agree (4)	Neither Agree nor Disagree (3)	Disagree (2)	Strongly Disagree (1)	Not applicable	Total Responses	Score	Rating
SDQ0. I am satisfied with the service that I am availed	302	112	2	2	0	76	494	4.71	Very Satisfied
SQD1 - I spent an acceptable amount of time to complete my transaction (Responsiveness)	359	118	2	6	1	8	494	4.70	Very Satisfied
SQD2 - The office accurately informed and followed the transaction's requirements and steps (Reliability)	365	119	3	0	1	6	494	4.74	Very Satisfied
SQD3 - My transaction (including steps and payment) was simple and convenient (Access and Facilities)	345	116	4	0	1	28	494	4.73	Very Satisfied
SDQ4 - I easily found information about my transaction from the office or its website (Communication)	353	109	10	2	1	19	494	4.71	Very Satisfied
SQD5 - I paid an acceptable amount of fees for my transaction (Costs)	287	105	4	2	2	94	494	4.68	Very Satisfied
SQD6 - I am confident my transaction was secure (Integrity)	374	107	4	0	1	8	494	4.76	Very Satisfied
SQD7 - The office's support was quick to respond (Assurance)	380	107	0	0	3	4	494	4.76	Very Satisfied
SQD8 - I got what I needed from the government office (Outcome)	366	114	1	2	1	10	494	4.74	Very Satisfied
Overall	3131	1007	30	14	11	253	4446	4.73	Very Satisfied

DECEMBER, 2023									
Service Quality Dimension	Strongly Agree (5)	Agree (4)	Neither Agree nor Disagree (3)	Disagree (2)	Strongly Disagree (1)	Not applicable	Total Responses	Score	Rating
SDQ0. I am satisfied with the service that I am availed	557	67	4	0	2	39	669	4.87	Very Satisfied
SQD1 - I spent an acceptable amount of time to complete my transaction (Responsiveness)	575	77	6	1	3	7	669	4.84	Very Satisfied
SQD2 - The office accurately informed and followed the transaction's requirements and steps (Reliability)	585	79	3	1	1	0	669	4.86	Very Satisfied
SQD3 - My transaction (including steps and payment) was simple and convenient (Access and Facilities)	573	74	8	1	1	12	669	4.85	Very Satisfied
SDQ4 - I easily found information about my transaction from the office or its website (Communication)	574	83	6	1	2	3	669	4.84	Very Satisfied
SQD5 - I paid an acceptable amount of fees for my transaction (Costs)	556	69	5	0	1	38	669	4.87	Very Satisfied
SQD6 - I am confident my transaction was secure (Integrity)	583	77	4	1	1	3	669	4.86	Very Satisfied
SQD7 - The office's support was quick to respond (Assurance)	585	76	4	0	2	2	669	4.86	Very Satisfied
SQD8 - I got what I needed from the government office (Outcome)	587	72	2	2	1	5	669	4.87	Very Satisfied
Overall	5175	674	42	7	14	109	6021	4.86	Very Satisfied

