

SUMMARY RESULTS
CLIENTS SATISFACTION MEASUREMENT (CSM)
JANUARY - DECEMBER 2024

MONTH	Strongly Agree (5)	Agree (4)	Neither Agree nor Disagree (3)	Disagree (2)	Strongly Disagree (1)	N/A	Total Responses	Percentage	Rating
JANUARY, 2024	3157	816	32	13	13	289	4320	98.57%	Outstanding
FEBRUARY, 2024	2884	510	33	5	14	460	3906	98.47%	Outstanding
MARCH, 2024	4605	1171	45	6	42	530	6399	98.36%	Outstanding
APRIL, 2024	3579	841	63	8	2	412	4905	98.34%	Outstanding
MAY, 2024	3678	972	77	0	0	313	5040	98.37%	Outstanding
JUNE, 2024	4366	867	34	4	1	398	5670	99.37%	Outstanding
JULY, 2024	5077	1201	37	5	1	285	6606	99.32%	Outstanding
AUGUST, 2024	4316	902	35	9	11	334	5607	98.96%	Outstanding
SEPTEMBER, 2024	3164	814	24	10	7	310	4329	98.98%	Outstanding
OCTOBER, 2024	4429	691	18	0	8	362	5508	99.49%	Outstanding
NOVEMBER, 2024	3380	593	38	3	5	328	4347	98.86%	Outstanding
DECEMBER, 2024	717	108	14	1	1	86	927	98.10%	Outstanding
OVERALL RESULTS	43352	9486	450	64	105	4107	57564	98.84%	Outstanding

JANUARY 2024									
Service Quality Dimension	Strongly Agree (5)	Agree (4)	Neither Agree nor Disagree (3)	Disagree (2)	Strongly Disagree (1)	N/A	Total Responses	%	Rating
SDQ0. I am satisfied with the service that I am availed	308	81	3	1	2	85	480	98.48%	Outstanding
SQD1 - I spent an acceptable amount of time to complete my transaction (Responsiveness)	364	99	3	4	3	7	480	97.89%	Outstanding
SQD2 - The office accurately informed and followed the transaction's requirements and steps (Reliability)	374	96	3	0	1	6	480	99.16%	Outstanding
SQD3 - My transaction (including steps and payment) was simple and convenient (Access and Facilities)	357	92	3	0	1	27	480	99.12%	Outstanding
SQD4 - I easily found information about my transaction from the office or its website (Communication)	355	96	4	1	1	23	480	98.69%	Outstanding
SQD5 - I paid an acceptable amount of fees for my transaction (Costs)	263	85	5	3	4	120	480	96.67%	Outstanding
SQD6 - I am confident my transaction was secure (Integrity)	377	90	2	2	0	9	480	99.15%	Outstanding
SQD7 - The office's support was quick to respond (Assurance)	382	90	2	1	0	5	480	99.37%	Outstanding
SQD8 - I got what I needed from the government office (Outcome)	377	87	7	1	1	7	480	98.10%	Outstanding
Overall	3157	816	32	13	13	289	4320	98.56%	Outstanding

FEBRUARY, 2024									
Service Quality Dimension	Strongly Agree (5)	Agree (4)	Neither Agree nor Disagree (3)	Disagree (2)	Strongly Disagree (1)	N/A	Total Responses	%	Rating
SDQ0. I am satisfied with the service that I am availed	183	49	4	0	0	198	434	98.31%	Outstanding
SQD1 - I spent an acceptable amount of time to complete my transaction (Responsiveness)	350	62	5	1	3	13	434	97.86%	Outstanding
SQD2 - The office accurately informed and followed the transaction's requirements and steps (Reliability)	352	65	4	0	1	12	434	98.82%	Outstanding
SQD3 - My transaction (including steps and payment) was simple and convenient (Access and Facilities)	333	59	3	0	3	36	434	98.49%	Outstanding
SDQ4 - I easily found information about my transaction from the office or its website (Communication)	347	62	3	1	1	20	434	98.79%	Outstanding
SQD5 - I paid an acceptable amount of fees for my transaction (Costs)	239	45	4	3	2	141	434	96.93%	Outstanding
SQD6 - I am confident my transaction was secure (Integrity)	361	57	2	0	1	13	434	99.29%	Outstanding
SQD7 - The office's support was quick to respond (Assurance)	361	56	4	0	2	11	434	98.58%	Outstanding
SQD8 - I got what I needed from the government office (Outcome)	358	55	4	0	1	16	434	98.80%	Outstanding
Overall	2884	510	33	5	14	460	3906	98.49%	Outstanding

MARCH, 2024									
Service Quality Dimension	Strongly Agree (5)	Agree (4)	Neither Agree nor Disagree (3)	Disagree (2)	Strongly Disagree (1)	N/A	Total Responses	%	Rating
SDQ0. I am satisfied with the service that I am availed	387	124	4	0	5	191	711	98.27%	Outstanding
SQD1 - I spent an acceptable amount of time to complete my transaction (Responsiveness)	542	142	5	1	5	16	711	98.42%	Outstanding
SQD2 - The office accurately informed and followed the transaction's requirements and steps (Reliability)	556	137	4	0	5	9	711	98.72%	Outstanding
SQD3 - My transaction (including steps and payment) was simple and convenient (Access and Facilities)	512	136	6	0	5	52	711	98.33%	Outstanding
SQD4 - I easily found information about my transaction from the office or its website (Communication)	535	133	10	0	5	28	711	97.80%	Outstanding
SQD5 - I paid an acceptable amount of fees for my transaction (Costs)	382	112	10	2	3	202	711	97.05%	Outstanding
SQD6 - I am confident my transaction was secure (Integrity)	559	132	3	1	4	12	711	98.86%	Outstanding
SQD7 - The office's support was quick to respond (Assurance)	572	125	1	1	5	7	711	99.01%	Outstanding
SQD8 - I got what I needed from the government office (Outcome)	560	130	2	1	5	13	711	98.85%	Outstanding
Overall	4605	1171	45	6	42	530	6399	98.42%	Outstanding

APRIL, 2024									
Service Quality Dimension	Strongly Agree (5)	Agree (4)	Neither Agree nor Disagree (3)	Disagree (2)	Strongly Disagree (1)	N/A	Total Responses	%	Rating
SDQ0. I am satisfied with the service that I am availed	281	92	3	1	0	168	545	98.94%	Outstanding
SQD1 - I spent an acceptable amount of time to complete my transaction (Responsiveness)	425	104	7	1	2	6	545	98.14%	Outstanding
SQD2 - The office accurately informed and followed the transaction's requirements and steps (Reliability)	434	98	5	1	0	7	545	98.88%	Outstanding
SQD3 - My transaction (including steps and payment) was simple and convenient (Access and Facilities)	406	97	8	0	0	34	545	98.43%	Outstanding
SQD4 - I easily found information about my transaction from the office or its website (Communication)	420	98	10	0	0	17	545	98.11%	Outstanding
SQD5 - I paid an acceptable amount of fees for my transaction (Costs)	300	77	11	1	0	156	545	96.92%	Outstanding
SQD6 - I am confident my transaction was secure (Integrity)	434	96	6	1	0	8	545	98.70%	Outstanding
SQD7 - The office's support was quick to respond (Assurance)	445	88	6	1	0	5	545	98.70%	Outstanding
SQD8 - I got what I needed from the government office (Outcome)	434	91	7	2	0	11	545	98.31%	Outstanding
Overall	3579	841	63	8	2	412	4905	98.38%	Outstanding

MAY, 2024									
Service Quality Dimension	Strongly Agree (5)	Agree (4)	Neither Agree nor Disagree (3)	Disagree (2)	Strongly Disagree (1)	N/A	Total Responses	%	Rating
SDQ0. I am satisfied with the service that I am availed	326	91	10	0	0	133	560	97.66%	Outstanding
SQD1 - I spent an acceptable amount of time to complete my transaction (Responsiveness)	421	119	9	0	0	11	560	98.36%	Outstanding
SQD2 - The office accurately informed and followed the transaction's requirements and steps (Reliability)	433	117	7	0	0	3	560	98.74%	Outstanding
SQD3 - My transaction (including steps and payment) was simple and convenient (Access and Facilities)	413	107	11	0	0	29	560	97.93%	Outstanding
SDQ4 - I easily found information about my transaction from the office or its website (Communication)	422	115	11	0	0	12	560	97.99%	Outstanding
SQD5 - I paid an acceptable amount of fees for my transaction (Costs)	338	98	9	0	0	115	560	97.98%	Outstanding
SQD6 - I am confident my transaction was secure (Integrity)	441	108	8	0	0	3	560	98.56%	Outstanding
SQD7 - The office's support was quick to respond (Assurance)	445	108	6	0	0	1	560	98.93%	Outstanding
SQD8 - I got what I needed from the government office (Outcome)	439	109	6	0	0	6	560	98.92%	Outstanding
Overall	3678	972	77	0	0	313	5040	98.37%	Outstanding

JUNE, 2024									
Service Quality Dimension	Strongly Agree (5)	Agree (4)	Neither Agree nor Disagree (3)	Disagree (2)	Strongly Disagree (1)	N/A	Total Responses	%	Rating
SDQ0. I am satisfied with the service that I am availed	438	86	2	1	0	103	630	99.43%	Outstanding
SQD1 - I spent an acceptable amount of time to complete my transaction (Responsiveness)	499	112	5	0	0	14	630	99.19%	Outstanding
SQD2 - The office accurately informed and followed the transaction's requirements and steps (Reliability)	515	108	2	0	0	5	630	99.68%	Outstanding
SQD3 - My transaction (including steps and payment) was simple and convenient (Access and Facilities)	482	93	3	0	0	52	630	99.48%	Outstanding
SDQ4 - I easily found information about my transaction from the office or its website (Communication)	501	98	5	1	0	25	630	99.01%	Outstanding
SQD5 - I paid an acceptable amount of fees for my transaction (Costs)	385	74	7	0	0	164	630	98.50%	Outstanding
SQD6 - I am confident my transaction was secure (Integrity)	511	101	4	0	1	13	630	99.19%	Outstanding
SQD7 - The office's support was quick to respond (Assurance)	521	98	4	1	0	6	630	99.20%	Outstanding
SQD8 - I got what I needed from the government office (Outcome)	514	97	2	1	0	16	630	99.51%	Outstanding
Overall	4366	867	34	4	1	398	5670	99.26%	Outstanding

JULY, 2024									
Service Quality Dimension	Strongly Agree (5)	Agree (4)	Neither Agree nor Disagree (3)	Disagree (2)	Strongly Disagree (1)	N/A	Total Responses	%	Rating
SDQ0. I am satisfied with the service that I am availed	526	114	2	0	0	92	734	99.69%	Outstanding
SQD1 - I spent an acceptable amount of time to complete my transaction (Responsiveness)	574	144	5	2	0	9	734	99.03%	Outstanding
SQD2 - The office accurately informed and followed the transaction's requirements and steps (Reliability)	590	135	6	0	0	3	734	99.18%	Outstanding
SQD3 - My transaction (including steps and payment) was simple and convenient (Access and Facilities)	564	132	4	1	0	33	734	99.29%	Outstanding
SQD4 - I easily found information about my transaction from the office or its website (Communication)	584	138	7	0	0	5	734	99.04%	Outstanding
SQD5 - I paid an acceptable amount of fees for my transaction (Costs)	479	123	6	1	0	125	734	98.85%	Outstanding
SQD6 - I am confident my transaction was secure (Integrity)	588	135	5	0	0	6	734	99.31%	Outstanding
SQD7 - The office's support was quick to respond (Assurance)	588	141	1	1	1	2	734	99.59%	Outstanding
SQD8 - I got what I needed from the government office (Outcome)	584	139	1	0	0	10	734	99.86%	Outstanding
Overall	5077	1201	37	5	1	285	6606	99.32%	Outstanding

AUGUST, 2024									
Service Quality Dimension	Strongly Agree (5)	Agree (4)	Neither Agree nor Disagree (3)	Disagree (2)	Strongly Disagree (1)	N/A	Total Responses	%	Rating
SDQ0. I am satisfied with the service that I am availed	417	85	1	0	0	120	623	99.80%	Outstanding
SQD1 - I spent an acceptable amount of time to complete my transaction (Responsiveness)	498	108	6	2	1	8	623	98.54%	Outstanding
SQD2 - The office accurately informed and followed the transaction's requirements and steps (Reliability)	507	106	3	2	2	3	623	98.87%	Outstanding
SQD3 - My transaction (including steps and payment) was simple and convenient (Access and Facilities)	475	99	5	3	1	40	623	98.46%	Outstanding
SDQ4 - I easily found information about my transaction from the office or its website (Communication)	502	104	5	0	1	11	623	99.02%	Outstanding
SQD5 - I paid an acceptable amount of fees for my transaction (Costs)	401	88	5	1	0	128	623	98.79%	Outstanding
SQD6 - I am confident my transaction was secure (Integrity)	506	106	3	0	1	7	623	99.35%	Outstanding
SQD7 - The office's support was quick to respond (Assurance)	508	104	3	1	3	4	623	98.87%	Outstanding
SQD8 - I got what I needed from the government office (Outcome)	502	102	4	0	2	13	623	99.02%	Outstanding
Overall	4316	902	35	9	11	334	5607	98.96%	Outstanding

SEPTEMBER, 2024									
Service Quality Dimension	Strongly Agree (5)	Agree (4)	Neither Agree nor Disagree (3)	Disagree (2)	Strongly Disagree (1)	N/A	Total Responses	%	Rating
SDQ0. I am satisfied with the service that I am availed	307	68	0	0	0	106	481	100.00%	Outstanding
SQD1 - I spent an acceptable amount of time to complete my transaction (Responsiveness)	367	97	6	1	1	9	481	98.31%	Outstanding
SQD2 - The office accurately informed and followed the transaction's requirements and steps (Reliability)	375	99	1	1	1	4	481	99.37%	Outstanding
SQD3 - My transaction (including steps and payment) was simple and convenient (Access and Facilities)	346	104	3	2	0	26	481	98.90%	Outstanding
SDQ4 - I easily found information about my transaction from the office or its website (Communication)	368	104	2	1	1	5	481	99.16%	Outstanding
SQD5 - I paid an acceptable amount of fees for my transaction (Costs)	262	72	7	0	1	139	481	97.66%	Outstanding
SQD6 - I am confident my transaction was secure (Integrity)	379	94	1	1	0	6	481	99.58%	Outstanding
SQD7 - The office's support was quick to respond (Assurance)	384	86	2	3	2	4	481	98.53%	Outstanding
SQD8 - I got what I needed from the government office (Outcome)	376	90	2	1	1	11	481	99.15%	Outstanding
Overall	3164	814	24	10	7	310	4329	98.98%	Outstanding

OCTOBER, 2024									
Service Quality Dimension	Strongly Agree (5)	Agree (4)	Neither Agree nor Disagree (3)	Disagree (2)	Strongly Disagree (1)	N/A	Total Responses	%	Rating
SDQ0. I am satisfied with the service that I am availed	403	63	1	0	1	144	612	99.57%	Outstanding
SQD1 - I spent an acceptable amount of time to complete my transaction (Responsiveness)	516	82	4	0	1	9	612	99.17%	Outstanding
SQD2 - The office accurately informed and followed the transaction's requirements and steps (Reliability)	521	83	2	0	1	5	612	99.51%	Outstanding
SQD3 - My transaction (including steps and payment) was simple and convenient (Access and Facilities)	494	84	1	0	1	32	612	99.66%	Outstanding
SQD4 - I easily found information about my transaction from the office or its website (Communication)	517	84	3	0	1	7	612	99.34%	Outstanding
SQD5 - I paid an acceptable amount of fees for my transaction (Costs)	383	70	1	0	1	157	612	99.56%	Outstanding
SQD6 - I am confident my transaction was secure (Integrity)	527	77	2	0	1	5	612	99.51%	Outstanding
SQD7 - The office's support was quick to respond (Assurance)	536	73	2	0	0	1	612	99.67%	Outstanding
SQD8 - I got what I needed from the government office (Outcome)	532	75	2	0	1	2	612	99.51%	Outstanding
Overall	4429	691	18	0	8	362	5508	99.49%	Outstanding

NOVEMBER, 2024									
Service Quality Dimension	Strongly Agree (5)	Agree (4)	Neither Agree nor Disagree (3)	Disagree (2)	Strongly Disagree (1)	N/A	Total Responses	%	Rating
SDQ0. I am satisfied with the service that I am availed	317	58	5	0	0	103	483	98.68%	Outstanding
SQD1 - I spent an acceptable amount of time to complete my transaction (Responsiveness)	402	70	4	1	1	5	483	98.74%	Outstanding
SQD2 - The office accurately informed and followed the transaction's requirements and steps (Reliability)	407	70	3	0	1	2	483	99.17%	Outstanding
SQD3 - My transaction (including steps and payment) was simple and convenient (Access and Facilities)	364	71	5	0	1	42	483	98.64%	Outstanding
SDQ4 - I easily found information about my transaction from the office or its website (Communication)	392	76	4	0	0	11	483	99.15%	Outstanding
SQD5 - I paid an acceptable amount of fees for my transaction (Costs)	275	59	4	2	0	143	483	98.24%	Outstanding
SQD6 - I am confident my transaction was secure (Integrity)	406	65	5	0	0	7	483	98.95%	Outstanding
SQD7 - The office's support was quick to respond (Assurance)	413	61	4	0	0	5	483	99.16%	Outstanding
SQD8 - I got what I needed from the government office (Outcome)	404	63	4	0	2	10	483	98.73%	Outstanding
Overall	3380	593	38	3	5	328	4347	98.86%	Outstanding

DECEMBER, 2024									
Service Quality Dimension	Strongly Agree (5)	Agree (4)	Neither Agree nor Disagree (3)	Disagree (2)	Strongly Disagree (1)	N/A	Total Responses	%	Rating
SDQ0. I am satisfied with the service that I am availed	64	9	2	0	0	28	103	97.33%	Outstanding
SQD1 - I spent an acceptable amount of time to complete my transaction (Responsiveness)	82	15	2	1	0	3	103	97.00%	Outstanding
SQD2 - The office accurately informed and followed the transaction's requirements and steps (Reliability)	85	13	2	0	0	3	103	98.00%	Outstanding
SQD3 - My transaction (including steps and payment) was simple and convenient (Access and Facilities)	80	13	1	0	0	9	103	98.94%	Outstanding
SDQ4 - I easily found information about my transaction from the office or its website (Communication)	81	16	2	0	0	4	103	97.98%	Outstanding
SQD5 - I paid an acceptable amount of fees for my transaction (Costs)	62	9	1	0	1	30	103	97.26%	Outstanding
SQD6 - I am confident my transaction was secure (Integrity)	89	9	2	0	0	3	103	98.00%	Outstanding
SQD7 - The office's support was quick to respond (Assurance)	89	11	1	0	0	2	103	99.01%	Outstanding
SQD8 - I got what I needed from the government office (Outcome)	85	13	1	0	0	4	103	98.99%	Outstanding
Overall	717	108	14	1	1	86	927	98.10%	Outstanding