

CUSTOMER SATISFACTION SURVEY:

PANGASINAN, 4TH QUARTER 2023

4.69

Overall Satisfaction Rate
 CRS Outlet Calasiao



Profile of Respondents

Female, 43%



Male, 57%



Within Region 1, 96.0%
 Outside Region 1, 4.0%



College or Higher, 58.0%
 High School, 38.7%
 Elementary, 2.7%



Employed, 42.0%
 Unemployed, 49.3%
 Not Reported, 8.7%

Satisfaction Rating by Service Quality Dimensions



Responsiveness 4.43



Reliability 4.59



Access and Facilities 4.57



Communication 4.52



Cost 4.63



Integrity 4.43



Assurance 4.73



Outcome 4.73

Satisfaction Rating by Other Access and Facilities



Clean Surroundings 4.59



Ventilated 4.64



Clean Restrooms 3.62



Enough Chairs 4.79



Safe 4.41



Lactating Room 4.15