

CUSTOMER SATISFACTION SURVEY:

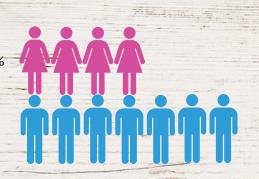
PANGASINAN, 4TH QUARTER 2023



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

(a)

Access and Facilities 4.57

Communication

4.52

Cost

4.63

Integrity

4.43

0

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





