

BUSINESS PERMITS AND LICENSING SYSTEM (BPLS) 2017 Customer Experience Survey (Renewal of Mayor's/Business Permit)

Greetings!

May we request for about (3) minutes of your time to answer this survey? This will enable us to evaluate and assess the business permitting procedures for renewal of business permit/s in your city/municipality as well as in other Local Government Units (LGUs) nationwide. This will help your Local Government (Mayor and Council) and the National Government Agencies (NGAs) to further improve services in your locality. All information submitted in this survey will be treated with utmost confidentiality. **Please return this accomplished survey form to the surveyor.** Thank you.

1. Did you personally apply for a Business Permit in 2017? Please check appropriately.
 Yes
 No Please specify designation: _____
2. Name: First _____ MI _____ Last _____
3. Email address/Contact Number: _____
4. Name of Business Establishment _____
5. Business Location
 City/Municipality _____
 Province _____
 Region _____
6. Designation or Position in your Company
 Owner/Manager
 Employee/Staff
 Others: _____

A. BUSINESS PROFILE

1. What is the main business of your company? Please check one.
 - Agriculture, Fisheries, Forestry, Agribusiness
 - Services
 - Transportation
 - Storage
 - Communications
 - Banking and financial services
 - Insurance
 - Rentals
 - Food /restaurants
 - Education
 - Health
 - Social work
 - Electricity
 - Gas
 - Water
 - Tourism and other tourism related services
 - Mining and Quarrying
 - Manufacturing, Construction, Real Estate Development

- Wholesale and Retail Trade
 Others (please specify) _____

2. How is your business registered?
 Single proprietorship
 Corporation
 Partnership
 Cooperative
 Others, please specify _____

3. What is the type of business ownership?
 Filipino
 Philippine-Foreign Joint Venture
 Foreign (please state nationality) _____

4. How would you classify your business? (size based on total assets, excluding land)
 Micro (Total assets not more than P3, 000,000)
 Small (Total assets of P3, 000,001 to P15, 000,000)
 Medium (Total assets of P15, 000,001 to P100, 000,000)
 Large (Total assets above P100, 000,000)

Note: Categories are based on the Magna Carta for MSMEs or RA 9501, amending RA 6977.

5. How long has your business been in operation?
 Less than twelve (12) months
 1 – 5 years
 6 – 10 years
 11 years and above

B. BUSINESS PERMITTING PROCEDURES

1. How did you apply for your business permit/s?
 Manual submission/filing of business requirements to BPLO.
 Online submission/filing of business requirement to an electronic facility of your LGU.
2. Please identify the exact date of your business permit renewal?

RENEWAL

- First week of January (02 – 06)
 Second week of January (09 – 13)
 Third week of January (16 – 20)
 Last week of renewal period
 Others, please specify _____

3. How long did it take the local government to process and issue your business permit?
(PROCESSING TIME refers to the time spent by an applicant from the submission of application for business permit to the receipt of business permit, including transaction time, waiting time, and travel time, if applicable, within the site provided by the city/municipality for business registration or opting to pay taxes, charges, and fees at a later date than immediately possible, or such other similar instances outside the control of the concerned city/municipality office.. *Ref: JMC no.1 s.2016)*

- Less than 10 minutes
 10 to 30 minutes
 31 to 60 minutes
 1 to 2 hours
- Within the day or less than 2 hours
 1 day
 2 to 3 days
 Others: please specify _____

4. How many steps did the process take?
(PROCEDURE is any procedure taken by an applicant as part of the process of applying for and/or processing business permits and licenses, whether physical or online/virtual, with or an action on the part of the office/unit to which the applicant has presented or communicated with leading to the issuance of business permit. *Ref: JMC no.1 s.2016)*

- 1 Step
 2 Steps
 3 Steps
- 4 or more steps
 Others: please specify: _____

5. Please indicate which procedure/s or step/s took **the longest amount of time and how long?**
(enumerate procedures)

PROCEDURE/S or STEP/S	DURATION (minutes/hours/days/weeks)

6. How many signatories were affixed to the Mayor's Permit?
(SIGNATORY refers to the approving authorities whose initials or signatures are affixed in the various processes required in securing the business permit, including the unified form and the actual business permit. *Ref: JMC no.1 s.2016)*

- 1 signatory
 2 signatories
 3 to or more, please indicate

6.1. Please identify the signatory in your business permit

7. How many form/s did you use in the process/application of business permits?
(UNIFIED FORM refers to the single common document used by a business owner in applying for business registration in the city/municipality that contains the information and approvals needed to complete the registration process and facilities exchange of information among city/municipality and National Government Agencies. *Ref: JMC no.1 s.2016)*

- 1 unified form
 2 or more forms

8. Which areas contributed to the delay of the process?

- Too many procedures
- Long transaction time
- Too many signatories
- Absent signatories
- Understaffed
- Lack of information about the process and / or requirements
- Lack of facility for senior citizens and differently-abled registrants
- Long line number/queues
- BFP requirements
- BIR requirements
- Limited payment options (i.e. online payment)
- Others: please specify _____

9. Did you pay fees for the permits?

- Yes No

10. Please indicate the total amount paid in renewing your business permit?

- | | |
|---|--|
| <input type="checkbox"/> Less than P500.00 | <input type="checkbox"/> P5, 001.00 to P10, 000.00 |
| <input type="checkbox"/> P501.00 to P1, 000.00 | <input type="checkbox"/> Above P10, 000.00 |
| <input type="checkbox"/> P1, 001.00 to P5, 000.00 | |

10.1. Before paying, were you provided with your Business Tax Order of Payment?
(This refers to your summary assessment of fees when submitting/paying to the BPLO)

- Yes No

11. Was the payment acknowledged with Official Receipt/s?

- Yes No

12. Were you approached by a fixer/facilitator?

(FIXERS refers to any individual whether or not officially involved in the operation of a government office or agency who has access to people working therein, and whether or not in the collusion with them, facilitates speedy completion of transaction for pecuniary gain or any advantage or consideration. Ref: RA 9485, ARTA)

- Yes No

- If yes, a. What service did they offer? _____
b. How much time/money did they claim they can save you? _____
c. How much did they charge? _____

13. Was there any positive reform/s made in your locality particularly on application for new business or renewal of business permits?

- Yes No

If yes, please indicate _____

C. CUSTOMER SATISFACTION INDEX

Encircle which best describes your answer in each satisfaction indicators:

14. How would you rate your expectations of the overall quality of business renewal process this year?

1 2 3 4 5 6 7 8 9 10

LOW

HIGH

15. Considering all your expectations, how satisfied are you with the services of your LGU?

1 2 3 4 5 6 7 8 9 10

DISSATISFIED

SATISFIED

16. How would you rate the speed of business renewal process this year?

1 2 3 4 5 6 7 8 9 10

SLOW

FAST

17. How would you rate the number of steps involved?

1 2 3 4 5 6 7 8 9 10

MANY

FEW

18. How would you rate the number of signatories affixed to the business permit?

1 2 3 4 5 6 7 8 9 10

MANY

FEW

19. How would you rate the number of forms issued by the LGU to facilitate the business renewal process?

1 2 3 4 5 6 7 8 9 10

MANY

FEW

20. How would you rate the delivery of services rendered by the BPLO Frontliners (i.e., Assessor, Cashier, etc.)?

1 2 3 4 5 6 7 8 9 10

**NON-
EFFICIENT**

EFFICIENT

21. How did you find the cost of fees you paid to apply or renew your business permit?

1 2 3 4 5 6 7 8 9 10

UNREASONABLE

REASONABLE

22. How satisfied are you with the overall quality of the business renewal process of your LGU this year?

1 2 3 4 5 6 7 8 9 10

DISSATISFIED

SATISFIED

23. How about the overall quality of business renewal process last year? (2016)

1 2 3 4 5 6 7 8 9 10

DISSATISFIED

SATISFIED

24. In connection with your business permit, please check the other permit requirements you applied for and specify the problem/s you encounter in obtaining them:

Problems encountered

- | | |
|--|-------|
| <input type="checkbox"/> DTI Business Name Registration | _____ |
| <input type="checkbox"/> SEC Registration | _____ |
| <input type="checkbox"/> City Health Office Clearance | _____ |
| <input type="checkbox"/> Social Security System (SSS) Clearance | _____ |
| <input type="checkbox"/> Bureau of Internal Revenue (BIR) Registration | _____ |
| <input type="checkbox"/> Philhealth Registration | _____ |
| <input type="checkbox"/> Pag-IBIG Fund | _____ |
| <input type="checkbox"/> Building Permit | _____ |
| <input type="checkbox"/> Occupancy Permit | _____ |
| <input type="checkbox"/> City Engineer's Office Clearance | _____ |
| <input type="checkbox"/> Fire Safety Inspection Certificate | _____ |
| <input type="checkbox"/> Barangay Clearance | _____ |
| <input type="checkbox"/> Others (Specify) _____ | _____ |

25. How would you rate your experience in answering this survey?

1 2 3 4 5 6 7 8 9 10

DIFFICULT

EASY

26. Do you have any comments/suggestions in this survey?
