NATIONAL COMPETITIVENESS COUNCIL | PHILIPPINES

dti
DEPARTMENT OF
TRADE & INDUSTRY
PHILIPPINES

BUSINESS PERMITS AND LICENSING SYSTEM
2017 Customer Experience Survey for Renewal of Business Permit

FREQUENTLY ASKED QUESTIONS (FAQs)

1. **What is the difference between the Customer Experience Survey (PDF or Manual File) to the Online Survey Link?**

   - The 2017 BPLS Customer Experience Survey aims to determine the satisfaction level and assess performance of different LGUs in terms of business registration and other government services involve the renewal of business permits with business communities as the primary respondents in this survey.

   - Both instruments are part of the 2017 BPLS Customer Experience Survey. Each respondent has the option whether through the PDF or Manual file or the Online Survey Link to accomplish the said survey.

2. **Is a research report required in this survey?**

   - There will be **no research report (word file)** required for this survey. However, if the BPLS focal person wants to clarify and explain figures or data, they may do so. It is strictly important that each BPLS focal person will properly encode all survey results based on the given instructions on the excel file and submit it to NCC Secretariat **on or before 20 February 2017.**

3. **What will happen if the respondents choose to accomplish the online survey or the pdf or manual survey?**

   - The BPLS focal person must regularly monitor the number of respondents who accomplished the survey form whether online or manual and shall inform the BPLS Secretariat for any changes or revisions.

   - If the respondents choose to answer the online survey, responses to this form will be automatically directed to the NCC database, in which the BPLS Secretariat will monitor and post a weekly status update on the number of respondents (For those who accomplished via Online Survey Link).

4. **What are the DTI Regional/Provincial Office/s roles and responsibilities in the processing of the accomplished survey forms (whether online or manual)?**

   - A copy of the Terms of Reference (TOR) was sent to all regional focal persons. Each focal person must submit a copy of the approved/duly signed TOR (both Regional Director and Focal Person) to the BPLS Secretariat one week before the conduct of the 2017 BPLS Customer Experience Survey for Renewal of Business Permit.

Enabling Business, Empowering Consumers

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5. **Are there any limits on the number/target respondents assigned per region?**

   - It is highly recommended that the prescribed number of respondents per target LGUs must be attained. It is also advised that each regional focal person must allocate exactly 10 respondents per LGU. (i.e., If Region 8 has 14 LGUs then 10 respondents will be allocated per LGU to attain the prescribed 140 respondents.) Further, if the region wishes to exceed the prescribed number of respondents, they may do so. Provided that they will inform BPLS Secretariat on any changes or updates.

6. **In the areas where internet connection is not possible, can the Provincial Offices can submit the printed copies of the duly accomplished survey questionnaire to NCC?**

   - The BPLS Secretariat strongly encourages that encoding of the survey data through the prescribed data capture sheet will be done at the DTI regional level and consolidation of nationwide results will be done by the Secretariat. This will ensure that data submitted have undergone validation and approval by each DTI regional offices.

7. **On page 2 of the Terms of Reference (TOR), letter G under the DTI Regional/Provincial task, what database with password-protected file shall be submitted to NCC? Since this is an online survey, RO/PO does not have control of the results for respondents who are able to submit online.**

   - The database with password-protected file refers to the data capture sheet (excel file). The password is ***2017bpls.***

   - If the respondents opt to use the survey link, this will directly generate database report to the NCC home-database. The BPLS Secretariat will provide a weekly status report on the number of respondents per region who answered the online survey link vis-à-vis the responses on the data capture sheet (excel file).