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# 2014 Business Permits and Licensing System

## Customer Experience Survey Results



# *BPLS Standards under JMC No.01 of 2010*



## *Length of Time*

(New Business is 10 days while Renewals is 5 days)



## *Number of Forms*

(Single Unified Form)



## *Number of Steps*

(5 steps for New and Renewal of Business Permits)



## *Number of Signatories*

( Two signatories-The Mayor and BPLO)



# Research Methodology

- Aims to ASSESS THE EXPERIENCE of the businessmen who renewed their Mayor's Permit conducted last January to February 2014
- Determine the SATISFACTION LEVEL OF BUSINESSMEN with the process of renewing their Mayor's Permit in their respective local government units (LGUs)
- Conducted in January 13 to February 14 2014
- The framework of the BPLS CSS is based on the American Customer Satisfaction Index (ACSI), a customer-based measurement system for evaluating and enhancing a performance. A set of indicators such as customer's expectations, perceived quality, perceived value for money, and overall satisfaction comprise the BPLS CSS index or score.



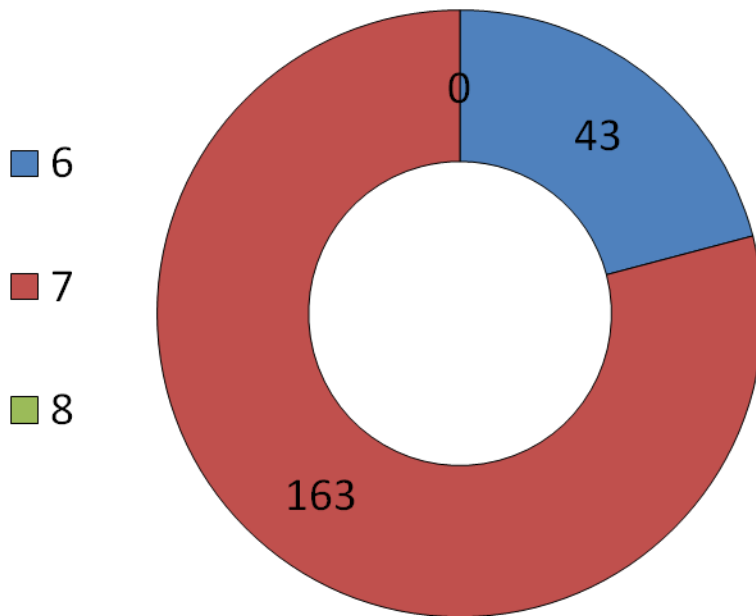
# *BPLS Index Indicators*

1. Expectations of the overall quality of the renewal process
2. Services of the LGUs considering all expectations
3. Speed of the renewal process
4. Number of steps involved
5. Number of signatures affixed to the business permit
6. Number of forms issued by the LGU to facilitate the renewal process
7. Delivery of the services of the BPLO frontliners
8. Cost of fees paid to renew business permit
9. Overall quality of the renewal process **this** year
10. Overall quality of the renewal process **last** year



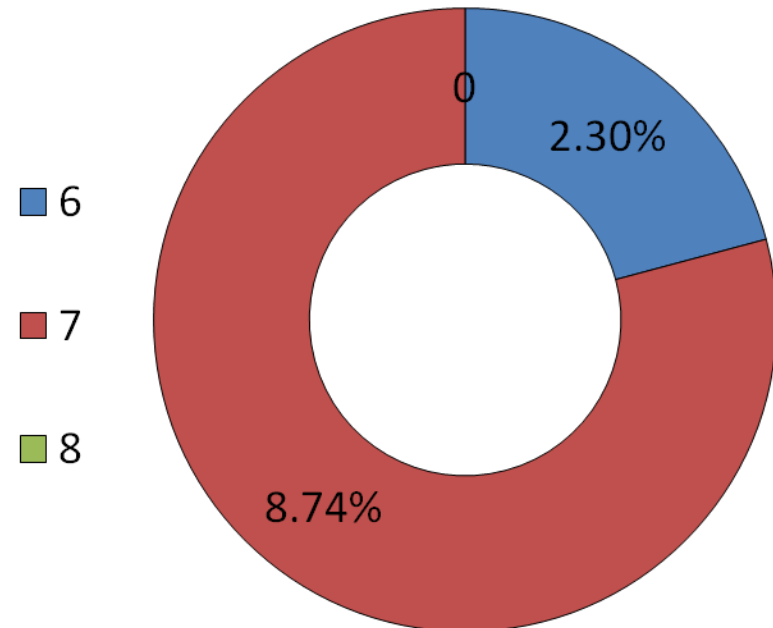
# Respondents in Visayas Region

## REGIONS



Actual number of respondents who answered the 2014 CES

## Percentage of Respondents

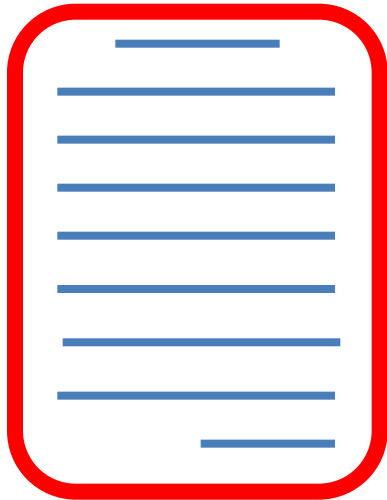


Percentage based on the 1,865 valid respondents



# *Respondents by Mode of Application*

**Paper**



**98.94%**

**Online**



**1.06%**

**Majority of the respondents answered the survey through paper**

**DTI Regional and Provincial Offices helped in encoding the responses**



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# SURVEY RESULTS

## REGIONAL

### 2014 Customer Experience Survey



# BPLS Standards

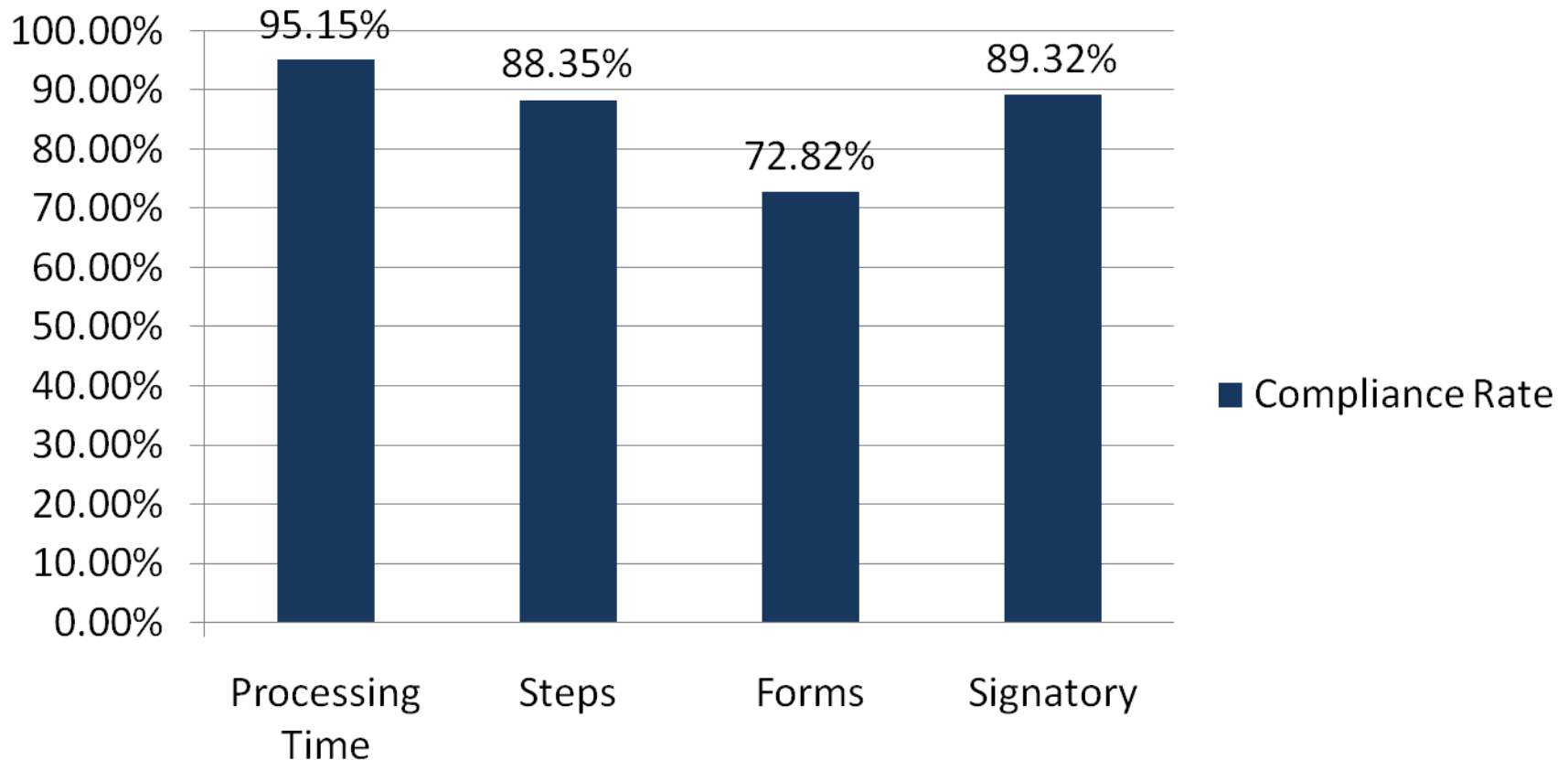


REGION VI	43	88.37% (38) (5 days or less) 81.40% (35) (10 minutes to 3 days)	83.71% (36) (5 steps or less)	79.07% (34) (used 1 form)	93.02% (40) (2 signatories or less)
REGION VII	163	96.93% (158) (5 days or less) 90.18% (147) (3 days to 10 minutes)	89.57% (146) (5 steps or less) 50.31% (82) (1-4 steps)	71.16% (116) (used 1 form)	88.34% (144) (2 signatories or less) 68.10% (111) (1 signatory)
REGION VIII	No available data				





# Overall compliance to BPLS Standards

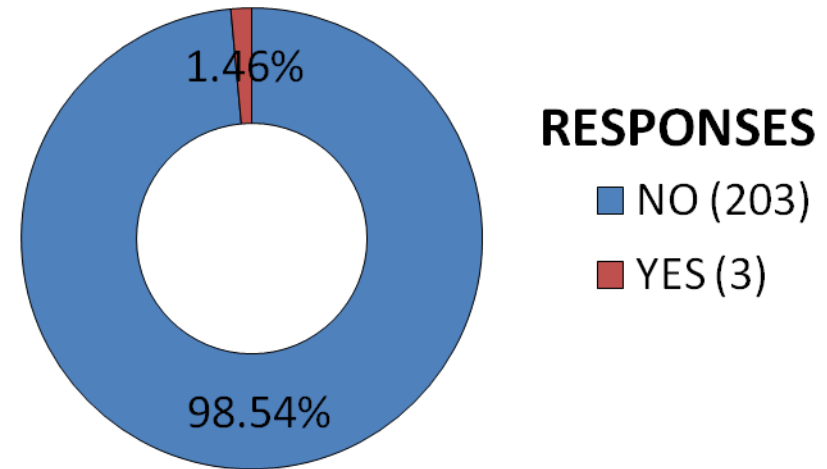


Compliance rate in implementing the BPLS Standards in Visayas regions are reported to be *'highly compliant'*.



# Facilitation Fees

REGIONS	YES	NO
VI	---	100% (43)
VII	1.84% (3)	98.16% (160)
VIII	No available data	



Majority of the respondents in the regions reported to have been *compliant with the BPLS procedures in terms of legal processes* and did not take any form of facilitation fees

# Regional Satisfaction Scores

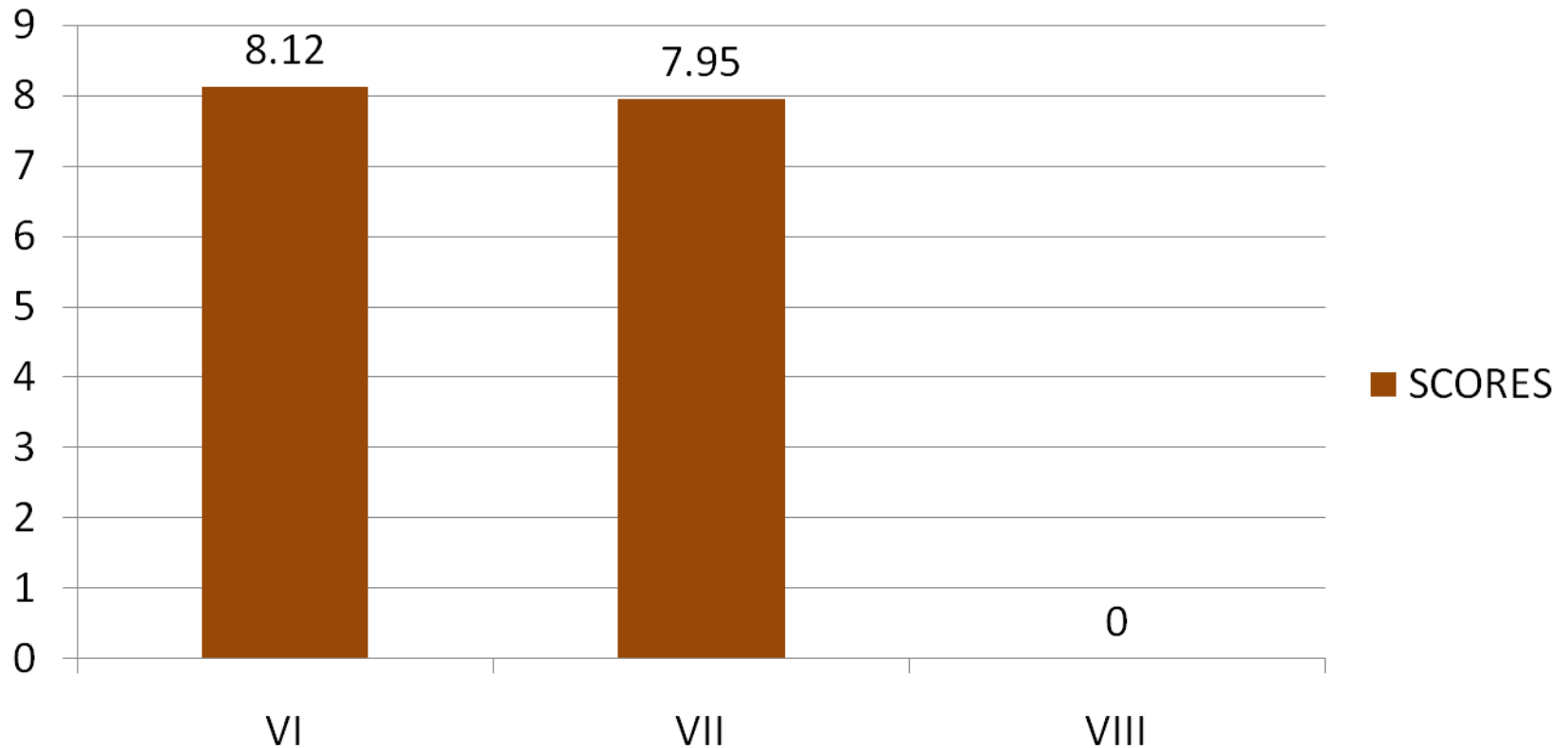


REGIONS	CITY/PROVINCE	LGUS	SATISFACTION SCORES
VI	Iloilo	Duenas	9.06
		Sta. Barbara	8.21
		Passi	8.11
		Iloilo City	7.11
VII	Bohol	Tubigon	8.37
		Carmen, Bohol	8.25
		Panglao	7.92
		San Miguel	7.88
		Ubay	7.77
		Tagbilaran	7.71
		Sagbayan	7.64
	Cebu	Bogo	9.73
		Mandaue	4.91
	Negros Oriental	Basay	8.97
		Tanjay City	8.43
		Bayawan	7.21
	Siquijor	Siquijor	8.51
VIII	No available data		

*Respondents came from 141 LGUs (1,865 valid respondents)*



# Overall Satisfaction Scores



Region VI respondents reported to be *highly satisfactory* in terms of the services being offered by their respective LGUs.



# Recommendations

- Intensify information dissemination and BPLS training to other LGUs that have not been covered of BPLS Streamlining Program;
- Regular and consistent monitoring to ensure that the implementation realizes the goals and objectives to achieve better services to the business and public sector;
- Actively engage private sector/businessmen to participate in the BPLS activities



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