

2014 Business Permits and Licensing System Field Monitoring and Evaluation Survey



BPLS STANDARDS under the JMC n. 1 s. 2010



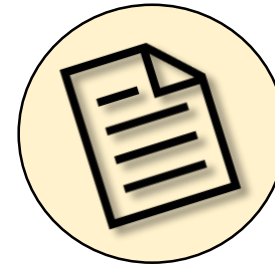
Length of Time

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



Number of Steps

(5 steps for New and Renewal of Business Permits)



Number of Forms

(Single Unified Form)



Number of Signatories

(two signatories-The Mayor and BPLO)

SURVEY OBJECTIVES

- The survey was commissioned by the National Competitiveness Council (NCC) through the regional and provincial offices of the Department of Trade and Industry (DTI) and local academe to:
 - ✓ determine the profile of the businessmen in selected LGUs who applied for new and renewal of business permits;
 - ✓ determine the compliance rate of the selected LGUs in terms of the BPLS standards set for both new and renewal process;
 - ✓ ensure the implementation of the Nationwide Streamlining of BPLS Program through performance and customer feedback.

BACKGROUND

- The survey was part of the Good Governance and Anti-Corruption Cluster (GGAC) initiatives under the present administration
- The validation survey was first piloted in 2012 covering (6 LGUs) from Region 5.
- In 2013, a total of (185 LGUs) were validated by local partner academe in each region which resulted to continuous improvement of business permitting process across all cities and municipalities.
- This year, a total of (242 LGUs) were validated. The result of the survey will be presented in the NCC roadshows

SURVEY METHODOLOGY

- The survey was conducted by local academe through triangulation method as follows:
 - ✓ Interview
 - ✓ Focus Group Discussion
 - ✓ Secondary Resources [articles, circulars, city ordinances, etc.]
- Based on the list of LGUs submitted by DILG-LGA [reported to be compliant] was provided to all regional focal person. A sample size of 20 respondents [10 for new and 10 for renewal] per LGU was determined in the conduct of the survey.

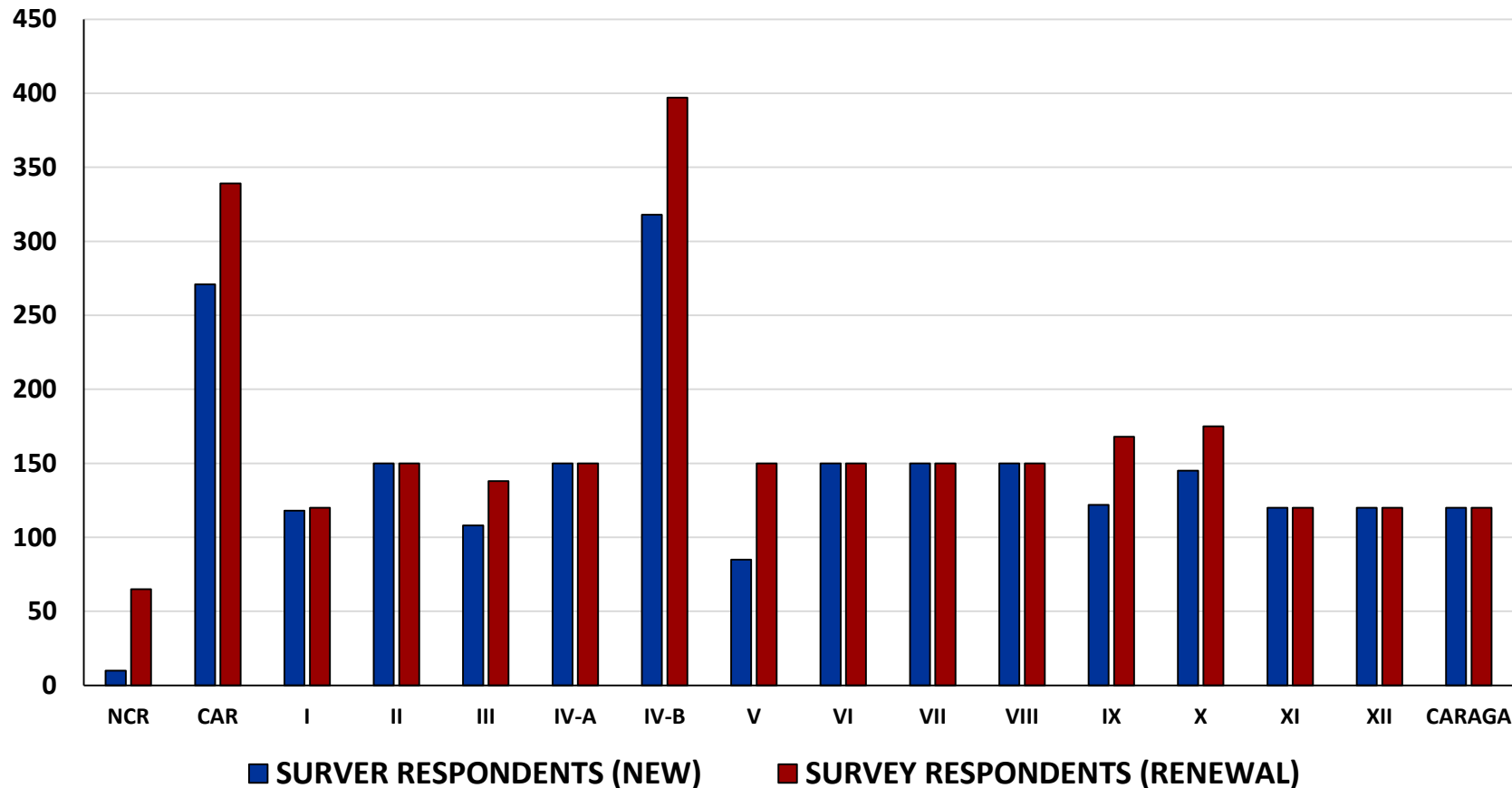
LIST OF PARTNER ACADEME BY REGION

REGION	PARTNER ACADEME
National Capital Region (NCR)	UP Institute for Small Scale Industries
Cordillera Administrative Region (CAR)	*Enumerators
Ilocos Region (I)	Don Mariano Marcos Memorial State University
Cagayan Valley Region (II)	*Enumerators
Central Luzon (III)	Aurora State College of Technology (ASCOT), Bataan Peninsula State University (BPSU), Bulacan State University (BuSU), Central Luzon State University (CLSU), Angeles University Foundation (AUF), and Tarlac State University (TSU)
CALABARZON (IV-A)	Batangas State University
MIMAROPA (IV-B)	*Enumerators
Bicol Region (V)	Bicol University
Western Visayas (VI)	Central Philippine University
Central Visayas (VII)	School of Business and Economics, University of San Carlos
Eastern Visayas (VIII)	Colegio de Sta. Lourdes of Leyte Foundation, Inc.
Zamboanga Peninzula (IX)	Ateneo de Zamboanga University
Northern Davao (X)	*Enumerators
Davao Region (XI)	University of Mindanao
SOCCSKSARGEN (XII)	Notre Dame of Marbel University
CARAGA (XIII)	Father Saturnino Urios University

DISTRIBUTION OF RESPONDENTS BY REGION

REGIONS	Local Government Units (LGUs)		NEW		RENEWAL	
	Prescribed	Actual	Prescribed	Actual Respondents	Prescribed	Actual Respondents
*NCR	5	5	50	10	50	65
CAR	12 to 15	27	120-150	271	120-150	339
I	12 to 15	12	120-150	118	120-150	120
II	12 to 15	15	120-150	150	120-150	150
III	12 to 15	12	120-150	108	120-150	138
IV-A	12 to 15	15	120-150	150	120-150	150
IV-B	12 to 15	35	120-150	318	120-150	397
V	12 to 15	12	120-150	85	120-150	150
VI	12 to 15	15	120-150	150	120-150	150
VII	12 to 15	15	120-150	150	120-150	150
VIII	12 to 15	15	120-150	150	120-150	150
IX	12 to 15	15	120-150	122	120-150	168
X	12 to 15	14	120-150	145	120-150	175
XI	12 to 15	11	120-150	120	120-150	120
XII	12 to 15	12	120-150	120	120-150	120
CARAGA	12 to 15	12	120-150	120	120-150	120
TOTAL	180 to 225	242	1800-2250	2287	1800-2250	2662

SURVEY RESPONDENTS (NEW and RENEWAL)



A total of **2,287** survey respondents were collected for new business application while **2,662** survey respondents for renewal of business permitting process.

RESPONDENT'S PROFILE

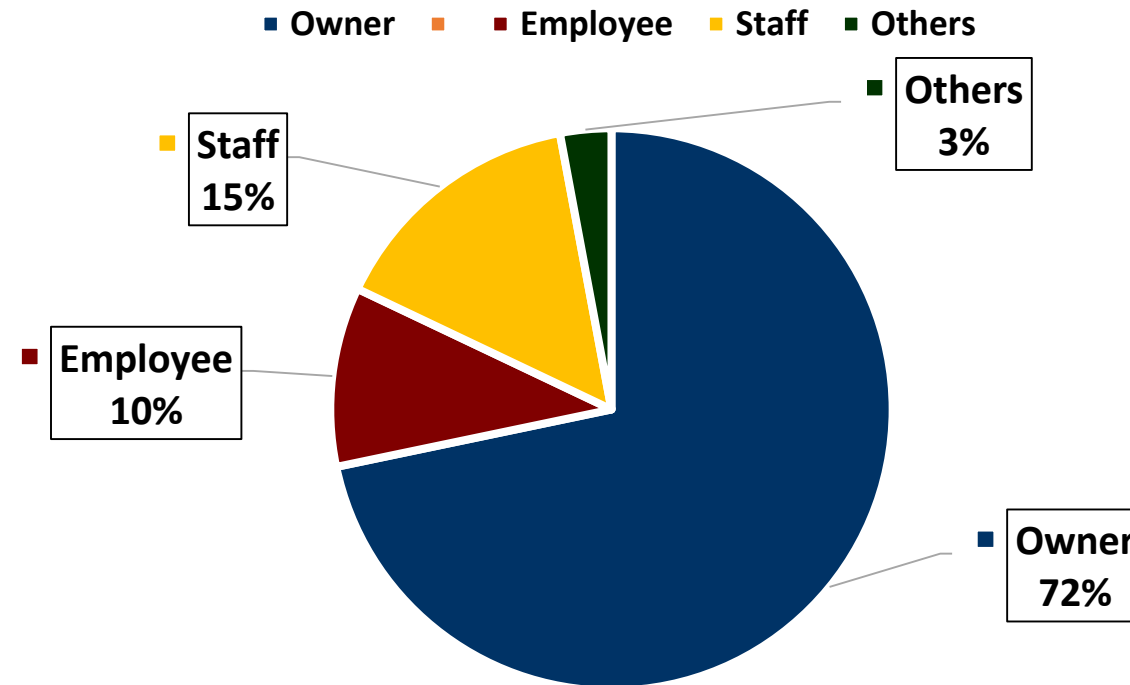


TABLE 2. RESPONDENT'S PROFILE

Most of the survey respondents of the new business application and renewal of business permits or a total of **47%** (1,937) are business owners.

BUSINESS REGISTRATION

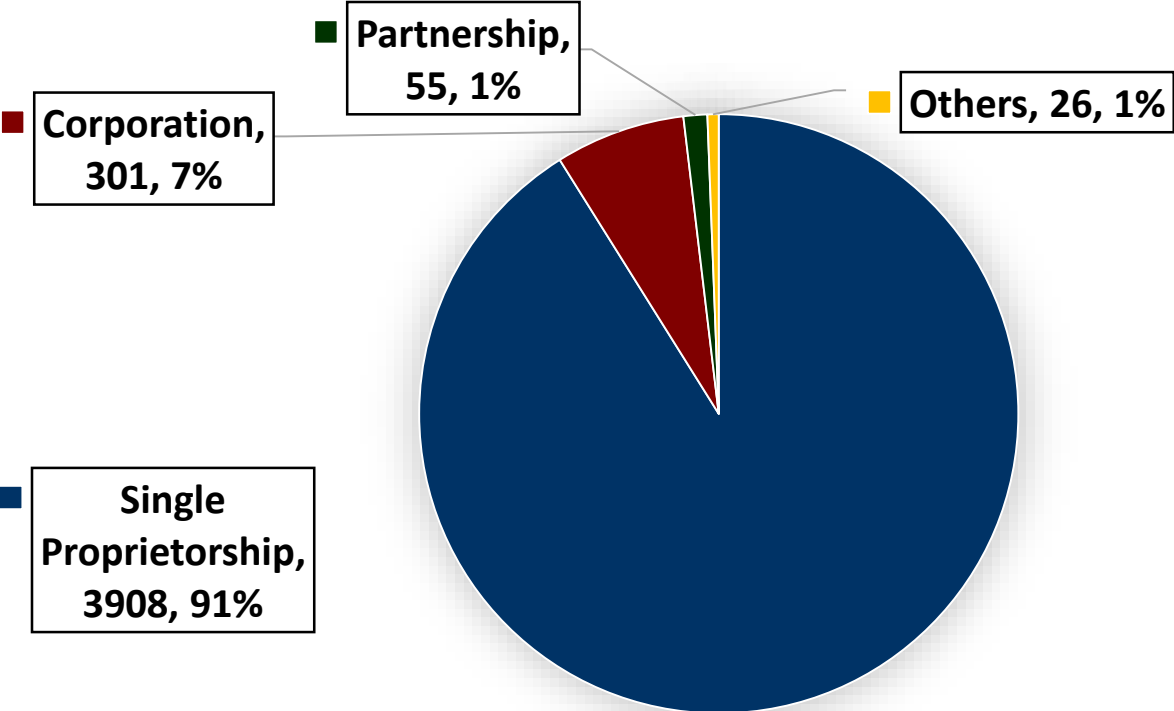


TABLE 3. BUSINESS REGISTRATION

For business registration, most of the registered business establishments classified as 'single proprietorship' with 91% or 3,908 valid survey responses for both new business application and renewal of business permits.

BUSINESS CLASSIFICATION

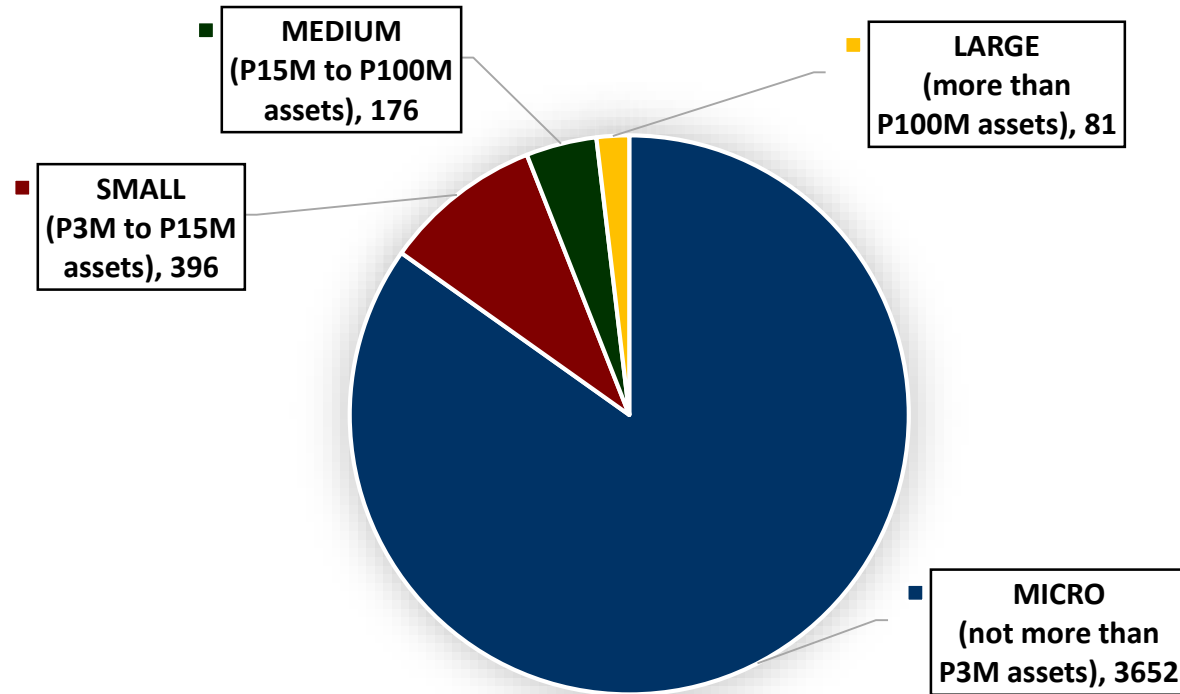


TABLE 4. BUSINESS CLASSIFICATION

A total of 98% or 4,224 valid survey responses for both new and renewal business were classified under SMEs (Micro-Small-Medium Enterprises) with assets ranging from <3M to 100M.

MAIN BUSINESS

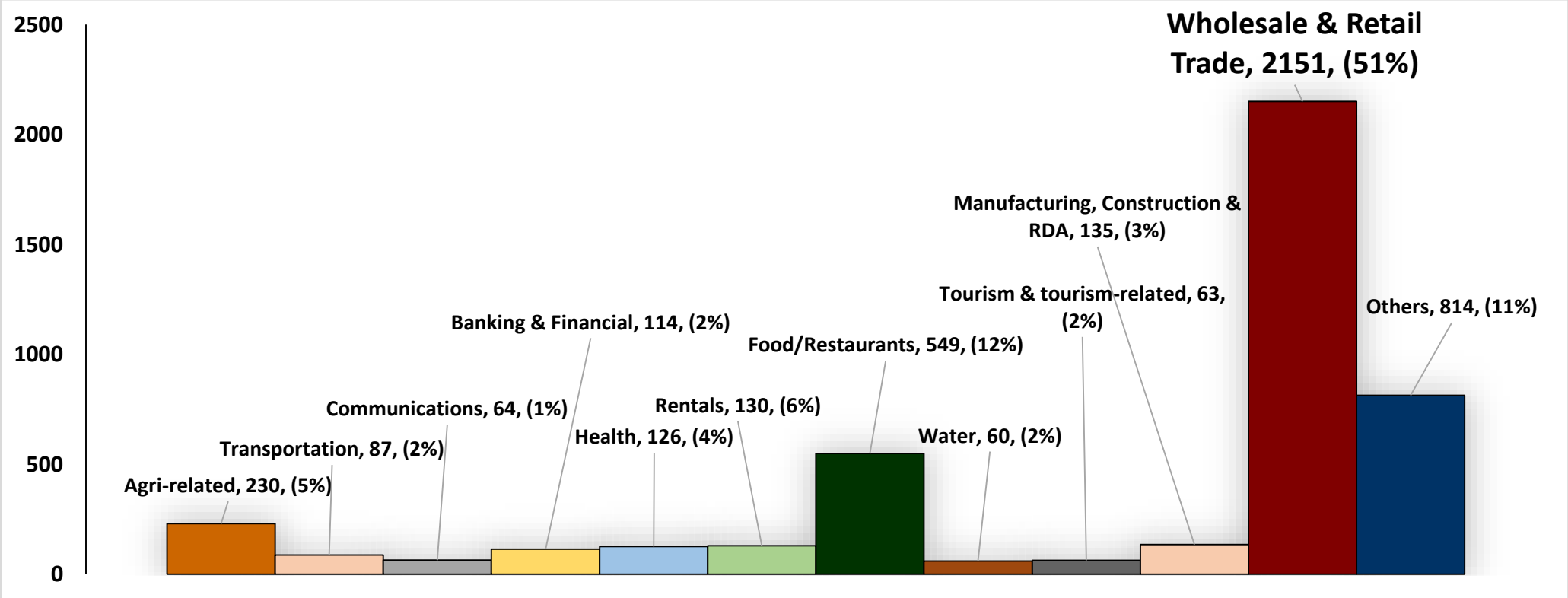






TABLE 5. TYPE OF BUSINESS

Overall, national survey responses collected for new and renewal of business permits in classifying business operations came from 'wholesale and retail trade' with 51% or 2,151 survey respondents.

NATIONWIDE SURVEY RESULTS



OVERALL COMPLIANCE RATE : (NEW and RENEWAL)

	STANDARDS		2014		Example
	NEW	RENEWAL	NEW	RENEWAL	
	NEW	RENEWAL			
	Max. of 10 days	Max. of 5 days	90.56%	78.16%	Cordillera Administrative Region (all areas)
Length of Time	11 days or more		9.44%	21.84%	Region 6: Roxas City, Bacolod, Passi Region 8: San Roque, Dolores, Pambujan (New and Renewal)
					
	5 steps		58.55%	65%	Regions I and XI
Number of Steps	6 steps or more		41.45%	35%	Region 2: Cagayan Valley, Isabela, N. Vizcaya (New and Renewal) Region XII: S. Cotabato, N. Cotabato, S. Kudarat (New and Renewal)
					
	1 unified form		59.53%	58.07%	Region I
Number of Forms	2 forms or more		40.47%	41.93%	Regions 2, 5, 6, 7, and 8 (all areas)
					
	1 signatory		86.27%	84.78%	CAR, II, V, VI, XII, and Caraga (all areas)
Number of Signatories	2 signatories or more		13.76%	15.22%	Region 8: San Roque, Dolores, Pambujan, Hilongos

PROCESSING TIME (NEW)

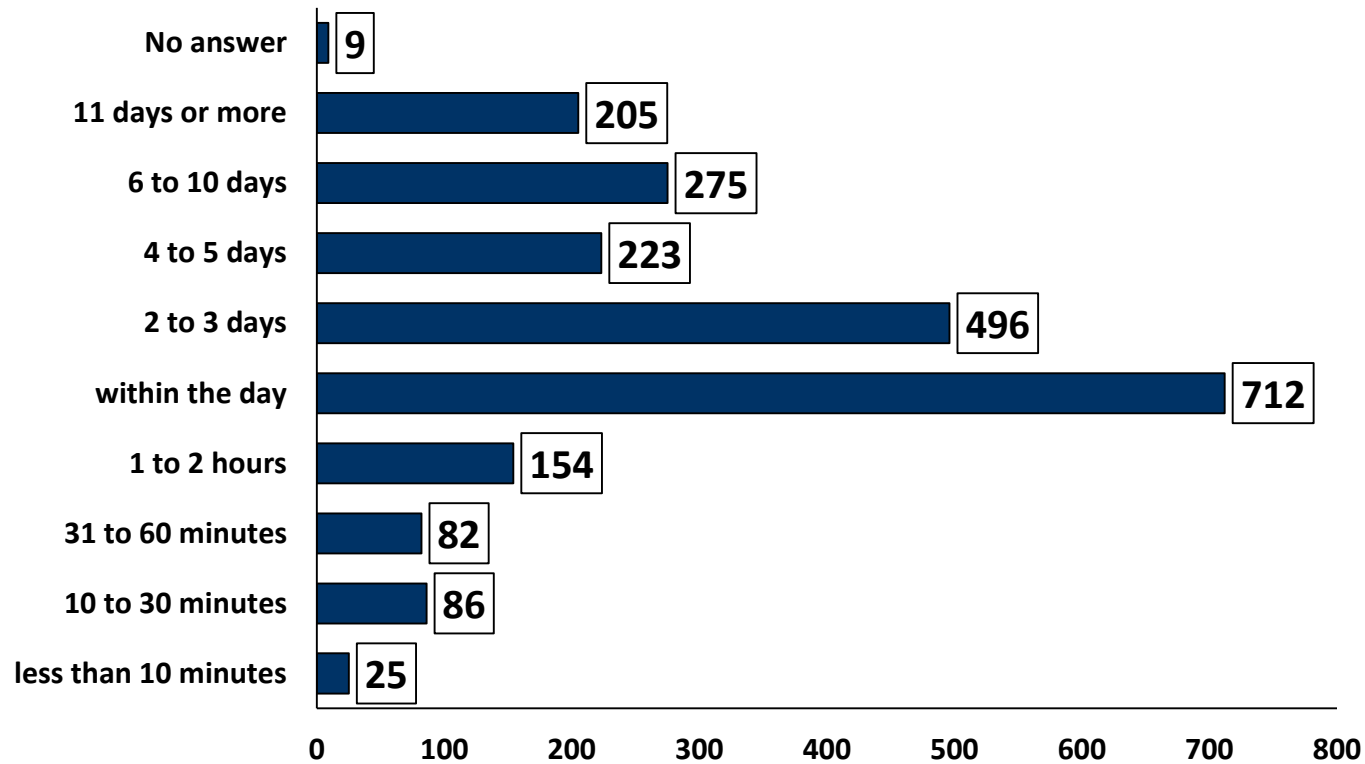


TABLE 6. PROCESSING TIME FOR NEW BUSINESS APPLICANTS

Compliance Rate:

2,053 or 91%

[<10 minutes to 10 days]

Non-compliance Rate:

214 or 9.44%

[11 days or more]

PROCESSING TIME (RENEWAL)

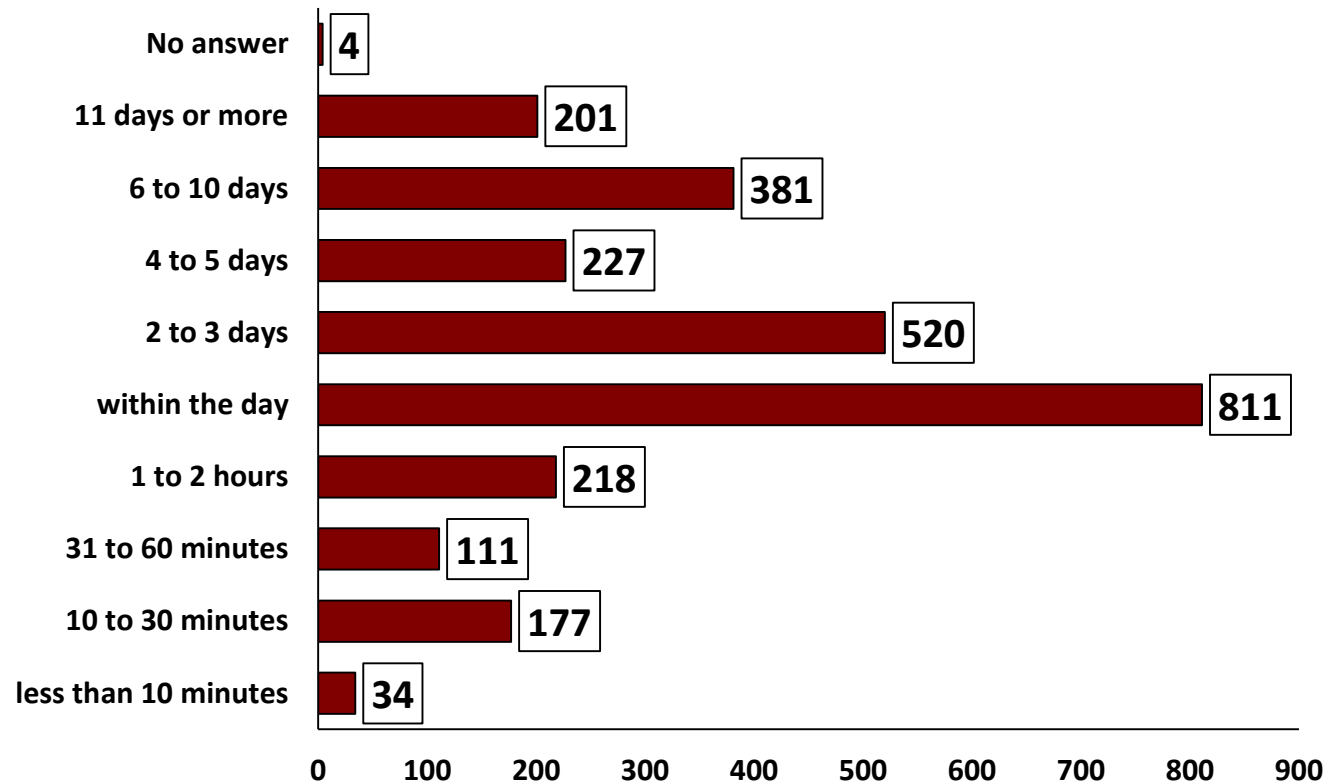


TABLE 7. PROCESSING TIME FOR BUSINESS RENEWALS

Compliance Rate:

2,098 or 77%

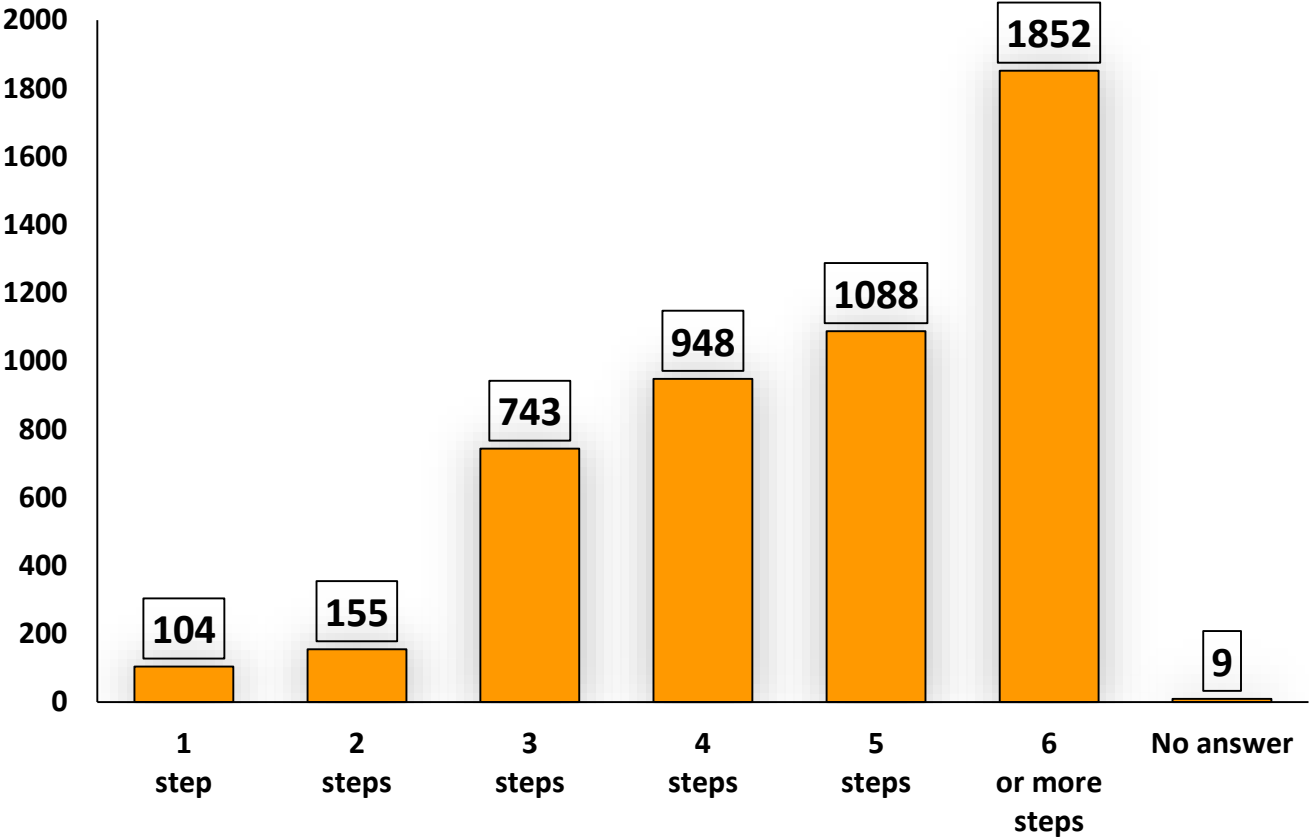
[<10 minutes to 5 days]

Non-compliance Rate:

568 or 21.83%

[6 days or more]

NUMBER OF STEPS

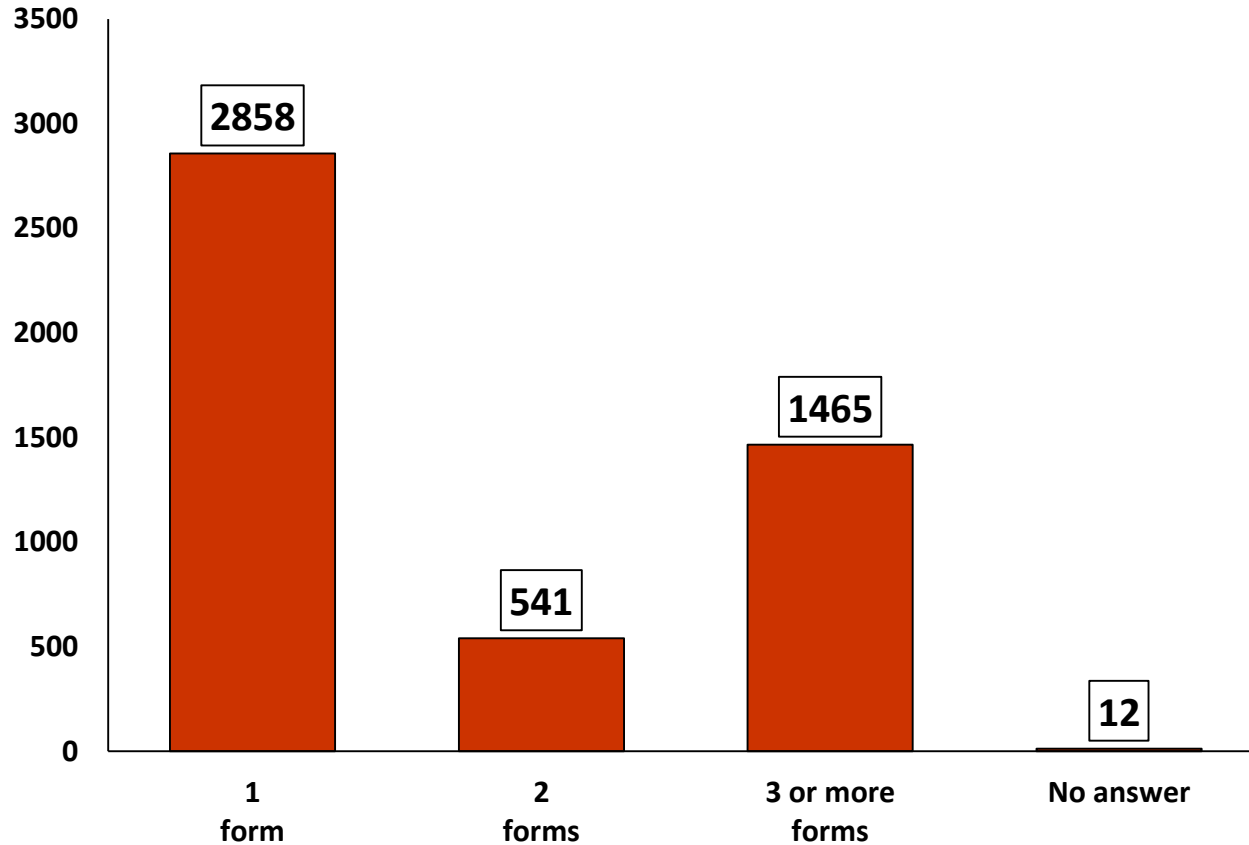


Compliance Rate:
3,038 or 62.01%
[<1 step to 5 steps]

Non-compliance Rate:
1,861 or 37.98%
[6 steps or more]

TABLE 8. NUMBER OF STEPS

NUMBER OF FORMS



Compliance Rate:
2,858 or 58.61%
[1 form]

Non-compliance Rate:
2,018 or 41.38%
[2 forms or more]

TABLE 9. NUMBER OF FORMS (NEW AND RENEWAL)

NUMBER OF SIGNATORIES

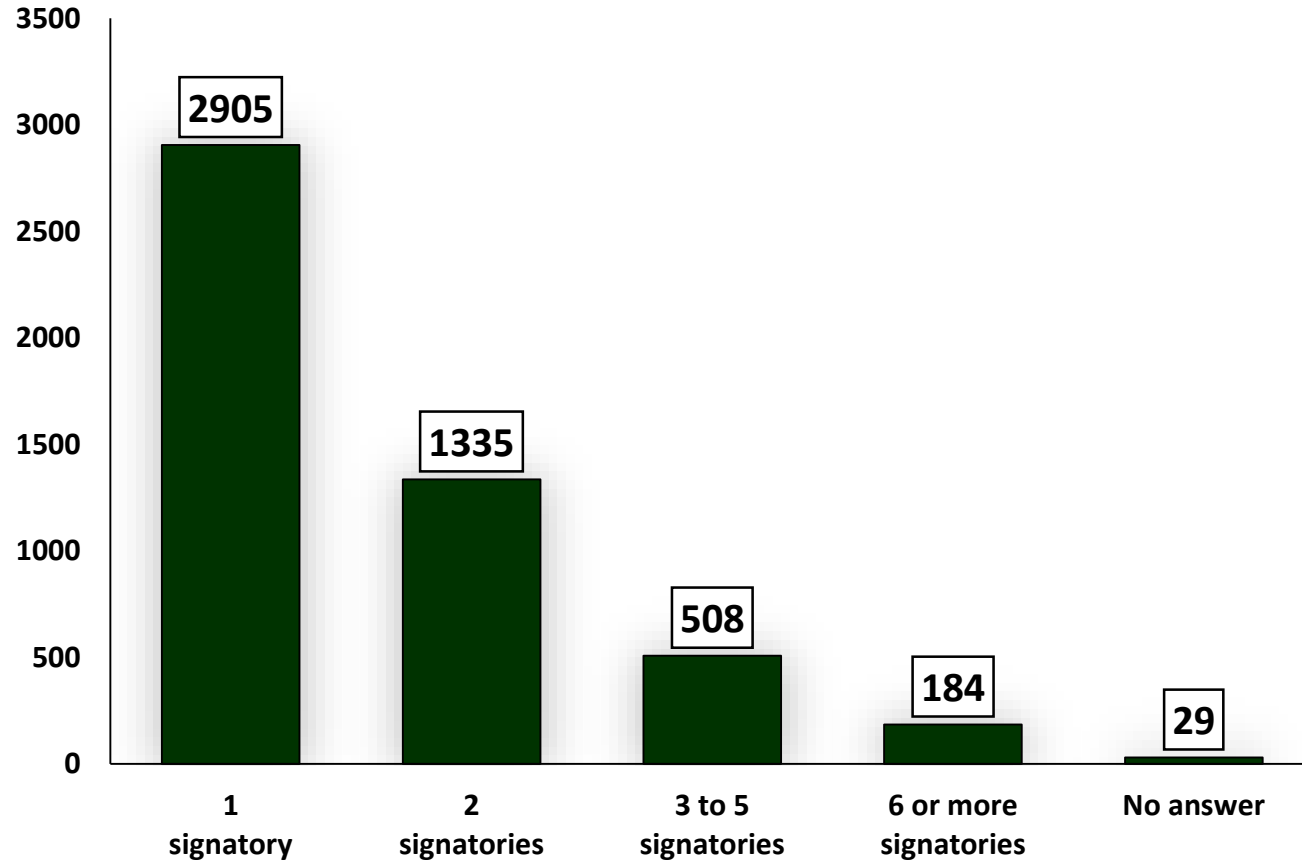
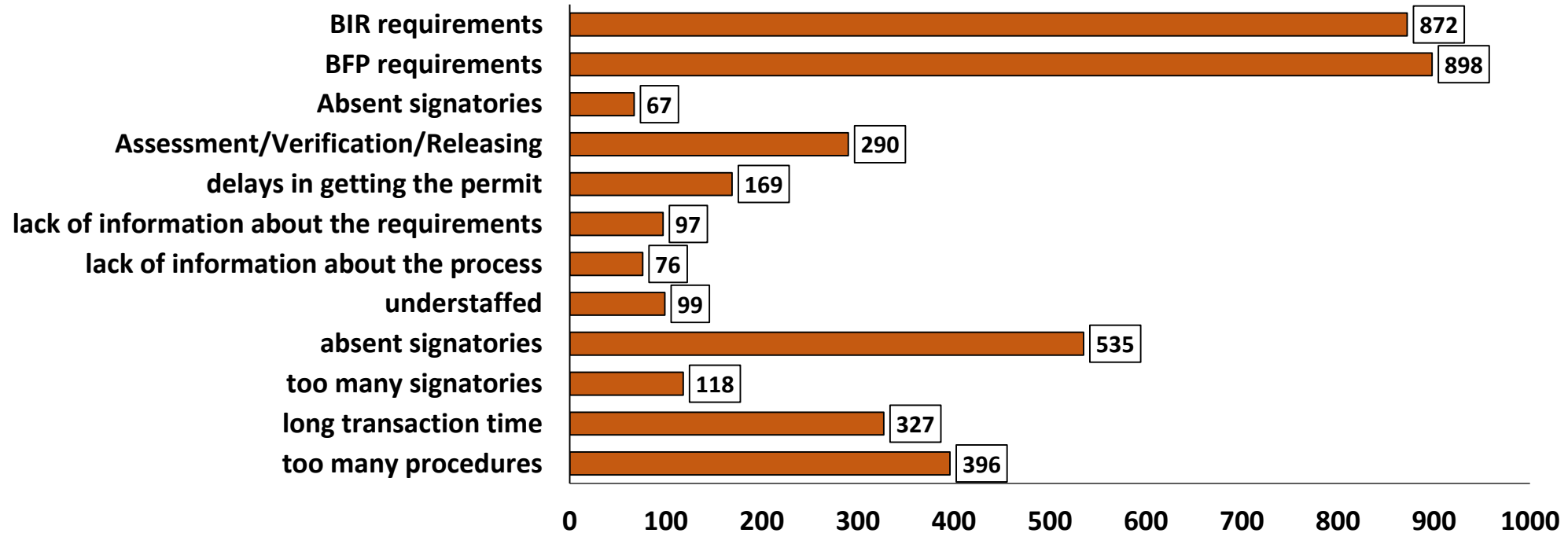


TABLE 10. NUMBER OF FORMS (NEW AND RENEWAL)

Compliance Rate:
4,240 or 85.47%
[1 signatory]

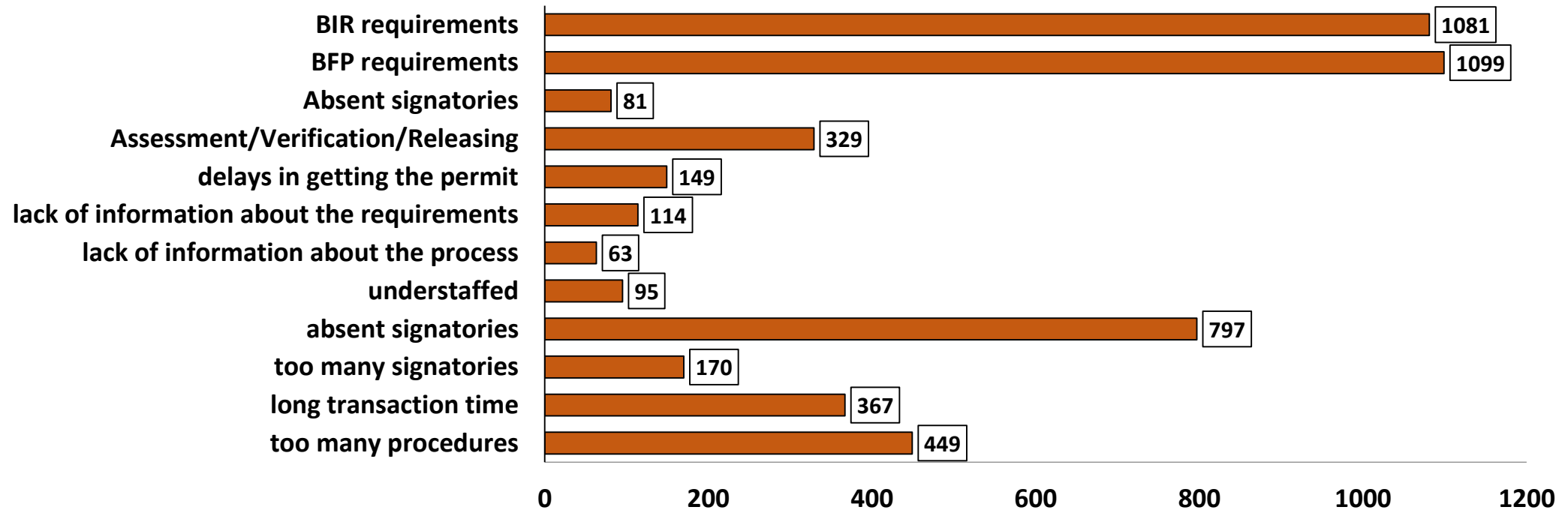
Non-compliance Rate:
721 or 14.53%
[3 signatories or more]

FACTORS AFFECTING BUSINESS REGISTRATION (NEW)



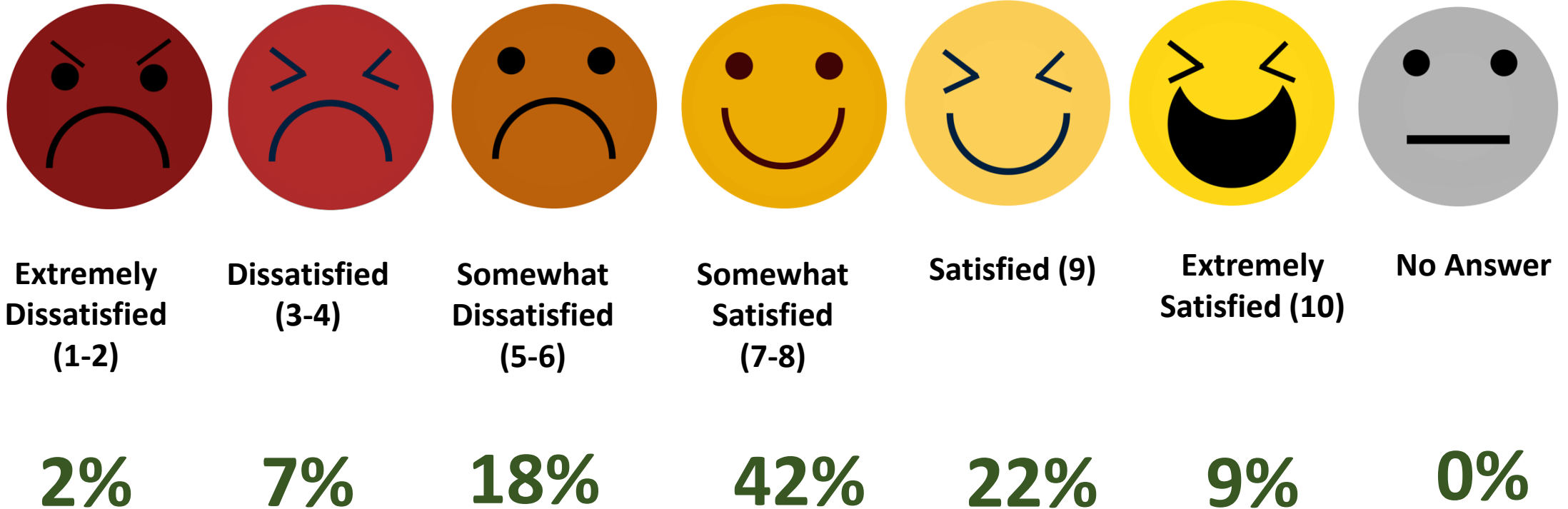
For processing of new business registration, a total of 872 [for BIR requirements] and 898 [for BFP requirements] indicated as factors affecting their application process.

FACTORS AFFECTING BUSINESS REGISTRATION (RENEWAL)



For renewal of business permit, a total of 1,081 [for BIR requirements] and 1,099 [for BFP requirements] indicated as factors affecting their renewal of business permit/s.

OVERALL CUSTOMER SATISFACTION FEEDBACK



A total of 2,065 or 42% for both new and renewal survey respondents indicated a score of 7-8 or 'somewhat satisfied' in the overall performance of their respective LGUs in business permitting process.

CUSTOMER SATISFACTION FEEDBACK (by area)



**Extremely
Dissatisfied
(1-2)**

**I : La Union, Ilocos Sur, Ilocos Norte,
Pangasinan**



**Extremely
Satisfied (10)**

**Cordillera Administrative Region : Apayao, Benguet, Ifugao,
Kalinga, and Mountain Province (New and Renewal)**

**II : Cagayan Valley, Isabela, Nueva Vizcaya, and Quirino
(Renewal)**

**IX : Zamboanga del Norte, Zamboanga del Sur, Zamboanga
Sibugay (New and Renewal)**

CUSTOMER SATISFACTION FEEDBACK (NEW)



**Extremely
Dissatisfied
(1-2)**

2%



**Dissatisfied
(3-4)**

6%



**Somewhat
Dissatisfied
(5-6)**

16%



**Somewhat
Satisfied
(7-8)**

42%



Satisfied (9)

22%



**Extremely
Satisfied (10)**

8%

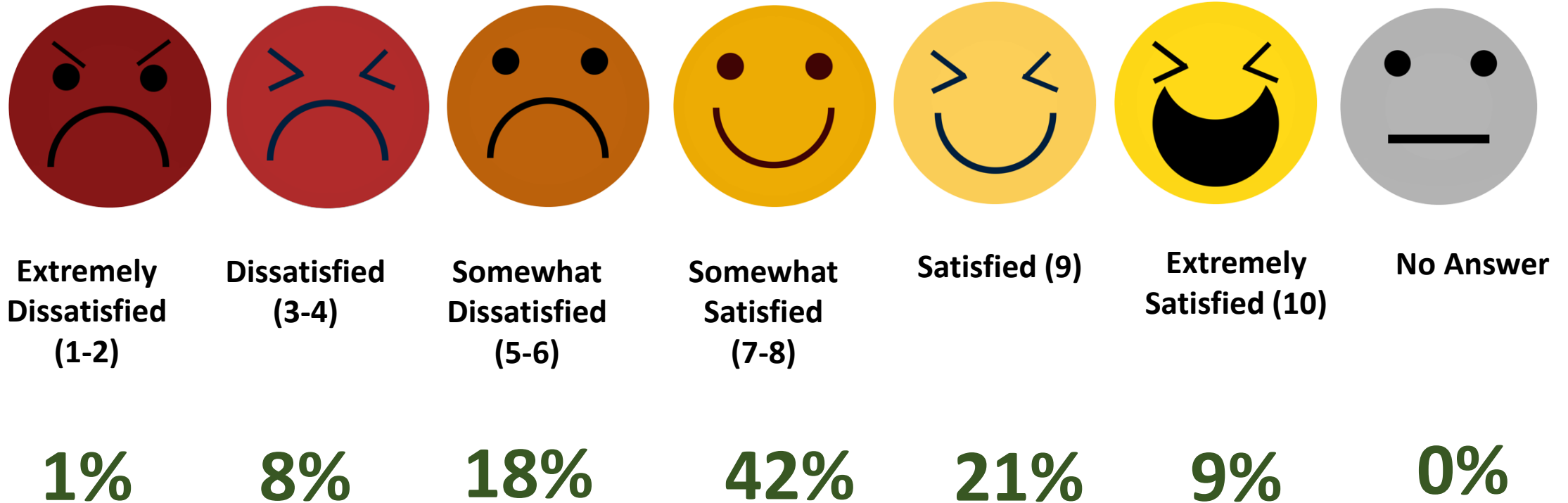


No Answer

1%

For overall satisfaction rate for new business registration, a total of 954 or 42% of the total survey respondents indicated to be 'somewhat satisfied' in the business application in their area.

CUSTOMER SATISFACTION FEEDBACK (RENEWAL)



For overall satisfaction rate for renewal of business permit, a total of 1111 or 42% of the total survey respondents indicated to be 'somewhat satisfied' in getting their business permits.

REGIONAL SURVEY RESULTS



DISTRIBUTION OF RESPONDENTS BY AREA

Universal Population	LGUs		NEW		RENEWAL	
	Target	Actual	Target	Actual	Target	Actual
	180 to 225	242	1800-2250	2287	1800-2250	2662

LUZON	approx. 1200	approx. 1500
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VISAYAS	approx. 450	approx. 480
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MINDANAO	approx. 630	approx. 700
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LUZON SURVEY RESULTS



Processing Time : (Luzon Regions)

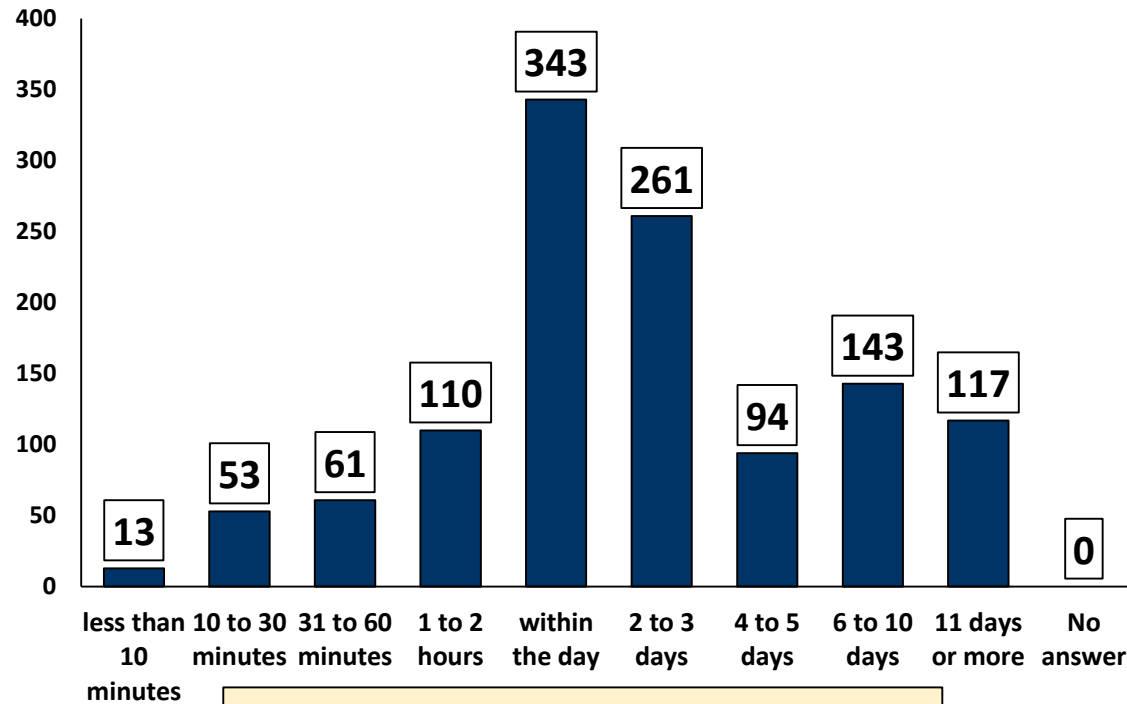


Table 1. New Business Registration

For new business registration, a total of **1,078 out of 1,195 or 90%** indicated that it took them <10 mins to 10 days to process their business registration

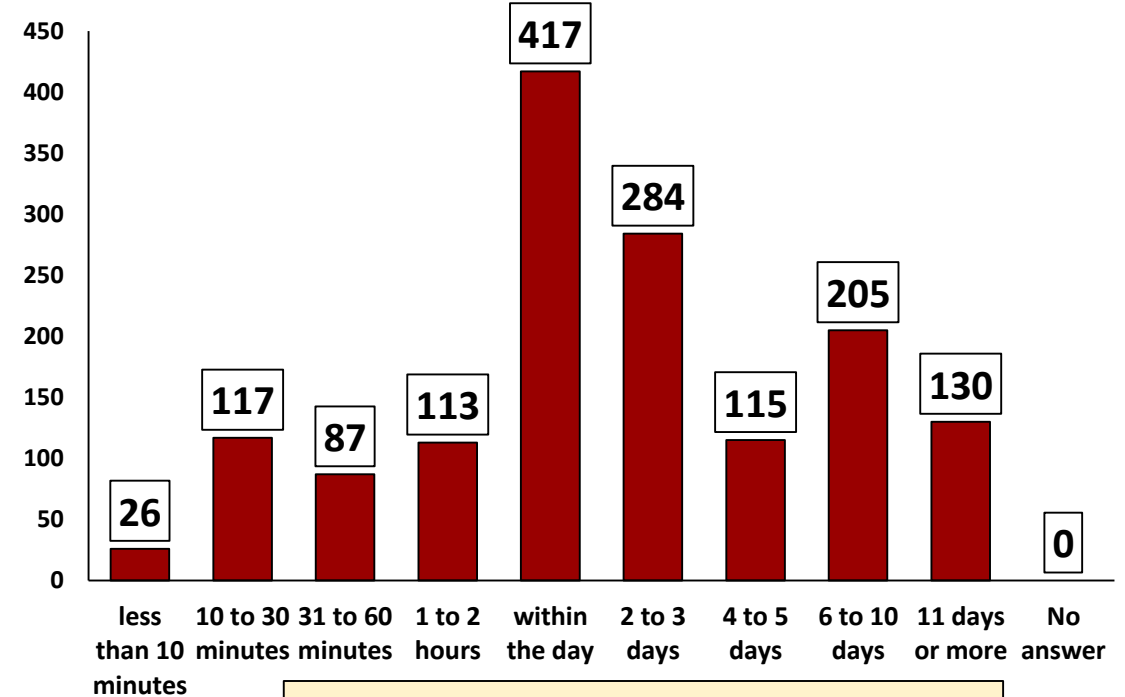


Table 2. Renewal of Business Permits

For renewal of business permits, a total of **1,159 out of 1,494 or 77%** indicated that it took them <10 mins to 5 days to claim their business permits.

Number of Steps : (Luzon Regions)

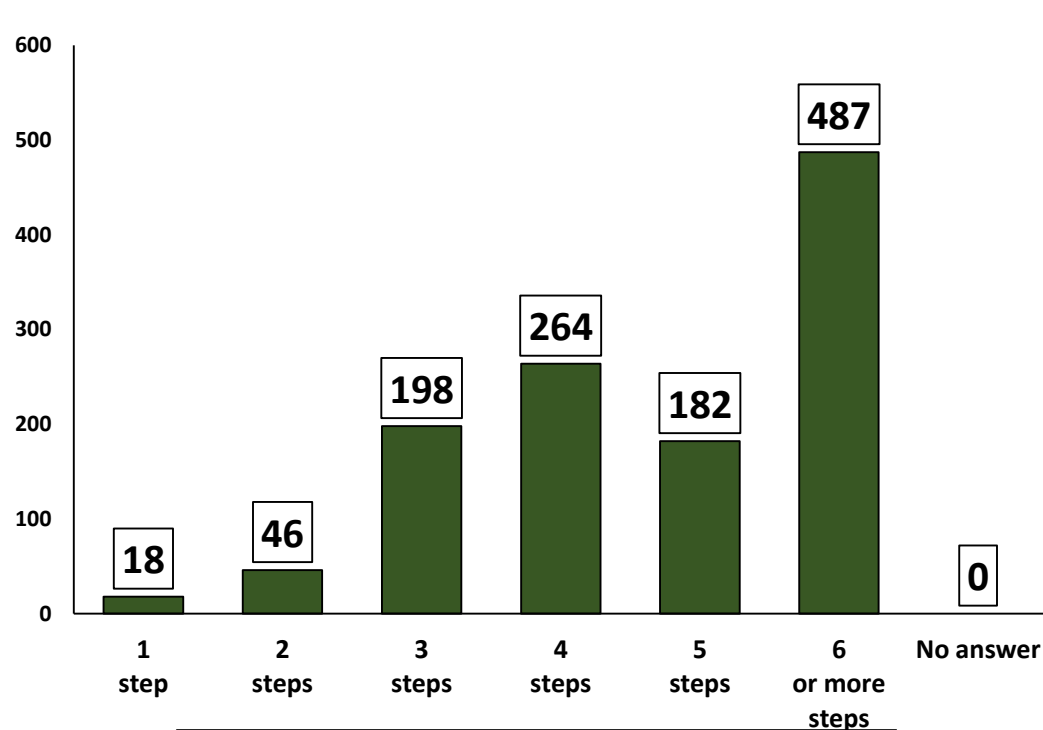


Table 3. No. of Steps for NEW

For number of steps for new business registration, a total of **708** or **59.24%** indicated that it took them <1 step to 5 steps in business registration.

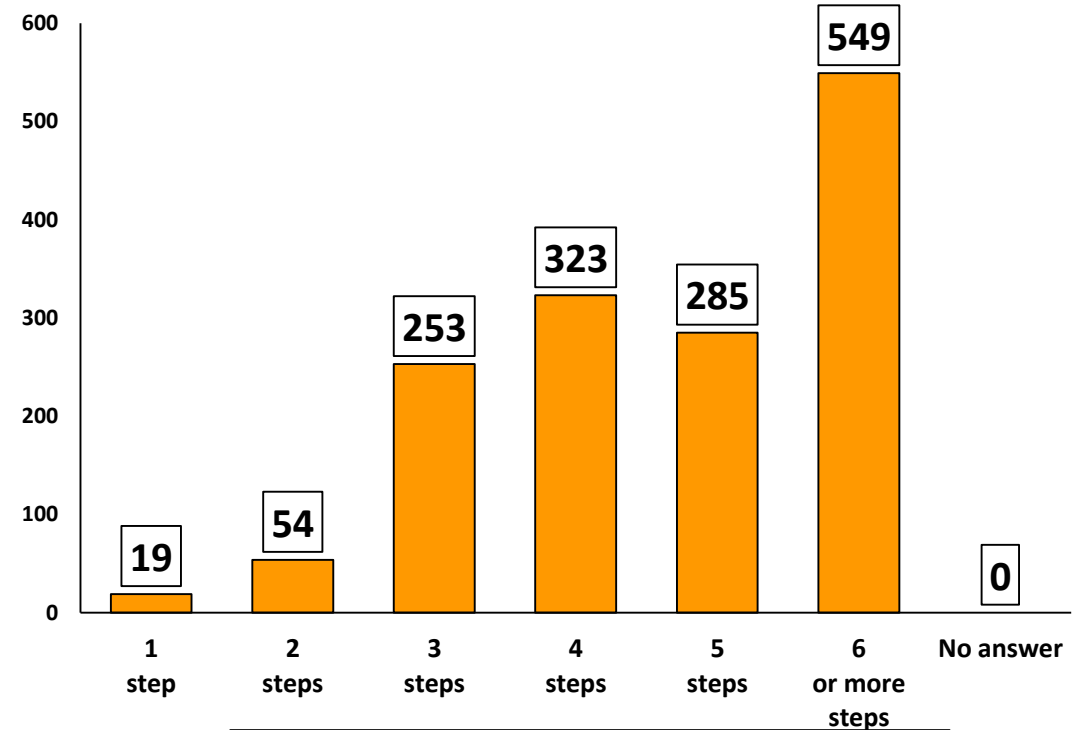


Table 4. No. of Steps for RENEWAL

For number of steps for renewal of business permits, a total of **934** or **62.98%** indicated that it took them <1 step to 5 steps in claiming their business permits.

Number of Signatories : (Luzon Regions)

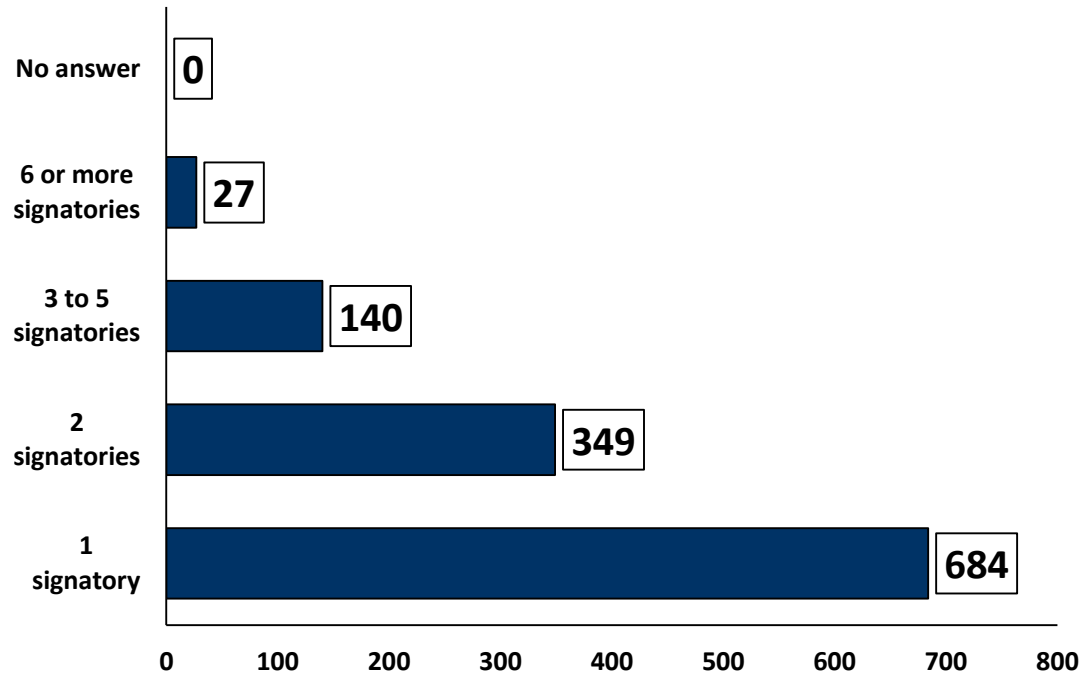


Table 5. No. of Signatories for NEW

For number of signatories for new business registration, a total of **1,033 or 86.08%** indicated 1 to 2 signatories present in their business application.

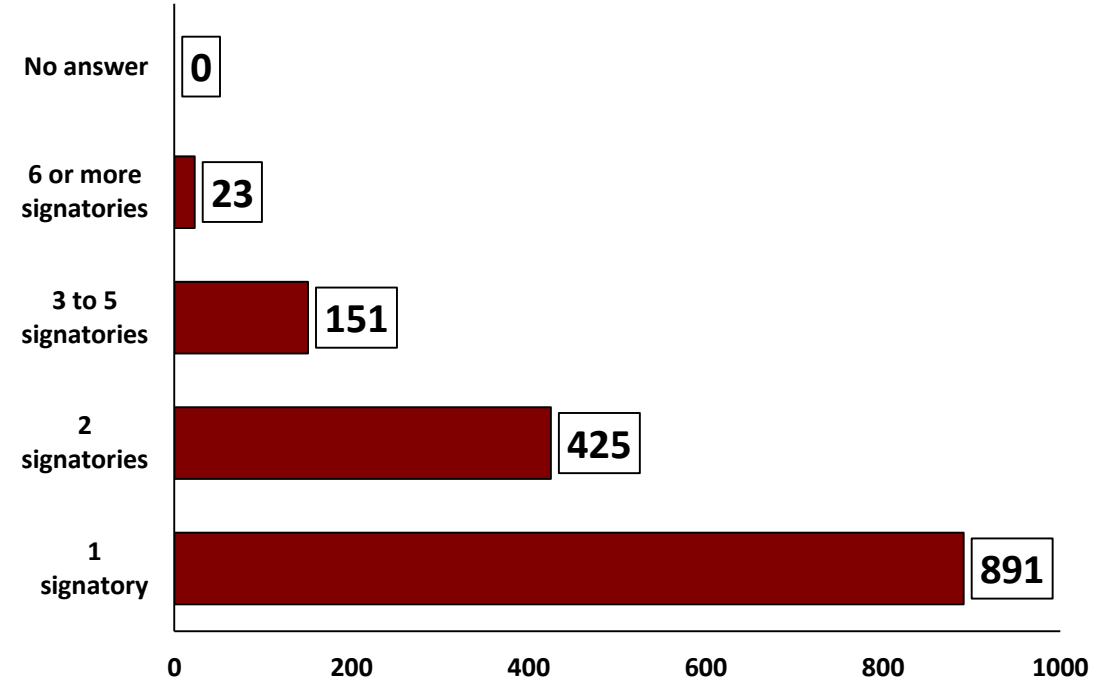


Table 6. No. of Signatories for RENEWAL

For number of signatories used for renewal of business permits, a total of **1,316 or 88.32%** indicated 1 to 2 signatories present in their business permits.

Number of Forms : (Luzon Regions)

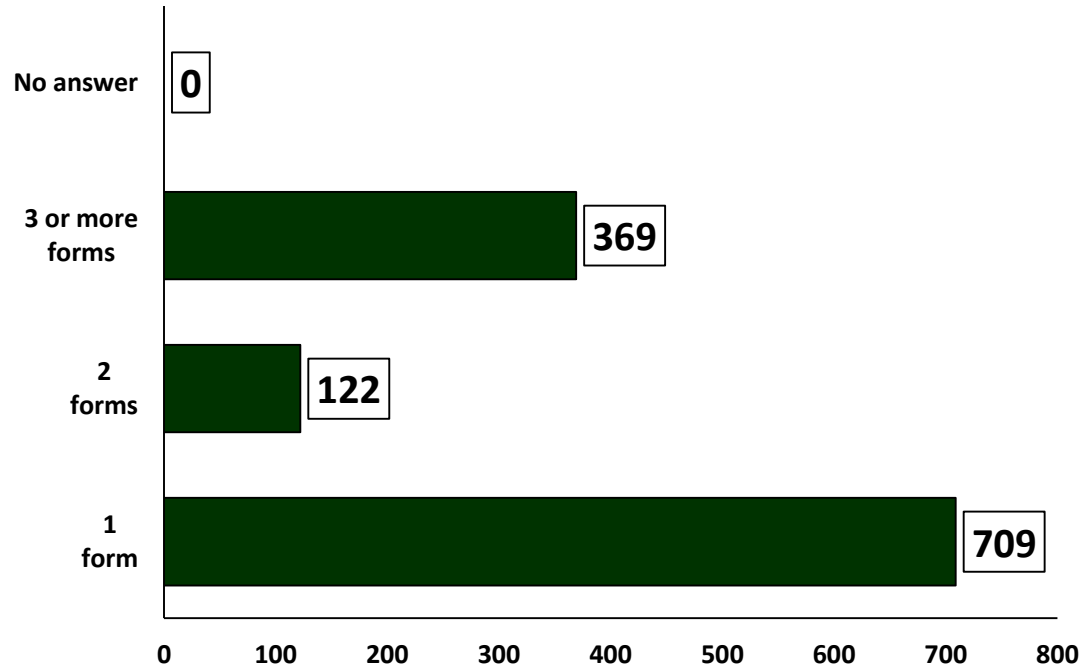


Table 7. No. of Forms for NEW

For number of forms used for new business registration, a total of **709 or 59.08%** indicated to used the unified form for business registration.

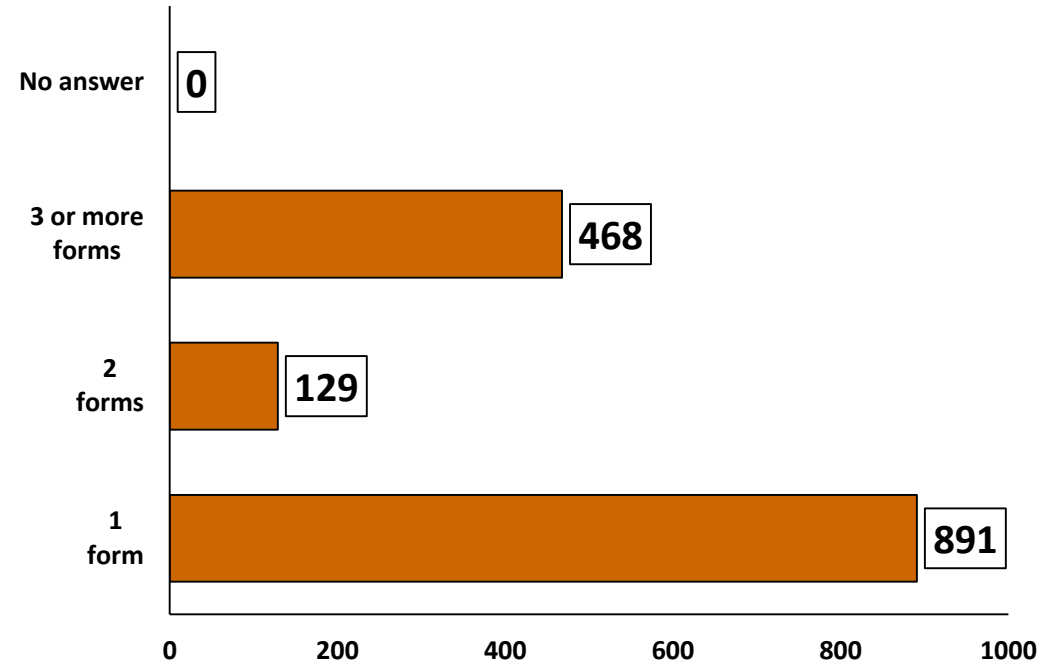


Table 8. No. of Forms for RENEWAL

For number of forms used for renewal of business permits, a total of **891 or 59.87%** indicated to used the unified form for business renewal.

Factors Affecting Business Registration : (Luzon Regions)

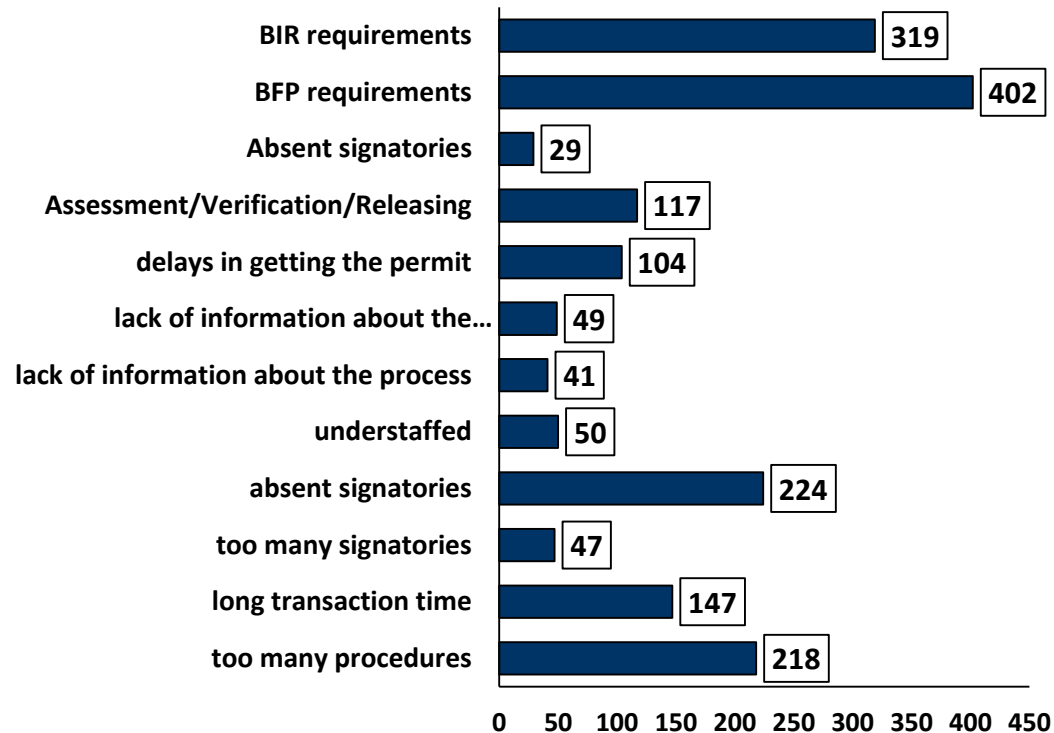


Table 9. Factors Affecting Business Registration for NEW

For factors affecting new business registration, a total of 319 [BIR] and 402 [BFP] of the total respondents indicated to affect their business application.

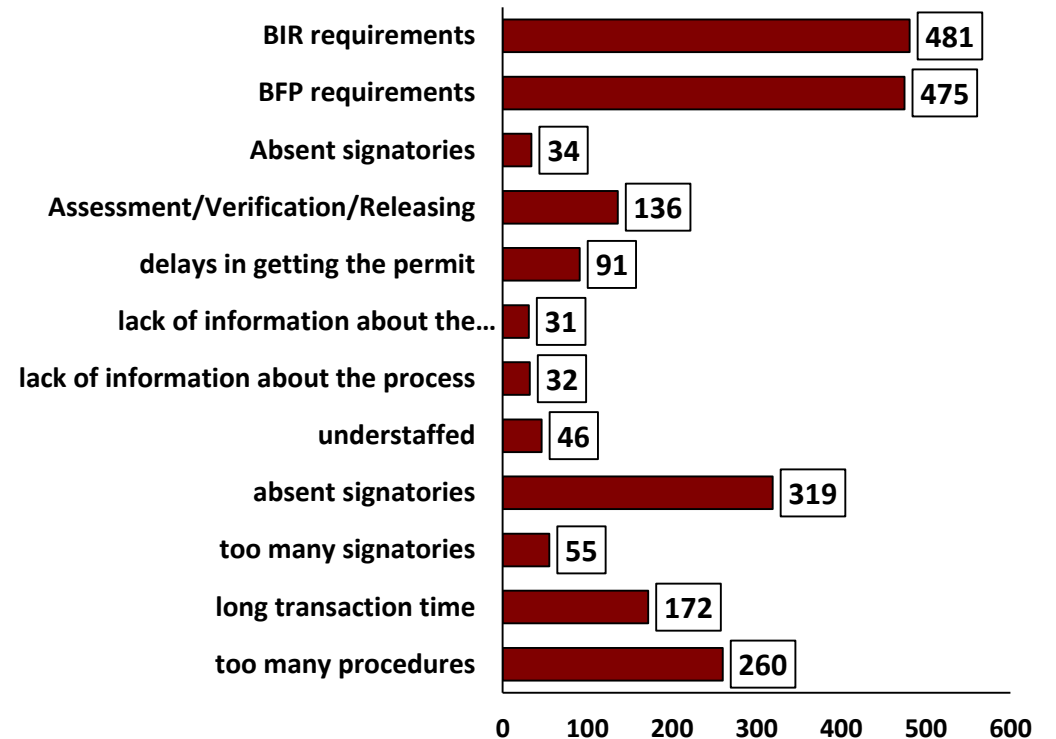


Table 10. Factors Affecting Business Registration for RENEWAL

For factors affecting renewal of business permits, a total of 481 [BIR] and 475 [BFP] of the total respondents indicated to affect their business renewal.

Customer Satisfaction Feedback : (Luzon Regions)

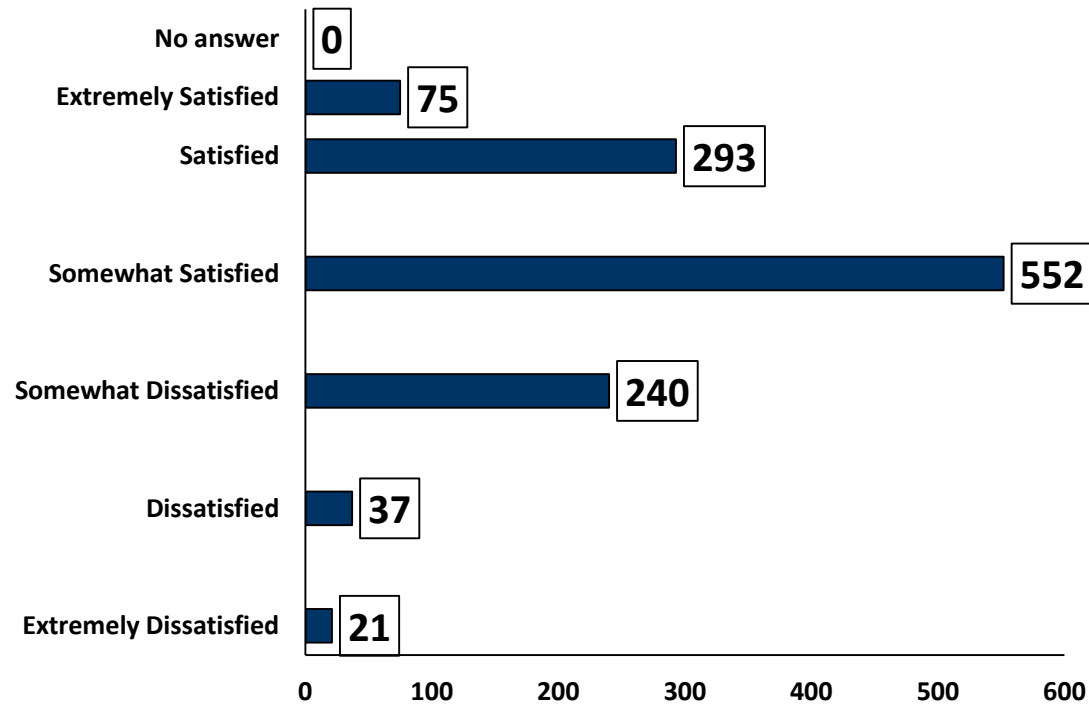


Table 11. Overall Customer Satisfaction Feedback for NEW

For overall satisfaction rate for new business registration, a total of **552** or **45.32%** indicated to be 'somewhat satisfied' in the business registration/application.

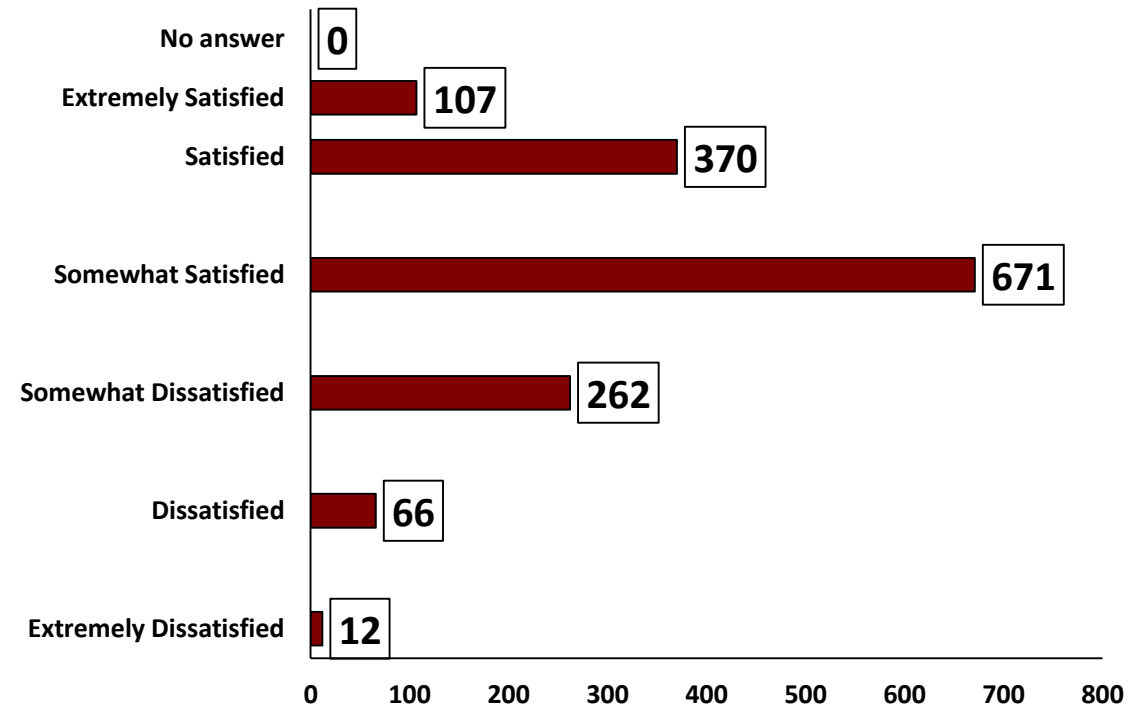
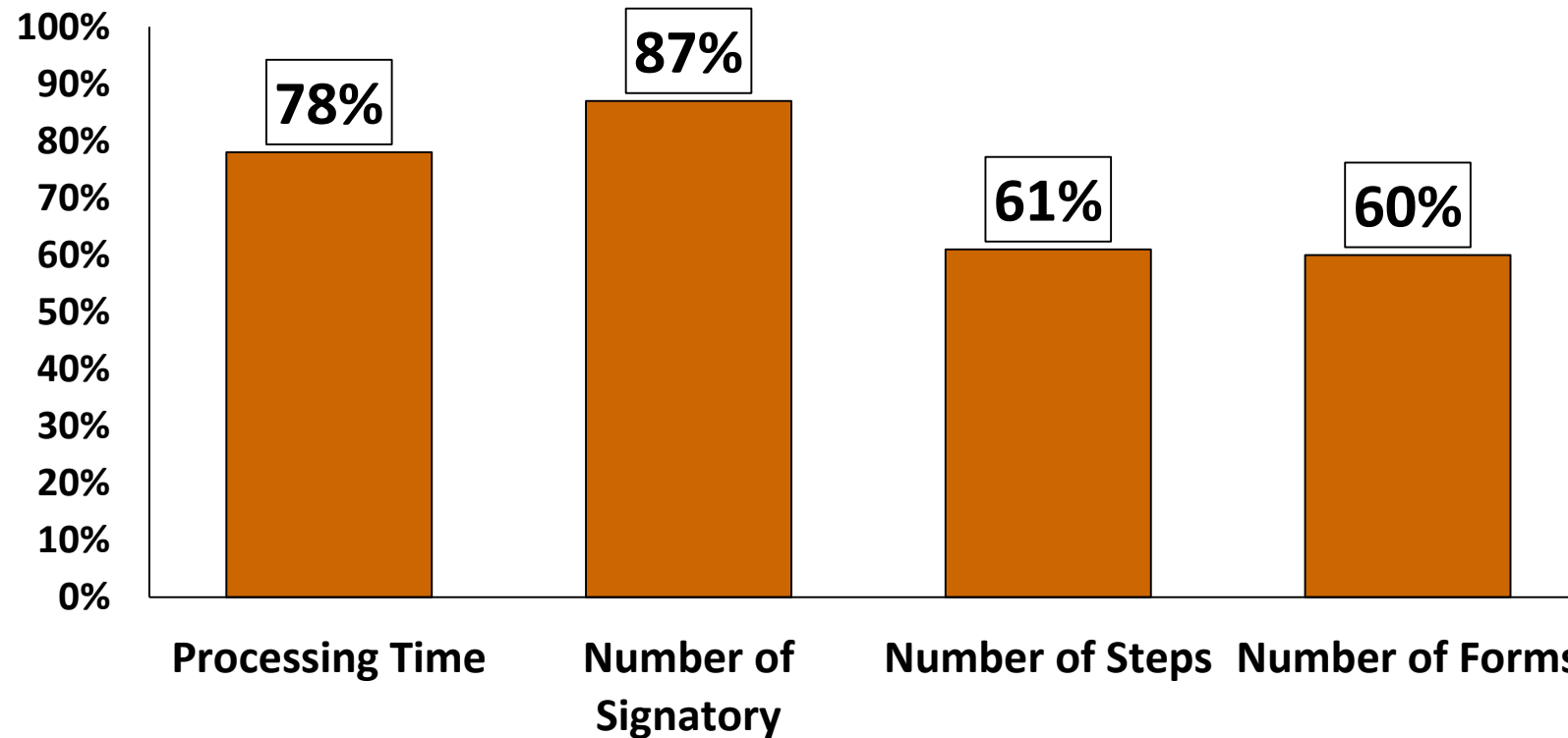


Table 12. Overall Customer Satisfaction Feedback for RENEWAL

For overall satisfaction rate for renewal of business permits, a total of **671** or **45.09%** indicated to be 'somewhat satisfied' in claiming their business permits.

Compliance Rate : (Luzon Regions)



Compliance rate in implementing the BPLS Standards for both new and renewal of business permitting process in Luzon areas can be seen as 'compliant' in the aspect of processing time and number of signatory.

VISAYAS SURVEY RESULTS



Processing Time : (Visayas Regions)

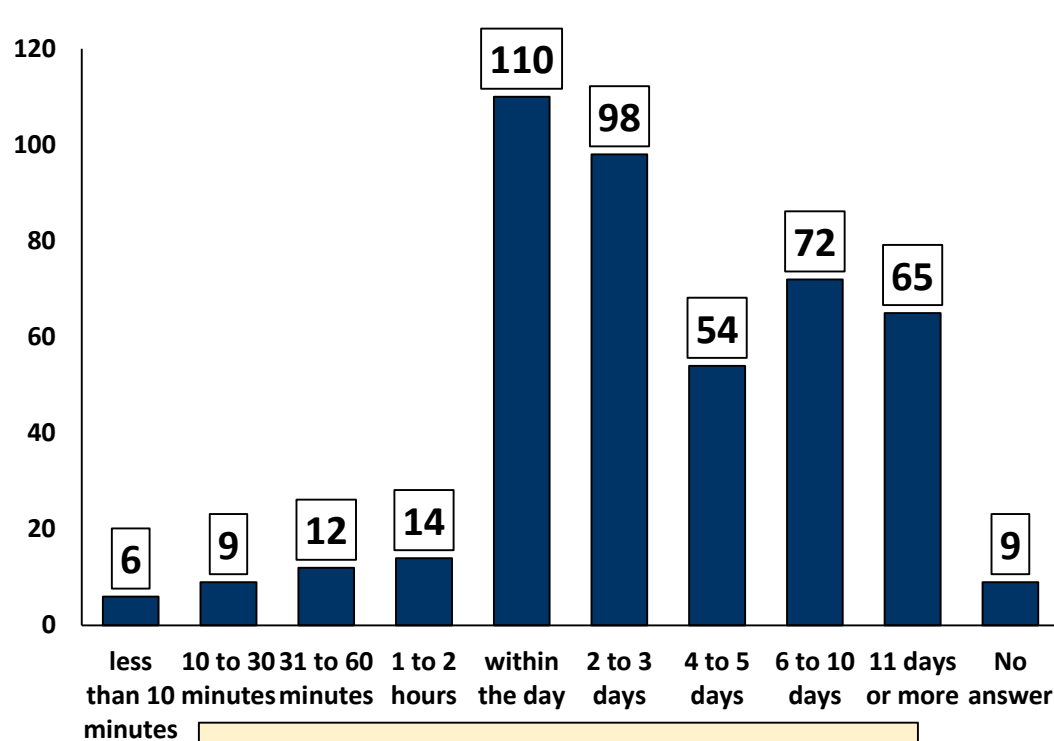


Table 1. New Business Registration

For new business registration, a total of 315 out of 389 or 81% indicated that it took them <10 mins to 10 days to process their business registration

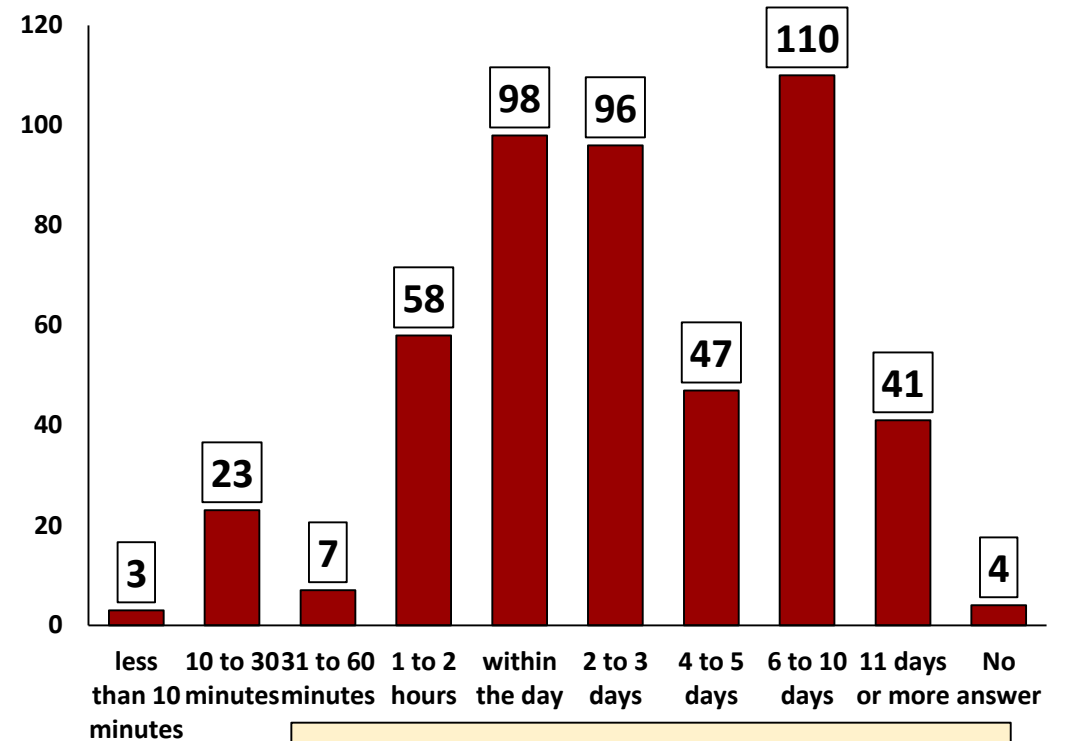


Table 2. Renewal of Business Permits

For renewal of business permits, a total of 332 out of 487 or 68% indicated that it took them <10 mins to 5 days to claim their business permits.

Number of Steps : (Visayas Regions)

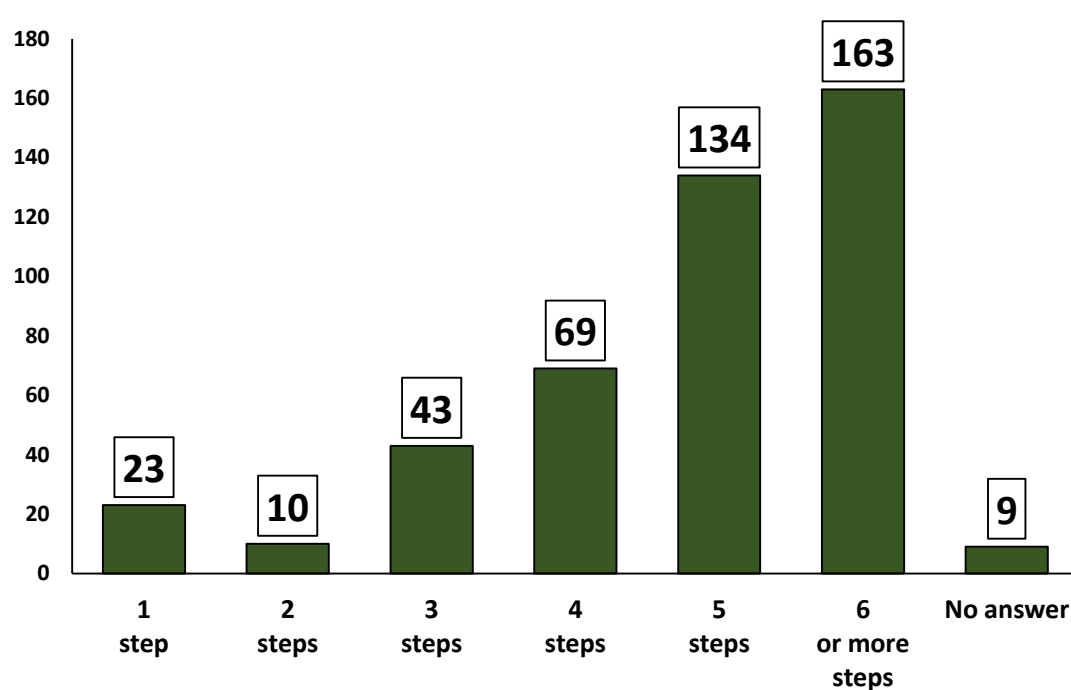


Table 3. No. of Steps for NEW

For number of steps for new business registration, a total of **279** or **61.86%** indicated that it took them <1 step to 5 steps in business registration.

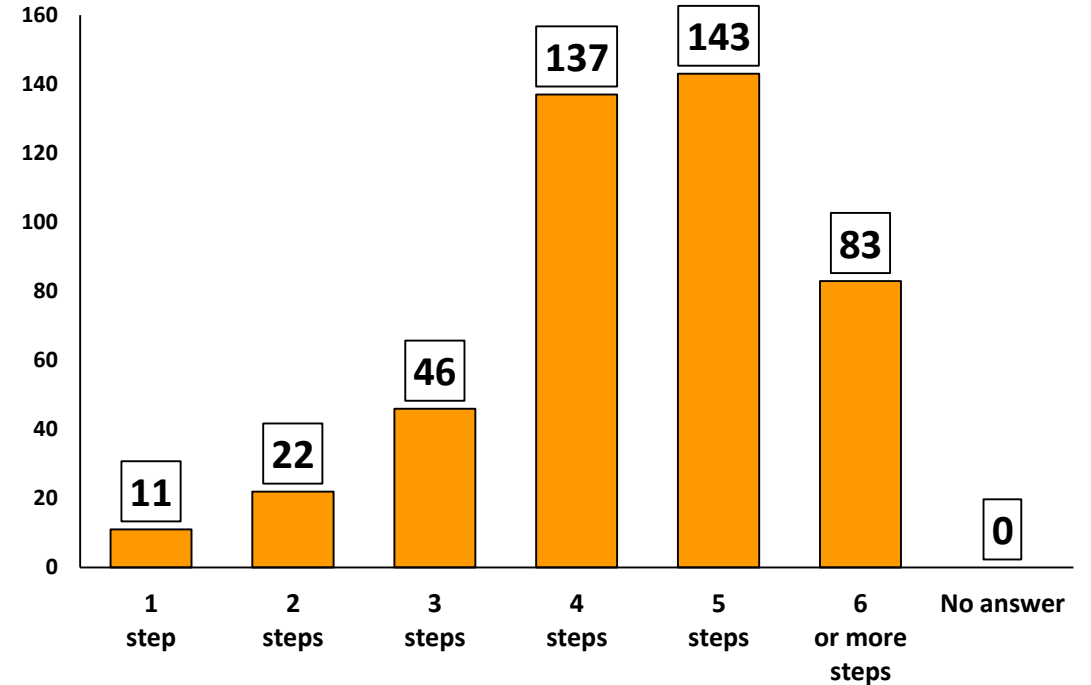


Table 4. No. of Steps for RENEWAL

For number of steps for renewal of business permits, a total of **359** or **81.22%** indicated that it took them <1 step to 5 steps in claiming their business permits.

Number of Signatories : (Visayas Regions)

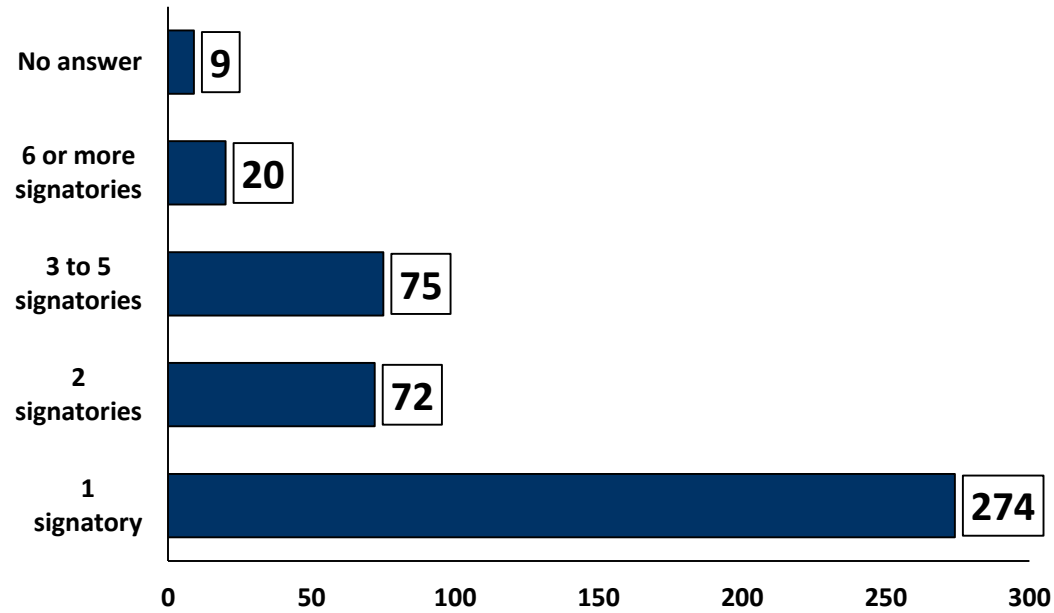


Table 5. No. of Signatories for NEW

For number of signatories for new business registration, a total of **346 or 76.88%** indicated 1 to 2 signatories present in their business application.

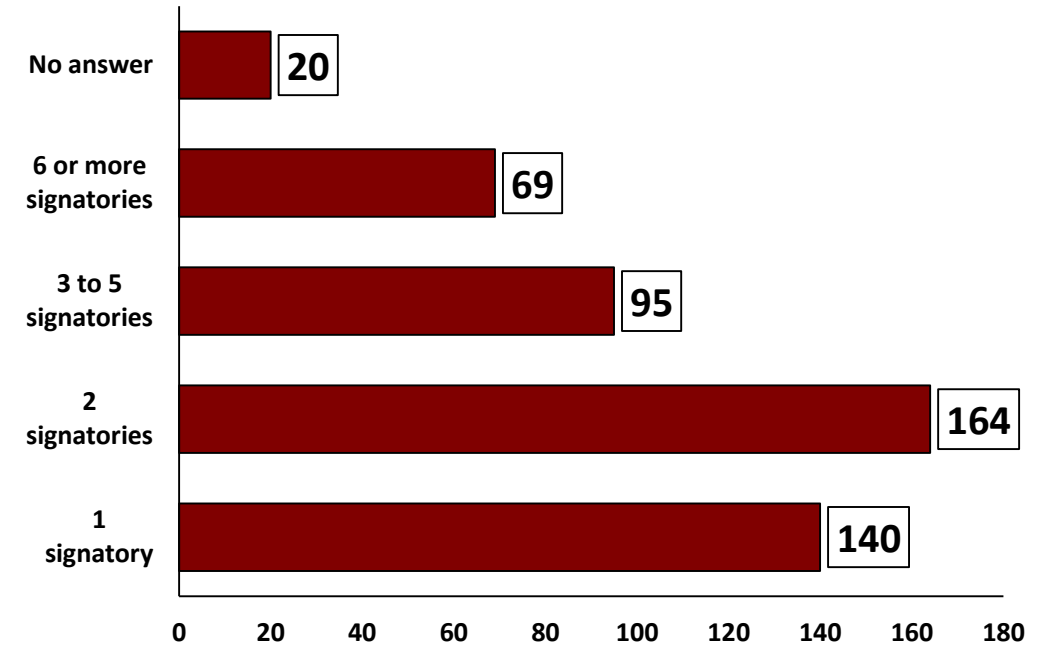


Table 6. No. of Signatories for RENEWAL

For number of signatories used for renewal of business permits, a total of **304 or 62.29%** indicated 1 to 2 signatories present in their business permits.

Number of Forms : (Visayas Regions)

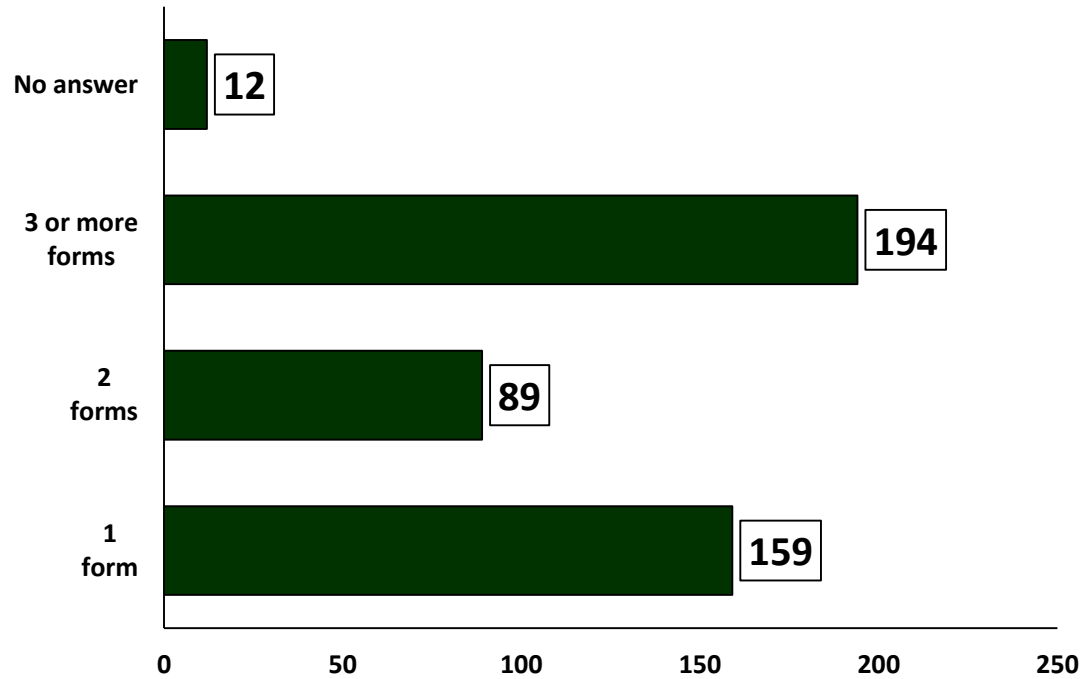


Table 7. No. of Forms for NEW

For number of forms used for new business registration, a total of **159 or 35.02%** indicated to used the unified form for business registration.

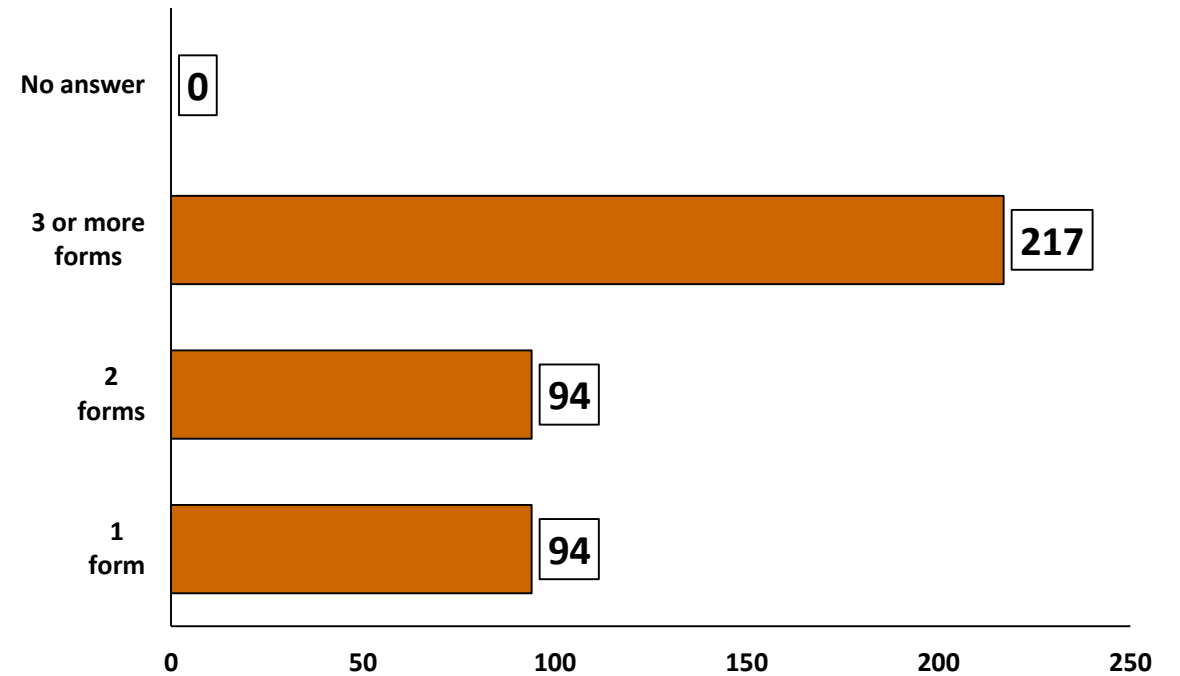


Table 8. No. of Forms for RENEWAL

For number of forms used for renewal of business permits, a total of **95 or 8.64%** indicated to used the unified form for business renewal.

Factors Affecting Business Registration : (Visayas Regions)

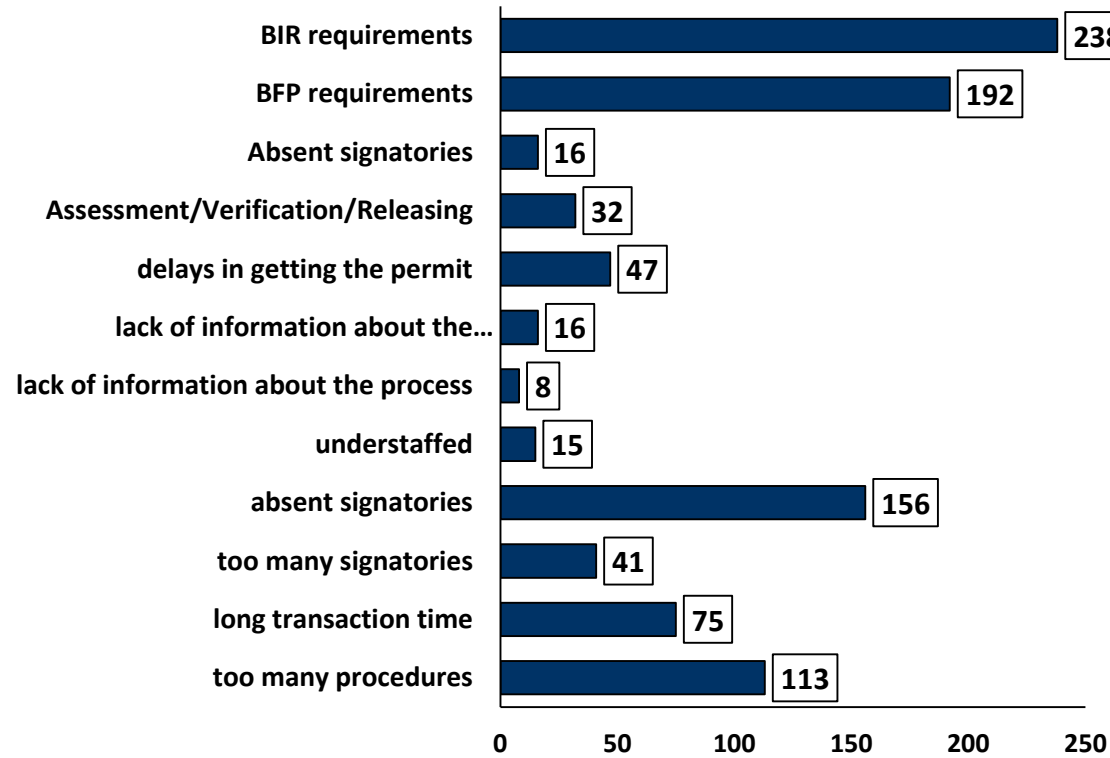


Table 9. Factors Affecting Business Registration for NEW

For factors affecting new business registration, a total of 238 [BIR] and 192 [BFP] of the total respondents indicated to affect their business application.

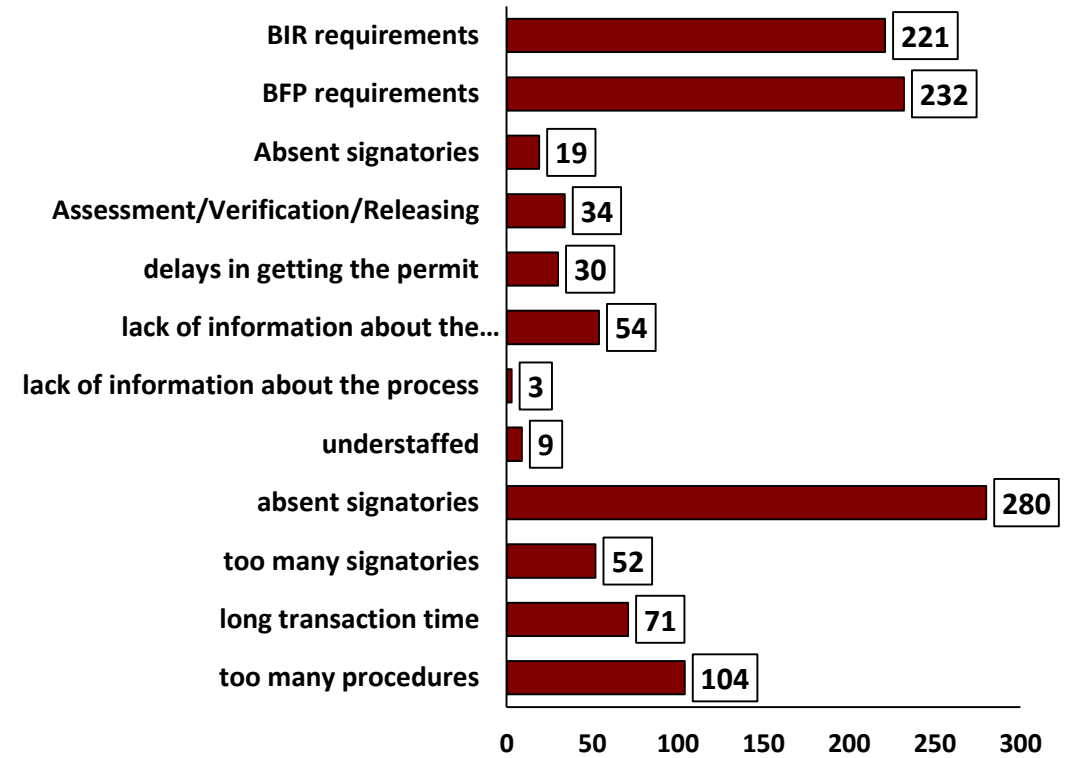


Table 10. Factors Affecting Business Registration for RENEWAL

For factors affecting renewal of business permits, a total of 221 [BIR] and 280 [absent signatories] of the total respondents indicated to affect their business renewal.

Customer Satisfaction Feedback : (Visayas Regions)

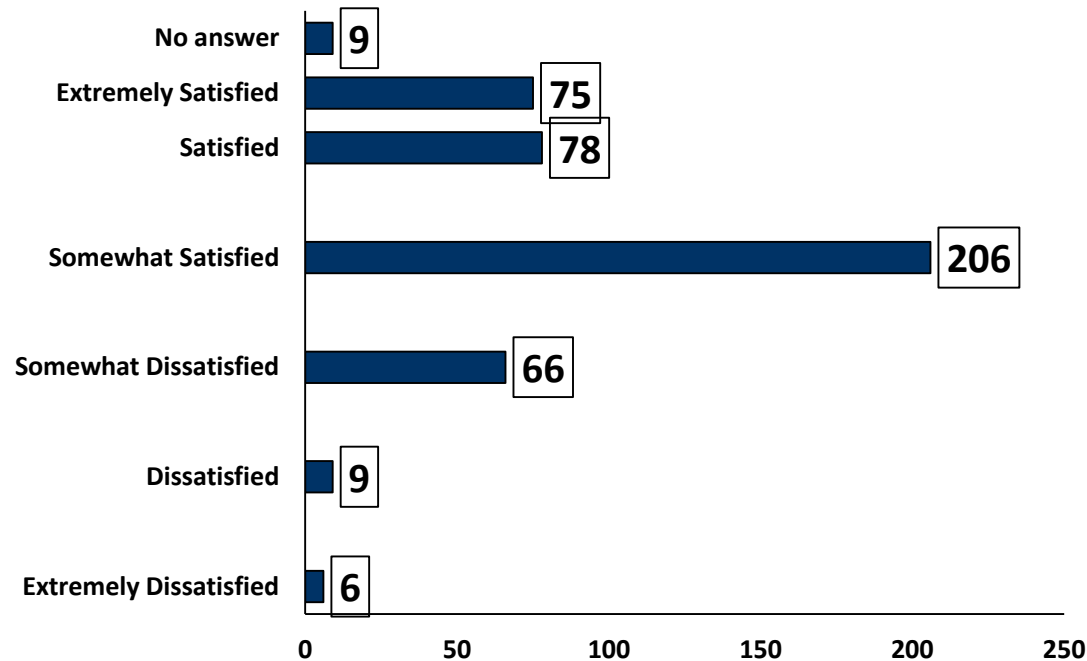


Table 11. Overall Customer Satisfaction Feedback for NEW

For overall satisfaction rate for new business registration, a total of **206** or **45.87%** indicated to be 'somewhat satisfied' in the business registration/application.

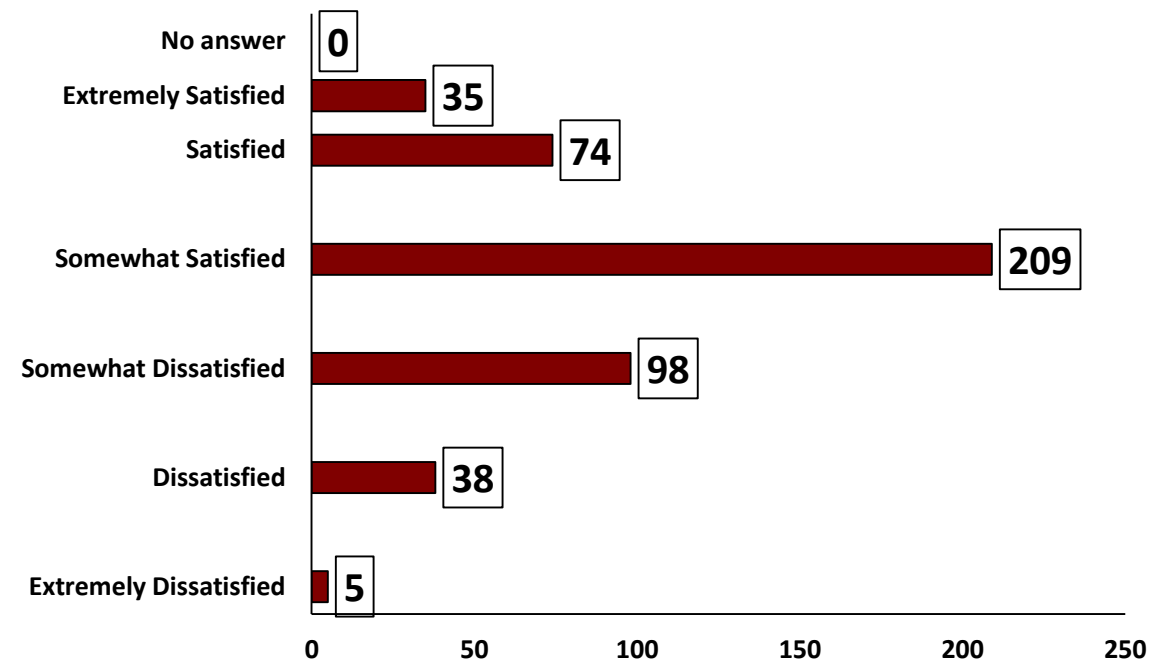
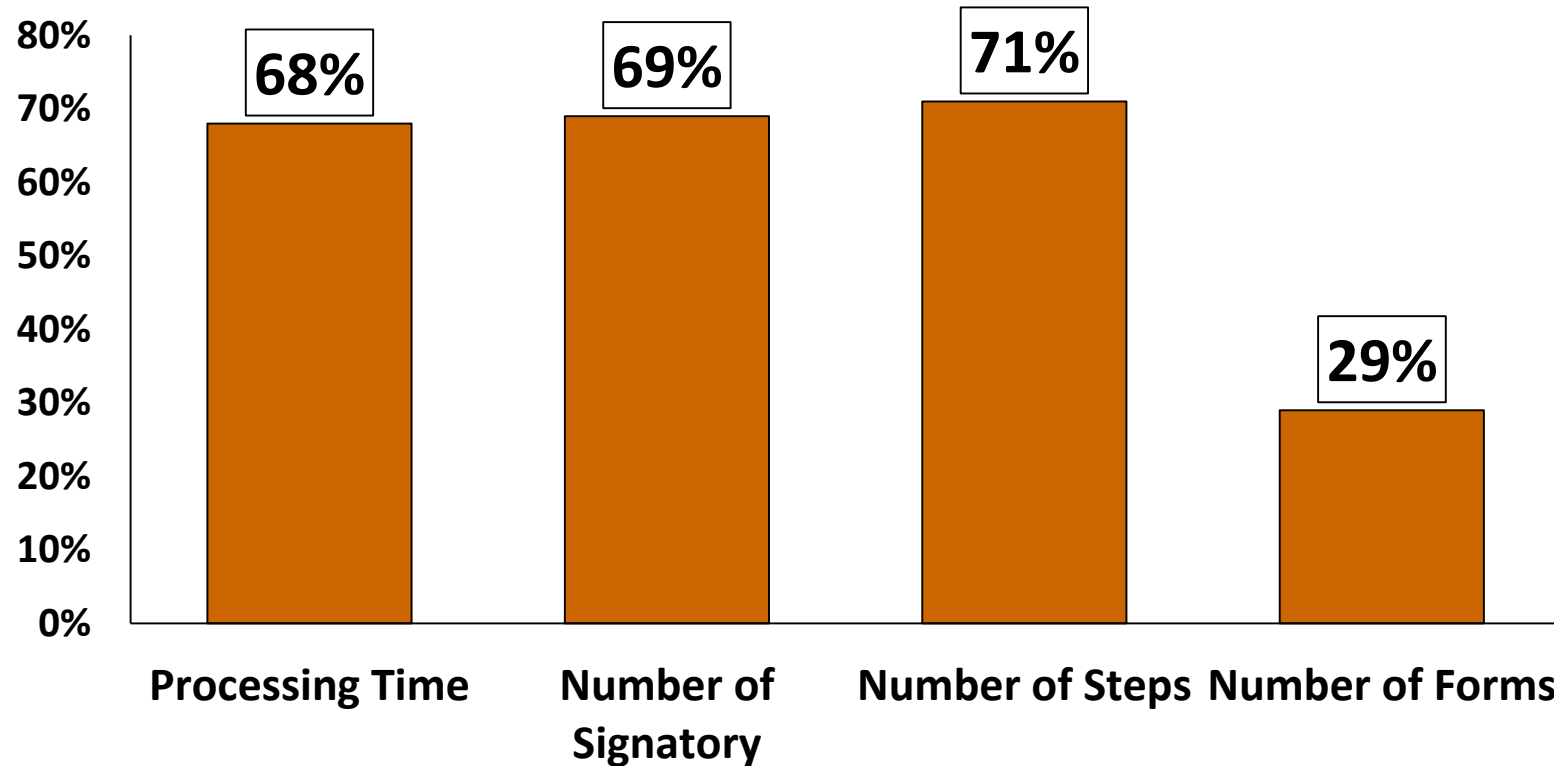


Table 12. Overall Customer Satisfaction Feedback for RENEWAL

For overall satisfaction rate for renewal of business permits, a total of **209** or **45.53%** indicated to be 'somewhat satisfied' in claiming their business permits.

Compliance Rate : (Visayas Regions)



Compliance rate in implementing the BPLS Standards for both new and renewal of business permitting process in Visayas areas can be seen as 'non-compliant' in the used of unified form.

MINDANAO SURVEY RESULTS



Processing Time : (Mindanao Regions)

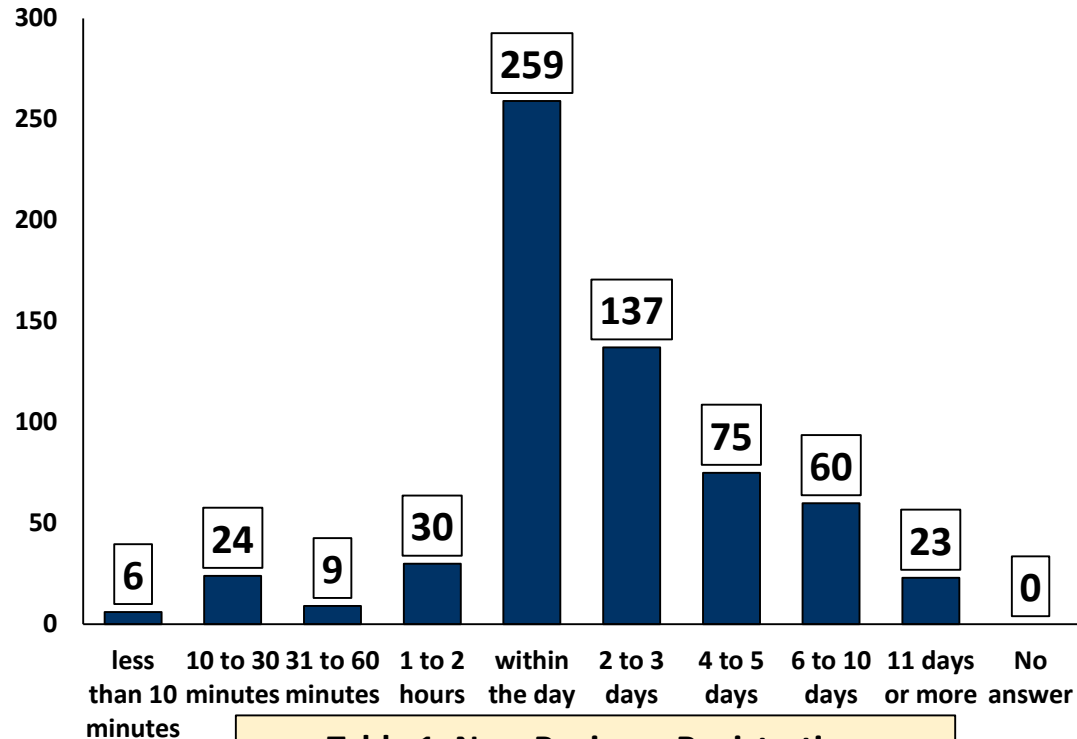


Table 1. New Business Registration

For new business registration, a total of 600 out of 623 or 96% indicated that it took them <10 mins to 10 days to process their business registration

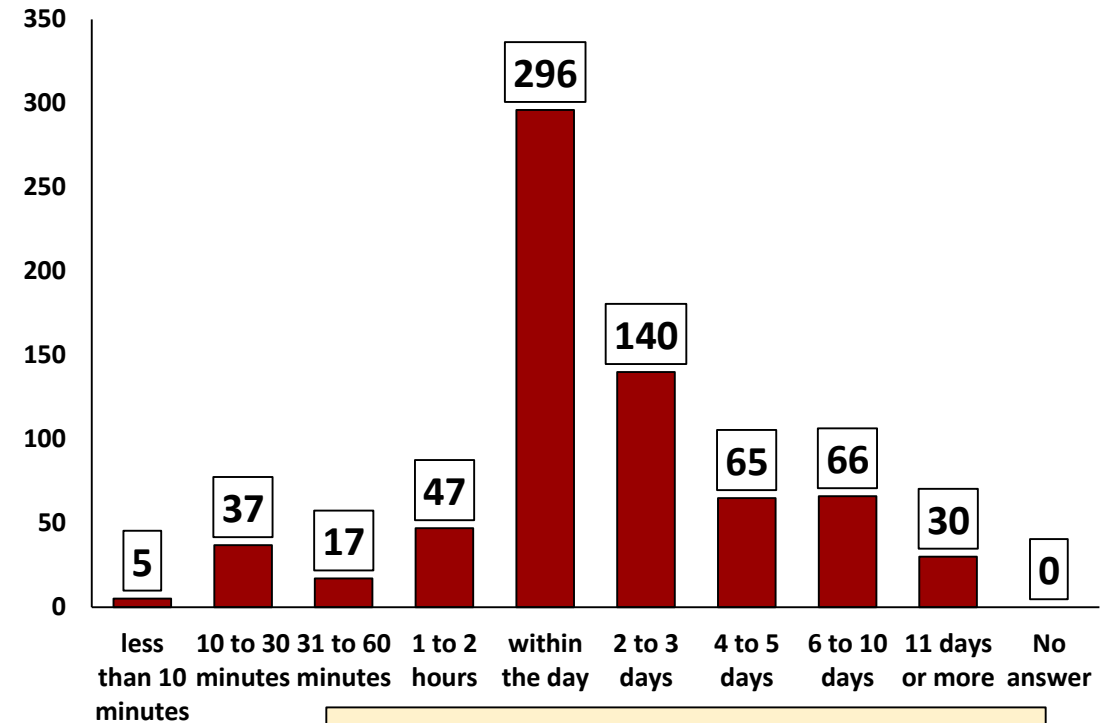


Table 2. Renewal of Business Permits

For renewal of business permits, a total of 607 out of 703 or 86.34% indicated that it took them <10 mins to 5 days to claim their business permits.

Number of Steps : (Mindanao Regions)

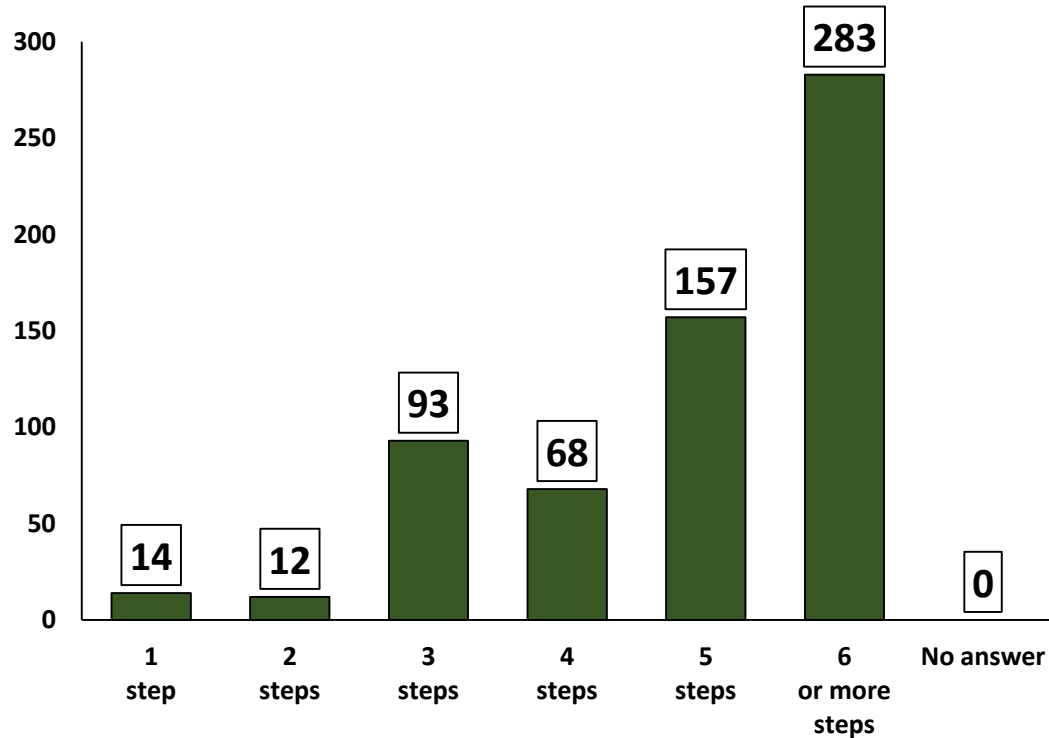


Table 3. No. of Steps for NEW

For number of steps for new business registration, a total of **344** or **54.86%** indicated that it took them <1 step to 5 steps in business registration.

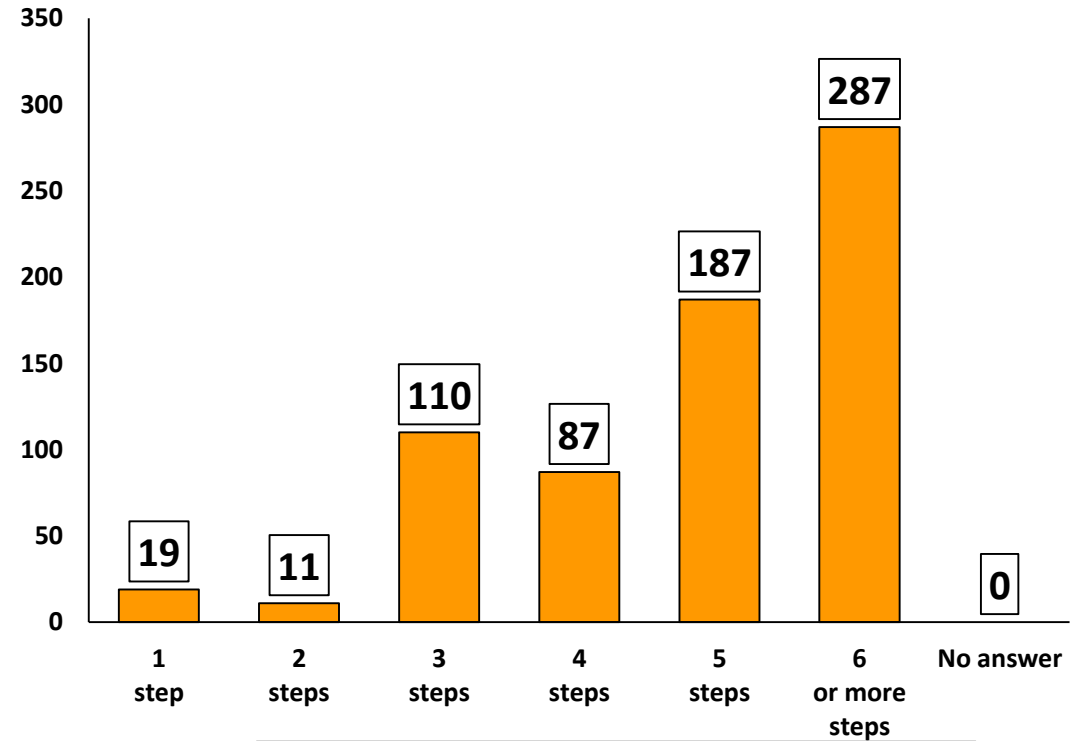


Table 4. No. of Steps for RENEWAL

For number of steps for renewal of business permits, a total of **414** or **59%** indicated that it took them <1 step to 5 steps in claiming their business permits.

Number of Signatories : (Mindanao Regions)

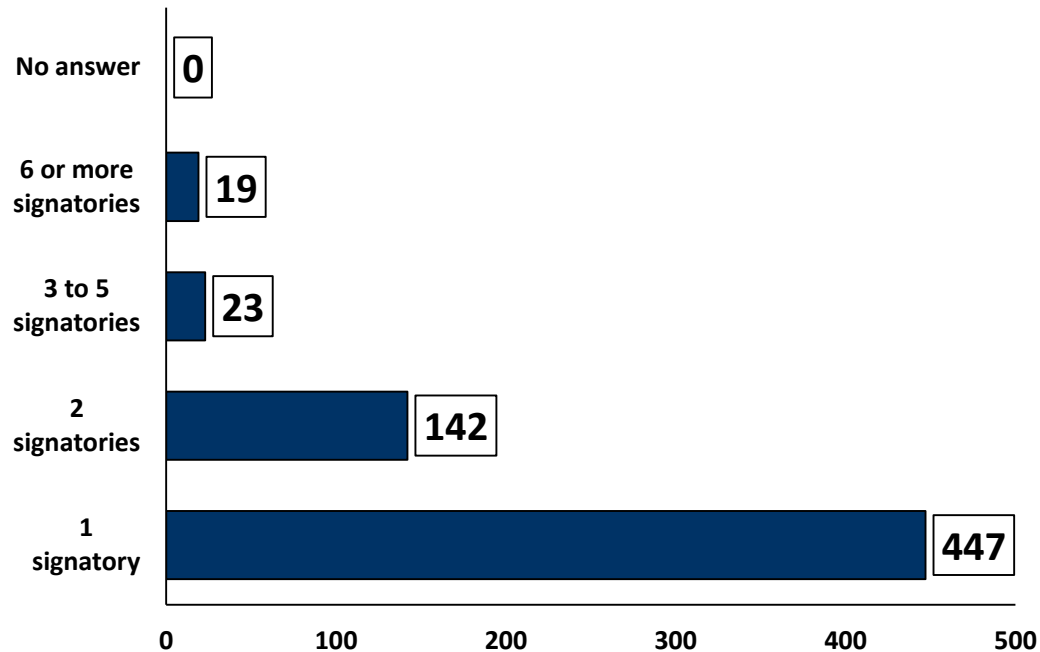


Table 5. No. of Signatories for NEW

For number of signatories for new business registration, a total of **589 or 93.34%** indicated 1 to 2 signatories present in their business application.

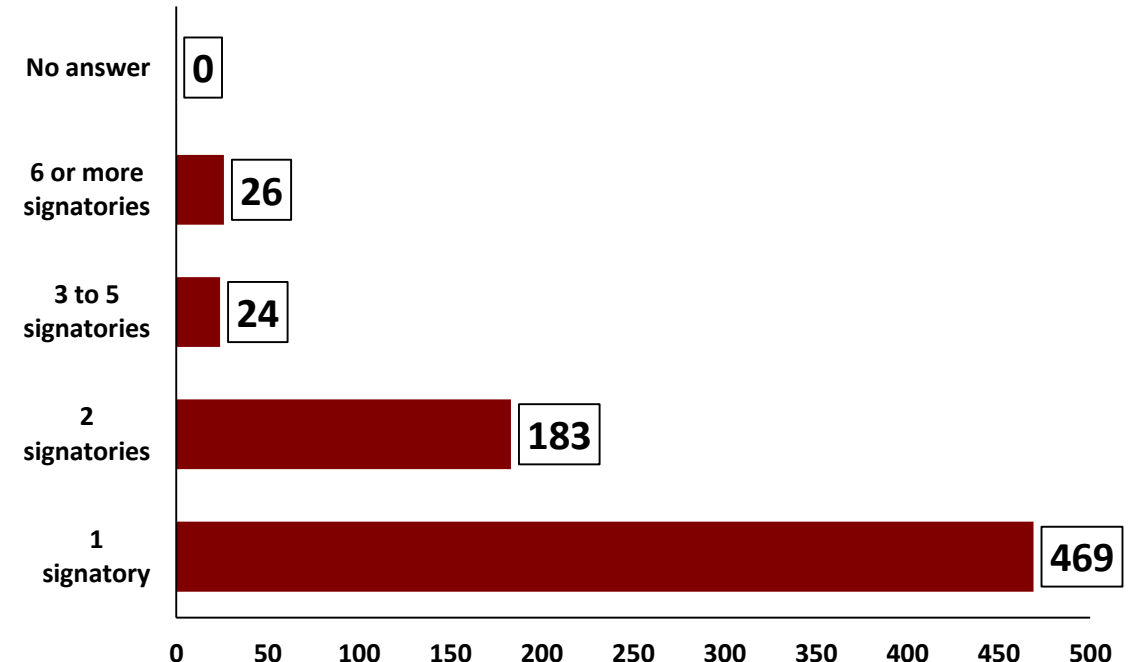


Table 6. No. of Signatories for RENEWAL

For number of signatories used for renewal of business permits, a total of **652 or 92.87%** indicated 1 to 2 signatories present in their business permits.

Number of Forms : (Mindanao Regions)

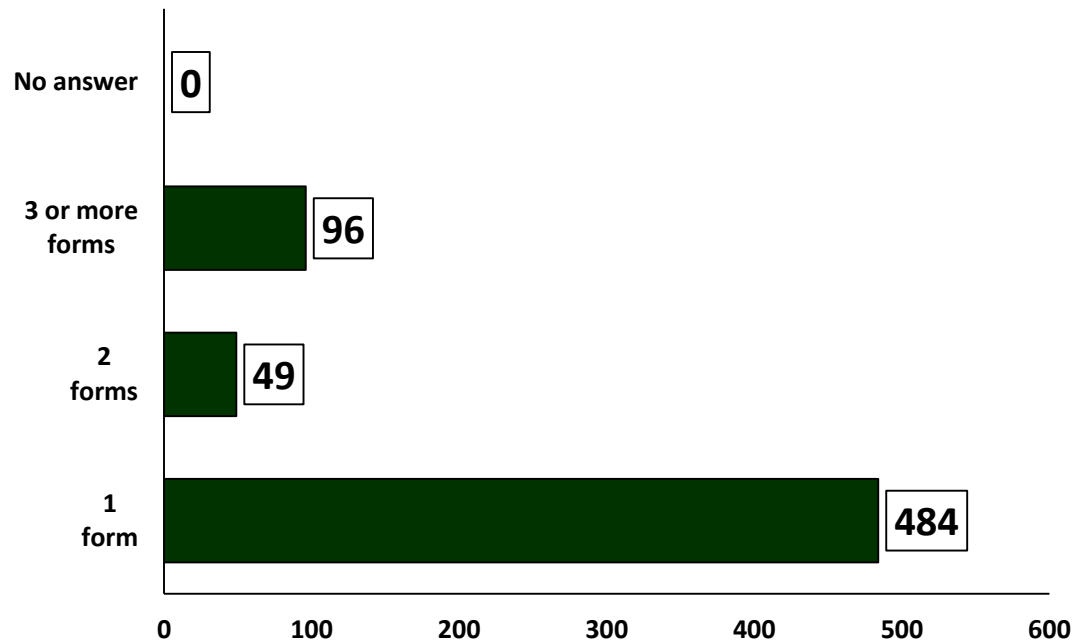


Table 7. No. of Forms for NEW

For number of forms used for new business registration, a total of **484 or 76%** indicated to used the unified form for business registration.

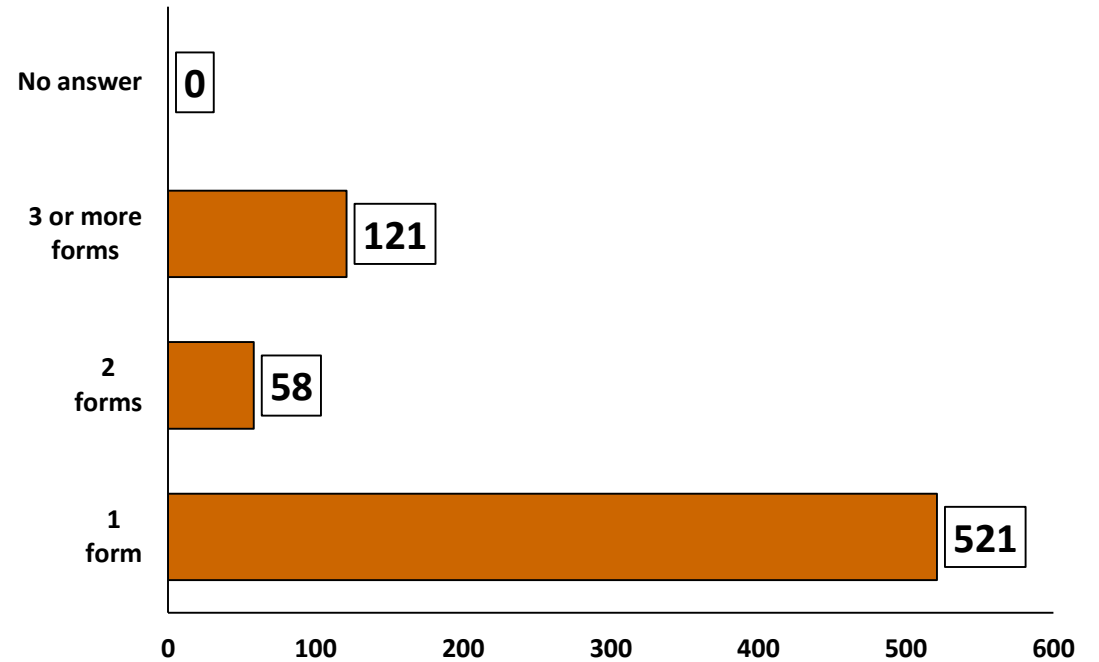


Table 8. No. of Forms for RENEWAL

For number of forms used for renewal of business permits, a total of **521 or 74%** indicated to used the unified form for business renewal.

Factors Affecting Business Registration : (Mindanao Regions)

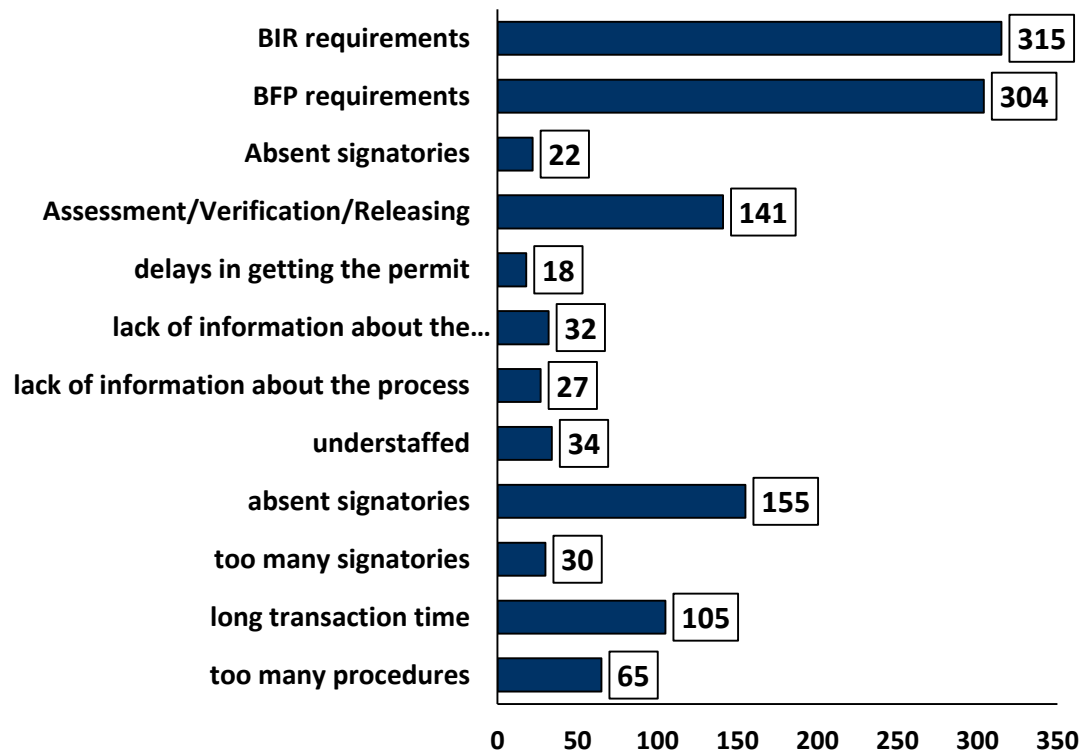


Table 9. Factors Affecting Business Registration for NEW

For factors affecting new business registration, a total of 315 [BIR] and 304 [BFP] of the total respondents indicated to affect their business application.

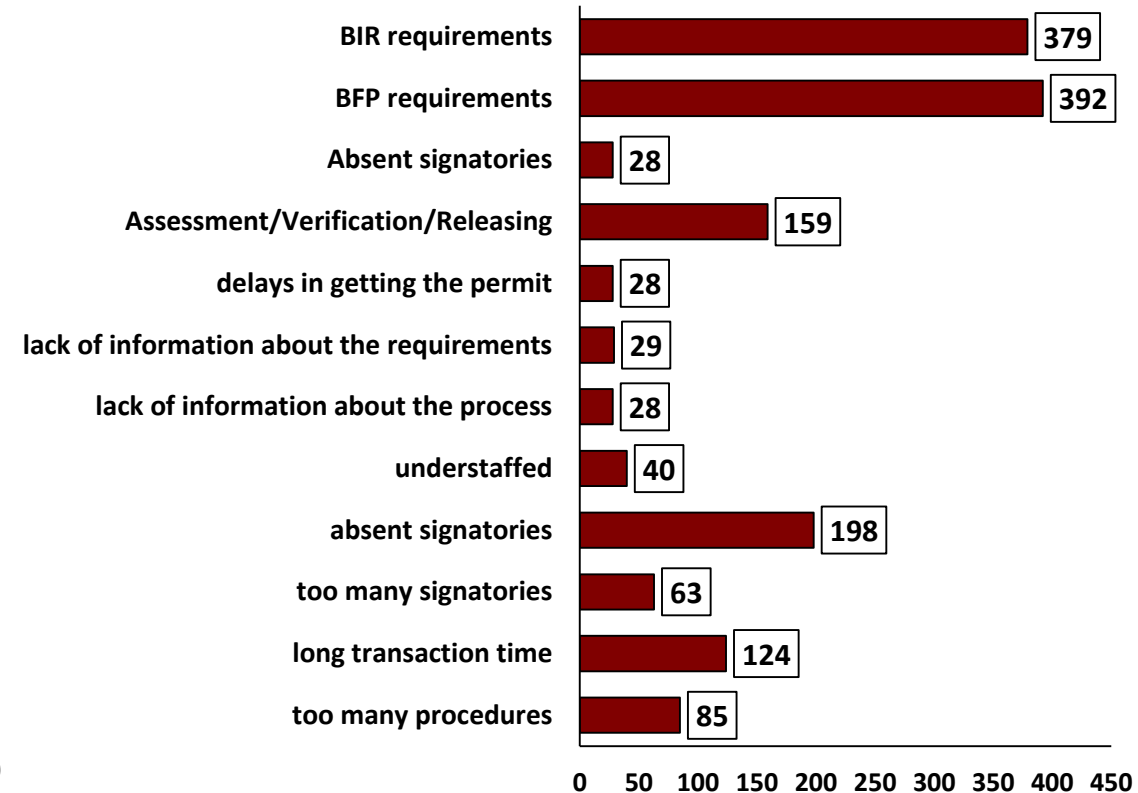


Table 10. Factors Affecting Business Registration for RENEWAL

For factors affecting renewal of business permits, a total of 379 [BIR] and 392 [BFP] of the total respondents indicated to affect their business renewal.

Customer Satisfaction Feedback : (Mindanao Regions)

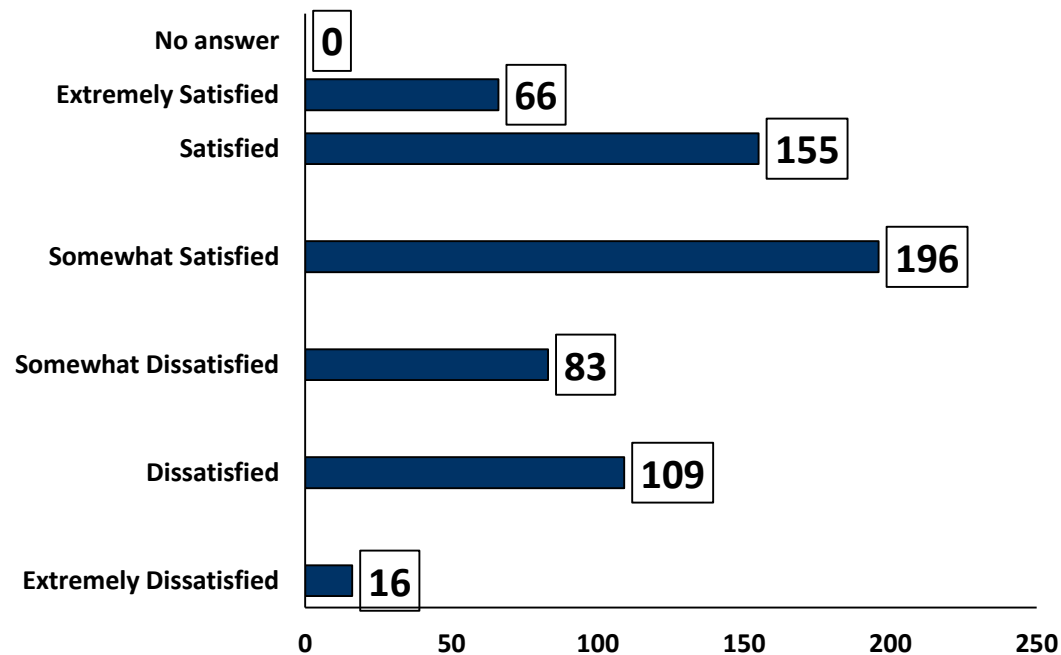


Table 11. Overall Customer Satisfaction Feedback for NEW

For overall satisfaction rate for new business registration, a total of **196** or **31.36%** indicated to be 'somewhat satisfied' in the business registration/application.

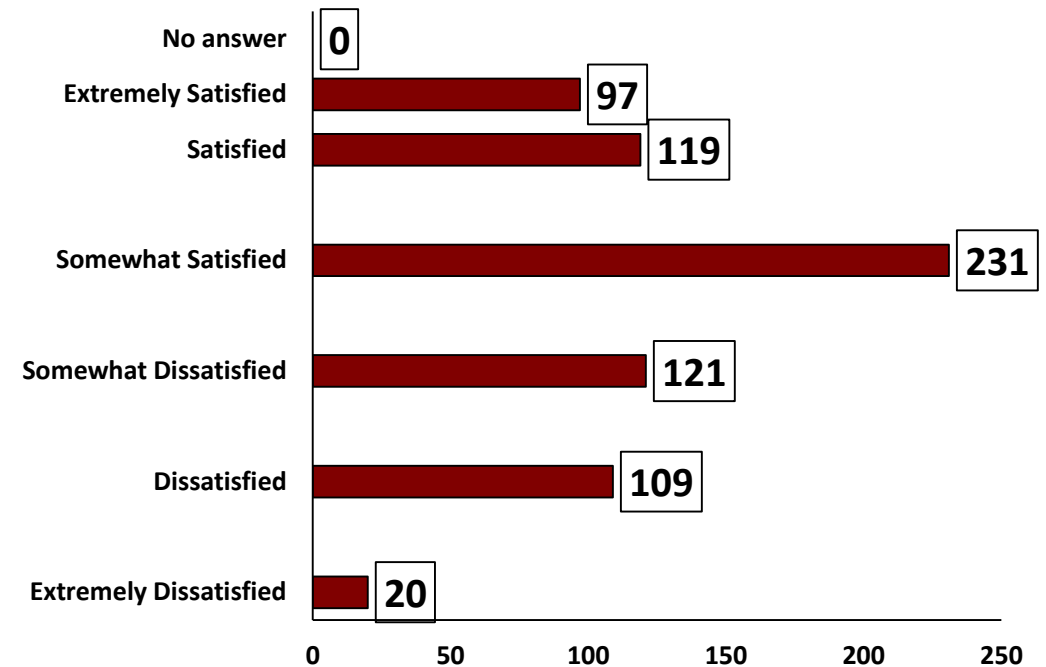
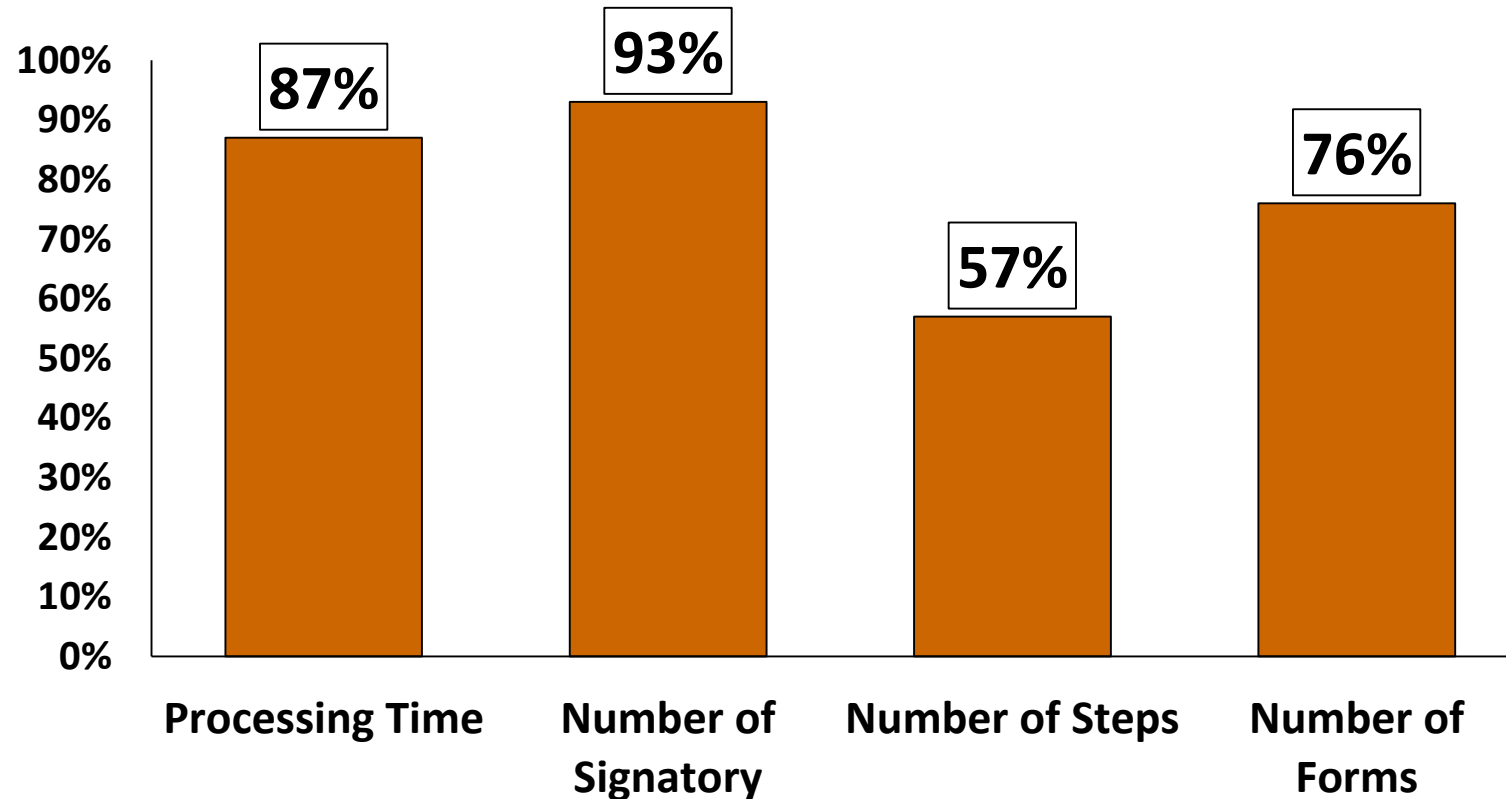


Table 12. Overall Customer Satisfaction Feedback for RENEWAL

For overall satisfaction rate for renewal of business permits, a total of **231** or **33.14%** indicated to be 'somewhat satisfied' in claiming their business permits.

Compliance Rate : (Mindanao Regions)



Compliance rate in implementing the BPLS Standards for both new and renewal of business permitting process in Visayas areas can be seen as 'non-compliant' in the number of steps.

THANK YOU.



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