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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

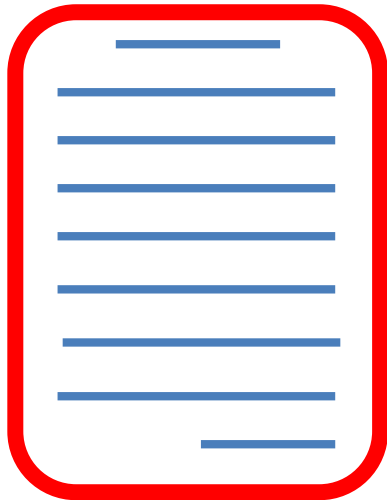
- Aims to ASSESS THE EXPERIENCE of the businessmen who renewed their Mayor's Permit conducted last January to February 2014
- Determine the SATISFACTION LEVEL OF BUSINESSMEN with the process of renewing their Mayor's Permit in their respective local government units (LGUs)
- Conducted in January 13 to February 14 2014
- Respondents came from 141 LGUs (1, 865 valid respondents)
- 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 by Mode of Application*

**Paper**



**98.94%**

**Online**

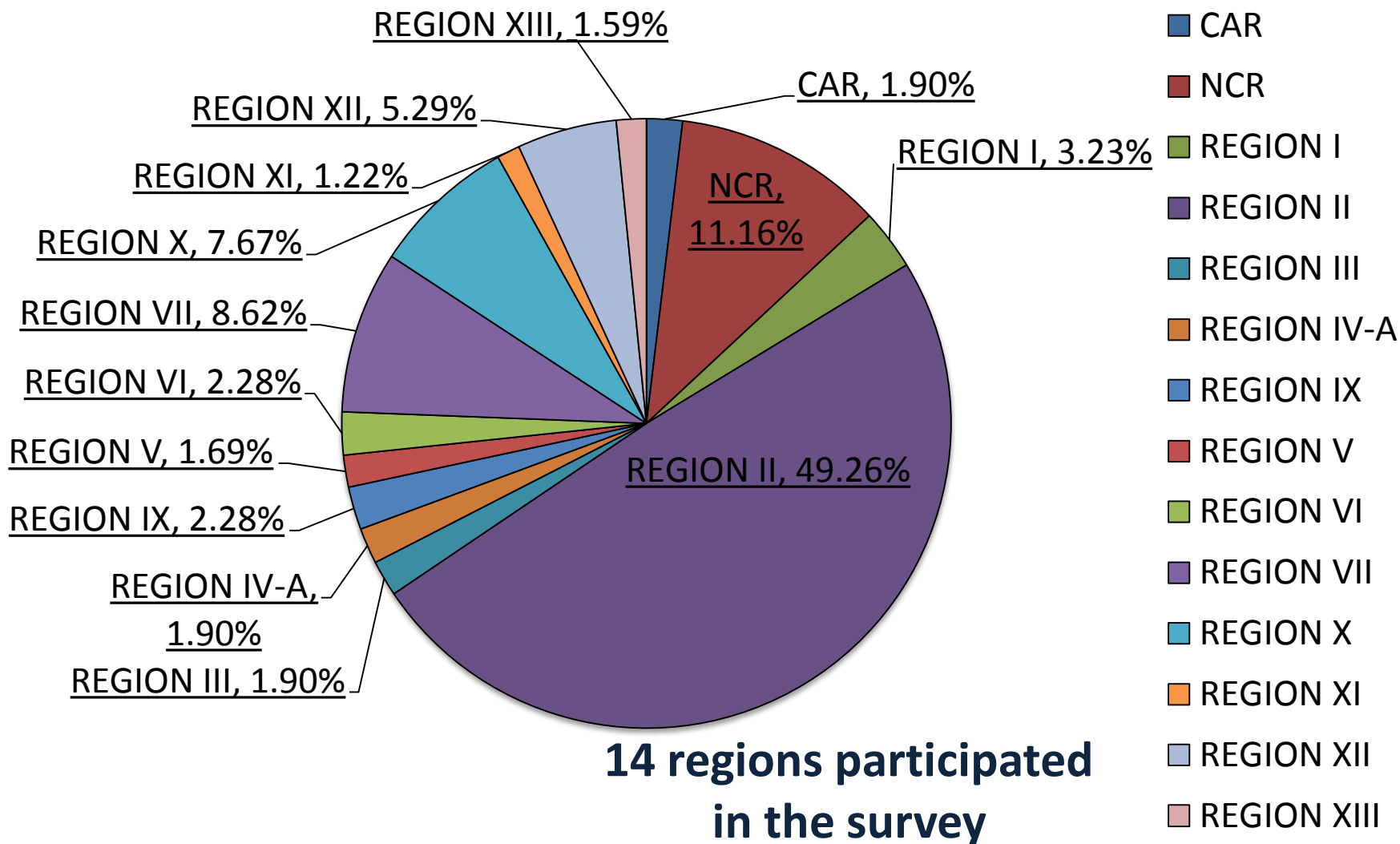


**1.06%**

Majority of the respondents answered the survey through paper

DTI Regional and Provincial Offices helped in encoding the responses

# Respondents by Region



# Respondents by Region

Region	Respondent/s
NCR	211
CAR	36
REGION I	61
REGION II	931
REGION III	36
REGION IV-A	36
REGION V	32
REGION VI	43
REGION VII	163
REGION IX	43
REGION X	145
REGION XI	23
REGION XII	100
REGION XIII	30
	<b>1890</b>



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# SURVEY RESULTS

## REGIONAL

## 2014 Customer

## Experience Survey







# Discussion/Analysis

## NUMBER OF STEPS:

- **79%** of survey respondents reported that they were able to renew their Mayor's Permit in 5 steps or less
- 21% went through 6 or more steps

## PROCESSING OF TIME:

- **93%** within the standard of 5 days.
- 7% of the respondents reported that it took them more than 5 days.



# Discussion/Analysis

## NUMBER OF FORMS:

- **70%** used 1 form in renewing their Mayor's Permit.
- 12% used 2 forms
- 18% used 3 or more forms in renewal process.

## NUMBER OF SIGNATORIES:

- **94%** said there were 5 or less signatures affixed to the permit.
- 6% shared that there were 6 or more signatures affixed in their Mayor's Permit.



# Length of Time

- 92.7% of the total respondents said that they were able to renew their Mayor's Permit within 10 minutes to five (5) days.
- While the remaining 7.3% said that it took them 6-10 days or more.
- Majority of respondents in NCR, Regions II, IV-A, VI, VII, X, XI, and XII were able to renew their Mayor's Permit within the day



# Number of Steps

- The survey shows that a total of 78.36% of the respondents were able to renew their permits in 5 steps or less, which is the prescribed standard.
- The remaining 21.64% took longer than the prescribed steps to renew business permits
- Regions I, II, and VI respondents completed business registration in 5 steps or less.



# Number of Signatories

- 83% reported that there were 2 signatories whose signature affixed to their Mayor's Permit
- Most of the regions adhere to the BPLS Standard of at most 2 signatures with Region III implementing with one (1) signature which is best practice.



# Number of Forms

- In the prescribed number of forms, most of the respondents or 70% said that they are using the unified single form in renewing business permit while the remaining 30% used 2 or more forms in completing the business permit requirements.



# Cost of Fees

- 54.01% paid P500 to P5,000.00 for renewal of business permit.
- While the remaining 45.99% paid P5,001.00-P10,000.00



# Facilitation Fees

**YES**

**4%**

**NO**

**96%**

A total of 1,789 or 96% of the respondents said that they did not take any form of facilitation fees in line with their renewal process of business permit while 4% or 67 of the respondents avail facilitation fees.





# Compliant VS Non-compliant

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## Length of Processing Time:

- 88% (less than 10 minutes to 3 days)
- 5% ( 4-5 days)
- 7% (6-10 days)

## Number of Steps:

- 52% (steps from 1 to 4)
- 27% (5 steps)
- 21% (6 steps or more.)



# Compliant VS Non-compliant

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## Number of Signatories:

- 65% (1 signatory)
- 29% (2-5 signatories)
- 6% (6 or more signatories)

## Number of Forms:

- 70% (1 form)
- 12% (2 forms)
- 18% (3 or more forms)



# 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



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