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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.



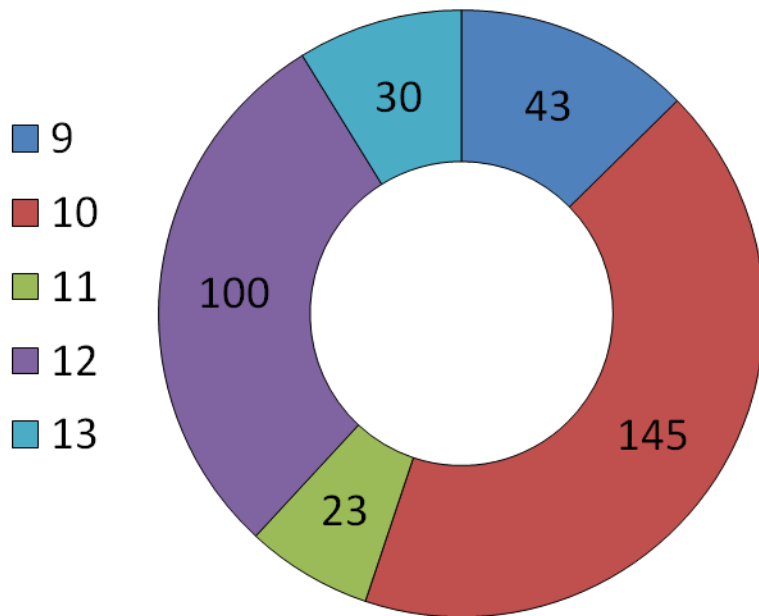
# *BPLS Index Indicators*

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



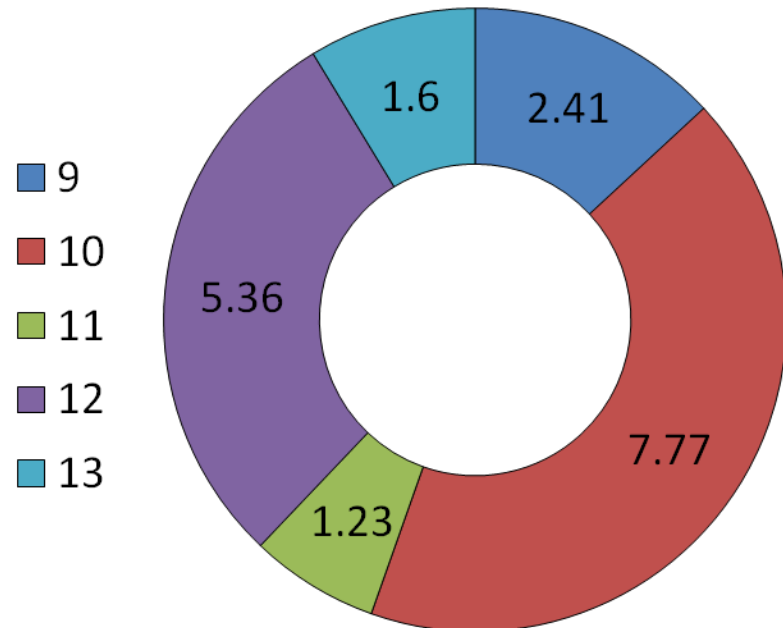
# Respondents in Mindanao Region

## REGIONS



Actual number of respondents who answered the 2014 CES

## Percentage of Respondents

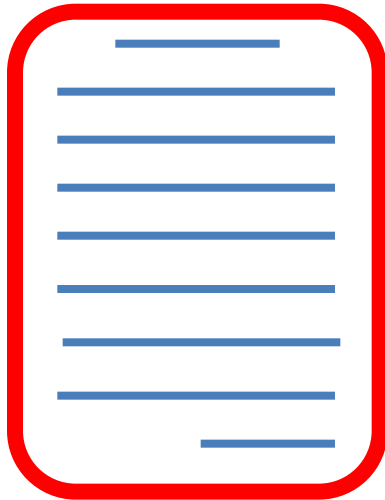


Percentage based on the 1,865 valid respondents



# *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



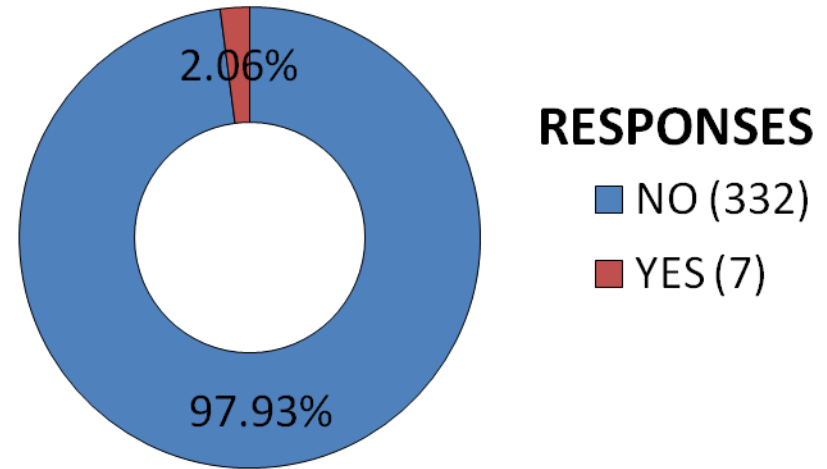
<b>REGION IX</b>	<b>43</b>	67.44% (29) (5 days or less) 65.11% (28) (10 minutes to 3 days)	59.09% (26) (5 steps or less)	59.09% (26) (used 1 form)	72.73% (32) (2 signatories or less)
<b>REGION X</b>	<b>145</b>	94.48% (137) (5 days or less) 85.52% (124) (3 days to 10 minutes)	74.48% (108) (5 steps or less) 41.38% (60) (1-4 steps)	60.69% (88) (used 1 form) *39.31% (57) (2-3 forms)	80% (116) (2 signatories or less) 79.31% (92) (1 signatory)
<b>REGION XI</b>	<b>23</b>	78.26% (18) (5 days or less) 69.56% (16) (10 minutes to 3 days)	65.22% (15) (5 steps or less) 39.13% (9) (1-4 steps)	86.96% (20) (used 1 form)	86.96% (20) (2 signatories or less) 56.52% (13) (1 signatory)
<b>REGION XII</b>	<b>100</b>	64% (64) (5 days or less) 54% (54) (10 minutes to 3 days)	27% (27) (5 steps or less) *73% (73) (6 steps or more)	39% (39) (used 1 form) *61% (61) (2-3 forms)	63% (63) (2 signatories or less)
<b>CARAGA</b>	<b>30</b>	73.33% (22) (5 days or less) 43.33% (13) (2-3 days)	63.33% (19) (5 steps or less)	96.67% (29) (used 1 form)	96.67% (29) (2 signatories or less)





# Facilitation Fees

REGIONS	YES	NO
IX	---	100% (44)
X	3.4% (5)	96.6% (140)
XI	9.5% (2)	90.5% (19)
XII	---	100% (99)
CARAGA	---	100% (30)



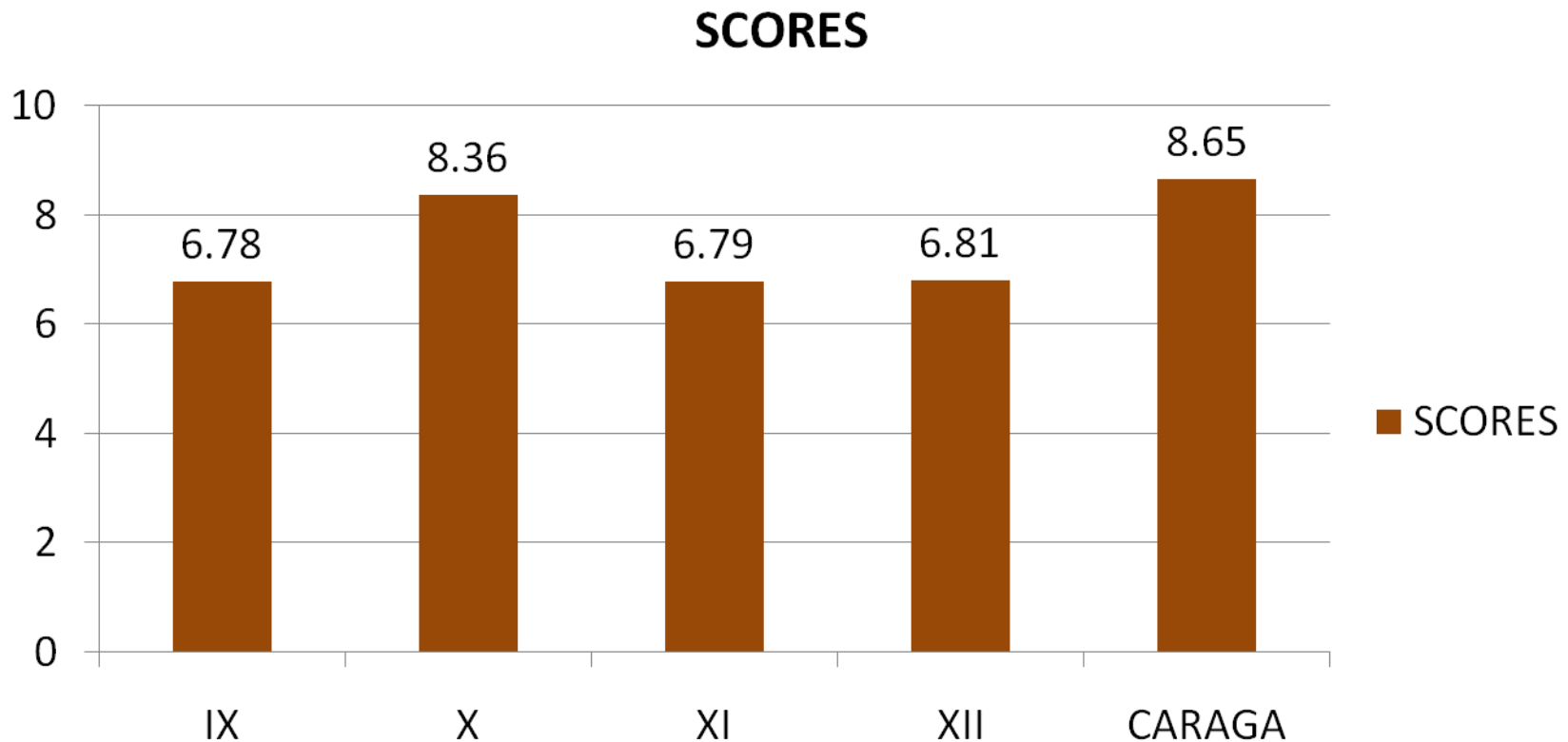
Majority of the respondents in the regions reported to have been *compliant with the BPLS procedures in terms of legal processes* and did not take any form of facilitation fees

# Regional Satisfaction Scores



REGIONS	CITY/PROVINCE	LGUs	SATISFACTION SCORES
IX	Zamboanga del Norte	Dipolog City	8.73
	Zamboanga del Sur	Pagadian City	5.87
	Zamboanga del Sur	Zamboanga City	5.76
X	Lanao del Norte	Kapatagan	9.96
		Sultan Naga Dimaporo	9.36
		Baroy	9.32
		Tubod	9.16
		Pantar	8.79
		Lala	8.76
		Kolambugan	8.69
		Linamon	8.61
		Bacolod	8.20
		Baloi	8.13
		Maigo	7.61
		Iligan City	6.78
		Misamis Oriental	Cagayan de Oro City
XI	Davao Oriental	Mati	7.13
	Davao del Sur	Davao City	6.45
XII	South Cotabato	Koronadal City	7.79
	Sultan Kudarat	Tacurong City	7.69
		Isulan	7.57
	North Cotabato	Midsayap	6.58
		Cotabato City	5.80
South Cotabato	General Santos City	5.40	
CARAGA <i>Respondents came from 141 LGUs (1,865 valid respondents)</i>	Surigao del Sur	Hinatuan	9.66
		Barobo	9.04
		Tandag	7.25

# Overall Satisfaction Scores



CARAGA 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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