



NATIONAL
COMPETITIVENESS
COUNCIL | PHILIPPINES



Global and Regional State of Philippine Competitiveness

Hotel Alejandro, Tacloban City

March 24, 2017

MARINA N. SALDAÑA

Presenter

Mandate: Executive Order No. 44



Advise

the President on policy matters affecting competitiveness of the country



Promote & develop

competitiveness strategies and push for the implementation of an action agenda for competitiveness and link it to the PH Development Plan



Provide

inputs to the Philippine Development Plan, Investment Priorities Plan, Export Development Plan



Recommend

to Congress proposed legislation regarding country competitiveness

Strategize and execute

steps to improve PH competitiveness

Vision – Mission Statement

VISION

- A more competitive Philippines
- Instill a Culture of Excellence
- Public-Private Collaboration as a development engine

MISSION

To build up the long-term competitiveness of the Philippines through:

- Policy reforms
- Project implementation
- Institution-building
- Performance monitoring

Work Program

Benchmark
against key global
competitiveness
indices

Map
each indicator to
the agency
responsible

Focus on
lowest-
indicators

Track
city
competitiveness
and key indicators

Concentrate on
specific projects
(**Special Projects and
Working Groups**)

Link work to Philippine
Development Plan,
National Budget,
Legislative Executive
Development Advisory
Council, Cabinet Agenda

NCC Projects

Sectoral focus

Working Groups

Geographical Focus

RCC, CMCI

Institutional focus

PGS -Balanced Scorecards

Process Improvement Focus

Automation
EODB, GO-OBLS, IABPI, NQI

Regulatory focus

EODB, Repeal Project

Customer focus

BPLS M&E, AESC

GLOBAL COMPETITIVENESS REPORT CARD

REPORT	2017	2016	2015	2014	2013	2012	2011	2010	CHANGE 2010/11 to LATEST	SOURCE	TOP 1/3
1. Doing Business Report		99/190	103/189	95/189	108/189	138/185	136/183	148/183	↑ 49	International Finance Corporation	63
2. Economic Freedom Index	58/180	70/178	76/178	89/178	97/177	107/179	115/179	-	↑ 57	Heritage Foundation	60
3. Corruption Perceptions Index		101/168	95/168	85/175	94/177	105/176	129/183	134/178	↑ 33	Transparency International	58
4. Global Competitiveness Report		57/138	47/140	52/144	59/148	65/144	75/142	85/139	↑ 28	World Economic Forum	47
5. Global Enabling Trade Index		-	n/a	64/138	n/a	72/132	n/a	*92/125	↑ 28	World Economic Forum	46
6. Travel and Tourism Report		n/a	74/141	n/a	82/140	n/a	94/139	n/a	↑ 20	World Economic Forum	46
7. Global Innovation Index		74/128	83/141	100/143	90/142	95/141	91/125	-	↑ 17	World Intellectual Property Organization	47
8. Global Information Technology Report		77/139	76/143	78/148	86/144	86/142	86/138	-	↑ 9	World Economic Forum	48
9. E-Government Index		71/193	--	95/193	--	88/191	--	78/184	↑ 7	United Nations	64
10. Fragile States Index		54/178	48/178	52/178	59/178	56/177	50/177	-	↑ 4	Fund for Peace	118
11. Global Gender Gap Report		7/144	7/145	9/142	5/136	8/135	8/135	9/142	↑ 2	World Economic Forum	47
12. World Competitiveness Yearbook		42/60	41/60	42/60	38/60	43/59	41/59	-	↓ 1	International Institute for Management Development	20
13. Logistics Performance Index		71/160	n/a	57/160	n/a	52/155	n/a	44/155	↓ 27	World Bank	53

Reached the Top 3rd of the World Rankings

Latest Performance

GLOBAL COMPETITIVENESS REPORT CARD

REPORT	2010/2011	2016/2017	GOAL (Top 3rd)	CHANGE 4 to 6 yrs
1. Doing Business Report (IFC)	148/183	99/189	63	↑ 49
2. Economic Freedom Index (HF)*	115/179	58/180*	60	↑ 57
3. Corruption Perceptions Index (TI)	134/178	101/175	58	↑ 33
4. Global Competitiveness Index (WEF)	85/139	57/138	47	↑ 28
5. Global Enabling Trade Index (WEF)	92/125	64/138	46	↑ 28
6. Travel and Tourism Report (WEF)	94/139	74/141	46	↑ 20
7. WIPO- Global Innovation Index (WIPO)	91/125	74/128	47	↑ 17
8. Global Information Technology Report (WEF)	86/138	77/139	46	↑ 9
9. E-Government Index (UN)	78/184	71/193	64	↑ 7
10. Fragile States Index (FFP) **	50/177	54/178	118	↑ 4
11. Global Gender Gap Report (WEF)	9/142	7/144	47	↑ 2
12. World Competitiveness Report (IMD)	41/59	42/60	20	↓ 1
13. Logistics Performance Index (WB)	44/155	71/160	53	↓ 27

REACHED THE TOP THIRD

LATEST PERFORMANCE











UPGRADE

DOWNGRADE

*with 2017 Results, **reverse ranking (1 as worst)

GLOBAL COMPETITIVENESS REPORT

PHILIPPINES and ASEAN

Country/Economy	2016 (out of 138)	2015 (out of 140)	2014 (out of 144)	2013 (out of 148)	2012 (out of 144)	2011 (out of 142)	2010 (Out of 139)	Change 2015-2016	Change 2010-2016
 Singapore	2	2	2	2	2	2	3	0	1
 Malaysia	25	18	20	24	25	21	26	-7	1
 Thailand	34	32	31	37	38	39	38	-2	4
 Indonesia	41	37	34	38	50	46	44	-4	3
 Philippines	57	47	52	59	65	75	85	5	28
 Vietnam	60	56	68	70	75	65	59	-4	-1
 Lao PDR	93	83	93	81	n/a	n/a	n/a	10	-12
 Cambodia	89	90	95	88	85	97	109	1	20
 Myanmar	---	131	134	139	n/a	n/a	n/a	--	--
 Brunei Darussalam	58	n/a	n/a	26	28	28	28	--	-30

TOP 4 Biggest Gains

*2017 Results



+49

No. 99
from No.148

**DOING
BUSINESS
REPORT**



+57

No. 58*
from No. 115

**ECONOMIC
FREEDOM
INDEX***



+33

No. 101
from No. 134

**CORRUPTION
PERCEPTION
INDEX**



+28

No. 57
from No. 85

**GLOBAL
COMPETITIVENESS
REPORT**



WORKING GROUPS

SECTORAL FOCUS

Working Groups

- Anti-Corruption
- Anti-Smuggling
- Business Permits and Licensing System
- Education and Human Resources Development
- Judicial System
- National Quality Infrastructure
- Nutrition and Food Sec*
- Performance Governance System
- Power and Energy
- Transport and Infrastructure

EASE OF DOING BUSINESS

PROCESS IMPROVEMENT FOCUS

EASE OF DOING BUSINESS



No. 148
out of 183
economies



Administrative Order 38
Ease of Doing Business Taskforce



REFORMS



+49

NOTCHES



2011-2017

No. 99

out of 189 economies

PHILIPPINES vs ASEAN (2016-2017)

ASEAN		2017 REPORT (190 economies)	2016 REPORT (189 economies)	Change 2016-2017
1	Singapore	2	1	↓ 1
2	Malaysia	23	18	↓ 5
3	Thailand	46	49	↑ 3
4	Vietnam	82	90	↑ 8
5	Brunei Darussalam	72	84	↑ 12
6	Indonesia	91	109	↑ 18
7	Philippines	99	103	↑ 4
8	Cambodia	131	127	↓ 4
9	Lao PDR	139	134	↓ 5
10	Myanmar	170	167	↓ 3

UPGRADE

DOWNGRADE

Source: Published DB reports (2016-2017)

PHILIPPINES DOING BUSINESS INDICATORS (2016-2017)

INDICATORS	2017 REPORT (190 economies)	2016 REPORT (189 economies)	Change 2016-2017
OVER-ALL RANKING	99	103	↑ 4
1. Starting a Business	171	165	↓ 6
2. Dealing w/ Construction Permits	85	99	↑ 14
3. Getting Electricity	22	19	↓ 3
4. Registering Property	112	112	--
5. Getting Credit	118	109	↓ 9
6. Protecting Investors	137	155	↑ 18
7. Paying Taxes	115	126	↑ 11
8. Trading Across Borders	95	95	--
9. Enforcing Contracts	136	140	↑ 4
10. Resolving Insolvency	56	53	↓ 3

UPGRADE

DOWNGRADE

Source: Published DB reports (2016-2017)

LEGISLATION ON EODB

- **Senate Resolution 23** - A Resolution Directing The Committee On Trade, Commerce and Entrepreneurship to Conduct An Inquiry, In Aid Of Legislation, On Government Plans and Strategies to Promote Ease of Doing Business in the Country.
- **Ease of Doing Business Bill** - Filed by Senator Juan Miguel Zubiri, this proposed law aims to streamline the processes involved in securing permits and licenses to start-up a business. The draft bill now contains the following recommendations:
 - Permits shall expire on the anniversary date
 - Longer validity periods for business permits issued at the local and national level.
 - Review of all documentary requirements for business start-up to ensure no duplication of documents
 - Conduct of Regulatory Impact Assessment

LEGISLATION ON EODB

- **House Bill 2171** - An Act Promoting the Ease of Doing Business by Mandating the Automatic Approval of Business Permit Application After Thirty Days of Inaction and Extending Validity Period. This is the House of Representatives' version of the EODB Bill.
- **Amendments to the Corporations Code** - Filed by Sen. Franklin Drilon, NCC specifically supports the following changes to the code.
 - The introduction of the One Person Corporation (Section 73)
 - Simplification of Name Registration-
 - Extension of the lifespan of the corporation to perpetuity, unless shortened at the option of the corporation.
 - Free access to corporate information.
 - Online registration.

NCC pushes for the removal of minimum paid in capital requirements for registration. In the WB-IFC Ease of Doing Business report, 121 out of 189 economies do not have minimum capital requirements at the time of incorporation. Removing this requirement or reducing the amount of the required capital will significantly simplify the process of incorporation, especially for small businesses and entrepreneurs.

REGIONAL COMPETITIVENESS
COMMITTEES
CITIES AND MUNICIPALITIES
COMPETITIVENESS INDEX

GEOGRAPHICAL FOCUS



*Building local competitiveness is critical to
enhancing long-term national
competitiveness*

CITIES AND MUNICIPALITIES COMPETITIVENESS INDEX (CMCI)



Cities & Municipalities Competitiveness Index

Started 2013

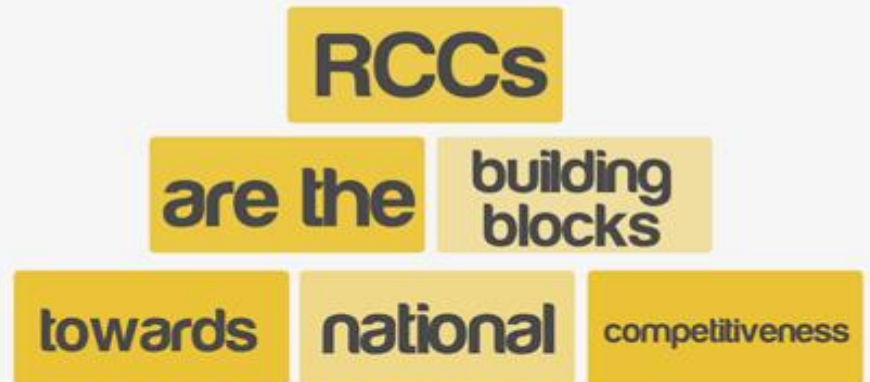
OVERVIEW

The Cities and Municipalities Competitiveness Index is an annual ranking of Philippine cities and municipalities developed by the National Competitiveness Council through the Regional Competitiveness Committees (RCCs) with the assistance of the United States Agency for International Development.



ABOUT THE RCCs

Regional Competitiveness Committees



ABOUT THE RCCs

Regional Competitiveness Committees



50%
Public

50%
Private

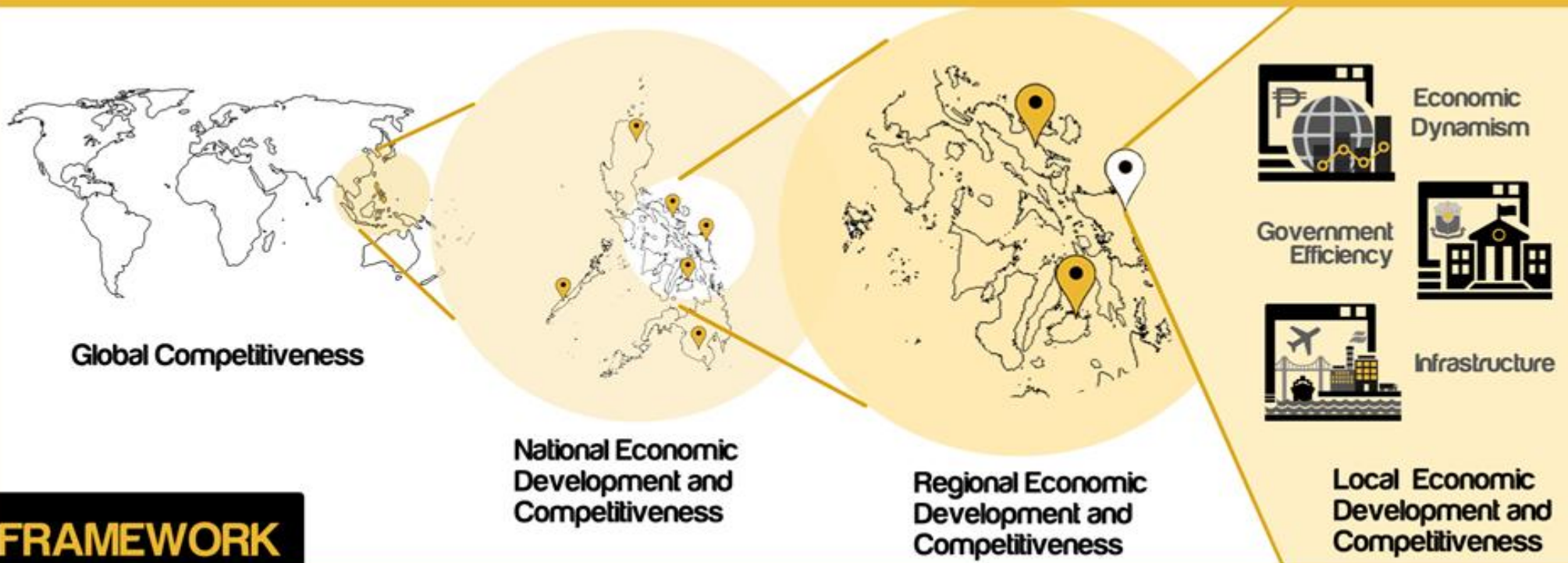


USES OF THE INDEX



ABOUT CMCI

FRAMEWORK



ABOUT CMCI

PILLARS



Economic Dynamism



Government Efficiency



Infrastructure

Economic

Economic Dynamism	Main Indicators
Size of the Local Economy	Gross Sales and Total Capitalization of Registered Firms
Growth of the Local Economy	Percent Change of Sales and Capitalization from past year
Structure of Local Economy*	Shares of agriculture, industry and services in total registration*
Safety Compliant Business*	Number of Occupancy Permits approved*; Number of approved fire safety inspection
Increase in Employment	Number of Employees from registered firms
Cost of Living	Local Inflation Rate
Cost of Doing Business	Cost of utilities, wages and land
Financial Deepening	Number of financial institutions in the LGU
Productivity	Gross Sales of Registered Firms divided by Number of employees
Presence of Business Organizations	Total number of Business Groups in the LGU

Governance

Governance	Main Indicators
Compliance to National Directives	Presence of Comprehensive Development Plan (CDP); Age of CDP in years
Investment Promotion Capacity	Presence of Investment Promotion Code, Unit, staff and ordinance
Business Registration Efficiency	Number of Steps and Days in Getting Building and Occupancy Permits
Capacity to Generate Local Resource	Ratio of LGU collected Tax to Total LGU revenues
Capacity of Health Services	Number of health professionals
Capacity of School Services	Ratio of Teachers and Students in secondary education
Recognition of Performance	Number of awards conferred to LGU
Compliance to Business Permits and Licensing System (BPLS) Standards	BPLS Automation, Number of steps and days for new and renewal of business permits
Security (Peace and Order? Law Enforcement? Police Visibility?)	Ratio of number of policeman in locality to total population of LGU*
Social Protection	Ratio of number of local citizens with PhilHealth Registration to total population of LGU*

Infrastructure

Infrastructure	Main Indicators
Basic Infrastructure: Roads	Existing Road Network
Basic Infrastructure: Ports	Distance of LGU Center to Major Ports
Basic Infrastructure: Availability of Basic Utilities	Average hours of utility services per day; Percentage of households with utility services
Basic Infrastructure: Public Transportation	Number of Public transportation vehicles
Education Infrastructure	Ratio of Number of secondary schools and classrooms and secondary school going age population*
Health Infrastructure	Ratio of Number of public and private health facilities and beds to total population*
LGU Investment in Infrastructure	Ratio of total investment of LGU in infrastructure to total LGU budget
Accommodation Capacity	Number of DOT Accredited Accommodations
Information Technology Capacity	Number of cable, internet and telephone/mobile providers
Financial Technology Capacity	Number of Automated Teller Machines

Ranks Local Governments in 5 Categories

Competitiveness Ranking Categories



3rd to 6th Class
Municipalities



1st to 2nd Class
Municipalities



Component
Cities



Highly Urbanized
Cities



Provinces

Data Collection Methodology



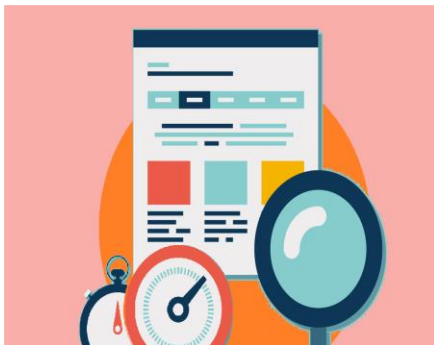
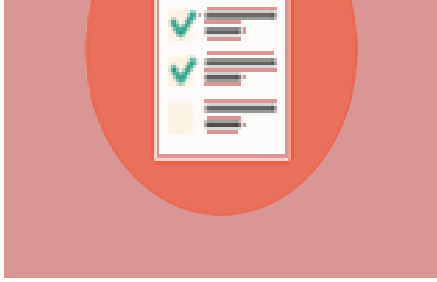
START



**NCC sends CMCI
survey forms to
RCCs**

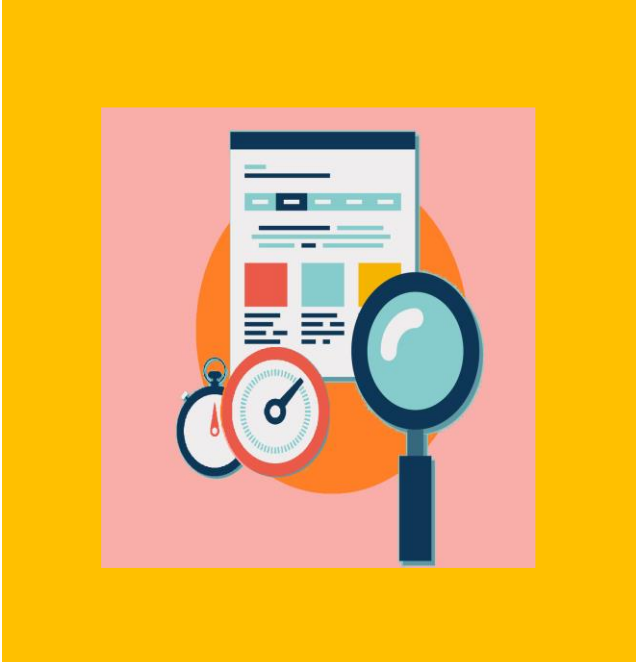
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**RCCs distribute
CMCI survey forms
to LGUs**

2



LGUs fill out CMCI survey forms

3





RCCs collect survey forms and validate LGU submissions



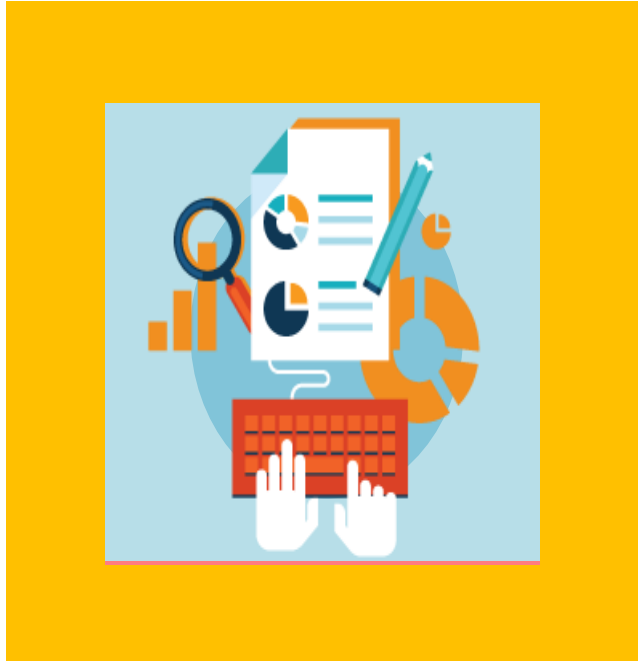
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**RCCs submit
regional validated
data to NCC**



5



NCC processes regional data to come-up with national rankings



6



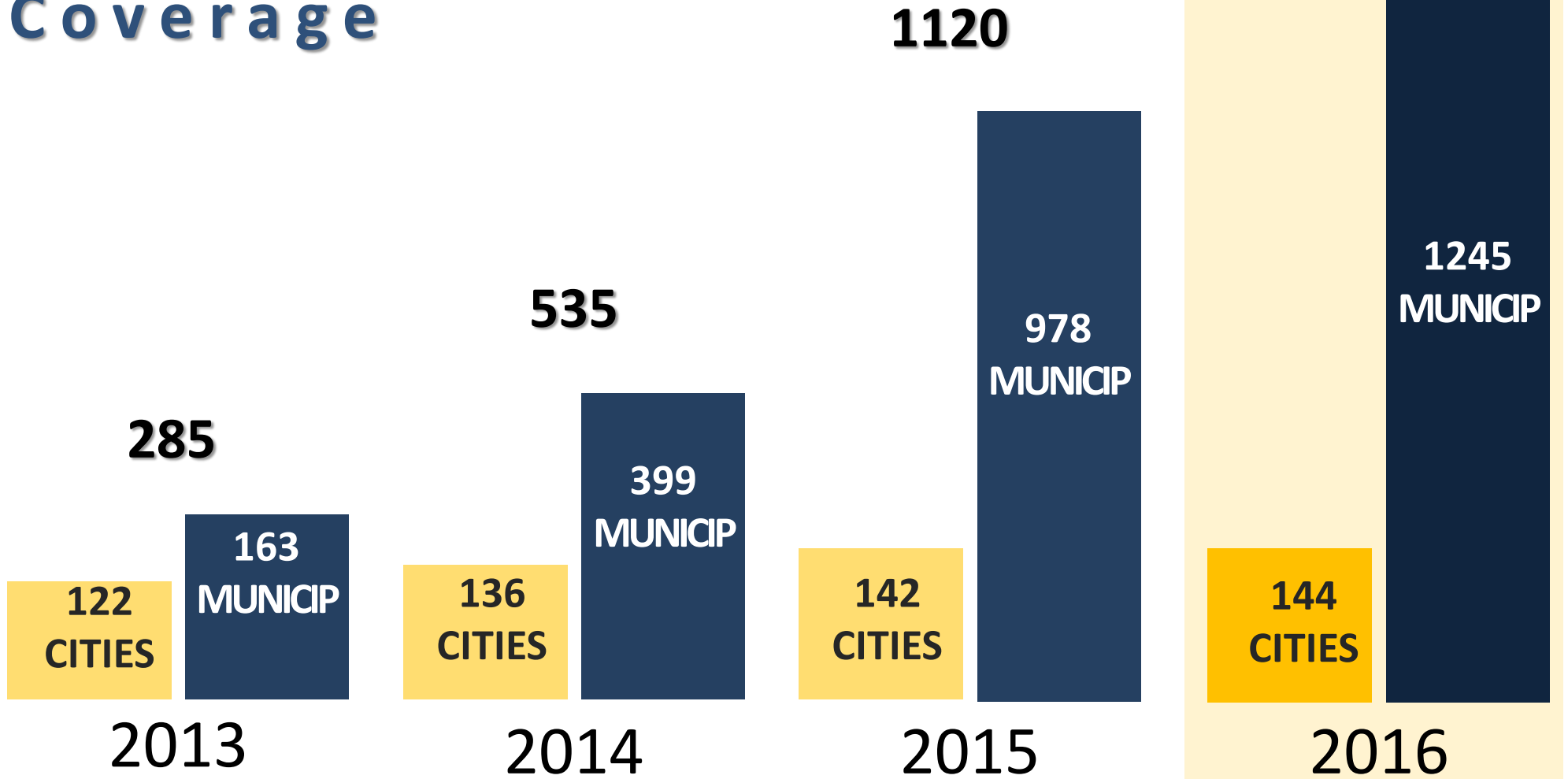
**NCC presents results
and awards best
performing localities**

END

7

CMCI2016

Coverage



Out of 1,634 local governments in the Philippines

2016 Coverage (out of 1634 LGUS)

144 Cities (All Cities)



34
Highly
Urbanized
Cities



110
Independent Component
and Component Cities

1245 Municipalities



490
1st to 2nd Class
Municipalities
(326 first class and
164 second class)



755
3rd to 6th Class
Municipalities
(240 second class, 179 third
class, 323 fourth class, 183
fifth class and 9 Sixth class)

A total of **74 out of 81**
provinces qualified for provincial
ranking



Remaining Provinces

- Abra, CAR
- Catanduanes, Region V
- Basilan, ARMM
- Lanao Del Sur, ARMM
- Maguindanao, ARMM
- Sulu, ARMM
- Tawi-tawi, ARMM

LGU Coverage

Region	Number of LGUs with Data submission	LGUs covered from previous year/s without submission for this year	Total LGUs Covered	Total Target LGUs	% of completion
CAR	52	4	56	77	72.73
NCR	17		17	17	100.00
Region 1	124	1	125	125	100.00
Region 2	88	4	92	93	98.92
Region 3	120	5	125	130	96.15
Region 4A	142		142	142	100.00
Region 4B	58		58	73	79.45
Region 5	72	17	89	114	78.07
Region 6	68	19	87	101	86.14
Region 7	107		107	107	100.00

LGU Coverage

Region	Number of LGUs with Data submission	LGUs covered from previous year/s without submission for this year	Total LGUs Covered	Total Target LGUs	% of completion
Region 8	97		97	143	67.83
Region 9	71	1	72	72	100.00
Region 10	93		93	93	100.00
Region 11	49		49	49	100.00
Region 12	50		50	50	100.00
CARAGA	73		73	73	100.00
NIR	48	7	55	57	96.49
ARMM	2		2	118	1.69
Total	1331	58	1389	1634	85.01

Input Points

PILLARS	INDICATORS				SUB-INDICATORS				TOTAL NUMBER OF INPUTS			
	2013	2014	2015	2016	2013	2014	2015	2016	2013	2014	2015	2016
Economic Dynamism	9	8	10	8	21	33	28	30	46	107	134	170
Government Efficiency	8	10	10	10	33	43	22	24	45	104	127	160
Infrastructure	10	10	11	10	18	61	39	33	18	137	205	311
TOTAL	27	28	31	28	72	137	89	87	109	348	466	641

Completion Rates

Completion Rate	2013		2014		2015		2016	
PILLARS	Cities	Municipalities	Cities	Municipalities	Cities	Municipalities	Cities	Municipalities
Economic Dynamism	52%	47%	83%	69%	83%	69%	88%	72%
Government Efficiency	46%	40%	85%	74%	89%	78%	89%	79%
Infrastructure	71%	63%	72%	64%	76%	71%	82%	72%
TOTAL	56%	50%	79%	68%	83%	73%	87%	74%

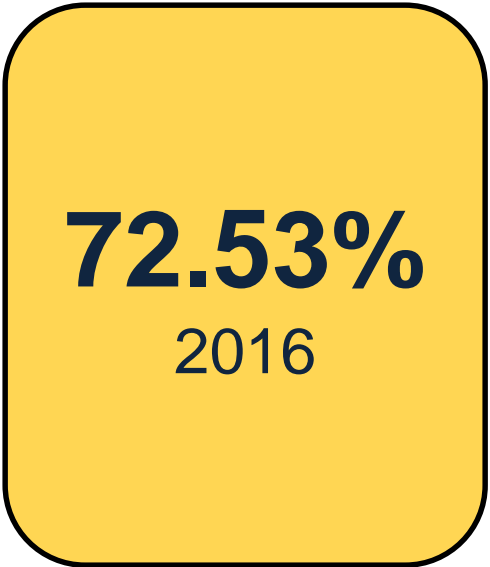
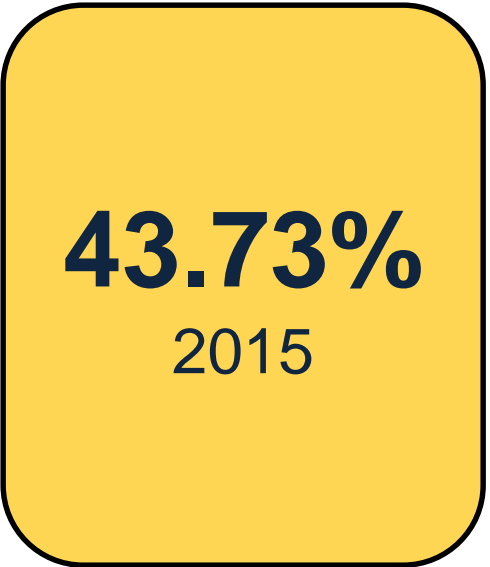
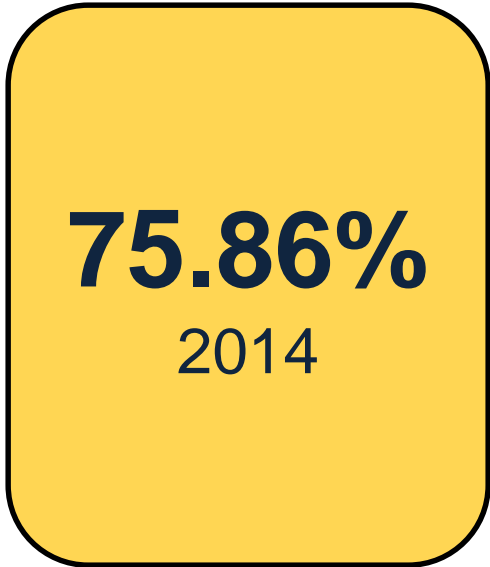
Completion Rate per Region

REGION	CITIES	MUNICIPALITIES	AVERAGE
CAR	92.28%	80.74%	86.51%
NCR	92.98%	60.44%	76.71%
Region 1	85.65%	64.79%	75.22%
Region 2	88.73%	70.24%	79.49%
Region 3	90.74%	78.13%	84.43%
Region 4A	84.24%	83.39%	83.82%
Region 4B	86.74%	74.29%	80.51%
Region 5	92.95%	55.97%	74.46%
Region 6	87.14%	62.06%	74.60%
Region 7	71.47%	78.19%	74.83%
Region 8	82.59%	62.47%	72.53%
Region 9	84.08%	73.20%	78.64%

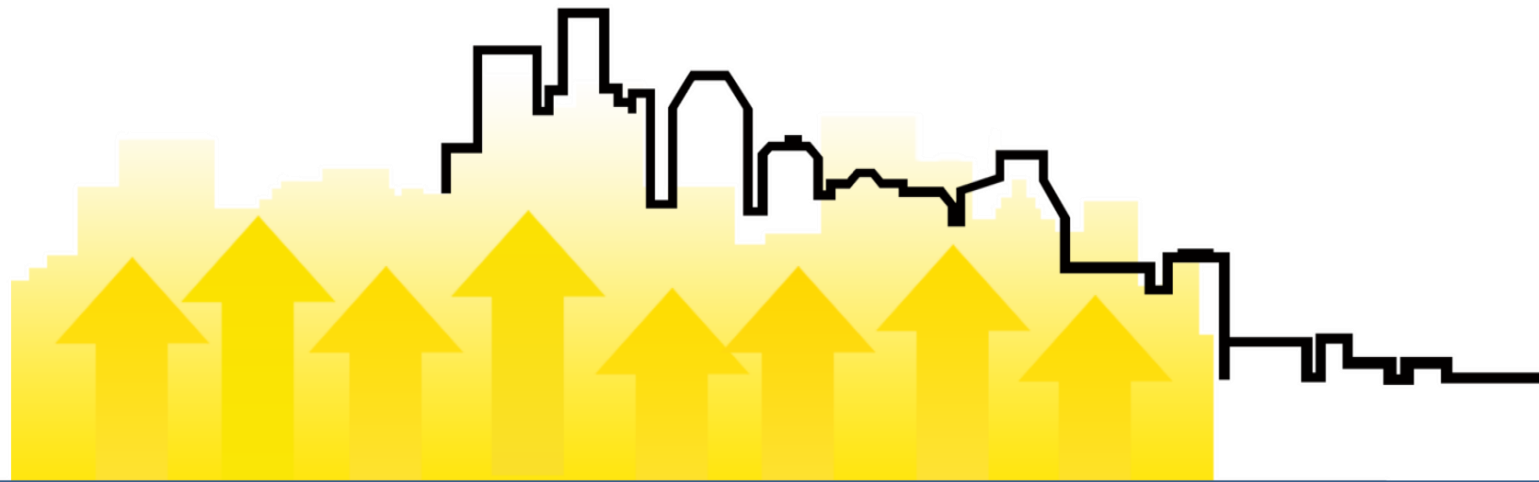
Completion Rate per Region

REGION	CITIES	MUNICIPALITIES	AVERAGE
Region 10	72.32%	79.00%	75.66%
Region 11	92.82%	60.00%	76.41%
Region 12	81.44%	89.30%	85.37%
NIR	85.43%	70.19%	77.81%
CARAGA	99.43%	77.06%	88.24%
ARMM	77.09%		77.09%

Region 8: Completion Rate 2014-2016



2016 CMCI RANKINGS



Provincial Ranking



1	Rizal	Region IVA- CALABARZON
2	Cavite	Region IVA- CALABARZON
3	South Cotabato	Region XII - SOCCSKSARGEN
17	Samar	Region VIII - Eastern Visayas
43	Leyte	Region VIII - Eastern Visayas
59	Biliran	Region VIII - Eastern Visayas
60	Northern Samar	Region VIII - Eastern Visayas
64	Southern Leyte	Region VIII - Eastern Visayas
67	Eastern Samar	Region VIII - Eastern Visayas

Cities: Economic Dynamism



HIGHLY URBANIZED CITIES

- 1** Makati, Metro Manila
 - 2** Manila, Metro Manila
 - 3** Quezon (MM), Metro Manila
- 32.** Tacloban, Leyte

COMPONENT CITIES

- 1** Naga, Camarines Sur
 - 2** Imus, Cavite
 - 3** Binan, Laguna
- 36.** Ormoc, Leyte
- 65.** Calbayog, Samar
- 70.** Baybay, Leyte
- 73.** Catbalogan, Samar
- 94.** Borongan, Eastern Samar
- 96.** Maasin (SL), Southern Leyte

Municipalities: Economic Dynamism



FIRST AND SECOND CLASS

- 1** General Trias, Cavite
- 2** Cainta, Rizal
- 3** Santa Maria, Bulacan
- 54.** Naval, Biliran
- 113.** Catarman, Northern Samar
- 114.** Palompon, Leyte
- 167.** Liloan (SL), Leyte
- 194.** Carigara, Leyte
- 213.** Hilongos, Leyte
- 241.** Kananga, Leyte
- 250.** Abuyog, Leyte

THIRD TO SIXTH CLASS

- 1** Jimenez, Misamis Occidental
- 2** Manito, Albay
- 3** Nasipit, Agusan del Norte
- 73.** Bato (LE), Leyte
- 88.** Balangiga, Eastern Samar
- 94.** Barugo, Leyte
- 130.** Caibiran, Biliran
- 138.** Inopacan, Leyte
- 152.** Albuera, Leyte
- 161.** Can-Avid, Eastern Samar
- 169.** Jaro, Leyte

Municipalities: Economic Dynamism



FIRST AND SECOND CLASS

- 257.** Basey, Samar
- 275.** Tanauan (LE), Leyte
- 289.** Isabel, Leyte
- 299.** Gandara, Samar
- 355.** Burauen, Leyte
- 363.** Guiuan, Eastern Samar
- 387.** Paranas, Samar
- 408.** Alang-Alang, Leyte
- 415.** Laoang, Northern Samar
- 424.** Sogod, Southern Leyte
- 441.** San Antonio, Northern Samar

THIRD TO SIXTH CLASS

- 224.** Dulag, Leyte
- 239.** Almeria, Biliran
- 240.** Mahaplag, Leyte
- 262.** Salcedo (ES), Eastern Samar
- 274.** La Paz (LE), Leyte
- 289.** Palo, Leyte
- 297.** Leyte, Leyte
- 315.** San Roque, Northern Samar
- 325.** Villaba, Leyte
- 350.** Santa Margarita, Samar
- 351.** Calbiga, Samar
- 354.** Lawaan, Eastern Samar

Municipalities: Economic Dynamism



THIRD TO SIXTH CLASS

- 360.** Matalom, Leyte
- 365.** San Jorge, Samar
- 377.** San Isidro (NS), Northern Samar
- 388.** Motiong, Samar
- 389.** Kawayan, Biliran
- 398.** Allen, Northern Samar
- 410.** Lavezares, Northern Samar
- 411.** Jiabong, Samar
- 416.** Dagami, Leyte
- 432.** Daram, Samar
- 437.** Calubian, Leyte
- 439.** Pambujan, Northern Samar
- 442.** Palapag, Northern Samar
- 450.** Dolores (ES), Eastern Samar
- 461.** Hindang, Leyte
- 470.** Maydolong, Eastern Samar
- 487.** Catubig, Northern Samar
- 496.** Babatngon, Leyte
- 499.** Sulat, Eastern Samar
- 507.** Oras, Eastern Samar
- 513.** Matag-Ob, Leyte
- 516.** Pinabacdao, Samar
- 519.** Mondragon, Northern Samar
- 520.** Villareal, Samar

Municipalities: Economic Dynamism



THIRD TO SIXTH CLASS

- 523.** Taft, Eastern Samar
- 524.** Marabut, Samar
- 526.** Santa Rita (WS), Samar
- 532.** Cabucgayán, Biliran
- 552.** Tarangnan, Samar
- 571.** Mercedes (ES), Eastern Samar
- 572.** Hinunangan, Southern Leyte
- 577.** Bobon, Northern Samar
- 583.** Saint Bernard, Southern Leyte
- 611.** Hinabangan, Samar
- 612.** Capoocan, Leyte
- 626.** San Isidro (LE), Leyte
- 627.** Llorente, Eastern Samar
- 630.** Rosario (NS), Northern Samar
- 648.** San Julian, Eastern Samar
- 651.** Malitbog (SL), Southern Leyte
- 662.** Javier, Leyte
- 670.** Victoria (NS), Northern Samar
- 673.** San Policarpo, Eastern Samar
- 691.** Silago, Southern Leyte
- 696.** Bontoc (SL), Southern Leyte
- 702.** San Vicente, Northern Samar
- 715.** Macrohon, Southern Leyte
- 736.** San Juan (SL), Southern Leyte

Municipalities: Economic Dynamism



THIRD TO SIXTH CLASS

- 739.** Tomas Oppus, Southern Leyte
- 750.** Libagon, Southern Leyte
- 755.** San Francisco, Southern Leyte

Cities: Government Efficiency



HIGHLY URBANIZED CITIES

- 1** Manila, Metro Manila
- 2** Quezon (MM), Metro Manila
- 3** Iloilo, Iloilo
- 34.** Tacloban, Leyte

COMPONENT CITIES

- 1** Cotabato, Cotabato
- 2** Naga (CS), Camarines Sur
- 3** Legazpi, Albay
- 10.** Ormoc, Leyte
- 17.** Catbalogan, Samar
- 39.** Baybay, Leyte
- 55.** Calbayog, Samar
- 82.** Maasin (SL), Southern Leyte
- 87.** Borongan, Eastern Samar

Municipalities: Government Efficiency



FIRST AND SECOND CLASS

- 1** Cainta, Rizal
- 2** Taytay (RL), Rizal
- 3** Midsayap, North Cotabato
- 54.** Naval, Biliran
- 113.** Catarman , Northern Samar
- 114.** Palompon, Leyte
- 167.** Liloan (SL), Leyte
- 194.** Carigara, Leyte
- 213.** Hilongos, Leyte
- 241.** Kananga, Leyte
- 250.** Abuyog, Leyte

THIRD TO SIXTH CLASS

- 1** Calape, Bohol
- 2** Paoay, Ilocos Norte
- 3** Pasuquin, Ilocos Norte
- 114.** Hinunangan, Southern Leyte
- 117.** Silago, Southern Leyte
- 130.** Babatngon, Leyte
- 155.** Santa Rita (WS), Samar
- 194.** Barugo, Leyte
- 196.** Calubian, Leyte
- 209.** Bontoc (SL), Southern Leyte
- 238.** Leyte, Leyte

Municipalities: Government Efficiency



FIRST AND SECOND CLASS

- 257.** Basey, Samar
- 275.** Tanauan (LE), Leyte
- 289.** Isabel, Leyte
- 299.** Gandara, Samar
- 355.** Burauen, Leyte
- 363.** Guiuan, Eastern Samar
- 387.** Paranas, Samar
- 408.** Alang-Alang, Leyte
- 415.** Laoang, Northern Samar
- 424.** Sogod (SL), Southern Leyte
- 441.** San Antonio, Northern Samar

THIRD TO SIXTH CLASS

- 240.** Salcedo (ES), Eastern Samar
- 272.** Oras, Eastern Samar
- 287..** San Juan (SL), Southern Leyte
- 293.** Almeria, Biliran
- 297.** Libagon, Southern Leyte
- 309.** San Isidro (NS), Northern Samar
- 313.** Albuera, Leyte
- 316.** Malitbog (SL), Southern Leyte
- 324.** Villareal, Samar
- 339.** Dolores (ES), Eastern Samar
- 349.** Inopacan, Leyte
- 362.** Calbiga, Samar

Municipalities: Government Efficiency



THIRD TO SIXTH CLASS

- 369.** Caibiran, Biliran
- 370.** Javier, Leyte
- 377.** Kawayan, Biliran
- 380.** La Paz (LE), Leyte
- 381.** Tarangnan, Samar
- 388.** Rosario (NS), Northern Samar
- 396.** Jaro, Leyte
- 415.** Motiong, Samar
- 420.** Pinabacdao, Samar
- 426.** Sulat, Eastern Samar
- 439.** Tomas Oppus, Southern Leyte
- 442.** San Isidro (LE), Leyte
- 448.** Macrohon, Southern Leyte
- 471.** Pambujan, Northern Samar
- 472.** Jiabong, Samar
- 474.** Dulag, Leyte
- 478.** Matag-Ob, Leyte
- 480.** Allen, Northern Samar
- 500.** San Policarpo, Eastern Samar
- 502.** Marabut, Samar
- 503.** Capoocan, Leyte
- 504.** Bobon, Northern Samar
- 508.** San Roque, Northern Samar
- 525.** Palapag, Northern Samar

Municipalities: Government Efficiency



THIRD TO SIXTH CLASS

- 531.** Daram, Samar
- 533.** Saint Bernard, Southern Leyte
- 550.** Dagami, Leyte
- 560.** Hindang, Leyte
- 567.** Maydolong, Eastern Samar
- 571.** San Jorge, Samar
- 576.** Cabucgayan, Biliran
- 581.** Santa Margarita, Samar
- 588.** Bato (LE), Leyte
- 590.** San Vicente, Northern Samar
- 595.** Mondragon, Northern Samar
- 596.** Matalom, Leyte
- 600.** Lavezares, Northern Samar
- 606.** Can-Avid, Eastern Samar
- 609.** Taft, Eastern Samar
- 613.** Catubig, Northern Samar
- 635.** Mahaplag, Leyte
- 658.** Lawaan, Eastern Samar
- 660.** Palo, Leyte
- 665.** Balangiga, Eastern Samar
- 687.** Llorente, Eastern Samar
- 689.** Mercedes (ES), Eastern Samar
- 691.** Victoria (NS), Northern Samar
- 692.** Villaba, Leyte

Municipalities: Government Efficiency



THIRD TO SIXTH CLASS

701. San Julian, Eastern Samar

703. San Francisco, Southern Leyte

732. Hinabangan, Samar

Cities: Infrastructure



HIGHLY URBANIZED CITIES

- 1** Quezon (MM), Metro Manila
- 2** Makati, Metro Manila
- 3** Pasig, Metro Manila
- 32.** Tacloban, Leyte

COMPONENT CITIES

- 1** Naga (CS), Camarines Sur
- 2** Bacoor, Cavite
- 3** Legazpi, Albay
- 55.** Calbayog, Samar
- 56.** Baybay, Leyte
- 65.** Ormoc, Leyte
- 66.** Catbalogan, Samar
- 101.** Maasin (SL), Southern Leyte
- 103.** Borongan, Eastern Samar

Municipalities: Infrastructure



FIRST AND SECOND CLASS

- 1** Cainta, Rizal
- 2** Malay, Aklan
- 3** Taytay (RL), Rizal
- 51.** Catarman (NS), Northern Samar
- 120.** Palompon, Leyte
- 170.** Basey, Samar
- 231.** Sogod (SL), Southern Leyte
- 259.** Tanauan (LE), Leyte
- 266.** Guiuan, Eastern Samar
- 269.** Abuyog, Leyte
- 293.** Burauen, Leyte

THIRD TO SIXTH CLASS

- 1** Infanta (QN), Quezon
- 2** Pagsanjan, Laguna
- 3** Baler, Aurora
- 35.** Albuera, Leyte
- 38.** Barugo, Leyte
- 40.** Oras, Eastern Samar
- 83.** Calubian, Leyte
- 155.** Inopacan, Leyte
- 163.** Calbiga, Samar
- 176.** Palo, Leyte
- 199.** Allen, Northern Samar



FIRST AND SECOND CLASS

- 321.** Kananga, Leyte
- 325.** San Antonio, Northern Samar
- 339.** Carigara, Leyte
- 369.** Isabel, Leyte
- 379.** Laoang, Northern Samar
- 396.** Naval, Biliran
- 405.** Liloan (SL), Leyte
- 407.** Gandara, Samar
- 446.** Paranas, Samar
- 458.** Hilongos, Leyte
- 487.** Alang-Alang, Leyte

THIRD TO SIXTH CLASS

- 218.** Daram, Samar
- 229.** Santa Rita (WS), Samar
- 259.** Mondragon, Northern Samar
- 265.** Tarangnan, Samar
- 285.** Silago, Southern Leyte
- 287.** Dagami, Leyte
- 311.** San Isidro (NS), Northern Samar
- 330.** Leyte, Leyte
- 332.** Palapag, Northern Samar
- 356.** Motiong, Samar
- 359.** San Jorge, Samar
- 397.** Salcedo (ES), Eastern Samar



THIRD TO SIXTH CLASS

- 405.** Mahaplag, Leyte
- 411.** Sulat, Eastern Samar
- 422.** Lawaan, Eastern Samar
- 432.** Lavezares, Northern Samar
- 433.** Javier, Leyte
- 441.** Rosario (NS), Northern Samar
- 445.** Villareal, Samar
- 447.** Macrohon, Southern Leyte
- 455.** Bobon, Northern Samar
- 484.** Balangiga, Eastern Samar
- 492.** Santa Margarita, Samar
- 495.** Hinabangan, Samar
- 505.** Pambujan, Northern Samar
- 509.** Caibiran, Biliran
- 511.** San Roque, Northern Samar
- 528.** Malitbog (SL), Southern Leyte
- 538.** Catubig, Northern Samar
- 544.** Almeria, Biliran
- 547.** Saint Bernard, Southern Leyte
- 548.** Victoria (NS), Northern Samar
- 557.** Dulag, Leyte
- 559.** Can-Avid, Eastern Samar
- 570.** Marabut, Samar
- 583.** Pinabacdao, Samar



THIRD TO SIXTH CLASS

- 586.** Bato (LE), Leyte
- 597.** Libagon, Southern Leyte
- 601.** Villaba, Leyte
- 625.** La Paz (LE), Leyte
- 631.** Llorente, Eastern Samar
- 645.** Cabucgayan, Biliran
- 648.** Bontoc (SL), Southern Leyte
- 650.** Dolores (ES), Eastern Samar
- 655.** Kawayan, Biliran
- 658.** Jiabong, Samar
- 661.** Babatngon, Leyte
- 669.** Jaro, Leyte
- 676.** San Francisco, Southern Leyte
- 678.** Hinunangan, Southern Leyte
- 679.** Mercedes (ES), Eastern Samar
- 685.** San Policarpo, Eastern Samar
- 689.** San Vicente, Northern Samar
- 691.** Maydolong, Eastern Samar
- 695.** Matalom, Leyte
- 696.** San Isidro (LE), Leyte
- 698.** Capoocan, Leyte
- 709.** Taft, Eastern Samar
- 723.** Tomas Oppus, Southern Leyte
- 730.** San Juan (SL), Southern Leyte



THIRD TO SIXTH CLASS

731. Matag-Ob, Leyte

733. Hindang, Leyte

742. San Julian, Eastern Samar

Highly Urbanized Cities: Overall Rankings (2015-2016)



LOCAL GOVERNMENT	OVERALL RANK (2016)	OVERALL RANK (2015)	DIFFERENCE	COMPLETION RATE (2016)	COMPLETION RATE (2015)
Tacloban, Leyte	34	33	-1	63.66%	75.64%

Component Cities: Overall Rankings (2015-2016)



LOCAL GOVERNMENT	OVERALL RANK (2016)	OVERALL RANK (2015)	DIFFERENCE	COMPLETION RATE (2016)	COMPLETION RATE (2015)
*Ormoc, Leyte	30	91	61	67.70%	64.75%
Catbalogan, Samar	46	104	58	78.47%	69.85%
Baybay, Leyte	53	100	47	68.91%	64.08%
Calbayog, Samar	61	99	38	78.20%	84.61%
Maasin (SL), Southern Leyte	91	106	15	63.80%	67.50%
Borongan, Eastern Samar	94	105	11	59.76%	63.56%

Legend:
* = Most improved LGU

1st and 2nd Class Municipalities: Overall Rankings (2015-2016)



LOCAL GOVERNMENT	OVERALL RANK (2016)	OVERALL RANK (2015)	DIFFERENCE	COMPLETION RATE (2016)	COMPLETION RATE (2015)
Carigara, Leyte	170	459	289	37.41%	8.29%
Catarman, Northern Samar	164	403	239	71.03%	49.82%
Naval, Biliran	197	393	196	81.22%	28.06%
Basey, Samar	305	422	117	70.45%	18.93%
Tanauan (LE), Leyte	355	457	102	37.99%	38.25%
Liloan (SL), Leyte	390	458	68	36.83%	6.85%
San Antonio, Northern Samar	397	454	57	39.74%	11.99%
Hilongos, Leyte	408	460	52	37.85%	54.62%
Kananga, Leyte	368	418	50	64.63%	19.83%
Gandara, Samar	426	462	36	40.76%	2.46%

1st and 2nd Class Municipalities: Overall Rankings (2015-2016)



LOCAL GOVERNMENT	OVERALL RANK (2016)	OVERALL RANK (2015)	DIFFERENCE	COMPLETION RATE (2016)	COMPLETION RATE (2015)
Isabel, Leyte	385	411	26	81.22%	25.52%
Paranas, Samar	448	461	13	39.16%	2.78%
Burauen, Leyte	414	420	6	75.69%	23.07%
Alang-Alang, Leyte	463	456	-7	29.69%	5.42%
Abuyog, Leyte	399	386	-13	77.29%	29.85%

3rd to 6th Class Municipalities: Overall Rankings (2015-2016)



LOCAL GOVERNMENT	OVERALL RANK (2016)	OVERALL RANK (2015)	DIFFERENCE	COMPLETION RATE (2016)	COMPLETION RATE (2015)
*Barugo, Leyte	56	436	380	52.40%	56.16%
Albuera, Leyte	112	441	329	43.96%	22.38%
Oras, Eastern Samar	199	508	309	37.99%	3.53%
Inopacan, Leyte	217	511	294	38.86%	9.24%
Calbiga, Samar	304	471	167	46.58%	3.48%
Motiong, Samar	403	515	112	40.17%	2.13%
Babatngon, Leyte	421	512	91	32.02%	8.70%
Dulag, Leyte	455	505	50	39.16%	2.95%
Dagami, Leyte	446	483	37	44.98%	10.89%

Legend:
* = Most improved LGU

3rd to 6th Class Municipalities: Overall Rankings (2015-2016)



LOCAL GOVERNMENT	OVERALL RANK (2016)	OVERALL RANK (2015)	DIFFERENCE	COMPLETION RATE (2016)	COMPLETION RATE (2015)
Palo, Leyte	471	506	35	28.09%	8.18%
Bato (LE), Leyte	475	504	29	36.97%	8.82%
Javier, Leyte	490	516	26	39.16%	2.13%
Malitbog (SL), Southern Leyte	496	509	13	29.99%	21.55%
Balangiga, Eastern Samar	507	487	-20	38.43%	3.43%
Santa Margarita, Samar	522	502	-20	40.61%	3.55%
Jaro, Leyte	484	457	-27	40.47%	39.64%
Macrohon, Southern Leyte	562	503	-59	35.08%	40.82%
Matalom, Leyte	634	510	-124	36.10%	2.46%
Villaba, Leyte	639	507	-132	35.23%	6.84%

3rd to 6th Class Municipalities: Overall Rankings (2015-2016)



LOCAL GOVERNMENT	OVERALL RANK (2016)	OVERALL RANK (2015)	DIFFERENCE	COMPLETION RATE (2016)	COMPLETION RATE (2015)
Capoocan, Leyte	653	514	-139	35.95%	11.68%
Hinabangan, Samar	698	513	-185	35.52%	3.11%
Llorente, Eastern Samar	679	485	-194	34.06%	48.66%

NEXT STEPS...



Resilience as a Pillar

- It will measure how local governments have prepared their locations, environment, firms and people to respond to different kinds of shocks to ensure sustainability of their growth.
- Resilience is equivalent to sustainability beyond natural and man-made disasters

SUSTAINABLE COMPETITIVENESS INDICATORS



Governance

25%

10 indicators

2.5%



Economic
Dynamism

25%

10 indicators

2.5%



Infrastructure

25%

10 indicators

2.5%



Resilience

25%

10 indicators

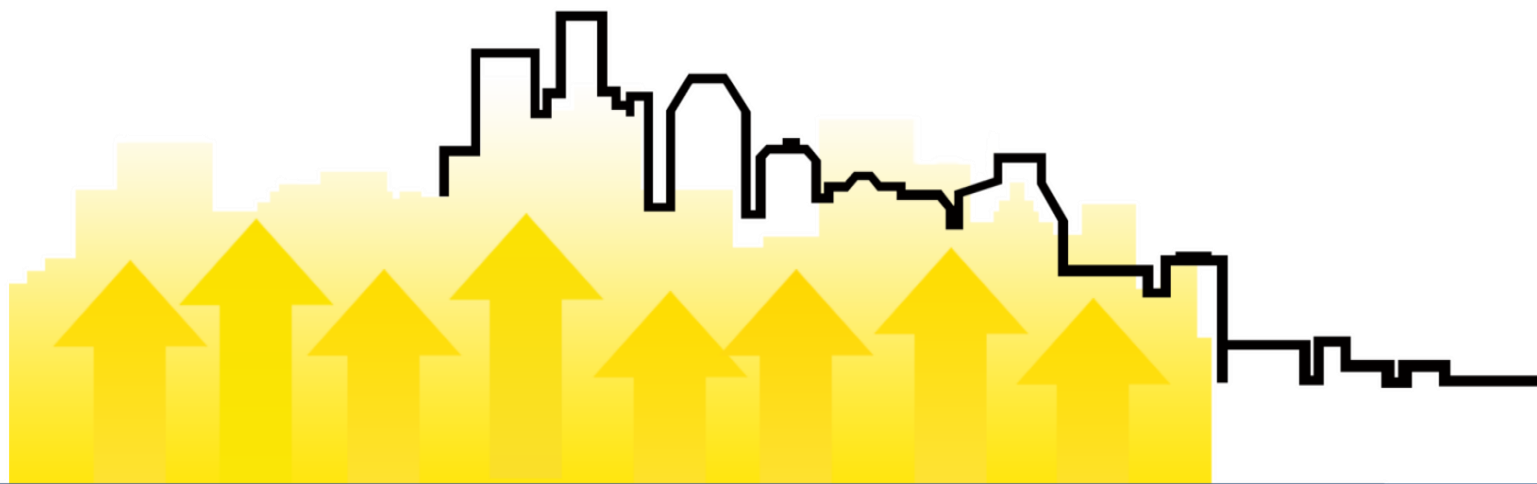
2.5%

Resiliency

Indicators	Sub-indicators
Organization and Coordination: Land Use Plan	Presence of Comprehensive Land Use Plan (CLUP), unit to implement, staff and local ordinance for implementation; age of CLUP (from Governance Pillar)
Organization and Coordination: Disaster Risk Reduction Plan	Presence of Disaster Risk Reduction Management Plan (DRRMP), unit to implement, permanent staff and local ordinance for implementation (from Governance Pillar)
Organization and Coordination: Annual Disaster Drill	Conduct of LGU-wide disaster drill (date of latest drill)
Organization and Coordination: Early Warning System	Presence of early warning system that integrates professional responders and grassroots organization
Resiliency Financing: Budget for DRRMP	Ratio of budget for DRRMP to total LGU budget; Contingency fund for disaster as % of total LGU budget (from Governance Pillar)

Indicators	Sub-indicators
Resiliency Reports: Local Risk Assessments	Availability of local Geohazard Maps from DENR; LGU Risk Profile from DSWD
Resiliency Infrastructure: Emergency Infrastructure	Number of ambulance, firetrucks, bulldozer, rubber boats, public infrastructure for evacuation; (Public and Private) , Presence of drainage systems in LGU Center
Resiliency Infrastructure: Utilities	Presence of Water Source; Distance of Water Source to LGU; Presence of Power Source; Number of Power Source to LGU, Presence of Generator Sets, Redundancy (more than 1 source of power, water, telecom, road, fuel)
Resilience of System: Employed Population	Share of Gross Number of Employees to Total Population of LGU, (Public (Employed by the LGU)+ Private(Based on BPLS))
Resilience of System: Sanitary System	Presence of a Sanitary Landfill; Distance of Landfill to LGU Center; Frequency of Garbage collection per month; Practice of Waste Segregation, Recycling/ Material Recovery Facility

Scoring



Scoring

- To standardize the computations, the standard formula for the human development index was adopted:

$$\frac{\text{Actual value}(x) - \text{Minimum Value}(x)}{\text{Maximum value}(x) - \text{Minimum value}(x)}$$

- The resulting value is then multiplied to the identified weight per indicator.

NOTE: Some data, such as those requiring a yes or no answer or growth rates, were subject to a special scoring system so they could be reflected in the rankings.

Scoring (NCC Score Sheet)

Size of Local Economy: Total Annual Business Registrations (2013 Data)	215	Minimum Value		
	64,515	Maximum Value		
	1.0417	Sub-indicator Index Score		
City	DATA	Rank	Index Value	Sub Indicator Index Score
Quezon City (max value)	64,515	1	1.000	1.0417
Manila City	56,365	2	0.873	0.9096
Makati City	35,534	3	0.549	0.5722
Davao City	33,714	4	0.521	0.5427
Palayan City (min value)	215	124	-	-
Bais City (no data)	NDA	-	-	-

Scoring (NCC Score Sheet)

Score: Size of Local Economy						
City	Registrations	Capital	Gross Sales	Permits	INDEX SCORE	RANK
Makati City	0.57217	0.01876	1.04167	0.15350	1.7861	1
Mandaluyong City	0.23318	1.04167	0.21202	0.03589	1.5228	2
Marikina City	0.24765	0.00089	0.05727	1.04167	1.3475	3
Quezon City	1.04167	0.00918	-	-	1.0508	4
Manila City	0.90964	-	-	0.12122	1.0309	5
San Fernando City (LU)	0.11476	0.00031	0.01066	0.84145	0.9672	6
Davao City	0.54269	0.00674	0.20139	0.07831	0.8291	7
Cebu City	0.51191	0.01623	0.23506	0.04203	0.8052	8
Navotas City	0.05766	0.00048	0.03474	0.66424	0.7571	9
Cagayan de Oro City	0.29560	0.00149	0.06966	0.18208	0.5488	10

Scoring (NCC Score Sheet)

City	Size Score	Growth Score	Jobs Score	Cost of Living Score	Financial Institutions Score	Productivity Score	Business Groups Score	Cost of Doing Business Score	Economic Dynamism Total	RANK
Paranaque City	0.486673	1.345015	0.170489	4.038462	1.965932	4.166667	2.626812	2.927049	17.7271	1
Makati City	1.786144	1.329470	4.166667	4.038462	2.459016	0.352890	1.494565	1.585538	17.2128	2
Manila City	1.030860	0.830211	0.795580	4.038462	4.166667	-	4.166667	-	15.0284	3
Naga City (CS)	0.238959	1.296119	0.763814	3.269231	0.858094	0.186936	3.789251	3.611974	14.0144	4
General Santos City	0.252834	1.216520	1.102611	3.141026	0.943477	0.090988	3.381643	3.426312	13.5554	5
Mandaluyong City	1.523498	1.357431	0.393971	4.038462	1.434426	0.791455	0.951087	2.856594	13.3469	6
Valenzuela City	0.413707	2.048931	0.795277	4.038462	0.883709	0.210528	1.615338	2.995255	13.0012	7
Caloocan City	0.243603	1.243537	0.737986	4.038462	1.174010	0.123742	2.249396	3.033013	12.8437	8

Scoring (NCC Score Sheet)

City	Province	Region	Economic Dynamism	RANK	Government Efficiency	RANK	Infrastructure	RANK	Overall	RANK
Makati City	-	National Capital Region	17.2128	2	20.9999	4	15.02951	4	53.2422	1
Cagayan de Oro City	Misamis Oriental	Region X - Northern Mindanao	12.7282	9	20.3909	5	16.24422	2	49.3634	2
Naga City (CS)	Camarines Sur	Region V - Bicol Region	14.0144	4	24.3652	1	10.69563	18	49.0752	3
Davao City	Davao del Sur	Region XI - Davao Region	12.4436	11	18.9829	13	16.29023	1	47.7168	4
Marikina City	-	National Capital Region	11.2186	19	18.8354	16	15.41140	3	45.4654	5
Iloilo City	Iloilo	Region VI - Western Visayas	9.9827	23	22.2940	2	12.72621	7	45.0029	6
Cebu City	Cebu	Region VII - Central Visayas	12.5864	10	16.2118	55	14.88829	5	43.6865	7
							87			



Centre for Economic
and Policy Research

PROVINCIAL RANKING

Qualification and
Methodology



Cities & Municipalities Competitiveness Index

Qualification of a Province

- There will be two qualifying measures for the provincial ranking:
 - 60%** of the Provincial Population and
 - 90%** of the LGUs in the Province shall be covered
- **Highly Urbanized Cities** shall now be **excluded** in the computation of **provincial scores**.

Provincial Scoring

$$\sum_{i=1}^N w_i \text{ (LGU score) }_i, i = \text{all LGU scores in the province}$$

where: $w = 0.5x + 0.5y$,

$$x = \frac{\text{LGU Population}}{\text{Total Provincial Population}}$$
$$y = \frac{\text{LGU Income}}{\text{Total Provincial Income}}$$

-For qualified provinces, the score is calculated as the **population** and **income weighted average** of the LGUs covered.

-Aggregate scores of LGUs covered.

-Scores are based on **overall scores** of participating **Cities (except HUCs)** and **Municipalities** in the **province** and not the category scores.

Sample Provincial Scoring



LGU	LGU Population	% to Total Population	Population weight (0.5)	LGU Revenue	% to Total Revenue	Revenue weight (0.5)	Total LGU Weight	LGU Overall Score	Provincial Score
LGU1	28,063	0.16	0.08	1,321,628	0.04	0.02	0.10	11.122440	1.1635
LGU2	19,393	0.11	0.06	1,506,319	0.05	0.03	0.08	27.020065	2.2259
LGU3	35,779	0.21	0.10	2,702,841	0.09	0.05	0.15	23.132299	3.4858
LGU4	20,669	0.12	0.06	2,008,968	0.07	0.03	0.09	16.122988	1.5263
LGU5	66,951	0.39	0.20	21,848,648	0.74	0.37	0.57	26.048935	14.7867
Total	170,855		0.5	29,388,405		0.5	1.00		23.1883

Σ(Sum)

PROVINCIAL SCORE

What to expect in #CMCI2017?

CMCI2017 ranks local governments
on **5 different categories**

Highly Urbanized Cities
Component Cities
1st to 2nd Class
Municipalities
3rd to 6th Class
Municipalities
PROVINCES



CMCI2017 also recognizes **Most Improved Cities** and **Municipalities**

→ Highly Urbanized Cities

→ Component Cities

1st to 2nd Class Municipalities

3rd to 6th Class Municipalities



A total of **75 awards** will be given to the best performing local governments

Categories

- Provinces (3)
- Highly Urbanized Cities (15)
- Component Cities (15)
- 1st and 2 Class Cities (15)
- 3rd to 6th Class Municipalities (15)
- Most Improved Cities (6)
- Most Improved Municipalities (6)



*“you cannot **manage**
what you don't **measure**”*

Peter Drucker





“Measurement is the first step that leads to control and eventually to improvement.”

If you can't measure it, you can't understand it, If you can't understand it, you can't control it. If you can't control it, therefore you can't improve it”

H. James Harrington



CONCLUSION

**MEASUREMENT=IMPROVE
MENT**

NCC Philippines

MONITORING AND EVALUATION

CUSTOMER FOCUS

BUSINESS PERMITS AND LICENSING SYSTEM



As of December 2016, **1,422 out of 1,516 LGUs (excluding ARMM LGUs)** reported to have completed and undergo BPLS streamlining program.







For its part, the National Competitiveness Council (NCC), in partnership with DTI Regional/Provincial Offices annually conducted two kinds of BPLS surveys as follows: (1) **Field Monitoring and Evaluation Survey** and (2) **Customer Experience Survey for Renewal of Mayor's Permits.**

BUSINESS PERMITS AND LICENSING SYSTEM



Last August 30, 2016, a new **Joint Memorandum Circular (JMC) on Revised BPLS Standards** was signed by Department of the Interior and Local Government (DILG), Department of Trade and Industry (DTI), and Department of Information and Communications Technology (DICT) in compliance with the administration's pronouncement to further streamline business permitting procedures in all cities and municipalities.

OLD vs NEW BPLS STANDARDS

	<u>JMC 2010</u>	<u>JMC 2016</u>
 PROCESSING TIME	New : 10 - 5 days Renewal : 5 days or less	New : 1 – 2 days Renewal : 1 day or less
 NUMBER OF STEPS	Max of 5 steps for New and Renewal of business registration	Max of <u>3 steps</u> for New and Renewal of business registration
 NUMBER OF FORMS	Unified Form	Unified Form (Print and Electronic document)
 NUMBER OF SIGNATORIES	Max of 2, Mayor and Treasurer/BPLO	Max of 2, Mayor and Treasurer/BPLO with alternatives



**BPLS
FIELD MONITORING
AND EVALUATION
SURVEY**



SURVEY OBJECTIVES

As part of the Good Governance and Anti-Corruption Cluster (GGAC) initiatives under the present administration. 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.








SURVEY METHODOLOGY

The survey was conducted by local academe through triangulation method as follows:



- 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.

NATIONWIDE COMPLIANCE RATE

	2014		2015		AREA (Example)
	NEW	RENEWAL	NEW	RENEWAL	
 Processing Time	90%	78%	93%	80%	CAR, IX VII, VIII
 Procedures/Steps	10%	22%	7%	20%	
 Procedures/Steps	58%	65%	72%	73%	CAR, I VII, XII
 Unified Form	42%	35%	28%	27%	
 Unified Form	59%	58%	69%	69%	CAR, I, II, and XII
 Signatory	41%	42%	31%	31%	IV-B, V, VI, VII, AND VIII
 Signatory	86%	85%	90%	89%	CAR, I, II, and XII
	14%	15%	10%	11%	

**BPLS
CUSTOMER
EXPERIENCE
SURVEY**



SURVEY OBJECTIVES



To assess the experience of the businessmen who renewed their Mayor's Permit in the renewal period of January to February 2016



To determine the satisfaction level of businessmen based on the CSI framework with the process of renewing their Mayor's Permit in their respective local government units (LGUs)



To encourage/facilitate private sector participation in the conduct of the survey through institutional support and active engagement in BPLS activities

SURVEY METHODOLOGY

The survey was composed of two (2) parts:

- Business Profile of Renewals;
- Assessment of the renewal process in terms of BPLS Standards (Based on JMC no.1 s. 2010);
- Customer Satisfaction Index (CSI) Framework


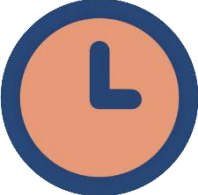







The framework of the BPLS CES is based on the American Customer Satisfaction Index (ACSI), a customer-based measurement system for evaluating and enhancing a performance. A set of indicators such as customer's expectations, perceived quality, perceived value for money, and overall satisfaction comprise the BPLS CSS index or score.

SURVEY METHODOLOGY

Customer Satisfaction 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

COMPLIANCE RATE: Renewal Period

	JAN TO FEB 2015	JAN TO FEB 2016	 CHANGE
 Processing Time	89% 11%	88% 12%	 1%
 Procedures/Steps	77% 22%	80% 20%	 3%
 Unified Form	73% 27%	71% 29%	 2%
 Signatory	86% 14%	85% 15%	 1%



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