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# 2014 BPLS Client Experience Survey Results



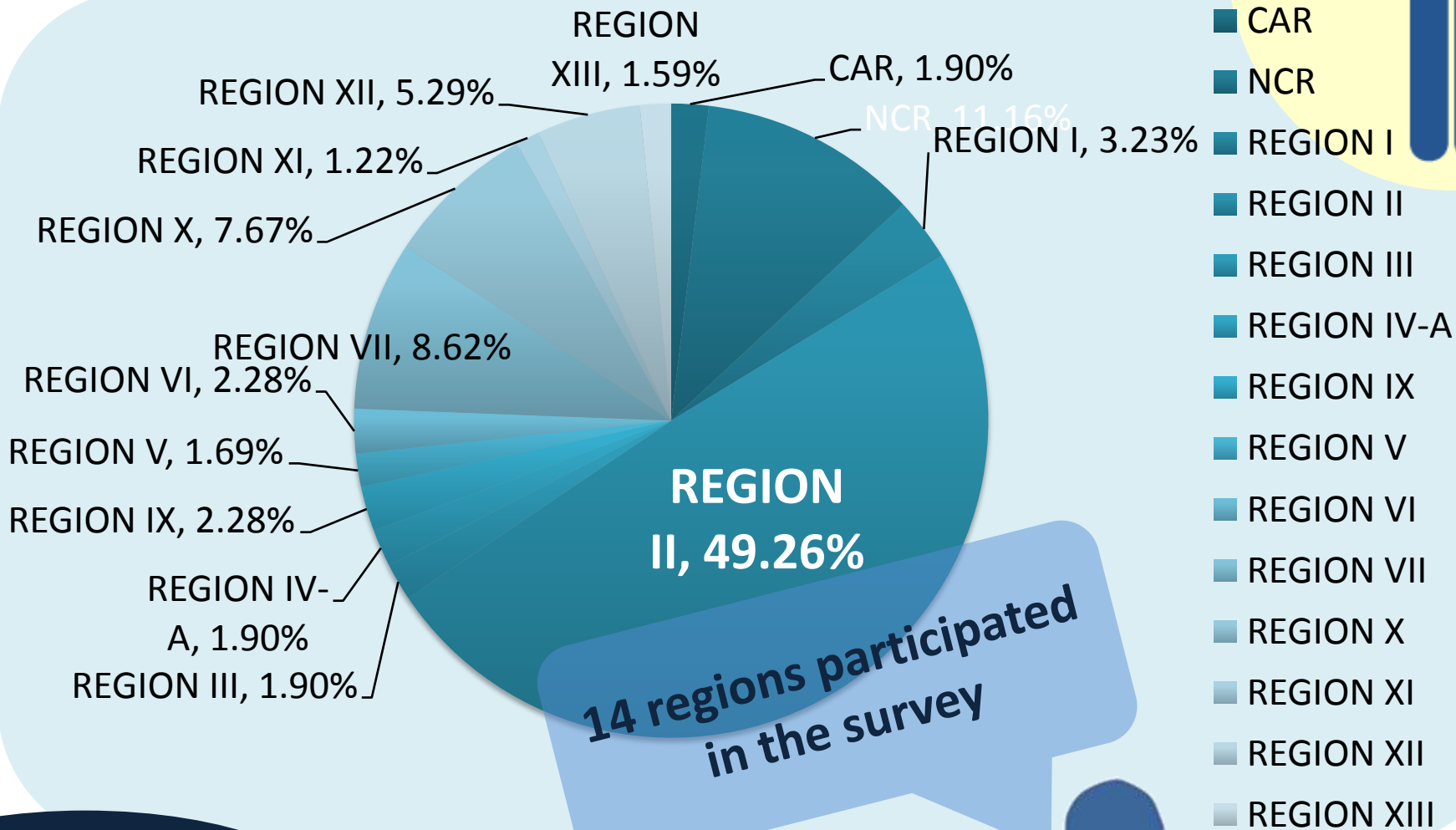
# Research Methodology



- Aims to assess the experience of the businessmen who renewed their Mayor's Permit last January 2014
- It also aims to determine the satisfaction level of businessmen with the process of renewing their Mayor's Permit in their respective local government units (LGUs)
- Conducted last January to February 2014
- DTI Regional and Provincial Offices assisted in the conduct of the survey



# Respondents by Region



# Respondents by Industry Classification



Majority of the respondents are owners/employees of Single Proprietorship

11.46%

1.27%

0.58%

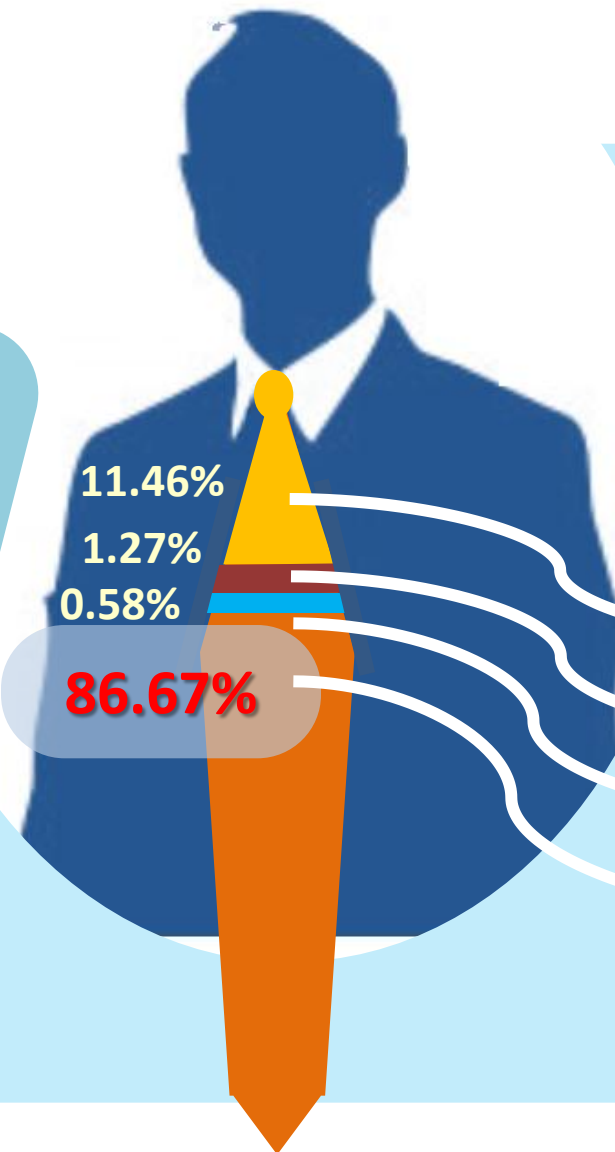
**86.67%**

Corporation

Cooperative

Partnership

**Single Proprietorship**



# 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



# *Survey Indicators*



*Length of  
Time*



*Number of  
Forms*



*Number of  
Steps*



*Cost of Fees*



*Number of  
Signatories*





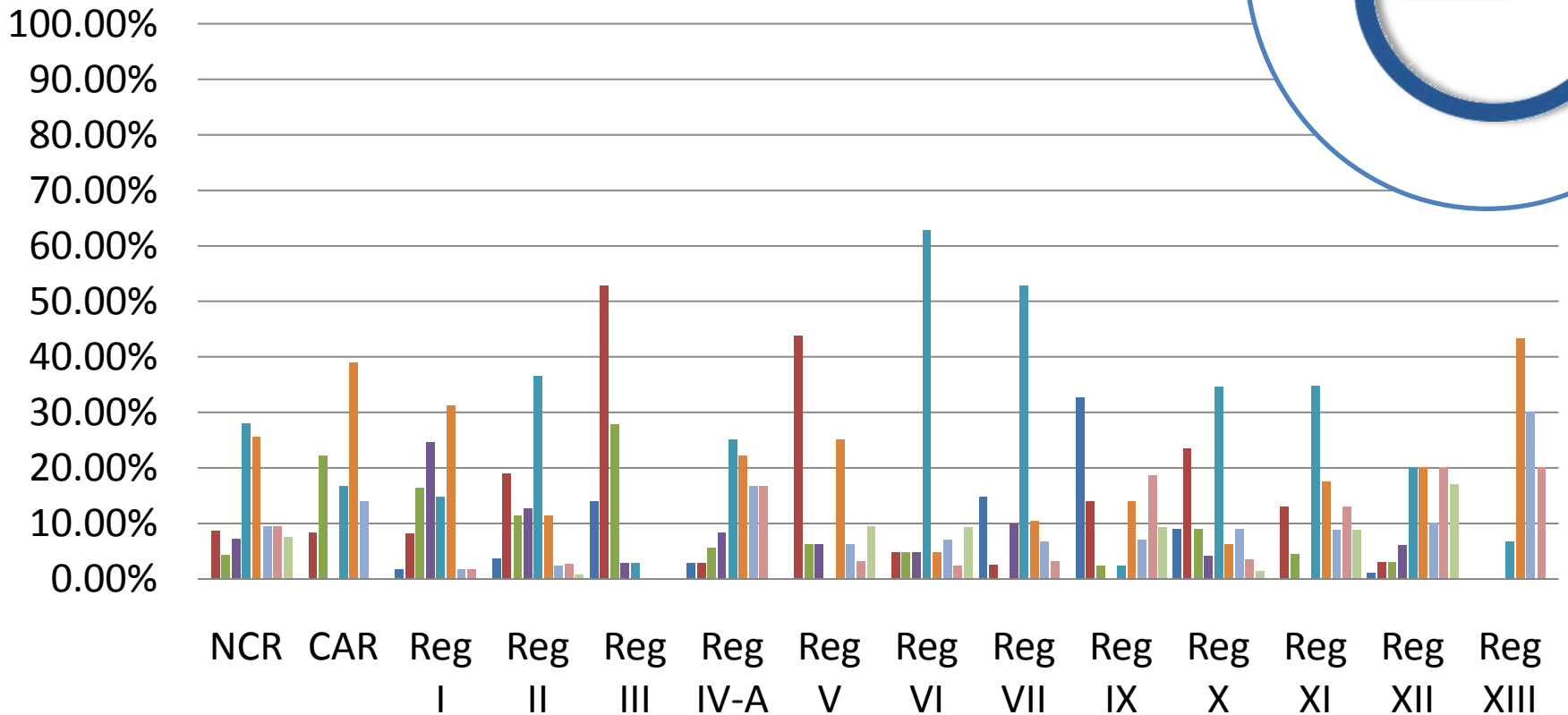
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# SURVEY RESULTS

## REGIONAL



# Length of Time

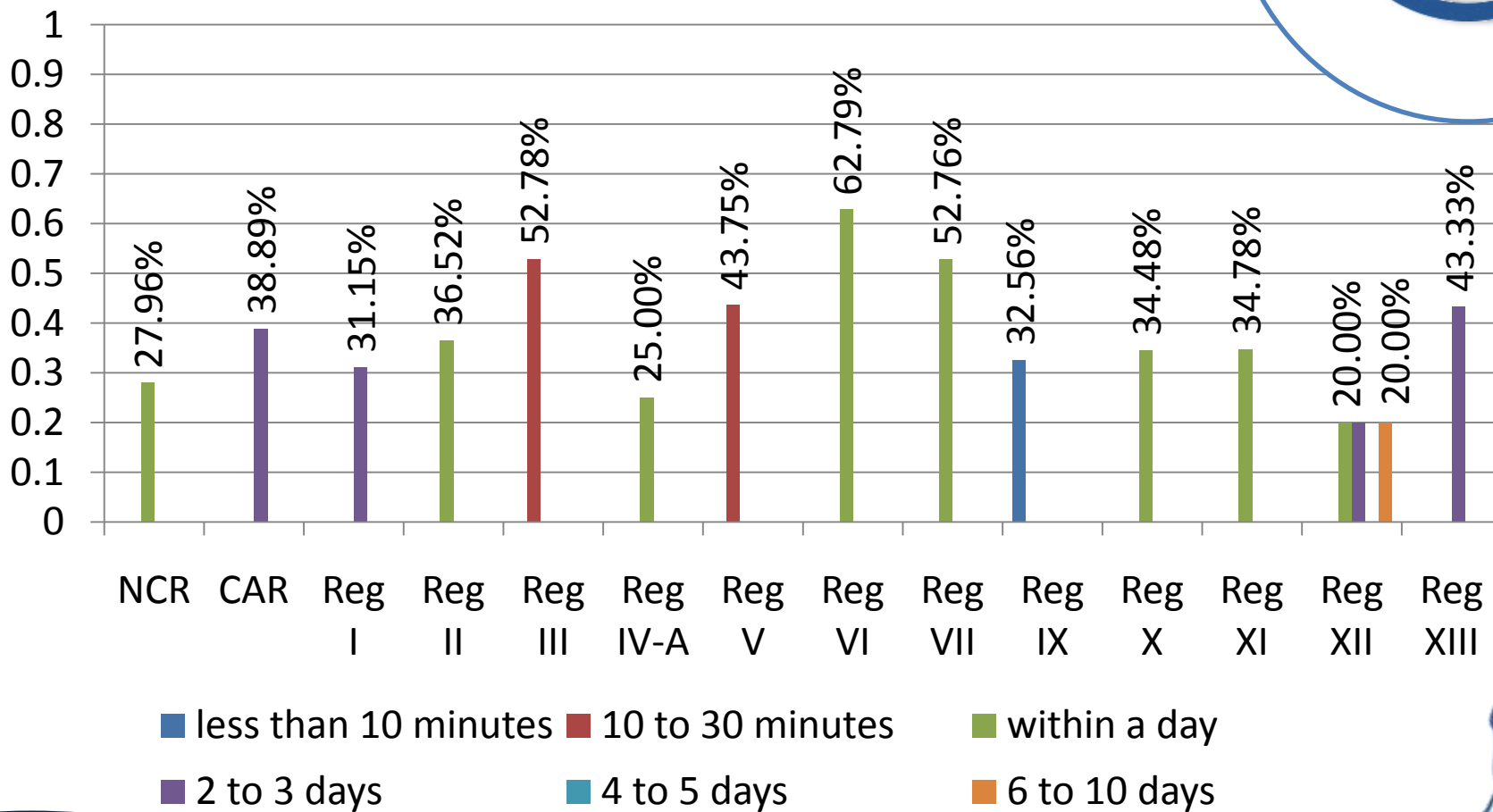


- less than 10 minutes
- 10 to 30 minutes
- 31 to 60 minutes
- 1 to 2 hours
- within a day
- 2 to 3 days
- 4 to 5 days
- 6 to 10 days
- other





# Length of Time



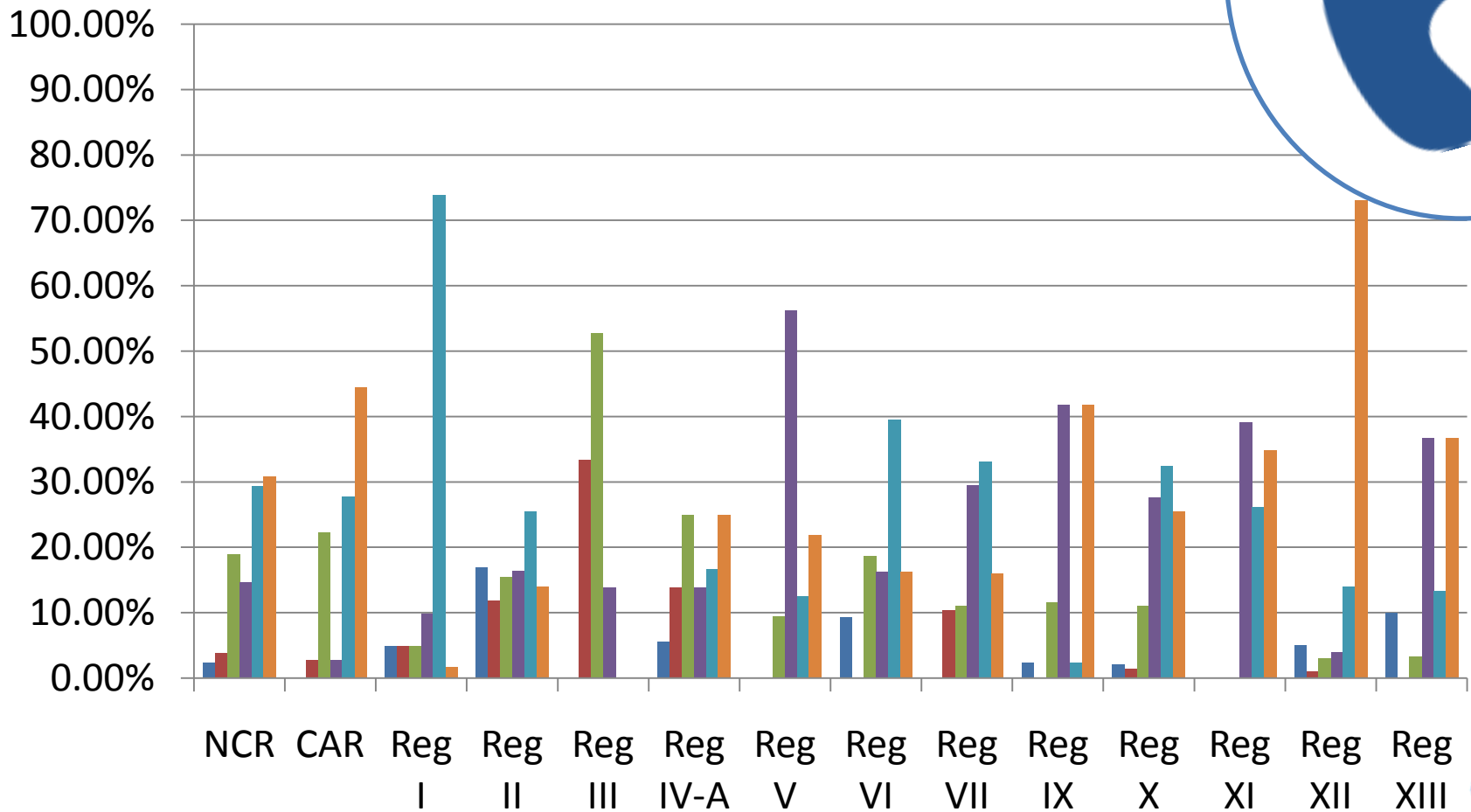
# Length of Time



1/3 of the respondents were able to renew Mayor's Permit within a day  
92.7% were able to renew within 5 days



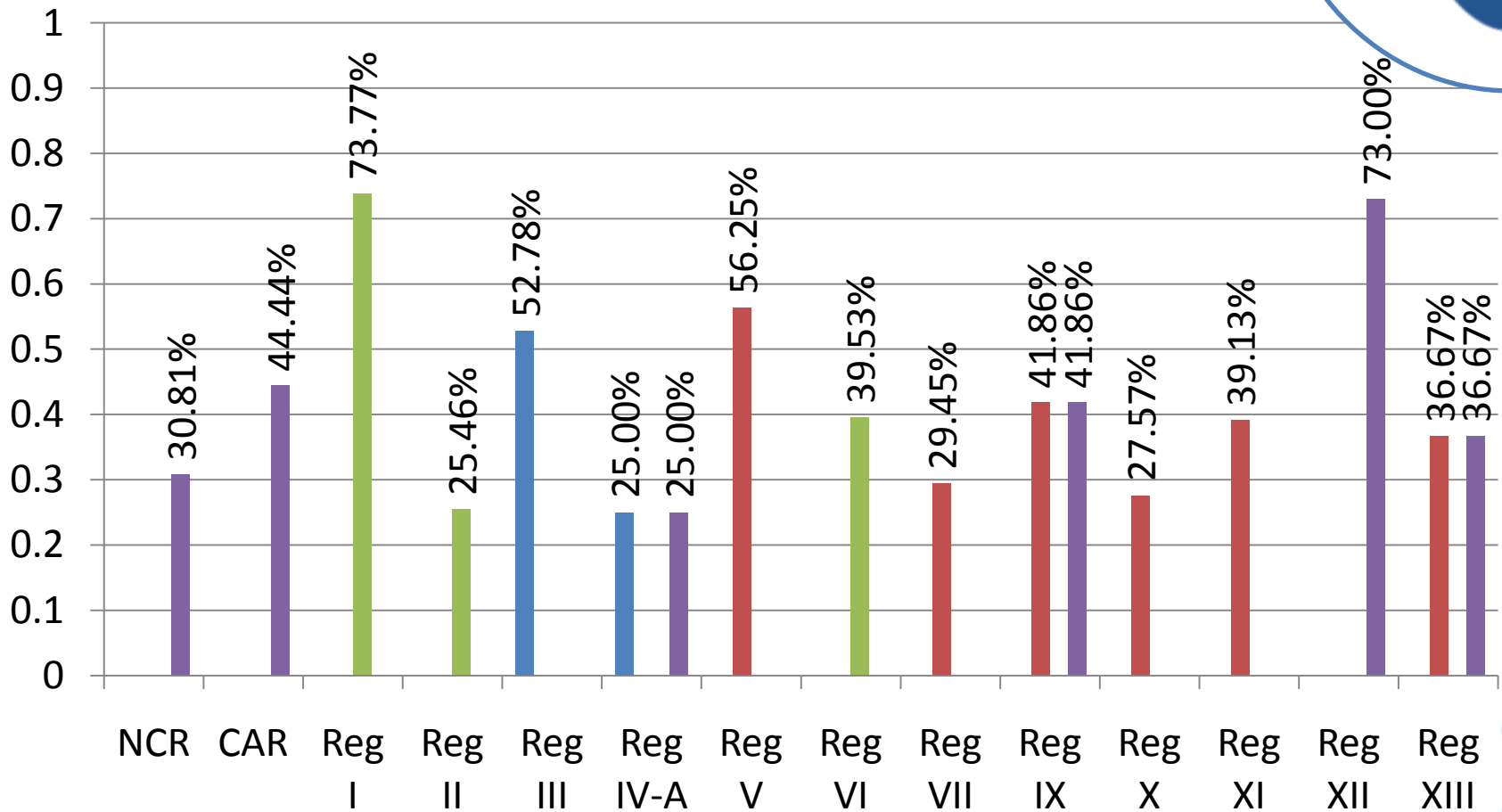
# Number of Steps



■ 1 step   
 ■ 2 steps   
 ■ 3 steps   
 ■ 4 steps   
 ■ 5 steps   
 ■ 6 steps or more



# Number of Steps



■ 3 steps    
 ■ 4 steps    
 ■ 5 steps    
 ■ 6 steps or more

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# Number of Steps



9.37%



8.68%



14.66%



18.84%



**26.83%**



21.64%

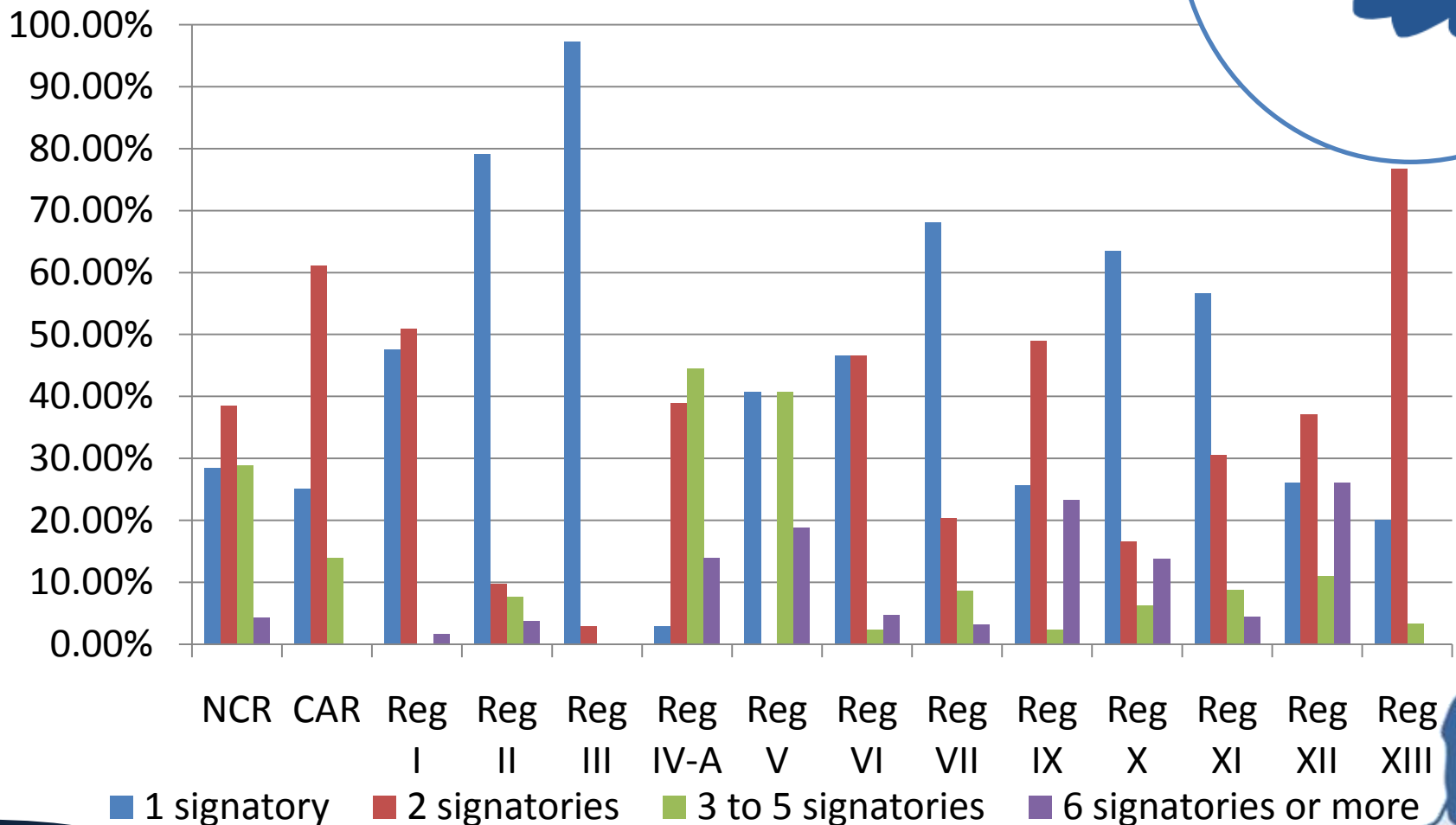


*¼ of the respondents renewed permits in 5 steps*

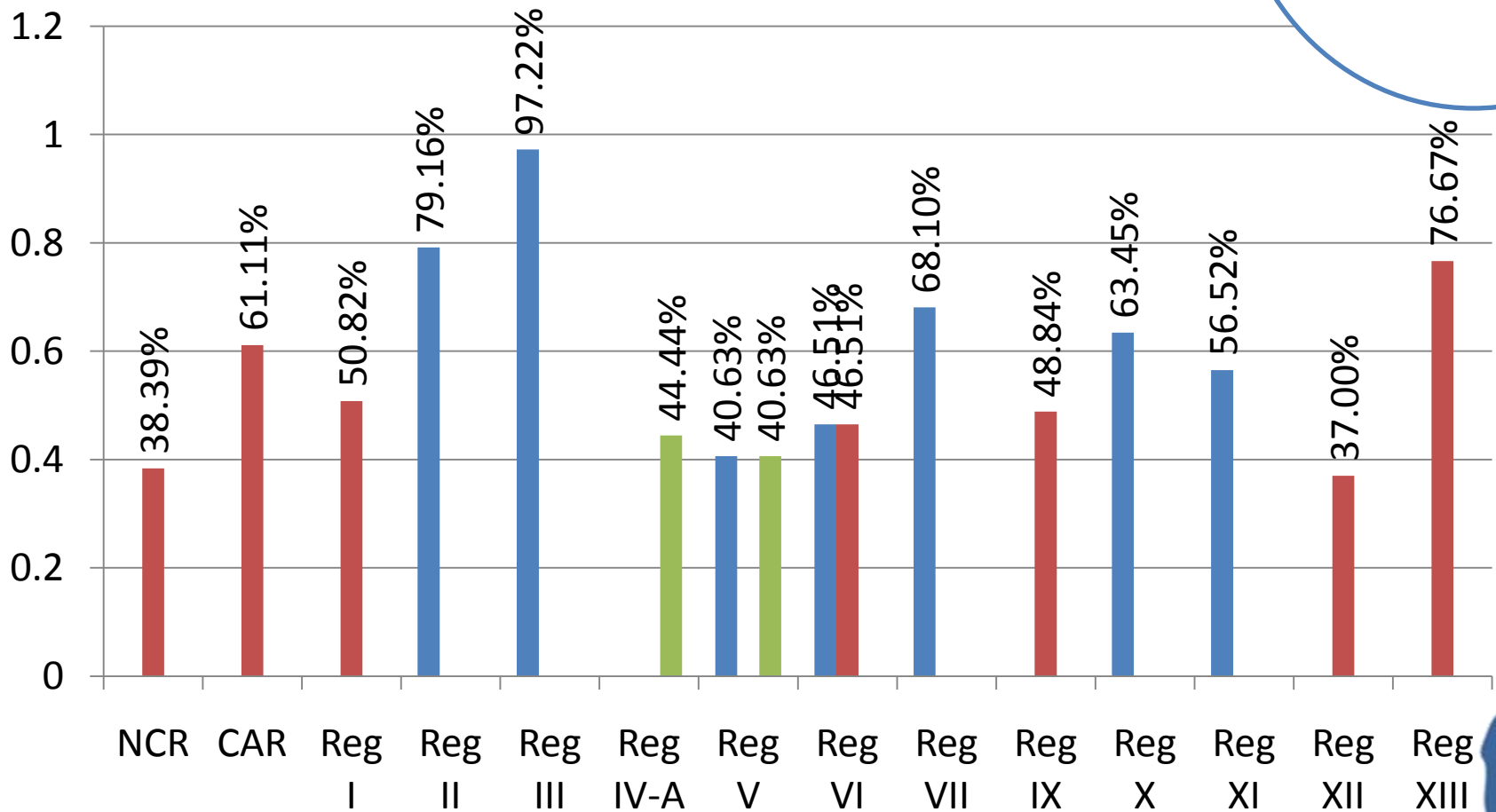
*78.36% of the respondents renewed in 5 steps or less*



# Number of Signatories



# Number of Signatories



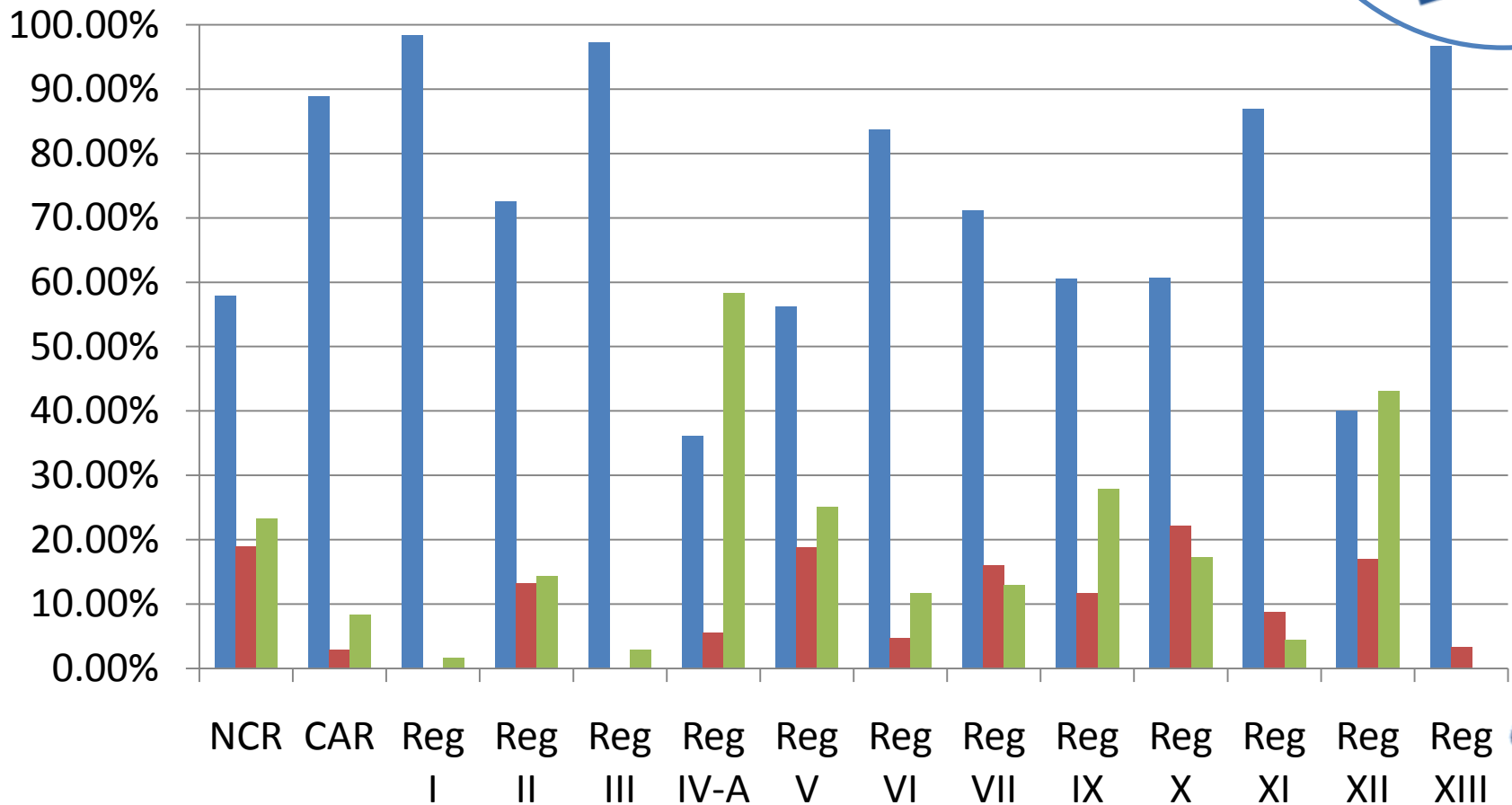
■ 1 signatory

■ 2 signatories

■ 3 to 5 signatories



# Number of Forms

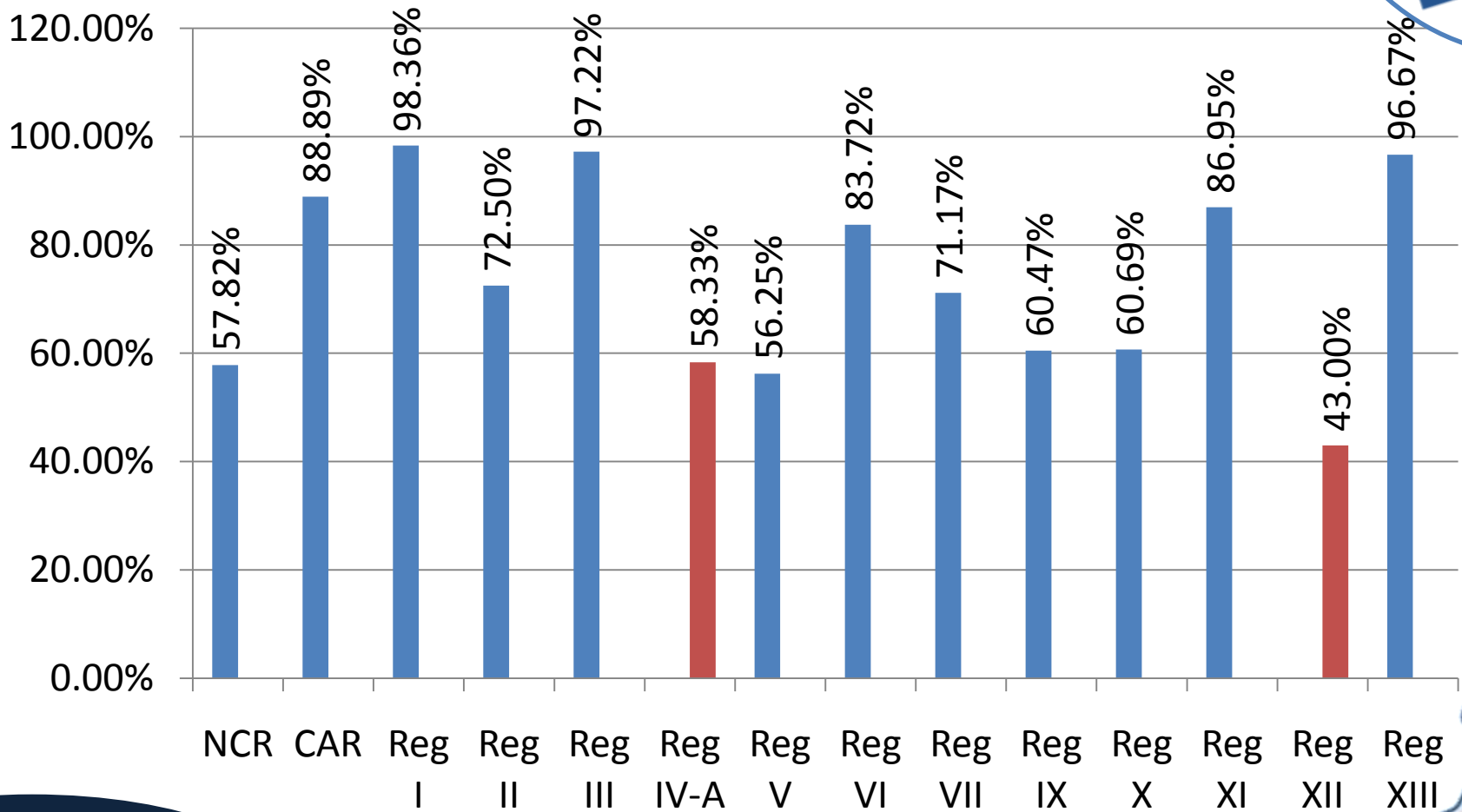


■ 1 form    
 ■ 2 forms    
 ■ 3 forms or more





# Number of Forms



■ 1 form ■ 3 forms or more

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# Number of Forms



**70.00%**

**1**



**12.28%**

**2**



**18.00%**

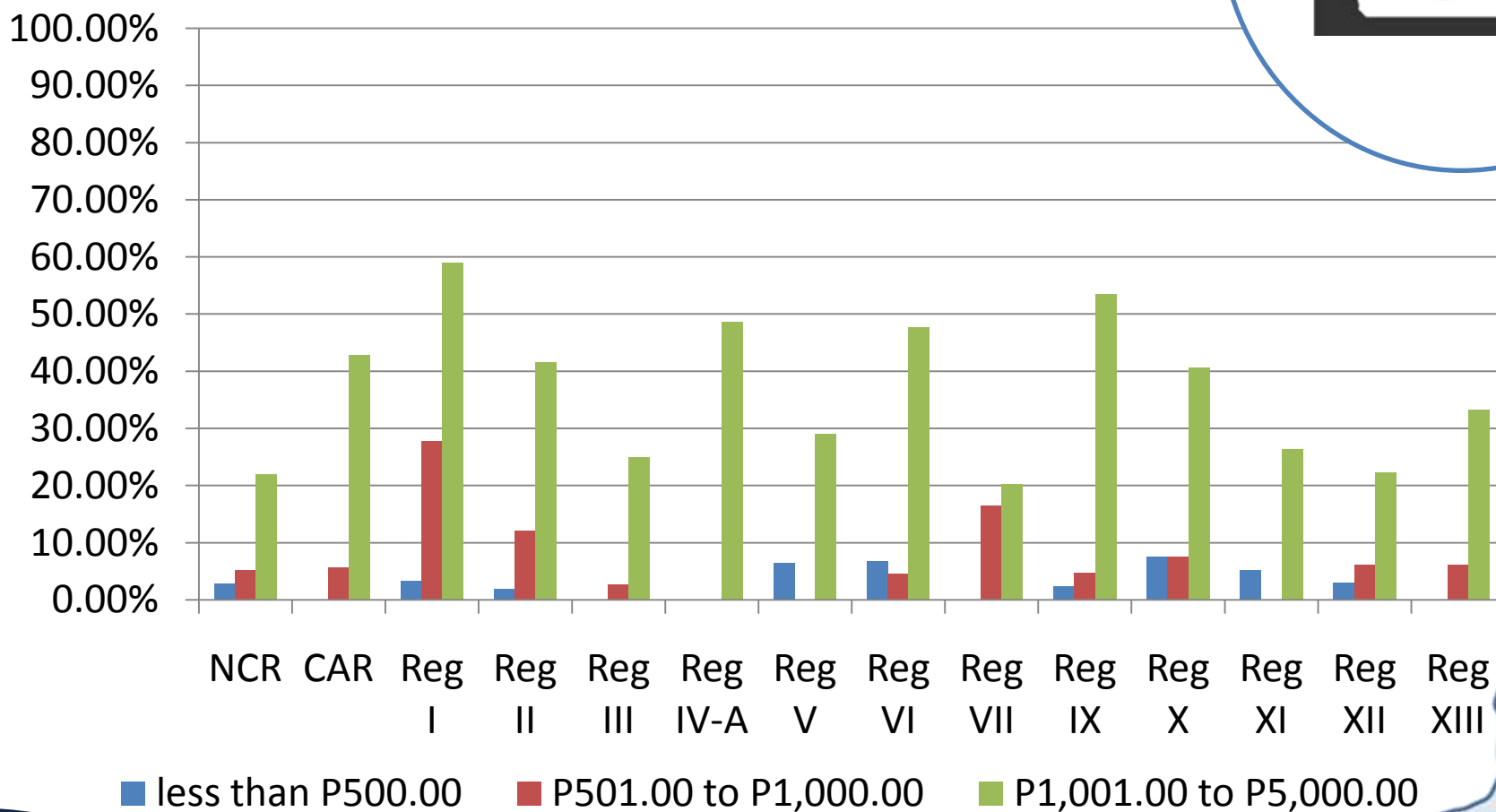
**3+**



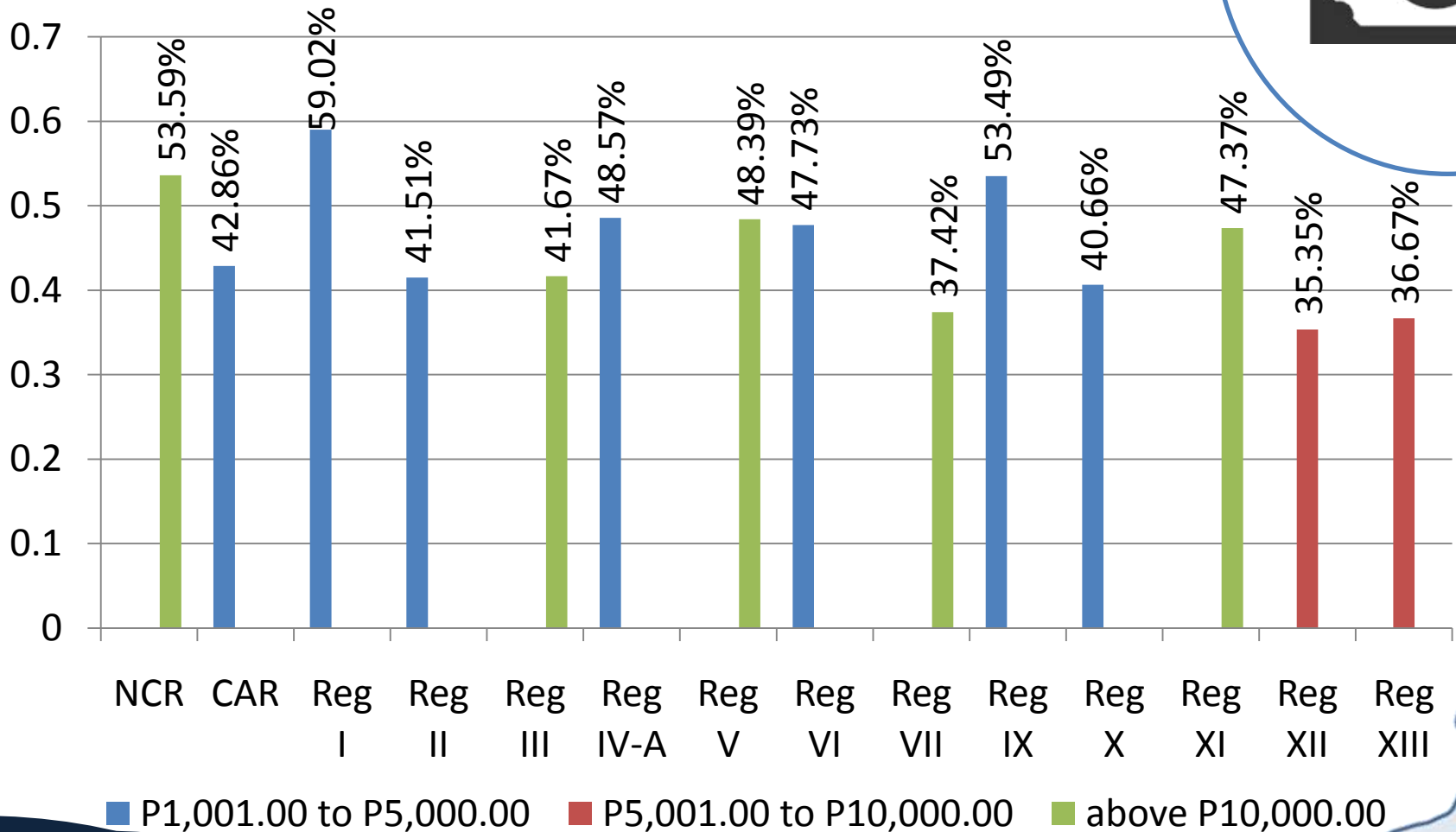
70% of the respondents said that they used 1 form in renewing Mayor's Permit



# Cost of Fees



# Cost of Fees



■ P1,001.00 to P5,000.00

■ P5,001.00 to P10,000.00

■ above P10,000.00



# Cost of Fees



2.98%	less than P500.00
12.71%	P501.00 to P1,000.00
<b>38.32%</b>	P1,001.00 to P5,000.00
31.51%	P5,001.00 to P10,000.00
27.79%	above P10,000.00

38.32% of the respondents paid from P1,001.00 to P5,000.00 in renewing their Mayor's Permit





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# THANK YOU!



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