



NATIONAL
COMPETITIVENESS
COUNCIL | PHILIPPINES



W E L C O M E

FB Hotel, Koronadal City

July 19, 2017





NATIONAL
COMPETITIVENESS
COUNCIL | PHILIPPINES



Global and Regional State of Philippine Competitiveness

FB Hotel, Koronadal City

July 19, 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	79/136	n/a	74/141	n/a	82/140	n/a	94/139	n/a	↑ 15	World Economic Forum	46
7. Global Innovation Index	73/128	74/128	83/141	100/143	90/142	95/141	91/125	-	↑ 18	World Intellectual Property Organization	42
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	41/63	42/60	41/60	42/60	38/60	43/59	41/59	-	-	International Institute for Management Development	21
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	79/36	46	↑ 15
7. WIPO- Global Innovation Index (WIPO)	91/125	73/128	42	↑ 18
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	41/63	23	-
13. Logistics Performance Index (WB)	44/155	71/160	53	↓ 27

REACHED THE TOP

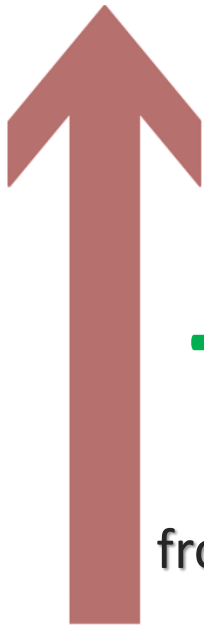
LATEST PERFORMANCE

UPGRADE

DOWNGRADE

THIRD
*With 2017 Results, **reverse ranking (1 as worst)

Top 4 Gains Since 2010/11



+57

No. 58

from No. 115

**ECONOMIC
FREEDOM
INDEX**



+49

No. 99

from No. 148

**DOING
BUSINESS
REPORT**



+33

No. 101

from No. 134

**CORRUPTION
PERCEPTION INDEX**



+28

No. 57

from No. 85

**GLOBAL
COMPETITIVENESS
REPORT**





NATIONAL
COMPETITIVENESS
COUNCIL | PHILIPPINES



NCC Programs and Activities

FB Hotel, Koronadal City

July 19, 2017

FAISAH G. DELA ROSA

Presenter

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

Source: Published Doing Business Report

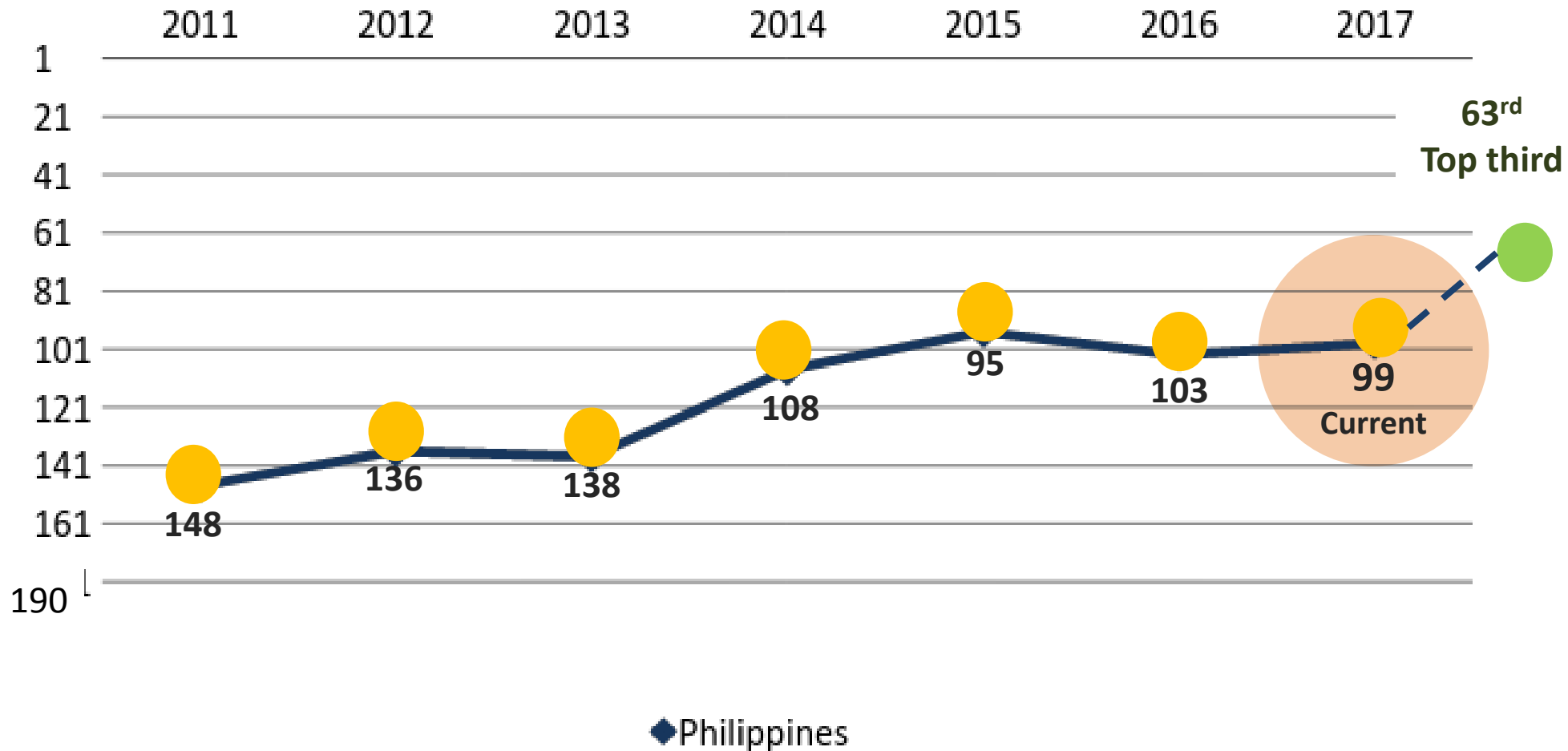
PHILIPPINES vs ASEAN (2011-2017)

Economy	2017 (190)	2016 (189)	2015 (189)	2014 (189)	2013 (185)	2012 (183)	2011 (183)	Change 2016- 2017	Change 2011- 2017
Singapore	2	1	1	1	1	1	1	-1	-1
Malaysia	23	18	18	6	12	18	21	-5	-2
Thailand	46	49	26	18	18	17	19	3	-27
Brunei Darussalam	72	84	101	59	79	83	112	12	40
Vietnam	82	90	78	99	99	98	78	8	-4
Indonesia	91	109	114	120	128	129	121	18	30
Philippines	99	103	95	108	138	136	148	4	49
Cambodia	131	127	135	137	133	138	147	-4	16
Lao PDR	139	134	148	159	163	165	171	-5	32
Myanmar	170	167	177	182	NDA	NDA	NDA	-3	12

Source: Published Doing Business Report

Doing Business Report: Philippines

2011-2017



Source: Published Doing Business Report

PHILIPPINES DOING BUSINESS INDICATORS (2016-2017)

INDICATORS	2017 REPORT (190 economies)	2016 REPORT (189 economies)	Change 2016-2017
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

Source: Published Doing Business Report

PHILIPPINES DOING BUSINESS INDICATORS (2011-2017)

INDICATORS	Published Rankings								
	2017 (190)	2016 (189)	2015 (189)	2014 (189)	2013 (185)	2012 (183)	2011 (183)	Change 2016- 2017	Change 2011- 2017
1. Starting a business	171	165	161	170	161	158	156	-6	-15
2. Dealing w/ construction permits	85	99	124	99	100	102	156	14	71
3. Getting electricity	22	19	16	33	57	54		-3	-22
4. Registering Property	112	112	108	121	122	117	102	0	-10
5. Getting Credit	118	109	104	86	129	126	128	-9	10
6. Protecting Investors	137	155	154	128	128	133	132	18	-5
7. Paying Taxes	115	126	127	131	143	136	124	11	9
8. Trading across borders	95	95	65	42	53	51	61	0	-34
9. Enforcing contracts	136	140	124	114	111	112	118	4	-18
10. Resolving Insolvency	56	53	50	100	165	163	153	-3	97

Source: Published Doing Business Report

UPGRADES & DOWNGRADES

Philippine Rankings (2011-2017)

Resolving
Insolvency

+97

From 153 to 56

Dealing with
Construction
Permits

+71

From 156 to 85

Getting
Electricity

+32

From 54 to 22

Paying
Taxes

+11

From 124 to 115

Getting
Credit

+10

From 128 to 118

Trading Across
Borders

-34

From 61 to 95

Enforcing
Contracts

-18

From 118 to 136

Starting
a Business

-15

From 156 to 171

Registering
Property

-10

From 102 to 112

Protecting Minority
Investors

-5

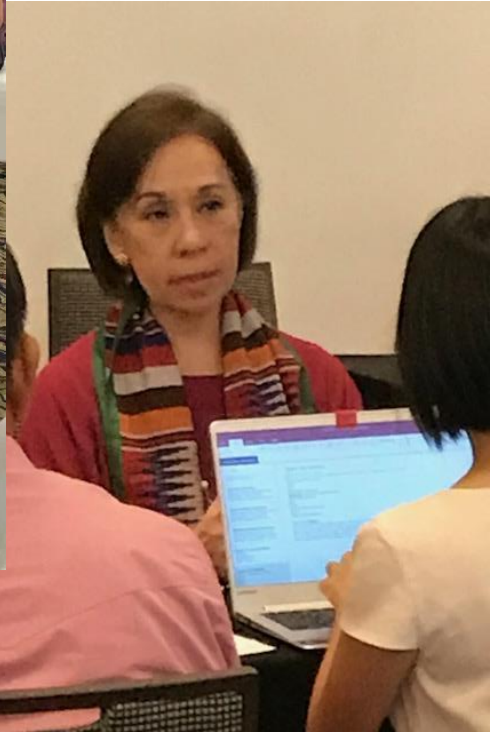
From 132 to 137

NEW ZEALAND G2G KNOW HOW

Supplying New Zealand solutions to grow
your capability

Ease of Doing Business in the Philippines:
Exploratory Support Exercise





Scoping Mission : Methodology

Individual meetings with DTI, SEC, CDA, DICT, DOF

Workshops / visits with LGUs Quezon City, Lapu Lapu (and other regional cities) and Davao (and other regional cities)

Interviewed 21 corporations, 23 sole proprietors and 15 co-operatives



What NZ experts heard from businesses and entrepreneurs

- “Elapsed time for registration of corporations (end to end) is typically 1 – 2 months” if there are no hiccups
- Frequent trips to offices required as a result of:
 - Key people not being available (e.g. for signatures)
 - Requirements are not consistent with published information (e.g. on the website) or have changed without being communicated
 - Online services not available / website down
- Waiting time is significant – sometimes several hours + travel time to offices – results in min. ½ day away from businesses per interaction with agency / LGU
- Lots of duplication of same basic information required for forms:
 1. SEC / DTI / CDA
 2. Clearances – Barangay, Fire, Sanitation, Location, etc
 3. LGU
- Frustration with name reservation process for corporations – “10 name suggestions required until one is approved”

What NZ experts heard from businesses and entrepreneurs

- Use 3rd parties (lawyer, accountant, representative) to complete process because it is too much hassle to complete by business directly – some with “special access” to agencies / LGUs
- “User experience on websites is poor” – takes a long time to find information required
- No pro-active communication from agencies to businesses – typically have to call or visit the office to find out status of processing
- “No lunch break” means that during lunch hours there may only be 1 or 2 counters open
- Sometimes frontline staff are not knowledgeable on specifics of the process or recent changes to the processes
- Mayor’s permit sometimes not granted or severely delayed if mayor does not like a new business
- Confusion about whether “Green Lane” process is still available / in use

What NZ experts heard from businesses and entrepreneurs

- Rules in regulation (legislation) out of sync with current practices – e.g. holding face to face AGMs with overseas shareholders
- Chicken and egg situation for paid-in capital from overseas shareholders – uncertainty over which bank clearance is required (i.e. company bank account doesn't exist so needs to be paid into another account)
- No aggregate payment of all fees and charges in one payment – some components can be paid in cash only (e.g. stock and transfer book)
- Lack of consistency at LGU level – different requirements between LGUs (difficult for businesses with operations across LGUs)
- 100% of businesses / proprietors / cooperatives we asked would like a fully electronic, online process

What NZ experts heard from agencies / LGU

- Procurement process is lengthy and complicated – many failed attempts that require re-tendering – hard to make progress quickly
- Issue with contracting of providers in some cases – no access to source code / data
- Internet stability, bandwidth, speed, reliability
- Authoritarian approach of mandating change does not always work
- Internal perception by staff that streamlined / online processes will lead to redundancies -> resistance to change
- Uncertainty over application and use of electronic signatures
- Many opportunities to link databases between national agencies as well as national agencies and LGUs but has been difficult to implement

General themes observed during the Scoping Mission

- **“Actual customer experience varies (significantly) from agency view”**
- **“Focus on immediate area of operation only”** – limited visibility / awareness of end to end journey for customer
- **“Compliance mindset”** – agencies / LGUs are typically referring to businesses / entrepreneurs as “taxpayer”
- **“Limited data”** on filing agent / businesses – limited evidence of segmentation of the businesses and filing agents
- **“Passive feedback”** - limited scope of customer feedback
- **“Inconsistency”** - wide range of different requirements / clearances by LGU
- **“Hidden requirements”** - change of requirements or “new”, undocumented requirements
- **“Duplication”** – multiple collection and data entry (both by customer and agencies)

Implications for businesses

- Process is “too hard” - motivation for non-compliance – operating without license or use of “fixers”
- Productivity loss for the economy (1m+ days of economic activity lost)
- Millennials losing faith / confidence in Government (local and national)
- Reduced (overseas) investor confidence in processes, reluctance to invest
- High barriers to entry especially for young / first time entrepreneurs. Impacts the “backbone” of the economy hardest - micro enterprises and small/medium sized enterprises

Next steps

Report with detailed findings and recommendations by July 2017

NZ Government will work with NCC to explore follow-up opportunities

Ideally – roadmap of initiatives and programmes in the short term to take advantage of opportunities to

- Step-change improvement for businesses, entrepreneurs and cooperatives
- Ranking for starting a business in top 60 in 2018

Current EODB initiatives : Proposed Expanded ARTA

- The bill proposes some basic changes in the business permitting and licensing activities of government. It addresses many of the common issues faced by businesses and entrepreneurs at both at the national agency and local government level as well as the tricky issue of fees for obtaining permits.

Current EODB initiatives : Proposed Expanded ARTA

The objectives of the proposed bill are as follows:

- Provide a business environment conducive to the establishment and operation of businesses in the country;
- Simplify business permit and licensing system procedures and streamline requirements at national and local levels;
- Promote transparency in government with regard to business registration and other manner of transacting with the public to reduce red tape and expedite permitting, licensing and other similar transactions in government.

Current EODB initiatives : Proposed Expanded ARTA

- NGAs and LGUs must provide a **COMPREHENSIVE CHECKLIST** of requirements for every type of license, clearance and/or permit being issued.



- A **SINGLE OR UNIFIED BUSINESS APPLICATION FORM** shall be used in processing new applications for business permits and business renewals which consolidates all the information of the applicant by various local government departments.

Current EODB initiatives : Proposed Expanded ARTA



PREScribed PROCESSING TIME

- **MSMEs** : maximum three **(3) working days** for **simple applications** and ten **(10) working days** for **complex applications**.
- For **special types of businesses** that require clearances, accreditation and/or licenses : **30 working days** *(or as determined by the government agency or instrumentality concerned, whichever is shorter)*.

REGULATORY IMPACT ASSESSMENT

All proposed regulations **shall undergo regulatory impact assessment** to establish if the proposed regulation does not add undue regulatory burden to business entities and national and local government agencies.

Current EODB initiatives : Proposed Expanded ARTA

CENTRAL BUSINESS PORTAL

- The DICT shall establish a Central Business Portal which shall serve as a central system to receive applications and capture application data from business entities.



PHILIPPINE BUSINESS REGISTRY DATABANK

- Business licensing and/or permitting agencies will have access to the Philippine Business Registry Databank to verify validity, existence and other information relevant to a business entity.



NATIONAL
COMPETITIVENESS
COUNCIL | PHILIPPINES



NCC Programs and Activities

Fiesta Garden Hotel, Ilocos Sur

June 20, 2017

LIZAMYL BUQUID

Presenter

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

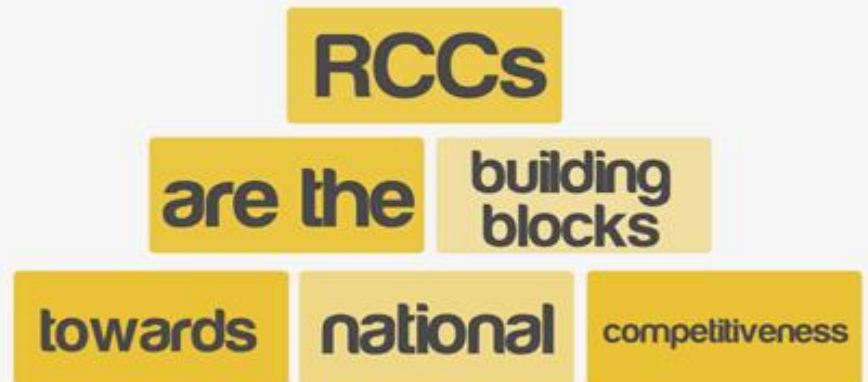
OVERVIEW

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

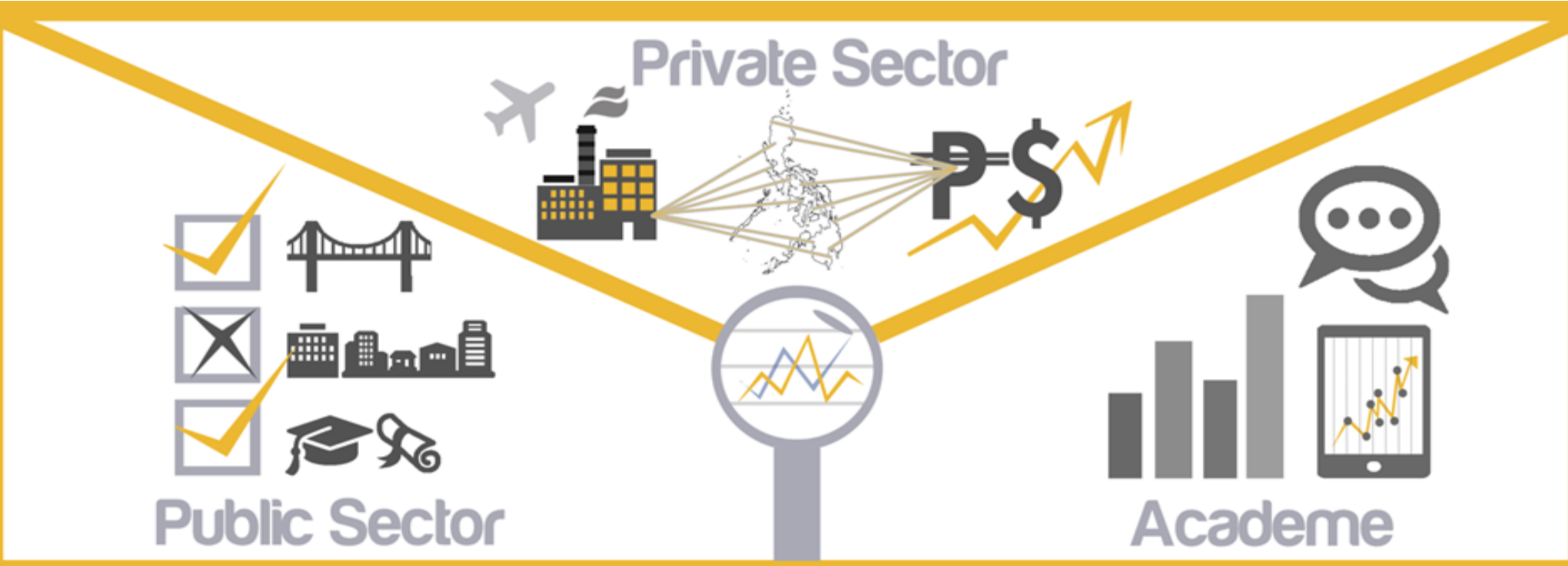


50%
Public

50%
Private

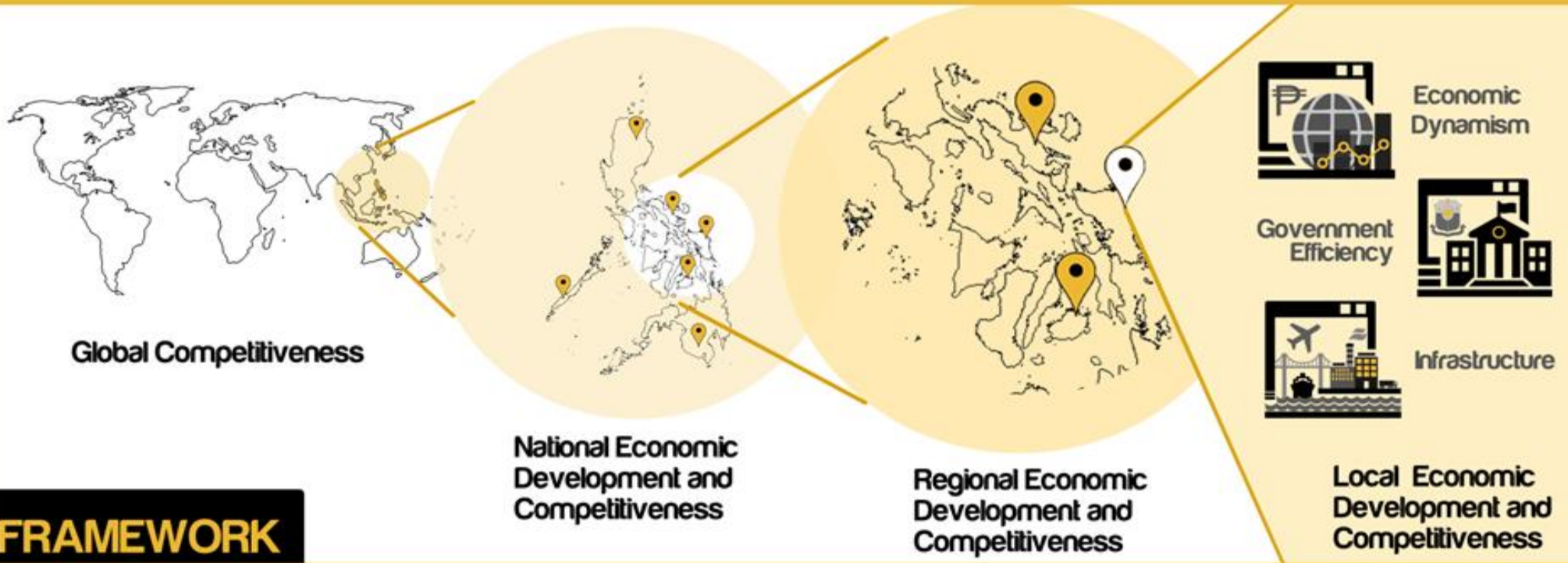


USES OF THE INDEX



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

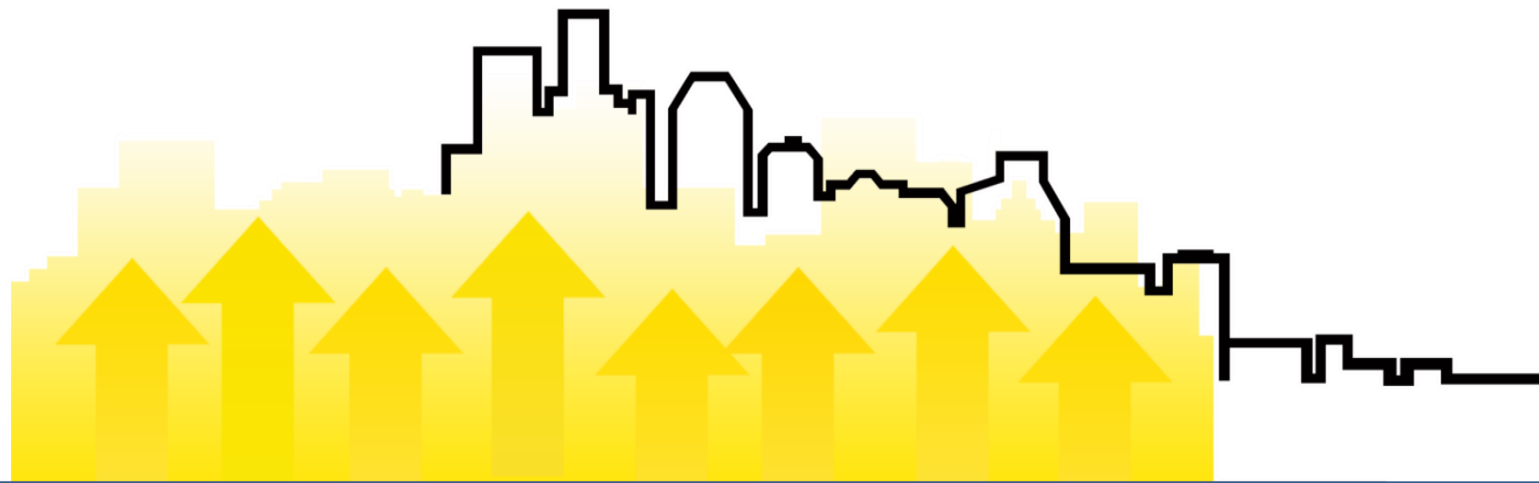


Highly Urbanized
Cities



Provinces

Data Collection Methodology



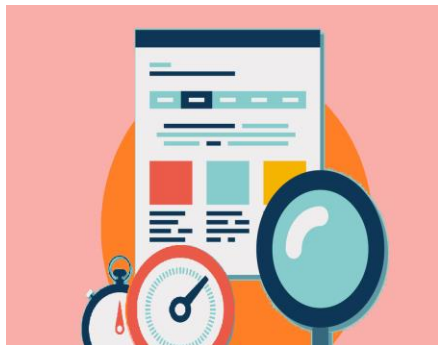
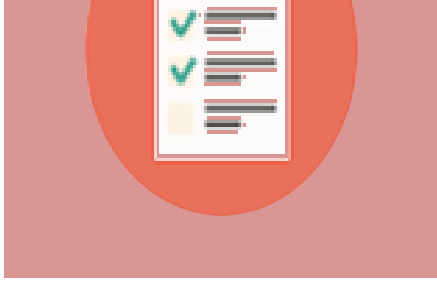
START



**NCC sends CMCI
survey forms to
RCCs**

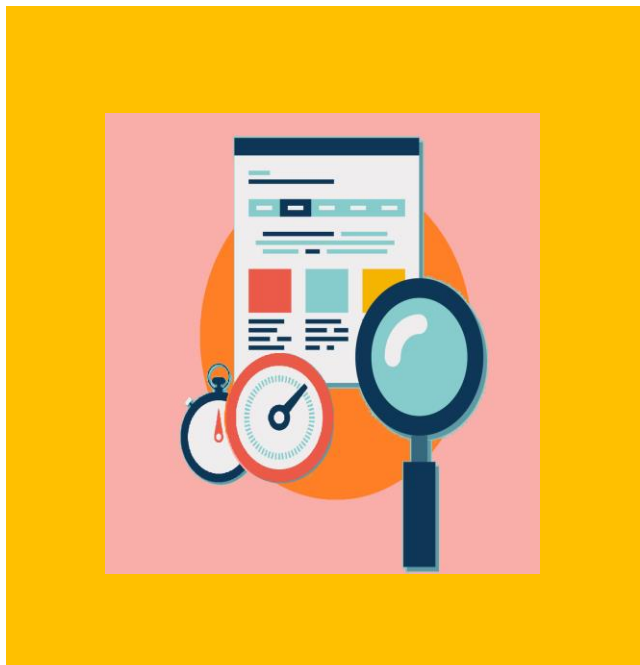


1



**RCCs distribute
CMCI survey forms
to LGUs**

2



LGUs fill out CMCI survey forms

3

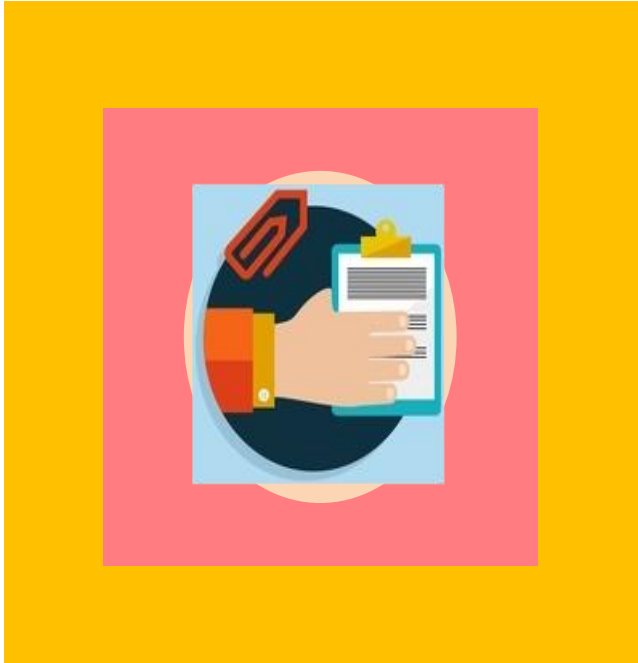




RCCs collect survey forms and validate LGU submissions



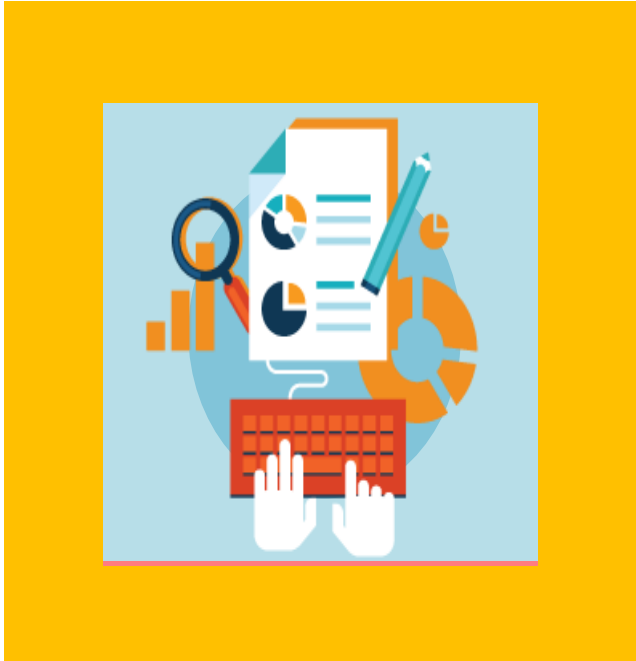
4



**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

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

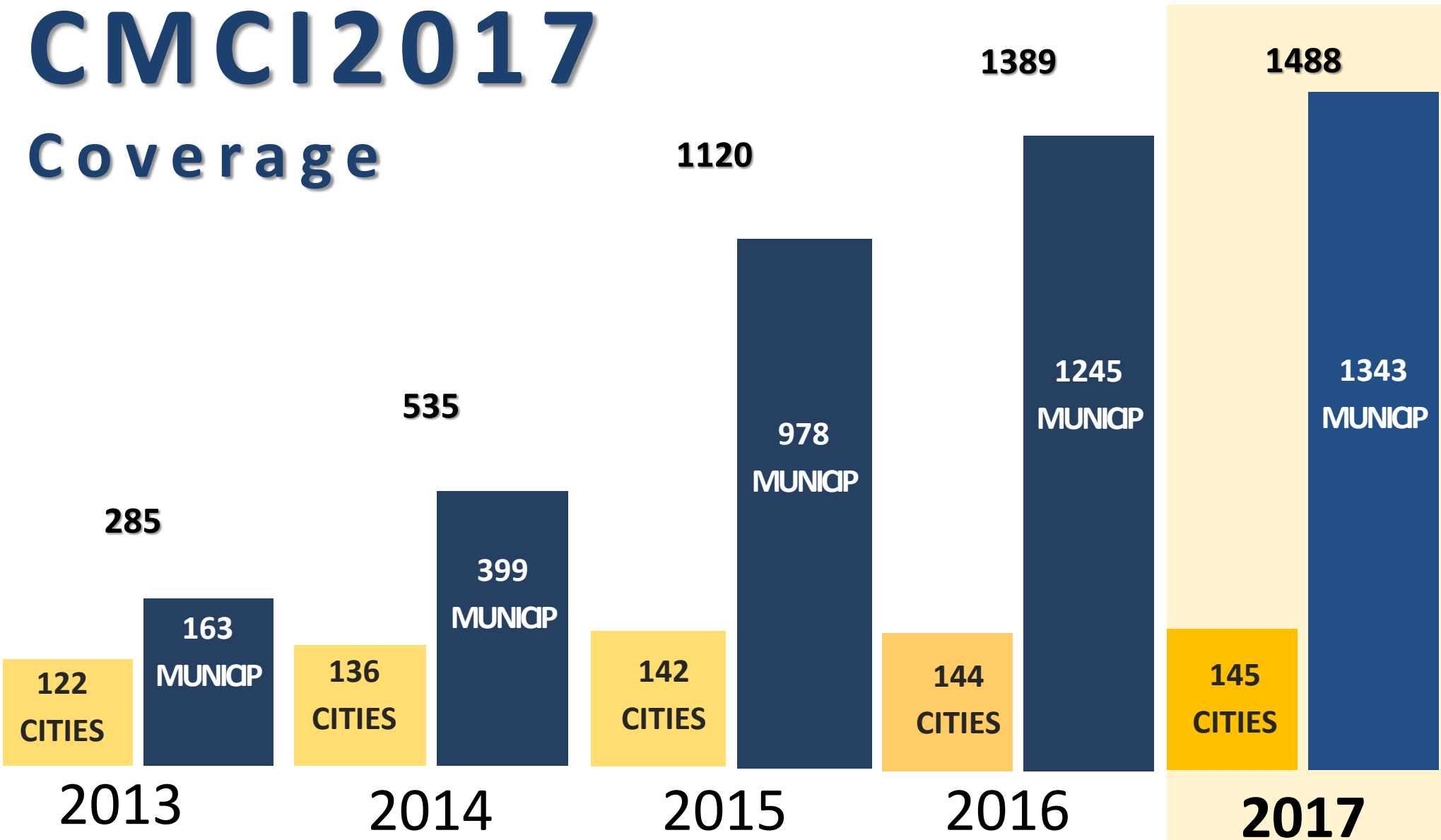


Remaining Provinces

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

CMCI 2017

Coverage



Out of **1,634** local governments in the Philippines

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%

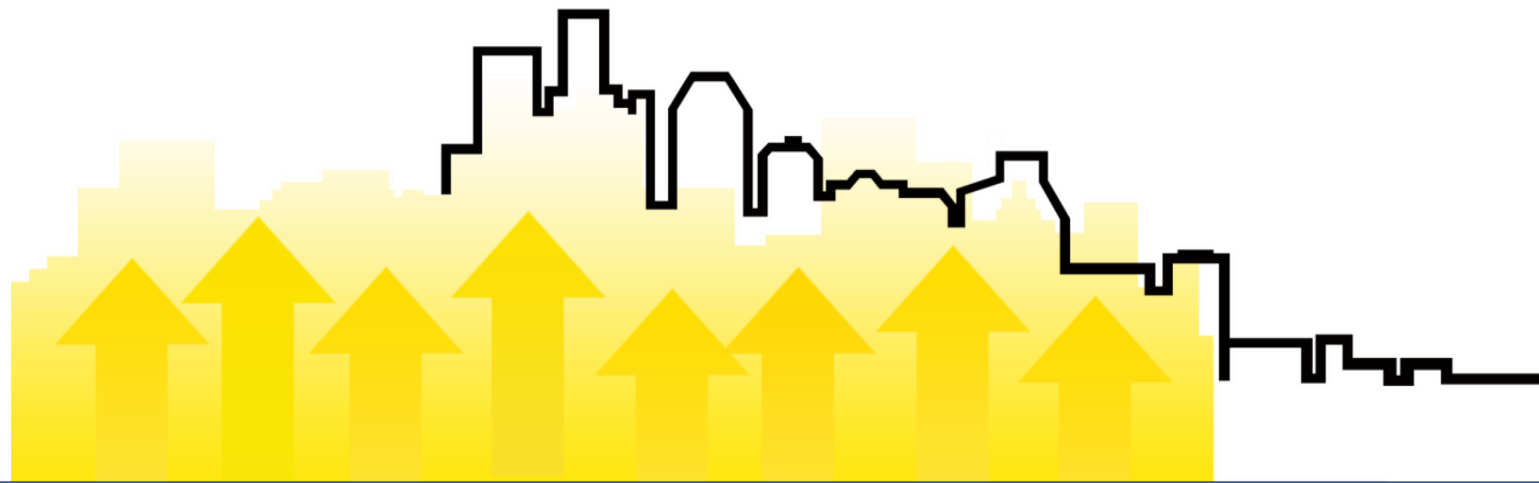
Completion Rate per Region

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%

2016 CMCI RANKINGS



Highly Urbanized Cities

Overall Rankings 2015 – 2016

Overall Rank (out of 34 LGUs)	Local Government	Province	Overall Score (out of 100)	Economic Dynamism Rank (out of 34 LGUs)	Economic Dynamism Score (out of 33.3333)	Government Efficiency Rank (out of 34 LGUs)	Government Efficiency Score (out of 33.3333)	Infrastructure Rank (out of 34 LGUs)	Infrastructure Score (out of 33.3333)
15	General Santos	South Cotabato	35.7977	10	10.9099	12	16.1913	24	8.6965

Component Cities

Overall Rankings 2015 – 2016

Overall Rank (out of 110 LGUs)	Local Government	Province	Overall Score (out of 100)	Economic Dynamism Rank (out of 110 LGUs)	Economic Dynamism Score (out of 33.3333)	Government Efficiency Rank (out of 110 LGUs)	Government Efficiency Score (out of 33.3333)	Infrastructure Rank (out of 110 LGUs)	Infrastructure Score (out of 33.3333)
5	Cotabato	Cotabato South	45.8278	10	14.1697	1	19.2413	20	12.4168
11	Koronadal	Cotabato North	41.8608	23	11.8324	7	17.4496	19	12.5788
16	Kidapawan	Cotabato Sultan	41.0164	25	11.5502	4	17.9486	32	11.5177
23	Tacurong	Kudarat	39.2363	24	11.6960	9	17.1897	48	10.3506

1st to 2nd Class Municipalities

Overall Rankings 2015 – 2016

Overall Rank (out of 490 LGUs)	Local Government	Province	Income Classification	Overall Score (out of 100)	Economic Dynamism Rank (out of 490 LGUs)	Economic Dynamism Score (out of 33.3333)	Government Efficiency Rank (out of 490 LGUs)	Government Efficiency Score (out of 33.3333)	Infrastructure Rank (out of 490 LGUs)	Infrastructure Score (out of 33.3333)
5	Midsayap	North Cotabato	First Class	38.0796	22	9.7441	3	15.6605	5	12.6750
8	Polomolok	South Cotabato	First Class	36.5085	12	11.0737	6	14.4873	15	10.9475
10	Isulan	Sultan Kudarat	First Class	36.0426	7	11.5708	19	13.6438	18	10.8280
25	Mlang	North Cotabato	First Class	31.4491	86	8.3414	10	14.0005	73	9.1072
32	Kabacan	North Cotabato	First Class	30.6924	67	8.5840	46	12.4941	49	9.6143
33	Surallah	South Cotabato	First Class	30.6808	64	8.6182	41	12.6768	58	9.3858
57	T'boli	South Cotabato	First Class	29.1918	152	7.6926	23	13.1654	138	8.3338
72	Makilala	North Cotabato	First Class	28.3801	120	7.9756	53	12.2269	155	8.1776
76	Esperanza (SK)	Sultan Kudarat	First Class	28.2326	100	8.1565	68	11.9109	157	8.1652
77	Tupi	South Cotabato	First Class	28.1924	141	7.7996	86	11.7177	105	8.6752
94	Malungon	Sarangani	First Class	27.6494	202	7.2400	94	11.5419	90	8.8674
96	Glan	Sarangani	First Class	27.4659	244	7.0472	65	11.9400	117	8.4787
97	Tulunán	North Cotabato	Second Class	27.4536	240	7.0624	44	12.5081	203	7.8831

1st to 2nd Class Municipalities

Overall Rankings 2015 – 2016

101	Kalamansig	Sultan Kudarat	First Class	27.2143	124	7.9294	102	11.4287	209	7.8562
106	Lebak	Sultan Kudarat	First Class	26.9951	106	8.1007	149	10.7038	152	8.1906
109	Pigkawayan	North Cotabato	First Class	26.9238	186	7.3257	121	11.1146	116	8.4836
112	Libungan	North Cotabato	Second Class	26.8798	277	6.7690	82	11.7819	139	8.3289
115	Pikit	North Cotabato	First Class	26.8303	139	7.8054	173	10.2288	94	8.7961
120	Alabel	Sarangani	First Class	26.6655	195	7.2698	134	10.9378	119	8.4579
122	Magpet	North Cotabato	First Class	26.6397	338	6.2655	37	12.7446	247	7.6296
126	President Roxas (NC)	North Cotabato	First Class	26.5201	287	6.6752	54	12.2195	248	7.6254
132	Alamada	North Cotabato	First Class	26.3895	280	6.7432	58	12.1422	263	7.5041
133	Matalam	North Cotabato	First Class	26.3733	207	7.2073	109	11.3118	210	7.8541
134	Lambayong	Sultan Kudarat	Second Class	26.3563	127	7.8993	138	10.8958	257	7.5612
137	Carmen (NC)	North Cotabato	First Class	26.3085	264	6.8553	107	11.3857	171	8.0675
138	Bagumbayan	Sultan Kudarat	First Class	26.2820	183	7.3733	97	11.4865	281	7.4223
140	Banga (SC)	South Cotabato	First Class	26.2682	219	7.1728	137	10.9124	154	8.1830

1st to 2nd Class Municipalities

Overall Rankings 2015 – 2016

143	Arakan	North Cotabato	Second Class	26.1951	296	6.6181	78	11.8212	229	7.7557
144	Tampakan	South Cotabato	Second Class	26.0666	245	7.0460	130	10.9815	176	8.0391
153	Columbio	Sultan Kudarat	First Class	25.9152	174	7.4500	110	11.3056	310	7.1596
154	Antipas	North Cotabato	Second Class	25.9009	169	7.4895	114	11.2349	308	7.1764
184	Maitum	Sarangani	Second Class	25.1278	279	6.7517	142	10.7875	251	7.5886
188	Lutayan	Sultan Kudarat	Second Class	24.9801	180	7.3931	190	9.8998	240	7.6872
191	Kiamba	Sarangani	First Class	24.9250	343	6.2257	156	10.6262	169	8.0731
194	Maasim	Sarangani	First Class	24.8600	272	6.8030	187	10.0311	177	8.0258
235	Lake Sebu	South Cotabato	First Class	23.7812	234	7.0996	241	9.2198	267	7.4618
258	Malapatan	Sarangani	First Class	23.1717	325	6.3951	258	8.9440	213	7.8327
361	Banisilan	North Cotabato	Second Class	20.2085	323	6.4000	318	7.6265	392	6.1820
366	Palimbang	Sultan Kudarat	Second Class	20.0839	393	5.5929	228	9.3952	435	5.0958

3rd to 6th Class Municipalities

Overall Rankings 2015 – 2016

Overall Rank (out of 755 LGUs)	Local Government	Province	Overall Score (out of 100)	Economic Dynamism Rank (out of 755 LGUs)	Economic Dynamism Score (out of 33.3333)	Government Efficiency Rank (out of 755 LGUs)	Government Efficiency Score (out of 33.3333)	Infrastructure Rank (out of 755 LGUs)	Infrastructure Score (out of 33.3333)
21	Santo Niño (SC)	South Cotabato	31.9183	33	9.8069	52	11.7263	47	10.3851
29	President Quirino	Sultan Kudarat	30.8167	53	9.0563	31	12.1147	93	9.6458
31	Norala	South Cotabato	30.7266	57	8.9644	55	11.6883	63	10.0739
75	Senator Ninoy Aquino	Sultan Kudarat	28.2566	115	8.4083	152	10.2612	95	9.5870
98	Tantangan	South Cotabato	27.4732	164	8.0062	175	10.0248	105	9.4422
132	Aleoson	North Cotabato	26.8161	252	7.4507	89	11.0602	280	8.3052

Most Competitive Province

Overall Rankings 2015 – 2016

Rank	Province	Region	Score
1	Rizal	Region IVA- CALABARZON	35.6731
2	Cavite	Region IVA- CALABARZON	31.7951
3	South Cotabato	Region XII - SOCCSKSARGEN	30.8562
4	Laguna	Region IVA- CALABARZON	29.7725
5	North Cotabato	Region XII - SOCCSKSARGEN	29.5025
6	Sultan Kudarat	Region XII - SOCCSKSARGEN	29.3242
7	Bataan	Region III - Central Luzon	28.3139
8	Aklan	Region VI - Western Visayas	27.8863
9	Batangas	Region IVA- CALABARZON	27.8377
10	La Union	Region I - Ilocos Region	27.4245
23	Sarangani	Region XII - SOCCSKSARGEN	25.6681

Most Improved Highly Urbanized Cities

Overall Rankings 2015 – 2016

Overall Rank (2015)	Overall Rank (2016)	Difference	Improvement Rank	Local Government	Province	Region
17	15	2	9	General Santos	South Cotabato	Region XII - SOCCSKSARGEN

Most Improved Component Cities

Overall Rankings 2015 – 2016

Overall Rank (2015)	Overall Rank (2016)	Difference	Rank	Local Government	Province
32	23	9	30	Tacurong	Sultan Kudarat
12	11	1	42	Koronadal	South Cotabato
4	5	-1	48	Cotabato	Cotabato
14	16	-2	51	Kidapawan	North Cotabato

Most Improved 1st to 2nd Class Municipalities

Overall Rankings 2015 – 2016

Overall Rank (2015)	Overall Rank (2016)	Difference	Rank	Local Government	Province
269	106	163	21	Lebak	Sultan Kudarat
311	191	120	43	Kiamba	Sarangani
227	122	105	53	Magpet	North Cotabato
240	153	87	72	Columbio	Sultan Kudarat
184	115	69	89	Pikit	North Cotabato
163	97	66	94	Tulunan	North Cotabato
246	188	58	102	Lutayan	Sultan Kudarat
195	138	57	104	Bagumbayan	Sultan Kudarat
150	96	54	113	Glan	Sarangani
279	235	44	127	Lake Sebu	South Cotabato
173	134	39	131	Lambayong	Sultan Kudarat
166	143	23	158	Arakan	North Cotabato
174	154	20	164	Antipas	North Cotabato
94	76	18	167	Esperanza (SK)	Sultan Kudarat
41	25	16	173	Mlang	North Cotabato
139	132	7	186	Alamada	North Cotabato
264	258	6	188	Malapatan	Sarangani
131	126	5	191	President Roxas (NC)	North Cotabato
142	137	5	191	Carmen (NC)	North Cotabato

Most Improved 1st to 2nd Class Municipalities

Overall Rankings 2015 – 2016

Overall Rank (2015)	Overall Rank (2016)	Difference	Rank	Local Government	Province
9	5	4	199	Midsayap	North Cotabato
10	8	2	204	Polomolok	South Cotabato
12	10	2	204	Isulan	Sultan Kudarat
192	194	-2	218	Maasim	Sarangani
363	366	-3	222	Palimbang	Sultan Kudarat
64	72	-8	235	Makilala	North Cotabato
23	33	-10	238	Surallah	South Cotabato
107	120	-13	243	Alabel	Sarangani
42	57	-15	249	T'boli	South Cotabato
340	361	-21	262	Banisilan	North Cotabato
52	77	-25	275	Tupi	South Cotabato
74	101	-27	279	Kalamansig	Sultan Kudarat
4	32	-28	281	Kabacan	North Cotabato
153	184	-31	286	Maitum	Sarangani
100	133	-33	290	Matalam	North Cotabato
73	112	-39	306	Libungan	North Cotabato
66	109	-43	316	Pigkawayan	North Cotabato
93	140	-47	322	Banga (SC)	South Cotabato
40	94	-54	329	Malungon	Sarangani
56	144	-88	371	Tampakan	South Cotabato

Most Improved 3rd to 6th Class Municipalities

Overall Rankings 2015 – 2016

Overall Rank (2015)	Overall Rank (2016)	Difference	Rank	Local Government	Province
99	75	24	136	Senator Ninoy Aquino	Sultan Kudarat
41	29	12	154	President Quirino	Sultan Kudarat
35	31	4	165	Norala	South Cotabato
21	21	0	180	Santo Niño (SC)	South Cotabato
52	98	-46	254	Tantangan	South Cotabato
77	132	-55	271	Aleoson	North Cotabato

NEXT STEPS...



ECONOMIC DYNAMISM

GOVERNMENT EFFICIENCY

SUSTAINABLE
COMPETITIVENESS

INFRASTRUCTURE

RESILIENCE

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

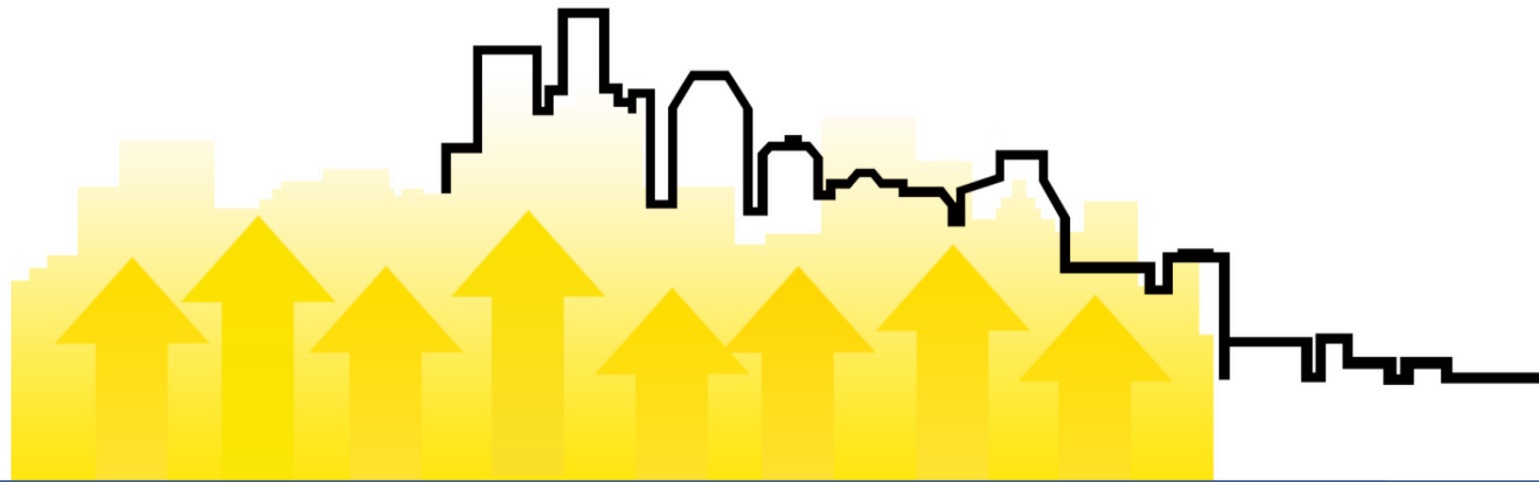
2.5%

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	0.18298	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
							91			



Centre for Economic
and Policy Research
CEPR

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

RELEASE OF THE 2017



**REGIONAL COMPETITIVENESS
SUMMIT and AWARDS CEREMONY**
August 16, 2017

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



BUSINESS PERMITTING AND LICENSING SYSTEM (BPLS)

2016 Field Monitoring and Evaluation Survey
2017 Customer Experience Survey for Renewal

A Presentation by the National Competitiveness Council (NCC)

2016 FIELD MONITORING AND EVALUATION SURVEY

- The survey was part of the **Good Governance and Anti-Corruption Cluster (GGAC) initiatives** under the previous administration. It was first piloted in 2012 covering (6 LGUs) from Region 5.
- In 2015, a total of (269 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 (313 LGUs) were validated. With Region XI validated a total of 47 LGUs**

LIST OF PARTNER ACADEME BY REGION

REGION	PARTNER ACADEME
National Capital Region (NCR)	UP Institute for Small Scale Industries
Cordillera Administrative Region (CAR)	Minds and Pens Consulting, Marketing, and Allied Services
Ilocos Region (I)	Don Mariano Marcos Memorial State University
Cagayan Valley Region (II)	Cagayan State University, Nueva Vizcaya State University, and Isabela State University
Central Luzon (III)	Aurora State College of Technology, Bataan Peninsula State University , Bulacan State University , Central Luzon State University, Angeles University Foundation , Tarlac State University , and Lyceum of Subic Bay
CALABARZON (IV-A)	Batangas State University
MIMAROPA (IV-B)	*Enumerators
Bicol Region (V)	DTI Negosyo Center Business Counselors
Western Visayas (VI)	Central Philippine University
Central Visayas (VII)	School of Business and Economics, University of San Carlos
Eastern Visayas (VIII)	Market Relevance Corporation
Zamboanga Peninzula (IX)	Western Mindanao State University
Northern Davao (X)	*Enumerators
Davao Region (XI)	University of Mindanao
SOCCKSARGEN (XII)	Sultan Kudarat State University
Caraga (XIII)	Caraga State University

DISTRIBUTION OF RESPONDENTS BY REGION

REGIONS	Local Government Units (LGUs)		NEW		RENEWAL	
	Prescribed	Actual	Prescribed	Actual Respondents	Prescribed	Actual Respondents
*NCR	17	17	170	321	170	338
CAR	12 to 15	15	120-150	164	120-150	153
I	12 to 15	20	120-150	201	120-150	198
II	12 to 15	15	120-150	150	120-150	150
III	12 to 15	14	120-150	135	120-150	144
IV-A	12 to 15	15	120-150	150	120-150	150
IV-B	12 to 15	46	120-150	468	120-150	502
V	12 to 15	19	120-150	109	120-150	182
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	142	120-150	150
IX	12 to 15	15	120-150	117	120-150	213
X	12 to 15	15	120-150	150	120-150	150
XI	12 to 15	47	120-150	400	120-150	434
XII	12 to 15	12	120-150	110	120-150	120
Caraga	12 to 15	18	120-150	166	120-150	176
TOTAL	180 to 225	313	1800-2250	3,091	1800-2250	3,360

**Valid responses for new business application is 3,013 while renewal process is 3,070*

HIGHLIGHTS OF SURVEY REPORT

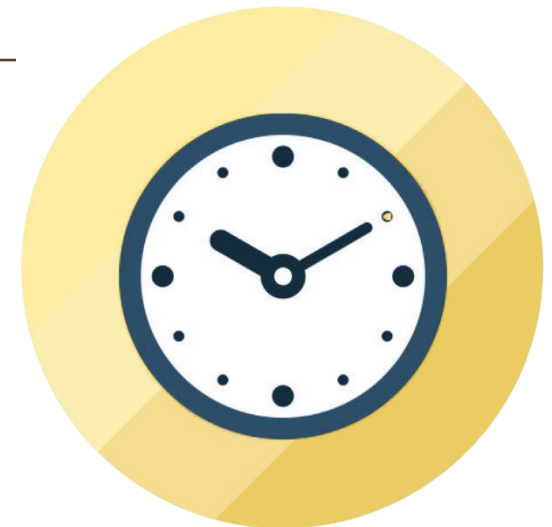
2016 Field Monitoring and Evaluation Survey

- The survey reported a total of **4,968 or 82%** were *business owners* who applied for new business or renewal of their business permit in 2016.
- Most of the type of business sector were at **wholesale and retail at 2,878 or 47%** followed **by food/restaurants at 1,006 or 16%**
- A total of **5,673 or 93%** were classified as **Sole Proprietorship**. While **5,188 or 85%** were under **MSMEs**
- A total of **6,010 or 98%** did not avail of any services offered by fixers in their LGUs.
- While most of the respondents indicated issuance of official receipts in every transaction/s in their locality.

PROCESSING TIME

Processing of new business permits, which is classified as a complex transaction shall not take more than 10 days or 5 days for the release of the permits while for business renewals, which is classified as a simple transaction, shall not take more than 5 days for the release of the permit.

	COMPLIANCE RATE	NON-COMPLIANCE RATE
NEW	73% *93%	27% *7%
RENEWAL	76% *80%	24% *20%



Highest compliance rate in processing time for new business application and renewal of business permit are from the following regions: **CAR, II, and XI**

*Results from 2015 Field Monitoring and Evaluation Survey

PROCEDURES

All cities and municipalities shall ensure that applicants for business registration shall follow five (5) steps in applying for new business permits or for business renewals.



	COMPLIANCE RATE	NON-COMPLIANCE RATE
NEW	67% *72%	33% *28%
RENEWAL	68% *73%	32% *27%

Highest compliance rate in the number of procedures for new business application and renewal of business permit are from the following regions: **I, IV-A, and X**

***Results from 2015 Field Monitoring and Evaluation Survey**



	COMPLIANCE RATE	NON-COMPLIANCE RATE
NEW	53% *69%	47% *31%
RENEWAL	55% *69%	45% *31%

Highest compliance rate in the use of unified form for new business application and renewal of business permit are from the following regions: I, VI-A, XI, and XII

*Results from 2015 Field Monitoring and Evaluation Survey

UNIFIED FORM

All cities and municipalities shall use a single unified form in processing new applications for business permits and business renewal.



	COMPLIANCE RATE	NON-COMPLIANCE RATE
NEW	90% *90%	10% *10%
RENEWAL	90% *88%	10% *12%

Highest compliance rate in the number of signatories for new business application and renewal of business permit are from the following regions: IX, X, and XII

*Results from 2015 Field Monitoring and Evaluation Survey

SIGNATORIES

All cities and municipalities shall follow the prescribed only two (2) signatories, namely the Mayor or City Administrator. He may also assign the City Treasurer or the Chief BPLO.

CUSTOMER SATISFACTION FEEDBACK



SATISFIED



DISSATISFIED

NEW

94%

6%

RENEWAL

93%

7%



Highest customer satisfaction rate for new business application and renewal of business permit are from the following regions: X, XI, and XII

**CSF ratings are same with the results from last year.*

2017 CUSTOMER EXPERIENCE SURVEY

- 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.
- The survey was annually conducted to cover the **renewal period of business permits in January to February 2017**. This was in partnership with Department of Trade and Industry (DTI) Regional and Provincial Offices
- For 2017, a total of **160 LGUs** or **1,600 respondents** participated in the survey.

DISTRIBUTION OF RESPONDENTS BY REGION

REGIONS	Local Government Units (LGUs)		RENEWAL	
	Target	Actual	Target Respondents	Actual Respondents
*NCR	17	16	170	181
CAR	8	11	80	96
I	12	13	120	119
II	9	9	90	90
III	13	13	130	114
IV-A	14	15	140	168
IV-B	7	15	70	141
V	11	13	110	130
VI	13	4	130	60
VII	13	16	130	145
VIII	14	11	140	100
IX	7	7	70	79
X	9	10	90	100
XI	5	5	50	51
XII	5	5	50	53
Caraga	7	10	70	103
TOTAL	164	173	1640	1,730

HIGHLIGHTS OF SURVEY REPORT

2017 Customer Experience Survey

- The survey reported a total of **1,496 or 86%** were *personally applied* for renewal of their business permit.
- Most of the business registrations or **79% were classified as Sole Proprietorship** while 17% for Partnerships and Corporations.
- A total of **1, 592 or 92%** were classified as **Micro, Small, and Medium Enterprises (MSMEs)**.
- A total of **1,678 or 97%** did not avail of any services offered by fixers in their LGUs.
- While **860 or 50%** indicated that there were *positive reforms* implemented in their locality. (i.e., implementation of business one-stop shop)

NATIONWIDE COMPLIANCE RATE

Revised BPLS Standards

Maximum of 2 days
or less

DAYS / TIME

71%

(1,222)

While **29%** process it
in 2 days or more



PROCEDURES

Maximum of 3
procedures or less



45%

(788)

While **55%** has 4
procedures or more

Use of single
unified form

UNIFIED FORM

78%

(1,340)

While **22%** has used 2
forms or more



SIGNATORIES

Maximum of 2
signatories or less



79%

(1,359)

While **21%** has 3 or
more signatories

CUSTOMER SATISFACTION FEEDBACK



A total of 1,678 or 97% indicated 'satisfied' with the services of their respective LGUs (i.e., services of LGU frontliners, overall process of renewal period)



While 52 or 3% indicated 'dissatisfied' with the services of their respective LGUs (i.e., long procedures)

In general, the Municipalities of **La Paz and Sibagat in Agusan Del Sur** garnered an overall satisfaction score of **10.00** while **Muntinlupa City in NCR** scored of **9.62**.

CUSTOMER SATISFACTION FEEDBACK



Overall regional customer satisfaction scores: 7.45

CITY / MUNICIPALITY	CUSTOMER SATISFACTION SCORES
Cotabato City	6.59
General Santos City	5.44
Kidapawan City	8.76
Koronadal City	8.07
Tacurong City	8.39



NATIONAL
COMPETITIVENESS
COUNCIL | PHILIPPINES

THANK YOU!



[Fb.com/compete.philippines](https://www.facebook.com/compete.philippines)



www.competitive.org.ph



[@NCC_ph](https://www.instagram.com/NCC_ph)