

2016

**BUSINESS PERMITS AND
LICENSING SYSTEM (BPLS)
Field Evaluation & Monitoring /
Validation Survey**

**Region IV-A
CALABARZON**



2016 BPLS Field Monitoring and Evaluation/Validation Survey

<Region IV-A>

<Batangas State University>

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I. Endorsement Letter

This letter is to inform the National Competitiveness Council (NCC) that the 2016 Business Permits and Licensing System (BPLS) Field Monitoring and Evaluation/Validation Survey have been fully conducted and validated by the **Batangas State University** in **Region IV-A CALABARON** with the following cities and municipalities:

- CAVITE - Silang, Bacoor, Magallanes, Rosario, Noveleta
- LAGUNA - Cabuyao, Sta. Cruz, Los Baños, San Pedro, Biñan
- BATANGAS - Ibaan, Padre Garcia, San Jose
- RIZAL - Binangonan, Cardona

Furthermore, this letter certifies the correctness and accuracy of information and data for the **2016 BPLS Field Monitoring and Evaluation Report**.

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II. EXECUTIVE SUMMARY

Despite the transition in national leadership at the middle of 2016, the thrusts of the National Competitiveness Council (NCC) remain the same, specifically in making all cities and municipalities in the country business-friendly and adherent to established standards of government. Hence, the Validation Survey on the Streamlining of Business Permits and Licensing System (BPLS) Program continues to be part of the project of the NCC. It primarily aims to ensure the compliance of local government units to standardized services and processes of the BPLS Program. The Batangas State University was once again tapped to conduct the validation survey for the CALABARZON Region this year through the coordination of the Department of Trade and Industry and Department of Interior and Local Government of Region IV-A.

Anchored on the Joint Memorandum Circular (JMC) issued by DTI and DILG regarding BPLS, specifically in new business application and in the application for business renewal, the survey intended to validate the LGUs' compliance to the said circular. The focus was still on the avoidance of red tape or the payment of unnecessary fees, reduction in the number of signatories in the permit, limiting the number of steps in applying/ processing business permits and licenses, and reduction of processing time, all of which are standards on BPLS streamlining. The Customer Satisfaction Index was also part of the survey in order to identify if the services being offered in the LGUs were satisfactory or not based on customer experience.

A total of fifteen (15) LGUs from four provinces in the region were covered in the survey: Silang, Bacoor, Magallanes, Rosario, and Noveleta in Cavite; Cabuyao, Sta. Cruz, Los Baños, San Pedro, and Biñan in Laguna; Ibaan, Padre Garcia, and San Jose in Batangas; and Binangonan and Cardona in Rizal. In each LGU, twenty (20) respondents were interviewed by the BatStateU research and validation team, ten of whom applied for new business permits, and the other ten renewed business permits. The survey instrument was provided by the NCC through the DTI.

As in the previous surveys, the descriptive mix-method was used to come up with the results. Qualitative elements like the respondents' profile and the type and classification of their business, as well as quantitative factors like size, cost, and years of business operation, were considered in the survey. The LGUs' process indicators were analyzed based on the standards set in the JMC.

As revealed, a greater number of LGUs surveyed in Region IV-A are streamlined and compliant with the DTI-DILG Joint Memorandum Circular-1 S.2010. Although respondents disclosed that long queues and absent signatories mostly affected their business application, LGUs in general had a moderate to average level of customer satisfaction index. Some LGUs showed non-compliance to the standard processing time, which may be well mended through a more visible and active information dissemination campaign and a vigilant inspection and monitoring system by concerned agencies.

III. INTRODUCTION

A. Background

Cognizant of the need to remain competitive in the region in light of the ASEAN integration, the national government remains steadfast in laying down strategic initiatives and devising developmental mechanisms to ensure that good governance, transparency and improved public services are cascaded across all local government units in the country. Among the various transparency and governance initiatives is the Nationwide Streamlining of BPLS Program in coordination with the Department of Interior and Local Government (DILG) and the Department of Trade and Industry (DTI) as lead implementing agencies, and in partnership with research and validation teams from institutions of higher learning.

The National Competitiveness Council (NCC) conducted the BPLS Client Satisfaction Survey on January 12 to February 10, 2012 to determine the performance of the different LGUs nationwide in terms of business registration from the viewpoint of the business communities. It is part of a series of client satisfaction surveys focused on specific public service or agency-specific concerns, which the NCC has been conducting as part of the national government's thrust to focus on good governance, transparency and accountability towards improving delivery of public services. These surveys formed part of NCC's Monitoring and Evaluation Projects that will track the quality of government services as well as actual customer experience.

Every year thereafter, a nationwide validation survey on the streamlining of the BPLS program has been conducted in order to validate the implementation of the Nationwide BPLS Streamlining Program in the cities and municipalities reported to have streamlined their business application processes. This also ensures the LGUs' compliance to the standardized services and processes of BPLS as specified in the Joint Memorandum Circular (JMC) issued by DTI and DILG.

B. Objective of the Project

The 2016 field monitoring and validation survey project primarily aims to validate the BPLS practices of the identified fifteen (15) Local Government Units in Region IV-A CALABARZON, which are reported to have streamlined their permitting process. The validation was still anchored on the standards set by the DTI and DILG through JMC-1, S2010.

C. Scope and Limitation

As in the previous validation surveys, two major processes were documented and validated: (1) the application for the renewal of permits to operate businesses; and (2) the new permits application to operate businesses.

The results of the survey were limited to the answers of the respondents during the face-to-face interview using the instrument provided to the research team by the NCC through DTI.

Several important considerations were the following: the respondents' predetermined interpretation on the number of steps taken in the process; the length of time that has passed since the respondents underwent the process; their ability to recall the number of steps in the application process; and the actual processing time that would affect their specific responses.

Furthermore, the processing time and the number of steps undertaken were measured upon the completion and the submission of all the requirements to the Business Permit Licensing Office by the applicants and the actual acquisition of the permit. The number of application forms filled out by the applicants was considered in the survey, since the content of such forms was not part of the survey instrument.

**Local Government Units Identified by the DTI Region IV-A
for the 2016 Validation Survey**

CAVITE	-	Silang, Bacoor, Magallanes, Rosario, Noveleta
LAGUNA	-	Cabuyao, Sta. Cruz, Los Baños, San Pedro, Biñan
BATANGAS	-	Ibaan, Padre Garcia, San Jose
RIZAL	-	Binangonan, Cardona

IV. RESEARCH METHODOLOGY

A. Data Gathering Method

Through the Regional Offices IV-A of DTI and DILG, the National Competitiveness Council tapped the assistance of Batangas State University for the conduct of this project. As in the previous years, the University served as the partner institution and main research team for the 2016 survey.

In order to effectively meet the specific objectives of the project, the BatStateU project management team performed the following detailed tasks and deliverables:

- a. Set-up a research team to conduct the study/ validation survey;
- b. Conduct face-to-face interviews/surveys with 150 entrepreneurs in the region who applied for new business permits, and 150 entrepreneurs who renewed business permits in 2016;
- c. Prepare and submit a comprehensive monitoring and validation report to the DTI – Regional Office.

The DTI Regional Office, on the other hand, was tasked to:

- a. Identify fifteen (15) LGUs in the region which have streamlined the permitting process;
- b. Provide a list of possible entrepreneur-respondents to be interviewed by the researchers;
- c. Provide funding assistance, transferred by the National Competitiveness Council, that would cover supplies, transportation, communication and food allowance, as well professional services;
- d. Provide all monitoring tools and templates; and
- e. Submit the monitoring/validation report to NCC.

B. Conduct of the Interview

The interview involved asking the respondents' actual experiences and perceptions about the business registration procedures for new business permit and renewal of business permit application in the city/ municipality. It aimed to validate the streamlined process of the LGUs and obtain response from the registrants on their experience in conducting transactions related to business permit application.

Specifically, this sought to determine:

1. The business profile of the applicants;
2. The applicants' perception of the business permit procedures for new and renewal of business permits;

3. The general assessment of the applicants on the overall performance (customer satisfaction index) of the LGUs in processing the permit.

There were a total of 300 samples randomly selected from the fifteen (15) LGUs identified by DTI. The sample size was proportionally allocated to LGUs with 20 respondents each (10 for new and 10 for renewal).

C. Data Analysis

The descriptive mix-method was used to derive the results of the survey which made up the body of data. Qualitative elements (e.g. profile, type, classification of business, and ownership) and quantitative factors (e.g. size, cost, and years of operation) were considered.

The LGUs' process indicators were analyzed against the national standards as stipulated in the DTI-DILG Joint Memorandum Circular-1 Series of 2010 (JMC, s.10).

D. Definition of Indicators

In filling out the survey instrument, the researchers needed to clarify certain significant concepts which, when misunderstood by the respondents, might affect the result of the survey. Some of these terms, which are specified in the DILG-DTI Joint Memorandum Circular 2010-01, are as follows:

- a. **Step** – refers to an action or actions that an applicant and/or government agencies undertake as part of the process of applying for and processing business permits and licenses.
- b. **Signatories** – refer to the final approving authority or authorities whose signatures are affixed to a business permit or mayor's permit to make the document legal and binding in the eyes of the law.
- c. **Processing Time** – refers to the time spent by an applicant from the submission of the form to the receipt of the business permit by the LGU. This consists of transaction time, waiting time, and travel time within the site provided by an LGU for business registration.
- d. **Unified Form** – a single common document issued by an LGU to a businessman applying for registration. It contains the information and approvals needed to complete the registration process, and facilitates exchange of information among LGUs and National Government Agencies.

E. Definition of Sectors

- a. **Agriculture, Forestry, and Fishing.** This sector includes the growing of crops (rootcrops, industrial crops, vegetables, fruits), ornamental plants, poultry, livestock, operation of irrigation system, growing of timber forest species, operation of forest tree nurseries, production of roundwood for

forest-based manufacturing industries, aquaculture, ocean fishing, fish pen and fish cage, breeding farms, and related other activities.

- b. Mining and Quarrying.** This sector includes mining of coals, lignite, petroleum, natural gas, ores, metals, and other metals, as well as quarrying of marble, limestone, sand, gravel, silica, and others.
- c. Manufacturing.** This includes the slaughtering and meat packing, production, processing and preserving of meat and meat products, canning/packing/drying/smoking of fish and other marine products, processing of other fish and marine products, canning/packing of fruits and vegetables, manufacture of oil, manufacture of animal feeds, manufacture of milk and dairy products, rice/corn milling, flour milling, sugarcane milling and refining, manufacture of other food and beverage products, manufacture of tobacco products, manufacture of textile, garments, leather, and related products, manufacture of metals and related products, manufacture of computers and accessories, electronics, and related equipment.
- d. Electricity, Gas, Steam, and Air Conditioning Supply.** These include electric power generation, transmission and distribution; manufacture of gas; distribution of gaseous fuels; steam, air conditioning supply and production of ice.
- e. Water Supply, Sewerage, Waste Management and Remediation Activities.** These include water collection, treatment and supply; sewerage; collection of non-hazardous waste, collection of hazardous waste, treatment and disposal of waste, materials recovery, remediation activities and other waste management services.
- f. Construction.** This includes all types of construction, demolition, and site preparation, among others.
- g. Wholesale and Retail Trade; Repair of Motor Vehicles and Motorcycles.** Trade includes all commodities, while repair includes all types of vehicles.
- h. Transportation and Storage.** These include railway transport, bus line operation, operation of school buses/shuttle, public utility cars and taxicabs operation, freight truck operation, ocean passenger transport, air passenger transport, all types of warehouses, cold storage, and logistics services.
- i. Accommodation and Food Service Activities.** These include hotels and motels, resort hotels, dormitories/boarding houses, restaurants, fast-food chains, cafeterias, event catering, night clubs, bars and cocktail lounges, café or coffee shops, among others.
- j. Information and Communication.** These include publishing of books, newspapers, journals and periodicals; software publishing, motion picture, broadcasting, sound recording, telecommunication, internet access, data processing, website hosting, among others

- k. Financial and Insurance Activities.** These include banking, savings and loan activities, pawnshop, credit cooperative activities, insurance, and foreign exchange, among others.
- l. Real Estate Activities.** These include real estate buying, selling, renting, leasing and operation.
- m. Professional, Scientific and Technical Activities.** These include legal activities, accounting, bookkeeping and auditing activities; tax consultancy, management consultancy activities, environmental engineering activities, architectural and other engineering activities, land surveying services, technical testing and analysis, research and experimental development, billboard and outdoor advertising services, digital photograph processing, translation and interpretation services, veterinary activities, and other similar activities.
- n. Administrative and Support Service Activities.** These include renting of motor vehicles, recreational and sports goods, video tapes and disks, wearing apparel, furniture, books, journals and magazines, transport equipment, construction and civil engineering machinery and equipment, computers and computer peripherals equipment, labor recruitment and provision of personnel, other human resources provision, travel and tour agency activities, private security activities, cleaning of buildings, photocopying service activities, and call center activities.
- o. Education.** This sector includes the operation of schools at all levels.
- p. Human Health and Social Work Activities.** These include general hospitals activities, dental and laboratory services, child care services, and other social work activities without accommodation, among others.
- q. Arts, Entertainment, and Recreation.** These include concerts and opera or dance production, live theatrical presentations and other stage productions, art galleries, gambling and betting activities, operation of sports facilities, activities of amusement parks and theme parks, other amusement and recreation activities.
- r. Other Service Activities.** All activities that do not fall in any of the above categories.

V. RESULTS AND DISCUSSION

LAGUNA

LGU1: CABUYAO

Profile of the Respondents and their Business

All of the respondents for the new business permit application personally applied for their business permit in 2016. The businesses were mostly owned by Filipinos, with 70% under the sole proprietorship management mostly belonging to the wholesale/retail firm. Majority of the respondents' businesses were considered as micro type of enterprises with less than 12 months in operation. More than half of the applicants applied for their business permits in the first quarter of the year. Almost all of them paid between P1001-5000.00 for the application process.

For the renewal, all of the respondents were the owners of the businesses covered, all of whom personally applied for the permits and 100% are Filipino-owned micro-enterprises. All of them are engaged in single proprietorship, whose main products or service firms were mostly on wholesale and retail and health services. 40% of the respondents have been running their business for one to five years, and mostly renewed their business permits within the first two quarters of the year. They paid fees between P1001.00-5000.00 for the business permits.

Business Processing Experience

This portion presents the applicants' experience in doing business permit application and the procedures that they had gone through.

Table 1
Time to Process Application

TIME	NEW <i>n=10</i>	RENEW <i>n=10</i>
Less than 10 minutes		
10 to 30 minutes		
31 to 60 minutes		
1 to 2 hours		
within a day	10%	60%
2 to 3 days	40%	20%
4 to 5 days	-	20%
6 to 10 days	10%	
Others*	40%	

* weeks / months

With regards to the time to process the application, 40% of the respondents answered that the application for the new business permit was accomplished within 2-3 days, while 40% of the respondents claimed that they were able to finish the process for more than 10 days. In terms of renewal, 60% of the respondents attested that they were able to finish the process within a day, while 20% claimed that they were able to finish the application within 2-3 days .

Table 2
Number of Steps

STEPS	NEW	RENEW
	n=10	n=10
1 step	-	-
2 steps	-	-
3 steps	10%	30%
4 steps	40%	50%
5 steps	40%	20%
6 steps or more steps	10%	

80% of the respondents revealed that they underwent 4-5 steps to complete their application for new business, while 10% of the respondents claimed that there were six or more steps to finish the entire process. In terms of renewal of business, half of the total respondents said that they had four steps, while 30% stated that the entire process had only three steps.

Customer Satisfaction Index

Table 3
Performance of the LGU

PERFORMANCE RATING	NEW	RENEW
	n=10	n=10
Performance Rating		
Q.14	7.8	7.3
Q.15	7.8	7.0
Q.16	7.4	7.5
Q.17	7.2	7.7
Q.18	7.5	7.8
Q.19	7.7	7.7
Q.20	7.5	7.4
Q.21	7.5	7.3
Q.22	7.8	7.7
Q.23	NDA	7.7
Average	7.6	7.5

In terms of the performance of the LGU, the business permit application process for new obtained an average of 7.6. For the renewal process, it is worth noting that the answers of the respondents revealed an average of 7.5. It can be perceived from the result that the LGU is serving its constituents consistently whether for new or renewal of business permits.

Table 4
Summary of Findings (CABUYAO)

PARAMETER	NEW	REMARKS	RENEW	REMARKS
Time to Process Application	More than 10 days	Non-compliance	2 to 3 days	Non-compliance
Number of Steps/Procedures	4 to 5	In compliance	3 to 4	In compliance
Number of Signatories	1	In good practice	1	In good practice
Number of Forms	1	In good practice	1	In good practice
Acknowledged with Officials Receipts	YES		YES	
Approached by fixer / facilitator	NO		NO	
Performance	7.6		7.5	

As shown in the table, the time to process the application of business permit for new and renewal both indicated that it took more than one day, which is non-compliant to the JMC standards. The number of steps for both processes were compliant, with 3-5 steps only. The LGU has good practice in terms of the number of forms, having only one unified form. The number of signatories for new and renewal had shown only 1 which is a good practice of the LGU. Official receipts were issued for both applicants and no fixers offered services to them. It is worth noting that the customer's satisfaction index of the LGU for new and renewal obtained an average of 7.6 and 7.5, respectively, showing that that the LGU is serving its constituents consistently whether for new or renewal of business permits.

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LGU2: STA. CRUZ

Profile of the Respondents and their Business

For the new business permit application in Sta. Cruz, 100% of the respondents personally applied for their permits. Majority of the firms were Filipino-owned businesses, of which 90% were micro-enterprises, and 10% were small enterprises. The main products or service firms were mostly on food and restaurant business, as well as on health services. Most of the applicants applied permits in the first quarter of the year, and paid P1,001.00 to 5,000.00 for their business permits.

For business permit renewal, 60% owned the firm and 90% personally applied for business permit in 2016, mostly under wholesale and retail trade. The companies were owned by Filipino and mostly under the sole proprietorship management. The respondents' businesses were classified as micro type of enterprises, half of which with 1-5 years in operation. 60% of the applicants applied for their business permits in the second quarter of the year and most of them paid P1,001.00 to 5,000.00 on their application.

Business Processing Experience

Table 1
Time to Process Application

TIME	NEW <i>n=10</i>	RENEW <i>n=10</i>
Less than 10 minutes	-	-
10 to 30 minutes	-	20%
31 to 60 minutes	-	-
1 to 2 hours	20%	20%
within a day	30%	30%
2 to 3 days	40%	20%
4 to 5 days	-	-
6 to 10 days	-	10%
Others*	10%	-

* one month

As revealed in the table, majority of the respondents were able to finish the application process for new business within the standard time: 20% within two hours, 30% within a day and 40% within 2-3 days. However, one respondent claimed that it took more than a month before he finished the application process.

As regards renewal of business permit, a 70% of the respondents finished the renewal process in one day or less, with only one respondent claiming that it took him 6-10days to renew his business permit.

Table 2
Number of Steps

STEPS	NEW	RENEW
	<i>n=10</i>	<i>n=10</i>
1 step	-	-
2 steps	-	-
3 steps	-	-
4 steps	80%	70%
5 steps	10%	10%
6 or more steps	10%	10%

In terms of number of steps for the application of permit for new business, the table shows that majority or 80% underwent four steps to complete the process, while five steps and six or more steps to complete the entire process had 10% each. For business renewal, 70% of the respondents claimed to have underwent 4 steps.

It is worth noting that all of the respondents had to take more than three steps in the process of applying for business permit.

Customer Satisfaction Index

Table 3
Performance of the LGU

PERFORMANCE RATING	NEW	RENEW
	<i>n=10</i>	<i>n=10</i>
Q.14	8.6	8.2
Q.15	8.6	8.1
Q.16	8.4	8.2
Q.17	7.6	8.2
Q.18	8.9	8.4
Q.19	8.6	8.5
Q.20	7.8	8.0
Q.21	7.7	6.7
Q.22	8.5	8.6
Q.23	NDA	8.3
Average	8.3	8.1

In terms of the performance of the LGU, the application process for new business permit obtained an average of 8.3. For the renewal process, it is worth noting that the answers of the respondents revealed an average of 8.1. This shows that the LGU has consistent service quality whether for new or business application process.

Table 4
Summary of Findings (STA. CRUZ)

PARAMETER	NEW	REMARKS	RENEW	REMARKS
Time to Process Application	Within a day	In compliance	Within a day	In compliance
Number of Steps/Procedures	4	In compliance	4	In good practice
Number of Signatories	1	In good practice	1	In good practice
Number of Forms	1	In good practice	1	In good practice
Acknowledged with Officials Receipts	YES		YES	
Approached by fixer / facilitator	NO		NO	
Performance	8.3		8.1	

As shown in the table, the number of signatories for new and renewal the LGU is in good practice. It is also in compliance with regards to the number of forms and the time to process the new and renew business application. The LGU did not have any non-compliance in any of the performance indicators. Official receipts were issued for the applicants and no fixers offered services in behalf of the applicants. Hence, the performance of the LGU obtained an average of 8.3 for new and 8.1 for business permit renewal.

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LGU3: LOS BAÑOS

Profile of the Respondents and their Business

With regards to the profiling of the respondents of the survey in Los Baños, 80% of the respondents for the new business permit application had personally applied for their business permit in 2016, though only 30% of them were the owners/managers of the company mostly from wholesale/retail and food/restaurant kinds of firm. Majority of these businesses are owned by Filipinos and under the sole proprietorship management. Majority of the respondents' businesses were classified as micro type of enterprises and 40% of the respondents applied in the first quarter of the year. Most of them paid P1,001.00 to 5,000.00 for the business permits.

For the renewal, 100% of the respondents personally applied their permits, all of them are Filipino owned businesses mostly under micro-enterprises. Majority of the respondents were the owners/managers of the businesses. The main products or service firms were categorized as wholesale/retail and rental services, 40% of which have been in operation for 1-5 years and also 40% for 6-10 years. A great majority of the applicants renewed their business permits in second quarter of the year and half of them paid the amount of P5,001.00-10,000.00 for the business permits.

Business Process Experience

Table 1
Time to Process Application

TIME	NEW <i>n=10</i>	RENEW <i>n=10</i>
Less than 10 minutes	-	-
10 to 30 minutes	-	-
31 to 60 minutes	10%	
1 to 2 hours	-	20%
within a day	30%	20%
2 to 3 days	50%	30%
4 to 5 days	-	20%
6 to 10 days	10%	10%
Others	-	-

Regarding the time to process the application, half or 50% of the respondents revealed that the application for a new business permit can be accomplished within a day, while 30% of the respondents claimed that they were able to finish the process for 2-3days. For the renewal, 40% of the respondents said that they were able to finish the process within a day or less, while 10% said that they completed the entire process for 6-10 days.

Table 2
Number of Steps

STEPS	NEW <i>n=10</i>	RENEW <i>n=10</i>
1 step	-	-
2 steps	-	-
3 steps		
4 steps	10%	40%
5 steps	70%	50%
6 or more steps	20%	10%

As regards the number of steps, none of the respondents said they underwent three steps or less. For new applicants, 70% underwent five steps while 20% had six or more steps. On the other hand, half or 50% who had applied for renewal of their business permit had five steps while the other 40% completed the entire process having five steps.

Table 3
Performance of the LGU

PERFORMANCE RATING	NEW <i>n=10</i>	RENEW <i>n=10</i>
Q.14	7.4	7.4
Q.15	7.8	7.2
Q.16	7.6	6.8
Q.17	7.1	7.0
Q.18	7.7	7.6
Q.19	7.9	8.1
Q.20	8.1	7.8
Q.21	7.7	7.1
Q.22	7.9	7.8
Q.23	NDA	7.5
Average	7.7	7.4

In terms of the satisfaction of the respondents who applied for their business permit, the application process for new permits obtained an average of 7.7 level of performance. For the renewal process, it is worth noting that the answers of the respondents revealed an average of 7.4., implying that the LGU has consistent service quality whether for new or business application process.

Table 4
Summary of Findings (LOS BAÑOS)

PARAMETER	NEW	REMARKS	RENEW	REMARKS
Time to Process Application	2 to 3 days	In compliance	Within a day	In compliance
Number of Steps/Procedures	5	In compliance	5	In compliance
Number of Signatories	2	In compliance	2	In compliance
Number of Forms	2	In compliance	2	In compliance
Acknowledged with Officials Receipts	YES		YES	
Approached by fixer / facilitator	NO		NO	
Performance	7.7		7.4	

It is worth noting that in terms of the performance indicators, all of the remarks obtained for all parameters whether new or renewal were in compliance with the JMC standards. The issuance of official receipts was observed and no fixers/facilitators offered services. Hence, an average of 7.7 for new and 7.4 for renewal were obtained by the LGU on its performance in facilitating business permit application.

LGU4: SAN PEDRO

Profile of the Respondents and their Business

For the new business permit application, 100% of the respondents personally applied for their permits wherein majority of them were the owner/manager of the businesses. All of the respondents' businesses were Filipino-owned, mostly under sole proprietorship, and majority were micro-scale. The main products or service firms were mostly distributed to food/ restaurant and wholesale/retail kind of business. Majority of the applicants applied their business permits during the third and fourth quarters of the year, and 70% paid P1,001.00 to 5,000.00 for their business permits.

For the renewal application, 100% of the respondents for the new business permit application personally applied for their business permit in 2016. Half of them were the owners/managers of the company which were engaged in food/restaurant business, health services, and wholesale/retail industry. 90% of these businesses were Filipino-owned and one was foreign owned, and all of them were under the sole proprietorship management, 90% of which were classified as micro enterprises. 80% of these businesses have been operating from one to five years, and half of them applied for their business permits during the second quarter. Majority paid the amount of P1,001.00 to 5,000.00 for the business permits.

Business Process Experience

Table 1
Time to Process Application

TIME	NEW <i>n=10</i>	RENEW <i>n=10</i>
Less than 10 minutes	-	-
10 to 30 minutes	-	-
31 to 60 minutes		
1 to 2 hours		10%
within a day	10%	40%
2 to 3 days	20%	20%
4 to 5 days	20%	20%
6 to 10 days	40%	10%
Others*	10%	-

**one month*

In terms of the time to process the application, the responses were relatively spread out, with 10% of respondents who accomplished the application for new business permit within a day, while 20% of the respondents claimed that they were able to finish the process within 2-3 days and 4-5 days, while 40% completed the process within 6-10 days. For the renewal, half of the respondents said that they were able to finish the process within one day or less, while 10% completed the whole process within 6-10 days.

Table 2
Number of Steps

STEPS	NEW	RENEW
	n=10	n=10
1 step		
2 steps		
3 steps		
4 steps	40%	80%
5 steps	40%	20%
6 or more steps	20%	10%

Regarding the number of steps for new and renewal of business permits, 80% of new business applicants underwent four or five steps, while 20% claimed to have undergone six or more steps. For the renewal, a great majority or 80% of the respondents experienced four steps, while 10% said they had to go through six or more steps to finish the process.

Customer Satisfaction Index

Table 3
Performance of the LGU

PERFORMANCE RATING	NEW	RENEW
	n=10	n=10
PERFORMANCE RATING		
Q.14	7.3	7.4
Q.15	7.3	7.4
Q.16	7.3	7.3
Q.17	7.4	7.6
Q.18	7.5	7.8
Q.19	7.6	8.1
Q.20	7.5	7.8
Q.21	6.9	7.5
Q.22	7.4	7.6
Q. 23	NDA	7.4
Average	7.4	7.6

As an overall performance based on the satisfaction of the respondents, the LGU obtained an average of 7.4 for new business application and 7.6 for renewal, showing that the LGU has a relatively consistent service quality whether for new or business application process.

Table 4
Summary of Findings (SAN PEDRO)

PARAMETER	NEW	REMARKS	RENEW	REMARKS
Time to Process Application	More than 6 days	Non-compliance	Within a day	In compliance
Number of Steps/Procedures	4 to 5 steps	In compliance	4 steps	In good practice
Number of Signatories	3	Non-compliance	3	Non-compliance
Number of Forms	1	In good practice	1	In good practice
Acknowledged with Officials Receipts	YES		YES	
Approached by fixer / facilitator	NO		NO	
Performance	7.4		7.6	

Based on the summary of findings, the business application process for both new and renewal is non-compliant in terms of number of signatories, since this should be less than three. Nevertheless, the LGU is compliant in the number of steps for new business application, and has good practice for renewal. It also has good practice in terms of the number of forms and is compliant in terms of processing time for application. Official receipts are also issued and no presence of fixer or facilitator was noted. The overall performance of the LGU for new and renewal reflected an average of 7.4 and 7.6 respectively, implying that the LGU has a relatively consistent service quality whether for new or business application process.

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LGU5: BIÑAN

Profile of the Respondents and their Business

With regards to the profiling of the respondents of the survey, respondents were mostly the business owners and personally applied for the permit of their business, which were mostly classified as wholesale and retail firms and food/restaurant firms. All of them are micro-businesses owned by Filipinos and under the sole proprietorship management. Most of the respondents applied for their business permits in the first quarter of the year. Majority paid the amount of P1,001.00-5,000.00 for their permits.

For the renewal, 90% of the respondents personally applied for their permits and half of them were the owner/managers. 90% of the businesses were Filipino-owned and 100% under sole proprietorship management, mostly in micro-scale. The main products or service firms were distributed to wholesale/retail trade , food/restaurant, and communication services. 40% of the respondents have been running their businesses for one to five years and 30% over 11 years. In terms of renewal period, 30% renewed their business permits in first quarter and 40% in the second quarter. It is worth noting that 60% of the respondents paid the amount of P10,000.00 or more for their business permits.

Business Process Experience

Table 1
Time to Process Application

TIME	NEW <i>n=10</i>	RENEW <i>n=10</i>
Less than 10 minutes	-	-
10 to 30 minutes	-	-
31 to 60 minutes		
1 to 2 hours		
within a day		50%
2 to 3 days	10%	20%
4 to 5 days	10%	-
6 to 10 days	70%	30%
Others	10%	-

In terms of the time to process the application, there was equal number of respondents who claimed that they finished new business application within 2-3 days and 4-5 days. Each indicated time had 10% of the total respondents. However, 70% of the respondents claimed that they completed the process in 6-10 days.

On the other hand, the renewal process took within a day as claimed by 50% of the respondents, while 30% answered that they completed the within 6-10 days.

Table 2
Number of Steps

STEPS	NEW	RENEW
	n=10	n=10
1 step	-	-
2 steps	-	-
3 steps	10%	
4 steps	30%	30%
5 steps	50%	40%
6 or more steps	10%	30%

In terms of number of steps for new business, only 10% said that the process took three steps, while half of the respondents had five steps. For renewal, 30% answered four steps and 40% said that it took them five steps to finish the entire process. It is worth noting that one of the respondents claimed to have underwent less than three steps for the process.

Customer Satisfaction Index

Table 3
Performance of the LGU

PERFORMANCE RATING	NEW	RENEW
	n=10	n=10
PERFORMANCE RATING	-	-
Q.14	7.4	8.1
Q.15	7.3	7.9
Q.16	7.0	7.5
Q.17	7.1	6.5
Q.18	7.3	7.9
Q.19	7.2	7.3
Q.20	7.5	7.2
Q.21	6.9	6.9
Q.22	7.1	7.7
Q. 23	NDA	6.9
Average	7.2	7.4

As an overall performance based on the satisfaction ratings of the respondents, the LGU obtained an average of 7.2 for new business application and 7.4 for renewal.

Table 4
Summary of Findings (BIÑAN)

PARAMETER	NEW	REMARKS	RENEW	REMARKS
Time to Process Application	More than 6 days	Non-compliance	Within a day	In compliance
Number of Steps/Procedures	5 steps	In compliance	5 steps	In compliance
Number of Signatories	2	In compliance	2	In compliance
Number of Forms	1	In good practice	1	In good practice
Acknowledged with Officials Receipts	YES		YES	
Approached by fixer / facilitator	NO		NO	
Performance	7.2		7.4	

The LGU obtained a performance average of 7.2 for new and 7.4 for renewal. The parameters for both new and renewal processes as to number of steps/procedures and number of signatories achieved positive remarks of in compliance, while it has good practice in the number of forms. However, the LGU was non-compliant in the application process time for new business applications. The LGU issued official receipts to the applicants and the respondents were not approached by any fixer/facilitator.

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V. RESULTS AND DISCUSSION *cont.*

CAVITE

LGU6: SILANG

Profile of the Respondents and their Business

For the new business application, only 30% of the respondents were the owner of the businesses, but 100% of the respondents personally applied for their business permits. Most businesses were categorized were on health services and on the food/restaurant enterprise. All the businesses were owned by Filipinos, 80% of which were under the sole proprietorship management, and were micro enterprises with less than 12 months in operation. Most of the respondent-applicants applied for their business permits within the first two quarters of the year and majority of them paid P1,001.00-P5,000.00 for the business permits.

For the renewal, 100% of the respondents personally applied for their permits, 50% of whom were managers. The firms were Filipino-owned businesses and 80% under micro-enterprises. 70% were sole proprietorship and 30% were corporations. The main products or service firms were mostly distributed on wholesale/retail and foos/restaurant business. Majority of the businesses has been operating for 6-10 years. Half of the applicants renewed their business permits in the second quarter of the year, with 30% paying P1,001.00-P5,000.00 and 60% paying P5,001.00-10,000.00 for the business permits.

Business Process Experience

Table 1
Time to Process Application

TIME	NEW	RENEW
	n=0	n=10
10 to 30 minutes	-	-
31 to 60 minutes	-	-
1 to 2 hours	-	-
within a day	-	20%
2 to 3 days	-	10%
4 to 5 days	-	10%
6 to 10 days	80%	30%
Others*	20%	30%

In terms of the time to process the application, 80% of the respondents said that they accomplished the application for new business permit within 6-10 days, while 20% of the respondents claimed that they were able to acquire their permits for more than 10 days. For business renewal, only 20% of the respondents said that they were able to finish the process within the day, and 30% said that they completed the process within 6-10 days.

Table 2
Number of Steps

STEPS	NEW	RENEW
	<i>n=0</i>	<i>n=10</i>
1 step	-	-
2 steps	-	-
3 steps	10%	-
4 steps	40%	20%
5 steps	50%	50%
6 or more steps	-	30%

In terms of number of steps for the application of permit for new business, only 10% said that the entire process took three steps, while 40% said that the process took four steps. Half of them underwent five steps, and no one took more than six steps. For business renewal, 20% said it took them four steps to complete the entire application process, but 30% completed the process having six or more steps

Customer Satisfaction Index

Table 3
Performance of the LGU

PERFORMANCE RATING	NEW	RENEW
	<i>n=10</i>	<i>n=10</i>
PERFORMANCE RATING		
Q.14	8.1	6.8
Q.15	7.9	6.7
Q.16	7.3	6.7
Q.17	7.1	6.6
Q.18	8.6	7.1
Q.19	8.7	7.4
Q.20	7.8	7.1
Q.21	7.4	5.8
Q.22	8.0	7.0
Q.23	NDA	6.9
Average	7.9	6.8

As an overall performance based on the satisfaction ratings of the respondents, the LGU obtained an average of 7.9 for new business application and 6.8 for renewal, implying that those applying for new business permits had a relatively better experience than those renewing their business permit.

Table 4
Summary of Findings (SILANG)

PARAMETER	NEW	REMARKS	RENEW	REMARKS
Time to Process Application	More than 6 days	Non compliance	More than 6 days	Non compliance
Number of Steps/Procedures	5	In compliance	5	In compliance
Number of Signatories	2	In compliance	2	In compliance
Number of Forms	1	In good practice	1	In good practice
Acknowledged with Officials Receipts	YES		YES	
Approached by fixer / facilitator	NO		NO	
Performance	7.9		6.8	

Based on the summary of findings, the LGU is in compliance with the JMC requirements in terms of number of steps and signatories. Although it is non-compliant with the time to process application, it has good practice in terms of the number of forms. All transactions has official receipts, and no fixers were noted. Hence, an average performance of 7.9 for new business and 6.8 for renewal were obtained by the LGU, implying that those applying for new business permits had a relatively better experience than those renewing their business permit.

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LGU7: BACoor

Profile of the Respondents and their Business

With regards to the profiling of the respondents who participated in the survey, 90% were the owner/managers and personally applied for their business permits. Their businesses were mostly classified as food/restaurant type of firm. All of the businesses were owned by Filipinos, under the sole proprietorship management and micro-scaled. There were 20% percent of the respondents who applied their permits in the first quarter of the year, and half applied in the third quarter. Half of them paid between P1,001.00- P5,000.00 for their business permit, while 40% paid between P5001.00-10,000.00.

For the renewal, all of the respondents personally applied for their permits, wherein 50% of them were manager/owners of the firm. All of the businesses were Filipino-owned under micro-enterprises and single proprietorship. The main products or service firms were mostly on wholesale/retail and food/restaurant. 70% of the respondents have been running their business for 1-5 years. Half of the applicants renewed their business permits in the first quarter, with the other half in the second quarter. 70% paid the amount of P1,001.00 to 5,000.00 for the business permits.

Business Process Experience

Table 1
Time to Process Application

TIME	NEW <i>n=10</i>	RENEW <i>n=10</i>
Less than 10 minutes	-	-
10 to 30 minutes	-	-
31 to 60 minutes	-	-
1 to 2 hours	-	-
within a day	80%	70%
2 to 3 days	10%	10%
4 to 5 days	-	-
6 to 10 days	-	10%
Others:	10%	10%

In terms of the time to process the application for new business, 80% of the respondents said that they were able to finish the process within a day, while the other 10% said that they were able to accomplish the application within 2-3 days. On the other hand, 70% of the respondents who applied for renewal finished the whole process within a day, while there were 10% each who accomplished the application for 2 -3 days, 6-10 days, and more than ten days.

Table 2
Number of Steps

STEPS	NEW	RENEW
	<i>n=10</i>	<i>n=10</i>
1 step	-	-
2 steps	-	-
3 steps	20%	50%
4 steps	80%	50%
5 steps	-	-
6 or more steps	-	-

In terms of number of steps for the application of new business permit, 20% of the respondents said that the process involved three steps, while 80% claimed that the process involved four steps. On the other hand, while half of them said that the renewal process involved three steps and same number of respondents claimed that they underwent five steps.

Customer Satisfaction Index

Table 3
Performance of the LGU -

PERFORMANCE RATING	NEW	RENEW
	<i>n=10</i>	<i>n=10</i>
PERFORMANCE RATING		
Q.14	8.5	8.2
Q.15	8.8	8.3
Q.16	8.8	8.1
Q.17	8.4	8.1
Q.18	8.1	8.0
Q.19	8.6	8.4
Q.20	8.6	8.1
Q.21	7.1	7.9
Q.22	8.7	8.2
Q.23	NDA	8.0
Average	8.4	8.1

As an overall performance based on the satisfaction ratings of the respondents, the LGU obtained an average of 8.4 for new business application and 8.1 for renewal.

Table 4
Summary of Findings (BACOR)

PARAMETER	NEW	REMARKS	RENEW	REMARKS
Time to Process Application	Within a day	In compliance	Within a day	In compliance
Number of Steps/Procedures	4 steps	In compliance	3 to 4 steps	In good practice
Number of Signatories	3	Non compliance	3	Non compliance
Number of Forms	1	In good practice	1	In good practice
Acknowledged with Officials Receipts	YES		YES	
Approached by fixer / facilitator	NO		NO	
Performance	8.4		8.1	

Based on the summary of findings, the LGU is either in compliance or in good practice with the JMC requirements in terms of the process time, number of steps and number of forms. However, the LGU is non-compliant in terms of the number of signatories, with three. Still, issuance of official receipts was observed and there was no fixer/facilitator who approached the applicants. Hence, an average performance of 8.4 for new business and 8.1 for renewal were obtained by the LGU.

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LGU8: MAGALLANES

a. Profile of the Respondents and their Business

With regards to the profiling of the respondents who participated in the survey, 90% of them personally applied for the new business permit. Most of them were the owners/managers of the company who own businesses mostly classified as wholesale and retail trade firms. The businesses were 90% owned by Filipinos, with 10% under joint venture. 90% were under the sole proprietorship management and micro enterprises. Majority of the applicants applied for their business permits in the first two quarters of the year, and all of them paid the amount of P1,001.00 to 5,000.00 for the business permits.

For the renewal, 100% of the respondents were owners/managers who personally applied for their permit. All of the businesses were Filipino owned, micro-small type of enterprise and under sole proprietorship. The main products or service firms were mostly on wholesale and retail trade firms, and 70% of the businesses have been running for 1-5 years. The applicants renewed their business permits in first quarter of the year and 70% of the respondents paid the amount of P1,001.00 to 5,000.00 for their business permits.

Business Process Experience

Table 1
Time to Process Application

TIME	NEW <i>n=10</i>	RENEW <i>n=10</i>
Less than 10 minutes	-	-
10 to 30 minutes	-	10%
31 to 60 minutes	-	-
1 to 2 hours	-	-
within a day	10%	30%
2 to 3 days	30%	20%
4 to 5 days	20%	-
6 to 10 days	20%	40%
Others:	20%	-

In terms of the time to process the application, only 10% of the respondents said that the application for a new business permit is accomplished within a day, while 30% of the respondents claimed that they were able to finish the process within 2-3 days. For business renewal, 10% of the respondents said that they were able to finish the process within 10-30 minutes, while 40% said that it took them 6-10 days to complete the process.

Table 2
Number of Steps

STEPS	NEW	RENEW
	<i>n=10</i>	<i>n=10</i>
1 step	-	-
2 steps	-	-
3 steps	-	-
4 steps	40%	50%
5 steps	60%	50%
6 or more steps	-	-

In terms of number of steps for the application of permit for new business, 40% said that the entire process had four, while 60% said that the process had five steps. For business renewal, 50% said that the process involved four steps, while the other half claimed that the entire process had five steps.

Customer Satisfaction Index

Table 3
Performance of the LGU

PERFORMANCE RATING	NEW	RENEW
	<i>n=10</i>	<i>n=10</i>
Performance Rating		
Q.14	9.1	8.9
Q.15	9.1	9.0
Q.16	9.1	8.6
Q.17	8.7	8.4
Q.18	9.2	8.8
Q.19	9.2	8.9
Q.20	9.2	8.8
Q.21	8.8	8.1
Q.22	9.0	8.6
Q. 23	NDA	8.5
Average	9.0	8.7

As an overall performance based on the satisfaction ratings of the respondents, the LGU obtained a relatively high average of 9.0 for new business application and 8.7 for renewal.

Table 4
Summary of Findings (MAGALLANES)

PARAMETER	NEW	REMARKS	RENEW	REMARKS
Time to Process Application	4 to 5 days	In compliance	More than 6 days	Non compliance
Number of Steps/Procedures	5 steps	In compliance	4 to 5 steps	In compliance
Number of Signatories	1	In good practice	1	In good practice
Number of Forms	1	In good practice	1	In good practice
Acknowledged with Officials Receipts	YES		YES	
Approached by fixer / facilitator	NO		NO	
Performance	9.0		8.7	

Based on the summary of findings, the business application process for renewal was remarkably compliant and in good practice relative to JMC standards, specifically in terms of number of steps, number of forms as well as number of signatories. However, it was non-compliant in the processing time for business renewal, with more than 6 days processing.. Official receipts were issued and no presence of fixer or facilitator was noted. The overall performance of the LGU for new and renewal were 9.0 and 8.7 respectively

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LGU9: ROSARIO

a. Profile of the Respondents and their Business

For the new business application, 60% of the respondents owned the businesses and 80% of them personally applied for their business permit. The businesses were mostly classified as wholesale/retail trade. 80% of the businesses were owned by Filipinos, 10% was joint venture, and 10% was foreign-owned. 80% were under the sole proprietorship management and were micro-scale enterprises with less than 12 months in operation. Most of the respondent-applicants applied for their business permits in the first quarter of the year, and majority of them paid P1,001.00-P5,000.00 for the business permits.

For the renewal, 80% of the respondents personally applied for their permits, 60% of whom were managers. The firms were Filipino-owned businesses under micro-enterprises and sole proprietorship. The main products or service firms were mostly on wholesale/retail trade firms. Majority of the businesses has been running for 1-5 years. Most of the applicants renewed their business permits in the second quarter of the year, and majority paid P1,001.00-P5,000.00 for the business permits.

Business Process Experience

Table 1
Time to Process Application

TIME	NEW <i>n=10</i>	RENEW <i>n=10</i>
Less than 10 minutes	-	-
10 to 30 minutes	-	-
31 to 60 minutes	-	-
1 to 2 hours	-	-
within a day	30%	30%
2 to 3 days	10%	30%
4 to 5 days	-	10%
6 to 10 days	50%	30%
Others *	10%	-

**one month*

In terms of the time to process the application, 30% of the respondents accomplished the new business application within a day. Half of the respondents answered 6-10 days, and one respondent claimed to have taken almost a month before finishing the process. On the other hand, 30% of the respondents who applied for renewal finished the application within a day, while 30% completed it for 6-10 days.

Table 2
Number of Steps

STEPS	NEW	RENEW
	n=10	n=10
1 step	-	-
2 steps	10%	-
3 steps	-	-
4 steps	40%	30%
5 steps	30%	70%
6 or more steps	20%	

As regards the number of steps for the application of permit of new business, only 10% said that the process covered two steps, with 40% saying it had four steps. Still, 20% said the process took six or more steps. For business renewal, 70% said that the process involved five steps, while 30% said that the entire process took four steps. Majority claimed that this is beyond the standard number of steps as provided for in the JMC 2010.

Customer Satisfaction Index

Table 3
Performance of the LGU

PERFORMANCE RATING	NEW	RENEW
	n=10	n=10
Performance Rating		
Q.14	7.7	8.7
Q.15	7.7	8.4
Q.16	7.5	8.4
Q.17	7.5	8.1
Q.18	8.4	8.7
Q.19	8.1	8.7
Q.20	7.6	8.2
Q.21	8.0	7.7
Q.22	7.8	8.4
Q.23	NDA	7.6
Average	7.8	8.3

In terms of the performance of the LGU, the permit application process for new business obtained an average of 7.8. For the renewal process, it is worth noting that the answers of the respondents revealed an average of 8.3, showing that those who renewed their business permits had a relatively more satisfactory experience than those who applied for new business permit.

Table 4
Summary of Findings (ROSARIO)

PARAMETER	NEW	REMARKS	RENEW	REMARKS
Time to Process Application	More than 6 days	Non compliance	More than 6 days	Non compliance
Number of Steps/Procedures	4 to 5 steps	In compliance	5 steps	In compliance
Number of Signatories	1	In good practice	1	In good practice
Number of Forms	1	In good practice	1	In good practice
Acknowledged with Officials Receipts	YES		YES	
Approached by fixer / facilitator	NO		NO	
Performance	7.8		8.3	

The LGU obtained an average satisfactory index of of 7.8 for new and 8.3 for renewal, implying that those who renewed their business permits had a relatively more satisfactory experience than those who applied for new business permit. The parameters for renewal process such as number of steps/procedures, number of forms and number of signatories achieved positive remarks of in compliance and in good practice. Same remarks were obtained by the parameters under new business application, except for the time of application process with a remark of non-compliance. The LGU issued official receipts to the applicants and the respondents were not approached by fixer/facilitator.

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LGU10: NOVELETA

Profile of the Respondents and their Business

Majority of the respondents who participated in the survey from Noveleta personally applied for their new business permit, 80% of whom were the owners of the company. Majority engaged in the services area particularly in wholesale and retail trade firms and on rentals. Of the businesses surveyed, 90% were owned by Filipinos, 70% were sole proprietorship management, and one was a cooperative. 80% were micro enterprises, 10% was small scale and 10% was medium scale. Most of the applicants applied for their business permits in the first quarter of the year. The fees paid by these entrepreneurs were amounting to P1,001.00 to 5,000.00 for the business permits.

For the renewal, 80% of the respondents personally applied for their permits. The businesses were mostly Filipino-owned and under sole proprietorship. Majority of the businesses were micro and small enterprises. Most of the respondents had been running their business for 11 years or more. Majority of the applicants renewed their business permits in the first quarter, with 40% paying P1001.00-5,000.00 and another 40% paying more than P10,000.00.

Business Process Experience

Table 1
Time to Process Application

TIME	NEW <i>n=10</i>	RENEW <i>n=10</i>
Less than 10 minutes	-	-
10 to 30 minutes	-	-
31 to 60 minutes	10%	-
1 to 2 hours	-	-
within a day	30%	30%
2 to 3 days	50%	30%
4 to 5 days	10%	10%
6 to 10 days	-	20%
Others	-	-

**two weeks/two – six months*

In terms of the time to process the application, only 10% of the respondents answered that they applied for new business permit for only less than an hour, while 50% answered that they completed the application for 2-3 days. For business renewal, 30% of the respondents claimed that it took them only a day, while 20% answered 6 to 10 days, showing various experiences among the respondents.

Table 2
Number of Steps

STEPS	NEW	RENEW
	<i>n=10</i>	<i>n=10</i>
1 step	-	-
2 steps	10%	-
3 steps	10%	-
4 steps	10%	40%
5 steps	70%	60%
6 or more steps	-	-

With regards to the new business application, a great majority of the respondents said that it took them five steps to accomplish the application. For , business renewal, 60% said the process took five steps, while 40% said it had four steps.

Customer Satisfaction Index

Table 3
Performance of the LGU

PERFORMANCE RATING	NEW	RENEW
	<i>n=10</i>	<i>n=10</i>
PERFORMANCE RATING		
Q.14	8.5	7.9
Q.15	8.2	8.2
Q.16	8.5	8.5
Q.17	8.1	7.8
Q.18	8.7	9.1
Q.19	8.0	8.9
Q.20	8.3	8.1
Q.21	7.9	7.4
Q.22	7.5	8.4
Q. 23	NDA	8.2
Average	8.2	8.3

As an overall performance based on the satisfaction ratings of the respondents, the LGU obtained an average of 8.2 for new business application and 8.3 for renewal, implying that the LGU provides a relatively similar quality of service whether for new or renewal of business permit.

Table 4
Summary of Findings (NOVELETA)

PARAMETER	NEW	REMARKS	RENEW	REMARKS
Time to Process Application	2 to 3 days	In compliance	2 to 3 days	Non compliance
Number of Steps/Procedures	5 steps	In compliance	5 steps	In compliance
Number of Signatories	1	In good practice	1	In good practice
Number of Forms	1	In good practice	1	In good practice
Acknowledged with Officials Receipts	YES		YES	
Approached by fixer / facilitator	NO		NO	
Performance	8.2		8.3	

The remarks that correspond to the parameters reflected regarding the process of the LGU in business permit application whether new or renewal were either in compliance or in good practice as per JMC 2010. Only the process time for renewing business application was non-compliant. Nevertheless, the issuance of official receipts and absence of fixer/facilitator were observed by the respondents. The LGU obtained the average performance of 8.2 for new and 8.3 for renewal, implying that the LGU provides a relatively similar quality of service whether for new or renewal of business permit.

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V. RESULTS AND DISCUSSION *cont.*

RIZAL

LGU11: BINANGONAN

Profile of the Respondents and their Business

For the new business application, all the respondents personally applied for their business permits, 70% were owners/managers and mostly engaged in food/restaurant business and wholesale/retail trade firms. The businesses were owned by Filipinos, under the sole proprietorship management, and were micro enterprises with less than 12 months in operation. Most of the respondent-applicants applied for their business permits in the second and third quarters of the year, and majority of them paid P1,001.00-P5,000.00 for their business permit.

For business renewal, majority of the respondents personally applied for their permit wherein 40% were managers and 60% were employees/staff. The firms were Filipino-owned businesses mostly under sole proprietorship and were micro-enterprises. The main products or service firms were mostly on wholesale/retail and on agribusiness. 30% of the businesses have been in operation for 1-5 years, 30% for 6-10 years, and 40% for 11 years or more. Most of the applicants renewed their business permits in the second quarter of the year with 40% paying P1001.00-5,000.00 and another 40% paying more than P10,000.00.

Business Process Experience

Table 1
Time to Process Application

TIME	NEW	RENEW
	n=10	n=10
Less than 10 minutes	-	-
10 to 30 minutes	-	-
31 to 60 minutes	-	-
1 to 2 hours	10%	-
within a day	20%	60%
2 to 3 days	60%	30%
4 to 5 days	10%	10%
6 to 10 days	-	-
Others:*	-	-

*one month

As regards the time to process the application, 60% of the respondents for the new business permit accomplished the application within 2-3 days, while only 10% said it took only 1-2 hours. For business renewal, 60% of the respondents said that they were able to finish the process for within a day, while 30% claimed to have finished it in 2-3 days. None of the respondents claimed that the process took more than six days.

Table 2
Number of Steps

STEPS	NEW	RENEW
	<i>n=10</i>	<i>n=10</i>
1 step	-	-
2 steps	-	10%
3 steps	50%	60%
4 steps	30%	20%
5 steps	20%	10%
6 or more steps	-	-

For new applications, half of the respondents said that the process took three steps, while the other half claimed that it took either four or five steps. For business renewal, only 10% said the process took two steps, while majority or 60% said the process had three steps.

Customer Satisfaction Index

Table 3
Performance of the LGU

PERFORMANCE RATING	NEW	RENEW
	<i>n=10</i>	<i>n=10</i>
Performance Rating		
Q.14	7.9	7.7
Q.15	8.2	7.9
Q.16	8.0	7.7
Q.17	7.9	8.0
Q.18	7.7	8.1
Q.19	8.2	8.1
Q.20	8.5	8.0
Q.21	6.5	7.7
Q.22	8.3	8.1
Q.23	NDA	7.8
Average	7.9	7.9

As an overall performance based on the satisfaction ratings of the respondents, the LGU obtained an average of 7.9 both for new business application and for renewal of business permit.

Table 4
Summary of Findings (BINANGONAN)

PARAMETER	NEW	REMARKS	RENEW	REMARKS
Time to Process Application	2 to 3 days	In compliance	Within a day	In compliance
Number of Steps/Procedures	3 steps	In compliance	3 steps	In good practice
Number of Signatories	1	In good practice	1	In good practice
Number of Forms	1	In good practice	1	In good practice
Acknowledged with Officials Receipts	YES		YES	
Approached by fixer / facilitator	NO		NO	
Performance	7.9		7.9	

In terms of the time to process application and the number of steps, the LG was found to be compliant with the standards. It manifests a good practice in terms of the number of signatories and the number of forms. Issuance of official receipts and absence of fixers and facilitators were observed by the applicants. Overall, the LGU obtained the average performance of 7.9 for both new and renewal of business permit.

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LGU12: CARDONA

Profile of the Respondents and their Business

For the new business application, 90% of the respondents interviewed were the managers of the enterprises, all of whom personally applied for their business permits. They are mostly engaged in the food and restaurant business as well as in wholesale/retail trade. The businesses were owned by Filipinos and under sole proprietorship management, with 90% being micro scale and 10% small scale. Most of the respondent-applicants applied for their business permit in the first quarter of the year, and half of them paid P1,001.00-P5,000.00.

For business renewal, 90% of the respondents personally applied for their permits, and majority or 70% of the respondents were the owners/managers of the businesses. The firms were all Filipino-owned businesses classified as micro-enterprises, and 90% were under sole proprietorship management. The main products or service firms were mostly on wholesale/retail trade industry. Half of the businesses have been operating for 1-5 years, and 30% have been in the business for more than ten years. Most of the applicants renewed their business permits in the first two quarters of the year, and majority paid P1,001.00-P5,000.00 for their business permit.

Business Process Experience

Table 1
Time to Process Application

TIME	NEW <i>n=10</i>	RENEW <i>n=10</i>
Less than 10 minutes	-	-
10 to 30 minutes	-	-
31 to 60 minutes	-	-
1 to 2 hours	20%	-
within a day	40%	60%
2 to 3 days	20%	40%
4 to 5 days	10%	-
6 to 10 days	10%	-
Others*	-	-

**one month*

Only 20% of the total respondents said that it took only 1-2 hours to complete the process for new business application. 40% said that they accomplished the application within the day, while 10% said it took them 6-10 days. This shows that new applicants had increasingly varied experiences in the process. For business renewal, majority claimed that they completed the entire process within a day, with only 40% saying it took them 2-3 days.

Table 2
Number of Steps

STEPS	NEW	RENEW
	<i>n=10</i>	<i>n=10</i>
1 step	-	-
2 steps	-	-
3 steps	-	20%
4 steps	80%	60%
5 steps	-	10%
6 steps	20%	10%

In terms of the number of steps for the application of permit for new business, 80% answered four steps and 20% answered five. Respondents had different experiences for business renewal, with 20% of the respondents saying that the process involved only three steps, 60% claiming it had four, and 10% saying the process had six steps.

Customer Satisfaction Index

Table 3
Performance of the LGU

PERFORMANCE RATING	NEW	RENEW
	<i>n=10</i>	<i>n=10</i>
Performance Rating	-	-
Q.14	7.9	8.1
Q.15	7.8	8.1
Q.16	7.8	8.0
Q.17	7.2	7.7
Q.18	8.9	8.6
Q.19	8.5	8.4
Q.20	7.9	9.3
Q.21	7.0	7.4
Q.22	8.0	8.3
Q.23	NDA	7.8
Average	7.9	8.2

As an overall performance based on the satisfaction ratings of the respondents, the LGU obtained an average of 7.9 for new business application and 8.2 for renewal, implying that renewing business permit is relatively more satisfactory than applying for a new one in the LGU.

Table 4
Summary of Findings (CARDONA)

PARAMETER	NEW	REMARKS	RENEW	REMARKS
Time to Process Application	Within a day	In compliance	Within a day	In compliance
Number of Steps/Procedures	4 steps	In compliance	4 steps	In good practice
Number of Signatories	1	In good practice	1	In good practice
Number of Forms	1	In good practice	1	In good practice
Acknowledged with Officials Receipts	YES		YES	
Approached by fixer / facilitator	NO		NO	
Performance	7.9		8.2	

In terms of the parameters and performance indicators set by the JMC, the LGU manifested good practice and are compliant with the standards. Issuance of official receipts and absence of fixers and facilitators were observed by the applicants. The LGU obtained the average performance of 7.9 for new and 8.2 for renewal, implying that renewing business permit is relatively more satisfactory than applying for a new one in the LGU.

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V. RESULTS AND DISCUSSION *cont.*

BATANGAS

LGU13: IBAAN

Profile of the Respondents and their Business

For the new business application, 100% of the respondents interviewed personally applied for their business permits, with 70% as managers/owners. The businesses were on communication, health service, rentals and wholesale/retail. 90% of the businesses surveyed were owned by Filipinos, under sole proprietorship management and micro enterprises. Most of the respondent-applicants applied for their business permits in the first and second quarters of the year, and majority paid less than P1,000.00 for the business permits.

For the renewal, 100% of the respondents personally applied for their permits wherein 80% were the owners/managers of the businesses. The firms were all Filipino-owned, classified as micro-enterprises, and under sole proprietorship. The main products or service firms were mostly distributed to wholesale/retail trade industry. Most of the businesses have been in operation for less than a year, and 20% have been in operation for 6-10 years. Most of the applicants renewed their business permits in the first quarter, and majority paid P1,001.00-P5,000.00 for the business permits.

Business Process Experience

Table 1
Time to Process Application

TIME	NEW <i>n=10</i>	RENEW <i>n=10</i>
Less than 10 minutes	-	-
10 to 30 minutes	-	-
31 to 60 minutes	-	-
1 to 2 hours	-	-
within a day	10%	-
2 to 3 days	10%	50%
4 to 5 days	20%	10%
6 to 10 days	30%	40%
Others:	30%	-

In terms of the time to process the application, only 10% of the respondents said that the application for new business permit was accomplished within a day, while 30% answered it took them 6-10 days and 30% said it took them more than 10 days. For business renewal, 50% of the respondents said that they were able to finish the process within 2-3 days, while 40% said that they completed the process within 6-10 days, all of which are beyond the established standard by the JMC.

Table 2
Number of Steps

STEPS	NEW	RENEW
	n=10	n=10
1 step	-	-
2 steps	-	-
3 steps	20%	20%
4 steps	70%	70%
5 steps	10%	-
6 or more steps	-	10%

In terms of number of steps for the application of permit for new business, 70% answered fours steps and 10% answered five steps. For business renewal, also 70% of the respondents said that the process involved four steps while 10% said it took them more than six steps.

Customer Satisfaction Index

Table 3
Performance of the LGU

PERFORMANCE RATING	NEW	RENEW
	n=10	n=10
Performance Rating		
Q.14	7.7	7.2
Q.15	7.6	8.0
Q.16	7.6	7.3
Q.17	7.1	7.2
Q.18	8.4	7.9
Q.19	8.6	8.0
Q.20	8.2	8.6
Q.21	7.8	7.7
Q.22	8.4	8.5
Q.23	NDA	7.4
Average	7.9	7.8

As an overall performance based on the satisfaction ratings of the respondents, the LGU obtained an average of 7.9 for new business application and 7.8 for renewal, implying that the LGU was consistent in the quality of service provided whether for new or renewal of business permit.

Table 4
Summary of Findings (IBAAN)

PARAMETER	NEW	REMARKS	RENEW	REMARKS
Time to Process Application	More than 6 days	Non compliance	2 to 3 days	Non compliance
Number of Steps/Procedures	4 steps	In compliance	4 steps	In good practice
Number of Signatories	2	In compliance	2	In compliance
Number of Forms	1	In good practice	1	In good practice
Acknowledged with Officials Receipts	YES		YES	
Approached by fixer / facilitator	NO		NO	
Performance	7.9		7.8	

Based on the summary of findings, the business application process for new and renewal of business permit showed that the LGU is compliant in terms of the number of steps/procedures and number of forms, and in good practice for the number of signatories. However, it was non-compliant in the time to process applications. The overall performance of the LGU for new and renewal was 7.9 and 7.8, respectively, implying that the LGU was consistent in the quality of service provided whether for new or renewal of business permit.

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LGU14: PADRE GARCIA

Profile of the Respondents and their Business

For the new business application, 60% of the respondents interviewed were the managers, and 90% of the respondents personally applied for their business permit. Their businesses were mostly engaged in rentals and wholesale/retail trade industry. The businesses were mostly owned by Filipinos, under sole proprietorship management and classified as micro enterprises. Half of the respondent-applicants applied for their business permits first quarter of the year, and the other half applied in the third quarter. Majority or 70% of them paid P1,001.00-P5,000.00 for the business permit.

For business renewal, 80% of the respondents personally applied for their permits wherein 50% were the owners/managers of the businesses. The firms were mostly Filipino-owned, four of which were classified as micro-enterprises, two as small, three as medium and one as large enterprise. 60% were under sole proprietorship and three were corporations. The main products or service firms were mostly on wholesale/retail trade industry. Most of the businesses have been running for one to five years and 40% for more than 11 years. Most of the applicants renewed their business permits in the first quarter and half of them paid over P10,000.00 for the business permit.

Business Process Experience

Table 1
Time to Process Application

TIME	NEW <i>n=10</i>	RENEW <i>n=10</i>
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	60%	30%
Others	40%	70%

In terms of the time to process the application, none of the respondents experienced finishing the process in less than five days, which is obviously non-compliant with the standard. 60% of the respondents answered that the application for the new business permit was accomplished within 6-10 days. For business renewal, 30% of the respondents said that they were able to finish the process within 6-10 days and 70% of the respondents finished the process in more than 10 days.

Table 2
Number of Steps

STEPS	NEW	RENEW
	n=10	n=10
1 step	-	-
2 steps	-	-
3 steps	20%	30%
4 steps	70%	50%
5 steps	10%	10%
6 or more steps	-	10%

In terms of number of steps for the application of permit for new business, 70% said that the process took four steps, while 10% said that the process took five steps. In terms of renewal, only 30% answered three steps, half of them said it took four steps, while 10% claimed to have finished it in six or more steps.

Customer Satisfaction Index

Table 3
Performance of the LGU

PERFORMANCE RATING	NEW	RENEW
	n=10	n=10
Performance Rating		
Q.14	7.8	6.9
Q.15	8.4	6.7
Q.16	8.2	7.4
Q.17	7.4	6.5
Q.18	8.3	8.9
Q.19	8.2	8.5
Q.20	8.8	7.6
Q.21	8.3	8.2
Q.22	8.8	8.0
Q.23	NDA	7.9
Average	8.2	7.7

As an overall performance based on the satisfaction ratings of the respondents, the LGU obtained an average of 8.2 for new business application and 7.7 for renewal, implying that in the LGU, applying for new business permit is relatively more satisfactory than renewing one.

Table 4
Summary of Findings (PADRE GARCIA)

PARAMETER	NEW	REMARKS	RENEW	REMARKS
Time to Process Application	More than 6 days	Non compliance	More than 6 days	Non compliance
Number of Steps/Procedures	4 steps	In compliance	4 steps	In good practice
Number of Signatories	2	In compliance	2	In compliance
Number of Forms	1	In good practice	1	In good practice
Acknowledged with Officials Receipts	YES		YES	
Approached by fixer / facilitator	NO		NO	
Performance	8.2		7.7	

Based on the summary of findings, the application process for renewing and applying for new business in terms of time to process application was not compliant with the JMC standard. However, in terms of number of steps, the number of signatories and number of forms, it was found out that the LGU was in good practice and in compliance. Official receipts were also issued and no presence of fixer or facilitator is noted. The LGU's overall performance for new and renewal processes were 8.2 and 7.7, respectively, implying that in the LGU, applying for new business permit is relatively more satisfactory than renewing one.

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LGU15: SAN JOSE

Profile of the Respondents and their Business

For the new business application, 90% of the respondents interviewed were the manager, all of whom personally applied for their business permit. They were mostly engaged in the wholesale/retail trade industry. The businesses were owned by Filipinos, mostly under sole proprietorship and 60% were classified as micro enterprises. Most of the respondent-applicants applied for their business permits first quarter of the year, and half of them paid P1,001.00-P5,000.00 for the business permits, with the other half paying between P500-1000.00.

For the renewal, 100% of the respondents personally applied for their permits all of whom were owners/managers. The firms were all Filipino-owned and majority were classified as micro-enterprises under sole proprietorship. The main products or service firms were mostly on food/restaurants and wholesale/retail trade industries. Mostly of the businesses have been in operation for 11 years and above. Most of the applicants renewed their business permits in the first two quarters of the year, with 40% paying P5,001.00 to 10,000.00 and 30% paying more than P10,000.00 for the business permit.

Business Process Experience

Table 1
Time to Process Application

TIME	NEW <i>n=10</i>	RENEW <i>n=10</i>
Less than 10 minutes	-	-
10 to 30 minutes	-	-
31 to 60 minutes	10%	20%
1 to 2 hours	40%	10%
within a day	20%	50%
2 to 3 days	20%	20%
4 to 5 days	10%	-
6 to 10 days	-	-

In terms of the time to process the application, 70% of the respondents finished the application for the new business permit within 1 day or less, while 10% of them claimed that they were able to finish the process within 4-5 days. For the renewal, 50% of the respondents answered that the process was completed within a day, while 20% said that they were able to finish the process within 2 to 3 days. This shows how varied the experiences of the applicants were in terms of the processing time for business application.

Table 2
Number of Steps

STEPS	NEW	RENEW
	<i>n=10</i>	<i>n=10</i>
1 step	-	-
2 steps	10%	10%
3 steps	10%	-
4 steps	-	-
5 steps	70%	50%
6 or more steps	10%	40%

In terms of number of steps for the application of permit for new business, 10% said that the process took only two steps, while the other also 10% said that the process took six or more steps. For business renewal, half of the total number of respondents said that it took them five steps to complete the process, while 40% answered six or more steps.

Customer Satisfaction Index

Table 3
Performance of the LGU

PERFORMANCE RATING	NEW	RENEW
	<i>n=10</i>	<i>n=10</i>
Performance Rating		
Q.14	7.6	7.4
Q.15	8.2	7.6
Q.16	8.1	7.1
Q.17	6.6	5.9
Q.18	7.4	5.9
Q.19	6.9	6.8
Q.20	8.5	7.2
Q.21	7.0	6.9
Q.22	8.7	8.0
Q.23	NDA	7.2
Average	7.7	7.0

As an overall performance based on the satisfaction ratings of the respondents, the LGU obtained an average of 7.7 for new business application and 7.0 for renewal, implying that applying for new business permit is slightly more satisfying for the respondents as compared to applying for renewal.

Table 4
Summary of Findings (SAN JOSE)

PARAMETER	NEW	REMARKS	RENEW	REMARKS
Time to Process Application	1 to 2 hours	In good practice	Within a day	In compliance
Number of Steps/Procedures	5 steps	In compliance	5 steps	In compliance
Number of Signatories	1	In good practice	1	In good practice
Number of Forms	1	In good practice	1	In good practice
Acknowledged with Officials Receipts	YES		YES	
Approached by fixer / facilitator	NO		NO	
Performance	7.7		7.0	

Based on the summary of findings, the LGU is compliant in the processing time and the number of steps, and shows good practice in terms of number of signatories and number of forms relative to standards set by the JMC. Issuance of official receipts and absence of fixer/facilitator were observed by the applicants. The overall performance of LGU for business permit processing for new and renewal were 7.5 and 7.5 respectively, implying that applying for new business permit is slightly more satisfying for the respondents as compared to applying for renewal.

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Summary of the Comparison of the LGUs' Process Indicators with the JMC Standards

		INDICATORS					
LGU			Processing Time	Number of Steps	Number of Signatories	Form	
Laguna	Cabuyao	New	Non-compliance	In Compliance	Good Practice	Good Practice	
		Renewal	Non-compliance	In Compliance	Good Practice	Good Practice	
	Sta. Cruz	New	In Compliance	In Compliance	Good Practice	Good Practice	
		Renewal	In Compliance	Good Practice	Good Practice	Good Practice	
	Los Baños	New	In Compliance	Good Practice	In Compliance	In Compliance	
		Renewal	In Compliance	Good Practice	In Compliance	In Compliance	
	San Pedro	New	Non-compliance	In Compliance	Non-compliance	Good Practice	
		Renewal	In Compliance	Good Practice	Non-compliance	Good Practice	
	Biñan	New	Non-compliance	In Compliance	In Compliance	Good Practice	
		Renewal	In Compliance	In Compliance	In Compliance	Good Practice	
	Cavite	Silang	New	Non-compliance	In Compliance	In Compliance	Good Practice
			Renewal	Non-compliance	In Compliance	In Compliance	Good Practice
Bacoor		New	In Compliance	In Compliance	Non-compliance	Good Practice	
		Renewal	In Compliance	Good Practice	Non-compliance	Good Practice	
Magallanes		New	In Compliance	In Compliance	Good Practice	Good Practice	
		Renewal	Non-compliance	In Compliance	Good Practice	Good Practice	
Rosario		New	Non-compliance	In Compliance	Good Practice	Good Practice	
		Renewal	Non-compliance	In Compliance	Good Practice	Good Practice	
Noveleta		New	In Compliance	In Compliance	Good Practice	Good Practice	
		Renewal	Non-compliance	In Compliance	Good Practice	Good Practice	
Rizal	Binangonan	New	In Compliance	In Compliance	Good Practice	Good Practice	
		Renewal	In Compliance	Good Practice	Good Practice	Good Practice	
	Cardona	New	In Compliance	In Compliance	Good Practice	Good Practice	
		Renewal	In Compliance	Good Practice	Good Practice	Good Practice	
Batangas	Ibaan	New	Non-compliance	In Compliance	In Compliance	Good Practice	
		Renewal	Non-compliance	Good Practice	In Compliance	Good Practice	
	Padre Garcia	New	Non-compliance	In Compliance	In Compliance	Good Practice	
		Renewal	Non-compliance	Good Practice	In Compliance	Good Practice	
	San Jose	New	Good Practice	In Compliance	Good Practice	Good Practice	
		Renewal	In Compliance	In Compliance	Good Practice	Good Practice	

Legend: ■ - In good practice ■ - In compliance ■ - Non-compliance

SUMMARY OF RESULTS

	Processing Time			No. of Steps			No. of Signatories			Single Unified Form		
	Good Practice	In Compliance	Non-Compliance	Good Practice	In Compliance	Non-Compliance	Good Practice	In Compliance	Non-Compliance	Good Practice	In Compliance	Non-Compliance
New	6.67%	46.67%	46.67%	0%	100%	0%	53.33%	33.33%	13.3%	93.33%	6.67%	0%
Renewal	0%	53.33%	46.67%	46.67%	53.33%	0%	53.33%	33.33%	13.3%	93.33%	6.67%	0%

For New Business Permit Applications

- In terms of the application for new business permit, results show that only 6.67% (1 out of 15) of the LGUs observed good practice relative to the established standard time in processing the permit as stipulated in the JMC. Seven or 46.67% were compliant, and also seven were non-compliant, some with a processing time that lasted for more than six days.
- 100% of the LGUs were compliant with the JMC's required number of steps with no more than five steps in the process for new business applications.
- In terms of the JMC's required number of signatories, 53.33% (8 out of 15) of the LGUs manifested good practice with only one or two signatures in the business permit. There were 33.33% (5 out of 15) that were compliant, although there were still two or 13.33% who were non-compliant, with three or more signatories.
- None of the LGUs surveyed were non-compliant in terms of the use of a single unified form, with 93.33% (14 out of 15) manifesting good practice, and 6.67% (1 out of 15) being compliant with the standard.

For Business Permit Renewal Applications

- For the renewal of business permit application, , results show that 53.33% (8 out of 15) of LGUs were compliant with the required standard time in processing the permit within a day, and there were 46.67% that were non-compliant to the prescribed processing time.

- In terms of the number of steps, all LGUs were compliant with the standard, with 46.67% (7 out of 15) manifesting good practice of having not more than four steps in the process.
- As regards the number of signatories, majority or 53.33% (8 out of 15) of LGUs were considered as manifesting good practice with only one or two signatures in the business permit. There were only 13.3% (2 out of 15) that were non-compliant to this standard.
- A great majority of the LGUs or 93.3% (14 out of 15) manifested good practice in the use of a single unified form, while 6.67% (1 out of 15) was compliant.

Other Performance Indicators

- **100%** of the LGUs issued **official receipts** to the applicants.
- **100%** of the LGUs have their manual submission / filing of their requirements to business permit licensing office.
- Of the total 300 respondents interviewed, there were **nine (9) or 3.0%** who claimed that they were **approached by fixers / facilitators** in the application process, most of whom offered assistance to expedite the processing of the permit for a certain price.
- The LGUs surveyed in Region IVA-CALABARZON obtained the **customer satisfaction index** with the total average of **8.77 for new business permit application** and **8.98 for the renewal of business permits**. Among the fifteen (15) surveyed LGUs in terms of new business application, San Pedro had the highest satisfaction index with 9.3, followed by Magallanes with 9.1 and Cardona with 9.0. In terms of business permit renewal, Silang had the highest satisfaction index with 9.6, followed by Bacoor and Cardona, both with a 9.4 satisfaction index.
- Of the factors affecting the business application process, **12.33%** of the respondents claimed that the **queue was too long**, **11%** said that the **absence of signatories** prolonged the process, and **10%** mentioned that there were **too many steps** in the process. The lack of payment options (e.g. online payment) and the lack of facilities for pregnant women and PWDs were the least of the respondents' concern, with 2% and 1%, respectively. However, sometimes, the LGUs advised the applicants to return for few weeks to get the business permit.

VI. CONCLUSIONS AND RECOMMENDATIONS

CONCLUSIONS

The following conclusions are primarily based on the findings and results of the survey, and are anchored on the indicators specified in the JMC, S.2010 of the DTI and DILG.

1. A great majority of the owners/managers of the firms personally applied for their business permit. The business establishments surveyed were mostly engaged in wholesale / retail trade and in the food industry. Filipinos dominantly owned the predominantly micro enterprises under a single proprietorship management. Most of them processed their business permit in the first two quarters of the year.
2. Only a little more than 50% of the LGUs surveyed in CALABARZON followed the standard processing time in applying for business permit for both new and renewal of permit. Almost half were found to be non-compliant with the standard. There were some LGUs whose processing time took more than one week based on the respondents' experience. It can be noted that renewal processing must be shorter than that in new application, but it did not manifest in the LGUs.
3. All the LGUs were found to be compliant with the standard number of steps for new application, while more than half were compliant in terms of business renewal. Less than half of the LGUs manifested good practice, with less than five steps in renewing permits.
4. The LGUs' compliance with the number of steps does not necessarily equate to their compliance with the required processing time; less number of steps does not necessarily mean faster processing time, as in the case of Cabuyao, Silang, Rosario, Ibaan and Padre Garcia.
5. As regards the standard number of signatories on the business permit, nearly all the LGUs were compliant, with only one to two (2) signatories appearing on the permit, except for San Pedro and Bacoor.
6. Most respondents claimed that they experienced no major delay in the application process. For those who said that they experienced delay in processing the permit, the most common problems they encountered were the long queue, the absence of authorized signatories. However, too many requirements and circuitous movements in some national government agencies were experienced by some applicants.
7. The single unified form was used by all LGUs surveyed in processing business applications.
8. All LGUs issued official receipts for payments relative to business application.

9. As perceived by the respondents, all LGUs were assessed to have a moderate to average performance in terms of services offered/customer satisfaction index for business application.

RECOMMENDATIONS

These recommendations are based not only on the data presented, but also on the experiences of the research team in the actual field monitoring and survey interview with the respondents.

1. It is recommended that the owners or managers of the establishments may personally apply for their business permit, whether new or for renewal. This is perceived to have more positive results than if their employee or staff facilitates the application.
 2. Since the time of the survey was far from the time when the respondents actually applied for their business permit, the issue on response subjectivity was still evident on two indicators: actual processing time and number of steps. The responses to these items were largely dependent on the respondents' perspective and recall of the process at the actual time of application. If the tailing process recommended in the previous surveys is not feasible, then it is recommended that the conduct of the survey be done in the quarter where most applications are processed.
 3. Since a common complaint of respondents as to the cause of delay of the application process is the absence of signatories, LGUs may strictly abide by the stipulation in the JMC-1, S.2010, which states that *"To avoid delay in the release of permits, alternate signatories (e.g. Municipal or City Administrator or BPLO) may be deputized by the Mayor."*
 4. In collaborative effort, the DTI, DILG, and the academe may conduct a re-coaching during the field monitoring and evaluation especially for those that were non-compliant. The LGUs should have a clear and common understanding of various indicators being used in diagnosing the application process particularly the steps and the processing time.
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VII. Comparative Results of BPLS Field Monitoring and Evaluation 2013-2016

Comparative Results of BPLS Field Monitoring and Evaluation in 2013-2016

		Processing Time			No. of Steps			No. of Signatories			Single Unified Form			CSI	
		Good Practice	In Compliance	Non-Compliance	Good Practice	In Compliance	Non-Compliance	Good Practice	In Compliance	Non-Compliance	Good Practice	In Compliance	Non-Compliance	AVERAGE	
2016	New	(%)	6.67%	46.7%	46.7%	0%	100%	0%	53.3%	33.3%	13.3%	93.3%	6.7%	0%	8.77
		(f)	1	7	7	0	15	0	8	5	2	14	1	0	
	Renewal	(%)	0%	53.3%	46.7%	46.7%	53.3%	0%	53.3%	33.3%	13.3%	93.3%	6.7%	0%	8.98
		(f)	0	8	7	7	8	0	8	5	2	14	1	0	
2015	New	(%)	0%	73.3%	26.7%	0%	53.3%	46.7%	80%	0%	20%	0%	93.3%	6.7%	8.95
		(f)	0	11	4	0	8	7	12	0	3	0	14	1	
	Renewal	(%)	0%	66.7%	33.3%	53.3%	20%	26.7%	80%	0%	20%	0%	93.3%	6.7%	8.92
		(f)	0	10	5	8	3	4	12	0	3	0	14	1	
2014	New	(%)	42.9%	21.4%	35.7%	7.1%	42.9%	50%	78.6%	14.3%	7.1%	0%	71.4%	28.57%	7.4
		(f)	6	3	5	1	6	7	11	2	1	0	10	4	
	Renewal	(%)	60%	6.7%	33.3%	26.7%	26.9%	46.9%	80%	13.3%	6.7%	0%	73.3%	26.7%	7.5
		(f)	9	1	5	4	4	7	12	2	1	0	11	4	
2013	New	(%)	73.3%	13.3%	13.3%	0.0%	73.3%	13.3%	93.3%	6.7%	0.0%	0.0%	100%	0.0%	7.86
		(f)	11	2	2	0	13	2	14	1	0	0	15	0	
	Renewal	(%)	86.7%	0.0%	13.3%	13.3%	73.3%	13.3%	93.3%	6.7%	0.0%	0.0%	100%	0.0%	7.71
		(f)	13	0	2	2	11	2	14	1	0	0	15	0	
AVERAGE/ TOTAL	New	(%)	30.5%	39%	30.5%	1.7%	71.2%	27.1%	76.3%	13.6%	10.2%	23.7%	67.8%	8.5%	8.25
		(f)	18	23	18	1	42	16	45	8	6	14	40	5	
	Renewal	(%)	36.7%	31.7%	31.7%	35.0%	43.3%	21.7%	76.7%	13.3%	10.0%	23.3%	68.3%	8.3%	8.28
		(f)	22	19	19	21	26	13	46	8	6	14	41	5	

Over the past four consecutive years, Region IVA-CALABARZON has monitored and validated sixty (60) LGUs' business permitting processes that were reportedly streamlined.

In terms of the processing time, the region obtained an average of 30.4% of the LGUs manifested good practice in processing new applications, and 36.7% of them had good practice in business renewal during the given period. 39% were compliant in dealing with new applications, while 31.7% were compliant in business renewals. Unfortunately, an average of 30.5% of the LGUs were non-compliant in

terms processing time for new applications, and 31.7% were non-compliant in handling business renewals.

As regards the number of steps, a greater majority or 71.2% are compliant with the standards, with only 27.1% that are non-compliant in handling new applications. For business renewals, 35% manifested good practice while 43.3% were compliant with the standard number of steps. Still, there were 21.7% who were non-compliant to this indicator for the past four years.

Majority of the LGUs manifested good practice in terms of limiting the number of signatories in the permit, with 76.3% for new applications and 76.7% for renewals. There were 13.6% and 13.3% that were compliant for new and renewal of applications, respectively, while only 10% were non-compliant to this performance indicator for the past four years.

The single unified form was used by a great majority of the LGUs, with 23/7% manifesting god practice and 67.8% being compliant for new applications, and 23.3% having good practice and 68.3% being compliant in handling business renewals. Only 8% or 5 out of the 60 LGUs failed to practice this standard.

On the other hand, it can be observed that in the four period covered by the survey, the customer satisfaction index has been gradually increasing especially in the process of renewing business permit from 2013 to 2016. It is a good indication that the LGUs have been generally doing more satisfactory performance to reform the business permitting system, and the applicants are well satisfied as they perceived the effect for both new and renewal business permits application with an average of 8.25 and 8.28, respectively.

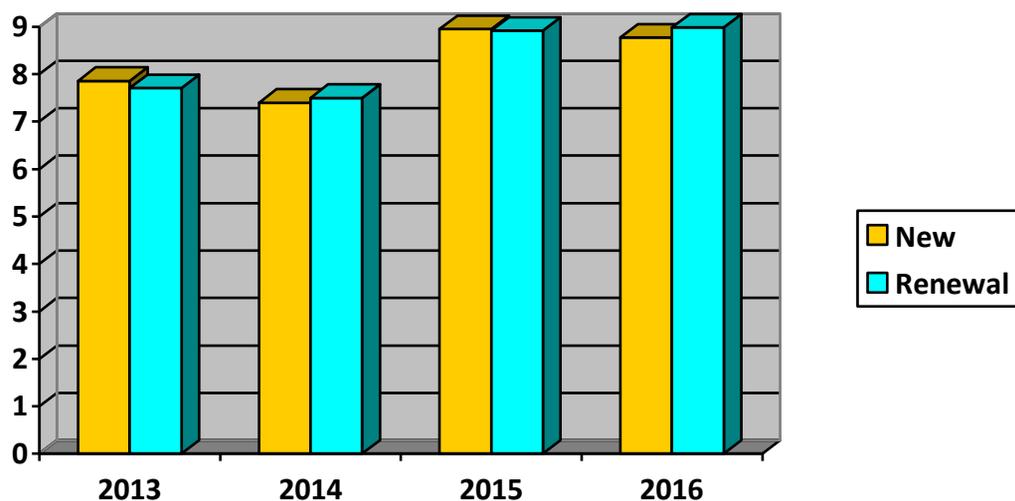


Figure 1. Customer Satisfaction Index

The figure shows the customer satisfaction index based on the results of the monitoring survey for the past four years. As regards the new business applications, the index shows a rise from 2013 to 2015, with only a slight decrease in 2016 from 8.95 to 8.77. On the other hand, the satisfaction index for the application of business renewal has been consistently increasing, from 7.71 in 2013 to 8.98 in 2016. This shows how the applicants have been increasingly satisfied with the efforts done by the government in streamlining processes in business application in the region.