



ANALYSIS ON THE IMPLEMENTATION OF BUSINESS ONE STOP SHOP (BOSS) PROGRAM IN TWO CITIES OF NUEVA ECIJA

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ABSTRACT

This study aimed to assess the implementation of Business One Stop Shop (BOSS) Program in two cities of Nueva Ecija: San Jose City and Science City of Munoz during the Calendar Year 2019. Using Slovin's sampling formula, data were collected from 202 out of 5,122 respondents in San Jose City and 64 from the total of 1,642 in Science City of Munoz which was analyzed using descriptive statistics and Pearson Product-Moment Correlation was used to determine the relationship between independent and dependent variables. Result showed that most of the respondents were 41-50 years old, females, married, college graduate, retailers of goods on single proprietorship, 4-5 years business operation. BOSS of both cities used 1 form as application, interfaced with two signatories, between 1 to 3 offices in transacting their Business Permit. The respondents wanted a onetime assessment and payment of fees and FSIC and strongly agreed for the establishment of BOSS area. Respondents were very satisfied of the employees' assistance and capabilities. The number of staff was believed to be enough serving the bulk of taxpayers. They were very satisfied in their transaction with the BOSS; Type of ownership and number of years operating the business had significant correlation with the satisfaction of business owners/operators on the implementation of BOSS in two cities of Nueva Ecija. A highly significant relationship between the frontline employees of BOSS and the satisfaction of business owners in two cities of Nueva Ecija. If the proposed solution shall be taken into consideration, there will be a spacious area where taxpayers can transact their BLMP with ease, documentary requirements shall also be reduced so with those who will line up for each office to comply clearances, pre and post audit of regulations will be adhered; there will be no long queue and confusion during renewals.

Keywords: Business One Stop Shop, Implementation, Satisfaction, Business Owners, Business Permit, San Jose City and Science City of Munoz