

Regulatory Capability Maturity and Organizational Compliance Outcomes: Evidence from Regional Housing Administration

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Abstract

Regional housing regulators translate statutory mandates into inspections, enforcement decisions, corrective actions, and case resolution. This study examined whether the maturity of these internal capabilities predicts organizational compliance outcomes in selected Philippine regional housing administration offices. A cross-sectional predictive-correlational design was used. Personnel directly involved in regulation, monitoring, inspection, licensing, and enforcement were purposively selected. Data were collected using a 40-item, four-point survey measuring six regulatory capability dimensions and four perceived compliance-outcome dimensions. Descriptive statistics, Pearson correlation, and regression analysis were applied. Digital regulatory infrastructure obtained the highest capability mean ($M = 3.25$), followed by governance and organizational structure and regulatory processes and standard operating procedures (both $M = 3.24$). Staff competence and professional capability received the lowest mean ($M = 3.15$). Among compliance outcomes, case resolution and regulatory response ($M = 3.30$) and corrective action implementation ($M = 3.29$) were strongest, whereas perceived compliance rates were comparatively lower ($M = 3.18$). Regulatory capability maturity was moderately and positively associated with organizational compliance outcomes ($r = .42, p = .01$). The dissertation further reported a positive regression coefficient ($\beta = .40, p < .05$), indicating that stronger regulatory capability is associated with better compliance performance. A capability-driven compliance enhancement model is proposed, linking governance, standardized procedures, monitoring, enforcement, digital systems, and staff competence to improved regulatory operations and compliance outcomes. The findings support targeted investment in staff development, digital case tracking, inspection documentation, enforcement transparency, and continuous performance review.

Keywords: *Regulatory Capability Maturity; Organizational Compliance Outcomes; Regional Housing Administration; Regulatory Governance; Philippines*

