Ease of Doing Business and Efficient Delivery of Government Services (Republic Act No. 11032) and Customers' Satisfaction Level in the 4th To 5th Class LGUs of Tablas Island in the Province of Romblon

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Abstract

The study was conducted to determine the status of implementation of the Ease of Doing Business Act of 2018 and customer satisfaction in the fourth- to fifth-class municipalities in Tablas, Romblon. The study focused on the measurement of the observance of the Citizens Charter, a mandate in the LGUs of Alcantara, Calatrava, Ferrol, San Andres, Sta. Fe and Sta. Maria as to the extent of observance of the Citizens Charter, measured in terms of knowledge of clients as to a) frontline services and accommodation, information dissemination, and monitoring and evaluation; b) level of customer satisfaction in terms of promptness, accuracy, convenience, and transparency; c) identified problems and challenges; d) recommended solutions to the problems and challenges identified. The study used descriptive-correlational methods of research using 300 clients from the six LGUs, focused on some interviews with non-client public. By using simple questionnaires, insights and opinions, the study found that observance of the provisions of EODB is weak and lacks information dissemination. The implementation of the provisions also relates to customer satisfaction since most of the clients believed that through continuous monitoring and evaluation of the implementation, their overall experience in transactions is better. Based on the findings, data revealed that the overall perception of the respondents in reference to the extent of implementation of RA 11032 across the different local government units had an adequate compliance in the implementation and requirements of RA 11032 as to continuous reactions, close monitoring and evaluation of the performance of its employees in the implementation of the act of Business Permit Licensing Offices in the LGUs subject of study and their frontline services were responsive as well as their information dissemination has appropriate measures. Also, data showed that the overall perception of the respondents in reference to the level of satisfaction of customers in the different local government units indicated that promptness in the six LGUs should be immediately addressed while accuracy, convenience, and transparency must be improved to better serve their clients. Based on the conclusions, between the implementation of RA 11032 and the customer level of satisfaction, the results showed that there is a significant relationship between the two parameters, and there is a significant difference of all the indicators as to the implementation of RA 11032 and Level of satisfaction in BPLO of the six municipalities.

Keywords: satisfaction, implementation, policies, LGUs, relationship