



# Ease Of Doing Business And Efficient Government Service Delivery At Tarlac State University: An Evaluation

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**Abstract:** This study was focused on the evaluation of the ease of doing business and efficient government service delivery at Tarlac State University along with the reengineering of systems and procedures, the composition of the Citizen's Charter, implementation of the Zero-Contact Policy, Ease of Access to Office Services, and Report Card Survey. Based on the challenges encountered by the respondents with the implementing guidelines of RA 11032, this study also seeks to uncover if problems emerge in doing such practices. Finally, this study also proposes an action plan to address underlying challenges and their implications for the field of public administration. As a result, the university is following the directive in the implementing policy, especially concerning reengineering the government's systems and processes. The university obtains and maintains this through its arm office, the Quality Management Unit (QMU), under the University President's Office. Also, it consistently follows the mandate of the national government to observe ease of doing business through zero-contact policy implementation.

Further, it complies with the Citizen's Charter because the institution complied with the prescribed details in each office and provided a justifiable reason for returning the request to the clients in case of disapproval. Lastly, the institution observes the Report Card Survey assessment. This is to apply the checks and balances in the government by determining the clientele's feedback on the services provided by the university. This is also in line with the Implementing Rules and Regulations of Republic Act No. 11032, also known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 assessment, particularly in Tarlac State University.

## I. INTRODUCTION

### 1.1

#### Background of the Study

Ease of doing business is a comprehensive strategy to enhance and streamline processes and procedures in providing quality customer service by adhering to regulatory reforms. Much to the dismay of clients of governmental services, red tape is woven across various services. Government service involves the different transactions of the applicants with the government agencies and their corresponding units. These may include privileges, rewards, licenses, business, fire protection clearance, sanitary permits, or extension documents. Usually, with streamlined procedures, it only takes moments to accomplish the requests. However, it is believed that graft and corruption still plague agencies.

As a state government agency, Tarlac State University (TSU) disseminates this act through TSU Memorandum Order No. 11, s. 2019, dated August 16, 2019, that the university will implement and conform to RA No. 11032 "Ease Doing Business and Efficient Government Service Delivery Act of 2018" Implementing Rules and Regulations, the provisions that must take cognizant of 1. Reengineering of Systems and Procedures, Section 2(d), specifies the number of signatures required to complete each service or process to three (3) representing officers directly supervising the office. 2. Citizen's Charter, section 1 paragraph 3 which provides that administrative and criminal liability shall arise only upon failure, without due cause, to render government

service with the prescribed processing time of three (3) days for simple transactions, seven (7) days for complex transactions and twenty (20) working day for highly technical transactions.

The researcher is a government employee at Tarlac State University, which made her credible enough to conduct this study. Aside from the questionnaire that has been prepared, the researcher's experiences and observations will support this study's overall result.

As a rationale, this study aims to evaluate the ease of doing business and efficient government service delivery at Tarlac State University along with the reengineering of systems and procedures, the composition of the Citizen's Charter, implementation of the Zero-Contact Policy, Ease of Access to Office Services, and Report Card Survey. Based on the challenges encountered by the respondents with the implementing guidelines of RA 11032, this study also seeks to uncover if problems emerge in doing such practices. Finally, this study also proposes an action plan to combat underlying challenges and their implications for the field of public administration.

## 1.2 Statement of the Problem

This study evaluated the Ease of Doing Business and Efficient Government Service Delivery of Tarlac State University towards a proposed action plan.

Primarily, it answered the following questions:

1. How is the Ease of Doing Business and Efficient Government Service Delivery at Tarlac State University be evaluated along with:
  - 1.1 Reengineering of Systems and Procedures;
  - 1.2 Composition of Citizen's Charter;
  - 1.3 Implementation of the Zero-Contact Policy;
  - 1.4 Ease of Access to Office Services and
  - 1.5 Report Card Survey
2. What are the problems encountered by the respondents in implementing the guidelines of Republic Act No. 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act?"
  3. What action plan can be proposed to alleviate such challenges?
  4. What are the study's implications for the field of public administration?

## 1.3 Delimitations of the Study

This study was conducted in 2023, focusing on the ease of doing business and efficient government service delivery in thirteen (13) elected offices at Tarlac State University. It only focused on five components: reengineering systems and procedures, Composing the Citizen's charter, implementing the zero-contact policy, easing access to office services, and conducting a report card survey. It also aims to identify which challenges the respondents encounter in implementing the guidelines of Republic Act No. 11032, as well as the action plan that can be proposed to alleviate challenges. Lastly, the implications of the study's results on public administration have been identified.

## II. RESEARCH METHODOLOGY

### 2.1 Population and Sample

The study's respondents were randomly selected from the Tarlac State University employees and clients. The selected participants represented the different groups of the institution's workforce. Specifically, the respondents are the employees and clients from the institution's selected different offices. With a total of 171 samples among the selected offices.

### 2.2 Data and Sources of Data

The methods used in garnering data include three (3) instruments: (1) Questionnaire, (2) documentary analysis, and (3) interview to gain applicable data to obtain essential study results. Survey Questionnaire: Questionnaires were distributed through face-to-face surveys. This was administered to reach the respondents easily and requested for their challenges encountered and proposed measures. Documentary Analysis: After obtaining approval and the necessary authorities through a communication letter, the researcher used the stakeholder's existing number and other pertinent documents to assess legal and technical compliance with standards.

### 2.3 Theoretical framework

The conceptual framework discussed the flow of the statement of the problem. The first flow of the chart identifies the evaluation of the Ease of Doing Business and Efficient Government Service Delivery of Tarlac State University along with the following: Reengineering of Systems and Procedures; Composition of Citizen's Charter; Implementation of the Zero-Contact Policy; Ease of Access to Office Services; Report Card Survey; and Level of Compliance. The chart's second flow discusses the conduct of the survey, validation through interviews, and documentary analysis by the respondents in implementing the guidelines of Republic Act No. 11032. The third flow identifies the proposed action plan and its implications for Public Administration, and the fourth will result in problems encountered.

### 2.4

#### Statistical tools and econometric models

The methods of documentary analysis, survey questionnaire, and interview were used to ensure the gain of sufficient data to obtain meaningful study results.

#### 2.4.1

##### Survey Questionnaire

Questionnaires were distributed through the face-to-face survey. This was administered to reach the respondents easily and requested for their challenges encountered and proposed measures.

#### 2.4.2

##### Documentary Analysis

The researcher utilized the Implementing Rules and Regulations of Republic Act No. 11032, otherwise known as "Ease of Doing Business and Efficient Government Service Delivery Act of 2018, as references in support for the making questionnaire and basis for the proposed action taken for the office. Hence, the researchers will analyze the policy's documentary evidence using the Data Privacy Act (DPA), Republic Act No. 10173.

#### 2.4.3 Interview

A personal interview with the implementers and their clients regarding compliance with Ease of Doing and Efficient Government Service Delivery at Tarlac State University helped with the fielding of the questionnaire. It allowed for the collection of supplemental data to the responses.

#### 2.4.4 Data Analysis

In order to enable better arrangement, such as through tables and graphs, the collected data was categorized, these then underwent the following appropriate statistical processing:

#### 2.4.5 Frequency count

Values arrange for one or more variables to be taken in a sample.

#### 2.4.6 Percentage

Refers to the ratio of frequency to total observation.

#### 2.4.7 Mean

The most common average or measure of central tendency indicates the most typical representative value for the sample and the population as a whole.

#### 2.4.8 Ranking

It is the order according to some statistical characteristic with the numerical position of an item in a sample set arranged to determine relative position. It was utilized in the study to describe how an area or item was related to the whole group.

#### 2.4.9 Likert scale

It is a psychometric scale commonly used in research that employs questionnaires. The problems encountered by TSU employees and clients were analyzed in terms of frequency, percentage, and rank

distribution.

Numerical Equivalent	Range	Adjectival Description
5	4.50-5.00	Fully Compliant
4	3.50-4.49	Compliant
3	2.50-3.49	Neither Compliant nor Not Compliant
2	1.50-2.49	Not Compliant
1	1.00-1.49	Fully Not Compliant

### III. RESULTS AND DISCUSSION

#### Overall Assessment of Ease of RA 11032 at Tarlac State University

Provision	Mean	Adjectival Description
Assessment of Reengineering of Systems and Procedures	4.39	Compliant
Assessment of Composition of Citizen's Charter	4.45	Compliant
Assessment of Implementation of the Zero-Contact Policy	3.87	Compliant
Assessment of Ease of Access to Office Services	4.20	Compliant
Assessment of the Report Card Survey	4.36	Compliant
<b>Overall Mean</b>	<b>4.25</b>	<b>Compliant</b>

In summation, the university is indeed complying with the provision stated in the implementing policy, particularly in reengineering the systems and procedures in the government. This obtained a grand mean of 4.39 or compliant.

Overall, with a grand mean of 4.45, the composition of the Citizen's Charter at Tarlac State University is complied with. The university obtains and maintains this through its arm office, the ARTA Unit, under the Quality Management Unit (QMU).

To sum up, with a grand mean of 3.87 or compliant from both employees and clients, the university is consistently following the mandate of the national government in observing ease of doing business through zero-contact policy implementation. The law mandated that all government offices examine their Citizen's Charter, eliminate pointless procedures, methods, and specifications, and release an updated set of needs readily available to the general public for transactions.

Finally, with a grand mean of 4.20 for employees and clients, the ease of access to office services complies with the university. The institution complied with the prescribed details in each office's Citizen's Charter and provided a justifiable reason to return the request.

Lastly, with a grand mean of 4.36 or compliance by both employees and clients, the institution observes the Report Card Survey assessment. This is to apply the checks and balances in the government by determining the clientele's feedback on the services provided by the university.

The overall assessment of the provisions at Tarlac State University complies with an overall mean of 4.25 regarding reengineering systems and procedures, composition of the Citizen's charter, implementation of zero contact policy, ease of access to office services, and report card survey assessments.



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