

# Explaining the Service Quality of Building Permit Processing at Lipa City Engineering Office- Building Permit Division

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**Abstract**— Building permit is a pre-requisite of business permits for new business ventures who are in need to construct their business space. In this study, the researchers aimed to know the operations of building permit processing at Lipa City Engineering Office-Building Permit Division through assessing the service quality of building permit processing therein as well as its compliance to the mandates of Ease of Doing Business Law (EODBL). Quantitative and Qualitative analysis were used since both are appropriate to analyze the data gathered. A total of 251 respondents were identified as the subjects of this study. The findings of the research revealed that tangibility, reliability, responsiveness, assurance, and empathy were the most demanded service quality dimensions in building permit processing where they obtained negative scores indicating that their perceived experience is lower than their expectation. Likewise, it was exhibited that the over-all results of the difference between client satisfaction to building permits processing at Lipa City Engineering Office- Building Permit Division when Grouped According to the profile of the building showed that there are no significant differences among them. However, in terms of compliance to the mandates of EODBL, respondents perceived that Lipa City Engineering Office-Building Permit Division is fully compliant to the mandates of Ease of Doing Business particularly in processing time, procedure, and in signatories. Analogously, results showed that the processing time and signatories have no significant relationship with tangibility and with responsiveness. However, they have significant relationship towards reliability, assurance, and empathy. Therefore, the results suggested that procedure has significant relationship towards tangibility, reliability, responsiveness, assurance, and empathy.

**Keywords**— Building Permit, ServQual, Ease of Doing Business.

## I. INTRODUCTION

In 2003, the world bank launched the World Bank's Ease of Doing Business Report ranking which became an assessment of business regulations across 190 economies. Sinha (2020) cited that "Though the evaluation by the World Bank is not the only one published to indicate relative openness of the business environment in economies, the annual ease of doing business ranking is often cited as the most authentic indicator of the regulatory environment for business operations". In fact, the countries involved perceive the improvement in their ranking as a major economic development.

In 2018, the World Bank's Ease of Doing Business report showed that the Philippines ranked 124<sup>th</sup> out of 190 countries covered by its annual report. In fact, it even slipped down from its 2017 ranking in the world bank's ease of doing

business that is 113<sup>th</sup> out of 190 countries involved. In a much-needed effort to address the declining ranking of the Philippines in the World Bank's Ease of Doing Business Index, President Rodrigo Duterte signed into law the Republic Act No. 11032, or The Ease of Doing Business and Efficient Government Service Delivery Act of 2018 (RA 11032), amending the ARTA by strengthening it and giving it teeth. Although we know for a fact that there exist Republic Act No. 9485, or The Anti-Red Tape Act (ARTA), which was enacted on 2007 to combat red tape and promote transparency and efficiency in the delivery of government services, it has been noticeable that there is a need to reinforce and improve its provision to recuperate our country's performance on the efficiency and quality of its business environment.

In January 2021, the Department of Interior and Local Government (DILG) passed a Joint Memorandum Circular No. 2021-08 in compliance with the directives of the ease of doing business. With this, the nation's overall score of 114<sup>th</sup> out of 190 economies is hoped to improve, according to the 2018 International Finance Corporation (IFC) Doing Business Report. Unfortunately, with regard to the "dealing with construction permits" factor in particular, the nation's ranking declined to 101<sup>st</sup>, which is still below most of the ASEAN countries. In fact, The International Finance Corporation's (IFC's) report noted that in the Philippines, securing a construction permit for a warehouse requires 23 procedures that took 123 days to complete.

In 2023, Gordon reiterated that investors and economists are quite interested in looking further into the monthly reports on building permits. He believes that employment-generating economic activities are result of constructions. Investors will therefore be able to get a sense of the country's financial situation in the future by looking at the reports. Hence, the need to re-assess and re-evaluate the process of acquiring building permit is deemed necessary in order to ensure the clients of a smooth processing and to address the problems that clients and the service providers are experiencing and to further improve the process.

## II. METHODS

This research used Convergent Mixed Method Design wherein both quantitative and qualitative data were collected and analyzed.

Moreover, the researcher adapted and modified the SERVQUAL 22' questions introduced by Parasuraman, Zeithaml, Berry (1985) to assess the service quality of Lipa City Engineering Office- Building Permit Division in building permit processing. To gauge the level of compliance to the mandates of Ease of Doing Business Law, the researcher made a questionnaire based on Republic Act No. 11032 and its Implementing Rules and Regulations. 251 respondents who were business owners, liaison officers, and any other person in Lipa City who have experienced registering building permits for business purposes in the actual data collection schedule were surveyed. Meanwhile, six (6) participants in the focus group discussion as well as one (1) participant in the interview were asked of their perception in processing the building permits therein.

The gathered data were tabulated, analyzed, and interpreted using frequency, percentage, mean, Kruskal Wallis Test and Spearman Rho Correlation while the gathered information from the interview, focus group discussions, and other related studies were used as support and evidence for this study

III. RESULTS AND DISCUSSIONS

TABLE 1. Profile of the Building in Terms of Purpose

Purpose of Buildings	Frequency	Percent
GROUP B (hotels, apartments, boarding and lodging Houses and other similar buildings).	75	29.9
GROUP C-1 (amusement halls and parlors, massage and sauna parlors, health studios and reducing salons, billiard halls, pool rooms, bowling alleys and golf club, dancing schools, disco parks, dance and amusement hall, gymnasia, pelota courts and sports complex).	25	10
GROUP C-2 (educational institutions like schools, colleges, universities, vocational, seminaries, convents, including school auditoriums, gymnasia, reviewing stands, little theaters, concert halls, opera houses, seminar/workshop facilities, training centers/facilities, libraries, museums, exhibition halls and art galleries, civil centers, clubhouses, community centers, churches, mosque, temples, shrines, chapels and similar places of worship, civic or government centers, other types of government buildings)	30	12
GROUP E-1 (gasoline stations, commercial establishments, parking buildings, offices, pawnshops, studios, retail stores, bakeshops, goods stores, construction supply stores and the likes)	63	25.1
GROUP E-2 (wholesale and other retail stores, shopping centers, malls, supermarkets, wet and dry markets, restaurants, clubs, bars and the likes)	40	15.9
GROUP E-3 (business establishments for repairs and maintenance that do not involve highly flammable liquids as well as commercial parking lots and department stores)	6	2.4
GROUP H-1 (recreational establishment that could cater less than 1,000 occupants)	1	0.4
GROUP J-1 (agricultural structures such as sheds, barns, poultry houses, piggeries, hatcheries, stables, greenhouses, and granaries)	11	4.4
Total	251	100

The data showed that majority of the client purpose of applying for building permits are for Group B. It has a frequency of 75 with an equivalent percentage of 29.9. It was followed by Group E-1. This group has a frequency of 63 with a percentage of 25.1. Moreover, Group E-2 has a frequency of 40 with a percentage of 15.9. It was also followed by Group C-2 with a frequency of 30 and a percentage of 12. Additionally, a frequency of 25 with a percentage of 10 belonged to Group C-1. It can also be observed that Group J-1 garnered a frequency of 11 with a percentage of 4.4. Furthermore, a frequency of 6 with a percentage of 2.4 belonged to Group E-3. However, only one applicant with 0.4 percent applied for building permit that fell under Group H-1.

TABLE 2. Profile of the Building in Terms of Number of Floors

Number of Floors	Frequency	Percent
Low Rise Building (Less than 5 storeys)	212	84.5
Mid-Rise Building (5-10 storeys)	36	14.3
High-Rise Building (7-10 storeys)	3	1.2
Total	251	100

It can be observed that majority of them belongs to Low Rise Building Category or those with less than five (5) storey with a frequency of 212 or equivalent to 84.5%. It was followed by the Mid-Rise Building category or those with five (5) to ten (10) storey with a frequency of 36 or equivalent to 14.3%. Likewise, a frequency of 3 or an equivalent of 1.2% fell on high-rise building or those with seven (7) to ten (10) storey. It can also be seen that none fell for the category of skyscrapers.

TABLE 3. Profile of the Building in Terms of Estimated Floor Area

Estimated Floor Area of the Building	Frequency	Percent
Less than 100 sqm	115	45.8
101 sqm- 500 sqm	93	37.1
501 sqm - 1000 sqm	33	13.1
More than 1000 sqm	10	4
Total	251	100

The responses showed that majority of the business establishments in Lipa City with a frequency of 115 and an equivalent of 45.8% belonged to Less than 100 sqm. It was followed by an estimated floor area of 101 sqm – 500 sqm with a frequency of 93 and an equivalent of 37.1%. Moreover, a frequency of 33 with a percentage of 13.1 belonged to business establishments with estimated floor area of 501 sqm – 1,000 sqm. Lastly, only 10 business establishments with an equivalent of 4% fell under More than 1,000 sqm.

TABLE 4. Profile of the Building in Terms of Location

Location of the Building	Frequency	Percent
Urban District Area	70	27.9
East District Area	40	15.9
South District Area	16	6.4
North District Area	79	31.5
West District Area	46	18.3
Total	251	100

The responses showed that majority of the business establishments in Lipa City with a frequency of 79 and an equivalent of 31.5% belonged to North District. It was

followed by Urban District with a frequency of 70 and an equivalent of 27.9%. Moreover, a frequency of 46 with a percentage of 18.3 belonged to the West District. Also, a frequency of 40 with a percentage of 15.9 belonged to the East District. Lastly, only 16 business establishments with an equivalent of 6.4% were found in South District.

TABLE 5. Profile of the Building in Terms of Estimated Cost Per Sq. Meter

Estimated Cost of the Building Per Sq. Meter	Frequency	Percent
Less than PhP20,000.00	96	38.2
PhP20,001.00- PhP40,000.00	77	30.7
PhP40,001.00- PhP60,000.00	36	14.3
PhP60,001.00- PhP80,000.00	11	4.4
PhP80,001.00- PhP100,000.00	9	3.6
PHP100,001 and above	22	8.8
Total	251	100

TABLE 6. Client Satisfaction on Processing of Building Permits at Lipa City Engineering Office- Building Permit Division in terms of Tangibility

	Mean Expectation	Mean Perception	Difference	Verbal Interpretation
City Engineering's Office- Building Permit Division (CEO-BPD) will have modern looking equipment in processing the building permits.	6.18	5.79	-0.38	Unacceptable
The physical facilities at CEO-BPD in processing the building permits will be visually appealing.	6.33	5.94	-0.38	Unacceptable
Employees at CEO-BPD will have a neat appearance.	6.48	6.16	-0.33	Unacceptable
Materials associated with the service (such as pamphlets or statements) will be visually appealing at CEO-BPD	6.24	5.81	-0.43	Unacceptable
The CEO-BPD's citizen's charter will be visually available to let the clients know their requirements, procedure to obtain the service needed, person responsible, maximum time to conclude the process, fees etc.	6.34	5.88	-0.46	Unacceptable
Overall Mean	6.31	5.92	-0.4	Unacceptable

The responses showed that majority of the business establishments in Lipa City were spending Less than PhP20,000.00 per sqm with a frequency of 96 and an equivalent of 38.2%. It was followed by an estimated cost of PhP20,001.00- PhP40,000.00 per sqm with a frequency of 77 and an equivalent of 30.7%. Moreover, a frequency of 36 with a percentage of 14.3 belonged to business establishments that

were spending an estimated cost of PhP40,001.00- PhP60,000.00 per sqm. Also, a frequency of 22 with a percentage of 8.8 belonged to business establishments that were spending an estimated cost of More than PhP100,000.00 per sqm. Similarly, a frequency of 11 with a percentage of 4.4 belonged to business establishments that were spending an estimated cost of PhP60,001.00- PhP80,000.00 per sqm. Lastly, only 9 business establishments with an equivalent of 3.6% were spending an estimated cost of PhP80,001.00- PhP100,000.00 per sqm.

The results showed that the visual availability of the citizen's charter in the Building Permit Division of City Engineering Office of Lipa City with a mean difference of -0.46 is unacceptable. This indicated that the clients have higher expectation that citizen's charter would be visible to help them be guided of the over-all process of building permit acquisition.

Similarly, a mean difference of -0.33 was garnered in terms of the neat appearance of the employees. Under the tangibility, this showed the least difference however, a negative outcome still indicated that the clients have higher expectation towards the physical appearance of the employees more than to what they have perceived.

Relatedly, table 6 also showed that there were negative results between the difference on perception and expectation of the clients when it comes to the visual appeal of the facilities, modernization of the equipment, and even in the publication materials such as guides or pamphlets that were used in building permit processing in Lipa City Engineering Office- Building Permit Division with values of -0.38, -0.38, and -0.43 respectively. These results indicated that clients have higher expectation towards the physical appearance of the equipment, facilities, and even in the employees that are involved in the processing of their building permit.

The results showed that the ability of the Building Permit Division of City Engineering Office of Lipa City to fulfill their promise to the clients in delivering their undertakings within their given period of time is unacceptable with a mean difference of -0.59. This indicated that the clients have more expectation than what they have experienced in the Building Permit Division in terms of fulfilling their promise that is to do something within a certain time specifically in processing their building permits.

Similarly, a mean difference of -0.47 was garnered in terms of performing the processing of building permits right the first time. Under the reliability, this showed the least difference however, a negative outcome still indicated that the clients have more expectation than what they have perceived towards the rightful performance of the building permit processing at Building Permit Division.

The table 7 also showed that there were negative results between the difference on perception and expectation of the clients when it comes to the sincere interest of the said division in solving the problem of the client, provision of service at the time that the said division promise to do so, and in insisting on error free records in building permit processing with values of -0.48, -0.54, and -0.49 respectively. It can be

observed from the results that clients have high expectations towards the dimension of reliability in service quality.

TABLE 7. Client Satisfaction on Processing of Building Permits at Lipa City Engineering Office- Building Permit Division in terms of Reliability

	Mean Expectation	Mean Perception	Difference	Verbal Interpretation
When CEO-BPD promise to do something by a certain time specifically in processing the building permits, they do.	6.35	5.76	-0.59	Unacceptable
When a client has a problem in processing his building permit, CEO-BPD will show a sincere interest in solving it.	6.3	5.82	-0.48	Unacceptable
CEO-BPD specifically in processing the building permits will perform the service right the first time.	6.42	5.94	-0.47	Unacceptable
CEO-BPD specifically in processing the building permits will provide the service at the time they promise to do so.	6.45	5.91	-0.54	Unacceptable
CEO-BPD specifically in processing the building permits will insist on error free records	6.42	5.93	-0.49	Unacceptable
Overall Mean	6.39	5.87	-0.51	Unacceptable

The results showed that the ability of the employees of the Building Permit Division of City Engineering Office of Lipa City to never be too busy to respond to the client request while processing their building permit is unacceptable with a mean difference of -0.69. This indicated that the clients have more expectation than what they have experienced in the Building Permit Division in terms of prioritizing their client needs in processing their building permits.

Similarly, a mean difference of -0.47 was garnered in terms of giving prompt service to the clients through streamlining the procedures in processing the building permit. Under the reliability, this showed the least difference however, a negative outcome still indicated that the clients have more expectation than what they have perceived towards giving prompt service to them through streamlining the procedures in processing the building permit.

The table also showed that there were negative results between the difference on perception and expectation of the clients when it comes to telling the clients exactly when services in processing their building permits will be

performed, the willingness of the employees to help the clients in processing their building permit, and in following the mandates of Ease of Doing Business that complex transaction such as building permit processing shall be done within 7 working days with values of -0.58, -0.50, and -0.54 respectively.

TABLE 8. Client Satisfaction on Processing of Building Permits at Lipa City Engineering Office- Building Permit Division in terms of Responsiveness

	Mean Expectation	Mean Perception	Difference	Verbal Interpretation
Employees of CEO-BPD will tell its clients exactly when services in processing their building permits will be performed.	6.41	5.83	-0.58	Unacceptable
Employees of CEO-BPD will give prompt service to the clients by streamlining the procedure in processing their building permit	6.37	5.9	-0.47	Unacceptable
Employees of CEO-BPD will always be willing to help clients specifically in processing the building permits	6.42	5.92	-0.5	Unacceptable
Employees of CEO-BPD shall follow the mandates of Ease of Doing Business Law that complex transactions such as Issuance of Building Permits shall be processed within 7 working days	6.41	5.87	-0.54	Unacceptable
Employees of CEO-BPD specifically in processing the building permits will never be too busy to respond to clients' requests.	6.35	5.67	-0.69	Unacceptable
Overall Mean	6.39	5.84	-0.55	Unacceptable

Based from the results on Table 8, it can be observed that the clients processing their building permits at Lipa City Engineering Office- Building Permit Division have also high expectations towards the responsiveness dimension of service quality.

TABLE 9. Client Satisfaction on Processing of Building Permits at Lipa City Engineering Office- Building Permit Division in terms of Assurance

	Mean Expectation	Mean Perception	Difference	Verbal Interpretation
The behavior of employees in CEO-BPD specifically in processing the building permits will instill confidence in clients.	6.43	5.96	-0.47	Unacceptable
Clients of CEO-BPD specifically those who process their building permits will feel safe with transactions	6.5	6.08	-0.42	Unacceptable
Clients of CEO-BPD specifically those who process their building permits will feel safe with transactions	6.44	5.94	-0.49	Unacceptable
Employees of CEO-BPD specifically those who process the building permits will be consistently following the mandates of their citizen's charter to uphold standards of quality, transparency, and accountability to the people	6.45	5.83	-0.62	Unacceptable
Employees of CEO-BPD specifically those who process the building permits will have the knowledge to answer clients' questions.	6.48	5.96	-0.52	Unacceptable
Overall Mean	6.46	5.96	-0.5	Unacceptable

The results showed that the ability of the employees of the Building Permit Division of City Engineering Office of Lipa City to consistently follow the mandates of their citizen's charter in processing their building permit is unacceptable with a mean difference of -0.62. This indicated that the clients have more expectation than what they have experienced in the Building Permit Division in terms of their employee's compliance to their citizen's charter.

Similarly, a mean difference of -0.42 was garnered in terms of making the clients feel safe in processing the building permit. Under the assurance, this showed the least difference however, a negative outcome still indicated that the clients have more expectation than what they have perceived towards keeping them safe in processing the building permit.

The table also showed that there were negative results between the difference on perception and expectation of the clients when it comes to instilling of confidence of the employees to the clients, the courteousness of the employees to the clients, and the knowledge of the employees to answer

their client questions in processing their building permit with values of -0.47, -0.49, and -0.52 respectively.

Based from the results shown in Table 9, it can be observed that the clients processing their building permits at Lipa City Engineering Office- Building Permit Division have also high expectations towards the assurance dimension of service quality.

TABLE 10. Client Satisfaction on Processing of Building Permits at Lipa City Engineering Office- Building Permit Division in terms of Empathy

	Mean Expectation	Mean Perception	Difference	Verbal Interpretation
CEO-BPD will give clients individual attention as they process their building permits.	6.31	5.89	-0.41	Unacceptable
CEO-BPD will have operating hours convenient to all their clients in processing their building permit.	6.31	5.93	-0.38	Unacceptable
CEO-BPD will have employees who give clients personal attention in processing their building permits	6.39	5.82	-0.57	Unacceptable
CEO-BPD will have their client's best interests at heart.	6.41	5.93	-0.48	Unacceptable
The employees of CEO-BPD will understand the specific needs of their clients as they process their building permits	6.43	5.92	-0.51	Unacceptable
Overall Mean	6.37	5.90	-0.47	Unacceptable

The results showed that the ability of the employees of the Building Permit Division of City Engineering Office of Lipa City to give their clients personal attention in processing their building permit is unacceptable with a mean difference of -0.57. This indicated that the clients have more expectation than what they have experienced in the Building Permit Division in terms giving them personal attention in processing their building permit.

Similarly, a mean difference of -0.38 was garnered in terms of operating of Building Permit Division within the convenient time for the clients in processing the building permit. Under the empathy, this showed the least difference however, a negative outcome still indicated that the clients have more expectation than what they have perceived towards this.

The table 10 also showed that there were negative results between the difference on perception and expectation of the clients when it comes to giving the clients personal attention, considering the clients best interest, and understanding their client specific need in processing their building permit with values of -0.38, -0.48 and -0.51 respectively.

Likewise, the results of the responses gathered from the focus group discussions showed that clients were still eyeing for more improvements from the concerned office specially in the aspects of facilities and equipment, personnel, service quality, and to the modifications that they have done to augment the satisfaction of the clients in the services that they have been providing.

TABLE 11. Significant Difference in the Client Satisfaction to Building Permits Processing at Lipa City Engineering Office- Building Permit Division when Grouped According to Purpose

	Chi <sup>2</sup> Value	p-value	Decision Ho	Verbal Interpretation
Tangibility	4.717	0.694	Failed to Reject	Not Significant
Reliability	2.019	0.959	Failed to Reject	Not Significant
Responsiveness	7.347	0.394	Failed to Reject	Not Significant
Assurance	3.677	0.816	Failed to Reject	Not Significant
Empathy	5.404	0.611	Failed to Reject	Not Significant

It was clearly shown in Table 11 that there is no significant difference in the client satisfaction to building permit processing at Lipa City Engineering Office- Building Permit Division when grouped according to the purpose of the building applying for building permit. The p-values of 0.694, 0.959, 0.394, 0.816, and 0.611 which are greater than 0.05 level of significance were obtained for service quality dimensions such as Tangibility, Reliability, Responsiveness, Assurance, and Empathy respectively thus there is a failure to reject the null hypothesis.

TABLE 12. Significant Difference in the Client Satisfaction to Building Permits Processing at Lipa City Engineering Office- Building Permit Division when Grouped According to Number of Floors

	Chi <sup>2</sup> Value	p-value	Decision Ho	Verbal Interpretation
Tangibility	0.538	0.764	Failed to Reject	Not Significant
Reliability	1.486	0.476	Failed to Reject	Not Significant
Responsiveness	0.932	0.628	Failed to Reject	Not Significant
Assurance	0.013	0.994	Failed to Reject	Not Significant
Empathy	0.407	0.816	Failed to Reject	Not Significant

It was clearly exhibited in Table 12 that there is no significant difference in the client satisfaction to building permit processing at Lipa City Engineering Office- Building Permit Division when grouped according to the number of floors of the building applying for building permit. The p-values of 0.764, 0.476, 0.628, 0.994, and 0.816 which are greater than 0.05 level of significance were obtained for service quality dimensions such as Tangibility, Reliability, Responsiveness, Assurance, and Empathy respectively thus there is a failure to reject the null hypothesis.

It was clearly revealed in Table 13 that there is no significant difference in the client satisfaction to building permit processing at Lipa City Engineering Office- Building Permit Division when grouped according to the floor area of the building applying for building permit. The p-values of 0.152, 0.89, 0.307, 0.145, and 0.909 which are greater than

0.05 level of significance were obtained for service quality dimensions such as Tangibility, Reliability, Responsiveness, Assurance, and Empathy respectively thus there is a failure to reject the null hypothesis.

TABLE 13. Significant Difference in the Client Satisfaction to Building Permits Processing at Lipa City Engineering Office- Building Permit Division when Grouped According to Estimated Floor Area

	Chi <sup>2</sup> Value	p-value	Decision Ho	Verbal Interpretation
Tangibility	5.28	0.152	Failed to Reject	Not Significant
Reliability	0.679	0.89	Failed to Reject	Not Significant
Responsiveness	3.165	0.307	Failed to Reject	Not Significant
Assurance	5.403	0.145	Failed to Reject	Not Significant
Empathy	0.544	0.909	Failed to Reject	Not Significant

TABLE 14. Significant Difference in the Client Satisfaction to Building Permits Processing at Lipa City Engineering Office- Building Permit Division when Grouped According to Location

	Chi <sup>2</sup> Value	p-value	Decision Ho	Verbal Interpretation
Tangibility	6.408	0.167	Failed to Reject	Not Significant
Reliability	2.326	0.676	Failed to Reject	Not Significant
Responsiveness	5.845	0.211	Failed to Reject	Not Significant
Assurance	8.944	0.063	Failed to Reject	Not Significant
Empathy	6.497	0.165	Failed to Reject	Not Significant

It was clearly shown in Table 14 that there is no significant difference in the client satisfaction to building permit processing at Lipa City Engineering Office- Building Permit Division when grouped according to the location of the building applying for building permit. The p-values of 0.167, 0.676, 0.211, 0.063, and 0.165 which are greater than 0.05 level of significance were obtained for service quality dimensions such as Tangibility, Reliability, Responsiveness, Assurance, and Empathy respectively thus there is a failure to reject the null hypothesis.

It was clearly revealed in Table 15 that there is no significant difference in the client satisfaction to building permit processing at Lipa City Engineering Office- Building Permit Division in terms of tangibility, reliability, assurance and empathy when grouped according to the estimated cost of the building applying for building permit. The p-values of 0.41, 0.919, 0.72, 0.836 which are greater than 0.05 level of significance were obtained for service quality dimensions such as Tangibility, Reliability, Assurance, and Empathy respectively thus there is a failure to reject the null hypothesis.

However, a p-value of 0.029 which is lower than 0.05 level of significance was obtained for Responsiveness which indicated that there is significant difference in the client satisfaction to building permit processing at Lipa City Engineering Office- Building Permit Division in terms of responsiveness when grouped according to the estimated cost

of the building applying for building permit. This suggested to reject the null hypothesis.

TABLE 15. Significant Difference in the Client Satisfaction to Building Permits Processing at Lipa City Engineering Office- Building Permit Division when Grouped According to Estimated Cost

	Chi <sup>2</sup> Value	p-value	Decision Ho	Verbal Interpretation
Tangibility	3.968	0.41	Failed to Reject	Not Significant
Reliability	0.939	0.919	Failed to Reject	Not Significant
Responsiveness	10.763	0.029	Reject	Significant
Assurance	2.084	0.72	Failed to Reject	Not Significant
Empathy	1.429	0.836	Failed to Reject	Not Significant

TABLE 16. Extent of Compliance of Lipa City Engineering Office- Building Permit Division to Ease of Doing Business Regarding Building Permit Processing in terms of Processing Time

	Mean	Verbal Interpretation
The employees of CEO-BPD will understand the specific needs of their clients as they process their building permits	6.09	Full Compliant
For special use permit applications or request which pose danger to public health, public safety, public morals, public policy, necessary in processing the building permit, the prescribed processing time is in no case longer than twenty (20) working days or as determined by the government agency or instrumentality concerned, whichever is shorter.	5.97	Full Compliant
The application or request for license, clearance permit, certification or authorization which is necessary in processing the building permit that requires the approval of the <i>Sangguniang Panlungsod of Lipa City</i> takes a period of forty-five (45) working days to act on the application or request, which extends to another twenty (20) working days.	6.10	Full Compliant
The maximum time prescribed in processing the building permit may be extended only once for the same number of days, which is indicated in the <i>Citizen's Charter</i> .	6.05	Full Compliant
In cases where the cause of delay is due to force majeure or natural or man-made disasters, which result to damage or destruction of documents, and/or system failure of the computerized or automatic processing, the prescribed processing times mandated is suspended and appropriate adjustments are being made.	6.05	Full Compliant
Overall Mean	6.05	Full Compliant

Table 16 exhibited the extent of compliance of Lipa City Engineering Office- Building Permit Division to ease of doing business regarding building permit processing in terms of processing time. It was revealed that the over-all mean of 6.05 indicated that the Lipa City Government is fully compliant to

the mandates of ease of doing business regarding building permit related transactions in terms of processing time.

Based from the results, it can be observed that Lipa City Government through its Engineering Office-Building Permit Division has been one in helping the country in improving its rank to Doing Business Report of the World Bank. Its compliance specifically in building permit processing showed support to the vision of the country for Ease of Doing Business Ranking.

TABLE 17. Extent of Compliance of Lipa City Engineering Office- Building Permit Division to Ease of Doing Business Regarding Building Permit Processing in terms of Procedure

	Mean	Verbal Interpretation
Lipa City Engineering's Office-Building Permit Division (CEO-BPD) has a queuing mechanism to better manage the flow of applications particularly the building permit applications.	6.00	Full Compliant
Lipa City Government specifically the CEO-BPD declare the total number of documents necessary to complete the transaction cycle of acquiring building permit. The number of documents refer to the documents required from the applicant or requesting party, the type of documents, and the number of copies for each document to be used or required to complete the processing of building permit.	6.17	Full Compliant
Lipa City Government particularly Lipa City Engineering's Office- Building Permit Division (CEO-BPD) has simplified the application form or the documentary requirements in processing the building permit	6.20	Full Compliant
The CEO-BPD's citizen's charter in processing the building permit contain the requirements, procedure to obtain the service needed, person responsible, maximum time to conclude the process, fees etc.	6.18	Full Compliant
Lipa City Government specifically the CEO-BPD reports in detail the steps necessary to complete the service/process, including a flowchart indicating the front end/back end of the building permit processing	6.14	Full Compliant
The receiving officer in the CEO-BPD in processing the building permit preliminarily assesses the completeness of the application and its supporting documents vis-à-vis the checklist of requirements of the concerned department to ensure a more expeditious action on the application or request	6.14	Full Compliant
Overall Mean	6.14	Full Compliant

Table 17 showed the extent of compliance of Lipa City Engineering Office- Building Permit Division to ease of doing business regarding building permit processing in terms of procedure. The over-all mean of 6.14 suggested that the Lipa City Government is fully compliant to the mandates of ease of

doing business regarding building permit related transactions in terms of procedures.

As indicated in the results, it can be noticed that the full compliance of the Lipa City Government through its Engineering Office-Building Permit Division in the mandates of Ease of Doing Business particularly in streamlining and simplifying the procedures in transacting with the public specifically in building permit processing could continuously entice business owners and investors to put up business in the city. This could help Lipa City’s economy to thrive and even collect larger tax revenues that could help in funding various governmental project that would benefit a lot of Lipenos.

TABLE 18. Extent of Compliance of Lipa City Engineering Office- Building Permit Division to Ease of Doing Business Regarding Building Permit Processing in terms of Signatories

	Mean	Verbal Interpretation
The number of signatories in building permit is limited to a maximum of three (3) signatures which shall represent officers directly supervising the office or agency concerned	6.04	Full Compliant
In case the authorized signatory is on official business or official leave, an alternate is designated as signatory.	6.08	Full Compliant
Electronic Versions of Building Permits has the same level of authority as that of the signed hard copy, which may be printed by the applicants or requesting parties in the convenience of the office concerned.	6.02	Full Compliant
The head of the office or agency is primarily responsible and accountable to the public in rendering fast, efficient, convenient and reliable service.	6.16	Full Compliant
Overall Mean	6.08	Full Compliant

Table 18 displayed the extent of compliance of Lipa City Engineering Office- Building Permit Division to ease of doing business regarding building permit processing in terms of procedure. This suggested that the over-all mean of 6.08 indicated that the Lipa City Government is fully compliant to the mandates of ease of doing business regarding building permit related transactions in terms of signatories

From the results, it can be discerned that the full compliance of the Lipa City Government through its Engineering Office-Building Permit Division in the mandates of Ease of Doing Business particularly in signatory policies could help in reducing the bureaucratic red tape and bring a better and more efficient government service delivery specifically in building permit processing.

Furthermore, through the focus group discussion that was conducted, clients were able to share their insights and perception on the compliance of Lipa City Government through its Engineering Office-Building Permit Division to the mandates of Ease of Doing Business. The responses showed that respondents believed that the aforementioned office is compliant. They supposed that the delays are still caused by inadequate number of staffs who are involved in the process and the lacking of requirement that the clients are submitting.

However, it can be observed that the result of being compliant to the mandates of Ease of Doing Business did not justify the results obtained in the client satisfaction or the difference mean between their perception and expectations towards the service quality that they provide the clients. it can be concluded that client perceived the said office to be doing their best in order to comply with the mandates of the law particularly in EODB however, their expectation therein exceeded their perceived experience hence, minimal negative scores were obtained that implied their unacceptance or dissatisfaction towards the service quality. They observed that the problem boiled down to an inadequate number of staff that were directly involved in the processing and the incomplete compliance of the clients with requirements that caused delays to the processing thus, clients eyed to improve and enhance these factors to have a better and more efficient public service delivery. Through enhancing such, the efforts of the said office to comply with the mandates of Ease of Doing Business would be more emphasized and would be more visible to the stakeholders.

TABLE 19. Significant Relationship Between the Level of Compliance of Building Permits Processing at Lipa City Engineering Office- Building Permit Division to Ease of Doing Business Law and the Client Satisfaction in Terms of Processing Time

	p	p-value	Decision Ho	Verbal Interpretation
Tangibility	0.086	0.175	Failed to Reject	Not Significant
Reliability	0.152	0.016	Reject	Significant
Responsiveness	0.058	0.364	Failed to Reject	Not Significant
Assurance	0.147	0.019	Reject	Significant
Empathy	0.169	0.007	Reject	Significant

The results showed that under processing time and client satisfaction, p-values of 0.175 and 0.364 which are higher than the set p-value of 0.05 were obtained under the service quality dimensions such as Tangibility and Responsiveness respectively. This result indicated the failure to reject the null hypothesis, hence no significant relationship was found between the processing time and tangibility as well as in processing time and responsiveness. However, p-values of 0.016, 0.019, and 0.007 which are lower than the set p-value of 0.05. were obtained under service quality dimensions such as Reliability, Assurance, and Empathy. This result indicates to reject the null hypothesis; hence, significant relationship was found between the processing time and reliability, processing time and assurance, and processing time and empathy.

TABLE 20. Significant Relationship Between the Level of Compliance of Building Permits Processing at Lipa City Engineering Office- Building Permit Division to Ease of Doing Business Law and the Client Satisfaction in Terms of Procedure

	p	p-value	Decision Ho	Verbal Interpretation
Tangibility	0.193	0.002	Reject	Significant
Reliability	0.224	0.00001	Reject	Significant
Responsiveness	0.187	0.003	Reject	Significant
Assurance	0.284	0.00001	Reject	Significant
Empathy	0.298	0.00001	Reject	Significant



The results showed that under procedure and client satisfaction, p-values of 0.002, 0.00001, 0.003, 0.00001, and 0.00001 which are lower than the set p-value of 0.05 were obtained under service quality dimensions such as Tangibility, Reliability, Responsiveness, Assurance, and Empathy. This result indicated the rejection of the null hypothesis, hence there are significant relationship found among the processing time and all the above-mentioned variables.

TABLE 21. Significant Relationship Between the Level of Compliance of Building Permits Processing at Lipa City Engineering Office- Building Permit Division to Ease of Doing Business Law and the Client Satisfaction in Terms of Signatories

	<b>p</b>	<b>p-value</b>	<b>Decision Ho</b>	<b>Verbal Interpretation</b>
Tangibility	0.119	0.06	Failed to Reject	Not Significant
Reliability	0.184	0.003	Reject	Significant
Responsiveness	0.112	0.077	Failed to Reject	Not Significant
Assurance	0.278	0.0000 1	Reject	Significant
Empathy	0.292	0.0000 1	Reject	Significant

The results showed that under signatories and client satisfaction, p-values of 0.06 and 0.077 which are higher than the set p-value of 0.05. were obtained under service quality dimensions such as Tangibility and Responsiveness This result indicates the failure to reject the null hypothesis, hence no significant relationship was found between the signatories and tangibility as well as in signatories and responsiveness. However, p-values of 0.003, 0.00001, and 0.00001, which are lower than the set p-value of 0.05. were obtained under service quality dimensions such as Reliability, Assurance, and Empathy. This result indicates to reject the null hypothesis; hence, significant relationship was found between the processing time and reliability, processing time and assurance, and processing time and empathy.

**IV. CONCLUSION**

Based on the findings of the study, the following conclusions were drawn:

1. Most of the business establishments in Lipa City belongs to Low-Rise Building Category. Likewise, majority of the purpose of applying for building permits are for Group B. Moreover, majority of the business establishments in Lipa City belonged to Less than 100 sqm estimated area of the building. They were located mostly at North District. Additionally, responses showed that majority of the business establishments in Lipa City were spending Less than Php20,000.00 per sqm
2. The results of this study indicated that tangibility, reliability, responsiveness, assurance, and empathy were the most demanded service quality dimensions in building permit where they obtained negative scores indicating that their perceived experience is lower than their expectation. Hence, this implies that clients were not satisfied in the quality of service provided by Lipa City Engineering

Office- Building Permit Division which was supported by the results of the FGD.

3. The over-all results of the difference between client satisfaction to building permits processing at Lipa City Engineering Office- Building Permit Division when Grouped According to the profile of the building showed that there are no significant differences among them. Hence, the five (5) service quality dimensions have no connection to the profile of the building being applied for building permit.
4. The result suggested that Lipa City Government through its Engineering Office-Building Permit Division is fully compliant to the mandates of Ease of Doing Business particularly in processing time, procedure, and in signatories. However, the problem boiled down to an inadequate number of staff that were directly involved in the processing and the incomplete compliance of the clients with requirements that caused delays to the processing.
5. The results showed that the processing time has no significant relationship with tangibility and with responsiveness. However, it has significant relationship towards reliability, assurance, and empathy. Meanwhile, the results suggested that procedure has significant relationship towards tangibility, reliability, responsiveness, assurance, and empathy while signatories has no significant relationship with tangibility and responsiveness, Nonetheless, it was suggested that signatories has significant relationship towards reliability, assurance, and empathy.
6. The proposed strategies to improve service quality and client satisfaction on building permit processing at Lipa City Engineering Office- Building Permit Division was conceptualized to enhance the service delivery therein. The resulted gap on the mean scored between the perceived and expected service delivery served as proof of evidence to develop and create the strategies proposed.

**V. RECOMMENDATION**

Based on the findings and conclusions, the following recommendations were offered:

1. The office may consider to increase the number of staffs who are directly involved in the processing of the building permit such as the frontline staffs and even the engineers and architects who inspect and evaluate the plans submitted by the clients.
2. It is recommended to establish a customer service desk with knowledgeable personnel to have a specific point of contact that could cater all the queries of the clients to avoid disturbance to clients on board in the processing.
3. Posting a visually appealing and informative citizen’s charter to let the clients know the following is also encouraged. This may be done in the form of information billboards which shall be posted at the main entrance of their office or at the most conspicuous place, in their respective websites or social media pages, and even in the form of published materials written either in English and/or Filipino. Through this, the clients will be guided of

what to expect from the concerned office and be more compliant therein to avoid unnecessary delays from their part.

- a. A comprehensive and uniform checklist of requirements for each type of application or request;
  - b. The procedure to obtain a particular service;
  - c. The person/s responsible for each step;
  - d. The maximum time to conclude the process;
  - e. The document/s to be presented by the applicant or requesting party, if necessary;
  - f. The amount of fees, if necessary; and
  - g. The procedure for filing complaints."
4. Convene re-orientation for the personnel to remind them of their obligations, accountabilities, and responsibilities to their clients. The concerned office may also send their personnel to some seminars and trainings to discover new insights that could help them improve the current practice of service delivery from their end.
  5. Lipa City Engineering Office may also update and advance the equipment that they are currently using to keep up with rapidly evolving technology that makes businesses function in a smarter and speedier way than ever before.
  6. Future researchers can make this study as stepping stone and direction to guide them in their quest to discover and address service quality related problems especially in public offices.

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