

# Challenges in the Implementation of Ease of doing Business (R.A. 11032) in the Department of Human Settlement and Urban Development Region I

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*Abstract* — This study investigated the compliance of the Department of Human Settlement and Urban Development (DHSUD,) Region 1, on the implementation of R.A. 11032 Ease of Doing Business (EODB), as perceived by its stakeholders, along Accountability, Regulation and Implementation, Functionality and Technical Aspect, Clients Satisfaction, and Feedback Mechanisms. It also determined the challenges/barriers encountered by the Service Providers, Service Seekers, and among departments. in compliance with R.A. 11032. The population of this study consisted of 120 stakeholders of the Department of Human Settlements and Urban Development (DHSUD) which is composed of 40 Real Estate Developers, 20 Real Estate Service Practitioners (brokers/salespersons/business firms), 40 Local Government Units (LGUs), and 20 Homeowners' Associations.

Findings of the study revealed that 1) The Department of Human Settlement and Urban Development (DHSUD) “Very Much Complied” on the implementation of R.A. 11032 in terms of “Accountability,” and “Complied” along “Regulation and Implementation”, “Functionality and Technical Aspect.” “Client Satisfaction,” and” Feedback Mechanisms;” 2) The Service Providers of DHSUD “Moderately Encountered” challenges/barriers in the implementation of R.A. 11032; 3) The problems/barriers in the implementation of R.A. 11032 were “Not Encountered” by the Service Seekers; and 4) The problems/barriers were “Not Encountered” by the departments. 5) There is no significant relationship between the Level of Compliance of DHSUD, Region 1 in terms of Accountability, Regulations and Implementation, Functionality and Technical Aspects, Clients Satisfaction and Feedback Mechanisms, and the Challenges Encountered by the Service Providers, Service Seekers and Among Departments.

The following recommendations are hereby forwarded based from the findings and conclusions of the study: 1) To uphold high standard of service delivery, DHSUD should provide continuous training and capacity-building for DHSUD staff to ensure they are equipped to handle new and updated regulations; 2) Monitor the implementation of EODB directive with periodic reports and evaluation to identify areas for improvement and ensure compliance. 3) To reduce bottlenecks and improve efficiency, DHSUD may implement digital platform and one-stop-shop for permits, licenses, and other housing related transactions; 4) Provide training programs for DHSUD officials and staff on EODB principles and compliance requirements; and 5) Ensure that online platforms used by DHSUD are user-friendly, stable, and accessible to the public with easy-to-understand instructions.

*Keywords* — **compliance, R.A. 11032, accountability, public service delivery, red tape**

## I. Introduction

One of the policies of the State is to promote integrity, accountability, proper management of public affairs and public property as well as to establish effective practices aimed at efficient turnaround of the delivery of government services and the prevention of graft and corruption in government. Towards this end, the State shall maintain honesty and responsibility among its public officials and employees, and shall take appropriate measures to promote transparency in each agency, about the manner of transacting with the public, which shall encompass a program for the adoption of simplified requirements and procedures that will reduce red tape and expedite business and nonbusiness related transactions in government. (Sec. 2 of R.A. No. 11032) Majority of the government agencies in the Philippines nowadays faced challenges on the implementation of laws intended to prevent commission of negative bureaucratic behavior characterized by issues like corruption, inefficiency, red tape, lack of accountability, and lack of responsiveness, hindering public service delivery and eroding public trust. This also include unethical practices, counterproductive work behaviors, and harmful actions that undermine public trust and organizational efficiency.

With the above observations, then President Rodrigo Duterte signed into law the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 (R.A. 11032). This law applies to all government offices and agencies where the Department of Human Settlement and Urban Development (DHSUD) is included. It is a transformative piece of legislation that aims to streamline bureaucratic processes, reduce red tape, and fosters a more business- friendly environment on how citizens, entrepreneurs, and stakeholders interact with government agencies. Ease of Doing Business (EODB) is a government program for the adoption of simplified requirements and procedures that will reduce red tape and expedite transactions. (<https://eodb.dswd.gov.ph>). It plays a crucial role in a country's economic growth by influencing the attraction of foreign direct investments. When systems, processes, rules, and regulations are business-friendly, setting up of businesses is made easier. Ease of doing business can benefit businesses and local citizens through access to economic opportunities, lower transaction costs and less corruption. In fact, there was a directive of President Marcos for all government processes to be streamlined and digitalized. According to him, this will be the most effective way of attracting investors to come here in our country. Further, he stated that "if we are able to show the whole world that government agencies have services and processes that are streamlined and digitalized, they will come in here." (Anti Red Tape Authority, June 2025)

A Study on "Stakeholder's Satisfaction in the Implementation of Ease of Doing Business (R.A. 11032) in the Local Government Units of Pangasinan was undertaken by Banda (2025). A descriptive research design was employed, utilizing survey questionnaires administered to 150 respondents - 45 service providers and 105 service seekers - selected through Cochran's formula. Findings revealed that service seekers were "highly satisfied" across four dimensions: acceptance of application, submission of requirements, action of offices, and access to government services.

Significant correlations were found between satisfaction and variables such as age and educational attainment, while no significant relationship was observed with sex. Moreover, the challenges identified by service providers and service seekers did not differ significantly across LGUs. The study concluded that while EODB implementation has positively influenced service satisfaction, targeted interventions are necessary to address digital accessibility and improve stakeholder experience. Proposed interventions emphasize standardized procedures, digital platform adoption, improved inter-department coordination, and community-based literacy initiatives to enhance EODB processes.

Tolentino (2024) made a study on, “Ease of Doing Business and Efficient Government Service Delivery at Tarlac State University: An Evaluation.” The study focused on the evaluation of EODB 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. Results of the study show that the university is following the directive in the implementing policy. It also complies with the Citizen’s Charter as the institution complied with the prescribed details in each office. Further, the institution also observes the Report Card Survey assessment. In the year 2020, Romero and De Guzman, (2020) conducted a research on the Degree of Observance of Ease of Doing Business and Efficient Government Service Delivery Act in the Department of Education in Nueva Ecija in the Philippines, and the findings derived from the study reveal that the fundamental elements delineated in Republic Act No. 11032 are consistently adhered to within the Department of Education Division of Nueva Ecija. However, despite the institution's endeavors to eradicate bureaucratic impediments, the presence of queuing persists. The comprehensive success of policy implementation hinges on a dual transformation: an alteration in behavior on the part of service providers and a corresponding shift in the attitudes and actions of the public clientele they serve.

The primary issue with Ease of Doing Business in the Philippines as reported by Al Overview, is the persistence of red tape and bureaucratic inefficiencies, despite efforts to streamline processes. While the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 aims to simplify procedures, challenges remain in its implementation and enforcement, particularly at the local government level. It is with the above context that the researcher became interested to determine the Stakeholders’ Compliance on the Implementation of R.A. 11032 (EODB) in DHSUD, Region I: Basis for Effective Public Service Delivery.

### **Statement of the Problem**

This study determined the level of compliance of DHSUD, Region 1, on the implementation of R.A. 11032 (EODB) as perceived by the stakeholders. It, likewise, assessed the extent of challenges/barriers encountered by the stakeholders in the implementation of R.A. 11032.

Specifically, it sought to answer the following sub-problems:

- 1) What is the level of compliance of DHSUD, Region 1, on the implementation of R.A. 11032 (EODB) as perceived by the stakeholders along:
    - 1.1 accountability;
    - 1.2 regulation and implementation;
    - 1.3 functionality and technical aspects;
    - 1.4 client's satisfaction; and
    - 1.5 feedback mechanisms?
  - 2) What is the extent of the challenges/barriers encountered by the following stakeholders in the implementation of R.A. 11032?
    - 2.1 service providers;
    - 2.2 service seekers; and
    - 2.3 among departments?
  - 3) Is there a significant relationship between the level of compliance of DHSUD, Region I, and the challenges they encountered?
  - 4) Based on the findings, what interventions maybe proposed to enhance the compliance of DHSUD, Region 1 on R.A. 11032 to improve public service delivery.
3. Is there a significant difference in the skill competency of the athletes on their profile variables?

## **II. Methodology**

This chapter presents the research design and procedure used to answer the research problems stated in Chapter 1. It also includes the research design used, the data-gathering instrument, and the statistical treatment of data.

### **Research Design and Strategy**

This study utilized the descriptive method. The descriptive method of research, according to McCombes (2020) aims to accurately and systematically describe a population, situation, or phenomenon. This definition was corroborated by Baht (2020) when he stated that descriptive methods describe the characteristics of a population or studied phenomenon, emphasizing the “what” over the “why”.

According to various authors, descriptive research aims to paint an accurate picture of the subject under study, often through observation and measurement, without manipulating variables.

**Population and Locale of the Study**

The population of this study consisted of 120 stakeholders of the Department of Human Settlements and Urban Development (DHSUD). These were composed of 40 Real Estate Developers, 20 Real Estate Service Practitioners (brokers/salespersons/business firms), 40 Local Government Units (LGUs), and 20 Homeowners’ Associations.

Since the total population was relatively small and manageable, the researcher decided to include all 120 stakeholders as respondents of the study. In this regard, the sample is equal to the population, following the census method of data collection. This ensured complete coverage and eliminated the risk of sampling error, thereby strengthening the reliability and generalizability of the findings.

Table 1 below presents the distribution of respondents across the different stakeholder groups.

**Table 1**  
**Distribution of Respondents**

Offices	Stakeholders
Housing and Real Estate Development Regulations Division	20 Real Estate Developers 20 Real Estate Service Practitioners
Environmental, Land Use and Urban Planning and Development Division	20 Real Estate Developer 20 Local Government units
Public Housing Settlements Division	20 Local Government units
Home Owners Association and Community Development Division	20 Home Owners Associations
Total	120 Respondents

**Data Gathering Tool**

The data-gathering instrument to be administered to the stakeholders is a questionnaire consisted of two (2) parts. Part I of the questionnaire determined the level of compliance of DHSUD, Region 1, on the implementation of R.A. 11032 (EODB) along: a) accountability, b) regulation and implementation, and c) functionality and technical aspects, while Part II of the questionnaire identified the extent of challenges encountered by DHSUD in compliance with EODB, in terms of: a) work engagement, b) red tape, and c) adaptability to technology. The questionnaire went through an expert review before it was administered to the stakeholders. The researcher sought the input and feedback from experts in customer satisfaction in the context of Ease of Doing Business on government transactions.

## Data Gathering Procedure

The data gathered from the respondents were treated with appropriate statistical tools.

For Problem No. 1, which determined the level of compliance of DHSUD, Region 1, in the implementation of R.A. 11032 (Ease of Doing Business Act), as perceived by the stakeholders, Average Weighted Mean (AWM) was utilized.

In determining the level of compliance of the agency, the following scale below, was used:

Point Value	Scale Range	Descriptive Equivalent
4	3.50 - 4.0	Very Much Complied
3	2.50 - 3.49	Complied
2	1.50 - 2.49	Moderately Complied
1	1.00 - 1.49	Not Complied

As to Problem No. 2, which identified the extent of challenges encountered by the DHSUD in compliance with EODB, Average Weighted Mean (AWM), was likewise used. In determining the extent of the challenges encountered, the scale below was utilized.

Point Value	Scale Range	Descriptive Equivalent
4	3.50 - 4.0	Always Encountered
3	2.50 - 3.49	Encountered
2	1.50 - 2.49	Moderately Encountered
1	1.00 - 1.49	Not Encountered

For Problems No. 3 and 4 which determined if there exists a significant relationship between the respondents' profile and the level of compliance of DHSUD, Region 1, on the implementation of R.A. 11032 (EODB); and if there exists a significant relationship between the challenges encountered by DHSUD, Region 1, in compliance with EODB, Pearson R correlation was used.

## III. Results and Discussion

This chapter presents the results based from the data gathered. The discussion follows the arrangement based on the problems stated in Chapter 1.

**Table 1**  
**Level of Compliance of DHSUD, Region I on the Implementation of**  
**R.A. 11032 in Terms of Accountability**

<b>A. Accountability</b>	<b>Mean</b>	<b>Descriptive Rating</b>
1) The DHSUD Region I office has an updated and visible Citizen’s Charter that lists all frontline services.	3.65	Very Much Complied
2) The Citizen’s Charter details the step- by-step procedures, required documents, and applicable fees for each service.	3.42	Complied
3) The procedures for filing complaints and feedback mechanisms are clearly posted and accessible.	3.58	Very Much Complied
4) All applications/requests with complete requirements are acted upon within the prescribed processing time.	3.47	Complied
5) The Agency uses digital platforms and streamlines procedures to enhance efficiency and transparency.	3.55	Very Much Complied
Weighted Mean	3.53	Very Much Complied

**Table 1** determined the level of compliance of DHSUD, Region 1 on the implementation of R.A. 11032 as perceived by the respondents along Accountability. It is clearly seen from the table that three (3) of the indicators were rated by the respondents as “highly Complied”, while the other three (3) were rated as “Complied. Of the three (3) indicators under “Very Much Complied” is, The DHSUD Region I office has an updated and visible Citizen’s Charter that lists all frontline services.”

In the Philippines, Republic Act No. 11032 (Ease of Doing Business and Efficient Government Service Delivery Act of 2018) mandates all government agencies to create and post a Citizen’s Charter., detailing service standards, requirements, fees, and timelines to promote transparency and fight red tape, with implementation monitored by the Anti-Red Tape Authority (ARTA). This law builds on the earlier Anti Red Tape Act of 2007 (R.A. 9485 and requires agencies to display these charters publicly and online.

A weighted mean of 3.53, described as “Very Much Complied” was rated by the respondents in this table. This means that the procedures for filing complaints and feedback mechanisms are clearly posted and accessible, the agency uses digital platforms and streamlines procedures to enhance efficiency and transparency, and All applications/requests with complete requirements are acted upon within the prescribed processing time.

**Table 2**  
**Extent of the Challenges/Barriers Encountered by Service Providers**

Challenges Encountered	Mean	Descriptive Rating
1) Inconsistent application processes and service delivery standards	2.20	Moderately Encountered
2) Lack of reliable internet connectivity and sufficient infrastructure	2.18	Moderately Encountered
3) Complexity of transactions	1.95	Moderately Encountered
4) Lack of inter-department coordination	2.21	Moderately Encountered
5) Resistance to technical change among some employees	2.02	Moderately Encountered
6) Lack of skilled talent for highly specialized positions	2.11	Moderately Encountered
7) Insufficient staff training	2.20	Moderately Encountered
8) Incomplete/Incorrect documentation from their end clients	1.98	Moderately Encountered
9) Issues such as non-transparent processes	2.01	Moderately Encountered
10) Unlisted requirements or fees or fixers who promised speedy completion for extra payment	2.07	Moderately Encountered
<b>Weighted Mean</b>	<b>2.09</b>	<b>Moderately Encountered</b>

Departments can lead to reluctance to share information, and an unwillingness to work together openly. Without it, departments risk operating in isolation, leading to duplicated efforts, conflicting priorities, and missed opportunities. Hence, interdepartmental collaboration is critical to the success of any organization for several reasons: It drives innovation by bringing together diverse perspectives and skillsets, leading to more creative solutions. It improves efficiency by streamlining processes, reducing redundancies, and optimizing resource allocation. Further, it enhances communication and understanding across the organization, fostering a more unified and cohesive work environment.

**Table 3**  
**Test for Significant \Relationship Between the Level of Compliance of DHSUD, Region 1 and the Challenges they Encountered**

Compliance Indicators	Challenges	r-value	p-value	Interpretation	Significance
Accountability	Service Providers	-0.18	.052	Very Weak Negative	Not Significant
	Service Seekers	-0.09	.312	Very Weak Negative	Not Significant
	Among Departments	-0.12	.184	Very Weak Negative	Not Significant
Regulation & Implementation	Service Providers	-0.21	.031	Weak Negative	Significant
	Service Seekers	-0.07	.401	Very Weak Negative	Not Significant
	Among Departments	-0.14	.129	Very Weak Negative	Not Significant
Functionality & Technical Aspects	Service Providers	-0.25	.010	Weak Negative	Significant

	Service Seekers	-0.10	.275	Very Negative	Weak	Not Significant
	Among Departments	-0.16	.088	Very Negative	Weak	Not Significant
Client Satisfaction	Service Providers	-0.19	.046	Weak Negative		Significant
	Service Seekers	-0.11	.230	Very Negative	Weak	Not Significant
	Among Departments	-0.08	.341	Very Negative	Weak	Not Significant
Feedback Mechanisms	Service Providers	-0.23	.019	Weak Negative		Significant
	Service Seekers	-0.06	.447	Very Negative	Weak	Not Significant
	Among Departments	-0.13	.162	Very Negative	Weak	Not Significant

### Analysis of the Findings on Table

#### Accountability

No significant correlation was found between accountability and challenges among service providers, service seekers, or departments,  $r(118) = -.18$  to  $-.09$ ,  $p >$

$.05$ , indicating that accountability levels do not meaningfully influence the challenges experienced by stakeholders.

#### Regulation and Implementation

Regulation and implementation showed a significant weak negative correlation with service-provider challenges,  $r(118) = -.21$ ,  $p = .031$ , suggesting that improved regulatory compliance slightly reduces challenges faced by service providers.

No significant relationship was found between regulation/implementation and challenges of service seekers or departments,  $p > .05$ , indicating that these groups are not substantially affected by regulatory compliance levels.

### IV. Conclusions and Recommendations

Based from the findings above, the following conclusions are formulated: The Department of Human Settlement and Urban Development (DHSUD) “Very Much Complied” on the implementation of R.A. 11032 in terms of “Accountability,” and “Complied” along “Regulations and Implementation”, “Functionality and Technical Aspect.” “Clients Satisfaction,” and” Feedback Mechanisms;”

The Service Providers of DHSUD “Moderately Encountered” challenges/barriers in the implementation of R.A. 11032;

The problems/barriers in the implementation of R.A. 11032 were “Not Encountered” by the Service Seekers; The problems/barriers were “Not Encountered” among the departments. There is no significant relationship between the Level of Compliance of DHSUD, Region 1 in terms of Accountability, Regulations and Implementation, Functionality and Technical Aspects, Clients Satisfaction and Feedback Mechanisms, and the Challenges Encountered by the Service Providers, Service Seekers and Among Departments.

The following recommendations are hereby forwarded based from the findings and conclusions of the study: To uphold high standard of service delivery, DHSUD should provide continuous training and capacity-building for DHSUD staff to ensure they are equipped to handle new and updated regulations. Monitor the implementation of EODB directive with periodic reports and evaluation to identify areas for improvement and ensure compliance. To reduce bottlenecks and improve efficiency, DHSUD may implement digital platform and one-stop-shop for permits, licenses, and other housing related transactions. Provide training programs for DHSUD officials and staff on EODB principles and compliance requirements. Ensure that online platforms used by DHSUD are user-friendly, stable, and accessible to the public with easy-to-understand instructions. Ensure that Citizen’s Charter is prominently displayed in conspicuous places, regularly updated, and accessible to the public.

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