



THE IMPLEMENTATION OF R.A. 11032 (ANTI-RED TAPE ACT) IN SERVICE DELIVERY IN BICOL INTERNATIONAL AIRPORT

HERMAN DEUNA GONZALES
Master of Science in Criminal Justice
Major in Criminology
Bicol College

ABSTRACT

This study examines the influence of the Ease of Doing Business (EDB) Index on global business rules, particularly in the context of the Philippines and its challenges in prompt and efficient government service delivery. The research explores the implementation of Republic Act No. 11032 (ARTA) at Bicol International Airport, aiming to identify and prioritize factors affecting its success. Employing a descriptive inferential multi-method design, the researchers utilized a guided response survey questionnaire to gather stakeholders' perceptions. Results reveal a lack of significant agreement among stakeholders on the implementation of RA 11032, with varying levels of agreement across Service Delivery, Transparency, Accountability, and Red Tape Reduction. Notably, Feedback Mechanism exhibits a higher level of disagreement. The rejection of the null hypothesis indicates a need for further exploration and targeted improvements to enhance ARTA implementation effectiveness. The study recommends measures to improve service quality, including the establishment of an ARTA office, regular client satisfaction surveys, forums for stakeholder feedback, and the implementation of an Online Transaction Services Program (OTSP) aligned with Republic Act 11032. These recommendations aim to enhance operational efficiency, reduce bureaucratic hurdles, and create a more seamless travel experience, fostering an environment of transparency and customer-centric service delivery at Bicol International Airport.

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INTRODUCTION

The World Bank has effectively used the Ease of Doing Business (EDB) Index to gain significant sway over global business rules. According to Doshi, R., et al. (2019), a global performance indicator (GPI) is something like the Ease of Doing. GPIs, particularly those that rate and rank states against each other, are designed to package information to sway the opinions of an audience that matters to the target, like voters or foreign investors, and create pressure that causes the target to alter its behavior. Despite lacking an express mandate over regulatory policy, concerns regarding the accuracy of the EDB, and the necessity of making choices across policies, the World Bank has been successful in influencing the global regulatory environment. Likewise, among business climate indicators, the EDB holds a dominant market share.

EDB has demonstrated a driven state regulatory changes using observational data and media analysis. Public ranking causes states to react, and some reorganize their bureaucracies in response. Then, by building on previous economics research, potential impact routes for the EDB ranking and investigate whether investor sentiment is influenced by the rankings in an experiment involving US portfolio managers. All in all, a diverse range of evidence comes together to show the forces that have compelled the World Bank to use state rankings in order to realize its goal of regulatory reform.

The Asia-Pacific Trade Facilitation Report 2021 revealed that despite COVID-19, economies in the region have managed to reduce red tape and maintain trade flow. According to Alisjahbana A. S. (2021), cross-border trade digitalization is a potential factor to help countries access critical goods, particularly those most vulnerable to trade uncertainty and crisis. It suggests

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that further acceleration of digital trade facilitation implementation could cut average trade costs in the region by over 13%. The report also emphasizes the need for more holistic and inclusive trade facilitation strategies to ensure that groups and sectors with special needs benefit from the trade recovery, particularly supporting small and medium-sized enterprises, women, and the agricultural sector. It aimed to prevent corruption and streamline procedures, with a five-day processing time for basic transactions and ten-day processing time for complicated transactions. The Civil Service Commission (CSC) initiated the citizen charter program to implement ARTA, which included procedures, costs, wait periods, and the person in charge of each stage. Report card questionnaires were released to collect input on ARTA compliance.

However, according to the External Affairs and Relations Department (2020), the Philippines faced difficulties in receiving prompt and efficient service from government departments and agencies, ranking 126th out of 175 countries for its "ease of doing business." The bureaucratic procedures were common across all ministries, leading to illegal and corrupt practices. The number of procedures for applying for and receiving business permits increased from 11 to 16, and waiting times reduced from forty-eight (48) to twenty-eight (28) days. This study closes the gap considering the importance of citizen's charter in the state organizations to identify and prioritize the factors affecting its successful implementation left by previous research which is made by Pedroud, et al. (2022).

Similarly, based on the Administrative Order No. 110, s. 1989 posted in the Official Gazette of the Republic of the Philippines, public assistance desks should be staffed even during breaks, and officers and staff should have identification. If a department fails to act within the prescribed period, it will be extended until a decision is made. Transactions that endanger public health, safety, morals, or policies are not automatically extended. The airport's customers always rush to complete transactions or businesses with the establishment, most of them are eager to reward the person who could helped them speed up their transactions with any sum of money or in-kind rewards. The Citizen's Charter must be provided without additional charges and treated honestly

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without any hidden fees. The airport will assess the Charter's effectiveness through an annual report card survey.

The Republic Act No. 11032, also known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018," was enacted in the Philippines to improve the business environment in the country. The law aims to streamline the process of starting and operating businesses, as well as enhance the efficiency of government service delivery. It seeks to eliminate red tape and bureaucratic hurdles that may hinder business growth and government service effectiveness.

At the Bicol International Airport (BIA), streamline is a type of business that offers a range of services. From the time of arrival to the time of departure, they provide help to travelers with luggage handling, check-in, and immigration services. The airport's customers always rush to complete transactions or businesses with the establishment, most of them are eager to reward the person who could help them speed up their transactions with any sum of money or in-kind rewards. Additionally, they provide meet & greet services, in which a member of their staff welcomes guests upon arrival and helps them during their time at the airport.

Moreover, streamline services provide private transportation to and from the airport, guaranteeing passengers a convenient and comfortable trip. BIA has a Citizen's Charter that requires frontline service inquiries to be answered within five (5) working days for basic transactions and ten working days for complex applications. Denials of access must be justified in writing, including the person's identity and reasons. This research study will be beneficial to the establishment of the BIA because it will prove that there is indeed a strict enforcement of the implementation of ARTA in BIA.

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METHODOLOGY

This part presents the methodologies employed in this research study, including the samples and instruments utilized by the researcher to gather and interpret data. The statistical tool to be used to analyze results are also discussed at the latter part of this paper.

Research Design

A descriptive inferential multi-method design was used by the researchers as it is thought to be the approach that is most suitable for achieving the goals of this research project. The researcher used the descriptive approach to observe a sizable portion of the target population and draw the necessary inferences regarding the variables. Also, the comparative approach enables the researcher to look at differences and commonalities across the study's various variables, which may all be related to the same dominating culture. Moreover, correlational study using the analysis approach aims to measure a relationship between two or more variable combinations.

Research Instrument

The research tool of choice was a questionnaire, specifically a guided response survey questionnaire, a type of questionnaire that guided respondents in their answers. It was also known as a closed form or restricted type. This type of survey enabled questions to be formatted freely, meeting various research goals with options like open-ended or closed-ended questions. This guaranteed that participants could voice their ideas in a manner most comfortable for them, resulting in a deeper comprehension of the subject at hand. Furthermore, this survey type's organized design minimized bias and guaranteed consistency in data collection, improving the validity of the study's conclusions.

The contents of the survey questionnaire were all about the Customer satisfaction survey and the observations of the customer and employee or staff of the BIA. This included whether

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the delivery service met the standard of the customer and if the service of the delivery had transparency and followed the ARTA law.

Data Gathering Procedures

The data gathering procedure for this thesis involves a purposive sampling approach aimed at ensuring the accuracy, reliability, and validity of the collected data. Initially, upon approval of the thesis proposal, a formal letter requesting authorization to conduct research within Bicol International Airport (BIA) premises is drafted, outlining the study's goals, methods, and purpose. Subsequently, the airport manager reviews this request and provides confirmation of approval, specifying the terms and conditions of the authorization to ensure alignment with the researcher's objectives. Upon receiving authorization, the researcher personally visits BIA to deliver survey instruments to selected respondents, emphasizing the utmost secrecy and pledging confidentiality as per the Data Privacy Act.

The survey questionnaires are distributed randomly to both employees and walk-in clientele at BIA to ensure a diverse representation of respondents. After collecting filled survey questionnaires, a tally process is conducted to organize and summarize responses, with each response coded according to Likert's scale for analysis. The data interpretation stage involves seeking assistance from a statistician to interpret and compute gathered data, focusing on the four specific objectives outlined in the study. Finally, employing appropriate statistical methods such as descriptive statistics, inferential statistics, and correlation analysis, the statistician analyzes the data to draw meaningful conclusions regarding the objectives of the study. This structured data gathering procedure aims to maintain the integrity of the research process and facilitate the successful completion of the thesis.

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Sampling Technique

In the context of the thesis investigation conducted at Bicol International Airport (BIA), the sampling approach employed is crucial in ensuring the representativeness and validity of the study findings. Given the nature of the research objectives and the target population, a purposive sampling approach is deemed appropriate.

Purposive sampling involves selecting participants based on specific criteria relevant to the research objectives. In this case, the researcher selects respondents who are employees and walk-in clientele of BIA, as they are directly involved in or impacted by the implementation of the Anti-Red Tape Act (ARTA) within the airport premises. The criteria for selection may include factors such as job roles, departments, or frequency of interaction with airport procedures and services.

Within the selected population, random sampling can be employed to ensure that each potential participant has an equal chance of being selected, thereby minimizing bias and increasing the generalizability of the findings. Random sampling involves selecting individuals from the population at random, without any predetermined pattern or bias. This method ensures that the sample is representative of the entire population, providing an impartial picture of the attitudes, perceptions, and behaviors of employees and clientele regarding compliance with ARTA and its impact on service delivery at BIA.

The sampling strategy is implemented during the distribution of survey questionnaires, where the researcher randomly selects individuals from the identified population to participate in the study. By employing a combination of purposive sampling to target specific groups relevant to the research objectives and random sampling to ensure impartial representation within those groups, the study aims to gather comprehensive data that accurately reflects the attitudes and experiences of stakeholders at BIA regarding ARTA compliance and service delivery.

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Data Analysis

The adoption of various types of data analysis in the study at Bicol International Airport (BIA) is essential for interpreting the gathered data and drawing meaningful conclusions regarding the implementation of the Anti-Red Tape Act (ARTA) and its associated challenges. One of the methods employed is document analysis, as described by Lumivero (2024), which involves systematically scanning and reviewing documents, whether printed, non-printed, or computer-based, to interpret data and gain understanding on a particular topic. In this study, survey questionnaires collected from respondents at BIA will undergo document analysis to assess the extent of ARTA implementation and identify challenges faced by respondents in relation to the law.

Weighted Mean Formula

$$\bar{x} = \frac{\sum w_n x_n}{\sum w_n}$$

Additionally, the weighted mean formula will be utilized to compute weights allocated to different variables, enabling the calculation of averages. Assigning different weights to data points based on their proximity to other data points allows for further modification of data clustering, providing a more nuanced understanding of the variables under investigation. Furthermore, inferential statistics will be applied in the study. Inferential statistics, as distinguished from descriptive statistics, is a tool used to draw conclusions or make inferences about a larger population based on data obtained from a smaller sample. In the context of this study, inferential statistics will be employed through random sampling of respondents. By selecting random respondents to receive survey questionnaires, data will be gathered and interpreted to generate reliable results applicable to the entire population of interest at BIA. The use of inferential statistics in this study is warranted because it allows the researcher to generalize findings from the sampled respondents to the larger population at BIA. Through random sampling, the researcher aims to

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ensure that the selected sample is representative of the broader population, thereby enabling the extrapolation of findings to the entire population with a certain level of confidence. Thus, the application of inferential statistics enhances the external validity and generalizability of the study's findings, making them applicable beyond the sampled individuals to the broader context of ARTA implementation at BIA.

RESULTS AND DISCUSSION

From the survey conducted, the researcher observed distinct results pertaining to the determining of the status of the Republic Act No. 11032 (Anti-Red Tape Act or ARTA):

Status of R.A. 11032 (Anti-Red Tape Act)

a. Policy and Objectives

According to feedback obtained from both managers and staff at the BIA, there is a purported strict implementation of ARTA aimed at eliminating bureaucratic red tape, preventing graft, and promoting transparency for sustained ease of doing business. However, this contradicts the responses from clients who indicate the lowest levels of compliance with service delivery and transparency. This implies a perception among clients that the management of BIA is not effectively implementing ARTA, leading to a perceived gap in its application.

b. Scope and Implementation

R.A. 11032, which encompasses all government offices and agencies, applies to the BIA, specifically in its provision of services related to business transactions. It is imperative to consistently monitor and ensure the strict implementation of R.A. 11032 within the BIA. The survey results evidently indicate the presence of ARTA within the BIA.

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c. Number of cases reported meanwhile, no formal case has been registered to date. Based from the results of the survey, on the side of BIA managers and staff, there is an awareness of the implementation of ARTA within the BIA, but on the side of clients, there are speculations about the potential opportunities of red tape in within BIA affecting clients. The existing situation indicates a lack of awareness among clients about the concept of red tape and a corresponding lack of knowledge on how to address such issues when encountered.

d. Disposition of cases reported despite challenges revealed in the survey regarding the implementation of R.A. 11032 in the BIA, no formal complaints were lodged by individuals who faced issues related to Red Tape. Consequently, without specific cases brought forward, the ARTA office did not initiate a disposition in the BIA. The absence of formal complaints hindered the initiation of any corrective actions or investigations into potential ARTA violations within the agency. Despite managerial claims of strict implementation, client perception suggests inadequate compliance with ARTA provisions. The feedback obtained from both managers and staff at the BIA indicates a purported rigorous enforcement of the Anti-Red Tape Act (ARTA), aimed at eliminating bureaucratic red tape, preventing graft, and promoting transparency for sustained ease of doing business. However, contradictory responses from clients reveal the lowest levels of compliance with service delivery and transparency, implying a perceived gap in implementation. Furthermore, the absence of formal complaints signifies a potential gap in client awareness and willingness to report red tape instances, which consequently hinders effective enforcement. This discrepancy between managerial assertions and client perceptions underscores the need for a more comprehensive approach to address the challenges in ARTA implementation within the BIA, focusing not only on internal enforcement mechanisms but also on enhancing client education and engagement to foster a culture of transparency and accountability. The results gathered from the respondents presents a comprehensive compilation of findings and subsequent interpretation, aimed at unraveling the intricacies surrounding to measure the extent of the implementation of

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RA 11032 (Anti-Red Tape Act) across service, transparency, accountability, and red tape reduction, considering the provided indicators. The results gathered from the respondents presents a comprehensive compilation of findings and subsequent interpretation, aimed at unraveling the intricacies surrounding to measure the extent of the implementation of RA 11032 (Anti-Red Tape Act) across service, transparency, accountability, and red tape reduction, considering the provided indicators.

Extent of implementation of the R.A.11032 (Anti Red Tape Act)

a. In Service delivery.

This implementing a model to achieve an organization's development goals through good governance principles. the table presents to offer a synthesized perspective on the implementation of R.A. 11032 (Anti-Red Tape Act) in service delivery in Bicol International Airport.

The airport's proactive approach is evident in the meticulous collection and analysis of feedback from managers, staff, and clients. This ongoing commitment reflects a dedication to continuous improvement and surpassing clients' expectations. The airport consistently achieves a commendable level of compliance in service request fulfillment, as revealed by a thorough analysis of recent survey response. Positive outcomes underscore a culture of excellence and adaptability, reflecting collaborative efforts. The operational efficiency at Bicol International Airport is underscored by the successful and timely execution of transactions that consistently adhere to the designated timeframes. The collective feedback from various stakeholders, including managers, staff, and clients, highlights the effectiveness of the airport's procedures in ensuring that transactions are carried out seamlessly and within the expected time parameters.

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The airport consistently adheres to a seven-day processing period for complex transactions, ensuring meticulous attention to detail and balancing efficient delivery with accuracy.

b. In Transparency

The Anti-Red Tape Act, also known as Republic Act 11032, was passed with the intention of fostering efficiency and openness in government operations. As a fundamental component of this legislation, transparency is essential to maintaining accountability and public confidence in governmental operations. This evaluation aims to investigate how widely R.A. is being implemented. 11032, with a particular emphasis on measures to promote transparency in government entities. This analysis attempts to offer insights into the advancements and difficulties in creating transparent and accountable government under the Anti-Red Tape Act by looking at the transparency measures in place and assessing their efficacy.

However, amidst BIA's commendable efforts towards transparency and accountability, there are notable areas where shortcomings have been identified. Despite the dedication to thorough assessment processes and proactive measures, consumer feedback indicates a lower level of satisfaction in terms of accessibility and availability of information on government services and procedures. This discrepancy between internal perceptions and external feedback suggests a discernible gap that warrants attention and improvement. Furthermore, while the airport demonstrates a strong commitment to providing publicly available data and maintaining decision-making openness, there may be instances where lapses in reporting or transparency exist. These instances, if not promptly addressed, have the potential to undermine stakeholders' trust and confidence in the airport's governance practices. Additionally, inconsistencies or discrepancies in feedback from managers, staff, and clients may indicate areas where perceptions diverge or communication breakdowns occur, highlighting the need for cohesive and transparent organizational culture. Addressing these challenges is imperative for BIA to uphold its commitment to transparency, accountability, and organizational effectiveness.

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c. Accountability

The Bicol International Airport (BIA) serves as a prime example of exemplary governance and accountability in modern institutions. Through meticulous governance practices and a commitment to transparency and efficiency, BIA ensures effective service provision and stakeholder satisfaction. This analysis delves into BIA's rigorous assessment processes, internal controls, and dedication to continuous improvement. By evaluating procedures, gathering stakeholder feedback, and upholding ethical standards, BIA fosters a culture of transparency and responsibility. The examination also underscores the importance of Republic Act 11032, or the Anti-Red Tape Act, which aims to streamline government services and enhance accountability. Understanding the implementation of this act is crucial for promoting equity, efficiency, and transparency in public service delivery. The evaluation seeks to assess accountability metrics and systems within government organizations, identifying areas of success and areas needing improvement to uphold the act's objectives.

d. Feedback Mechanism

The airport uses a variety of approaches, including hotlines, online forms, suggestion boxes, and customer service centers as forms of feedback mechanism. BIA assesses the variety and accessibility of the channels made available to individuals so they may express their opinions. These channels provide a range of choices, including hotlines, online forms, suggestion boxes, and specialized customer support centers. A respectable degree of compliance is confirmed by the assessment method's consistent conclusions, which are supported by managers', employees', and clients' survey replies. The information obtained from these surveys make a substantial contribution to a thorough knowledge of the surveys make a substantial contribution to a thorough knowledge of the channels that individuals may use to share their experiences and voice their opinions, as well as how accessible they are. A key component of BIA's commitment to upholding an inclusive and highly compliant system is its commitment to guaranteeing a wide

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range of feedback channels and their efficient usage. This system supports the various preferences and requirements of service users, creating a system that is responsive and user-focused. The airport also conducts a systematic assessment of the efficiency and promptness of government responses to citizen comments. The assessments yield valuable insights that offer a thorough comprehension of how government agencies utilize the input they have gathered to enhance service delivery and operational efficiency. Apart from the above-stated initiatives, BIA carries out analysis to determine the efficacy of the feedback loop. This entails keeping a close eye on how frequently complaints or recommendations result in concrete adjustments or solutions. The thorough information gathered from these assessments adds to a more complex understanding of the feedback loop's effects by highlighting how well it works to convert stakeholder ideas or concerns into real, significant adjustments. BIA had demonstrated its commitment to improvement and professional response to the changing requirements and preferences of its stakeholders by adopting an all-encompassing, feedback-driven strategy. However, despite these initiatives, potential shortcomings may arise if there are indications of inadequacies or deficiencies in the implementation or effectiveness of feedback systems. Persistently low participation rates, a lack of timely and meaningful responses from government agencies, failure to systematically analyze feedback, and insufficient evidence of tangible improvements would signal areas requiring attention and improvement. Addressing such deficiencies would entail reassessing strategies and practices to better align with the objectives of the ARTA, promoting efficiency, openness, and responsiveness in government transactions at BIA.

e. Red Tape Reduction

Current situation at BIA drawn attention to possible difficulties in accomplishing meaningful drops in bureaucratic barriers. More in-depth examination of current procedures and guidelines is required in order to resolve these concerns. BIA regularly assesses if fewer steps or

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processes are required to get government services, and the results indicate a high degree of compliance. The survey responses from managers, employees, and clients offer proof of the success of programs meant to expedite procedures related to obtaining government services. BIA's commitment to monitoring and guaranteeing a decrease in procedural complexity highlights its commitment to upholding a highly compliant system that places an emphasis on accessibility and efficiency. Additionally, the airport routinely assesses the level of simplification made to requirements and application processes for a variety of services, and it regularly finds a noteworthy degree of compliance. The comments from supervisors, employees, and customers confirm to the airport's successes in improving the user experience by reducing the number of steps required to obtain crucial government services. BIA oversees the application of technology solutions intended to refute bureaucratic roadblocks and improve workflow effectiveness. Positive feedback from managers, employees, and clients on the continuous tracking procedure indicates that compliance is continuously at a remarkable level.

The statistical significance of the disagreements emphasizes the need for comprehensive and targeted interventions. This could entail qualitative evaluations, such as surveys and interviews, to go more deeply into the particular problems causing the disagreement. Proactive steps are required to increase the efficacy of ARTA deployment at Bicol International Airport in light of the null hypothesis' failure. A plan to rectify the found disparities may need to include open communication, stakeholder participation, and a careful examination of the current procedures. Despite these efforts, the statistical significance of disagreements emphasizes the need for comprehensive and targeted interventions. This could entail qualitative evaluations, such as surveys and interviews, to delve deeper into the specific problems causing the disagreement. Proactive steps are required to increase the efficacy of ARTA deployment at BIA in light of the null hypothesis' failure. A plan to rectify the found disparities may need to include open communication, stakeholder participation, and a careful examination of the current procedures.

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Overall, while BIA's initiatives demonstrate commitment to reducing red tape, there are areas for improvement to ensure a more efficient and seamless experience for stakeholders. The comprehensive data obtained from these surveys contributes substantively to a nuanced understanding of the success of BIA's initiatives in reducing red tape and creating an environment conducive to more efficient and seamless business interactions. Such targeted interventions will be essential for addressing identified challenges and improving the implementation of Anti-Red Tape Act (ARTA) principles at BIA. Different indicators were evaluated for their significance of agreement among the ranks.

1. Discrepancies in Meeting Service Delivery Timelines:

- Despite managerial claims of rigorous adherence to service delivery timelines, discrepancies in meeting highly technical transaction completion timelines have emerged, leading to dissatisfaction among clients.

2. Lower Levels of Satisfaction with Transparency:

- Consumer feedback indicates lower levels of satisfaction with transparency at Bicol International Airport (BIA), highlighting a notable area for improvement in information accessibility and availability.

3. Potential Obstacles to Transparency:

- Mild conflicts around transparency suggest potential obstacles that must be addressed to enhance transparency and bolster public trust in the airport's operations.

4. Identified Shortcomings despite Efforts towards Transparency and Accountability:

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- Despite commendable efforts towards transparency and accountability, notable areas of shortcomings have been identified, particularly regarding accessibility and availability of information on government services and procedures.

5. Discrepancies in Feedback and Compliance Perceptions:

- Inconsistencies or discrepancies in feedback from managers, staff, and clients may indicate areas where perceptions diverge or communication breakdowns occur, highlighting the need for cohesive and transparent organizational culture.

6. Challenges in Complaint Handling and Ethical Standards Compliance:

- Challenges in complaint handling related to government services and lapses in compliance with ethical standards among government officials and employees have been identified, underscoring the importance of addressing these issues to maintain stakeholder trust and confidence.

7. Need for Comprehensive and Targeted Interventions:

- The statistical significance of disagreements emphasizes the need for comprehensive and targeted interventions, including qualitative evaluations, open communication, stakeholder participation, and a careful examination of current procedures, to rectify disparities and improve ARTA deployment at BIA.

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The Significance of Agreement among the Ranks in the Implementation of the R.A 11032 (ARTA)

The study examines the implementation of the Anti-Red Tape Act (ARTA) at Bicol International Airport (BIA) through stakeholders' perceptions. Key indicators including service delivery, transparency, accountability, feedback mechanisms, and red tape reduction are evaluated to assess agreement among stakeholders. Discrepancies in perceptions reveal challenges such as delays in service delivery, limited transparency, difficulties in assessing agency performance, and ineffective feedback utilization. Proposed interventions, such as electronic business systems, and a collaborative approach involving stakeholders aim to address these challenges and enhance ARTA implementation. Ultimately, the study aims to promote efficiency, transparency, and accountability at BIA in line with ARTA's goals.

Among the five key indicators—Service Delivery, Transparency, Accountability, Feedback Mechanism, and Red Tape Reduction—the highest level of agreement is observed in Service Delivery, indicated by a relatively high value of 82.5. However, the moderate values for Transparency (23.96), Accountability (20), and Red Tape Reduction (27.5) suggest varying degrees of disagreement among the ranks. The lower value for Feedback Mechanism (9.5) indicates a higher level of disagreement on this aspect. The Chi-square analysis, reinforced by the Coefficient of Concordance values, emphasizes that these disagreements are statistically significant.

Consequently, the rejection of the null hypothesis for all indicators implies a lack of consensus among stakeholders. This necessitates further exploration into the factors contributing to the divergent perceptions, potentially involving qualitative assessments and targeted improvements to enhance the effectiveness of ARTA implementation at Bicol International Airport.

Furthermore, based from the survey responses, the following are the identified challenges met by the respondents in the implementation of R.A. 11032 (Anti Red Tape Act) in BIA in terms

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of the service delivery— the respondents took an appropriate period of time to complete the transaction; observed the three-day interval needed by the BIA’s management and staffs to complete a normal transaction or application; for complicated transactions, applications, or requests, the BIA staff appropriately implements and adheres to a seven-day period; the BIA staff effectively follows and complies to the twenty (20) working day period for highly technical transactions, applications, or requests, and; the office provided fair service to all parties involved, also known as “walang palakasan system”

In terms of transparency, there was a public access to information to which there is a measurement of the availability and accessibility of information related to government services and processes while in terms of accountability, particularly in performance evaluation, the respondents have met challenges in assessing and reporting the performance of government agencies in delivering services as well as measuring the efficiency and effectiveness of handling complain at related to government services.

Challenges identified among the respondents in terms of feedback mechanism includes the utilization of feedback wherein it is difficult to evaluate how government agencies use collected feedback to make improvements in service delivery and operations, thus, in terms of the red tape reduction, the researcher identified the decrease in the time individuals spend waiting for service completion.

In addition to recognizing the diversity of viewpoints, this entails proposed intervention programs that will enhance the implementation of R.A.11032 in BIA, a well-rounded combination of, such as the electronic business permits and licensing system and the Integrated Business Permits and Licensing System (IBPLS). This multifaceted strategy is essential to guide targeted improvements in the implementation of ARTA at Bicol International Airport. By combining quantitative data analysis with qualitative insights derived from stakeholder experiences, a more comprehensive understanding of the challenges and opportunities can be achieved.

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Moreover, the collaborative approach should extend beyond the mere identification of issues to actively involve stakeholders in the development of solutions. Engaging in a participatory and inclusive manner can contribute to building consensus and fostering a collective commitment to the principles outlined in ARTA. This collaborative effort will not only enhance the overall effectiveness of ARTA implementation but also promote a culture of continuous improvement and shared responsibility at the airport. In essence, recognizing the complexity of stakeholder perspectives and employing a multifaceted, collaborative approach will be instrumental in navigating the challenges and optimizing the outcomes of ARTA implementation at Bicol International Airport.

This inclusive strategy aligns with the overarching goal of Republic Act 11032 and serves as a blueprint for sustained improvements, ensuring that the principles of efficiency, transparency, and accountability remain at the forefront of the airport's operational ethos.

In conclusion, the analysis of stakeholders' perceptions at Bicol International Airport regarding the implementation of Republic Act 11032 (ARTA) reveals challenges and opportunities for improving efficiency, transparency, and accountability in government transactions. Despite efforts, there is a lack of significant agreement among stakeholders across key indicators such as service delivery, transparency, accountability, feedback mechanisms, and red tape reduction. Challenges include delays in transaction completion, difficulties in assessing agency performance, and ineffective feedback utilization. Proposed intervention programs, such as electronic business systems, aim to address these challenges through a collaborative approach involving stakeholders. By recognizing stakeholder perspectives and adopting targeted interventions, BIA can enhance ARTA implementation, ensuring efficiency, transparency, and accountability remain integral to its operations.

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CONCLUSION

The researcher draws the following conclusions based on the objectives of the study:

- Awareness Among Management and Staff:** The study reveals a commendable level of awareness among BIA management and staff regarding the objectives and scope of Republic Act 11032 (ARTA). However, it identifies an information gap among clients, which may contribute to red tape incidents due to a lack of formal complaints.
- Extent of ARTA Implementation:** Positive results are observed in the extent of ARTA implementation at BIA, with highly complied indicators in service delivery, transparency, accountability, feedback mechanisms, and red tape reduction. These findings signify BIA's efforts in delivering quality services and reducing bureaucratic barriers.
- Analysis of Significant Agreement:** The analysis highlights discrepancies in stakeholder perceptions despite positive outcomes, emphasizing the need for further exploration and targeted interventions to improve ARTA implementation at BIA.
- Challenges Identified by Respondents:** Challenges identified, particularly in transaction timeliness, underscore the importance of fairness, transparency, and accountability practices at BIA. These challenges call for a collaborative approach to address stakeholder concerns and enhance operational efficiency.
- Adoption of Intervention Programs:** The adoption of intervention programs such as electronic business systems demonstrates a commitment to enhancing ARTA implementation at BIA, aligning with the overarching goal of Republic Act 11032.

In conclusion, continuous evaluation, stakeholder engagement, and targeted interventions are crucial for ensuring the effective implementation of ARTA principles at Bicol International Airport, promoting efficiency, transparency, and accountability in government transactions.

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