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**LAND TRANSPORTATION OFFICE LICENSE AND PERMIT  
ISSUANCE SYSTEM: MANDATE, INSTITUTIONAL  
PROCEDURES, AND OUTCOMES**

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**ABSTRACT**

The descriptive-evaluative research was conducted to determine the mandate, institutional procedures, and outcomes of Land Transportation Office License and Permit Issuance System. One hundred respondents, composed of fifty clients, and fifty implementers were given sets of researcher-made questionnaire to gather data. Data were analyzed both quantitatively and qualitatively. Quantitative analysis utilized frequency count and percentage. Thematic analysis was used to analyze the qualitative data. The result of the study revealed that majority of the clients showed awareness, participation, and positive reaction towards the Land Transportation Office Licensing and Permit Issuance System; and the Implementers were satisfied of the performance of Land Transportation Management System (LTMS). Challenges encountered by both clients and implementers included system connectivity, addressing clients' queries, client familiarization of LTMS, implementers' training, system sustainability, and technological literacy.

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Recommendations were formulated to improve the performance of Land Transportation Office Licensing and Permit Issuance System.

**Keywords:** *Land Transportation Office, License and Permit Issuance System, Institutional Procedures*

## INTRODUCTION

Driving is a privilege and not a constitutional right. A driver's license is not granted to anyone without passing a set of tests and examinations. To ensure that individuals will uphold road safety and follow traffic rules, a certain set of standards must be met before they can legally drive on the road.

The Land Transportation Office (LTO) as one of the agencies of the Department of Transportation (DOTr) is tasked to register motor vehicles, issue driver's or conductor's license and permits, enforce transportation laws, rules, and regulations, and adjudicate cases. The LTO provides three types of driver's licenses depending on the individual skills; these are student permit, non-professional permit, and professional permit. These permits are given in tiers or stages; rookie drivers are given a student permit while experienced drivers are granted professional license.

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Recently, with the support from the German company DERMALOG, LTO launched a new portal that gives citizens online access to all LTO services without waiting time. Applying for a driver's license, registering a car, or paying fees are now possible online in the Philippines. The Land Transportation Office has launched its website portal that provides fast and 24/7 access to the agency's services via computer, tablet, or smartphone.

The online portal is called "Land Transportation Management System" (LTMS). It includes an Automated Biometric Identification System (ABIS) from DERMALOG with face and fingerprint identification, that prevents false or double identities of the applicant. Furthermore, the new system allows an easy integration of services of other government agencies in the Philippines. Assistant Secretary Edgar Galvante, former LTO Chief, said that the new LTO portal is one of the key steps on our way to become a frontline government agency showcasing fast and efficient public service for a progressive land transport sector (Hamburg, 2020).

Through the years, rules, and procedures relative to issuances of drivers' license and permits have been revised and modified to meet the needs and demands of the times. These revisions and amendments of the rules and regulations highlight the driving skills and strict observance of road safety and traffic rules of the person who is applying for drivers' license and permits.

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The requirements for driver's license and permit applications have changed drastically under the new guidelines since driving course completion certificates are required, one for the "Theoretical Driving Course," and the other for "Practical Driving Course" for both new applications and license renewals. The changes in the requirements and procedure could cause complications and more costs for everyone but it aims to ensure that the applicants who will earn the license are fit, knowledgeable, and capable to drive.

Meanwhile, the full digitalization of the LTO Land Transportation Management System (LTMS) requires its clients to register in the portal to have their user accounts to access LTO services. The system itself requires the LTO clients to embrace digitalization in transacting business in the agency. But not all clients of LTO are computer literate, nor use digital platforms and other technologies. There are so many factors to consider such as, the clients age, educational background, nature of work, and their income bracket.

The use of fixers and other forms of deceitful transactions are likewise concern to the LTO, during Senate Committee hearing, former LTO Chief Teofelo Guadiz III said "in most of these cases, I would say 75 to 80 percent, it is another person who is taking the seminar; it is another person who is taking the examination, we feel that this is reprehensible", Guadez told the senate panel the LTMS which is allegedly being used by fixers (Borday, 2022).

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The researcher, being an LTO employee for the last seven (7) years, has observed that despite all the efforts of the LTO to achieve its mandate effectively, several hindrances still abound which have triggered her interest to conduct the present study.

## MATERIALS AND METHODS

### Research Design

A descriptive-evaluative research design was used in the study. It aimed to describe a particular phenomenon, situation, or problem. It involved gathering data and information to provide a detailed description of the subject of the study and evaluating data based on certain criteria or standards, particularly in the study, the Land Transportation Office License and Permit Issuances Systems Policy Mandate, Institutional Requirements, and Outcomes (Quora, Inc., 2023).

### Research Method

The researcher applied the survey method. According to Mc Combes (2023), descriptive research had been identified in the literature to accurately and systematically described a population, situation, or phenomenon. The descriptive design used a wide variety of research methods to investigate one or more variables that aimed to identify characteristics, frequencies, trends, and categories.

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The study aimed to observe, describe, and document aspects of a situation as it naturally occurred; discover associations or relationships between or among selected variables; answer questions based on the on-going events of the present, particularly, to determine Land Transportation Office License and Permit Issuance Systems Mandate, Institutional Requirements, and Outcomes.

### Sampling Design

The sampling design used in the study was convenience sampling design. The One hundred (100) respondents were composed of fifty (50) LTO Licensing and Permit Clients and fifty (50) LTO Implementers of Land Transportation Office, Region VI.

According to Ardales (2008), in convenience sampling, the investigator simply takes the evaluable persons to constitute the sample and continuing doing so until he reached a pre-determined sample size.

### Respondents of the Study

There were one hundred (100) respondents composed of fifty (50) clients and fifty (50) implementers from regional and district offices of the Land Transportation Office, Region VI. The clients and implementers of Licensing and Permit Issuances were classified according to age, gender, educational attainment, and socio-economic status. As to gender, they were categorized to male and female. The educational attainment was classified as Kindergarten, Elementary, High School, Vocational Course, College, and Graduate School. As to socio-economic status, the

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categories were Low Monthly Family Income (P25,000 and below), Average Monthly Family Income (P25,000–P75,000), and High Monthly Family Income (P75,000 and above).

## Research Instrument

The researcher gathered data for the study by distributing the study questionnaires that were answered by the respondents. Questionnaires served as research instrument for the purpose of collecting data on the LTO Licensing and Permit Issuance Outcomes in terms of clients' awareness, participation, and reaction; implementers' satisfaction, and prediction of success; and policy recommendation in LTO RO6 Regional, District, and Extension Offices.

There were two sets of questionnaires. One set was administered to the LTO clients, and the other set for the LTO implementers.

Set A questionnaires had three parts. The first part solicited the respondents' personal profile such as name, age, gender, educational attainment, and socio-economic status. The second part contained the primary data on the outcomes of LTO relating to license and permit issuance in terms of clients' awareness, participation, and reaction. The third part contained the primary data on policy recommendation to improve LTO in relation to licensing and permit issuance.

On the other hand, Set B questionnaires for the LTO implementers had two parts. The first part asked the data on the respondents' personal profile such as name, age, and gender.

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The second part contained the primary data on the outcomes of LTO relating to license and permit issuance in terms of implementers' satisfaction and prediction of success.

### Validity of the Research Instrument

To guarantee the valid result of the study, the researcher submitted the questionnaire for content validation. The draft of the questionnaire was submitted to the research adviser for correction, editing, and suggestions. Then, the questionnaire was presented to a group of jurors who were experts in the field of research. Corrections, suggestions, and recommendations of the panel of jurors on the research questionnaire were integrated in the final printing of the questionnaire for reliability testing.

### Reliability of the Research Instrument

The reliability of the research instrument was tested by conducting a trial run of the questionnaire to forty (40) clients and thirty (30) implementers of LTO RO6 Iloilo City Licensing Center, who were applying for license and permit and who were not respondents of the study. The respondents as well as their answers were not component of the actual study process and were used only for the purpose of pilot testing.

Pilot tests yielded a Cronbach's Alpha of 0.842 and 0.715, respectively, for Set A and Set B questionnaires. According to Frankel and Wallen (2010), for research purposes, it is a rule of thumb that the reliability coefficient showed be 0.70 or higher.

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## Data Gathering Procedure

The researcher sought the approval of the research adviser for the research plan of the study. The research plan included writing a formal letter to the LTO Regional Director and District and Extension Heads of the agency for the approval to conduct and administer the researcher-made questionnaire to the LTO clients and implementers on the specified district, and extension offices. After such approval, the researcher personally administered the researcher-prepared study instrument to the intended 100 respondents which included fifty (50) LTO clients and fifty (50) implementers.

The primary data were gathered using the questionnaire. The profile of the applicants for LTO License and Permit Issuance was determined in terms of age, gender, educational attainment, and socio-economic status; the outcomes in terms of clients' awareness participation and reaction; and in terms of implementers' satisfaction, and prediction of success. When all the research questionnaires had been fully accomplished, immediate retrieval of the same was done. The secondary data were generated thru DOTr and LTO websites as to the policy mandates in terms of mission and vision; DOTR and LTO implementing rules and memorandums as to the institutional procedures of LTO in relation to licensing and permit issuances.

The data were tabulated, analyzed, and interpreted using appropriate statistical tools.

## Data Analysis

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Descriptive data analysis was used in the study to describe the basic features of the data in a study. Simple summaries about the sample and the measures were provided. Together with simple graphic analysis, the basis of every quantitative analysis of data was formed (Trochim, 2020).

The data of the study were analyzed both quantitatively and qualitatively. Quantitative analysis used frequency count and percentage. According to Hotjar (2023), quantitative data analysis is the process of analyzing and interpreting numerical data. It helps in making sense of information by identifying patterns, trends, and relationship between variables through mathematical calculations, and statistical tests. On the other hand, thematic analysis was used to analyze the qualitative data.

A thematic analysis is a method for analyzing qualitative data that involve reading through a data set and looking for patterns to derive themes. Researcher's subjective experience plays a central role in finding meaning within the data (Dovetail, 2023).

### Statistical Tools

In examining the data of the study, the researcher used the frequency (f) count, and percentage (%) for descriptive analysis. The frequency count and percentage were used to determine the number of respondents or items to a certain category.

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## RESULTS AND DISCUSSIONS

The study examined the Land Transportation Office's (LTO) policies, practices, and outcomes related to license and permit issuance. Specifically, it focused on the LTO License and Permit Issuances Systems Policy, using a descriptive research design to understand and evaluate various aspects.

The study included fifty (50) clients and fifty (50) implementers from different LTO centers, selected through convenience sampling. Data was collected using a questionnaire, considering applicants' age, gender, education, and socio-economic status. The study assessed clients' awareness, participation, and reactions, as well as implementers' satisfaction and predictions of success. It also gathered comments, suggestions, and policy recommendations for improvement.

To supplement this, secondary data about policy mandate, mission, and vision, along with LTO's institutional practices, were sourced from DOTR and LTO websites. The data collected was analyzed using statistical methods such as frequency and percentage.

The mandate of Land Transportation Office's role in issuing licenses and permits was focused on its mission and vision outlined in the implementing rules of RA 10930 and a memo from November 10, 2021. Additionally, highlighted in this study is the vital role of LTO in certifying and evaluating individuals to ensure safe and responsible driving. It sets criteria for obtaining different licenses, and compliance is crucial for obtaining the desired license.

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The procedures of LTO relative to license and permit issuance in terms of the implementation of institutional requirements are reflected in their Implementing Rules and Regulations (IRR) specifically in the RA No. 10930 and DOTr Memorandum dated November 10, 2021 that states the detailed guidelines, procedures, and requirements of the issuance of drivers' license and permit both online and on-site applications. The LTO emphasizes accredited driving courses to ensure drivers are well-trained in theory and practice. It follows a structured process for drivers to meet specific criteria before advancing to higher license levels, promoting road safety and responsible driving.

The clients' outcomes in terms of awareness reveals that most clients show awareness of the requirements acquiring licenses such as student permit, non-professional driver's license and professional drivers' license, indicating successful communication strategies by the LTO. Clients were well-informed about procedures for obtaining different licenses. Furthermore, most clients were aware of the LTMS online portal, theoretical driving course, and practical driving certificate. This reflects effective information dissemination.

A significant number of clients recognized the importance of Comprehensive Driving Education (CDE) for license renewal, but some lack awareness, indicating potential communication issues.

In terms of clients' participation, it showed that majority of clients enrolled in the LTMS Online Portal and only few who were not enrolled with their distinct reasons. On the other hand,

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majority of the clients, declared that they personally took the CDE in the online portal, a few clients asked for their friends help, minority of the clients did not answer and, also a small percentage had not tried to take the CDE exams.

In terms of Clients' reaction most clients accepted the 15-hour theoretical driving course, but a minority disagreed, emphasizing the need to explore their perspectives further. Most respondents accepted the Practical Driving Course, but a small group expressed dissatisfaction due to perceived additional costs and hardship. With regards to clients' challenges encountered using the LTO LTMS Online Portal, majority of the clients concerned was the "poor internet connection," a small percentage of the clients admitted "do not know how to use computers," they also indicated technical glitches or system hang-ups, and claimed the lack of familiarity on the LTO LTMS portal. Overall, clients had a positive view of the LTMS but indicated the need for improvements based on feedback.

In terms of Implementers' satisfaction generally expressed was their satisfaction with the LTMS, but some had neutral or dissatisfied views, especially in specific aspects like theoretical examination and handling clients' issues.

In terms of Implementers' prediction of success there were two themes that emerged as to the key of becoming a frontline government agency showcasing fast and efficient public service: 1) efficiency and accessibility; and 2) technological literacy. As to the key for a

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progressive land transport sector also two themes arose, the connectivity and system adaptation;  
and the need for sustainability.

The four policy issues that were recommended based on the findings of the study were:  
1) system sustainability and improvement; implementers' rigid and continuous trainings; driving school transparency and competencies and; the establishment of collaborative programs between the LTO Drivers Education Center and Private Driving schools.

## CONCLUSION

The Land Transportation Office Licensing and Issuance System adhere to the mandate of existing laws, regulations, and memorandum of the agency.

The procedures relative to the issuance of license and permit were successfully implemented and the same were clearly crafted and disseminated to the target entities.

Majority of the clients showed awareness of the requirements and procedures in obtaining drivers' license and permit. They were also well-informed of the additional requirements such as Theoretical Driving Course (TDC), Practical Driving Course (PDC), Comprehensive Driving Education (CDE), and much aware of the LTO LTMS Online Portal. The Public Assistant Desk (PACD) and Internet Browsing played a significant role in the successful communication strategies of LTO. Some clients lacked awareness of CDE requirements which indicated a need for clearer communication and education.

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Majority of the clients showed great participation on registering to the LTO Land Transportation Management System (LTMS) Portal, and were engaged personally in taking the Comprehensive Drivers Education exam on the said LTO Portal.

Most clients showed positive reaction on the additional requirements such as TDC, PDC and CDE. A small group expressed dissatisfaction due to additional cost and hardship. A segment of the population faced challenges with the LTMS Online Portal, citing issues such as poor internet connection and unfamiliarity with computer operations. Those highlighted a digital literacy barrier that needed to be addressed for a more inclusive system.

The Implementers generally expressed satisfaction with the Land Transportation Management System (LTMS) but varied in their views on different aspects, such as theoretical examination and addressing clients' issues. This indicates the need for a more comprehensive understanding of implementers' perspectives to address specific concerns. Instances of dissatisfaction among implementers in specific areas, such as theoretical examination and handling client issues, warrant further investigation and potential adjustments to enhance overall system satisfaction.

The implementers' predicted the success of the LTO LTMS Portal, as "the agency's key to become a frontline government agency showcased fast and efficient public service and as key for a progressive land transport sector."

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The policy issues that were recommended by the researcher must serve as a starting set of data for consideration of higher authorities.

## RECOMMENDATION

The following recommendations were formulated in consideration of the findings presented:

Regular assessment by the higher authorities should be conducted to ensure that the mission and vision of the agency are achieved.

All stakeholders should be encouraged to adhere to the mandates and the same should be properly implemented.

Monitoring of the proper implementation and dissemination of the mandates by the lead agency relative to the issuance of drivers' license and permit, appropriate funding, and cooperation of all concerned should be conducted to ensure success and sustainability.

The LTO should implement initiatives to enhance the awareness of Comprehensive Driving Education (CDE) requirements for license renewal and this can be done through targeted campaigns, employing clear communication channels, and exploring the possibility of integrating CDE information into existing educational programs. The approach can contribute to a more informed public and facilitate a smoother renewal process for drivers.

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LTO may implement initiatives to improve digital literacy among the clients, especially for those facing challenges with the LTMS Online Portal. This may include providing tutorials, workshops, or assistance to individuals who are less familiar with using online systems.

The LTO may work to address technical challenges faced by clients using the LTMS Online Portal. This may involve improving the portal's infrastructure, providing technical support, and ensuring a user-friendly interface to minimize disruptions in the application process.

Moreover, the LTO may conduct a comprehensive evaluation of the accredited driving courses, including the 15-hour theoretical driving course and the Practical Driving Course. Assess the effectiveness of these courses in enhancing driving skills and identify areas for potential improvements.

The agency should conduct investigation and address the specific concerns raised by dissatisfied implementers, especially in areas such as theoretical examination and handling client issues. Understanding their perspectives can lead to targeted improvements in the system.

Periodic training may be provided for implementers to keep them updated on system changes, enhance their skills in addressing client issues, and ensure a consistently positive experience for applicants.

Furthermore, the LTO may continue to gather feedback from clients and implementers to identify areas for improvement in the Land Transportation Management System (LTMS).

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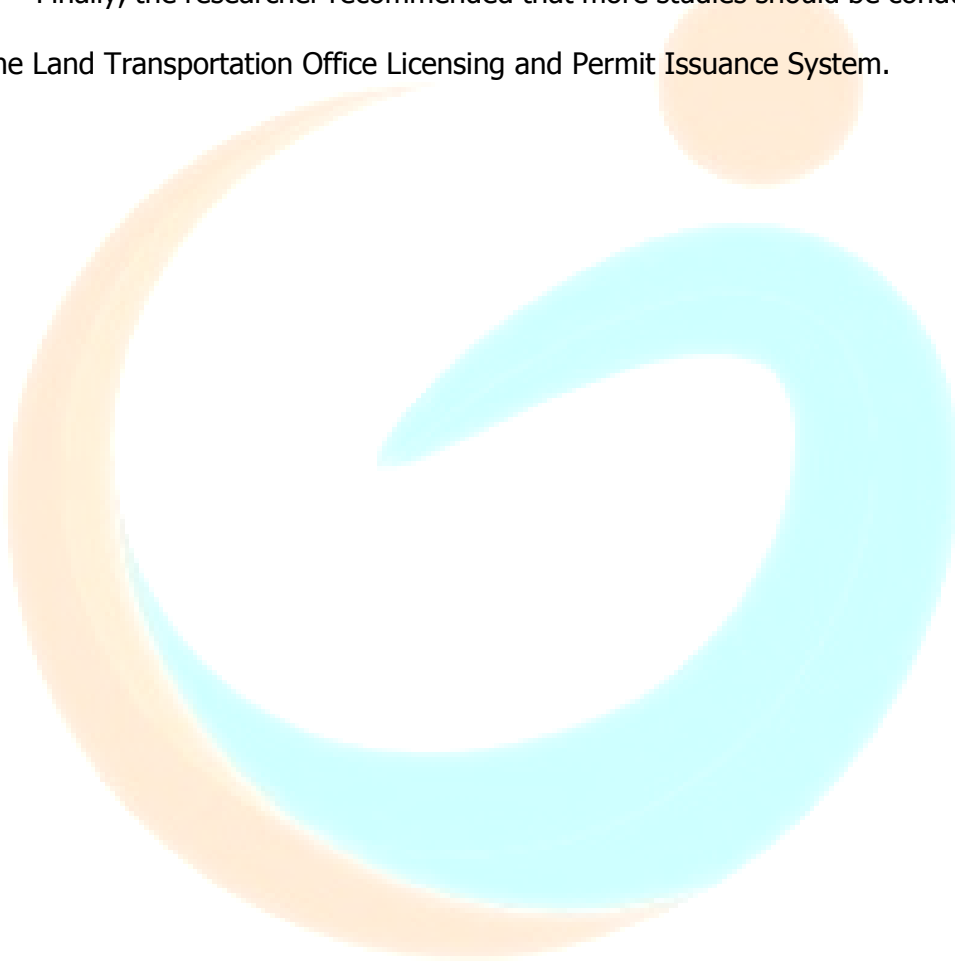


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There should be a regular update and enhancement of the system based on user experiences and emerging technological advancements.

The policy issues that emerged based on the study would be recommended to higher authorities for their appropriate actions.

Finally, the researcher recommended that more studies should be conducted in the future on the Land Transportation Office Licensing and Permit Issuance System.



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