© AUG 2026 | IRE Journals | Volume 10 Issue 2 | ISSN: 2456-8880
DOI: https://doi.org/10.64388/IREV10I2-1722612

Assessment of Taguig City's One-Stop Shop for Building Permit Applications: Basis for a Strategic Action Plan

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Abstract- ***The One-Stop Shop (OSS) system is a key strategy adopted by local government units in the Philippines to improve regulatory efficiency and comply with Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act. This study evaluated the implementation and service performance of the One-Stop Shop System for Building Permit Applications in Taguig City. Specifically, it assessed policy compliance and institutional support, human resource capacity, digital systems and infrastructure, workflow efficiency, transparency of procedures, responsiveness of services, inter-agency coordination, and client satisfaction. Guided by the Input-Process-Output (IPO) Framework, the study employed a descriptive-correlational research design involving building permit applicants and OSS personnel. Data were analyzed using weighted mean, standard deviation, independent samples t-test, and Spearman rank-order correlation. Findings showed that institutional support, workforce capability, and digital infrastructure significantly influence OSS effectiveness and service delivery outcomes. A Strategic Action Plan was developed to improve service efficiency, strengthen digital governance, and enhance client-centered service delivery.***

Keywords: One-Stop Shop, Building Permit Application, Service Delivery, Digital Governance, Taguig City

INTRODUCTION

The delivery of efficient public services is a fundamental responsibility of government institutions. In the context of local governance, building permit processing plays a significant role in ensuring orderly urban development, enforcing construction standards, and facilitating economic activities. Delays and inefficiencies in permit processing not only affect individual applicants but also influence investment decisions, business operations, and public trust in government institutions.

To address longstanding bureaucratic inefficiencies, the Philippine government enacted Republic Act No. 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018. The law mandates all government agencies and local government units to streamline procedures, reduce processing time, improve transparency, and adopt digital technologies to enhance public service delivery. One of the major reforms introduced under this framework is the establishment of One-Stop Shop (OSS) systems that integrate multiple regulatory services into a centralized service platform.

The concept of a One-Stop Shop is grounded in principles of administrative efficiency, citizen-centered governance, and service integration. Previous studies have demonstrated that OSS systems can reduce transaction costs, improve accessibility, strengthen inter-agency coordination, and enhance client satisfaction. Digital governance literature further suggests that technology-enabled public services contribute significantly to operational efficiency, transparency, and accountability. Studies conducted by the Organisation for Economic Co-operation and Development (OECD), Asian Development Bank (ADB), and various public administration researchers emphasize that digital transformation has become an essential component of modern public service delivery.

Despite the widespread adoption of OSS systems, numerous studies continue to report challenges related to fragmented workflows, repetitive documentation requirements, poor inter-agency coordination, and limited technological integration. In the Philippine context, several local government

units remain only partially compliant with Electronic Business One-Stop Shop (eBOSS) requirements, resulting in inconsistent service performance and prolonged processing times. Existing literature indicates that policy compliance does not necessarily translate into operational efficiency, particularly when digital systems are underdeveloped or poorly integrated.

Taguig City has implemented a One-Stop Shop for Building Permit Applications to improve service accessibility and regulatory efficiency. The system consolidates the functions of multiple offices involved in permit processing, including the Office of the Building Official, zoning authorities, fire safety units, and other concerned departments. While the OSS structure is operational, concerns regarding service delays, coordination challenges, and digital limitations continue to be reported by applicants and stakeholders.

Most previous studies have focused on policy compliance, service quality, or digital governance independently. Limited research has examined the combined influence of policy compliance, human resource capacity, and digital systems on OSS performance in the context of building permit processing. This study addresses this gap by assessing the effectiveness of OSS implementation in Taguig City and identifying the factors that significantly influence service delivery performance.

The study contributes to the growing body of literature on digital governance by demonstrating that compliance-based implementation alone does not guarantee efficient service delivery. More importantly, it identifies digital integration as the strongest determinant of operational performance and proposes strategic interventions that can guide local governments toward more effective, transparent, and citizen-centered service systems.

II. IDENTIFY, RESEARCH AND COLLECT IDEA

This study employed a quantitative approach using descriptive-evaluative, descriptive-correlational, and comparative research designs to assess the implementation and service delivery performance of the One-Stop Shop (OSS) for Building Permit Applications in Taguig City. The respondents consisted of 15 OSS personnel selected through total enumeration and 100 building permit applicants selected through convenience sampling from a population of 145 applicants. The study focused on evaluating policy compliance, human resource capacity, digital systems and infrastructure, workflow efficiency, inter-agency coordination, accessibility, responsiveness, transparency, and client satisfaction.

A comprehensive review of relevant literature, government policies, and regulatory frameworks was first conducted to establish the conceptual and theoretical foundation of the study. Based on the identified variables, two self-developed structured questionnaires were designed for OSS personnel and building permit applicants using a four-point Likert scale. The research instruments underwent expert validation and pilot testing, yielding Cronbach's Alpha coefficients ranging from 0.82 to 0.89 and an overall reliability coefficient of 0.87, indicating very good internal consistency. Following the approval of the concerned authorities, survey questionnaires were administered to the respondents, while document review and interviews were conducted to obtain supplementary information regarding OSS implementation and operational challenges.

The collected data were encoded and analyzed using SPSS Version 27.0. Frequency counts and percentages were used to describe the respondents' profiles, while Weighted Mean and Standard Deviation were employed to determine the level of OSS implementation and service delivery performance. Independent Samples t-Test was utilized to determine significant differences between the perceptions of OSS personnel and applicants, whereas Spearman Rank-Order Correlation was used to examine the relationships between implementation factors and service delivery outcomes. The findings were integrated to identify operational bottlenecks and served as the basis for the development of a strategic action plan aimed at enhancing OSS performance through digital integration, improved coordination, and service delivery optimization.

III. WRITE DOWN YOUR STUDIES AND FINDINGS

The findings indicate that the One-Stop Shop (OSS) for Building Permit Applications in Taguig City has made significant progress in establishing a more

integrated and accessible permit processing system. The OSS demonstrates strong compliance with existing government regulations and provides a centralized platform that simplifies interactions between applicants and various government offices. These developments reflect the city's commitment to improving public service delivery and streamlining administrative processes. However, despite these achievements, several operational challenges continue to affect the overall efficiency of the system.

The assessment of service delivery performance revealed that workflow efficiency obtained a weighted mean of 2.10, while inter-agency coordination recorded a weighted mean of 2.25, both interpreted as low performance. These results suggest that delays in processing, repetitive verification procedures, and coordination issues among participating offices remain common concerns. Although the OSS successfully brings different offices together under one system, the expected gains in processing speed and operational efficiency have not yet been fully realized. This finding highlights the gap between the intended objectives of the OSS and the actual experience of its users.

Further analysis revealed that system-related issues are among the most significant barriers affecting OSS performance. Respondents identified limitations in digital infrastructure, fragmented processes, and increasing transaction volumes as major contributors to service delays. These challenges indicate that while institutional support and policy compliance are already in place, the effectiveness of the OSS is still constrained by the limited integration of digital technologies. As public service delivery increasingly shifts toward digital platforms, the need for a more connected and automated system becomes even more critical.

A notable finding of the study is the significant difference between the perceptions of OSS personnel and building permit applicants. The Independent Samples t-Test produced a p-value of 0.001, indicating a statistically significant difference between the assessments of the two groups. OSS personnel generally viewed the system more positively, largely because their assessment was based on compliance with procedures and operational requirements. In contrast, applicants evaluated the system based on their actual experiences, including waiting time, convenience, responsiveness, and ease of processing. This difference highlights the importance of considering both administrative performance and citizen experience when evaluating the effectiveness of public services.

The correlation analysis further emphasized the importance of digital transformation in improving OSS performance. Digital systems and infrastructure exhibited a very strong positive relationship with workflow efficiency ($r = 0.82$), indicating that improvements in technology and system integration are strongly associated with faster and more efficient permit processing. Likewise, human resource capacity showed a strong positive relationship with client satisfaction ($r = 0.68$), suggesting that competent and responsive personnel play a crucial role in shaping positive client experiences. These findings demonstrate that both technology and human resources are essential components of an effective service delivery system.

The results support the growing body of literature emphasizing the role of digital governance in enhancing public sector performance. While policy compliance establishes the foundation for effective service delivery, the findings suggest that technology serves as the primary enabler of operational efficiency. The study demonstrates that regulatory reforms alone are insufficient if they are not supported by integrated digital systems capable of facilitating real-time information sharing, process automation, and seamless coordination among government offices.

The most important contribution of this study is its empirical evidence that digital integration is a key determinant of OSS performance. While the OSS in Taguig City has achieved substantial progress in terms of institutional readiness and policy implementation, its full potential can only be realized through continued investment in digital infrastructure and system interoperability. Strengthening these areas will not only improve

workflow efficiency but also enhance transparency, responsiveness, and overall client satisfaction.

Overall, the findings suggest that the OSS for Building Permit Applications in Taguig City has established a strong foundation for service delivery but still faces challenges that limit its effectiveness. Addressing these challenges through digital transformation, process optimization, and strengthened inter-agency collaboration can help create a more efficient, transparent, and citizen-centered permitting system capable of meeting the growing demands of both government and the public.

IV. GET PEER REVIEWED

The completed research manuscript on the Assessment of Taguig City's One-Stop Shop for Building Permit Applications: Basis for a Strategic Action Plan was prepared for critical review by peers and subject matter experts in construction management, building permit processing, public administration, and digital governance. Peer review is important in determining whether the research objectives, methodology, data analysis, findings, conclusions, and proposed Strategic Action Plan are clearly presented and properly supported by the collected data.

The manuscript presents the assessment of policy compliance and institutional support, human resource capacity, digital systems and infrastructure, workflow efficiency, transparency, responsiveness, inter-agency coordination, and client satisfaction. The study used a descriptive-evaluative, descriptive-correlational, and comparative research design and analyzed the data using weighted mean, standard deviation, independent samples t-test, and Spearman rank-order correlation.

The review process may focus particularly on the interpretation of the differences between the assessments of OSS personnel and building permit applicants, as well as the relationship between digital systems and workflow efficiency. These areas are important because the study identified workflow inefficiencies, coordination challenges, and incomplete digital integration as major concerns in the existing OSS system.

V. IMPROVEMENT AS PER REVIEWER COMMENTS

Based on the review and evaluation of the manuscript, improvements should focus on strengthening the presentation of the research methodology, findings, interpretation, conclusions, and proposed Strategic Action Plan. Particular attention should be given to ensuring that the conclusions and recommendations are directly supported by the results of the study.

The findings indicate that although the Taguig City One-Stop Shop has established institutional and policy mechanisms and demonstrates compliance with regulatory requirements, challenges remain in workflow efficiency, inter-agency coordination, and digital integration. The study also identified a difference between the perceptions of OSS personnel and building permit applicants, indicating the importance of considering both internal and client perspectives when evaluating service delivery.

The manuscript should therefore emphasize the need for a fully integrated digital permitting system, improved inter-agency information sharing, workforce capacity development, strengthened transparency, and institutionalized client feedback mechanisms. These measures are consistent with the Strategic Action Plan developed from the findings of the study.

Further improvement should also ensure that the proposed interventions are practical and responsive to the actual problems experienced by building permit applicants. The recommendations include automation of application processing, real-time application tracking, electronic document management, a unified inter-agency database and workflow system, additional staffing during peak periods, continuous personnel training, a digital Citizen's Charter, clear procedural guidelines, and a real-time client feedback and monitoring system.

Through these improvements, the research manuscript becomes more focused on its primary contribution: providing evidence-based strategies to improve the efficiency, transparency, digital integration, coordination, and client-centered

delivery of building permit services through the One-Stop Shop in Taguig City.

VI. CONCLUSION

This study assessed the implementation and service delivery performance of the One-Stop Shop (OSS) for Building Permit Applications in Taguig City. The findings revealed that the OSS has successfully established the institutional structures, policy mechanisms, and organizational support necessary for implementation. The system demonstrates strong compliance with national regulatory requirements and reflects the city's commitment to improving public service delivery through integrated governance mechanisms.

Despite these strengths, service delivery performance remains constrained by workflow inefficiencies, coordination challenges, and incomplete digital integration. The findings showed that workflow efficiency and inter-agency coordination continue to receive low performance ratings. Furthermore, the significant difference between the perceptions of OSS personnel and permit applicants suggests that compliance-based evaluations alone are insufficient to fully capture the actual quality of public service delivery.

The most significant finding of the study is the strong influence of digital systems and infrastructure on workflow efficiency. The correlation analysis demonstrated that digital integration exhibits the strongest positive relationship with operational performance, confirming that technology serves as the primary driver of efficient permit processing. While policy compliance and human resource capacity remain important, digital transformation presents the greatest opportunity for improving service quality, transparency, responsiveness, and client satisfaction.

Based on the findings, the study recommends the implementation of a fully integrated end-to-end digital permitting platform, enhanced inter-agency information sharing, workforce capacity development programs, strengthened transparency initiatives, and institutionalized client feedback systems.

Future studies may conduct comparative assessments among local government units to establish performance benchmarks and identify best practices in OSS implementation. Researchers may also evaluate the long-term effects of digital transformation initiatives and explore the application of artificial intelligence, predictive analytics, enterprise resource planning systems, and advanced interoperability frameworks to further enhance building permit processing and public service delivery.

IV. ACKNOWLEDGMENT

First and foremost, I give all glory and thanks to God Almighty for His endless guidance, wisdom, strength, and blessings throughout the completion of this study. His grace and faithfulness have been my source of inspiration and perseverance during this academic journey.

I would like to express my sincere gratitude to my adviser, Dr. Lincoln Bautista, for his invaluable guidance, expertise, patience, and unwavering support. His encouragement and constructive insights played a significant role in the successful completion of this research.

My heartfelt appreciation also goes to my family for their unconditional love, sacrifices, understanding, prayers, and continuous encouragement. Their support has been a constant source of motivation in pursuing my academic and professional goals.

I am likewise grateful to Ar. Mauleon, Ar. Bannawagan, and Ar. Nacion for their valuable advice, professional insights, encouragement, and support throughout the conduct of this study.

Finally, I extend my sincere appreciation to everyone who contributed directly or indirectly to the completion of this research. Your support, assistance, and encouragement are deeply appreciated and will always be remember.

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