

# Level of Compliance to RA 11032 Ease of Doing Business (EODB), Challenges, and Government Service Delivery in the Registry of Deeds of Mamburao, Occidental Mindoro

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**Abstract:** The objective of this study is to determine the level of compliance with the Ease of Doing Business and efficient Government Service Delivery Act (Republic Act No. 11032). The study employed the descriptive-correlational design to determine the relationship between the level of compliance with the republic Act No. 11032 and the level of government service delivery at the Registry of Deeds of Mamburao, Occidental Mindoro. A total of 85% of the total number of employees were randomly selected to participate in the study. It examined compliance across key areas, including streamlining of procedures, reduction of red tape, processing of transactions, and automation and digitalization; assessed the extent of challenges in implementing the law; and evaluated the quality of government service delivery through adherence to the Citizen's Charter, effectiveness of client feedback mechanisms, and ARTA monitoring and enforcement. The study employed a quantitative research design, utilizing surveys and document reviews to collect data from relevant stakeholders. Statistical analyses were conducted to determine the relationship between compliance and service delivery and to test whether implementation challenges served as intervening factors. The findings provide insights into how adherence to RA 11032 can enhance public service efficiency, transparency, accountability, and citizen-centered outcomes, and offer a basis for recommendations to improve service quality and operational effectiveness.

**Keywords:** RA 11032, ease of doing business, government service delivery, registry of deeds.

## 1. Introduction

The efficiency of public service delivery is widely recognized as a fundamental component of good governance and national development, influencing citizen trust and the effectiveness of government institutions worldwide (Amador, 2025; Lamsal & Gupta, 2022). Globally, reforms targeting bureaucratic inefficiencies, reduction of red tape, and promotion of transparency have become central to improving public sector performance and fostering economic growth (Bernardino, 2023). In the Philippines, the government has implemented similar initiatives, notably Republic Act No. 11032, or the Ease of Doing Business and Efficient

Government Service Delivery Act of 2018, which seeks to institutionalize streamlined procedures, standardize processing times, and enhance accountability across government offices (Gabreil, 2018; Lopez & Ordoñez, 2025).

At the national level, the Land Registration Authority (LRA) is mandated to implement RA 11032, ensuring that all government agencies adopt a Citizen's Charter, enforce time-bound processing, and simplify procedures to promote efficiency and transparency (World Bank, 2024; Diocos, 2024). The Registry of Deeds (ROD), operating under the LRA, plays a critical role in protecting property rights and facilitating land-related transactions, directly influencing economic activity and public confidence in legal and administrative systems (Biglete, 2018; Kaczorowska, 2019).

Locally, in Mamburao, Occidental Mindoro, the ROD serves as a central hub for land registration transactions. Despite modernization efforts and the mandates of RA 11032, anecdotal evidence and client feedback suggest persistent procedural bottlenecks, delays in document processing, limited accessibility of information, and challenges in client responsiveness. These issues indicate that the law's intended outcomes may not be fully realized at the local level, potentially undermining public trust and the efficiency of service delivery.

Several gaps contribute to these challenges. First, inadequate digital infrastructure and frequent system errors slow down processing and increase reliance on manual verification, highlighting a mismatch between modernization initiatives and system capacity. Second, complex transactions and high workloads create congestion that hinders timely processing. Third, client-related issues, such as incomplete document submissions and unrealistic expectations, disrupt workflows and limit responsiveness (Limsa, Gabilero, & Olano, 2025). Additionally, while policies like the Zero Contact Policy promote transparency, they may unintentionally restrict essential communication needed to resolve technical problems, while weaknesses in digital security and verification increase the risk of errors and reduce public trust (Campbell, Pandey, &

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Arnesen, 2023).

The purpose of this study is to determine how effectively the law's provisions are operationalized at the local level and whether compliance translates into measurable improvements in service delivery, including shorter transaction times, more transparent processes, and enhanced client satisfaction. The findings aim to inform strategies for improving public service efficiency, strengthening institutional integrity, and supporting sustainable local development.

## 2. Methodology

### A. Study Design

This study employed the descriptive-correlational design to determine the relationship between the level of compliance with RA 11032 and the level of government service delivery in the ROD Mamburao, Occidental Mindoro. Data was gathered using a structured survey questionnaire covering level of compliance with RA 11032 (Ease of Doing Business and Efficient Government Service Delivery Act), level of government service delivery, and extent of constraints affecting the implementation of RA 11032.

### B. Study Setting

The study was conducted in the ROD Mamburao, Occidental Mindoro, which operates under the Land Registration Authority (LRA) of the Department of Justice. The office is responsible for the registration of real property transactions, issuance of land titles, and preservation of land registration records. As the provincial capital, Mamburao serves as the center of administrative and economic activity in Occidental Mindoro. Registry of Deeds in this municipality caters to a wide range of stakeholders, including landowners, private entities, real estate developers, and legal practitioners. The diversity and frequency of transactions handled by the office make it an ideal setting for examining the implementation of R.A. 11032 and assessing the efficiency of service delivery in the local context.

### C. Unit of Analysis and Sampling

There were two primary groups of respondents that participated in the study. First, the internal respondents or the employees. These are the 9 personnel of the ROD who are directly involved in the acceptance, processing, and documentation of deeds registration transactions. Second, are the external respondents- the 34 registrants and clients who availed registration services during the data collection period, including landowners, real estate agents, lawyers, developers and representatives of private institutions. The ROD Mamburao, Occidental Mindoro was selected as the study site because it is the primary office responsible for the registration and maintenance of land titles and property documents in the municipality. As a frontline agency implementing RA 11032 (Ease of Doing Business and Efficient Government Service Delivery Act), it provides an ideal setting to assess compliance with the law, evaluate the efficiency of government service delivery, and identify operational challenges. Studying this office allows for a focused examination of both administrative

processes and client experiences, providing insights that can inform improvements in service quality and RA 11032 implementation.

### D. Research Instrument

The primary data gathering instrument was a survey questionnaire developed to gather quantitative data on the level of compliance with RA 11032 (Ease of Doing Business and Efficient Government Service Delivery Act), level of government service delivery in the Registry of Deeds, and constraints affecting the implementation of RA 11032. The instrument consists of structured items using a Likert scale to measure respondents' perceptions on streamlining of procedures, reduction of red tape, expedition of transactions, automation and digitalization, compliance with the citizen's charter, effectiveness of client feedback mechanisms, monitoring and enforcement by ARTA, incomplete documentary requirements, client's preference for traditional systems, unrealistic client expectations, and system downtimes and technical glitches.

The instrument is divided into four parts: Part 1 is the respondents' profile; Part 2 is the level of compliance with RA 11032 (Ease of Doing Business and Efficient Government Service Delivery Act) which includes streamlining of procedures, reduction of red tape, expedition of transactions, automation and digitalization; Part 3 are the challenges in the implementation of RA 11032 which includes incomplete documentary requirements, client's preference for traditional systems, unrealistic client expectations, and system downtimes and technical glitches; and Part 4 is the level of government service delivery in the ROD, which consist of the following: compliance with the citizen's charter, effectiveness of client feedback mechanisms, monitoring and enforcement by ARTA.

### E. Data Collection Procedure

For the quantitative data aspect of the study, the researcher utilized a survey instrument. The question aims to explore the level of compliance with the Ease of Doing Business and Efficient Government Service Delivery Act (RA 11032) and its relationship to government service delivery in the ROD Mamburao, Occidental Mindoro. It will also identify the challenges in the implementation of RA 11032. This approach is intended to capture insights into the practical experiences and difficulties faced by office personnel and clients. Moreover, in the quantitative gathering of data, the researcher asked permission from the ROD office for the conduct of the study. The data gathering was conducted on February 2026.

### F. Ethical Consideration

The researcher asked permission from the Registry of Deed's office to gather the data. Trust in the respondents was given considering their full understanding of the objectives and the research process. The research instrument was properly explained in order to gather accurate and valid results. During the administration of the instrument, the survey questionnaire was given and served personally at a specified time. The confidentiality of the respondents' data was ensured throughout the collection, analysis, and reporting of the findings. It was

guaranteed that all the data and results gathered will be exclusively use for the purpose of the study.

The content of this study is an original paper and is not copied from any existing study. The researcher used the American Psychological Association (APA) style to give credit to the other research studies used as references. Previous studies and resources that will be used as bases of this study will be properly cited and acknowledged. This study only intends to contribute to the advancement of education and does not cause any harm to anyone involved during the conduct of the study.

### G. Data Processing and Analysis

The respondents' profile was described using the frequency and percent distribution. Weighted means and ranking will be computed to describe the level of compliance with RA 11032 and level of government service delivery in the Registry of Deeds.

To measure the level of compliance with RA 11032, the extent of challenges in the implementation, and the level of government service, the weighted mean and standard deviation was used. To test the relationship between level of compliance with RA 11032 and level of government service delivery, the Pearson Correlation was used. Finally, regression was used to determine if the extent of challenges is a significant intervening factor in the relationship between compliance and government service delivery.

## 3. Results

### A. Streamlining of Procedures

The level of compliance with RA 11032 in terms of streamlining of procedures is very high, with a mean of 4.65 and a standard deviation of 0.35. Among the indicators, "The procedures for registering documents are clearly defined and easy to follow" obtained the highest mean of 4.74 (SD = 0.44), followed by "The office provides clear information on documentary requirements before transaction processing" (M = 4.72, SD = 0.45). Next is "Transaction procedures are standardized and consistently applied to all clients" (M = 4.67, SD = 0.47), and "The number of steps required to complete a transaction has been minimized" (M = 4.58, SD = 0.50). The

lowest, though still very high, is "Required steps in the registration process are logically organized and not repetitive" (M = 4.53, SD = 0.50). The overall standard deviation of 0.35 indicates similarity of ratings among respondents. These results show that the Registry of Deeds–Mamburao has effectively simplified and rationalized its procedures, facilitating efficient and accessible transactions for clients.

### B. Reduction of Red Tape

The level of compliance with RA 11032 in terms of reduction of red tape in the Registry of Deeds of Mamburao, Occidental Mindoro is very high, with an overall mean of 4.63 and a standard deviation of 0.42. Reduction of red tape is highest in "The office avoids unnecessary requirements beyond what is officially mandated" with a mean of 4.70 and SD of 0.46, followed by "Clients are not required to submit the same documents multiple times," "Approval processes are efficient and free from excessive signatures or clearances," and "Staff members promptly address client concerns without requiring repeated follow-ups," all with a mean of 4.63 and SDs ranging from 0.54 to 0.58. The lowest, though still very high, is "Transactions can be completed without undue delays caused by bureaucratic procedures" with a mean of 4.56 and SD of 0.55. The overall standard deviation of 0.42 indicates similarity of ratings among the respondents. The results show that compliance with RA 11032 in terms of reduction of red tape is very high, indicating that the office effectively minimizes unnecessary requirements and promotes efficient transaction processes.

### C. Processing of Transactions

The level of compliance with RA 11032 in terms of processing of transactions in the Registry of Deeds of Mamburao, Occidental Mindoro is very high, with an overall mean of 4.59 and a standard deviation of 0.37. Expedition of transactions is highest in "Clients are informed in advance about the expected duration of each transaction" with a mean of 4.67 and SD of 0.47, followed by "Transactions are completed within the prescribed processing time under RA 11032" with a mean of 4.63 and SD of 0.49. Next is "Queuing and waiting times are reasonable and well-managed" with a

Table 1  
Level of compliance with RA 11032 in terms of streamlining of procedures

Indicators	Mean	SD	Interpretation
The procedures for registering documents are clearly defined and easy to follow.	4.74	.44	Very High
The office provides clear information on documentary requirements before transaction processing.	4.72	.45	Very High
Transaction procedures are standardized and consistently applied to all clients.	4.67	.47	Very High
The number of steps required to complete a transaction has been minimized.	4.58	.50	Very High
Required steps in the registration process are logically organized and not repetitive.	4.53	.50	Very High
<b>Overall Mean</b>	<b>4.65</b>	<b>.35</b>	<b>Very High</b>

Scale: 1.00-1.50 Very Low; 1.51-2.50 Low; 2.51-3.50 Moderate; 3.51-4.50 High; 4.51-5.00 Very High

Table 2  
Level of compliance with RA 11032 in terms of reduction of red tape

Indicators	Mean	SD	Interpretation
The office avoids unnecessary requirements beyond what is officially mandated.	4.70	.46	Very High
Clients are not required to submit the same documents multiple times.	4.63	.54	Very High
Approval processes are efficient and free from excessive signatures or clearances.	4.63	.54	Very High
Staff members promptly address client concerns without requiring repeated follow-ups.	4.63	.58	Very High
Transactions can be completed without undue delays caused by bureaucratic procedures.	4.56	.55	Very High
<b>Overall Mean</b>	<b>4.63</b>	<b>.42</b>	<b>Very High</b>

Scale: 1.00-1.50 Very Low; 1.51-2.50 Low; 2.51-3.50 Moderate; 3.51-4.50 High; 4.51-5.00 Very High

Table 3  
Level of compliance with RA 11032 in terms of Expedition of transactions

Indicators	Mean	SD	Interpretation
Clients are informed in advance about the expected duration of each transaction.	4.67	.47	Very High
Transactions are completed within the prescribed processing time under RA 11032.	4.63	.49	Very High
Queuing and waiting times are reasonable and well-managed.	4.60	.49	Very High
Service delivery is prompt even during peak transaction periods.	4.58	.59	Very High
The office provides timely updates on the status of ongoing transactions.	4.44	.55	High
<b>Overall Mean</b>	<b>4.59</b>	<b>.37</b>	<b>Very High</b>

Scale: 1.00-1.50 Very Low; 1.51-2.50 Low; 2.51-3.50 Moderate; 3.51-4.50 High; 4.51-5.00 Very High

Table 4  
Level of compliance with RA 11032 in terms of Automation and digitalization

Indicators	Mean	SD	Interpretation
The office utilizes digital systems to process registration transactions efficiently.	4.60	.49	Very High
The use of technology enhances transparency and accountability in service delivery.	4.60	.49	Very High
Clients benefit from automated systems such as electronic queuing or tracking.	4.53	.55	Very High
Electronic records management improves the accuracy and speed of transactions.	4.49	.59	High
Digital tools reduce manual processing and human error in transactions.	4.35	.61	High
<b>Overall Mean</b>	<b>4.52</b>	<b>.43</b>	<b>Very High</b>

Scale: 1.00-1.50 Very Low; 1.51-2.50 Low; 2.51-3.50 Moderate; 3.51-4.50 High; 4.51-5.00 Very High

mean of 4.60 and SD of 0.49, and “Service delivery is prompt even during peak transaction periods” with a mean of 4.58 and SD of 0.59. The lowest-rated indicator is “The office provides timely updates on the status of ongoing transactions” with a mean of 4.44 and SD of 0.55, interpreted as high. The overall standard deviation of 0.37 indicates similarity of ratings among the respondents. The results show that compliance with RA 11032 in terms of expedition of transactions is very high, indicating that the office effectively ensures timely and efficient service delivery, with slight room for improvement in providing real-time transaction updates.

#### D. Automation and Digitalization

The level of compliance with RA 11032 in terms of automation and digitalization in the Registry of Deeds of Mamburao, Occidental Mindoro is very high, with an overall mean of 4.52 and a standard deviation of 0.43. Automation and digitalization is highest in “The office utilizes digital systems to process registration transactions efficiently” and “The use of technology enhances transparency and accountability in service delivery,” both with a mean of 4.60 and SD of 0.49. This is followed by “Clients benefit from automated systems such as electronic queuing or tracking” with a mean of 4.53 and SD of 0.55. Meanwhile, “Electronic records management improves the accuracy and speed of transactions” (M = 4.49, SD = 0.59) and “Digital tools reduce manual processing and human error in transactions” (M = 4.35, SD = 0.61) received slightly lower ratings, both interpreted as high. The overall standard deviation of 0.43 indicates similarity of ratings among the respondents. The results show that compliance with RA 11032 in terms of automation and digitalization is very high, indicating effective use of technology in service delivery, with some areas for improvement in electronic records management and reduction of manual errors.

#### E. Summary of Level Compliance with RA 11032

The overall level of compliance with RA 11032 in the Registry of Deeds of Mamburao, Occidental Mindoro is very high, with a grand mean of 4.60 and a standard deviation of 0.30. Among the indicators, *streamlining of procedures* ranked highest with a mean of 4.65 and SD of 0.35, followed by

*reduction of red tape* with a mean of 4.63 and SD of 0.42. Next is *expedition of transactions* with a mean of 4.59 and SD of 0.37, while *automation and digitalization* obtained the lowest, though still very high, mean of 4.52 and SD of 0.43. The overall standard deviation of 0.30 indicates a high level of consistency in the responses of the participants. The results show that the level of compliance with RA 11032 across all key areas is very high, suggesting that the office effectively implements the law’s provisions in promoting efficient, transparent, and client-centered public service.

Table 5  
Summary of level compliance with RA 11032

Indicators	Mean	SD	Interpretation
Streamlining of procedures	4.65	.35	Very High
Reduction of red tape	4.63	.42	Very High
Expedition of transactions	4.59	.37	Very High
Automation and digitalization	4.52	.43	Very High
<b>Grand Mean</b>	<b>4.60</b>	<b>.30</b>	<b>Very High</b>

Scale: 1.00-1.50 Very Low; 1.51-2.50 Low; 2.51-3.50 Moderate; 3.51-4.50 High; 4.51-5.00 Very High

#### F. Extent of Challenges in the Implementation of R.A 11032

The extent of challenges in the implementation of RA 11032 in terms of incomplete documentary requirements in the Registry of Deeds of Mamburao, Occidental Mindoro is high, with an overall mean of 4.32 and a standard deviation of 0.71. The challenge is highest in “Many transactions are delayed because clients submit incomplete documents” with a mean of 4.47 and SD of 0.80, followed by “Processing timelines are disrupted due to missing or incorrect requirements” with a mean of 4.30 and SD of 0.80. Next are “Clients often lack clear understanding of the required documents for registration,” “Incomplete submissions frequently require clients to return multiple times,” and “Staff spend significant time addressing deficiencies in client documents,” all with a mean of 4.28 and SDs ranging from 0.77 to 0.88. The overall standard deviation of 0.71 indicates relative similarity of responses among the participants. The results show that challenges related to incomplete documentary requirements are high, indicating that document deficiencies significantly affect transaction efficiency and processing timelines.

Table 6

Extent of challenges in the implementation of R.A 11032 in terms of Incomplete documentary requirements			
Indicators	Mean	SD	Interpretation
Many transactions are delayed because clients submit incomplete documents.	4.47	.80	High
Processing timelines are disrupted due to missing or incorrect requirements.	4.30	.80	High
Clients often lack clear understanding of the required documents for registration.	4.28	.77	High
Incomplete submissions frequently require clients to return multiple times.	4.28	.77	High
Staff spend significant time addressing deficiencies in client documents.	4.28	.88	High
<b>Overall Mean</b>	<b>4.32</b>	<b>.71</b>	<b>High</b>

Scale: 1.00-1.50 Very Low; 1.51-2.50 Low; 2.51-3.50 Moderate; 3.51-4.50 High; 4.51-5.00 Very High

Table 7

Extent of challenges in the implementation of R.A 11032 in terms of Client's preference for traditional systems			
Indicators	Mean	SD	Interpretation
Reliance on traditional methods reduces the benefits of automation initiatives.	4.19	.88	High
Limited client familiarity with technology affects the efficiency of transactions.	4.14	.80	High
Clients often request face-to-face transactions even when online options are available.	4.12	.76	High
Preference for manual processing slows down overall service delivery.	4.02	.80	High
Some clients resist using digital or automated systems for transactions.	3.84	.84	High
<b>Overall Mean</b>	<b>4.06</b>	<b>.71</b>	<b>High</b>

Scale: 1.00-1.50 Very Low; 1.51-2.50 Low; 2.51-3.50 Moderate; 3.51-4.50 High; 4.51-5.00 Very High

Table 8

Extent of challenges in the implementation of R.A 11032 in terms of Unrealistic expectations			
Indicators	Mean	SD	Interpretation
Managing client expectations consumes additional staff time and resources.	4.35	.90	High
Clients often expect transactions to be completed faster than the prescribed timelines.	4.30	.83	High
Unrealistic expectations lead to dissatisfaction even when procedures are followed.	4.30	.80	High
Clients sometimes demand special treatment outside standard procedures.	4.28	.91	High
Some clients misunderstand the scope and limitations of services under RA 11032.	4.12	.93	High
<b>Overall Mean</b>	<b>4.27</b>	<b>.77</b>	<b>High</b>

Scale: 1.00-1.50 Very Low; 1.51-2.50 Low; 2.51-3.50 Moderate; 3.51-4.50 High; 4.51-5.00 Very High

### G. Client's Preference for Traditional Systems

The extent of challenges in the implementation of RA 11032 in terms of clients' preference for traditional systems in the Registry of Deeds of Mamburao, Occidental Mindoro is high, with an overall mean of 4.06 and a standard deviation of 0.71. The challenge is highest in "Reliance on traditional methods reduces the benefits of automation initiatives" with a mean of 4.19 and SD of 0.88, followed by "Limited client familiarity with technology affects the efficiency of transactions" with a mean of 4.14 and SD of 0.80. Next is "Clients often request face-to-face transactions even when online options are available" with a mean of 4.12 and SD of 0.76, and "Preference for manual processing slows down overall service delivery" with a mean of 4.02 and SD of 0.80. The lowest, though still high, is "Some clients resist using digital or automated systems for transactions" with a mean of 3.84 and SD of 0.84. The overall standard deviation of 0.71 indicates similarity of responses among the respondents. The results show that challenges related to clients' preference for traditional systems are high, indicating that reliance on manual processes continues to affect the efficiency and full utilization of digital services.

### H. Unrealistic Expectations

The extent of challenges in the implementation of RA 11032 in terms of unrealistic client expectations in the Registry of Deeds of Mamburao, Occidental Mindoro is high, with an overall mean of 4.27 and a standard deviation of 0.77. The challenge is highest in "Managing client expectations consumes additional staff time and resources" with a mean of 4.35 and SD of 0.90, followed by "Clients often expect

transactions to be completed faster than the prescribed timelines" and "Unrealistic expectations lead to dissatisfaction even when procedures are followed," both with a mean of 4.30 and SDs of 0.83 and 0.80, respectively. Next is "Clients sometimes demand special treatment outside standard procedures" with a mean of 4.28 and SD of 0.91. The lowest, though still high, is "Some clients misunderstand the scope and limitations of services under RA 11032" with a mean of 4.12 and SD of 0.93. The overall standard deviation of 0.77 indicates similarity of responses among the respondents. The results show that challenges related to unrealistic client expectations are high, indicating that managing client perceptions and demands significantly affects service efficiency and staff workload.

### I. System Downtimes and Technical Glitches

The extent of challenges in the implementation of RA 11032 in terms of system downtimes and technical glitches in the Registry of Deeds of Mamburao, Occidental Mindoro is high, with an overall mean of 4.48 and a standard deviation of 0.70. The challenge is highest in "System downtimes interrupt the processing of registration transactions" with a mean of 4.56 and SD of 0.77, followed by "Technical glitches occasionally cause delays in service delivery" with a mean of 4.51 and SD of 0.77. Next is "Dependence on digital systems creates challenges when technical issues arise" with a mean of 4.49 and SD of 0.77, and "Transaction backlogs increase during periods of system unavailability" with a mean of 4.47 and SD of 0.77. The lowest, though still high, is "Limited technical support prolongs the resolution of system-related problems" with a mean of 4.40 and SD of 0.79. The overall standard deviation of 0.70 indicates similarity of responses among the

Table 9

Extent of challenges in the implementation of R.A 11032 in terms of System downtimes and technical glitches			
Indicators	Mean	SD	Interpretation
System downtimes interrupt the processing of registration transactions.	4.56	.77	Very High
Technical glitches occasionally cause delays in service delivery.	4.51	.77	Very High
Dependence on digital systems creates challenges when technical issues arise.	4.49	.77	High
Transaction backlogs increase during periods of system unavailability.	4.47	.77	High
Limited technical support prolongs the resolution of system-related problems.	4.40	.79	High
<b>Overall Mean</b>	<b>4.48</b>	<b>.70</b>	<b>High</b>

Scale: 1.00-1.50 Very Low; 1.51-2.50 Low; 2.51-3.50 Moderate; 3.51-4.50 High; 4.51-5.00 Very High

Table 10

Summary of extent of challenges in the implementation of R.A 11032			
Indicators	Mean	SD	Interpretation
System downtimes and technical glitches	4.48	.70	High
Incomplete documentary requirements	4.32	.71	High
Unrealistic expectations	4.27	.77	High
Client's preference for traditional systems	4.06	.71	High
<b>Grand Mean</b>	<b>4.28</b>	<b>.71</b>	<b>High</b>

Scale: 1.00-1.50 Very Low; 1.51-2.50 Low; 2.51-3.50 Moderate; 3.51-4.50 High; 4.51-5.00 Very High

Table 11

Level of government service delivery in terms of compliance with the citizen's charter			
Indicators	Mean	SD	Interpretation
Clients completed transactions within the time frame stated in the Citizen's Charter.	4.65	.48	Very High
The services requested are completed without shortcuts.	4.63	.54	Very High
Service delivery process is consistent and the same for all clients.	4.56	.59	Very High
Services are delivered completely and timely regardless of work hours and seasons.	4.51	.59	Very High
Services are not delayed unless there is work suspension due to inclement weather or holidays.	4.49	.63	High
<b>Overall Mean</b>	<b>4.57</b>	<b>.46</b>	<b>Very High</b>

Scale: 1.00-1.50 Very Low; 1.51-2.50 Low; 2.51-3.50 Moderate; 3.51-4.50 High; 4.51-5.00 Very High

respondents. The results show that challenges related to system downtimes and technical glitches are high, indicating that technical issues significantly affect the continuity and efficiency of service delivery.

#### J. Summary of Extent of Challenges in the Implementation of R.A 11032

The overall extent of challenges in the implementation of RA 11032 in the Registry of Deeds of Mamburao, Occidental Mindoro is high, with a grand mean of 4.28 and a standard deviation of 0.71. Among the indicators, *system downtimes and technical glitches* ranked highest with a mean of 4.48 and SD of 0.70, followed by *incomplete documentary requirements* with a mean of 4.32 and SD of 0.71. Next is *unrealistic expectations* with a mean of 4.27 and SD of 0.77, while *client's preference for traditional systems* obtained the lowest mean of 4.06 and SD of 0.71. The overall standard deviation of 0.71 indicates similarity of responses among the respondents. The results show that the extent of challenges in the implementation of RA 11032 is high, indicating that operational, technical, and client-related factors continue to affect the efficiency of service delivery despite strong compliance with the law.

#### K. Level of Government Service Delivery

The level of government service delivery in terms of compliance with the citizen's charter in the Registry of Deeds of Mamburao, Occidental Mindoro is very high, with an overall mean of 4.57 and a standard deviation of 0.46. Compliance is highest in "*Clients completed transactions within the time frame stated in the Citizen's Charter*" with a mean of 4.65 and SD of 0.48, followed by "*The services requested are completed without shortcuts*" with a mean of 4.63 and SD of 0.54. Next is "*Service delivery process is consistent and the same for all*

*clients*" with a mean of 4.56 and SD of 0.59, and "*Services are delivered completely and timely regardless of work hours and seasons*" with a mean of 4.51 and SD of 0.59. The lowest, though still high, is "*Services are not delayed unless there is work suspension due to inclement weather or holidays*" with a mean of 4.49 and SD of 0.63. The overall standard deviation of 0.46 indicates similarity of responses among the respondents. The results show that compliance with the Citizen's Charter is very high, indicating that the office consistently delivers timely, standardized, and client-centered services.

#### L. Effectiveness of Client Feedback Mechanisms

The level of government service delivery in terms of effectiveness of client feedback mechanisms in the Registry of Deeds of Mamburao, Occidental Mindoro is very high, with an overall mean of 4.62 and a standard deviation of 0.43. The highest-rated indicator is "*The frontline desks are very responsive to the requests, issues, and concerns*" with a mean of 4.67 and SD of 0.47, followed by "*Help desks, suggestion boxes, hotlines, and online platforms are effectively utilized by the office*" and "*Customer satisfaction form is provided to each client*," both with a mean of 4.63 and SDs of 0.49 and 0.54, respectively. Next is "*Other personnel assist at the frontline desks if needed to effectively address the issues and concerns in the service delivery*" with a mean of 4.60 and SD of 0.49. The lowest, though still very high, is "*Clients are requested to complete customer satisfaction forms and submit them to the assigned personnel or place them in the suggestion box provided*" with a mean of 4.56 and SD of 0.55. The overall standard deviation of 0.43 indicates similarity of responses among the respondents. The results show that the effectiveness of client feedback mechanisms is very high, indicating that the office maintains responsive and accessible channels for client

Table 12  
Level of Government Service Delivery in terms of Effectiveness of client feedback mechanisms

Indicators	Mean	SD	Interpretation
The frontline desks are very responsive to the requests, issues, and concerns.	4.67	.47	Very High
Help desks, suggestion boxes, hotlines, and online platforms are effectively utilized by the office.	4.63	.49	Very High
Customer satisfaction form is provided to each client.	4.63	.54	Very High
Other personnel assist at the frontline desks if needed to effectively address the issues and concerns in the service delivery.	4.60	.49	Very High
Clients are requested to complete customer satisfaction forms and submit them to the assigned personnel (or guard on duty) or placed in the suggestion box provided.	4.56	.55	Very High
<b>Overall Mean</b>	<b>4.62</b>	<b>.43</b>	<b>Very High</b>

Scale: 1.00-1.50 Very Low; 1.51-2.50 Low; 2.51-3.50 Moderate; 3.51-4.50 High; 4.51-5.00 Very High

Table 13  
Level of government service delivery in terms of monitoring and enforcement by the anti-red tape authority (ARTA)

Indicators	Mean	SD	Interpretation
Employees are aware of ARTA rules and their role in complying with them.	4.77	.43	Very High
The presence of ARTA oversight contributes to improved client satisfaction.	4.72	.50	Very High
ARTA policies help ensure transparency and efficiency in office transactions.	4.70	.51	Very High
ARTA monitoring activities promote accountability in service delivery.	4.67	.52	Very High
The office complies with ARTA guidelines and service standards.	4.58	.54	Very High
<b>Overall Mean</b>	<b>4.69</b>	<b>.45</b>	<b>Very High</b>

Scale: 1.00-1.50 Very Low; 1.51-2.50 Low; 2.51-3.50 Moderate; 3.51-4.50 High; 4.51-5.00 Very High

Table 14  
Summary of level of government service delivery

Indicators	Mean	SD	Interpretation
Monitoring and enforcement by the Anti-Red Tape Authority (ARTA)	4.69	.45	Very High
Effectiveness of client feedback mechanisms	4.62	.43	Very High
Compliance with the Citizen's Charter	4.57	.46	Very High
Government service delivery	4.62	.38	Very High

Scale: 1.00-1.50 Very Low; 1.51-2.50 Low; 2.51-3.50 Moderate; 3.51-4.50 High; 4.51-5.00 Very High

engagement and service improvement.

#### M. Monitoring and enforcement by the Anti-Red Tape Authority (ARTA)

The level of government service delivery in terms of monitoring and enforcement by the Anti-Red Tape Authority (ARTA) in the Registry of Deeds of Mamburao, Occidental Mindoro is very high, with an overall mean of 4.69 and a standard deviation of 0.45. Monitoring and enforcement is highest in "Employees are aware of ARTA rules and their role in complying with them" with a mean of 4.77 and SD of 0.43, followed by "The presence of ARTA oversight contributes to improved client satisfaction" with a mean of 4.72 and SD of 0.50. Next is "ARTA policies help ensure transparency and efficiency in office transactions" with a mean of 4.70 and SD of 0.51, and "ARTA monitoring activities promote accountability in service delivery" with a mean of 4.67 and SD of 0.52. The lowest, though still very high, is "The office complies with ARTA guidelines and service standards" with a mean of 4.58 and SD of 0.54. The overall standard deviation of 0.45 indicates similarity of responses among the respondents. The results show that ARTA monitoring and enforcement is very high, indicating strong awareness, compliance, and accountability in service delivery within the office.

#### N. Summary of Level of Government Service Delivery

The overall level of government service delivery in the Registry of Deeds of Mamburao, Occidental Mindoro is very high, with an overall mean of 4.62 and a standard deviation of 0.38. Among the indicators, *monitoring and enforcement by the Anti-Red Tape Authority (ARTA)* ranked highest with a mean of 4.69 and SD of 0.45, followed by *effectiveness of client feedback mechanisms* with a mean of 4.62 and SD of 0.43. Next

is *compliance with the Citizen's Charter* with a mean of 4.57 and SD of 0.46. The overall standard deviation of 0.38 indicates a high level of consistency in the responses of the participants. The results show that the level of government service delivery is very high, suggesting that the office effectively ensures transparency, accountability, and client-centered services across all key areas.

#### O. Relationship Between the Level of Compliance with RA 11032 and the Level of Government Service Delivery

The relationship between the level of compliance with RA 11032 and the level of government service delivery in the Registry of Deeds of Mamburao, Occidental Mindoro is generally weak to moderate but significant. Among the indicators, *reduction of red tape* shows the strongest and most consistent relationships, with moderate correlations across all dimensions of service delivery, particularly in effectiveness of client feedback mechanisms ( $r = .541$ ) and monitoring and enforcement by ARTA ( $r = .507$ ). *Expedition of transactions* also demonstrates moderate relationship with compliance with the Citizen's Charter ( $r = .447$ ), but only weak relationships with other indicators. Meanwhile, *streamlining of procedures* and *automation and digitalization* exhibit weak but significant relationships across all aspects of service delivery. The correlation between compliance with RA 11032 and government service delivery is moderate and significant ( $r = .525$ ,  $p = .000$ ), indicating that higher compliance is associated with improved service delivery outcomes. The consistently low  $p$ -values confirm that these relationships are statistically significant. These results suggest that while all aspects of compliance contribute to service delivery, reduction of red tape plays the most influential role in enhancing efficiency, responsiveness, and accountability in public service.

Table 15  
Relationship between the level of compliance with RA 11032 and the level of government service delivery

Level of compliance with RA 11032	Level of government service delivery	Coefficient	p-value	Interpretation
Streamlining of procedures	Compliance with the Citizen's Charter	.368**	.003	Weak
	Effectiveness of client feedback mechanisms	.302*	.018	Weak
	Monitoring and enforcement by the Anti-Red Tape Authority	.395**	.003	Weak
Reduction of red tape	Compliance with the Citizen's Charter	.440**	.000	Moderate
	Effectiveness of client feedback mechanisms	.541**	.000	Moderate
	Monitoring and enforcement by the Anti-Red Tape Authority	.507**	.000	Moderate
Expedition of transactions	Compliance with the Citizen's Charter	.447**	.000	Moderate
	Effectiveness of client feedback mechanisms	.322*	.010	Weak
	Monitoring and enforcement by the Anti-Red Tape Authority	.335**	.009	Weak
Automation and digitalization	Compliance with the Citizen's Charter	.245*	.047	Weak
	Effectiveness of client feedback mechanisms	.285*	.022	Weak
	Monitoring and enforcement by the Anti-Red Tape Authority	.380**	.003	Weak
<b>Overall</b>	<b>Overall</b>	<b>.525**</b>	<b>.000</b>	<b>Moderate</b>

Scale: .000-.150 Negligible; .151-.400 Weak; .401-.650 Moderate; .651-.900 Strong; .900-1.000 Perfect

Table 16

Challenges in the implementation of R.A 11032 as intervening factor between compliance with RA 11032 and government service delivery

Path	Variables	Beta Coefficient	p-value	Interpretation
A	Level of compliance with RA 11032	.069	.139	Not Significant
B	Challenges in the implementation of R.A 11032	.229	.139	Not Significant
C	Level of compliance with RA 11032	.712	.000	Significant

#### P. Challenges in the Implementation of R.A 11032 as Intervening Factor Between Compliance with RA 11032 and Government Service Delivery

The analysis of challenges in the implementation of RA 11032 as an intervening factor between compliance and government service delivery in the Registry of Deeds of Mamburao, Occidental Mindoro reveals that the mediating effect is not significant. Specifically, the relationship between the level of compliance with RA 11032 and the extent of challenges is not significant ( $\beta = .069$ ,  $p = .139$ ), and the relationship between challenges and government service delivery is also not significant ( $\beta = .229$ ,  $p = .139$ ). In contrast, the direct relationship between compliance with RA 11032 and government service delivery is strong and significant ( $\beta = .712$ ,  $p = .000$ ). These results indicate that challenges in implementation do not significantly influence or mediate the relationship between compliance and service delivery. Instead, compliance with RA 11032 directly contributes to improved government service delivery, regardless of the presence of operational or client-related challenges.

#### 4. Discussion

The level of compliance with RA 11032 aligns with the agency not only complies with RA 11032 but also embodies best practices in modern public service. Temporal, (2025) stated that, combining procedural clarity, efficiency, reduced bureaucracy, timely service, and technological integration provides high-quality service to clients.

The Extent of Challenges in the Implementation of R.A 11032 aligns with of Pasham, (2024) suggesting that while the agency has made substantial progress in complying with RA 11032, addressing technical issues, ensuring complete client documentation, managing expectations, and gradually encouraging digital adoption remain critical areas for improvement to enhance service efficiency and client satisfaction.

The findings on Level of Government Service Delivery

aligns the successful implementation of Republic Act No. 11032, which corroborates the findings of Neverio, (2025) that efficient, transparent, and accountable public service delivery can be demonstrated if the concerned agency maintains strong compliance, responsiveness, and oversight mechanisms, leading to a high level of government service performance.

Compliance with RA 11032 has moderate significant relationship with the level of government service delivery This means that compliance with RA 11032 may improve the service delivery of government agencies. These results indicates that higher adherence to the provisions of RA 11032 such as streamlining procedures, reducing red tape, expediting transactions, and implementing automation can meaningfully contribute to better government service delivery. Quiatchon, (2024) stated that, compliance with the law is a key factor in improving efficiency, transparency, accountability, and responsiveness in public service. Thus, imply that government offices that actively follow RA 11032 are more likely to provide timely, organized, and citizen-centered services, reinforcing the law's intent to enhance the quality of government service delivery. There is a statistically significant relationship between the level of compliance with RA 11032 and the level of government service delivery; thus, the null hypothesis is rejected.

The findings reveal that challenges in the implementation of RA 11032 do not significantly mediate the relationship between compliance and government service delivery, as both Path a and Path b are not statistically significant. However, compliance with RA 11032 has a strong and significant direct effect on service delivery. Thus, the null hypothesis for mediation is accepted, indicating no intervening effect.

#### 5. Conclusions

The Registry of Deeds of Mamburao, Occidental Mindoro demonstrates an overall very high level of compliance with RA 11032 across all key areas—streamlining of procedures, reduction of red tape, expedition of transactions, and automation and digitalization. This indicates that processes are

generally clear, efficient, transparent, and supported by appropriate use of technology. The office effectively minimizes unnecessary requirements, adheres to prescribed processing times, and utilizes digital systems to improve service delivery. However, minor areas for improvement remain, particularly in further optimizing workflow steps, reducing occasional processing delays, enhancing real-time communication during peak periods, and strengthening digital system capabilities and staff proficiency. This affirms strong institutional compliance with RA 11032, with opportunities for continuous improvement.

Despite the very high compliance with RA 11032, the Registry of Deeds of Mamburao, Occidental Mindoro continues to face high implementation challenges. Incomplete documentary submissions remain a major concern, contributing to transaction delays and highlighting the need for clearer client guidance. Client preference for traditional systems persists, reflecting resistance to digitalization and the need for sustained client education and support. Unrealistic client expectations also affect service efficiency, emphasizing the importance of better communication of service scope and limitations. Furthermore, system downtimes and technical glitches pose significant operational issues, underscoring the need for regular system maintenance, prompt technical support, and staff readiness. Overall, these challenges point to the need for continuous improvement in both client engagement and system management.

The Registry of Deeds of Mamburao, Occidental Mindoro demonstrates a very high level of government service delivery across all indicators. Compliance with the Citizen's Charter ensures standardized, timely, and client-centered services, with only minor delays during external disruptions. Client feedback mechanisms are highly effective, supported by responsive frontline services and accessible feedback channels, thereby enhancing accountability and public trust. Moreover, ARTA monitoring and enforcement are very effective in promoting rule awareness, accountability, and adherence to service standards, contributing to improved client satisfaction and continuous service enhancement. Overall, the office maintains excellent service delivery performance with minimal areas for improvement.

There is a moderate and significant relationship between compliance with RA 11032 and the level of government service delivery in the Registry of Deeds of Mamburao, Occidental Mindoro. This indicates that greater adherence to the law's

provisions—such as streamlined procedures, reduced red tape, timely transactions, and effective use of digital systems—meaningfully enhances service efficiency, transparency, accountability, and citizen-centered outcomes. In essence, stronger compliance with RA 11032 directly contributes to higher quality and more effective public service.

Compliance with RA 11032 significantly predicts the level of government service delivery in the Registry of Deeds of Mamburao, Occidental Mindoro. Among the provisions, reduction of red tape showed the strongest influence on improving service efficiency, transparency, accountability, and citizen-centered outcomes. Furthermore, the analysis revealed that implementation challenges did not significantly intervene between compliance and service delivery, highlighting that adherence to the law alone is a key determinant of quality public service.

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