

COLLEGE OF BUSINESS AND ENTREPRENEURIAL TECHNOLOGY

OPERATIONS MANAGEMENT DEPARTMENT

**EFFECTIVENESS OF ONE STOP-SHOP IN RESPONSE
TO THE CUSTOMERS' LONG QUEUE IN
PHILIPPINE STATISTICS AUTHORITY
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ABSTRACT

The title of the study is **EFFECTIVENESS OF ONE STOP-SHOP IN RESPONSE TO CUSTOMERS' LONG QUEUE IN PHILIPPINE STATISTICS AUTHORITY**. Researched by Ferlice A. Abejar, Hazel Ann L. Loren, Keena Mari A. Murciano and Janeela Mae G. Regacho and advised by Prof. Jayson Noveda.

The purpose of this study is to know the effect of ONE STOP-SHOP to the customers' long queue if it will be implemented in the Philippine Statistics Authority. The researchers used descriptive method. They also used questionnaires as an instrument and computed percentage and frequency in the statistical treatment of data. It also includes the following scale; (5) Excellent, (4) Very Satisfactory, (3) Satisfactory, (2) Poor and (1) Very Poor. For the next question, it uses (5) Strongly Agree, (4) Agree, (3) Neutral, (2) Disagree and (1) Strongly Disagree The researchers would like to know the 1) Present System in Philippine Statistics Authority 2) Problems encountered by the clients in getting documents in Philippine Statistics Authority and lastly, 3) The effectiveness of ONE STOP-SHOP in Philippine Statistics Authority.

In problem no. 1 (of the survey questionnaire) which is about the customers' satisfaction in the present system of Philippine Statistics Authority in terms of Speed, most of the clients answered that they are satisfied enough with the ease to access to the service and the time taken

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to access the service, including waiting time. When it comes to Responsiveness, most of the clients answered satisfactory meaning they are pleased with how the service provider handles transactions. Next is Empathy, and clients rated Very satisfactory to this because the behaviour of the staffs are well shown off.

In question no. 2 which states the problems encountered by the clients of Philippine Statistics Authority, most of the respondents answered disagree on the proximity of the departments and they also disagree on the office layout of Philippine Statistics Authority.

In question no. 3, it is stated that 93% of people out of 100% agreed on the idea of implementing one stop shop and that 93% thinks that one stop shop will be effective on eliminating long queue.

The researchers concluded that the problems being encountered by clients in Philippine Statistics Authority are the proximity of departments and the office layout. Meaning, the clients doesn't have big issue with the company's process flow, otherwise they have problem with how far the departments are to each other.

The researchers recommended the implementation of one stop shop through the revised floor plans and structure for Philippine Statistics Authority.

CHAPTER I

The Problem and its Background

Introduction

It is a necessity for every individual to get the mandatory requirements for them to be able to comply the required documents needed in any establishments. Just like in applying for a job or enrolling in a university, each individual is obliged to pass requirements such as birth certificate, marriage contract, CENOMAR which can only be found in Philippine Statistics Authority, formerly known as NSO. With the help of the said requirements, the company and institutions can scrutinize more information to the person who has something to comply within their company or institution. The background of an individual is very imperative within one's company or institution.

Every individual may first feel the burden in getting the mandatory documents especially in institution or company who doesn't have proper and improved system flow. Sometimes it becomes very tedious to keep waiting in a long queue, particularly ones that seems to move sluggishly. At times, you may feel tempted to yell at the person assisting at the counter to be a little faster or you may simply feel like leaving the line altogether, this becomes all the more painstaking, if your foot is aching, and if you're longing to sit or relax.

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In order to maintain the betterment of establishments, implementing ONE STOP-SHOP and improved process flow system might be an answer in every customer's dilemma. And also, a proper queuing system and proper implementation of citizen's charter can solve the delay in getting the documents. One of the main purpose of One-Stop Shop is it gives an easy movement to the people within the vicinity by providing many services in one place however to achieve a smooth flow system a good facilities management must be considered.

Conceptual Framework

Student also encounters long queues either in enrollment, paying their balance and tuition fees on the cashier, ID transactions, and all other processes happening inside the school. Aside from that, government and some companies encountered dilemmas in managing their customer service that results to long queues. Every individual is about to face the corporate world wherein they will be more engaged in complying requirements such as certificates, clearances, and records about them. However, before completing all the requirements they must first deal with a lot of operations that pushes them to wait.

One of the mandatory requirements that must be complied in every situation especially in employment are birth certificate, marriage contract,