

ASSESSMENT OF THE IMPLEMENTATION OF R.A. 11032 AT THE LAND TRANSPORTATION OFFICE, EAST AVENUE, QUEZON CITY

ABSTRACT

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The study investigates the implementation of Republic Act 11032, also known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018, " at the Land Transportation Office (LTO) in East Avenue, Quezon City. It aims to address the persistent issues of long queues and complex paperwork that continue to affect clients despite the enactment of this law. The research utilizes Social Normalization Theory to explore how the perceived difficulty of official processes can drive citizens toward informal shortcuts like using fixers. This research employed a descriptive survey design to systematically document the current state of law implementation at the LTO branch. A total of 45 respondents, consisting of 30 LTO clients and 15 employees, were selected using purposive sampling to ensure they had direct experience with the implementation of Republic Act 11032. Data collection was conducted through a self-constructed survey questionnaire, supplemented by interviews and direct observations to validate the findings. The findings show that while respondents generally "Strongly Agreed" that the zero-contact policy and public trust measures are effectively implemented, significant service gaps remain. Technical problems with the LTMS online portal were identified as the leading issue, followed closely by excessive waiting times and long queues. Despite positive assessments of official procedures, some respondents still reported instances of being solicited by fixers for fees. The study concludes that improving the LTO's efficiency requires a more tough "Policy Enhancement Plan" that focuses on inter-agency cooperation. Researchers recommend strengthening coordination with law enforcement agencies and the Anti-Red Tape Authority (ARTA) to conduct regular operations against fixers around the premises. Additionally, the study suggests that the LTO must prioritize repairing technical flaws in its digital systems and providing better staff training to ensure faster, more transparent service delivery.

RECOMMENDED CITATION

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