

MAKATI BUSINESS CLUB EXECUTIVE OUTLOOK SURVEY

Second Semester 2012

PERCEPTION OF GOVERNMENT PERFORMANCE: YEAR TWO UNDER PNOY'S ADMINISTRATION

How business rated the performance of government offices, agencies, and services

over the previous 12 months (July 2011 to June 2012)

(In % of respondents)

July 2011 Rank	July 2012 Rank	Government Agency	July 2011 Net Score	Satisfied	Not Satisfied	July 2012 Net Score
1	1	Bangko Sentral ng Pilipinas	77.0	96.4	1.8	94.6
2	2	Department of Finance	67.6	90.9	9.1	81.8
32	2	Department of Tourism	(13.5)	89.1	7.3	81.8
7	4	Department of Budget and Management	44.6	83.6	12.7	70.9
8	5	Securities and Exchange Commission	40.5	81.8	12.7	69.1
n.a.	6	Philippine Economic Zone Authority	n.a.	81.8	14.5	67.3
3	7	Department of Trade and Industry	59.5	81.8	16.4	65.4
9	8	Office of the Vice President	37.8	76.4	18.2	58.2
6	9	Department of Education	45.9	78.2	21.8	56.4
23	10	Department of Labor and Employment	5.4	74.5	18.2	56.3
4	11	Department of Foreign Affairs	52.7	76.4	21.8	54.6
n.a.	12	Anti-Money Laundering Council	n.a.	72.7	18.2	54.5
n.a.	13	Board of Investments	n.a.	74.5	23.6	50.9
5	14	Department of Health	50.0	70.9	21.8	49.1
12	14	Commission on Higher Education	29.7	69.1	20.0	49.1
16	14	Office of the President	18.9	69.1	20.0	49.1
21	14	Senate	8.1	74.5	25.4	49.1
17	18	Department of Agriculture	14.9	69.1	21.8	47.3
44	18	Ombudsman	(51.4)	70.9	23.6	47.3
n.a.	20	Technical Education and Skills Development Authority	n.a.	63.6	20.0	43.6
17	21	Bureau of Internal Revenue	14.9	69.1	29.1	40.0
13	22	National Economic and Development Authority	27.0	65.4	27.3	38.1
11	22	Department of Social Welfare and Development	35.1	65.4	27.3	38.1
22	24	Department of Energy	6.8	67.3	30.9	36.4
30	25	Armed Forces of the Philippines	(12.2)	63.6	27.3	36.3
9	26	Department of Justice	37.8	63.6	32.7	30.9
20	27	Department of Public Works and Highways	10.8	65.4	34.6	30.8
14	28	Department of National Defense	24.3	60.0	30.9	29.1
19	29	Department of Science and Technology	12.2	60.0	32.7	27.3
26	30	Civil Service Commission	0.0	54.5	30.9	23.6
24	31	Commission on Audit	4.1	50.9	32.7	18.2
25	32	National Competitiveness Council	1.4	50.9	40.0	10.9
n.a.	32	Presidential Communications Group	n.a.	49.1	38.2	10.9
n.a.	34	Commission on Appointments	n.a.	49.1	40.0	9.1
15	35	Commission on Human Rights	20.3	45.4	41.8	3.6
27	36	Housing and Urban Development Coordinating Council	(10.8)	43.6	41.8	1.8
39	37	Department of Agrarian Reform	(29.7)	45.4	45.4	0.0
27	37	Department of Interior and Local Government	(10.8)	47.3	47.3	0.0
36	37	House of Representatives	(23.0)	49.1	49.1	0.0
43	40	Sandiganbayan	(44.6)	43.6	45.4	(1.8)
35	41	Climate Change Commission	(21.6)	40.0	45.4	(5.4)
n.a.	42	Legislative Executive Development Advisory Council	n.a.	38.2	43.6	(5.4)
36	43	Metro Manila Development Authority	(23.0)	43.6	52.7	(9.1)
27	44	Department of Transportation and Communications	(10.8)	41.8	54.5	(12.7)
32	45	Commission on Elections	(13.5)	36.4	52.7	(16.3)
30	46	Department of Environment and Natural Resources	(12.2)	36.4	54.5	(18.1)
40	47	Bureau of Customs	(33.8)	38.2	56.4	(18.2)
n.a.	48	Public-Private Partnership Center	n.a.	34.5	58.2	(23.7)
41	49	Philippine National Police	(35.1)	32.7	61.8	(29.1)
38	49	Garbage Collection	(25.7)	32.7	61.8	(29.1)
34	51	Supreme Court	(20.3)	27.3	69.1	(41.8)
45	52	Traffic Management	(64.9)	25.4	70.9	(45.5)
42	53	Appeals and Lower Court System	(41.9)	18.2	72.7	(54.5)

Totals may not add up to 100% due to rounding off or no response.

Number of respondent companies represented: 55 or 14.7% of 375 member companies excluding foreign embassies and offices

Survey period: 19 June to 23 July 2012

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ISSUES: YEAR TWO UNDER PNOY'S ADMINISTRATION
(In % of respondents)

A. Are you satisfied with the government's anti-smuggling efforts?

Satisfied	27.3
Not satisfied	70.9
No response	1.8

B. Are satisfied with the government's tax policies and administration?

Satisfied	49.1
Not satisfied	49.1
No response	1.8

C. Do you agree with the result of the Corona impeachment trial?

Agree	81.8
Disagree	12.7
No response	5.5

Totals may not add up to 100% due to rounding off or no response.

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