

# 2014

# Top 10 Government Agencies



## BANGKO SENTRAL NG PILIPINAS No. 1

|               |      |
|---------------|------|
| Net Score     | 95.4 |
| Satisfied     | 96.9 |
| Not Satisfied | 1.5  |



## PHILIPPINE ECONOMIC ZONE AUTHORITY No. 3

|               |      |
|---------------|------|
| Net Score     | 80.0 |
| Satisfied     | 89.2 |
| Not Satisfied | 9.2  |



## SECURITIES & EXCHANGE COMMISSION No. 5

|               |      |
|---------------|------|
| Net Score     | 64.6 |
| Satisfied     | 81.5 |
| Not Satisfied | 16.9 |



## DEPARTMENT OF HEALTH No. 7

|               |      |
|---------------|------|
| Net Score     | 61.6 |
| Satisfied     | 78.5 |
| Not Satisfied | 16.9 |



## DEPARTMENT OF FINANCE No. 9

|               |      |
|---------------|------|
| Net Score     | 60.0 |
| Satisfied     | 80.0 |
| Not Satisfied | 20.0 |



## DEPARTMENT OF TOURISM No. 2

|               |      |
|---------------|------|
| Net Score     | 81.6 |
| Satisfied     | 90.8 |
| Not Satisfied | 9.2  |



## PAGASA No. 4

|               |      |
|---------------|------|
| Net Score     | 72.3 |
| Satisfied     | 84.6 |
| Not Satisfied | 12.3 |



## DEPARTMENT OF FOREIGN AFFAIRS No. 6

|               |      |
|---------------|------|
| Net Score     | 63.0 |
| Satisfied     | 81.5 |
| Not Satisfied | 18.5 |



## OPAPP No. 7

|               |      |
|---------------|------|
| Net Score     | 61.6 |
| Satisfied     | 78.5 |
| Not Satisfied | 16.9 |



## PHILIPPINE STATISTICS AUTHORITY No. 10

|               |      |
|---------------|------|
| Net Score     | 58.4 |
| Satisfied     | 76.9 |
| Not Satisfied | 18.5 |





MAKATI BUSINESS CLUB EXECUTIVE OUTLOOK SURVEY  
Second Semester 2014

PERCEPTION OF GOVERNMENT PERFORMANCE: YEAR FOUR UNDER PNOY’S ADMINISTRATION

How business rated the performance of government offices, agencies, and services  
over the previous twelve months (July 2013 to June 2014)  
(In percent of respondents)

| Rank      |           | Government Agency  | July 2014 |           |               |
|-----------|-----------|--|-----------|-----------|---------------|
| July 2012 | July 2014 |  | Net Score | Satisfied | Not Satisfied |
| 1         | 1         | Bangko Sentral ng Pilipinas  | 95.4      | 96.9      | 1.5           |
| 2         | 2         | Department of Tourism  | 81.6      | 90.8      | 9.2           |
| 6         | 3         | Philippine Economic Zone Authority   | 80.0      | 89.2      | 9.2           |
| NA        | 4         | Philippine Atmospheric, Geophysical & Astronomical Services Administration | 72.3      | 84.6      | 12.3          |
| 5         | 5         | Securities & Exchange Commission   | 64.6      | 81.5      | 16.9          |
| 11        | 6         | Department of Foreign Affairs  | 63.0      | 81.5      | 18.5          |
| 14        | 7         | Department of Health   | 61.6      | 78.5      | 16.9          |
| NA        | 7         | Office of the Presidential Adviser on the Peace Process                    | 61.6      | 78.5      | 16.9          |
| 2         | 9         | Department of Finance  | 60.0      | 80.0      | 20.0          |
| NA        | 10        | Philippine Statistics Authority  | 58.4      | 76.9      | 18.5          |
|           |           |  |           |           |               |
| 9         | 11        | Department of Education  | 56.9      | 75.4      | 18.5          |
| 31        | 12        | Commission on Audit  | 55.4      | 75.4      | 20.0          |
| 27        | 12        | Department of Public Works & Highways                                      | 55.4      | 76.9      | 21.5          |
| NA        | 12        | Philippine Health Insurance Corp. (PhilHealth)                             | 55.4      | 75.4      | 20.0          |
| NA        | 15        | Home Development Mutual Fund (Pag-IBIG)                                    | 55.3      | 73.8      | 18.5          |
| NA        | 15        | Social Security System   | 55.3      | 73.8      | 18.5          |
| 22        | 17        | National Economic & Development Authority                                  | 52.3      | 75.4      | 23.1          |
| 7         | 18        | Department of Trade & Industry   | 50.8      | 75.4      | 24.6          |
| 30        | 19        | Civil Service Commission   | 49.3      | 70.8      | 21.5          |
| 13        | 20        | Board of Investments   | 49.2      | 73.8      | 24.6          |
| 20        | 20        | Technical Education & Skills Development Authority                         | 49.2      | 72.3      | 23.1          |
| 10        | 22        | Department of Labor & Employment   | 47.6      | 73.8      | 26.2          |
| 51        | 23        | Supreme Court  | 44.6      | 70.8      | 26.2          |
| 29        | 24        | Department of Science & Technology   | 43.1      | 70.8      | 27.7          |
| 14        | 25        | Commission on Higher Education   | 43.0      | 69.2      | 26.2          |
| 18        | 26        | Office of the Ombudsman  | 41.6      | 70.8      | 29.2          |
| 25        | 27        | Armed Forces of the Philippines  | 41.5      | 69.2      | 27.7          |
| 26        | 28        | Department of Justice  | 38.4      | 69.2      | 30.8          |
| 12        | 29        | Anti-Money Laundering Council  | 36.9      | 69.2      | 32.3          |
| 35        | 29        | Commission on Human Rights   | 36.9      | 64.6      | 27.7          |
| 32        | 31        | National Competitiveness Council   | 32.3      | 63.1      | 30.8          |
| 22        | 32        | Department of Social Welfare & Development                                 | 29.3      | 63.1      | 33.8          |
| 45        | 33        | Commission on Elections  | 27.7      | 61.5      | 33.8          |
| 36        | 33        | Housing and Urban Development Coordinating Council                         | 27.7      | 64.6      | 36.9          |
| 8         | 33        | Office of the Vice President   | 27.7      | 63.1      | 35.4          |
| 14        | 36        | Office of the President  | 26.1      | 61.5      | 35.4          |
| 28        | 37        | Department of National Defense   | 24.6      | 63.1      | 38.5          |
| 43        | 38        | Metro Manila Development Authority   | 15.4      | 55.4      | 40.0          |
| NA        | 39        | Office of the Cabinet Secretary  | 15.3      | 53.8      | 38.5          |
| NA        | 40        | Department of Justice - Office for Competition                             | 13.8      | 53.8      | 40.0          |
| 40        | 41        | Sandiganbayan  | 10.8      | 52.3      | 41.5          |
| NA        | 42        | Court of Tax Appeals   | 6.1       | 49.2      | 43.1          |
| 21        | 43        | Bureau of Internal Revenue   | 3.1       | 50.8      | 47.7          |
|           |           |  |           |           |               |
| 32        | 44        | Presidential Communications Group  | (3.0)     | 46.2      | 49.2          |
| NA        | 45        | Office of the Executive Secretary  | (4.6)     | 44.6      | 49.2          |
| 53        | 46        | Court of Appeals   | (9.2)     | 43.1      | 52.3          |
| 46        | 46        | Department of Environment & Natural Resources                              | (9.2)     | 46.2      | 55.4          |
| 48        | 48        | Public-Private Partnership Center  | (23.1)    | 36.9      | 60.0          |
| 42        | 49        | Legislative-Executive Development Advisory Council                         | (27.7)    | 33.8      | 61.5          |
| 37        | 50        | Department of Agrarian Reform  | (30.8)    | 32.3      | 63.1          |
| 4         | 50        | Department of Budget & Management  | (30.8)    | 33.8      | 64.6          |
| 37        | 52        | Department of Interior & Local Government                                  | (35.4)    | 32.3      | 67.7          |
|           |           |  |           |           |               |
| 34        | 53        | Commission on Appointments   | (40.0)    | 27.7      | 67.7          |
| 24        | 53        | Department of Energy   | (40.0)    | 29.2      | 69.2          |
| 47        | 55        | Bureau of Customs  | (44.6)    | 29.2      | 73.8          |
| 44        | 55        | Department of Transportation & Communications                              | (44.6)    | 27.7      | 72.3          |
| 49        | 57        | Philippine National Police   | (47.7)    | 24.6      | 72.3          |
| 53        | 58        | Lower Court System   | (56.9)    | 18.5      | 75.4          |
| NA        | 59        | Office of the Presidential Assistant for Rehabilitation and Recovery       | (60.0)    | 16.9      | 76.9          |
| 18        | 60        | Department of Agriculture  | (63.1)    | 16.9      | 80.0          |
| 37        | 61        | House of Representatives   | (66.1)    | 15.4      | 81.5          |
| 14        | 62        | Senate   | (67.7)    | 13.8      | 81.5          |

Note: Totals may not add up to 100% due to rounding off or no response.  
Number of respondents: 65 or 8.8% of 736 individual MBC members  
Survey period: 1 to 25 July 2014  
NA Not available