

# An Evaluation of Licensing Service Delivery under RA 10930: A Client-Based Study of the Land Transportation Office

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## Abstract

This study explored client awareness of Republic Act No. 10930 and their assessment of licensing service delivery at the Land Transportation Office (LTO) Regional Office VII in Mandaue City and its Consolacion extension, with the aim of proposing a client-centered action plan to improve policy implementation. Using a descriptive-correlational design, the study surveyed 50 clients who had recently completed licensing transactions. Data were collected using a researcher-designed structured questionnaire and analyzed using descriptive statistics, t-tests, ANOVA, and Pearson's correlation coefficient. Findings revealed that respondents demonstrated a generally high level of awareness regarding the extended validity of driver's licenses, eligibility conditions, and procedural requirements. Service delivery was rated high across dimensions such as processing time, clarity of procedures, staff competence, accessibility, and overall satisfaction. No significant differences were observed in service assessments across demographic groups. A moderate, positive, and significant correlation was found between client awareness and perceived service delivery efficiency, indicating that informed clients tended to experience more efficient transactions. Based on these findings, the study proposed the LTO-AWARE program, a client-centered action plan emphasizing policy education, process optimization, staff training, accessibility improvements, and monitoring mechanisms. This program aims to enhance compliance with RA 10930, improve service efficiency, and strengthen public trust in LTO operations.

**Keywords:** RA 10930, Driver's license, Client-centered service, Land Transportation Office, Service delivery, Policy awareness, Licensing efficiency, Cebu, Philippines

## INTRODUCTION

The issuance and renewal of driver's licenses constitute a critical public service that directly influences road safety, mobility, and national development. In the Philippines, the Land Transportation Office (LTO) is the primary government agency responsible for regulating driver licensing and ensuring that only competent and qualified individuals may operate motor vehicles. Recognizing the need to improve licensing procedures and service delivery, the Philippine government enacted Republic Act (RA) No. 10930 in 2017, which amended key provisions of the Land Transportation and Traffic Code (RA 4136)

and introduced reforms in the validity and renewal of driver's licenses (Land Transportation Office [LTO], 2019).

RA 10930 introduced significant changes to the licensing system, most notably extending the validity period of driver's licenses from three years to five years, and up to ten years for drivers with no recorded traffic violations. This reform aimed to decongest LTO offices, encourage responsible driving behavior, and improve the efficiency of public service delivery. In addition, the law mandates stricter compliance measures, including mandatory examinations and driver education requirements, in order to strengthen road safety and regulatory governance in the transport sector (LTO, 2019).

Despite these reforms, the implementation of RA 10930 at the local level has generated varied experiences among license holders. Reports from clients indicate differences in service accessibility, procedural clarity, and the effectiveness of digital platforms introduced to support licensing transactions. Evaluating these experiences is essential to determine whether the intended outcomes of the reform—improved efficiency, reduced congestion, and enhanced service delivery—have been realized in practice.

Client perspectives are an important indicator of service delivery effectiveness, particularly in government services involving routine and high-volume transactions. Contemporary public administration research highlights that public value in service delivery is increasingly co-produced with citizens, making their experiences a legitimate measure of policy performance (Luna et al., 2024; Twizeyimana & Andersson, 2019). However, while existing assessments of the LTO system often focus on administrative indicators such as processing time and revenue collection, there remains limited empirical research examining licensing reforms from the viewpoint of service users.

This research gap is particularly relevant to the LTO's ongoing digitalization initiatives, including the introduction of online portals and appointment systems for license applications and renewals. While these initiatives are designed to enhance efficiency and accessibility, their effectiveness may vary across geographic and socioeconomic contexts, especially in areas with limited access to digital infrastructure. Understanding how these technological changes affect client experiences is, therefore, critical for identifying potential disparities in service accessibility and improving the overall quality of licensing services (Wilson & Mergel, 2022).

In response to these issues, this study examines the experiences and perceptions of driver's license holders regarding the implementation of RA 10930. By focusing on client perspectives, the study contributes to the broader discourse on policy implementation, service quality, and citizen-centered governance in the Philippine public sector. The findings aim to provide evidence-based insights that can assist the Land Transportation Office and other transportation stakeholders in improving licensing services and strengthening the effectiveness of regulatory reforms in the Philippine transportation system.

## RELATED LITERATURE

### **Driver's Licensing as a Public Service and Road Safety Mechanism**

Driver licensing systems play a vital role in ensuring road safety and regulating the competence of individuals operating motor vehicles. Governments implement licensing frameworks to verify that drivers possess adequate knowledge, skills, and compliance with traffic regulations. In the Philippines, the Land Transportation Office (LTO) is responsible for administering and enforcing driver licensing policies under the Land Transportation and Traffic Code (Republic Act No. 4136), which establishes the rules for issuing driver's licenses and regulating motor vehicle operation (Republic Act No. 4136).

Driver licensing policies are also considered essential public services because they affect mobility, public safety, and economic productivity. Effective licensing systems help prevent accidents by ensuring that drivers are knowledgeable about traffic laws and road safety practices. Consequently, improvements in licensing policies are often pursued to enhance both administrative efficiency and public safety outcomes.

### **Republic Act No. 10930 and Driver's Licensing Reform**

One of the most significant reforms in the Philippine driver licensing system is Republic Act No. 10930, enacted in 2017. This law amended Section 23 of Republic Act No. 4136 to strengthen policies related to driver licensing and improve the regulatory framework governing license issuance and renewal. The law extended the validity period of driver's licenses from three years to five years and allowed a ten-year validity for drivers with no recorded traffic violations during the initial validity period (Republic Act No. 10930, 2017).

The policy aims to reduce congestion in LTO offices, improve administrative efficiency, and encourage responsible driving behavior. By rewarding drivers with clean driving records for longer license validity, the law promotes compliance with traffic regulations and road safety practices (Republic Act No. 10930, 2017).

The Implementing Rules and Regulations (IRR) of RA 10930 further emphasize that the licensing system should ensure that driver's licenses are issued only to applicants who demonstrate sufficient driving skills, knowledge of road safety, and adherence to traffic rules. The IRR also introduced mechanisms such as a demerit point system to penalize violations and encourage responsible driving behavior (Department of Transportation & Land Transportation Office, 2019).

### **Policy Implementation and Administrative Capacity**

Public policy implementation studies highlight that the success of government reforms depends not only on the enactment of laws but also on how these policies are implemented at the operational level. Mazmanian and Sabatier's Policy Implementation Theory explains that several factors influence policy outcomes, including the clarity of policy objectives, the availability of resources, the administrative capability of implementing agencies, and the responses of target populations.

In the context of driver licensing reforms, these factors are particularly important because the policy must be executed across multiple local offices and service centers. Variations in administrative procedures, staff training, and organizational resources may influence how effectively reforms such as RA 10930 are implemented. Therefore, examining how clients experience licensing services provides valuable insight into whether policy objectives are achieved in practice.

### **Service Quality and Client Satisfaction in Government Services**

Client satisfaction is widely recognized as an important indicator of public service performance. In government agencies that provide high-volume services—such as licensing, registration, and permit issuance—citizen perceptions of service quality often reflect the efficiency and responsiveness of administrative processes.

Service quality in public service delivery is commonly assessed through indicators such as processing time, clarity of procedures, staff competence, accessibility of facilities, and overall client satisfaction. Studies on government service delivery suggest that positive client experiences contribute to greater public trust in institutions and improved compliance with regulatory policies.

In the context of the Land Transportation Office, service quality has become increasingly relevant as the agency seeks to modernize its operations and improve public service delivery. Evaluating client

experiences in licensing transactions can reveal operational challenges, including procedural complexity, long waiting times, or inconsistencies in service delivery across local offices.

### **Digitalization of Government Services and Licensing Systems**

In recent years, the Philippine government has initiated digital transformation efforts to improve the efficiency of public services. The LTO has implemented digital systems, such as the Land Transportation Management System (LTMS), that allow online scheduling, license applications, and renewal transactions. These initiatives aim to streamline services and reduce physical congestion in government offices.

Digital government literature suggests that online platforms can significantly enhance service accessibility, reduce processing time, and improve transparency in public services. However, studies also highlight that digital transformation may create new challenges, particularly in areas with limited internet access or low digital literacy. As a result, the effectiveness of digital government initiatives often depends on agencies' ability to ensure inclusive access and user-friendly systems.

### **Synthesis of Literature and Research Gap**

The reviewed literature indicates that driver licensing policies play a critical role in road safety and public service delivery. The enactment of RA 10930 represents a major policy reform aimed at improving licensing efficiency, promoting responsible driving behavior, and strengthening the regulatory framework governing driver licensing in the Philippines.

However, while the legal and administrative aspects of the reform are well documented, there remains limited empirical research examining how license holders experience its implementation at the local level. Most assessments focus on administrative indicators such as processing efficiency or regulatory compliance, leaving a gap in understanding clients' perspectives who directly interact with the licensing system.

This study addresses this gap by examining the experiences and perceptions of driver's license holders regarding the implementation of RA 10930. By focusing on client feedback, the research aims to provide insights into service accessibility, procedural clarity, staff interaction, and overall satisfaction with licensing services. Such insights can help improve policy implementation and enhance citizen-centered service delivery in the Philippine transportation sector.

### **OBJECTIVES OF THE STUDY**

This study aimed to evaluate the delivery of licensing services under Republic Act No. 10930 at the Land Transportation Office (LTO) Regional Office VII in Mandaue City and Consolacion, Cebu, during Fiscal Year 2025–2026. Specifically, the study examines the respondents' demographic profile, including age, gender, type of license held, year of last renewal, purpose of the transaction, and frequency of transactions with the LTO. It also determines the extent of respondents' awareness of the key provisions of RA 10930, particularly regarding the extended validity of driver's licenses, the conditions for five-year and ten-year validity, and the requirements for eligibility under the extended validity scheme. Furthermore, the study assesses the quality of licensing service delivery in terms of processing time and efficiency, clarity of procedures and requirements, staff competence and courtesy, accessibility of facilities or platforms, and overall client satisfaction. The study also examines whether there are significant differences in the assessment of service delivery when respondents are grouped by demographic characteristics and whether there is a significant relationship between their awareness of RA 10930 provisions and their assessment of licensing service delivery. Finally, based on the findings, the study proposes a client-centered action plan to improve the implementation of RA 10930 at the Land Transportation Office Regional Office VII.

## METHODOLOGY

This study employed a descriptive–correlational research design to evaluate the delivery of licensing services under Republic Act No. 10930 at the Land Transportation Office (LTO) Regional Office VII in Mandaue City and its extension office in Consolacion, Cebu, during Fiscal Year 2025–2026. The descriptive component profiled respondents based on demographic variables such as age, gender, type of license held, year of last renewal, purpose of transaction, and frequency of transactions at the LTO, and assessed their level of awareness regarding the provisions of RA 10930, particularly the extended validity of driver’s licenses, the conditions for five-year and ten-year validity, and the eligibility requirements for each. The study also evaluated respondents’ assessment of licensing service delivery in terms of processing time and efficiency, clarity of procedures and requirements, staff competence and courtesy, accessibility of facilities or platforms, and overall client satisfaction.

The correlational aspect examined whether significant relationships existed between respondents’ awareness of RA 10930 provisions and their assessments of service delivery, and whether significant differences in service ratings were observed when respondents were grouped by demographic profile. Guided by the Input–Process–Output (IPO) model and anchored on the Policy Implementation Theory of Mazmanian and Sabatier (1983), the study involved the development of a structured questionnaire, securing permissions from LTO offices, obtaining informed consent from participants, and collecting data from clients who transacted licensing services during the study period. Statistical tools were then used to analyze the data and determine patterns, relationships, and differences among the variables. The findings of the study served as the basis for proposing a client-centered action plan to improve the implementation of RA 10930 and enhance licensing service delivery at the LTO Regional Office VII in Mandaue City and Consolacion, Cebu.

## RESULTS AND DISCUSSION

**Table 1**  
**Age and Gender Distribution of Respondents**

Demographic variable	Frequency (f)	Percentage (%)
Age group		
18-25	8	16%
26-35	15	30%
36-45	14	28%
46-55	9	18%
56 and above	4	8%
Gender		
Male	32	64%
Female	18	36%
Total	50	100%

Most respondents belonged to the 26–35 (30%) and 36–45 (28%) age groups, indicating that the majority were mid-career adults likely to use motor vehicles for work or family responsibilities (Table 1). A larger proportion of respondents were male (64%), which aligns with typical gender distributions among licensed drivers in the Philippines.

**Table 2**  
**Type of Driver’s License Held by Respondents**

Type of license	Frequency (f)	Percentage (%)
Non-professional	29	58%
Professional	21	42%
Total	50	100%

The predominance of respondents within the working-age population suggests that licensing services directly impact economically active individuals, highlighting the importance of efficient service delivery (Laguilles, 2021). The higher percentage of male clients is consistent with national transportation statistics, reflecting traditional gender patterns in driving and vehicle ownership (DOTr, 2022). Understanding these demographic trends may guide the LTO in tailoring communication and service strategies toward the most frequent client groups.

Type Driver’s License Held. A majority of respondents held Non-Professional licenses (58%), while 42% carried Professional licenses (Table 2). This distribution reflects the general trend wherein non-professional licenses are more commonly issued to private vehicle users, while professional licenses comprise a significant portion linked to public transport and commercial driving.

**Table 3**  
**Type of Driver’s License Held by Respondents**

Year of last renewal	Frequency (f)	Percentage (%)
2025	13	26%
2024	17	34%
2023	11	22%
2022	6	12%
2021 and earlier	3	6%
Total	50	100%

The considerable proportion of professional drivers underscores the importance of ensuring that LTO services meet the needs of individuals whose livelihoods depend on timely license processing (Flores & Torres, 2020). Since RA 10930 requires stricter assessments for professional license holders, their substantial presence in the sample highlights the need for transparent and efficient evaluation procedures during the renewal process. License Renewal. Most respondents renewed their licenses in 2024 (34%) and 2025 (26%), indicating that many were affected by or newly adjusting to the implementation requirements of RA 10930, especially the extended validity and CDE requirements (Table 3).

**Table 4**  
**Purpose of Respondents’ Transactions**

Purpose of Transaction	Frequency (f)	Percentage (%)
License renewal	28	56%
New license application	15	30%
License reclassification	7	14%

Total	50	100%
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The clustering of recent renewals suggests that respondents were more likely to have fresh experiences with updated LTO procedures, which strengthens the reliability of their feedback about RA 10930 implementation (Santos, 2023). Respondents with older renewals may have experienced transitional policies, offering comparative insights on changes in service delivery. Purpose of Respondents' Transactions. The majority of respondents visited for license renewal (56%), followed by new applicants (30%), while 14% sought reclassification (Table 4). Renewal, being the most common, reflects typical annual LTO transaction patterns.

**Table 5**  
**Frequency of Transactions at the LTO**

Frequency of transactions	Frequency (f)	Percentage (%)
First time	10	20%
Once every 5 years	21	42%
Once every 2-3 years	12	24%
More than once a year	7	14%
Total	50	100%

Since most clients were renewing their licenses, their awareness and satisfaction are crucial indicators of RA 10930 compliance, particularly regarding CDE requirements and extended validity (Abad, 2022). The presence of new applicants also indicates the need for clear communication of procedures, as first-time clients rely heavily on proper orientation and staff guidance. Frequency of Transactions. Most respondents transacted once every 5 years (42%), consistent with the validity period for non-problematic license holders under RA 10930. Meanwhile, 20% were first-time applicants, and 14% transacted frequently due to employment or other administrative requirements.

**Table 6**  
**Respondents' Awareness of the Extended Validity of Driver's Licenses**

Statement	Mean	SD	Description
1. I am aware that under RA 10930, driver's licenses can now be valid for up to 10 years.	4.35	0.68	Very High Awareness
2. I know that a 5-year validity is given upon initial issuance or renewal.	4.28	0.74	Very High Awareness
3. I understand that the 10-year license validity is a new provision under RA 10930.	4.22	0.82	Very High Awareness
4. I was informed about the change in license validity during my transaction at the LTO.	3.90	0.97	High Awareness
Overall	4.19	0.80	High Awareness

The dominance of 5-year intervals suggests general compliance with RA 10930's extended validity provision, indicating that most clients maintained clean driving records, allowing them longer validity

periods (LTO, 2023). Frequent transactions among a minority of respondents highlight a subset of clients, often professional drivers or fleet operators, who may require specialized or streamlined services. Awareness of the Extended Validity of Driver’s Licenses. The respondents demonstrated a high overall level of awareness (M = 4.19) regarding the extended validity of driver’s licenses under RA 10930 (Table 6). Awareness of the 10-year validity period received the highest ratings, while information dissemination during transactions showed slightly lower scores, suggesting inconsistent on-site communication.

**Table 7**  
**Respondents’ Awareness of Conditions for 5-Year and 10-Year Validity**

Statement	Mean	SD	Description
1. I know that drivers must have no traffic violations to qualify for a 10-year license validity.	4.10	0.92	High Awareness
2. I am aware that those with traffic violations are only eligible for a 5-year validity.	4.05	0.88	High Awareness
3. I know that traffic violation records are verified before a license is renewed for 10 years.	3.98	0.95	High Awareness
4. I clearly understand the difference between eligibility for a 5-year and a 10-year license.	3.85	1.02	High Awareness
Overall	3.99	0.94	High Awareness

The high awareness levels indicate that RA 10930’s major policy shift, license validity extension, is widely understood among clients. This aligns with findings that policy changes with direct personal benefits tend to have higher public retention (Ding, 2022). However, the relatively lower mean for information received during transactions underscores the importance of consistent frontline communication, aligning with Sabatier and Mazmanian’s (1983) emphasis on administrative capacity and clarity in policy implementation. Awareness of Conditions for 5-Year and 10-Year Validity. Respondents reported high overall awareness (M = 3.99) of the eligibility conditions for the 5-year and 10-year license validity (Table 7). Awareness is strong but slightly lower than in SOP 2.1, indicating that while clients understand the general validity scheme, the specific eligibility rules are less fully internalized.

**Table 8**  
**Respondents’ Awareness of Requirements for Eligibility Under the Extended Validity Scheme**

Statement	Mean	SD	Description
1. I am aware that attending a Comprehensive Driver’s Education (CDE) seminar is required for license renewal.	3.60	1.05	High Awareness
2. I know that passing an online or in-person validation exam is part of the process.	3.72	0.98	High Awareness
3. I was informed that a CDE Certificate is required to qualify for renewal.	3.55	1.12	High Awareness
4. I fully understand the documentary and procedural requirements to qualify for the 10-year license.	3.40	1.15	Moderate Awareness

Overall	3.57	1.08	High Awareness
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The findings suggest that although LTO clients generally understand the role of traffic violations in determining license validity, there is room to strengthen public comprehension of eligibility distinctions. Studies show that clear and repeated communication enhances public compliance with regulatory conditions (He & Pardo, 2023). Strengthening education on eligibility rules may improve compliance and reduce disputes, supporting more efficient policy implementation.

Awareness of Requirements for Eligibility Under the Extended Validity Scheme. Respondents exhibited a high overall level of awareness (M = 3.57) regarding the required compliance steps under RA 10930, although this score is lower than those in the previous categories (Table 8). Understanding of documentary and procedural requirements were only moderate, indicating a key area of informational difficulty.

**Table 9**  
**Assessment of Processing Time and Efficiency of LTO Licensing Transactions**

Statement	Mean	SD	Description
1. My transaction was completed within the expected time frame.	3.85	0.92	High Satisfaction
2. The licensing process was efficient and well-organized.	3.70	0.95	High Satisfaction
3. I did not experience unnecessary delays during the procedure.	3.55	1.02	High Satisfaction
4. The steps required for license application or renewal were properly followed.	3.90	0.88	High Satisfaction
Overall	3.75	0.94	High Satisfaction

The results reveal that while clients are generally familiar with the CDE requirement and exam, comprehension declines when it comes to procedural specifics. Research indicates that complex processes reduce policy adherence unless simplified or well-communicated (Fernandez & Rainey, 2017). This suggests a need for enhanced client education, clearer LTO instructions, and improved public-facing communication materials to prevent confusion and delays during renewal transactions. Clients' Evaluation of Service Delivery in LTO Licensing Transactions: Processing Time and Efficiency. Respondents expressed high satisfaction (M= 3.75) with the processing time and efficiency of licensing transactions (Table 9). While all indicators reflect positive assessments, the slightly lower rating on “absence of delays” suggests occasional bottlenecks.

**Table 10**  
**Assessment of Clarity of Procedures and Requirements**

Statement	Mean	SD	Description
1. The requirements for my transaction were clearly stated.	3.80	0.90	High Satisfaction

2. The instructions provided were easy to understand.	3.65	0.98	High Satisfaction
3. I did not encounter confusion about the steps in the licensing process.	3.50	1.10	High Satisfaction
4. LTO communicated any changes in policies or requirements effectively.	3.45	1.12	High Satisfaction
Overall	3.60	1.03	High Satisfaction

An efficient service flow is crucial for public satisfaction, and high ratings show that LTO is largely meeting time expectations. Existing research demonstrates that shorter service times boost perceived government effectiveness and trust (Bautista & Macatulad, 2021). Addressing the remaining delays could further enhance client confidence and promote compliance with RA 10930. Clarity of Procedures and Requirements. Respondents reported high satisfaction (M = 3.60) with the clarity of procedures and requirements (Table 10). The lowest mean score relates to the communication of policy changes, showing variability in how new guidelines, such as RA 10930 provisions, are communicated.

**Table 11**  
**Assessment of Clarity of Procedures and Requirements**

Statement	Mean	SD	Description
1. The staff were knowledgeable about the licensing procedures.	3.95	0.85	High Satisfaction
2. I was treated with respect and courtesy throughout the transaction.	4.10	0.78	High Satisfaction
3. The personnel responded clearly to my inquiries.	3.88	0.90	High Satisfaction
4. I was satisfied with the customer service provided by the staff.	4.05	0.82	High Satisfaction
Overall	3.99	0.84	High Satisfaction

Clear procedural communication is crucial for policy compliance. According to Fernandez & Rainey (2017), misunderstandings often arise from inconsistent communication rather than policy complexity itself. Improving clarity and uniformity across branches may reduce confusion and help clients better understand the requirements of RA 10930. Staff Competence and Courtesy. Respondents rated staff competence and courtesy as high (M = 3.99). Respectful treatment and customer service received the highest scores, reflecting strong interpersonal relations at LTO service points (Table 11).

**Table 12**  
**Assessment of Accessibility of Facilities or Platforms**

Statement	Mean	SD	Description
1. The LTO office was accessible and easy to locate.	4.00	0.77	High Satisfaction

2. The layout and physical setup were conducive for orderly transactions.	3.70	0.89	High Satisfaction
3. I was able to access relevant information about my transaction in advance.	3.55	1.05	High Satisfaction
4. Digital or online services (if used) were user-friendly and helpful.	3.40	1.12	Moderate Satisfaction
Overall	3.66	0.96	High Satisfaction

High interpersonal ratings support findings that frontline staff behavior significantly shapes public perceptions of government service quality (Sangkala & Rante, 2020). Continued training in customer relations can further enhance trust and satisfaction, reinforcing RA 10930’s goal of improving administrative efficiency and public engagement. Accessibility of Facilities or Platforms. The accessibility dimension was rated with high satisfaction (M = 3.66). Physical accessibility scored high, while online services were rated only moderate, reflecting common challenges with digital platforms (Table 12).

**Table 13**  
**Overall Client Satisfaction with Licensing Transactions**

Statement	Mean	SD	Description
1. Overall, I am satisfied with the licensing services I received from LTO.	3.95	0.85	High Satisfaction
2. My transaction experience met my expectations.	3.80	0.90	High Satisfaction
3. I believe LTO is implementing RA 10930 effectively.	3.65	0.95	High Satisfaction
4. I would recommend the LTO office I visited to other clients.	3.75	0.92	High Satisfaction
Overall	3.79	0.91	High Satisfaction

Studies note that digital readiness remains uneven across government agencies (Cahiles-Magkilat, 2023). Enhancing LTO’s online platforms may reduce congestion in physical offices and improve overall service efficiency, especially given RA 10930's additional documentary compliance requirements. Overall Client Satisfaction. Respondents expressed high overall satisfaction (M = 3.79). The particularly high rating for general satisfaction indicates that LTO services performed well relative to client expectations (Table 13).

**Table 14**  
**Differences in Respondents’ Assessment of Service Delivery When Grouped by Demographic Profile**

Demographic variable	F/t value	p-value	Interpretation
Gender	t(48) = 1.42	0.162	Not Significant

Age group	F(3,46) = 2.11	0.110	Not Significant
License type	t(48) = 1.89	0.065	Not Significant
Year of last renewal	F(2,47) = 2.56	0.088	Not Significant
Purpose of transaction	F(2,47) = 3.12	0.053	Not Significant
Frequency of LTO transactions	F(3,46) = 2.77	0.051	Not Significant

Note. No significant differences were found at the .05 level.

Overall satisfaction reflects positively on LTO’s service delivery capacity. Public administration research shows that satisfaction is strongly associated with perceived fairness, efficiency, and trust in institutions (Van Ryzin, 2013). High satisfaction suggests the agency is delivering services aligned with RA 10930’s goals, though continuous improvement is necessary to sustain public confidence. Differences in Service Delivery Assessment by Demographics. The results of the inferential tests show that none of the demographic variables, gender, age, type of license, year of last renewal, purpose of transaction, or frequency of LTO visits, produced statistically significant differences in how respondents assessed the quality of LTO licensing service delivery (Table 14). All obtained p-values ranged from .051 to .162, exceeding the .05 significance threshold, indicating uniform perceptions of service delivery across demographic groups.

**Table 15**  
**Relationship Between Awareness of RA 10930 Provisions and Assessment of Service Delivery Efficiency**

Demographic variable	Pearson’s r	p-value	Interpretation
Awareness of RA 10930 Provisions vs. Service Delivery Efficiency	0.42	0.003	Moderate, positive, significant

The absence of significant differences across demographic categories suggests that respondents, regardless of age, gender, license type, or transaction experience, generally perceived LTO service delivery in a similar manner. This uniformity indicates a relatively consistent implementation of licensing services, reflecting the agency’s efforts to standardize processes across client groups (Santos & Rosario, 2023). Such consistency is desirable in frontline government services, as it reduces disparities and promotes fairness in public service delivery (Alcantara & Briones, 2022). Although differences were statistically nonsignificant, several variables, such as purpose of transaction and frequency of LTO visits, approached significance ( $p \approx .05$ ). This suggests that frequent users and those with more complex transactions may experience service delivery differently, a nuance supported in public administration literature that notes how client experience often varies with transaction complexity and institutional touchpoints (De Guzman & Mejia, 2021). These near-threshold findings highlight potential areas for targeted improvements, especially in processes that may disproportionately affect specific client segments.

The results emphasize the importance of maintaining consistent service quality while continuously monitoring demographic variations that may reveal emerging concerns in the implementation of RA 10930. Correlation Between Policy Awareness and Perceived Service Efficiency. Table 15 shows a moderate, positive, and statistically significant relationship between respondents’ awareness of RA 10930

provisions and their assessment of LTO service delivery efficiency ( $r = .42, p = .003$ ). This indicates that higher awareness of RA 10930 is associated with higher perceptions of efficiency in licensing services. The positive correlation suggests that respondents who were more informed about RA 10930, such as the extended validity of licenses, eligibility requirements, and documentation, perceived LTO services to be more efficient.

This is consistent with findings that policy awareness enhances client preparedness, reduces perceived delays, and improves satisfaction with public services (Del Rosario & Antonio, 2022). Clients who understand procedural requirements can navigate licensing processes more effectively, contributing to smoother service flow.

Moreover, this underscores the importance of information dissemination and client education in public service contexts. Transparent communication of policies can improve both perceived and actual efficiency, as clients are better equipped to comply with documentation and procedural requirements (Santiago & Pineda, 2023). For the LTO, this finding implies that strengthening awareness campaigns, through brochures, online guides, or in-person counseling, may not only improve policy compliance but also enhance overall service delivery efficiency, aligning with the goals of RA 10930.

## **CONCLUSION**

In conclusion, the study demonstrates that clients of the LTO Regional Office VII in Mandaue City and its Consolacion extension generally have a high level of awareness of the provisions of RA 10930, particularly regarding the extended validity of driver's licenses, eligibility conditions, and procedural requirements. This awareness is positively associated with perceptions of service-delivery efficiency, highlighting the role of informed clients in facilitating smoother, more effective transactions. Respondents consistently rated service delivery across key dimensions, including processing time, clarity of procedures, staff competence, accessibility, and overall satisfaction, as high, and no significant differences were observed across demographic groups, indicating equitable and standardized implementation of licensing services. These findings suggest that the effective dissemination of information, coupled with consistent operational practices, contributes to positive client experiences, supports compliance with RA 10930, and reinforces public trust in LTO services.

## **RECOMMENDATIONS**

Based on the study's findings, several recommendations are proposed to enhance the implementation of Republic Act No. 10930 and improve the delivery of licensing services at the Land Transportation Office (LTO) Regional Office VII in Mandaue City and its Consolacion extension. First, the LTO should strengthen information dissemination and client education programs, as awareness of RA 10930 provisions was found to be positively associated with perceptions of service delivery efficiency. Targeted information campaigns should be implemented to ensure that all clients, particularly first-time and older applicants, are well informed about license validity periods, eligibility conditions, and procedural requirements through accessible brochures, visual guides, online tutorials, and orientation sessions during transactions. Second, the LTO should maintain consistent service standards across demographic groups, as no significant differences were observed in service assessments by gender, age, license type, or transaction frequency; this can be achieved through periodic monitoring and staff refresher training to ensure fairness and equity in service delivery. Third, continued efforts to enhance operational efficiency and client experience are recommended, including further digitalization of forms and appointments, improved

signage and instructions within service facilities, and real-time updates on waiting times to minimize delays and strengthen client satisfaction. Fourth, the LTO may consider providing targeted support for frequent and professional clients who rely heavily on licensing services for their livelihood, such as dedicated service windows, priority processing lanes, or specialized assistance from trained personnel. Finally, the establishment of systematic feedback mechanisms, including surveys, suggestion boxes, and digital feedback platforms, is encouraged to enable clients to report concerns, provide suggestions, and evaluate their experiences, thereby supporting continuous improvement in service delivery. Implementing these recommendations can help strengthen compliance with RA 10930 while promoting more efficient, equitable, and client-centered licensing services within the LTO.

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