

Citizen Satisfaction Index on Government's Disaster Risk Reduction and Management Program in Mambusao, Capiz, Philippines

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Abstract

This study determined the citizen satisfaction index on government's disaster risk reduction and management program in Mambusao, Capiz, Philippines. The descriptive research design employing multi-stage probability sampling in selecting 150 respondents was utilized. Verbatim data transcripts were analyzed using the general inductive approach and in vivo coding technique. The analysis involved several steps covering the concepts of awareness, availment, satisfaction, and need for action. Results revealed high level of citizens' awareness (76%), availment (88.6%), and satisfaction (90.04%) in disaster risk reduction management program, with a low need for action (58.42%). Those who have not availed of the services (11.4%) reported poor information dissemination of local officials (53.84%), services are not applicable to them (30.76%), and inadequate number of personnel in the municipal disaster risk management office (15.38%) to cater their needs. Moreover, the citizens who have availed of the services were satisfied primarily because they found the services very beneficial to the community (39.18%), they are well-informed of the services (31.96%), and the local government officials are active (28.86%). As to reason for dissatisfaction, the respondents felt that the program is not well-disseminated and there were only selective beneficiaries. With high satisfaction rate and low need for action, the local government unit exceeded citizen's expectations on disaster risk management program.

Keywords: Availment, Citizen Satisfaction Index, disaster preparedness, need for action

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ISSN 1908-2843 Print

INTRODUCTION

Government's services should be brought closer to the people in the grass-roots. With this, public officials are expected to have a greater ability to recognize, interpret, and satisfy with precision the citizens' needs for their holistic welfare. Public service should give tangible affirmation that the same passion for service is cascaded by the local governments to the ordinary people.

The Citizen Satisfaction Index System (CSIS) is a set of data tools designed to collect and generate relevant citizens' feedback on local governments' service delivery performance and on the citizens' general satisfaction. DILG Memorandum Circular No. 2012-113 promulgated the implementation of the CSIS. CSIS is a client/citizen perception-based performance assessment that measures the respondent's satisfaction with public services. To contextualize satisfaction data, the analysis involves several steps covering the concepts of awareness, availment, satisfaction, and need for action (CSIS Manual, 2018). Due to the proximity of local governments, citizens can also discern more effectively whether or not their local governments are fulfilling their expectations. If individuals are satisfied with their local officials' performance, they may express greater support for the system. However, if local institutions are unable to satisfy their demands, citizens will not only express their discontent with local governments, but they can also be increasingly dissatisfied with the way democracy works in the entire nation (Hiskey and Seligson 2003; Weitz-Shapiro 2008). The Department of Interior and Local Government and other national government agencies as well as other development partners may also use CSIS results as benchmark for planning, policy formulation, decision-making, and other processes related towards improvement of programs and initiatives (Sueno, 2017). CSIS results may serve as inputs for the local government units in crafting their Citizen-driven Priority Action Plans, which will include strategies that will make their services more responsive to the needs of the citizens (DILG, 2017).

This study aimed to describe the citizen satisfaction index on disaster risk reduction and management program in Mambusao, Capiz, Philippines. Data elicited may provide concrete information to address issues in good governance to ensure satisfaction of the people on the services provided by local governments.

Methodology

Respondents

The 150 survey participants from 23 of 26 barangays of the municipality of Mambusao were chosen using multi-stage probability sampling. This sample size has 8% margin of error at 95% confidence level. The sampling method used allowed each citizen, 18 years old and above, male or female, who lived at least 6 months in Mambusao, to have equal chance to be selected as respondent for the survey (CSIS Manual, 2017). The steps in sampling for LGUs with less than 30 barangays was utilized. Allocation of sample spots to barangays was done. Likewise, sample spot-

random start and field interviewer (FI) control were done.

The map of Dumarao, Capiz, Philippines identified as the locale of the study is shown in Figure 1.



Figure 1. Distribution of respondents from different barangays of Mambusao, Capiz, Philippines.

Research Design

The study used the descriptive research design employing mixed methods such as survey, fieldwork, and informal interviews. Mixed methods involve quantitative and qualitative approaches in more than one stage of the study including data collection, data analysis, and interpretation (Teddlie and Tashakkori, 2003).

Data Collection

Survey, fieldwork, and interviews were used to gather data. The Citizen Satisfaction Index System of the Department of Interior and Local Government – Bureau of Local Government Supervision was used as the instrument of the study. Courtesy visits and orientation were done prior to the conduct of the study in the Municipality of Mambusao, Capiz.

Data Analysis

The responses of the citizens were converted into an electronic data for analysis. The accomplished questionnaires were reviewed for validity and consistency by the field interviewers and then by the assigned field supervisor prior to data encoding. Processes such as coding, and data cleaning were done. CSIS standard codes (CSIS Manual 2017) were applied in encoding the responses in the raw data to avoid blank fields in the raw data. Quantitative responses on the core concepts such as availability, satisfaction, and need for action from the survey were analyzed using frequency counts and percentages. Verbatim transcriptions of the qualitative data on

reasons for non-availment, satisfaction, dissatisfaction, and primary suggestions were made. General inductive approach (Thomas, 2006) was used (see Figure 2) to make sense of the data transcripts. Emerging concepts were then arranged thematically. In vivo coding (Saldana, 2009) was used to highlight participant-generated words from members of a particular group of people. The codes refer to a word or short phrase from the actual language found in the qualitative data record, interview approaches in more than one stage of the study include.

Initial read through text data	Identify specific segments of information	Label the segments of information to create categories	Reduce overlap and redundancy among the categories	Create a model incorporating most important categories
Many pages of text	Many segments of text	30-40 categories	15-20 categories	3-8 categories

Figure 2. Procedure of the general inductive approach (Thomas, 2006) used in the study.

Results and Discussion

Percentage Scores for Programs for Disaster Risk Reduction Management

The distribution of respondents according to their percentage scores for programs for Disaster Risk Reduction Management is shown in Table 1. Majority (118 or 78.7%) of the respondents are aware of the Disaster Risk Reduction Management programs of Mambusao, while 32 (21.3%) of them are not aware of this program. With the 118, 85 respondents (56.7% of the total respondents) have availed the DRRM program of the LGU with high level of satisfaction. On the other hand, 33 respondents (22% of the total respondents) out of 118 have not availed this government's service. The results imply that the respondents have the high level of

Table 1. Distribution of respondents according to their percentage scores for programs for Disaster Risk Reduction Management.

Measure of Service Indicator	Frequency Yes	Frequency No	Total Number of Responses	Percentage Score (%)	Cutoff (%)	Adjectival Rating
Awareness	114	36	150	76.00	58.00	High
Availment	101	13	114	88.60	59.18	High
Satisfaction	97	4	101	96.04	59.75	High
Need for Action	59	42	101	58.42	59.75	Low

availment in the LGU's DRRM program, with high level of satisfaction. The respondents' high level of satisfaction may be attributed to the active dissemination of the information related to disaster preparedness and fast distribution of goods made by the officials in the barangay through public and consultative meeting.

Reasons for Non-Availment, Satisfaction, and Dissatisfaction on Disaster Risk Reduction Management

The respondents who have availed of the program believed that it is important to keep the citizens prepared (Maayo guid para makapreparar ang pumuluyo sang ila dapat obrahon.). Those who have not availed (Table 2) since they cannot find time to attend the trainings, seminars, and information drive on disaster preparedness (May daun man ugaling indi lang guid makakadto.). Satisfied (Table 3) respondents have appreciated the program for it can help them (Manami kay dako ang mabulig. Manami tana.). A dissatisfied (Table 4) respondent noted that nobody initiated the program in their barangay (Kung diri sa barangay wa man tana.).

Table 2. Top Reasons for Respondents' Non-Availment on Disaster Risk Reduction Management.

Top Reasons for Non-Availment	Frequency	Percent (%)
Not informed	7	53.84
Not affected	4	30.76
Lack of personnel	2	15.38
Total	13	100.0

Table 3. Top Reasons for Respondents' Satisfaction on Disaster Risk Reduction Management.

Top Reasons for Satisfaction	Frequency	Percent (%)
Very beneficial to the community	38	39.18
Well-oriented/well-informed	31	31.96
The officers are active.	28	28.86
Total	97	100.0

Table 4. Top Reasons for Respondents' Dissatisfaction on Disaster Risk Reduction Management.

Top Reasons for Dissatisfaction	Frequency	Percent (%)
Not well-disseminated	3	75.00
Selective beneficiaries	1	25.00
Total	4	100.0

Conclusion and Recommendation

The people in Mambusao, Capiz, Philippines who were aware, and have availed of the Disaster Risk Reduction Management program of the local government were satisfied. Although overall, there is a high satisfaction rate, services can still be improved to maximize its delivery to more citizens.

To ensure the continuous equitable availment of all the services offered by the local government, proper coordination between key persons at the municipal and barangay levels should be observed. Information sharing must be kept open. Regular and participatory monitoring at the ground level must be done. Top-down and bottom-up approaches of community engagement can be utilized. Further studies may be conducted to include other services like.

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